

# RECRUITMENT ESSENTIALS



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## SESSION - 3

### IMPRESSION MANAGEMENT



# WHAT IS IMPRESSION?

An idea, feeling, or opinion about something or someone, esp. one formed without conscious thought or on the basis of little evidence. An effect produced on someone.



## WHAT IS FIRST IMPRESSION

- ◉ IMPRESSION - an opinion or feeling that you have about someone or something you have seen but do not know very well
- ◉ FIRST IMPPRESSION - opinions that you form immediately, before thinking thoroughly
- ◉ Probably, it will take less than 5 seconds to judge
- ◉ Not very fair
- ◉ More stereotype





# Impression Management



A person influencing another person's interpretation of a person, place or thing by controlling the information they receive.



# What Is Impression Management?

- Impression management is the effort to influence other people's perceptions.
- The theory goes on to explain that we try to make the perception consistent with our goals.
- Many of us can identify with the desire (and resulting actions) to be seen in a certain way or cause someone or something we care about to be seen a certain way.
- Sometimes it's conscious and sometimes it isn't, but when we pay attention, we may find several perceptions we are striving to get from others.



# What Is Impression Management?



What my friends think I do



What my mom thinks I do



What society thinks I do



# What Is Impression Management?

- An example of impression management theory in play is in sports such as soccer.

At an important game, a player would want to showcase himself / herself in the best light possible, because there are college recruiters watching.

These people would have the flashiest pair of cleats and try and perform their best to show off their skills.

Their main goal may be to impress the college recruiters in a way that maximizes their chances of being chosen for a college team rather than winning the game.





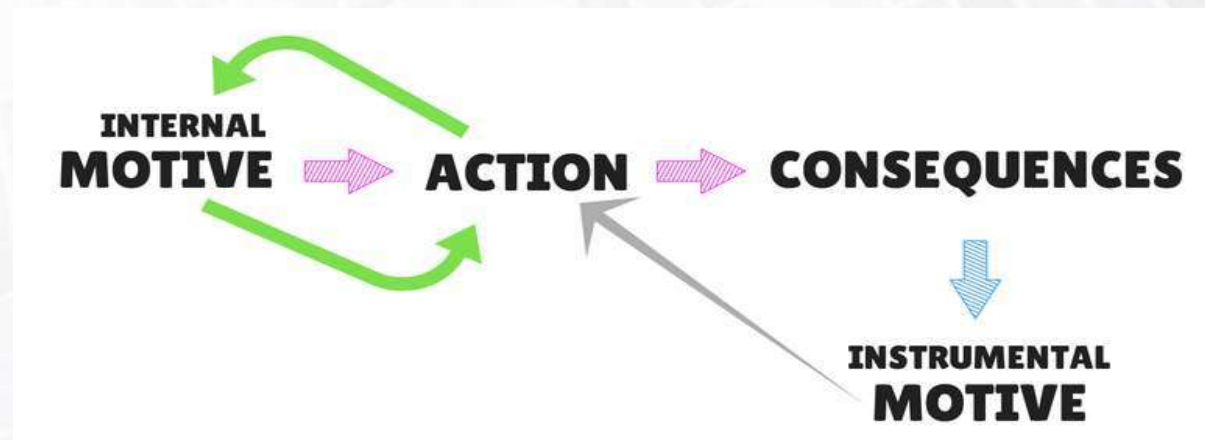
# Why We Do It?

- There are two main motives for trying to manage the impressions of others:
  - the instrumental and
  - the expressive.



# The instrumental motive

- The **instrumental** motive includes the desire for increased self-esteem. The fundamental meaning of instrumental motivation is the gaining of rewards.
- So, when we try to manage perceptions to get something back from another person, we are motivated by instrumental purposes.



# The instrumental motive

- For example,

If a sales representative shares with her customer that she uses this particular bar of soap and goes on to explain how it has helped her skin, her reason for encouraging this sale might be her desire for a raise.

- Besides seeking a raise, a person could be looking for acceptance, respect, more friends, etc.



# The expressive motive

- Have you ever felt like you wanted to redefine yourself or how you think you have been seen by others? Maybe when you were growing up, your parents wanted you to dress, speak or act a certain way, and you wanted to show them they couldn't define you. Whether or not we have felt this way, many people become aware of how they are viewed and want to change that view of them.
- An **expressive** motive comes down to wanting to be in charge of one's personal behavior and identity. It can come from a response to social norms, expectations or restrictions, and it seeks to show others something different.



# The expressive motive





## Importance of Impression Management:

- Making a good impression on others and managing by way of maintaining good deeds and actions must be regarded as one of the most important approaches to life.
- It not only aids in leaving a lasting impression on others but it also helps in attaining desired results successfully.
- Impression management has considerable implications in all the aspects of life in which you have a need to give others your overall impression as good.



## Importance of Impression Management:

- Managing impression is essential for an individual to live a good life, as it enables one to find the effective ways of self-improvement.
- It helps one in leading in the direction of self-improvement positively, for it develops self-motivation by enhancing the awareness of self and developing self-concept.



## *What matters most is how you see yourself*

- Many a time or at some point in time of life, one may be disappointed due to being perceived differently from exactly how he should be.
- It is owing to the fact that one is unable to make a favorable impression on others.
- There may be several factors influencing the perception of others.



## *What matters most is how you see yourself*

- Hence it is important to take those factors, contributing to the formation of wrong perception of others, into consideration and focus on such aspects that may help in getting a good impression about him.



- In this manner, not only one will have managed to create a favorable and indelible impression but also to clear spurious impression.



# Types of impression management

The two important types of impression management are:

- **Constructive-** Helps in the formation of self-identity.

Ex.: dressing, appearance, make up, hair style, etc...



- **Strategic-** Helps in the attainment of some interpersonal goals. For Example: hand shaking, communication, body language, etc.



## *Two Types of Impression Management*



**Constructive** -- helps in the formation of self identity

**Strategic** -- helps in the attainment of some interpersonal goal



# How to use Impression Management effectively?

*There are several ways by which people can use Impression Management effectively.*

- People tend to talk about their personal characteristics portraying them in a manner so as to make themselves look superior amongst all.
- People tend to give excuses or try to justify their acts so as to make them acceptable to everyone.
- People try to portray their deceptive nature of being courteous just to show how down to earth they are and how readily they accept their mistakes.



