Preparations

Let's say you are going for an interview tomorrow. You have prepared yourself well for the occasion - anticipating the questions and getting ready the answers - but have you given a thought to what you will wear?

Besides, given two equally good applicants, the company may choose to hire the person who is dressed more professionally. Here are some tips to give you a headstart.

Men

Long-sleeved shirt and dark slacks. White is still the safest and the best color for shirts. The colour is also appropriate for our tropical weather. Also acceptable: pale shades such as beige, blue, and other pastels.

Tuck in the shirt and do not roll up the sleeves. Never wear a short-sleeved shirt to an interview or any business purpose. Wearing a short-sleeved shirt will destroy your executive image.

Ties. Optional. But if you do wear one, choose a conservative pattern. Solids, small polka dots, diagonal stripes, small repeating shapes, subtle plaids and paisleys are all acceptable.

Belts. Belts should match your shoes. Those with smaller buckles with squared lines look more professional.

Socks. Black socks are the best, followed by blue or gray, depending on your attire. Never wear white socks! Check your sock length, too--no skin should show when you sit down or cross your legs. Shoes. Black or burgundy leather shoes with laces on them, because tassel loafers are very casual. Other suitable colors are brown, cordovan and navy.

Hair. Keep neat, short and preferably parted on the side. And shave off all those facial hair. Jewellery. Wear no or little jewellery. The watch and wedding ring are the only acceptable pieces of jewellery to go with the male attire. Thin gold or leather-strapped watches look professional but not digital watches. Also, avoid political or religious insignias, necklaces or bracelets. Definitely no pierced body parts, and cover up your tattoos!

Accessories. As much as possible, use leather briefcases or folders to hold copies of your resume. Use narrow briefcases and avoid plastic folders and plastic ball pens as they are out of place. Women

Three-piece business suits, blouse and skirt or slacks, and cardigan twin-sets. Sleeveless shirts should be rejected. Short-sleeved blouses are okay when they are tailor-cut or have features such as a sports collar or double breast design to create a business-like look. Skirts can either be long provided it does not create a Cinderella or barn-dance look or short where it falls no shorter than two inches from the knee. Nothing too revealing, please!

Panty-hose or stockings. A must for professional grooming, but nothing with overly fussy patterns. Bring an extra pair, just in case the ones you are wearing run.

Shoes. Closed shoes or pumps with at least 1½-inch heels suggest a more professional look. Dark colors are best.

Hair. Hair longer than shoulder length should be worn up or pulled back. Don't let it fall in front of your face and don't keep trying to fix it during the interview. Avoid large hair ornaments and trendy hairstyles.

Make-up. Be subtle; natural is the key word. Light shades of lip coloring and nail polish are recommended.

Jewellery. Be conservative. Studs of gold, silver or pearls are best. Do away with gaudy fashion jewelers, and those that clank and make noise when one moves.

Accessories. Folders and bags should blend well with the total professional look. Women should match their purse with their shoe colour.

Etiquette

Never make the big mistake of treating an interview lightly. It's not an impromptu thing where

you depend on your improvisation skills. An interview requires careful thought and planning before you take it. Keeping in mind some basic attitudes and presentation techniques will help you sail through it with panache.

So if you thought that going for an interview just meant pulling your best suit out of the wardrobe and updating your resume, please think again. You are forgetting the other essentials: body language, basic etiquette and attitude.

Remember that you are actually selling an entire package and the packaging, in this case, is as relevant as the product inside. Ultimately you are presenting yourself as a valuable professional to a new job environment. And you can't do that without minding the basic interview etiquette to get you ahead of the rest of the pack.

An interview is the sum total of many parts. It's not just what you say but how you say it that matters equally. So it's good to brush up on more than just your training skills when you do go in for an interview.

ATTIRE

How you dress for an interview is perhaps as relevant as the way you lay out your resume. Says Nina Kochar of Upgrade Management Services, an organisation which coaches' executives in the basic rules of corporate etiquette: "A person who is sloppy in appearance shows a sloppy personality, so you have to be decently dressed." Of course, decently dressed does not necessarily mean being dressed to the gills. In most cases, this would mean you would wear long sleeved shirts and a pair of formal trousers. In fact, Nina Kochar does not recommend suits, especially for younger people. "A lot of young people do not have the money to invest in suits, consequently, they wear ill-fitting or borrowed suits and that looks even worse. A tie, shirt and pant should do the trick for most junior level positions."

Most HR experts would also tell you to mind the accessories like ties, belts and shoes. To be sure, badly matched shoes and ties can have a jarring effect on an interviewer. Similarly, please avoid heavy jewellery or personal accessories as they would look incongruous on you.

ENTRANCE AND INTRODUCTION

Even though most of us are primed for the basic grilling that we would face during the interview, we seldom pay attention to the way we enter an interview room or how we introduce ourselves. Says Subhashish Mitra, deputy manager, Essar Cellphones: "A lot of people do not think it important to knock properly while entering the interview room. They assume that as an interview is taking place, the panel will be expecting them. To my mind this is a very major *faux pas* which really jars."

In fact, the best way to enter an interview is to knock, ask for permission to enter and then wait for a while before you actually sit down. Few interviewees know this but the interview panel needs a little quiet time to discuss the previous candidate before they get around to the next one. So your silence till you actually get seated would be very valuable. Try and keep a bag with you for all your papers and certificates; make sure this bag is an unobtrusive as possible.

ATTITUDE AND RESPONSE

This is a grey area for most interview candidates. While dressing up and resume writing are skills you can handle with a little practice, cultivating the right attitude as an interviewee requires a lot of patience and reading between the lines. The usual complaint of most interviewers is that few interviewees are able to stri perhaps the best thing you can do for getting your answer right. Most interviewers like to give a lead to the candidate in the way they ask the question, so it's entirely up to you to note facial expressions and the tone of the words.

Do you show your certificates immediately to the interview panel?

Not till you are asked actually. You might already have sent in your resume, so you shouldn't try and offload all your achievements and skills onto the panel till a turn in the interview leads to

such a situation. Try and take cues form the tonal variations, facial expressions and thrust of questions from the interview panel. That in itself will give you a clue as to where this interview is heading.

TEN THINGS THAT AN INTERVIEWER LOOKS IN YOU!

