

**Speaking Effectively**  
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**Indian Institute of Technology Kharagpur**  
**Lecture 09**  
**Body Language Workshop**

Student 1: So now like we are going to do this thing like show you how to make, how to impress a person like with your body language, right?

Student 2: So first I will have like how you going to show the other person that you are quite confident and you are not nervous at all. There are few body languages which we need to take care while we are meeting a new person to tell them that we are quite confident. First of all is the handshake okay.

Student 1: So how do we do the handshake thing like tighten up or like loosen up? How? Can you come and shake a hand with me? Okay.

Student 3: Yeah.

Student 1: Is this fine or this is fine?

Student 3: This is fine for me.

Student 1: Okay. You should be like little loose, right? It is just a normal one, okay. If we should not like you know show the power off to the other person who is going to take our interview or our friend or someone okay.

Student 2: And also we should not keep our hand quite loose. Kyunki agar hum apna haath loose rakhenge toh agla banda judge kar leta hai ki hum nervous hai. Jab bhi hum, when we walk in for the interview, not here but somewhere out in companies, first thing which we do is we shake hands with the interviewers. Woh hamare handshake se hi pehle judge kar lete hai ki are we confident or hum confident hai ya nahi. Agar hamara handshake lose hai aur like shivering hands hai, wo wahi bol dete hai ki this person is not at all confident.

Pehla body language jo hamara confidence deliver karta hai agle bande ko woh hai hamara handshake, alright. Second thing which comes is eye contact. Jab hum kisi se baat kar rahe hai, try to make an eye contact.

Student 1: Like at least while we are talking, right? We should maintain our eye contact. Agar hum apni Aankhein churate hai toh saamne wala pakad leta hai ki ha bhai yeh banda fake hai aur yeh jhoot bol raha hai or something. Ya confidence nahi hai bande mein, right? Toh is cheez ka humein khayal rakhna hai. Eye contact is the most important part.

Student 2: While you are talking to person eye contact rakho. Jab talking conversation over hai ya pause hai, look over other things. But jab conversation phir resume hoti hai toh you should put like complete concentration over that person. Aur most important jab aap eye contact kar rahe hai, zyada blinking nahi karni. Hum blink tab zyada karte hai jab hum nervous hote hain. Jab aap eye contact bhi bana rahe ho, make sure ke zyada blinking na ho, nahi to agla banda judge kar leta hai ki this is not confident person.

Aur stare nahi karna. yeh na ho ke blinking na karne ke chakkar mein hum apni fix karde aankhein. Woh phir hum robot lagenge ya phir fake lagenge aur agla banda uncomfortable hoga.

Student 1: Saamne wala uncomfortable feel karega because like 24/7 if you are staring at someone like it makes the person uncomfortable, right?

Student 2: Third body language hota hai the way we stand. When we are meeting some person, we should not stand like this or like this or like crossing our legs. Hamare legs jo hai hamare shoulders jitne wide open hona chahiye. Kyuki if we are crossing our legs toh this shows ki we are very nervous in meeting that person. Apne legs ko friends ke saath chalta hai but like in official meetings or somewhere out you should not cross your legs while you are meeting a person aur slouch nahi karna.

Aise nahi khade hona ya aise nahi khade hona. This show you are complete nervous.

Student 1: And if it is a long time like ek ghante do ghante ke liye khada hona hai, right? You can just like ek, matlab lean yourself but not so much, right?

Student 2: Weight shift karo. Ek foot se...

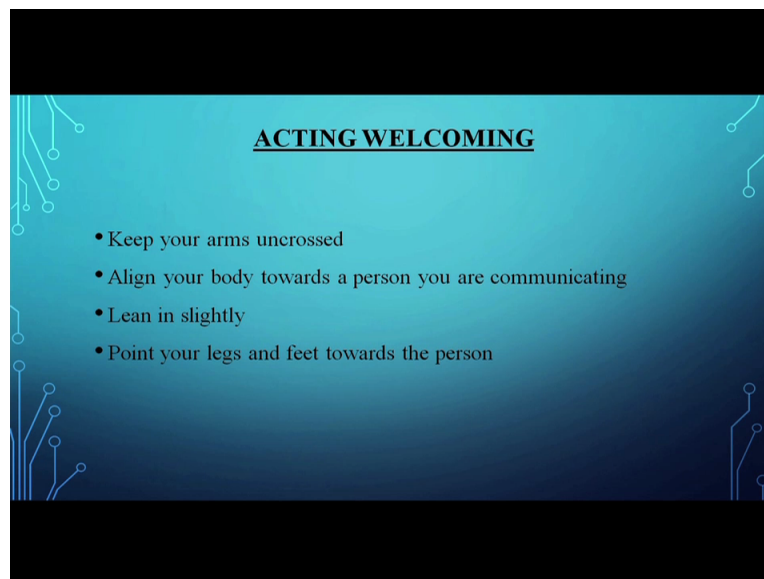
Student 1: Weight shift karo but like movement bhi rakho apni. Movement rakho but apni jagah par waapis aao.