## How to use Impression Management effectively?

- If somebody has achieved something high and of great importance then people tend to take credit of that worthy act by telling everybody how they played a vital role by offering a helping hand to accomplish the task.
- Cajoling is one way of making yourself likeable by everybody as it's a typical human behavior of people who like being flattered.
- Returning favors of the good behavior that is showed to you can create miracles for people who do the same.

This is “Good Tit for Tat’ method.



# Why do people adopt the technique of Impression Management?

- *There are basically two main reasons that drive people to adopt the art Impression Management*
  - ✓ Effectiveness
  - ✓ Conflict Avoidance





# Effectiveness

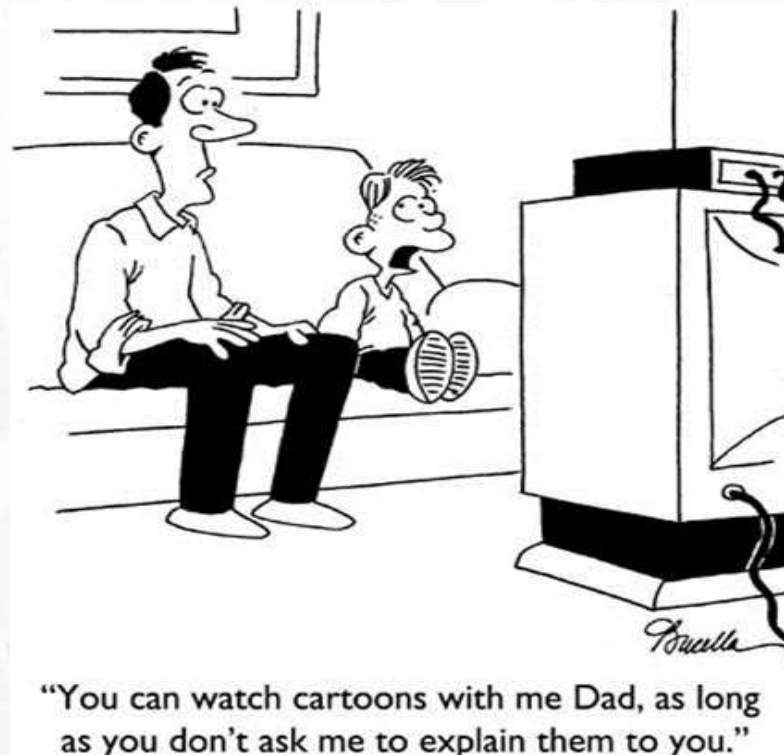
- Many people feel that by managing their impression they can get by or charm any person and make them work according to their wishes
- E.g. A boy / girl coming out of a Mercedes Benz wearing branded clothes to pick up his girl / boy friend, is trying to impress the friend.





# Conflict avoidance

- The best way to avoid conflict is to act sweet with soft voice.
- People who follow the art of Impression Management never try to win an argument. They believe in, “Do not try too hard to win an argument, you may lose a friend”.



# Techniques in Impression Management

## **Impression Management Tactics**

<b>Behavioral Matching</b>	The target of perception matches his or her behavior to that of the perceiver.	A subordinate tries to imitate her boss's behavior by being modest and soft-spoken because her boss is modest and soft-spoken.
<b>Self-Promotion</b>	The target tries to present herself or himself in as positive a light as possible.	A worker reminds his boss about his past accomplishments and associates with co-workers who are evaluated highly.
<b>Conforming to Situational Norms</b>	The target follows agreed-upon rules for behavior in the organization.	A worker stays late every night even if she has completed all of her assignments because staying late is one of the norms of her organization.
<b>Appreciating or Flattering Others</b>	The target compliments the perceiver. This tactic works best when flattery is not extreme and when it involves a dimension important to the perceiver.	A coworker compliments a manager on his excellent handling of a troublesome employee.
<b>Being Consistent</b>	The target's beliefs and behaviors are consistent. There is agreement between the target's verbal and nonverbal behaviors.	A subordinate delivering a message to his boss looks the boss straight in the eye and has a sincere expression on his face.



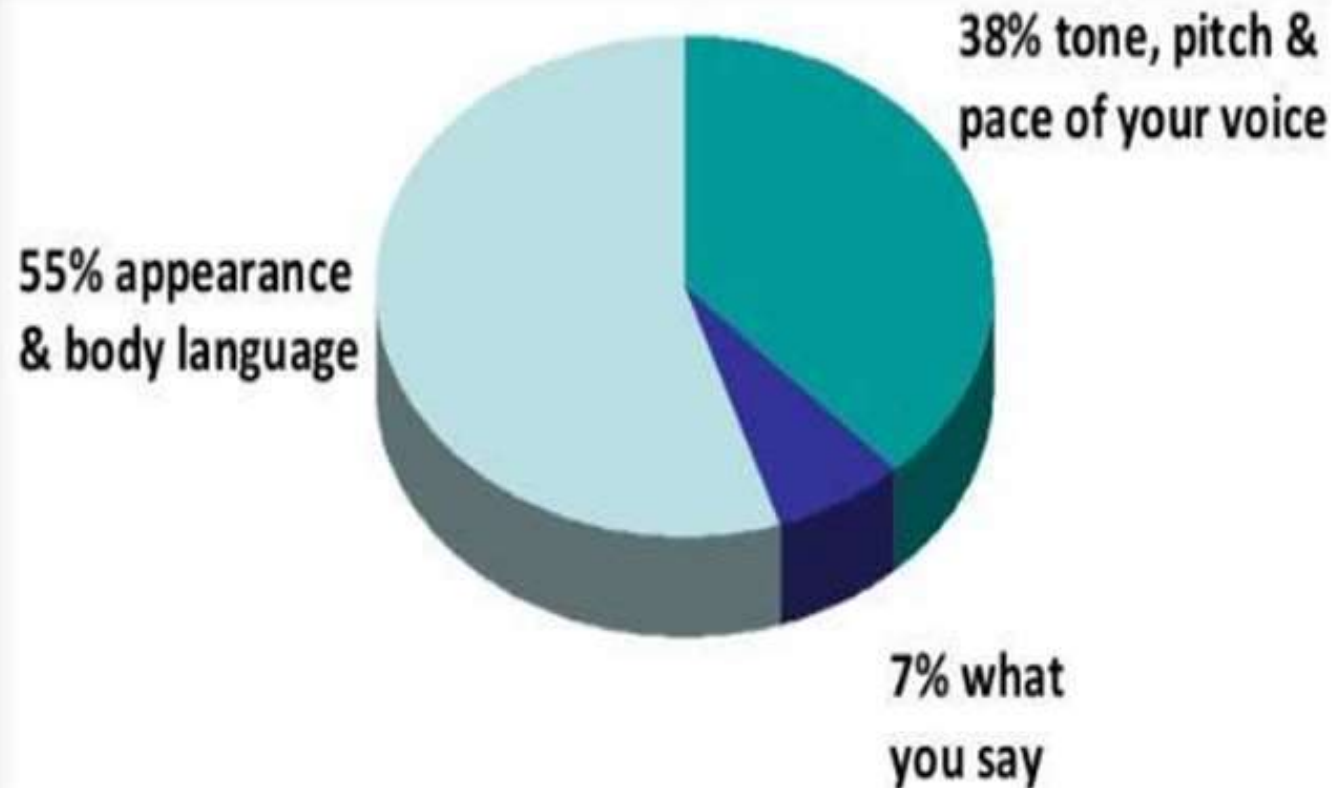
A person's **first**  
**impression** will  
influence their **overall**  
**opinion** of you