- 1. Family Background
- 2. Education
- 3. Experience
- 4. Stability
- 5. Initiative
- 6. General Ability
- 7. Interpersonal Skills
- 8. Confidence
- 9. Aptitude
- 10. Pleasant Looks

How one wished that an interview were a simple meeting of minds and hearts. Just one casual meeting where an employee's future gets sealed. Unfortunately, it's not something as pre-ordained as you would like it to be; it's a pre-meditated exercise which fetches you dividends only if your homework is done right.

How To face The Interview

- 1. Are your work practices similar or different from ours? (If Experienced)
- 2.Describe our (products/services).
- 3.Describe our company for me.
- 4.Describe our corporate environment for me.
- 5.Describe your work (methods/processes) in comparison to ours? (If Experienced)
- 6.Do our competitors do things that we should be doing?
- 7.Do you have any concerns about working here?
- 8.Do you have any questions about (our/this) company?
- 9.Do you know how long we have been in business?
- 10.Do you know what products we make?
- 11. How could you have prevented your (judgmental) errors?
- 12. How do you think our company determines success?
- 13. How does you present employer communicate with others in your department? (If Experienced)
- 14. Tell me how you found out information about (our/this) company?
- 15. Tell me what you know about (our/this) company?
- 16. Was there anything your company could have done to be more successful?
- 17. What about our company do you like best?
- 18. What about your present employer (do/did) you like best?
- 19. What advantages do you think our competitors have over us?
- 20. What advantages do you think we have over our competitors?
- 21. What are the greatest challenges that this company faces?
- 22. What concerns do you have about this company?
- 23. What direction do you think this company is headed in?
- 24. What do you dislike about our company?
- 25. What do you know about (our/this) company?
- 26. What do you know about (our/this) operation?
- 27. What do you know about our competitors?

- 28. What do you know about our customers?
- 29. What do you know about our products?
- 30. What do you know about our products or services?
- 31. What do you know about our stock?
- 32. What do you know about our web site?
- 33. What do you know about the way our company (works/operates)?
- 34. What do you know about this position?
- 35. What do you think are the challenges facing this company?
- 36. What do you think are the greatest challenges facing this company in the near future?
- 37. What do you think it takes to be successful in a company like ours?
- 38. What do you think it takes to be successful in our company?
- 39. What do you think the atmosphere here is like?
- 40. What is the financial stability of your last company?
- 41. What questions do you have about our organization?
- 42. What would make someone successful in our business?
- 43. What is the (best/worst) thing you have heard about (our/this) company?
- 44. What is the (best/worst) thing you have heard about (our/this) department?

Precautions to Take-up before you enter the Interview Room

For your first few interviews your background is important - your school, the medium and the place you studied in, all serve to give the interviewer an idea about you. Carry a copy of the bio-data that you have already sent, and the interview letter. Keep the extra copy with you, just in case. Show the interview letter to the receptionist/interviewer to establish your credentials, but keep this letter with you. This gives you, for your future reference, a time and date record of your interview, gives the official address of the

company for further correspondence and clarifications, and may give you the name and designation of the person you are to report to.

Carry everything you need for the interview in a neat folder - do not have loose papers cascading to the floor because you are desperately hunting for the degree certificate, while the interviewers drum their fingers impatiently. And don't carry your papers in a plastic or cloth shopping bag either: invest in a good folder, plastic or even leather.

Incidentally, don't feel shy or hesitant about calling up the office and getting details about location, landmarks/bus routes/other information to help you reach the venue of the interview. Again, if it is not a "mass" interview, where lots of people are being interviewed on the same day, and you do have a genuine difficulty about reaching on the scheduled day/time, many employers will re-schedule if you ask them nicely enough. The reverse is also true: a good impression is created if you take the trouble to inform the

interviewer that you can/will not attend the interview. If you are in the same town go and "case the joint" - see where the office/interview centre is, and how long it will take you to get there.

Always arrive at least fifteen minutes before your scheduled time that gives you time to catch your breath in case you climbed the stairs too fast, allows you to compose yourself and not be too nervous, and to check out the competition. If the interview is in the offices of the company

itself, this also allows you to get a "feel" of the company. See how comfortable you feel, how efficient the interview process is. Says a lot about what the rest of the company is.

Before the interview

1. Chronological Outline of Career and Education Divide your life into "segments" defining your university, first job, second job. For each stage, jot down:

The reason for opting certain course or profession; Your job responsibilities in your previous/current job; Reason of leaving your earlier/current job. You should be clear in your mind where you want to be in the short and long term and ask yourself the reason why you would be appropriate for the job you are being interviewed for and how it will give shape to your future course.

2. Strengths and Weaknesses

You should keep a regular check on your strengths and weaknesses. Write down three (3) technical and three (3) non-technical personal strengths. Most importantly, show examples of your skills. This proves more effective than simply talking about them. So if you're asked about a general skill, provide a specific example to help you fulfil the interviewer's expectations. It isn't enough to say you've got "excellent leadership skills". Instead, try saying:

"I think I have excellent leaderships skills which I have acquired through a combination of effective communication, delegation and personal interaction. This has helped my team achieve its goals."

As compared to strengths, the area of weaknesses is difficult to handle. Put across your weakness in such a way that it at leaset seems to be a positive virtue to the interviewer. Describe a weakness or area for development that you have worked on and have now overcome.

3. Questions you should be prepared for

Tell us about yourself.

What do you know about our company?

Why do you want to join our company?

What are your strengths and weaknesses?

Where do you see yourself in the next five years?

How have you improved the nature of your job in the past years of your working? Why should we hire you?

What contributions to profits have you made in your present or former company? Why are you looking for a change?

Answers to some difficult questions:

Tell me about yourself?

Start from your education and give a brief coverage of previous experiences. Emphasise more on your recent experience explaining your job profile.

What do you think of your boss?

Put across a positive image, but don't exaggerate.

Why should we hire you? Or why are you interested in this job?

Sum up your work experiences with your abilities and emphasise your strongest qualities and achievements. Let your interviewer know that you will prove to be an asset to the company.

How much money do you want?

Indicate your present salary and emphasise that the opportunity is the most important consideration.

Do you prefer to work in a group?

Be honest and give examples how you've worked by yourself and also with others. Prove your

flexibility.

4. Questions to As

At the end of the interview, most interviewers generally ask if you have any questions. Therefore, you should be prepared beforehand with 2-3 technical and 2-3 non-technical questions and commit them to your memory before the interview.