Student 2: This thing you need to take care. Matlab body language mein in cheezo ka dhyan rakhna.

Student 1: Yeah. The shift in weight thing, right? Actually, jab do ghante ke liye hame khada hona hai, we cannot stand like still 24/7 or like 2 hours or 3 hours like this, right? So we need to give rest. So like what we can do is while talking like I am putting my weight in the right side or again in the left, right? You got it?

Student 2: Now next thing is when we are meeting some person we have to act welcoming. That yes I am glad you are meeting me and that all sort of things. For that we have a presentation. It is like, first thing is, never cross your arms when you are meeting a person. Agar aapne apni arms cross kardi hai to iska matlab hai you are not interested or you are just closing off this conversation and you want to leave.

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Student 2: First thing is keep your arms uncrossed. And second, align your body towards a person you are communicating.

Student 1: If I am standing like this like it is not nice, right? It is not looking good. So you should not do ever in front of any official person. It is okay with the friends but kabhi bhi kisi bhi official bande ke samne kabhi mat karo.

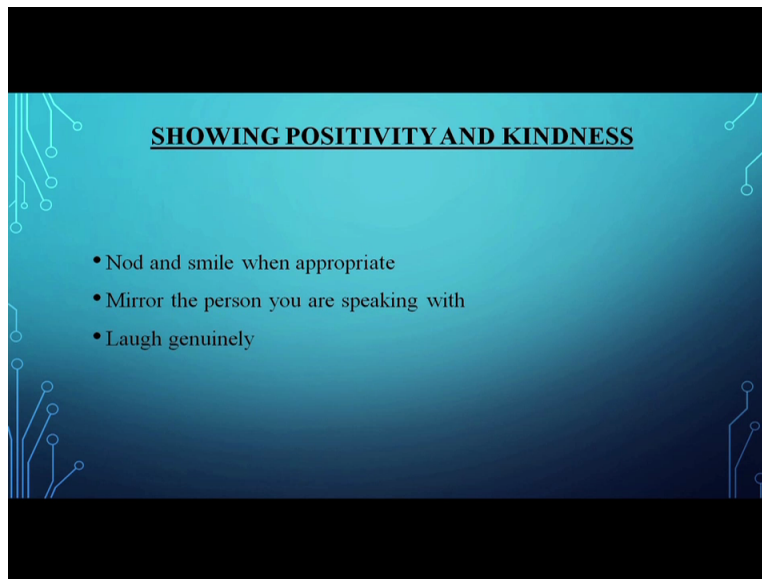
Student 2: Aur apni body align your body angle toward the person you are talking.

Student 1: Jaise, abhi main baat karta hoon tumse. Tumhari taraf hu. Usse baat karunga, halka sa tilt karunga, right? Toh jis bande se baat karte ho focus uspe karo, aankhen uski aankhon mein daalo, thik hai? Aur sabse pehli baat, apni hand movements ko jaari rakho.

Student 2: This shows ke aap conversation mein involved hai.

Student 1: Aur ek flow nikalta hai tumhari body se. Ek energy nikalti rehti hai. Flow hoti rehti hai.

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Student 2: Thik hai? Next. Aur one more thing jab aap, haanji.

