

Soft Skills for Business Negotiations and Marketing Strategies
Prof. Uttam Kumar Banerjee
Department of Architecture and Regional Planning
Indian Institute of Technology, Kharagpur

Lecture – 07
Decision of soft Skill (Personal Skill) (Contd.)

Good morning friends, I hope the points that I have discussed in the last week had been useful to you, you liked it. This week I am continuing with this because there are so many in such soft skills our, this course is focused towards the soft skill. So, there are many such skills which I need to bring forth and you should be exposed to it and understand it.

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Personal Skills

- Good Answering
- Habits
- Handling Criticism
- Imaginative
- Intellection
- Judgment
- Knowledge on Current Affairs
- Knowledge of Languages
- Language speaking skills
- Leadership
- Likable
- Low-key
- Hiper-active
- Motivation
- Observation
- Patience

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IIT KHARAGPUR | NPTEL ONLINE CERTIFICATION COURSES | Professor Uttam Banerjee
Department of Architecture and Regional Planning, IIT Kharagpur
Research: Mr. Devottama Banerjee (Director, GreenIntra Creations, STEP-IIT Kharagpur)

So, in this week, I am starting with continuation of that personal skills. In the personal skills, you remember in the last time I said good asking good questions, here it is good answering. If you are asked a question by anybody then you should immediately frame and good answer for it. What is a good answer? Good answer is a response which is varied to the point discrete to the point, which point the question. My suggestion is when you are answering do not beat around the bush. If you know the answer say very discretely, very carefully consciously and you know with all rhetorics no problem.

Same is with a good question. If you have a question, then do not beat around the bush for the questions, because I know I have experienced company of many such people who

wants to know this. And to come to that particular question he will say a big paragraph and by the time he ended his question, if the person whom the question is being asked if he says can you repeat your question then again he goes into another paragraph that is a bad question you know. That means, he does not know exactly what he wants to know from the person who is responding. So, good question is the one which is very discrete to the point and very relevant the good answering is also which is very discrete to the point to the question.

Question did not be long rather I would say if the question is long then it is not a question, it is a statement or it is an opinion, but in anyway answer should not be longer. What is it good answer? Good answer in something which is responding to the question, let us take an example. Now, good question has been asked and you are supposed to answer in such case what will happen is you have understood the question. If you have not understood the good answering technique is saying very politely, could you please repeat the question, it is a good answering I will tell you because you have not answered as yet, but your response has started. Would you please repeat the question then when he is repeating then pay attention, get the question rightly.

When you are listening to the question basically what you have done you are listening to the question twice. And when you are listening to the question second time, you are frame your answer also. So, you get an answer get some time, this is a trick. If you are requesting for a repeat of the question, basically what you are doing is you are trying to buy time for framing your answer, but do not wait every time, do it very sparingly.

If you have understood the question, and if your answer is ready give the answer. If I have understood the question, but you require time for answering then do not sit idle that is a negative. If you think you need some time for framing the answer then request for a repeat of the question. And if you find that somebody is really not asking a question, he giving a statement in the name of a question then definitely you should ask please repeat the question. And then you will find another question will come out, the original thing is lost because the person does not know exactly what you are supposed to ask and he does not even know that what was his original question these are the tricks of it, but however all said in done or we see everyday these kind of things.

Now, my suggestion is always frame your good answer and good answer are those answers which are very short in to the point and very relevant not beating around the bush good answering. Then the habits, habits is the overall system the system that you have anything you know, when I am saying personality and such things have it is like example. Let me give you some see to understand good habits, let me tell you some bad habits first. Somebody is coming to you and then you know keeping the diary on the table without thumb, this sound or somebody who comes there and ultimately sets and you know relaxes, these are bad habits. Somebody who comes and the ultimately looks at the ac is running or the fan is running bad habits. The first time he is meeting you and he is trying to ensure that his environmental quality is good.