Do not ask queries related to your salary, vacation, bonuses, or other benefits. This information should be discussed at the time of getting your joining letter. Here we are giving few sample questions that you can ask at the time of your interview.

Sample Questions

Could you tell me the growth plans and goals for the company?

What skills are important to be successful in this position?

Why did you join this company? (optional)

What's the criteria your company uses for performance appraisal?

With whom will I be interacting most frequently and what are their responsibilities and the nature of our interaction?

What is the time frame for making a decision at this position?

What made the previous persons in this position successful/unsuccessful?

5. Do your

homework

Before going for an interview, find out as much information on the company (go to JobsAhead Company Q and A) as possible. The best sources are the public library, the Internet (you can check out the company's site), and can even call the company and get the required information. The information gives you a one-up in the interview besides proving your content company or position.

Clearing the interview isn't necessarily a solitary attempt. Seek assistance from individuals who are in the profession and whose counsel you value most. Be confident in your approach and attitude; let the panel feel it through your demeanour, body language and dressing. Getting prepared for your interview is the best way to dig deep and know yourself. You will be surprised that it would breed a new familiarity become more familiar with your own qualifications that will be make you present yourself better. All the best and get ready to give a treat.

you should say everything confidently, whatever you say tell them frankly and confidently i.e. I will do this, I will definetely learn within this period, now I am learning etc. regarding C-language, COBOL, etc. They will ask,

Q) How can you be best suited to our TCS (or Soft ware field)?

Ans: Some of my seniors told that TCS is doing consultancy business in soft-ware field, this requires some sort of programming skills, knowledge of programming languages, in addition to this it requires a sort of aptitude skill which I am sure of possing it, this I can say based on my past academic ahcievements. Also now I am learning C, I learned up to

(say arrays or functions) I will go through Pointers etc. also I am learning COBOL, I am preparing for TCS C, COBOL test.

Question) Why are you shifting from your field to software field?

Ans: I am interested in soft-ware field, because of its bright & prosperous

future and quick recogniton of talent leading to faster growth.

They will ask about your family members and you, you just simply answer the truth frankly, they donot bouther about your father occupation i.e business studies, etc.

Question:) how can you compete with a computer background student as you are a pure ---- Engg

student?

Ans: Actually I have taken Fortran/C/C++ as one of my courses in B.Tech/Minor Area. course, now here in IIT I learned ------ languages(something about what you learned in IITD), initially I found slightly difficulty to compete with a student having computers background, but now I am confident of learning programming skills as once I am in the process of learning I am sure of achieving this.

here we have first talked about family, then about 4 minutes talk on my project then they questioned on the project, then they asked about soft-ware i.e do you know about INTERNET, Y2K problem, etc. I frankly told that I donot know

about INTERNET, I know a little bit about Y2K problem and explained about Y2K problem i.e now in all computers year is indicated by two digits only, finally after the 99th year (1999) the computer will treat as 00 year(1900)

instead of considering it as 2000. meanwhile one or two question on my academic record, about my refrigeration companies, etc. if you have a good topic on your project, you tell about that one and have a little knowledge on it so you can answer well their questions.

Let us understand what each of these imply in terms of action points:

The first implication is that merely making a meaningful contribution in an attempt to achieve consensus is not enough. You have to be seen by the evaluator to have made a meaningful contribution in an attempt to build the right consensus. In other words you must ensure that the group hears you. If the group hears you so will the evaluator. You must get at least some airtime. If you are not a very assertive person you will have to simply learn to be assertive for those 15 minutes. If you get cowed down easily in an aggressive group, you can say goodbye to the business school admission.

Many group discussion participants often complain that they did not get a chance to speak. The fact of the matter is that in no group discussion do you get a chance to speak. You have to make your chances.

The second important implication is that making just any sort of contribution is not enough. Your contribution has to be meaningful. A meaningful contribution suggests that you have a good knowledge base, are able to structure arguments logically and are a good communicator. These are qualities that are desired by all evaluators. Many group discussion participants feel that the way to succeed in a group discussion is by speaking frequently, for a long time and loudly. This is not true. The quality of what you say is more important than the quantity. Don't be demoralized if you feel you have not spoken enough. If you have spoken sense and have been heard, even if only for a short time, it is usually good enough. You must have substance in your arguments.

Therefore, think things through carefully. Always enter the room with a piece of paper and a pen. In the first two minutes jot down

as many ideas as you can. It pays to think laterally. Everybody else will state the obvious. Can you state something different? Can you take the group ahead if it is stuck at one point? Can you take it in a fresh and more relevant direction? You may like to dissect the topic and go into the underlying causes or into the results.

One way of deciding what sort of contribution is meaningful at what point of time is to follow two simple rules.

First, in times of chaos a person who restores order to the group is appreciated. Your level of

participation in a fish market kind of scenario can be low, but your degree of influence must never be low. In other words you must make positive contributions every time you speak and not speak for the sake of speaking. The *second rule* is applicable when the group is floundering. In this situation a person who provides a fresh direction to the group is given credit.

The third implication is that you must be clearly seen to be attempting to build a consensus. Nobody expects a group of ten people, all with different points of view on a controversial subject to actually achieve a consensus. But did you make the attempt to build a consensus? The reason why an attempt to build a consensus is important is because in most work situations you will have to work with people in a team, accept joint responsibilities and take decisions as a group. You must

demonstrate the fact that you are capable and inclined to work as part of a team.

What are the ways that you can try to build consensus?

Firstly, you don't just talk. You also listen. You must realize that other people also may have valid points to make. You should not only try to persuade other people to your point of view, but also come across as a person who has an open mind and appreciates the valid points of others.

You must try and resolve contradictions and arguments of others in the group. You must synthesize arguments and try and achieve a unified position in the group. Try to think of the various arguments of your's and others' as parts of a jigsaw puzzle or as building blocks of a larger argument for or against the topic. Try and lay down the boundaries or the area of the discussion at the beginning. Discuss what the group should discuss before actually beginning your discussion. This will at least ensure that everyone is talking about the same thing.

Try and summarize the discussion at the end. In the summary do not merely restate your point of view; also accommodate dissenting viewpoints. If the group did not reach a consensus, say so in your summary. You must carry people with you. So do not get emotional, shout, invade other people's private space. Do not bang your fist on the table except in extreme circumstances.