—YOU—  
**NEVER**  
*get a second*  
**CHANCE**  
TO MAKE A  
*Great*  
—**FIRST**—  
IMPRESSION



# How to make a good Impression



*"You never get a second chance to make a first impression."*



# BODY LANGUAGE





# Body Language

## Say What You Mean:

Using Body Language  
to Send a Message

People take in information through five senses

**But not all of  
them are equal:**

**IT'S WHAT YOU DON'T SAY THAT COUNTS!**



# Body Language - an element of Communication skills

- It's a kind of non verbal communication we make – both conscious and unconscious.
- It includes facial expressions, body movements, and gestures.
- It is very effective, maybe even so more than speech.
- Remember the saying, “Actions speak louder than words”.



# Body language

- Body language, and more technically the study of body language, is also known as kinesics (pronounced 'kineesicks'), which is derived from the Greek word kinesis, meaning motion.
- The way you communicate through body language can determine your success in everything from relationships to your career. Paying closer attention to the messages you send through body language can help you succeed.
- Body language goes both ways:
  - Your own body language reveals your feelings and meanings to others.
  - Other people's body language reveals their feelings and meanings to you.



# Body language

- Body language is not just about how we hold and move our bodies.
- Body language potentially (although not always, depending on the definition you choose to apply) encompasses:
  - how we position our bodies
  - our closeness to and the space between us and other people (proxemics), and how this changes
  - our facial expressions
  - our eyes especially and how our eyes move and focus, etc
  - how we touch ourselves and others
  - how our bodies connect with other non-bodily things, for instance, pens, cigarettes, spectacles and clothing
  - our breathing, and other less noticeable physical effects, for example our heartbeat and perspiration



# Components or types of body language

- Facial expressions
- Body movements and posture
- Gestures
- Eye contact
- Touch
- Space
- Tone or voice

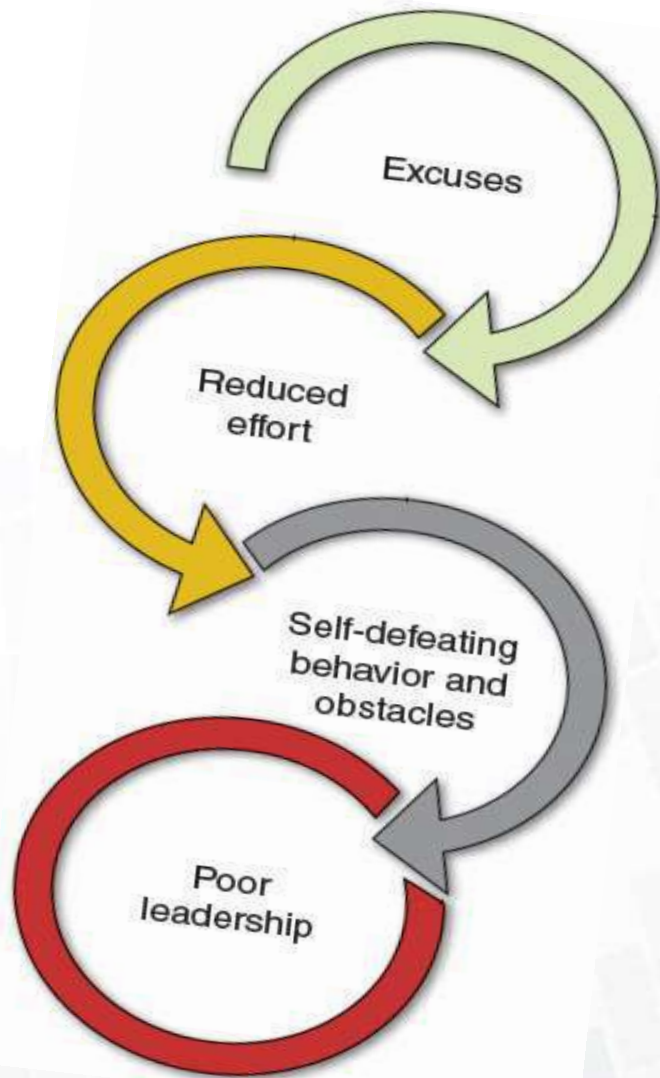




# First Impression- Body Language

Positive Signals:	Negative Signals:
Upright posture	Slouching
Good eye contact	Avoiding eye contact
Own Comfort level	Fidgeting
Proper gesture	Touching face/ hair
Stillness	Defensive gestures
Active listening	Frowning





*Everyone has a few habits they could improve but you may not even recognize that you have some of these habits.*

# Nonverbal Signals

Evaluating nonverbal signals	
Eye contact	Is eye contact being made? If so, is it overly intense or just right?
Facial expression	What is their face showing? Is it masklike and unexpressive, or emotionally present and filled with interest?
Tone of voice	Does their voice project warmth, confidence, and interest, or is it strained and blocked?
Posture and gesture	Are their bodies relaxed or stiff and immobile? Are shoulders tense and raised, or slightly sloped?
Touch	Is there any physical contact? Is it appropriate to the situation? Does it make you feel uncomfortable?
Intensity	Do they seem flat, cool, and disinterested, or over-the-top and melodramatic?
Timing and pace	Is there an easy flow of information back and forth? Do nonverbal responses come too quickly or too slowly?
Sounds	Do you hear sounds that indicate caring or concern?