Another thing is if somebody has come in and you watch that he first looked at you and then he looked around that if there is anybody else bad habits. You know why I am giving the hints of the bad habits because bad habits if you eliminate then it becomes good habits. So, habits should be normal, habits should be very, very professional. So, have good habits. If you want to enter into a chamber unless the person somebody is opening the door for you, you tap ensure that he gets a signal that somebody is tapping the door and he gets prepared to a community or invite you good habit. Do not even just open the door, they do not know and put your one foot in half open, may I come in bad habits you know.

So, the good habit is are such things there are many, many good habits in the whole system of your everyday manifestation, the habits matter and habits are noted. In fact, I will tell you good habits are really noted, but the bad habits are very strongly noted. And if you are going to a client or a customer or anybody, going for interview on something your bad habits will be immediately noted. Good habit is taken to be normal, actual, usual, nobody comments on that; nobody ever says that he is got a good habit. But they will all say he has got a bad habit.

Bad habit introjections somebody is trying to tell you something his points in between you say I know I know what you are trying to say bad habit, allow him to speak listen to him. And then thing is suppose you have heard him and then you say actually I did not get your point because I could not exactly hear what you are saying bad habit. So, what is the habit is whole system have it starts from your entire dresses, smile, look, movement of the arms, hands, fingers and other things.

I have come across some people see all these are I have seen in my life you are seeing every day same as mine somebody who comes here and ultimately when he is speaking to you his hands are here you know trying to adjust things you know bad habit. Be what you are. If you want to be ready, be before, before you interact, before you entered. So, the habit has to be good for which there are many training courses people. The good habits can be taught, poor habits can be eliminated. So, it is important.

Then comes handling criticism you know what happens is we individual whatever you have learnt, whatever we have acquired we think that we are right, this is a very intrinsic or generic nature of human being. We think what you are doing, what you are speaking is right. We have really accept you know or adoptive to accept criticism. Something I have said and somebody contests you and saying that no what you are saying is wrong it is a criticism. You have done something people say what you have done is wrong the criticism. The thing is you know the good personality is that personality who can handle the criticism well.

Criticism is what, criticism is time to identify you your faults your limitations. And how do you handle it, you handle it in such a manner that you handle it very gracefully. My point is if you are criticized, handle it very gracefully, it gives you two advantage one is you learn your limitations. Nobody ever told you that this is your limitation. So, you learn your limitation, this is first advantage. Second advantage is the moment you have accepted your criticism, the other person you win the confidence of the other person who criticized you. Objecting or contesting a criticism will lead to the further criticism, further contesting further criticism further internal discussions leading to negative, negative and negative.

So, if you have somebody genuinely criticizing on your genuine limitation accept it handle it. If you cannot do it at that point of time you can always say ok, I understand my limitation, I will take care of it that is a good way good gesture good way of handling criticism. If suppose you do not want to do it, just for the sake of you know establishing that what you are doing is right still I will advise you handle your criticism once you go back. If you think that at that point to tell if you accept your criticism, you lose your business or you lose your game, then I would still suggest take the criticism at the back of your mind, go back, and sit quietly, and think why I have been criticized, why I have the limitation. Maybe you will find that that person who criticize you is your friend

because he helped you in identifying your limitation which generally we do not try to identify our own limitations unless somebody tells us. So, handle criticism and do not be aversive to it.

Imaginative is another very strong soft skill which lets you imagine imagination is you know boundless we say that. But in your business if you are imagining what you would like to imagine, you would like to imagine that you are making a good turnover that is your imagination. I am going to be a billionaire, billionaire for what going to five star hotels are seven star hotels, having a you know Porsche and such other cars that is not your dream. You want to earn a lot of money make build your wealth that is you are imagining as a businessperson that I would be earning so much. I will have so much of wealth; I will run a company, my company will have so many people working for it you are imagining boundless, you think about it, you think that you will become a ruler, you think about being a king.