If you have spoken and you notice that someone else has tried to enter the discussion on a number of occasions and has not had the chance to do so maybe you could give him a chance the next time he tries. But do not offer a chance to anyone who is not trying to speak. He may not have anything to say at that point and you will just end up looking foolish.

The surest way of antagonizing others in the group discussion as well as the examiner is to appoint yourself as a de facto chairperson of the group. Do not try to impose a system whereby everyone gets a chance to speak in turn. A group discussion is meant to be a free flowing discussion. Let it proceed naturally. Do not ever try to take a vote on the topic. A vote is no substitute for discussion.

Do not address only one or two persons when speaking. Maintain eye contact with as many members of the group as possible. This will involve others in what you are saying and increase your chances of carrying them with you. Do this even if you are answering a specific point raised by one person.

One last point. You must not agree with another participant in the group merely for the sake of achieving consensus. If you disagree, say so. You are not there to attempt to build just any

consensus. You have to attempt to build the right consensus.

Is it wise to take a strong stand either in favour or against the topic right at the start of a Group Discussion? In theory yes. If you believe in something why should't you say so? If we are convinced about something our natural response is to say so emphatically.

However in practice what is likely to happen if you take a very strong and dogged stance right at the beginning of the interview is that you will antagonise the people in the group who disagree with you and will be unable to carry them with you and convince them of the validity of your argument. We therefore recommend that after you hear the topic you think about it for a minute with an open mind and note down the major issues that come to your mind. Don't jump to any conclusions. Instead arrive at a stand in your own mind after examining all the issues in a balanced manner. Only then begin to speak. And when you do so outline the major issues first and only then state your stand. In other words give the justification first and the stand later. If you were to state your stand first, chances are that the others in the group who disagree with your stand will interrupt to contradict you before you can elaborate on the reasons why you have taken that stance. In this situation the evaluator will only get an impression of what you think and not how you think.

Remember you are being evaluated on how you think and not what you think.

Is it a good strategy to try and be the first speaker on the topic in a group discussion?

In most group discussion's the opening speaker is the person who is likely to get the maximum uninterrupted airtime. The reason is simple - at the start most other participants in the group discussion are still trying to understand the basic issues in the topic, or are too nervous to speak and are waiting for someone else to start. Therefore the evaluators get the best chance to observe the opening speaker. Now this is a double edged sword. If the opening speaker talks sense naturally he will get credit because he opened and took the group in the right direction. If on the other hand the first speaker doesn't have too much sense to say, he will attract the undivided attention of the evaluators to his shortcomings. He will be marked as a person who speaks without thinking merely for the sake of speaking. As someone who leads the group in the wrong direction and does not make a positive contribution to the group.

So remember, speaking first is a high risk high return strategy. It can make or mar your group discussion performance depending how you handle it. Speak first only if you have something sensible to say. Otherwise keep quiet and let someone else start.

Group discussion tips

The Career Enrich team shares with you some tips to give you the edge during your group discussion.

- Be as natural as possible. Do not try and be someone you are not. Be yourself so the employer gets to know the real you.
- A group discussion is your chance to be more vocal. The point of interest to the evaluator is to hear you speak.

- Take time to think of what you are going to say if allowed, take a piece of paper and a pen with you and jot down your thoughts, before verbalising them. This could help you create the right framework for your discussion.
- · If you have any doubts regarding the subject or about what another team member has said, ask for clarification.
- Don't start speaking until you have clearly understood and analysed the subject.
- Work out various strategies to help you make an entry: initiate the discussion or agree with someone else's point and then move onto express your views.
- Do not be swayed when you are told that opening the discussion is the only way of gaining attention and recognition. If you do not give valuable insights during the discussion, all your efforts of initiating the discussion will be in vain.
- The score you receive depends not only on your verbal communication, but also on non-verbal skills. Your body language says a lot about you your gestures and mannerisms are more likely to reflect your attitude than what you say.
- Language skills are important only to the effect as to how you get your points across clearly and fluently.
- · Be assertive not dominating; try to maintain a balanced tone in your discussion and analysis.
- Be patient; don't lose your cool if anyone says anything you object to. The key is to stay objective: Don't take the discussion personally.
- · Always be polite: Try to avoid using extreme phrases like: `I strongly object' or `I disagree'. Instead try phrases like: `I would like to share my views on...' or `One difference between your point and mine...'
- Brush up on your leadership skills; motivate the other members of the team to speak, and listen to their views. Be receptive to others' opinions and do not be abrasive or aggressive.
- · If you have a group of like-minded friends, you can have a mock group discussion where you can learn from each other through giving and receiving feedback.

Apart from the above points, the panel will also judge team members for their alertness and presence of mind, problem-solving abilities, ability to work as a team without alienating certain members, and creativity.

Don't be disheartened if you don't make it after your first group discussion... the best possible preparation for a group discussion is to learn from your past mistakes...

In a group discussion what should my objectives be and how should I achieve them? In order to succeed at any unstructured group discussion, you must define what your objective in the group is. A good definition of your objective is - to be seen to have contributed meaningfully in an attempt to achieve the right consensus.

The key words in this definition are 'seen', 'meaningfully', and 'attempt'. Let us understand what each of these imply in terms of action points:

The first implication is that merely making a meaningful contribution in an attempt to achieve consensus is not enough. You have to be *seen* by the evaluator to have made a meaningful contribution in an attempt to build the right consensus.

In other words you must ensure that you are heard by the group. If the group hears you so will the evaluator. You must get at least some airtime. If you are not a very assertive person you will have to simply learn to be assertive for those 15 minutes. If you get cowed down easily in an aggressive group, you can say goodbye to the business school admission.

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One way of deciding what sort of contribution is meaningful at what point of time is to follow two simple rules. First, in times of chaos a person who restores order to the group is appreciated. Your level of participation in a fish market kind of scenario can be low, but your degree of influence must never be low. In other words you must make positive contributions every time you speak and not speak for the sake of speaking. The second rule is applicable when the group is floundering. In this situation a person who provides a fresh direction to the group is given credit. The third implication is that you must be clearly seen to be *attempting* to build a consensus. Nobody expects a group of ten people, all with different points of view on a controversial subject to actually achieve a consensus. But did you make the attempt to build a consensus? The reason why an attempt to build a consensus is important is because in most work situations you will have to work with people in a team, accept joint responsibilities and take decisions as a group. You must demonstrate the fact that you are capable and inclined to work as part of a team. What are the ways that you can try to build consensus?