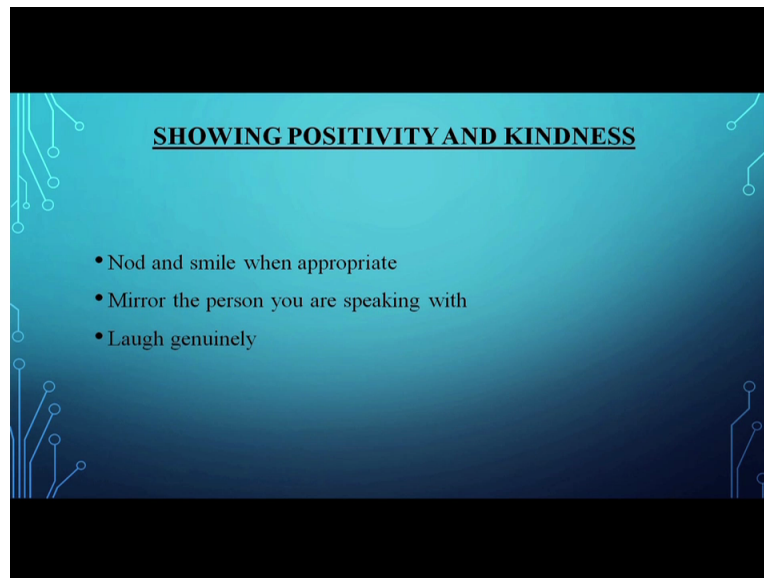
Student 1: Well I guess if I am talking and like I am showing you that this is the thing so, this is the excess thing. Like its okay. Like I was going there and like you know it was kind of fun. This is cool. If I would have joined like it was fun like, this is fake. Okay?

Student 2: Matlab agar hum koi baat kar rahe hai, agar hum passionate apni conversation ko leke, to hand movements zaroor hona chahiye.

Student 1: Aur sabse bada plus point kya hota hai? Jab hum kisi se baat karte hai aur hamara hand movement hota hai. Agar Hum ek-do galtiya bhi kar dete hai, who aadhe bande ka dimaag

hamesha 50 percent hamare hathon pe hota hai aur aadhi hamari baaton pe. Toh aadhi cheeze woh samajh nahi pata agar hum kya galat bolte hai kya sahi. So this is the plus point of your hand movement. You should have a perfect hand movement actually.

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Student 2: Okay, and doosri baat. If you are in a group, sitting in a group, aur phir aapko thoda confusion hai, where to align my body and where to do? Kyunki aap sab se baat kar rahe ho. Aap sabse haina? Aur ham jaise when I told ke when you are talking to someone, align your body. Group mein make a eye contact with everyone. Group mein you cannot like talking to this then this this. You cannot move like this. Okay? So usme kya hai, agar koi aur banda jisko aap chahte ho ke impress karna hai, bas apni body ko uski taraf align kar do. Jis bande ko impress karna hai.

Align your body towards that person. Rest of all ke saath eye contact banane ki koshish karo. Thik hai? Aur agar koi banda us angle pe you cannot align your body, at least make an eye contact and talk. Thik hai? Is se agla banda aap ki body language, matlab usko yeh batate hai ki you are interested. Though I cannot move towards you, but still I am interested in you.

Student 1: But what we cannot do is, hum jaise, I am talking to her right? I am interested in talking to her but I cannot do this, right? This is something different. We cannot do it. Or we cannot stand like this. It is not meant to be like this.

Student 2: Lean ho, par zyada nahi ki agla banda uncomfortable ho jaye Okay? We have to lean. Main important body language yeh hai. Agar koi baat kar raha hai aur aapne usko batana hai ki mai interested hu tumhari baaton mein, lean a bit. Thik hai? If you are sitting across a table, table pe thoda lean karo. Yeh nahi ke ab uss bande pe chadke hi lean karna hai ke I am interested in you. Table pe thoda lean kar loge toh agle bande ko indication mil jaayega ke aap interested ho. Thik hai?

Jab bhi kisi se baat karte ho, aise nahi ki like the person is talking to me, mai aise baith ke bol rahi hu, haan. Thik hai. Toh isme thoda arrogance bhi show hota hai, thoda disinterest bhi ki yaar khatam karo baatein, I want to leave.

Student 1: Like if she is sitting and I am here, right? Toh what I will do is, I will sit in this position.

Student 2: Ya. We will a bit lean and we will talk. Agar peeche ho rahe hai toh I am giving clear indication that I am no more interested or like you just please go.

Student 1: And if she is in front of me, if she is in front of me, I will never cross my legs.

Student 2: Try not to cross your legs. Okay?

Student 1: A bit leaned ahead.

Student 2: Alright? And then we have our body language, jo batati hai agle bande ko ki I am kind towards you, positiveness dikhani hai. Do bande baat kar rahe hai. First of all conversation mein dada important hai mirror karo uski image. If the friend is sitting this way, haina? Like you sit.