So, imagine is since it is boundless it is also dangerous. This is where the magic. At the same time, if you do not have a think that you should run a company someday own a company someday you will never own it. There is nobody in earth will come and give you a company that run it and you become the boss, no. You have to imagine that I would do it, and when you think that I will be doing it, then you will work out the path for achieving it. Now, you connect it with the goal setting, since imagination is boundless setting your goal means you are setting a target point object. And imagination is boundless your goal has been set in between now to reach your imagination you at least you reach your goal automatically you will find everything will fall in place. So, be imaginative. Without imagination you cannot do something which is nonexistent, you have to imagine, but imagine with pragmatism be pragmatic. If you cannot draw well do not imagine you will be an artist at least at young age, you can do that. But when you have almost matured and at that point of time you say that I want to be an artist and imagining that I will be an one famous artist probably that said imagine he is good, but is it achievable be pragmatic to see if it is achievable.

Suppose at the age of 40 or 50 you think that I would be an engineer not possible because you have to earn a degree and the degree was given some time at the age of 24. So, you imagine you would be an engineer does not help. So, imagination should be well controlled this is when I say your imagination is now structured with the goal setting and

with your emotional management. So, do not be blind to your limitations, do not be blind to your event prospects or your talents. Imagine, set a goal and then go towards a goal you will definitely achieve it.

Intellection is something, which is intrinsic. Intellection we get by the structure of our brain system. What is the intellection? Intellection is your capability or your degree of capability of observing things and then analyzing it that is intellection. So, if now you have the good intellection power, so you know we use the term called intellectuals who are intellectuals, they are thinkers, they can think. Everybody thinks, all of them are called intellectuals, no, sometimes that term intellectuals are misused I can tell you wrongly used for some people, who are really not intellectuals. I consider intellectuals are those people who have a very strong thinking power; very strong thinking power is what everybody is thinking, but very strong analytical power.

So, if you have a very strong analytical power then you are a good thinker and you are an intellectual. So, intellection is that capability or that skill in the mind which gives you a strong power of analysis. Now, the point is it can the intellection be taught, yes, I think whatever I have read so far or I have seen so far I think yes intellection can be taught. Intellection can be taught, but before that you must have a good analytical brain to accept the analysis or the degree of analysis. It is something like everybody can count, but everybody cannot be a good mathematician.

Everybody has a sense of science, because we are living in the scientific system, but everybody cannot be a good scientist. Everybody can be engineer by degree, but everybody cannot be a very good engineer or excellent engineer, innovating engineer. So, the point is intellection is something you do not have to really measure, I will tell you do not measure. What is an intellection power because you do not have to be great in everything, you just see that if you have a good thinking power, thinking ability or analytical ability exercise it, and more you exercise it sometime you may falter initially, but the thing is in future at the end you will find that you can analyze well. So, and the way of analysis is taught, way of analysis is trained, but first you have to be prepare yourself with your own intellectual capacity, so do that.

Judgment, in the judgment what happens is you are judging others, you are judging people, you are judging situation, you are judging future, you are judging danger, you are

judging benefit. So, judgmental power is a part of your intellection. You are being able to judge. Now, the thing is you are being able to judge is it in rodent by nature that you can always judge it not necessarily, you have been trained to judge or whatever analytical power you have through intellection, you are using that to judge. But I will suggest you one thing judgment is good, but over judging or wrongly judging or being judgmental is not good, it is negative. You are in the business you do not know that what is going to come forward, you do not know whom you are going to bump onto maybe that you are going to bump on to another client. So, do not be judgmental.

So, and here again I will put another note of caution from my experience of seeing situations. Do not ever judge anybody by his or her appearance. If you are in the business, if you are in the profession, do not ever judge anybody by his or her appearance or attire. I give an example earlier. A person a billionaire sitting next to you maybe just glare in a very rural clothes, but do you go and see his bank balance, you will never be able to reach in your next life, he has made it in this life or inherited.