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Try and summarize the discussion at the end. In the summary do not merely restate your point of view; also accommodate dissenting viewpoints. If the group did not reach a consensus, say so in your summary.

You must carry people with you. So do not get emotional, shout, invade other people's private space. Do not bang your fist on the table except in extreme circumstances.

If you have spoken and you notice that someone else has tried to enter the discussion on a number of occasions and has not had the chance to do so maybe you could give him a chance the next time he tries. But do not offer a chance to anyone who is not trying to speak. He may not have anything to say at that point and you will just end up looking foolish.

The surest way of antagonizing others in the group discussion as well as the examiner is to appoint yourself as a *de facto* chairperson of the group. Do not try to impose a system whereby everyone gets a chance to speak in turn. A group discussion is meant to be a free flowing discussion. Let it proceed naturally. Do not ever try to take a vote on the topic. A vote is no substitute for discussion.

Do not address only one or two persons when speaking. Maintain eye contact with as many members of the group as possible. This will involve others in what you are saying and increase your chances of carrying them with you. Do this even if you are answering a specific point raised by one person.

One last point. You must not agree with another participant in the group merely for the sake of achieving consensus. If you disagree, say so. You are not there to attempt to build just any consensus. You have to attempt to build the *right* consensus.

Is it wise to take a strong stand either in favour or against the topic right at the start of a Group Discussion?

In theory yes. If you believe something why shouldn't you say so? If we are convinced about something our natural response is to say so emphatically.

However in practice what is likely to happen if you take a very strong and dogged stance right at the beginning of the interview is that you will antagonise the people in the group who disagree with you and will be unable to carry them with you and convince them of the validity of your argument. We therefore recommend that after you hear the topic you think about it for a minute with an open mind and note down the major issues that come to your mind. Don't jump to any conclusions. Instead arrive at a stand in your own mind after examining all the issues in a balanced manner. Only then begin to speak. And when you do so outline the major issues first and only then state your stand. In other words give the justification first and the stand later. If you were to state your stand first chances are that the others in the group who disagree with your stand will interrupt to contradict you before you can elaborate on the reasons why you have taken that stance. In this situation the evaluator will only get an impression of what you think and not how you think. Remember you are being evaluated on how you think and not what you think.

Is it a good strategy to try and be the first speaker on the topic in a group discussion? In most group discussion's the opening speaker is the person who is likely to get the maximum uninterrupted airtime. The reason is simple - at the start most other participants in the group discussion are still trying to understand the basic issues in the topic, or are too nervous to speak and are waiting for someone else to start. Therefore the evaluators get the best chance to observe the opening speaker. Now this is a double edged sword. If the opening speaker talks sense naturally he will get credit because he opened and took the group in the right direction. If on the other hand the first speaker doesn't have too much sense to say, he will attract the undivided attention of the evaluators to his shortcomings. He will be marked as a person who speaks without thinking merely for the sake of speaking. As someone who leads the group in the wrong direction and does not make a positive contribution to the group.

So remember speaking first is a high risk high return strategy. It can make or mar your group discussion performance depending how you handle it. Speak first only if you have something sensible to say. Otherwise keep shut and let someone else start.

How to handle group discussions

Group discussions tell an employer how a prospective employee can function in a team; whether the candidate is a leader; and how the candidate is able to handle groups. Here, Ms. Hemamalini, an HR practitioner, shares her views and experiences of group discussions - both as a candidate and as an employer.

"Some years ago, I had applied to an MNC for a job in their HR team. I was called to attend a group discussion. I was part of an 8-member group, and found that most of the other group members were from premier business schools, with a couple of years of experience more than mine. In comparison I was only a fresher. As the discussion began I soon realised that they seemed to go by the book, as far as preparations for the discussion went!

Theoretically, the person who takes the lead in a group discussion is supposed to have an edge over the others. However, I have found that taking the lead and speaking first is a two-edged sword: You can either be a fantastic success and win the confidence of the group as well as the evaluating panel, or your attempt could make you the laughing-stock of the group.

In this particular instance, two of the participants were straining at the leash, and both wanted to begin first! One got in ahead by a few seconds, but the second made up for his delay in volume. As a result, there was utter chaos for a couple of minutes, with each trying to out-shout the other. A few other members, realising what the matter was, tried to join the fray. I was aghast but decided not to add to the noise!

After a few minutes, when there was a pause, I asked: 'Now with all your support can we all get together to discuss the matter at hand? Perhaps we could start by speaking in turn, so that everyone's opinion can be heard?' The others looked blank for a moment, but realised what they were doing and spoke one after the other! By not joining the racket and by getting the group to follow some discipline, I was acknowledged as the team leader. Later, I was told that my calm and sensible behaviour had also impressed the evaluating panel. An unexpected outcome, as I only wanted to get the discussion on track!

Another thing employers rely upon to learn more about you is your body language. A candidate who appears professional (or is not too overbearing) is more likely to be noticed favourably by the panel. And, of course, language skills are vital. Speaking fluently and clearly is an asset, but you must be able to organise your thoughts before you speak. Your ability to conceptualise, throw new insights into the discussion are being evaluated.

Be polite - it never hurts to say 'Please' or 'Exccuse me' - and it creates a good impression! Avoid phrases like 'I strongly disagree' or 'Definitely not'. As an employer, I am more impressed by candidates who are able to lead subtly than by those who get their way by being loud and abrasive. The candidate's knowledge of the field may be sound, but a certain degree of maturity and wisdom are essential to effectively implement any task.

In my experience, employers are more impressed by a candidate whose analytical skills are sharp, who is focussed on the matter at hand, and who is astute. Candidates who are receptive to others' opinions, and whose own opinions are flexible enough to accommodate someone else's suggestions, are more likely to make it to the interview stage. I have found that being assertive without being aggressive is an invaluable skill during group discussions.

While preparing for the group discussion, read as much as you can - there are plenty of books and magazines that provide hints on how to handle group discussions. But remember these books and magazines are not any substitute for your common sense and even instinct. My own personal experience only at the group discussion I mentioned earlier reconfirms the same. While I made it to the interview stage, the initiators of the discussion did not make it!

So as I wish you good luck I encourage each one of you to be your natural self... for banking on

your own various strengths and common sense will surely help you do well."

Group discussion Winners' skills

Group discussion is an important dimension of the job selection process. Any job requires employees to work with others for effective functioning. Therefore, people skills are an important aspect of any job. In today's context, the organisations are interested in team players rather than individual contributors even if they are excellent performers by themselves.