Student 1: Yeah.

Student 2: He is my friend or the person...

Student 1: I will take the same thing.

Student 2: Ya. If he is sitting this way, I can copy this person. Ye nahi ki he is sitting this way aur main official mod me baithi hu aise baatein karne ke liye.

Student 1: Official things are only with the boss and with the employees.

Student 2: Jab interview pe jaate hain, jaise wo baithe hai, you mirror them. When you are with your friends, jaise wo baithe hai, you mirror. If your friend is leaning, you also lean. If your friend is with crossed arm, you also cross your arm. is body language se pata lagta hai ke aap uske saath involved ho baaton mein. Thik hai? Interview me jaate ho, jis posture mein wo hote hain aap uss posture mein baitho. Yeh nahi ke waha jaa ke lean kar diya. Alright? Aur friends ke samne yeh nahi ke interview posture mein baithe ho haina?

Aur who lean kar raha hai and the friend is getting uncomfortable. Are yaar yeh kya baitha hua hai mere saamne? Thik hai? Yeh hamari body language hai jo bataati hai ke, I am kind towards you, positivity and everything.

Student 1: And whenever we go for the interview right? Never we should like keep our hands on the table, never. If you are nervous, if you are very nervous, what you can do is? Neeche rakho haath or apne haath ko jitna tightly ho sakta hai pakdo. But do not let it come in your face right?

Student 2: And while you are talking, first thing jo aapki nervousness bataati hai is when you are playing with your clothes or with your hairs. Doing anything. Iss cheez se agla banda judge kar jata hai ki aap nervous ho. Jab aapne bataana hai ki I am quite confident, keep your hands relaxed. Aapke haathose unhe pataa chalta hai.

Student 1: And do not carry a pen or something holding in your hand because like you will be starting playing.

Student 2: Pocket mein keys hai, pocket mein haath ghusa liye, keys chhan, chhan, chhan, chhan. This is not the good thing, alright? Yeh cheeze phir agla banda soch raha hai ki yeh toh mere saath time pass kar raha hai. This is not a good indication. Thik hai?

Student 1: Aur sabse badi baat hoti hai jab hum wait kar rahe hote hai. Right?

Student 2: For the interview.

Student 1: For the interview, that is the matlab, really important point.

Student 2: Jo hum ignore kar dete hain. Hum bahaar baithte hai, interview ka wait kar rahe hai. Suppose I am going to some company. Kya yaar, do ghante se bitha diya. Kya karu? Phone nikala, message kiya, I am waiting since this long.

Student 1: You never know who is the next person sitting beside you, right?

Student 2: Aur woh kaun hai aur kaise judge kar raha hoon aapko. When you walk in and you are like, Oh! This person was sitting out in lobby. Aur uske saamne aap headphones lagaye ho kaano me bas. Lage huwe hai. Meri turn aayegi toh I will go inside.

Student 1: Never ever play with the cellphone or something. Just try to read a newspaper. Uss se kya hota hai, agle bande, chahe aap na padho. Kabhi mat padho but waha aap ko karna chahiye. That who show karta hai that like you know, you are interested in world. You have the knowledge, right?

Student 2: Waha company ke pamphlets ho, go through them. Agle bande ko pata lagta hai you are interested in their company. Yeh nahi ki yeh table manners aur sitting posture humein jaake unke saamne hi show karna hai. Right from the beginning, from the lobby, you need to show these all things. Thik hai? Aur jab bhi koi jaise, you people are good in this. Jaise I am talking and you people are nodding, you are smiling. Iss se aapki active participation ka bhi pata lagta hai. This thing is good like...

Student 1: And always keep a cute smile on your face. Right? No, not that one. It really scared me.

Student 2: Okay, so this is the body languages, jo humne abhi discuss ki hai. Aur abhi hum ab aapki hi activity hogi introduction ki. Hanji?

Student 4: You said earlier that one is leaning backwards and who have folded their arms, so it means that they are not interested. Then you said that if your friend or someone is doing then you can mirror them.

Student 2: Yeah.

Student 4: What if an interviewer has crossed his arms or is leaning back?

Student 1: No, your question is right. Like if we are leaning back and like with friends and all. The difference, right? He is your boss and the boss is always right. He can do whatever he wants because he has the authority to fire you.