# Nonverbal Communication Cues

**Nonverbal communication cues can play five roles:**

- **Repetition:** they can repeat the message the person is making verbally.
- **Contradiction:** they can contradict a message the individual is trying to convey.
- **Substitution:** they can substitute for a verbal message. For example, a person's eyes can often convey a far more vivid message than words do.
- **Complementing:** they may add to or complement a verbal message. A boss who pats a person on the back in addition to giving praise can increase the impact of the message.
- **Accenting:** they may accent or underline a verbal message. Pounding the table, for example, can underline a message.

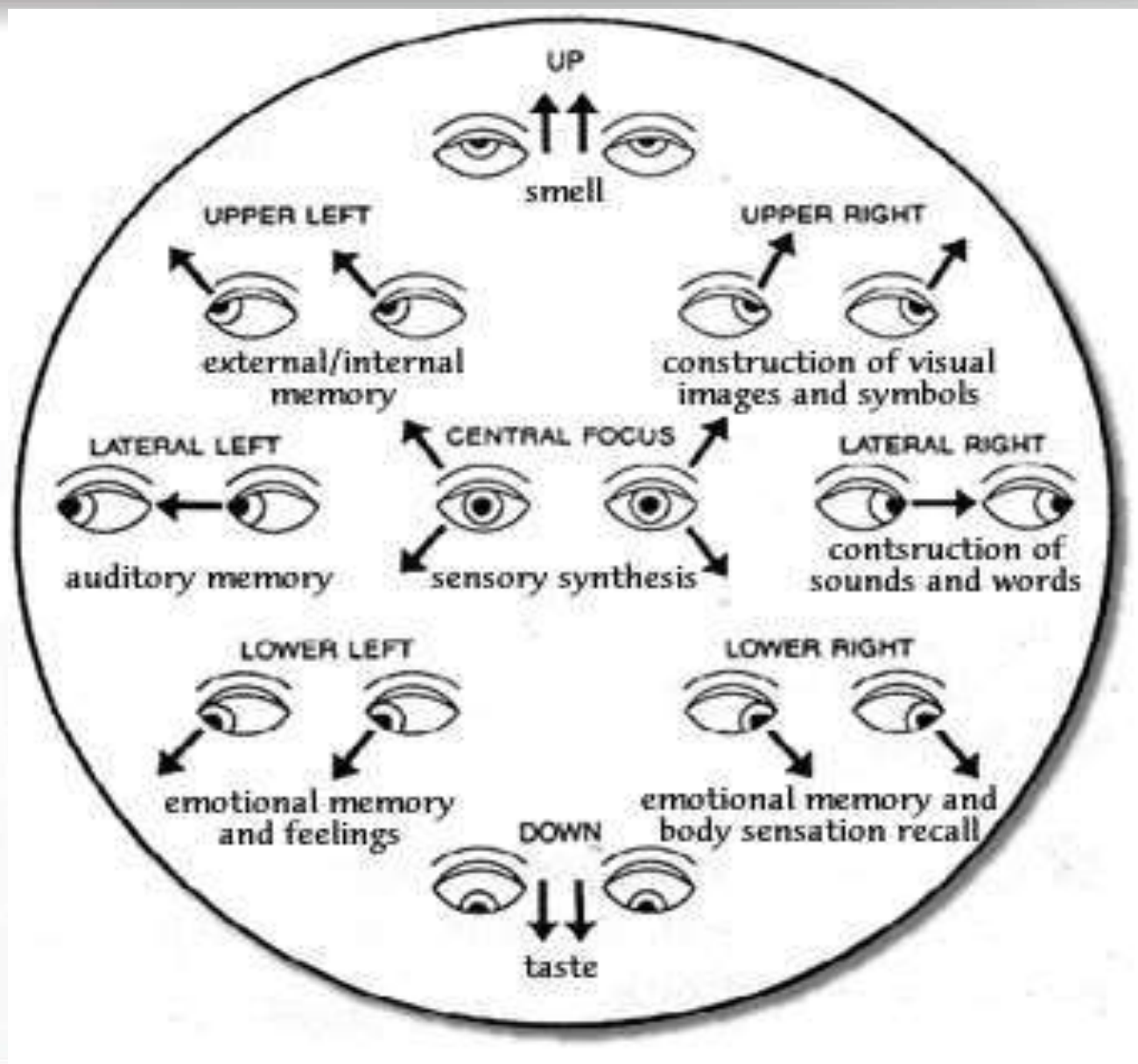


# Eyes

- Our eyes are a very significant aspect of the non-verbal signals we send to others.
- To a lesser or greater extent we all 'read' people's eyes without knowing how or why, and this ability seems to be inborn.
- For example we know if we have eye contact with someone at an almost unbelievable distance. Far too far away to be able to see the detail of a person's eyes - 30-40 metres away or more sometimes - we know when there is eye contact. This is an absolutely awesome capability when you think about it.
- Incredibly also, we can see whether another person's eyes are focused on us or not, and we can detect easily the differences between a 'glazed over' blank stare, a piercing look, a moistening eye long before tears come, and an awkward or secret glance.







# Mouth

- The mouth is associated with very many body language signals, which is not surprising given its functions - obviously speech.
- The mouth is a tremendously flexible and expressive part of the body too, performing a central role in facial expressions.
- Smiling is a big part of facial body language. As a general rule real smiles are symmetrical and produce creases around the eyes and mouth, whereas fake smiles, for whatever reason, tend to be mouth-only gestures.



# Head

- The head is very significant in body language. The head is used a lot in directional (likes and dislikes) body language, and in defensive (self-protection) body language too.
- A person's head, due to a very flexible neck structure, can turn, jut forward, withdraw, tilt sideways, forwards, backwards. All of these movements have meanings, which given some thought about other signals can be understood. The head - when our hands interact with it - is therefore dynamic and busy in communicating all sorts of messages - consciously and unconsciously.





Defensive



Arrogance



Annoyed



Are you being defensive? - I don't think so!