So, the point is judgment is a good thing as long as your rightful use it, but if you become judgmental with your limited thinking and analysis and knowledge then probably it will be highly counterproductive, so be very, very cautious. You know what I try to do is I do not try to judge that way I try to explore I try to know more and more I explore. If I see that facts are coming out and it gives me a good vibe then it is fine, but when I am exploring, I am mixing, I am talking, I am exploring, and learning more and getting more facts, if that gives me a negative sense, negative results that know. By this exploration I found person is not good, person is not right, person is not healthy and whatever negative then my that judgment power is a good power that means, by judgment basically you are doing a right judgment power, but do not ever be judgmental.

Knowledge and current affairs is another very strong soft skill in business. I have seen this kind of situation. I have seen a person he sold his product to a client just by having knowledge of one current affair like cricket game. I have seen a person entering into office ultimately could make out after few interactions of used exchange of sentences that the person who is going to take a decision in terms of buying. He is a connoisseur of cricket and he is trying to know today how much is the run that has been made by either Sourav Ganguly or Sachin Tendulkar. He is interested in over that, he is interested lower today's results of the cricket match. And the person who has gone there to meet him to

sell his product is a business person, sales person. And he knows the weakest point of that particular gentleman is the cricket game.

Then immediately he gives tips of all the facts the results you know the moment he keeps on saying all those results today now it is at this moment he is batting and that person has bowled bowling you know this is the run that India has made. All these things a moment he says they get linked very fast, it is a current affair. I am talking about the cricket. How about the political thing, again you may get gain the project by exchanging current political news or current situations. So, it is always better that whenever you are going to some office for any kind of business deal or product presentations or anything, my one small suggestion please read that days morning newspaper and go.

And if you are a good researcher then I will give you another tips, whom you are going to meet try to find out what his liking and disliking. And then you read the newspaper today suppose your appointment is at 11, and you got the newspaper at 11. And you know his liking and disliking scan the newspaper very fast, and find out what are the liking news is liked by him and also scan that news which he dislikes. Just take that as your additional inputs which can play up a walk. You go to him share your all light news, you do not have to start with it do you know that what is there in the newspaper today, do not start with this kind of dialogue that will be detrimental. Do not do that. To discussion itself you know like say when the discussion is leading to us a little bit of personal interactions or such things at that point of time we just throw one such points.

What you have seen in today's newspaper it may so happen that that gentleman did not could not get a chance to see the news before that day same day. So, you just you know bowl one such small news and if you find that he is getting excited, add more and never share those in news, which he dislikes. So, reading a newspaper on the same day of meeting before is very important.

It is because of this I will tell you in hotels or in conference venues, you will find see every room is provided with a newspaper. But yet in the lobby, there are five six news agencies papers are lying of the same day in the lobby why? So, that if you have missed in your room, at least you can see here; and if you see here at least wherever you are going in the morning you are at least being very aware of the current affair of today or something that has happened yesterday. So, knowledge on the current affairs is

important. And sometime if you do not have the knowledge of current affairs and suppose in course of discussion your client says have you heard about what is happening over there. And you say sorry I do not take interest in it, I do not much, I do not have much liking for that you are making a you know (Refer Time: 23:14) part of it. So, always be careful and cautious have the knowledge on current affairs as a part of your business mechanism.

Knowledge of language this I have seen helps you a lot. You do not have to learn the entire language, but one or two pleasantries such words makes a lot of difference. Suppose, an example I have given you. Suppose, you are from North India and you are working on a project or you are going to meet somebody in South India in some state if you at least know one or two pleasantry words like good morning, good day, how are you etcetera, etcetera, various simple pleasantries. And if you use them in their own language maybe slightly faulty, but I will tell you, you are just going to win their hearts. I have seen it myself, it happens because everybody end of the day wants to hear something from outsiders in his or her own mother tongue. So, knowledge of language is important, for which if you exercise it work it out is good.