Student 2: In cheezo ka.

Student 4: If he has leaned backwards and he has folded his arms.

Student 2: No, mirror, I told you to mirror the person sitting. Har jagah pe yeh nahi chalta. Yeh body language jo waha body language humne deliver karni hai wahi karenge.

Student 1: It is okay with your coworkers.

Student 2: Coworker...

Student 1: The mirror images could with your coworkers. But the office thing is kind of. With your boss you never show mirror.

Student 4: Irrespective of his position, we should be maintaining our position.

Student 2: Yeah or maybe mostly aisa nahi hota. Agar aate hai interviewer toh lean back aur woh toh phir hardly it happens. Maybe phir toh wohi banda is interested, who toh apna show hi kar raha hai ki I am not interested in you.

Student 1: Who toh banda uska matlab hai ki woh starting se hai aap ko dikha raha hai ke bhai we are not interested in you.

Student 2: Ha, uska body language aapko hi bata raha hai ke he is not interested to toh phir aap thodi na uska body language copy karke bolo denge, I am also not interested in you.

Student 1: Aur aisa hi yeh do cheezo me hota hai. If you are over confident or you are under confident, the candidate.

Student 2: The thing is, uski body language se toh aapko pata lag gaya na ke he is not interested. Usne apna body language deliver kar diya aapko ki I am not interested.

Student 1: Kyunki agar hum under confident hote hai, toh hum wahan jaate hain, hum har cheez bahut fast karte hain, right?

Student 5: Sir, maybe the interviewer changes position to test the candidate...

Student 2: Yeah.

Student 1: Yes, sometimes they do it. That is why like you have to maintain yourself. sometimes we need to just make a lines, boundaries, right? So that is the thing.

Student 2: Okay?

Student 6: You earlier said that we should always mirror their body languages. But I do not think we should mirror their negative body languages.

Student 2: No, yes of course not.

Student 6: Even if they are negative to us, we can hold our positions.

Student 2: yes, of course.

Student 1: Yeah.

Student 2: Bas yahi bataane ka motive hai ki waha jaake apni firmness aur rigidity. It is not like everywhere you need to show. Sometimes woh relaxed hai toh you can go relax with that person. Taake who agla banda bhi aapke saath aapki company enjoy kar le. Thik hai na? Interview wagaira toh phir ekdum alag aspect ho gaya, haina?

Student 1: And while preparing for the interview, us bande ko aapki aankhon me dikhna chahiye ki, yes you are prepared and like yeah you know about the interview, you know about the company, right? So this things should be there. Ki agar agle ne tumhe nahi ok kara toh that is his loss, that is his loss, that is not your loss. You have the other options too. Right?

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Student 2: Now, should we move on? Next is like how to introduce yourself. Jab hum introduce karte hai apne aap ko, bahut sari cheeze hai jo agla banda hamare liye wahi pe pick karta hai aur hamari personality apne mind pe bana leta hai. Kyunke hum pehli baar jab kisi ko milte hain, hum apna saara biodata toh usko dete nahi hai. Woh hamari body language, jo humne chaar baatein kahi hai, wahi se hamari personality ko apne dimaag mein bana deta hai. So few things hai jo hum apne mind mein take care karna chahiye, while we are on the first part of introduction.

Thik hai? Jaise aap mein se anyone of you can come and tell me, suppose aap presentation de rahe ho. Not complete presentation I am asking. Waha introduction kaise doge apne presentation mein? Can anyone come and give a demo?

Student 1: Come on, let us try yaar.

Student 2: Try karo.

Student 1: Everybody makes mistake.

Student 2: Mistakes nahi nikalni humne. Hum tumhe just tell what things are required and what is not.

Student 1: Can anyone? Okay, please.

Student 7: Just the introduction?

Student 2: Just the presentation deni hai. Toh how you will introduce yourself with the person.

Student 7: Good evening everybody. My name is Jyoti Gupta and today I am going to give a presentation on so and so topic.

Student 2: Alright. Fine. Yes. Okay.

Student 1: So anyone else? Nope? Okay. Yeah please.

Student 8: Good evening everyone, good evening mam and my dear friends. I am here to present my topic which is this and this.

Student 1: That is good.