Irritated



Happy



Confused



Worried





# Arms

- Arms act as defensive barriers when across the body, and conversely indicate feelings of openness and security when in open positions, especially combined with open palms. Arms are quite reliable indicators of mood and feeling, especially when interpreted with other body language.



**Stiff**



**Expressive**



**Jazz Hands**





"High Power" body language (top row)  
vs.  
"Low Power" body language (bottom row)

(Images courtesy of Amy Cuddy, Harvard University)



# Hands

- Body language involving hands is extensive.
- They are extremely expressive and flexible tools, so it is natural for hands to be used a lot in signalling consciously - as with emphasizing gestures - or unconsciously - as in a wide range of unintentional movements which indicate otherwise hidden feelings and thoughts.



# Hands

Hands body language is used for various purposes, notably:

- Emphasis : pointing, jabbing, and chopping actions, etc
- illustration : shaping, mimicking actions or sizing things in the air etc
- specific conscious signals : the thumbs-up, the Victory-sign, greeting people and waving goodbye etc.
- and more interestingly in unconscious signals - including interaction with items like pens and cigarettes and other parts of the body - indicating feelings such as doubt, deceit, pressure, openness, expectation, etc.





Hand-wringing

Stress  
Concern



Steeppling of  
Hands

Confidence



positive



negative



Self-preening

Dismissiveness



Fingertips placed apart  
on surface

Confidence  
Authority



Finger  
pointing

Very  
offensive



## Have a good handshake

- A good handshake is an important part of making a great first impression. A well timed, firm but not aggressive handshake says you are confident, social and professional. A weak, finger-tip or overly-macho handshake can give the impression that you lack confidence or basic social skills.

### The 5 S's of a Perfect Handshake

S  
MILE

S  
TRAIGHT

S  
LIDE

S  
TRENGTH

S  
HAKE





# Different Kinds of Handshakes

The Hand Hug



Cold and Clammy



Dominator



The Knuckle Crusher



# Different Kinds of Handshakes

The Finger Squeeze



The Polite Pinch



The Dead Fish



# A Good Handshake

How to give a good handshake...

Hold your hand vertically in an L shape



Then wrap your fingers around



# Legs and feet

- Legs and feet body language is more difficult to control consciously or fake than some body language of arms and hands and face. Legs and feet can therefore provide good clues to feelings and moods, if you know the signs.
- Also consider that when people sit for half-an-hour or more they tend to change their leg positions, which can include leg crossing purely for comfort reasons. Again allow for this when interpreting signals.
- Leg signals tend to be supported by corresponding arms signals, for example crossed arms and crossed legs, which aside from comfort reasons generally indicate detachment, disinterest, rejection or insecurity, etc



# Keywords – Non Verbal

## Nonverbal communication cues can play five roles:

- **Accept** : Accept the message the person is saying verbally – by nodding
- **Contradiction**: We can contradict a message the individual is trying to convey – using hand and head gestures
- **Substitution**: they can substitute for a verbal message. For example, a person's eyes can often convey a far more vivid message than words
- **Complementing**: they may add to or complement a verbal message. A boss who pats a person on the back in addition to giving praise can increase the impact of the message
- **Accenting**: they may accent or underline a verbal message - Pounding the table, for example, can underline a message.





# How nonverbal communication can go wrong

- What you communicate through your body language and nonverbal signals affects how others see you, how well they like and respect you, and whether or not they trust you.
- Unfortunately, many people send confusing or negative nonverbal signals without even knowing it. When this happens, both connection and trust are damaged.



# Evaluating nonverbal signals

- **Eye contact** – Is eye contact being made? If so, is it overly intense or just right?
- **Facial expression** – What is their face showing? Is it masklike and inexpressive, or emotionally present and filled with interest?
- **Tone of voice** – Does the person's voice project warmth, confidence, and interest, or is it strained and blocked?
- **Posture and gesture** – Is their body relaxed or stiff and immobile? Are shoulders tense and raised, or relaxed?
- **Touch** – Is there any physical contact? Is it appropriate to the situation? Does it make you feel uncomfortable?
- **Intensity** – Does the person seem flat, cool, and disinterested, or over-the-top and melodramatic?
- **Timing and place** – Is there an easy flow of information back and forth? Do nonverbal responses come too quickly or too slowly?
- **Sounds** – Do you hear sounds that indicate caring or concern?





**End of Session - 3**

**Thank You...**



# RECRUITMENT ESSENTIALS

## SESSION - 4

### IMPRESSION MANAGEMENT





# Grooming and Etiquette



# What is Etiquette??

Webster's II New College Dictionary defines Etiquette as:

The forms and practices prescribed by social convention or by authority.



## Does How Etiquette Benefit You?

- Differentiates you from others in a competitive job market
- Enables you to be confident in a variety of settings with a variety of people
- Honors commitment to excellence and quality
- Modifies distracting behaviors and develops admired conduct

**“Be one step ahead, practice the social skills necessary to help you make a great first impression and stand out in a competitive job market”.  
-Kenneth-**



# Critical Etiquette Topics to Consider

- Etiquette Basics
- Professional Appearance
- Office Etiquette
- Dining and Table Manners



# Etiquette Basics

## (Creating a positive image)

- ***Behaviour:***
  - Exhibit a positive attitude and pleasant demeanor
  - Use a firm handshake
  - Maintain good eye contact
  - Appropriate introductions – introduce someone by their title and last name (Ms. Mrs. Mr. Dr. Swami), unless otherwise specified
  - Rise when you are introducing someone or you are being introduced
  - Nonverbal communication is important
  - Show common respect and consideration for others





- Do you have these? If your answer is yes, good for you.
- But if your answer is no, then you know it is time to take this training seriously or learn them yourself



# DRESSING, APPEARANCE AND GROOMING

- Have you ever judged a person based solely on their dressing? While you may think you haven't, you probably have.
- Before you even hear them speak or know anything about them, you probably make certain assumptions about a person based on their dressing.
- Often, we expect certain people to dress a certain way before we learn anything about their credentials.



# DRESSING, APPEARANCE AND GROOMING

- If you have ever gone on a job interview, you have probably put much thought into what you wore.
- Most people try to pick out one of their nicest outfits to wear, so they make a good first impression before the employer ever asks them any questions.
- First impressions are very important and dressing is one of the biggest factors in first impressions.
- We all know that our clothing is important, especially in the work setting, but what may be unfamiliar is a clear sense of what our clothes are communicating — not only to others, but to ourselves.