For example, suppose you want to work on a project which will be in Bombay - Mumbai. And you will be dealing with different clients in Maharashtra region. Then you should really pay attention and give put in efforts to understand and learn at least some bit of Maratha's language, because it helps. I will tell you how it helps, it is not only the client. If you are working on at the grassroots level, if you are selling the products at the grassroots levels or at the very ground level, in such cases what happens is that thing is you are meeting people who may not be very fluent in English or maybe a common language like Hindi.

But when you are speaking in some broken words or sentences in his mother tongue, he gets excited because he thinks an outsider from other state is trying to learn my language. I can share with you my personal experience, in one of the South Indian regional language, I have been learning, and I am still learning because it is very it takes time to learn a full language, so that I can converse with everybody. And since I fly a lot, I always carry a book by which I can learn very quickly at least you know some parts of it. And I do not feel shy even reading that in front of others, I do not feel shy, there is no

reason why I should. If I can read a novel in front of others or a movie magazine in front of others, I can also read a language learning books in front of others, no harm.

So, I was flying, there was a person sitting one seat after me, and the middle seat was empty. I was reading, I was trying to understand and I was trying to figure out that where is the commonality of our my own mother tongue or English or Hindi and trying to understand that South Indian language. So, that you know I imbibe it. When the flight was almost about to land that gentleman you know he asked me you are from which place, I told him I am from where. He said thank you, I said why, he say thank you, you are trying to learn our language you know it was so emotional I became so emotional I did not expect it. He said thanks because I am trying to learn his language, I will never converse with him in future, I will never meet him in future, but he felt so nice that somebody else from other language is trying to learn my mother tongue. He felt so happy that he thanked me.

I will tell you very frankly, we never even got a chance to exchange our names, but it makes a lot of difference. If somebody who is not going to have any business can thank me, I am telling you the person whom I am going to have business with they will internally thank me, even if they do not say in public. They will internally thank me that I am speaking in their own language. Quite often many other things many of your their expressions or your expressions comes better in your own mother tongue. You know own language that you are having with, this is important.

Knowledge of language and speaking a language are two different things. You know the language you can read, you can read the scripts, you may know also some bit of grammar. You do not know how to write, but can you speak, you know if you can speak I will tell you, you are one step farther. Knowledge of language takes you one step closer to your customer. And speaking skill of the same language takes you farther closest to the customer. And if you can speak very well then they think that you are their person, this is a trick of the business of interaction. But I will tell you there is no pretension in it, I am not suggesting in a pretension, I am saying that to best communicate if you can communicate in their own language, it helps.

If you are having business with some of the European country, you know frankly speaking you have to give maybe a three or four months of effort to understand their

language, read their language, write partially and speak partially, but you do not know the benefits that you like you to get. The benefit is twofold. One is you win their heart number one. Number two is if you have gone to say for example, you have gone to one of the European country, and you are meeting two persons together, they are together you are alone. And you are trying to sell your products or you are trying to have business or develop a business and they are speaking in between themselves in their own language. If you know their language, if we can understand, and if you can speak then two things one is you win their heart and the second thing is you can also make out that way are these sayings positive or negative about your approach that is a big thing I will tell you at least you have to understand.

So, if you are doing business with other language states or other language countries, then make it almost essential that you train yourself in reading, knowing the language, reading partially writing and very good speaking. You do not have to read their novels, you have to only know how to speak that is all.

Next comes in my sequence of alphabetical order is a leadership. This is a very strong personal skill, your leadership, how do you give your leadership, what is that leadership. Leadership is something that all of you are working together, and somebody has to lead the whole group. If everybody is the boss, nothing will work; if everybody is the chief nothing will work, there has to be achieved share. If in a game, if everybody is a captain then there is no captain, so somebody has to give a leadership. So, leadership is a different domain maybe that I might discuss this leadership sometime in other parts of the lecture. Leadership is your ability to guide and lead the entire group to reach the targets or even for retreating, I will tell you. Giving leadership for retreating you saw there is a danger you are all of you are going as a group and suddenly in front you have encountered a danger, you have to decide that you have to retreat, you have to come back. There also you are not leaders earlier you were not the leader earlier.