Student 2: This thing is actually what is working. While you are giving a presentation, first thing people generally do is like, 'Good morning everyone, my topic is so and so'. Nervousness pata lagti hai. But like you people are quite mature, you are doing it really good. Jab aap apne presentation mein introduction dete hai, first thing is greeting and telling about who you are. Later you are going to tell about all the relevant information, why I am here? For what purpose and all. Aur uss time pe, introduction time pe, at least make sure ke aap move na karo. Thik hai?

Apni position pe khade ho. Okay? And you give an introduction. Later jab presentation start ho rahi hai, then you have to give the moments in between. But uss time pe you are told ke aap back na karo. Aur matlab, introduction de rahe ho toh sabke eye contact banane hai. Because you are introducing yourself with everyone out there.

Student 1: Or like aisa na ho ke like pahle hi jaake aap bolu yeh ke, 'thoda boring hoga but still, you know I am presenting this thing'. It should not be starting from a negative thing. Sir आपको pata hai kitna be negative ho bas usko pata hai positive way mein start karna hai. Right? You should give your best.

Student 2: And suppose your meeting any individual out. Waha pe introduction dena hai. Kuch bahut basic cheeze hai which we need to take in mind. Jo aap sab ke mind mein bhi hogi but I should repeat them. Pehli baat toh handshake hota hai. Aur like kis jagah pe आपको, us jagah pe

depend karta hai. Har culture ka apna alag way hai greet karne ka. Somewhere its hugs, somewhere they just do handshake, somewhere it is nothing. Thik hai? Aap uske accordingly karo. India mein hugging karna is very like unfavorable.

Woh toh agla banda pehle hi uncomfortable hoke bhaagega aapse. Thik hai? According to the culture, you do appropriate greeting to the person. Uske saath eye contact banao or the thing is ki apni tone. Agar jaisi uski soft tone hai. Yeh nahi ke woh dheere se bol raha hai, aap joro shoro se lage hai. Ke who banda kahe, 'yaar, I am getting so embarrassed, this person is stealing the attention of everyone'. Apni tone uske saath poori coordinator rakho jab aap first time introduce kar rahe ho. Aur bas apne baare mein hi nahi bolna. Try to ask about that person.

From where you? Why you are here? What you doing? Thik hai? Iss se good impression jata hai. Or like first thing you do is, hi I am, your name. Like, Hi I am Nilinder Kaur, what is your good name? Never ignore this thing ke apna naam bata diya aur agle ka poocha hi nahi. Jaise hi agla banda apna naam batata hai toh you should say, its pleasant to meet you, whatsoever the name is, uska saath me uska naam bhi bolna hai. Thik hai? Uss time pe. Iss se agla banda proper into conversation aa jata hai aur confidence mein aata hai ke, this person is actually interested in me. Thik hai na? These things.

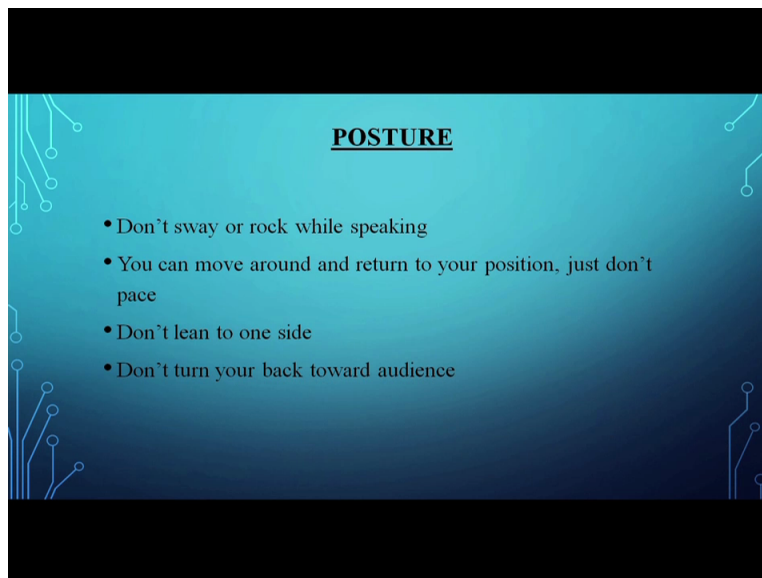
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Student 2: Okay now I will do the presentation thing mostly hum college mein presentation ke saath hi aake ulajhte hai and we like hide ourselves ke presentation hai kal meri, yeh who. Toh few things we will discuss about this thing. Main presentation clips dekhi jaise baccho ki, bahut saari cheeze note karne wali hoti hai usme, presentation mein. Har kisi ki presentation mein koi na koi gadbadi mil jaati hai. Kuch toh dekh ke bolne lage hote hai. Right? This is very common among all. Hum notes pe stick rehte hai. Thik hai na?