# Types of design elements

- Here are three distinct types of design elements, along with their “innate messages”:
  - **Light color:** fresh, open, louder, flexible
  - **Dark color:** calm, sophisticated, soothing, precise
  - **Bright color:** energetic, cheerful, stimulating, responsive
- - **Straight lines:** formal, crisp, strong, persuasive
  - **Curved lines:** casual, graceful, romantic, approachable
- - **Firm fabrics:** stable, official, grounded, classic
  - **Pliable fabrics:** casual, agreeable, relaxed, temporary

Equally important is well fitting and appropriate fitting clothes. When buttons pucker, you draw attention to your body size exceeding your clothes allotment. Alternatively, properly fitting clothes can hide a few extra pounds



## Good Grooming vs. Bad Grooming

**27.5%**

think that it shows  
their interest in  
the position

**24.8%**

think that it shows  
the candidate  
has good character

**20.2%**

think that it is an  
important job  
requirement

**60.2%**

think that it's important  
to appear fit, healthy,  
clean, happy,  
energetic, confident  
and well dressed

**48.5%**

spend a moderate  
amount of their  
income on  
grooming and  
clothes

**75.8%**

make a considerable  
effort in looking  
after their  
appearance



**51.9%**

say that tattoos  
and piercings are  
not allowed in  
their office

**77.3%**

think that you risk  
being negatively judged  
on your personal  
grooming and clothes

**46.4%**

are not aware  
of the company  
dress code  
and found out  
about it later

### TIP

**Three basic rules for making the right impression at work:**

1. Presentation does count
2. A casual office environment doesn't mean that you have to dress carelessly
3. Dress as you want to be seen: a person who takes their job seriously, is professional, and upward-bound."





# Professional Appearance

- ***Grooming is fundamental***
  - Hair clean and styled appropriately
  - Clean nails, skin and teeth
  - Many professionals wear make-up  
(depends on field)
  - Check fragrance and clothing care



# Professional Appearance

- ***Wardrobe***
  - Professional Business Wardrobe
    - For women: skirted/pant suit, blouse or dress shirt, sari, salwar-kameez, clean and well maintained dress shoes (generally closed-toe shoe)
    - For men: suit, dress shirt, tie (well maintained dress shoes)
  - Outerwear
    - Appropriate for women/men: Trench coat, umbrella



# Professional Work Attire



# Professional Appearance

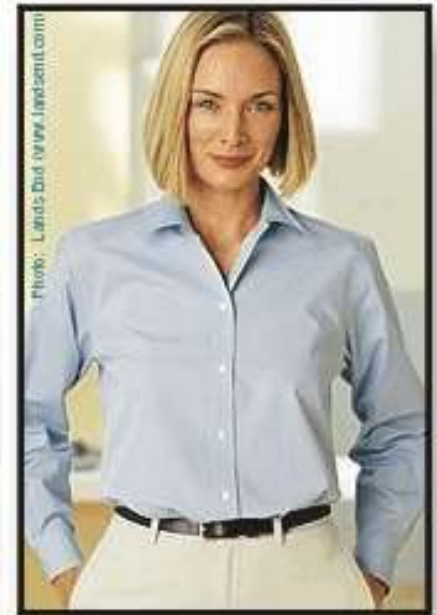
## Business Casual Wardrobe

- For women: dress pants, shirt, blouse, sari well maintained dress or casual shoe (no tennis shoes, flip flops, etc.)
- For men: slacks/khaki pants, polo shirt, or other collared dress shirt, well maintained dress or casual shoes (no tennis shoes, flip flops, etc.)

**\*\*NOTHING SLOPPY\*\***



## Casual Work Attire





# Common Business Etiquette



# Professional Etiquette : Meeting and Greeting



**Handshake:** Offer entire hand, web-to-web, shake lightly and release

Know whom to introduce first Junior to senior Fellow worker to client

Eliminate slang / jargon from your vocabulary

Always on time, always organized, always ready



# How To Introduce Yourself



- Stand up
- Look the person in the eye
- Extend your hand for a firm web-to-web handshake. Avoid:
  - Bone-crushing handshakes
  - “Dead fish” handshakes
  - Grabbing someone’s fingers
- Say your name and something about yourself

*“Hello, I’m John Smith. I work in Process Improvement over in Polymers Division.”*



# Greetings



- Respond to a 'How do you do', with another 'How do YOU do', not 'Fine'. And to a 'Thank you', with 'You're welcome', not 'Mention Not'.
- At work, make it a habit to greet pleasantly everyone you see for the first time in the day, particularly subordinate staff. Do not go on an ego trip and wait for others, including juniors, to greet you first. Initiate the greeting. Respond to all greetings, especially from juniors, with a smile and pleasant eye contact, and perhaps a brief word.
- Depending on the culture of the company, use Sir, Mr. or first names. If you are a new employee, even when you see others address senior officers and women by the first name, wait till you are invited to do so, or ask how they would like to be addressed by you. Do not use pet names at work.



# Business Introductions



- In business, introductions are based on power and hierarchy.
- Simply, persons of lesser authority are introduced to persons of greater authority.
- Gender plays no role in business etiquette; nor does it affect the order of introductions.
- For example, you would say, "Mr./Ms. Greater Authority, I would like to introduce Mr./Ms. Lesser Authority." However, the person holding the highest rank may not be Mr./Ms. Greater Authority. A client, for instance, always takes precedence over anyone in your organization, as does an elected official. Here are examples of pecking order:





# Handshakes



- The more senior and older executives and visitors put their hand out first to shake hands.
- Peers make a spontaneous simultaneous move.
- Both men and women must keep the grip firm, neither crushing nor limp.
- Do not hold the hand too long.
- The more important person signals the release by a slight lessening of the grip. During the handshake, smile and maintain pleasant eye contact.
- In the office, both men and women always rise to shake hands. Ideally, in the office, walk out from behind your desk to shake hands.
- In a social setting, the woman puts her hand out first. She may also remain seated, as may a very old man, when shaking hands with a much younger or equal age person. At a cocktail party, put down, or hold discreetly in the left hand, your drink and cigarette to shake hands. Resume smoking only after the guest has taken a seat or has moved on. In traditional cultures, if a non-smoking older lady or man converses with you, it is best to put out your cigarette.