But at this point when you reach that, you might decide that no we have to now retreat and during retreat also convincing everybody, negotiating with everybody to decide that no, no, no we are not going to go further, we have to retreat, leadership is required. So, leadership is that ability by which we can convince others the consequences positive or negative and then guide them to the right path that is a leadership.

Likeable, you should be likeable if you make business with somebody it is not necessary that you are going to do business all throughout your life with him no. Business maybe once, but if you are like if people like you they will remember you. And if they remember you again I will repeat there is a chance that they refer you to somebody else to get more business or they will call back to give you more business. So, be likable. And contrary of it never create a situation where after your when you are splitting and there is a feeling in the mind of the person who have interacted who disliked you at any point. So, all these are positive points.

Low-key, you do not have to be really jumping around when you are selling in your business you may be selling a product to somebody who is poorer than you. But never give an idea that you are richer than him because if he does not buy if ten others do not buy you do not survive your business goes down. If the owner of say any international motor company starts behaving like the real owner and the boss, and the others do not buy the cars then that particular car manufacturer is going to have a doomsday. The thing is always see if you remain low-key then what happens is you are less exposed. If you are less exposed you are less criticized or judged, but if you are low-key you also can have a good emotional control and management and then do your business.

So, we have low-key. I have seen people like I am giving an example. There was a sales agency, local regional agency that gentlemen is to come to me every time. So, this is our product and it is to give a lift layouts and CDs and you know all that this is our product. So, if you can recommend somewhere because I am an architect, so I have to recommend products. If you can recommend our products these are the technical details and all that all that all that one-day my MD will come and meet you. I thought what is a necessity, there is no necessity.

Two examples in this one. In such case the MD came and he sat in such a manner that he wanted to give me a good impression that he is an MD, he is an MD of that company and I know that is a multimillion company. And the MD wanted to meet because he wanted to ensure and see that where my regional sales manager is going. MDs purpose of coming to me was not to see me anyway, he made a trip in this particular region from the central region of the country, and he was moving to different spots where the regional salesperson thought that will encourage the buyers to buy the product. But the MD once

he sat came in my room and sat he gave up air or the order of he is the MD, I am not, this is one.

There is another case I know where MD of another company he came he was so soft, so sober, so accommodative that he wanted to know what is my requirement, he wanted to know how could he help me, how could he improve his product and how I can be benefited by his product. He was so low-key this is what is low-key. So, be very cautious that minded, if you are showing your air or showing your all showing your positions to somebody, which leads to dominating that also may lead to your losing business, take care of that.

Hyperactive, another point do not ever be hyperactive you know when people become hyperactive I have seen that people become a salesperson becomes hyperactive when the negotiation is struck means deal is struck, the sale is closed. They suddenly become very hyperactive you know very elated things are done, do not worry, be calm and cool. Because this is just a process just a step, it is all your negotiation struck, it is only the deal closed, delivery has not started, your service delivery has not started, your payment has not started.

I have seen many of the salesperson they become so hyperactive when the deal is struck; I find it is not really good healthy sign, one has to be very, very controlled. This is what is emotional control, when you are signing an agreement deal is struck you show soberness, you show your calm, you show your commitment, you show your diligence, you show your good nature good habits sign it, do not jump around, do not show tell everybody and all that.