Employers during group discussion evaluate the candidates' potential to be a leader and also his/her ability to work in teams.

Normally group discussions are used in the selection process for management trainees and executive positions. Employers are looking for candidates who have potential to be executives and to lead teams of people.

Here's how most group discussions work:

- Normally groups of 8-10 candidates are formed into a leaderless group, and are given a specific situation to analyse and discuss within a given time limit.
- They may be given a case study and asked to come out with a solution for a problem.
 - They may be given a topic and are asked to discuss on the same.

A panel, which normally comprises the functional and HR executives of the company will observe and evaluate the members of the group.

Here is a sample list of skills assessed during a group discussion process:

· Leadership skills:

Ability to take leadership roles and be able to lead, inspire and carry the team along to help them achieve group's objectives.

Example: To be able to initiate the group discussion, or be able to guide the group especially when the discussion begins losing relevance or try to encourage all members to participate in the discussion.

Communication skills:

The participating candidates will be assessed in terms of clarity of thought, expression and aptness of language. One key aspect is listening. It indicates a willingness to accommodate others views.

Example: To be able to use simple language and explain concepts clearly so that it is easily understood by all.

· Interpersonal skills:

Is reflected in the ability of the individual to interact with other members of the group in a brief situation. Emotional maturity and balance promotes good interpersonal relationships. The person has to be more people centric and less self-centered.

Example: To remain cool even when someone provokes you by with personal comment, ability to remain objective, ability to empathise, non-threatening and more of a team player.

Persuasive skills :

In terms of ability to analyse and persuade others to see the problem from multiple perspectives without hurting the group members.

Example: While appreciating the other person's point of view, should be able to effectively communicate your view without obviously contradicting the other person's opinions.

· Problem solving skills:

Ability to come out with divergent and offbeat solutions and uses one's own creativity. *Example:* While thinking of solutions, don't be afraid to think of novel solutions. This is a high-risk high-return strategy.

· Conceptualizing skills:

The ability to grasp the situation, take it from the day to day mundane problem level and apply it to a macro level.

Example: At the end of the discussion, you could probably summarize the findings in a few sentences that present the overall perspective.

Most Frequently Asked Questions

- What are your strengths and weaknesses?
- Tell me about yourself.
- What are your team-player qualities? Give examples.
- Of the courses you have had at college which courses have you enjoyed the most?
- What is your GPA? How do you feel about it? Does it reflect your abilities?
- How have your educational and work experiences prepared you for this position?
- What work experiences have been most valuable to you and why?
- What have the experiences on your resume taught you about managing and working with people?
- Of the hobbies and interests listed on your resume what is your favorite and tell me why?
- Where do you see yourself in five years?
- What goals have you set for yourself? How are you planning to achieve them?
- To what do you owe your present success?
- Why should I hire you?
- What makes you think you can handle this position?
- What is your most significant accomplishment to date?
- Why do you want to work here?
- Describe a leadership role of yours and tell why you committed your time to it.
- In a particular leadership role you had, what was your greatest challenge?
- Give me an example of an idea that has come to you and what you did with it?
- Give me an example of a problem you solved and the process you used?
- Give me an example of the most creative project that you have worked on.
- Tell me about a project you initiated?
- Describe the project or situation that best demonstrates your analytical abilities?
- Since attending college, what is the toughest decision that you have had to make?
- Tell me about your most difficult decision and how did you go about making it?
- What types of situations put you under pressure, and how do you deal with pressure?
- Give me a situation in which you failed, and how you handled it?
- Why are you interested in our organization?
- What type of position are you seeking?
- Where do you think your interest in this career comes from?
- What industry besides this one are you looking into?
- Why have you chosen this particular profession?
- What interests you about this job?
- What challenges are you looking for in a position?
- What can you contribute to this company?
- What motivates you?
- What turns you off?
- **If** I asked the people who know you well to describe you, what three words would they use?
- If I asked the people who know you for one reason why I shouldn't hire you what would they say?
- When you take on a project do you like to attack the project in a group of individually?

- Describe the type of manager you prefer.
- Tell me about a team project of which you are particularly proud and your contribution?
- Describe a situation where you had to work with someone who was difficult, how did you handle it?
- What type of work environment appeals to you most?
- With which other companies are you interviewing?
- What charactersitics do you think are important for this position?
- Why do you feel that this company will be a career for you rather than a job?
- Name two management skills that you think you have?
- What characteristics are most important in a good manager? How have you displayed one of them?
- Why did you choose this college and how did you arrive at this decision?
- What factors did you consider in choosing your major?
- Describe how your favorite course has contributed your career interests?
- Since you have been at college, what is it that you are proudest of?
- How have you changed personally since starting college?
- What has been your greatest challenge?
- f you could change a decision you made while at college what would you change and why?
- Why did you choose the campus involvements you did? What did you gain? What did you contribute?

Great interviews arise from careful groundwork. You can ace your next interview if you:

- 1. Enter into a state of relaxed concentration. This is the state from which great basketball players or Olympic skaters operate. You'll need to quiet the negative self chatter in your head through meditation or visualization prior to sitting down in the meeting. You'll focus on the present moment and will be less apt to experience lapses in concentration, nervousness, self-doubt and self-condemnation.
- 2. Act spontaneous, but be well prepared. Be your authentic self, professional yet real. Engage in true conversation with your interviewer, resting on the preparation you did prior to coming to the meeting. Conduct several trial runs with another person simulating the interview before it actually occurs. It's the same as anticipating the questions you'll be asked on a final exam.
- 3. Set goals for the interview. It is your job to leave the meeting feeling secure that the interviewer knows as much as he or she possibly can about your skills, abilities, experience and achievements. If you sense there are misconceptions, clear them up before leaving. If the interviewer doesn't get around to asking you important questions, pose them yourself (diplomatically) and answer them. Don't leave the meeting without getting your own questions answered so that you have a clear idea of what you would be getting yourself into. If possible, try to get further interviews, especially with other key players.
- 4. Know the question behind the question. Ultimately, every question boils down to, "Why should we hire you?" Be sure you answer that completely. If there is a question about your meeting deadlines, consider whether the interviewer is probing delicately about your personal life, careful not to ask you whether your family responsibilities will interfere with your work. Find away to address fears if you sense they are present.
- 5. Follow up with an effective "thank you" letter. Don't write this letter lightly. It is another opportunity to market yourself. Find some areas discussed in the meeting and expand upon them in your letter. Writing a letter after a meeting is a very minimum. Standing out