# Exchanging visiting cards



- World over today, the Japanese style of exchanging calling cards is in practice:
- Hold your card out, so that the writing faces the person you want to present your card to. Hold the card, using the thumbs and index fingers of both hands to grip it at the left and right tops. Bow as you extend the card towards the other person. The more junior bows deeper than the senior does. The receiver takes the card with the same thumb and index finger 'pincer movement'.
- When you receive a card, thank the presenter, but do not put it away immediately in your pocket or wallet. Do not fold or mutilate it. Do not write on it. Do not use it to fan yourself, clean your fingernail or scratch your nose with it. Hold it with respect, look at it with interest, and ask for any clarifications or correct pronunciations. Finally, place it in a proper cardholder.
- If you are in a meeting with up to five or six people, place all their cards in front of you, in the order in which they are seated. As they talk, look at the card to connect the name with the face.



# Protocols

- Always use last names with customers unless they are about your age and rank
- Don't keep customers waiting
- Escort clients out
- When someone of higher rank or from outside the organization enters, everyone in the office stands
- Junior employees stand until seniors sit



# 10 Common Etiquette Mistakes

- Eating with your mouth open
- Grooming in public
- Being a gym slob
- Talking solely about yourself
- Treating service staff poorly
- Not giving up your seat
- Being late
- Arguing over a check
- Not removing yourself to take a cell phone call
- Failing to introduce people



# Dining Etiquette





# The Importance of Dining Appropriately

80% of second interviews involve a business meal. Therefore Table Manners is an integral part etiquettes.



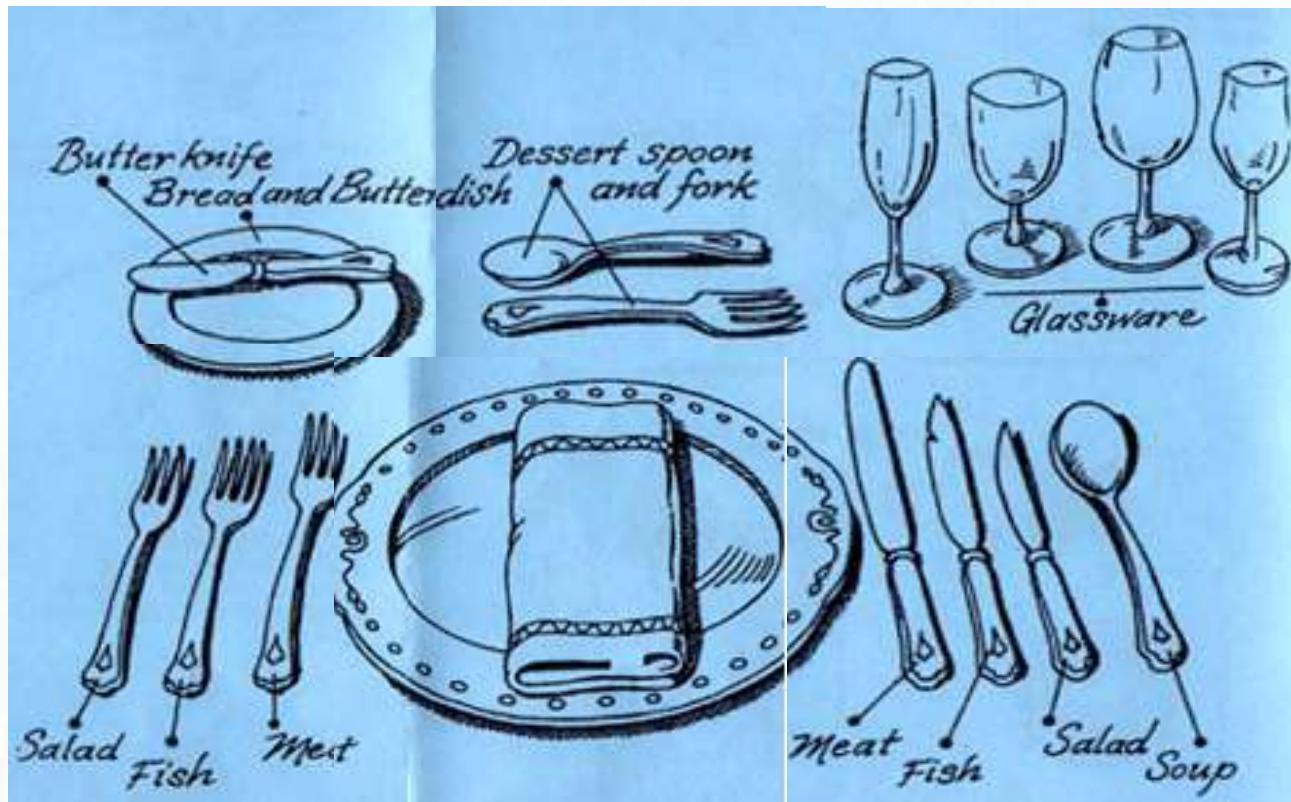
# Professional Dining Basics

## *Style Dining*

- Arrive on time
- Wait to sit until host/hostess indicated the seating arrangement
- Put napkin in lap before drinking or eating
- Order easy to eat food
- Don't order the most expensive items on the menu
- Wait until everyone has been served before you begin to eat
- Bring food to your mouth – NOT your head to your plate
- Salt/Pepper pass together
- Generally pass food to the right
- Rest utensils on plate while talking
- Do not talk with your mouth full



# Individual Place Setting



## Professional Dining Basics

- Proper posture is important
- Table manners please!!
  - (No gum, no elbows on the table)
- **“Please and Thank You”**
- Turn your cell phone off
- Be responsible for keeping up and positively contributing to the conversation
- Small Talk is appropriate – topics such as :
  - Books, sports, food, theater, travel, current events etc.
  - Follow employer’s lead



- Serve guests of honor, woman first, then male, then counterclockwise around the table. Serve host then hostess last.
- Small part of 6 or less, wait to eat until hostess begins. At a large party, hostess urges everyone to begin as they are served
- Place knife and fork on plate after using, knife with sharp edge facing in and fork with tines up (American) or down (Continental) and placed so they will not fall off the plate.