I have seen people after the deal is struck, they keep on you know shaking hands with everybody in the room, do not have to do you really do it, shake the hands with somebody who is also signing the other part of the agreement first with dignity with a courtesy do that. After that it is just a gesture courteous gesture that you shake hands with other, but do not jump around. And you know forget to shake hands with the person who has signed the other part of the agreement you signed. And you become so hyperactive then the person who is next to you, you shake hands with him and then him and then him, but the person who has really signed the other part and gave you the job

you forgot to shake hands with them. So, do not be hyperactive. The hyperaction sometimes is taken as a negative mental state be very careful.

Motivation, motivation is it starts with your imagination. You know you are imagining what you want to do. Once you get the imagination before the goal setting you have to motivate yourself. Motivation is almost like you know holding your energy I personally say the motivation is a potential energy, it is a potential energy, hyperactive is a kinetic energy. If we talk in terms of energy, hyper action is a kinetic energy, you become dynamic; and motivation is a potential energy potential energy means you have as cooler as you are still active in the mind to imagine something and setting the goals your motivation then gets set.

Motivation here I have some observations I found that motivation may can also be trained, because not everything is you know some of course, I mean maybe everything can be trained maybe, but motivation is something which can train and turn you around. You are depressed, you lost two projects successively, you are depressed. You are not being able to self motivate yourself, somebody comes and motivates you, you know puts a hand on your shoulder, trying to assure you that give a try maybe the third project will come unto you, maybe he has used maybe the third project will come to you, but you get a strength. So, motivation is the potential energy which remains inside have it. If you do not have the motivation, you will never be able to achieve anything. So, what happens is now I am giving all this list you try to link which one is connecting with what.

Then observation every individual or every living being has this power, this attribute observation, but every individual or every living being has the seeing attributes, observation is different. Observation is you are seeing, everybody sees you know there is very common saying everybody can see, but there are very few people who can observe. What does it mean, now you link it with your sensory power of visual power you connect it with your intellection, you see you perceive and you connect with your intellection and then you will come at it you will find that you have observed. Observation is almost you know another result of your intention process.

We have mental process in the mental process we have you know sense as a power sensing as a power sensation perception and intellection. So, the sensation is guided by all five senses that you do have. And the perception is added with the past experience

knowledge and information. And intellection is something intrinsic and analytical power that you are exercising with you know what happens is, when you see something and then you analyze what you are seeing, you are really observing. That is what people say that have you have seen it, but you did not really observe it, it simply means that you have looked at it because you have the attribute of seeing you have the retina on which you are the image. But the thing is you have never connected that particular image to your mind, and you never analyzed that is why you are not observing.

And then another patience, there are many more, I will come to many more, patience. Have patience, the patience will help you in getting motivated. The patience will help you in analyzing more, the patience is going to guide you to hold back, the patience is going to help you not being hyperactive. The patience is again internal you know there are many spiritual you know thoughts by various experts. What they are trying to say is patience they are saying that be patience means you have a strong emotional control or mental control, control yourself have patience, do not lose something which you wanted did not get it, do not lose your patience. Something which you are expecting not getting it, do not lose your patience, because if you lose your patience your intervention is going to work for negative. And if it is going to go for negative work for negative you will not have emotional management or emotional control. And if you do not have it then you might do something wrong.

An example is you are trying to get a job, you have applied for it, and now you are waiting that when you will get the interview call. And it is maybe beyond your expected time of waiting, and then suddenly you become you know restless, and then you write a letter I applied on that day and I was expecting a call from you, may I know when I am going to get the call from you, these are basically a reflection of your impatience. It may be that they are under the process, it may be the next day they were about to issue.

If they are good they would say please wait we have decided we will send you the interview call letter. But the thing is once they will tolerate, then again suppose seven days after you did not get a call and then you write again or phone again saying that I have been waiting for this, I have never got it. Now, it is a sign of your impatience and if it is. So, I can assure you may be getting a call, but when you are going to go for the interview or for the meeting, you have half lost because they have noted that you are

impatient, and nobody wants to hire impatient people because they become the problem of the group or the team. So, take note of that.

Thank you so far.