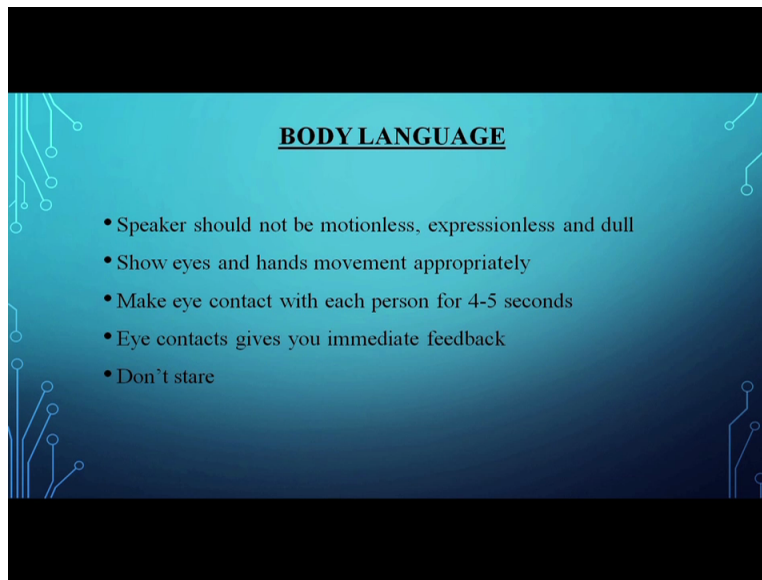
Second thing is notes mein stick rehne ka sabse bada drawback yeh hai ki hamari audience ki taraf back hoti hai. Toh we are reading for our self only. Unse toh hamari koi communication hi nahi ho rahi. Thik hai na? This thing you need to keep in mind. Can you play the next slide?

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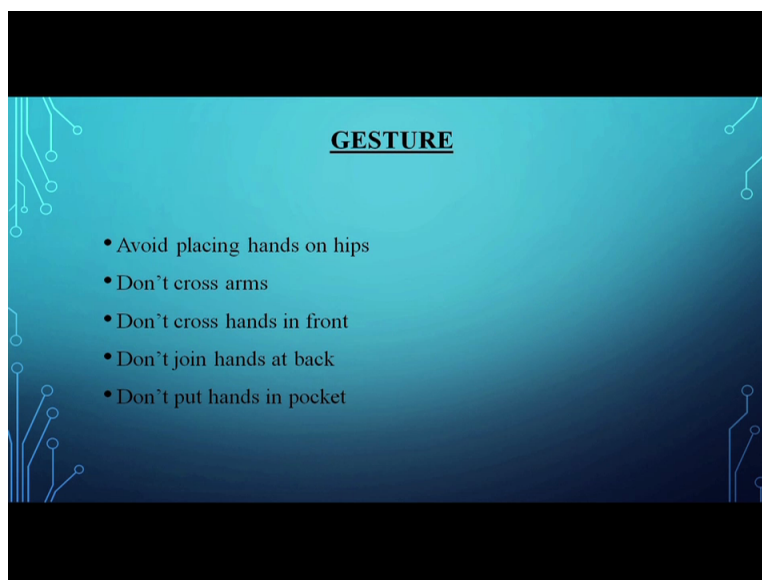
Student 2: First thing we will talk about the posture. Jo presentation ke time pe aap ko apne posture ka take care karna hota hai.

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Student 1: Like the thing is this poster ka, right?

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Student 1: Presentation, like if the slide is going on, main aise karke kisi ko bata raha hoon. Bhai peeche agla kya kar raha hai? I do not know, right? So we should take care of it. We should be prepared. Hame bas aise seedhe khada hona hai. Halka sa tilt karke, we should face the person whom we are talking and like we should show them what we are trying to make them

understand. Right? Aise hona chahiye aur doosri baat yeh. Jaise eye contact uss bande ke saath mein banaya. Randomly go with the right to left, left right, center.