- among the other candidates will occur if you thoughtfully consider this follow up letter as an additional interview in which you get to do all the talking. Propose useful ideas that demonstrate your added value to the team.
- 6. Consider the interviewer's agenda. Much is on the shoulders of the interviewer. He or she has the responsibility of hiring the right candidate. Your ability to do the job will need to be justified. "Are there additional pluses here?" "Will this person fit the culture of this organization?" These as well as other questions will be heavily on the interviewer's mind. Find ways to demonstrate your qualities above and beyond just doing the job.
- 7. Expect to answer the question, "Tell me about yourself." This is a pet question of prepared and even unprepared interviewers. Everything you include should answer the question, "Why should we hire you?" Carefully prepare your answer to include examples of achievements from your work life that closely match the elements of the job before you. Obviously, you'll want to know as much about the job description as you can before you respond to the question.
- 8. Watch those nonverbal clues. Experts estimate that words express only 30% to 35% of what people actually communicate; facial expressions and body movements and actions convey the rest. Make and keep eye contact. Walk and sit with a confident air. Lean toward an interviewer to show interest and enthusiasm. Speak with a well-modulated voice that supports appropriate excitement for the opportunity before you.
- 9. Be smart about money questions. Don't fall into the trap of telling the interviewer your financial expectations. You may be asking for too little or too much money and in each case ruin your chances of being offered the job. Instead, ask what salary range the job falls in. Attempt to postpone a money discussion until you have a better understanding of the scope of responsibilities of the job.
- 10. Don't hang out your dirty laundry. Be careful not to bare your soul and tell tales that are inappropriate or beyond the scope of the interview. State your previous experience in the most positive terms. Even if you disagreed with a former employer, express your enthusiasm for earlier situations as much as you can. Whenever you speak negatively about another person or situation in which you were directly involved, you run the risk (early in the relationship) of appearing like a troubled person who may have difficulty working with others.

prepare for the aptitude section from Barron's and may practice taking computer based test using Powerprep software (search "download powerprep" in Google). It is free for download. For verbal section, first master the 333 -words high frequency words-list given on the 2nd and 3rd page of the reviewing vocabulary chapter, and then proceed to the rest of the words, since the 333 words really have a high frequency of appearance in TCS papers. Regarding these 333 words, I took the following successful strategy:

Word list A - scan the 333 words and write down those words, whose meaning is known to u and mark these words in the book. Then verify the meanings from the book.

Word list B - from the unmarked words, now enlist those words which u think u have heard but u r not sure about the meaning. Then write down the meaning of these words from the book. Word list C - this list will comprise of those words which are alien to you. Again enlist them and write down their meanings.

Now review Word list A, then spend some time on B. In word list C, start memorizing those words, which are short in spelling. and pay attention to those words which have unusual meanings (e.g. appropriate(v.), flag(v.)etc.). I'll suggest also writing down the synonyms and antonyms for each word. this will help u learn more words.

- 1. You start to work on a project with great deal of enthusiasm. Y
- 2. You would rather plan an activity than take part in it.N
- 3. You have more than once taken lead in organizing project or a group of some kind.Y
- 4. You like to entertain guests.Y
- 5. Your interests change quickly from one thing to another.N
- 6. When you eat a meal with others, you are usually one of the last to finish.N
- 7. You believe in the idea that we should "eat, drink and be merry, for tomorrow we die."N
- 8. When you find that something you have bought is defective, you he sitate to demand an exchange or are fund. N
- 9. You find it easy to find new acquaintances. Y
- 10. You are sometimes bubbling over with energy and sometimes very sluggish.N
- 11. You are happiest when you get involved in some projects that calls for rapid action.Y
- 12. Other people think of you as being very serious minded.N
- 13. In being thrown by chance with a stranger, you wait for the person to introduce himself or herself.N
- 14. You like to take part in many social activities. Y
- 15. You sometimes feel "just miserable" for no good reason at all.N
- 16. You are often so much "on the go" that sooner or later you may wear yourself out.N
- 17. You like parties you attend to be lively.Y
- 18. If you hold an opinion that is radically different that expressed by a lecturer, you are likely to tell the person about it either during or after the lecture.Y
- 19. It is difficult for you to chat about things in general with people.N
- 20. You give little thought to your failures after they are passed.N
- 21. You often wonder where others get all the excess energy they seem to have.N
- 22. You are inclined to stop to think things over before you act.Y
- 23. You avoid arguing over a price with a clerk or sales person.N
- 24. You would dislike very much to work alone in some alone place.Y
- 25. You often find it difficult to go to sleep at night because you keep thinking of what happened during the day.N
- 26. You find yourself hurrying to get to places even when there is plenty of time.N
- 27. You like work that requires considerable attention to details.Y
- 28. You are satisfied to let some one else take the lead in group activities.N
- 29. You enjoy getting acquainted with people.Y
- 30. It takes a lot to get you emotionally stirred up or excited.Y
- 31. You work more slowly and deliberately than most people of your sex and age.N
- 32. You are a carefree individual.N
- 33. When people do not play fair you hesitate to say anything about it to them.N
- 34. It bothers you to have people watch you at your work.N
- 35. You have usually been optimistic about your future.Y
- 36. You like to have plenty of time to stop and rest.N
- 37. You take life very seriously.N
- 38. You enjoy applying for a job in person.Y
- 39. You would like to be a host or hostess for parties at club.Y
- 40. You often feel uncomfortable or uneasy. N
- 41. You are the kind of person who is "on the go" all the time. N
- 42. You often crave excitement. N