Randomly do those things. Right? Aur phir beech mein bande ko ek aada question bhi pooch lo ki, what do you think about this thing? You have any suggestions? Har cheez, bande ko involve karo apne mein.

Student 2: Hum mostly presentations chhat ko dekh ke de dete hai. Bina audience ki taraf dekhe ya koi friend baitha hai, bas friend ko dekh ke sari presentation suna di. Kyuke humein confidence milta hai apne friend se. Aur baaki bande phir bore hi ho rahe hote hai. Please yeh cheez ko avoid karna hota hai. At least 4 to 5 seconds apni eyesight har ek bande pe fix rakhni hai. Thik hai? Aur iss se aap ko pata lagta hai ke agar bande nod kar rahe hai, toh you get to know ke who hamari iss mein, presentation mein interested hai.

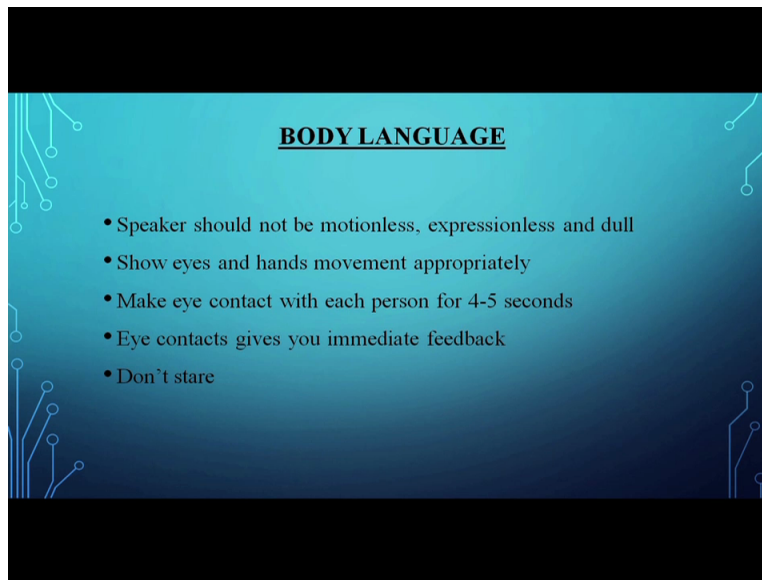
Body movement zyada nahi karni. Presentation ke time pe jahan khade ho, try to stay on that place for the maximum, par zyada nahi. Beech mein movement karo but then again get back to your position and stand. Aur apni hand movement ke agar koi movement zyada karni hai toh hands se woh bhi zyada nahi. Appropriately apni hand moments un ko show karni hai. Main thing hota hai ki jo main humne problem dekhi hai, eye contact ki. Thik hai na? Please presentation ke throughout eye contact zaroor rakha karo.

Taake har bande ko lage ki haan, this person is talking to me and I am involved into this. Thik hai na? Iss cheez ka presentation mein dhyan rakhna hota hai. And most thing is your dress. We will talking about whole that dressing thing later. Presentation mein main hum in cheezo ka dhyan rakhte hain. Any question you want to ask?

Student 1: Anything you want to know?



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Student 8: Sir, is there any pattern which we can follow for making the eye contact?

Student 1: Pattern?

Student 2: No, it should be random.

Student 1: It should be random actually.

Student 2: Random actually.

Student 1: Because the thing is this, the pattern from right to left then extreme left. That is not the way, right? Just like okay, it is according to the colors by the way which attracts. Like I will go for the red, then again the green, then like this yellow, right? So it is according to our eyes only.

Student 2: And when you are making a contact toh yeh nahi ke agle ki dress ko dekh kar chhod diye, uski muh ki taraf dekha hi nahi. Please make sure, eye contact ki baat kar rahe hain hum sab. Thik hai na? Okay.

Student 9: How do we end a presentation?

Student 2: Haan, I will tell you. And one more thing is jab aap presentation de rahe ho, hands on hips, peeche haath, pocket my haath, yeh sabse gandi cheez lagti hai. Generally maine dekha hai presentation pocket my haath deke, de dete hain kuch log. Pocket mein ek haath hota hai, dusra

move kar raha hota hai, presentation khatam bhi ho jati hai. Jo totally wrong lagta hai uss time pe. Thik hai na?

Student 1: Uss se woh banda bada uncomfortable huwa hota hai, that is why.

Student 2: Nervousness show hoti hai poori uske saath.