- 43. The thought of making a speech frightens you. N
- 44. You find it easy to start conversation with strangers. Y
- 45. You often feel guilty without a very good reason for it. N
- 46. People think you are a very energetic person. Y
- 47. You sometimes make quick decisions that you later wish you hadn't made.N
- 48. You find it difficult to ask people for money or other donations, even for a cause in which you are interested.N
- 49. You are so naturally friendly that people immediately feel at ease with you. Y
- 50. You daydream a great deal. N
- 51. You are quick in your actions. N
- 52. You have a habit of starting things and then losing interest in them. N
- 53. When you were a child many of your playmates naturally expected you to be the leader. Y
- 54. You sometimes avoid social contacts for fear of doing or saying the wrong thing.N
- 55. You have frequent ups and downs in mood, sometimes with and sometimes without apparent cause. N
- 56. You always seem to have plenty of vigor and vitality. Y
- 57. It is difficult for you to understand people who get very concerned about things.N
- 58. When a clerk in a store waits on others who come after you, you call his or her attention to the fact.Y
- 59. You would be very unhappy if you were prevented from making numerous social contacts.Y
- 60. There are times when your future looks very dark. N
- 61. You sometimes wish that people would slow down a bit and give you a chance to catch up. N
- 62. Many of your friends think you take your work too seriously. N
- 63. You hesitate to walk into a meeting when you know that everyone's eye will be upon you. N
- 64. You limit your friendships mostly to members of your own sex .N
- 65. You almost always feel well and strong. Y
- 66. You seem to lack the drive necessary to get as much as other people do .N
- 67. You make decisions on the spur of the moment. N
- 68. You are rather good at bluffing when you find yourself in difficulty. Y
- 69. After being introduced to someone , you just cannot think of things to say to make good conversation .N
- 70. You feel lonesome even when with other people .N
- 71. You are able to work for unusually long hours without feeling tired. Y
- 72. You often act on the first thought that comes into your head .N
- 73. At the scene of an accident, you take an active part in helping out. Y
- 74. You have difficulty in making new friends. N
- 75. Your mood often changes from happiness to sadness or vice versa without knowing why. N
- 76. You talk more slowly than most people. N
- 77. You like to play practical jokes upon others. NO
- 78. You take the lead in putting life into a dull party. Y
- 79. You would like to belong to as many clubs and social organizations as possible. Y
- 80. There are times when your mind seems to work very slowly and other times when it works very rapidly. N
- 81. You like to do things slowly and deliberately .N
- 82. You are a happy-go-lucky individual. Y
- 83. When you are served stale or inferior food in a restaurant, you say nothing about it. N
- 84. You would rather apply for a job by writing a letter than by going through with a personal interview N

- 85. You are often in low spirits.N
- 86. You are inclined to rush from one activity to another without pausing enough for rest.NO
- 87. You are so concerned about the future that you do not get as much fun out of the present as you might.N
- 88. When you are attracted to a person whom you have not met earlier you make an active attempt to get acquainted even though it may be quite difficult.Y
- 89. You are inclined to limit your acquaintances to select fewN
- 90. you seldom give your past mistakes a second thought.N
- 91. You are less energetic than many people you know.N
- 92. You often stop to analyze your thoughts and feelings. Y
- 93. You speak out in meetings to oppose those whom you feel sure are wrong.Y
- 94. You are so shy it bothers you.N
- 95. You are sometimes bothered by having a useless thought come into your mind over and over.N
- 96. You get things in hurry.N
- 97. It is difficult for you to understand how some people can be so unconcerned about the future.Y
- 98. You lie to sell things (i.e. to act as a sales person)Y
- 99. You are often "Life of the Party".Y
- 100. You find daydreaming very enjoyable.N
- 101. At work or at play other people find it hard to keep up with the pace you set.N
- 102. You can listen to a lecture without feeling restless.Y
- 103. You would rather work for a good boss than for yourself.Y
- 104. You can express yourself more easily in speech than in writing.Y
- 105. You keep in fairly uniform spirits.Y
- 106. You dislike to be hurried in your work.N
- 107. You sometimes find yourself "crossing bridges before you come to them".N
- 108. You find it somewhat difficult to say "no" to a sales person who tries to sell you something you do not really want.N
- 109. There are only a few friends with whom you can relax and have a good time.N
- 110. You usually keep cheerful in spite of trouble.Y
- 111. People sometimes tell you to "slow down" or "take it easy".N
- 112. You are one of those who drink or smoke more than they know they should.N
- 113. When you think you recognize people you see in a public place, you ask them whether you have met them before.Y
- 114. You prefer to work alone.N
- 115. Disappointment affect you so little that you seldom think about them twice.N
- 116. You are slow and deliberate in movements.N
- 117. You like wild enthusiasm, sometimes to a point bordering on rowdyism at a football or baseball game.N
- 118. You feel self conscious in the presence of important people.
- 119. People think of you as being a very social type of person.Y
- 120. You have often lost sleep over your worries.N
- 121. You can turn out a large amount of work in a short time.Y
- 122. You keep at a task until it is done, even after nearly everyone else has given up. Y
- 123. You can think of a good excuse when you need one. Y
- 124. Other people say that it is difficult to get to know you well.
- 125. You daydreams are often about things that can never come true.N

- 126. You often run upstairs taking two steps at a time.N
- 127. You seldom let your responsibility interfere with your having a good time.Y
- 128. You like to take on important responsibilities such as organizing a new business.Y
- 129. You have hesitated to make or to accept "dates" because of shyness.N
- 130. Your mood is very easily influenced by people around you.N
- 131. Others are often amazed by the amount of work you turn out.Y
- 132. You generally feel as though you haven't a care in the world.N
- 133. You find it difficult to get rid of sales person whom you do not care to listen or give your time.N
- 134. You are a listener rather than a talker in a social conversation.N
- 135. You almost always feel that life is very much worth living.Y
- 136. It irritates you to have to wait at a crossing for a long freight train to pass.Y
- 137. You usually say what you feel like saying at the moment.N
- 138. You like to speak in public.Y
- 139. You like to be with people.Y
- 140. You generally keep cool and think clearly in exciting situations.Y
- 141. Other people regard you as a lively individual.Y
- 142. When you get angry, if you let yourself go, you feel better.Y
- 143. You seek to avoid all trouble with other people.Y
- 144. People seem to enjoy being with you.Y
- 145. You sometimes feel listless and tired for no good reason.N
- 146. It is hard to understand why many people are so slow and get so little done.Y
- 147. You are fond of betting on horse races and games, whether you can afford it or not.N148. If someone you know has been spreading untrue and bad stories about you, you see the person as soon as possible and have a talk about it.Y
- 149. Shyness keep you from being as popular as you should be.N
- 150. You are generally free from worry about possible misfortunes.Y

We guarantee high motivation levels at TCS through competitive compensation packages, stimulating job content, outstanding development opportunities, and, not the least, an innovative recognition mechanism.

Th	ne various ways in which TCS recognises its people are listed below.
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