- Never place used silverware on the table or leave it in a cup or small bowl.
- A used soup spoon is left in a large soup plate or on the plate under the soup bowl.
- A used coffee spoon is placed on the saucer beneath the handle of the cup.
- Unused silver is left on the table.



- When you are finished, place the fork and knife parallel to each other, so they lie either across horizontally the center of the plate or are on the diagonal, with the handles pointing to the right.
- Dessert silverware – Place so the spoon can be picked up with the right hand and the fork so it can be picked up with the left hand.
- The napkin – as soon as you are seated, remove the napkin from your place setting, unfold it, and place it in your lap.



- If your napkin falls on the floor during a formal meal, signal a waiter that you need a fresh one.
- When you leave the table at the end of a meal, place your napkin loosely folded next to your plate. You may place it in the napkin ring if one is present. Do not place your napkin in your empty plate.



- When eating soup or dessert that has liquid, it is acceptable to tip the bowl when necessary, but tip it away from you.
- Test liquids before eating by testing a small amount with a spoon to see if it is too hot. Never blow on food to cool it.



- Do not automatically add salt or pepper before tasting. If you need to add to suit your taste, do it unobtrusively.
- When asked to pass the salt or pepper, pick up both the salt and pepper and place them on the table within reach of the person next to you who will do the same, and so on, until they reach the person who asked for them. They are not passed hand-to-hand.





- To remove inedible items from the mouth, it should go out the same way it went in.
- Olive pits can be delicately dropped onto an open palm before putting them onto your plate.
- A piece of bone discovered in a bit of chicken should be returned to the plate by way of the fork.
- Fish is an exception to the rule. It is fine to remove the tiny bones with your fingers, since they would be difficult to drop from your mouth onto the fork.



- Big seeds should be removed with a spoon.
- An extremely fatty piece of meat that you simply can't bring yourself to swallow, it will be necessary to surreptitiously spit it into your napkin, so that you can keep it out of sight.
- Just like your mother told you, Keep your elbows off the table!



- If you are someone's guest at a restaurant, ask the person what he/she recommends. By doing this, you will learn the price range guidelines and have an idea of what to order.
- Usually order an item in the mid price range. Keep in mind that the person who typically initiates the meal will pay.
- Don't order appetizers or dessert unless your host does. It is inappropriate for your meal to cost more than your host's meal.
- When ordering, avoid foods that are difficult to eat gracefully.
- Be prepared. If there is a purpose to the luncheon or dinner meeting, make it clear when extending or accepting an invitation. Bring writing materials.



- If your dining at someone's home and aren't sure what to do, follow the actions of the host or hostess as a guide.
- Cut food into small pieces for eating. If you try to eat large pieces, you may have difficulty chewing and might choke.
- People from different countries and cultures have table manners that may be different from yours. Respect and accept people with other customs.







# End of Session - 4

## Thank You...



# RECRUITMENT ESSENTIALS

## SESSION - 5

### IMPRESSION MANAGEMENT



# Activities...



## Match the following

Non - Verbal Communication	Interpretation
<b>Facial Expressions</b>	
Frown	Embarrassment
Smile	Anger
Raised eyebrows	Displeasure, unhappiness
Narrowed eyes	Friendliness, happiness
Blushing	Disbelief, amazement



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## Match the following

Hand/Arm Gestures	
Pointing finger	Disbelief, puzzlement, uncertainty
Folded arms	Open to suggestions, relaxed
Arms at side	Not open to change, preparing to speak
Hands uplifted outward	Authority, displeasure, lecturing



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## Match the following

Body Postures	
Fidgeting, doodling	Nervousness
Hands on hips	Listening, great concern
Shrugging shoulders	Boredom, lack of interest
Squared stance or shoulders	Boredom
Biting lip, shifting, jingling money	Anger, defensiveness
Sitting on the edge of a chair	Indifference
Slouching in chair	Problem-solving, concern, listening



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## Match the following

Proxemics (Physical Space)	
From physical contact to 18 inches	Social space
From 18 inches to 4 feet	Public space
From 4 feet to 8 feet	High status
From 8 feet outward	Intimate space
Prestigious titles	Personal space





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Proxemics (Physical Space)	
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Prestigious titles	Personal space



# Facial Expression quiz

A quiz to test how well you can read facial expressions using facial expressions of characters.

1. What expression is shown on Carlton's face?



- (a) Worried      (b) Panicked      (c) Excited      (d) Scared



# Facial Expression quiz

A quiz to test how well you can read facial expressions using facial expressions of characters.

2. Which word best describes Maria's expression?



(a) Ecstatic

(b) Furious

(c) Mischievous

(d) Angry



# Facial Expression quiz

A quiz to test how well you can read facial expressions using facial expressions of characters.

3. Michael is shown here as ...



(a) Angry

(b) Thoughtful

(c) Enthusiastic

(d) Relieved



# Facial Expression quiz

A quiz to test how well you can read facial expressions using facial expressions of characters.

4. Patrick's expression is ...



(a) Happy

(b) Concerned

(c) Disturbed

(d) Anguished





# Facial Expression quiz

A quiz to test how well you can read facial expressions using facial expressions of characters.

5. Maria's expression could be described as ...



(a) Excited

(b) Intrigued

(c) Disgusted

(d) Fascinated



# Facial Expression quiz

A quiz to test how well you can read facial expressions using facial expressions of characters.

6. Eric expression could be described as ...



(a) Happy

(b) Excited

(c) Overjoyed

(d) Disbelieving



# Facial Expression quiz

A quiz to test how well you can read facial expressions using facial expressions of characters.

7. Janice expression is:



(a) Excited

(b) Worried

(c) Surprised

(d) Perplexed



# Facial Expression quiz

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8. Carlton face clearly shows the emotion of:



- (a) Confusion                      (b) Sadness an hurt  
(c) Excitement and anticipation    (d) Love and desire



# Facial Expression quiz

A quiz to test how well you can read facial expressions using facial expressions of characters.

9. Dexter felt a strong emotion, when two fighting boys fell through the glass door – what emotion is it:



(a) Shocked

(b) Passionate

(c) Angry

(d) Curious





# Facial Expression quiz

A quiz to test how well you can read facial expressions using facial expressions of characters.

10. Kat's facial expression in below pic shows her attitude of ....



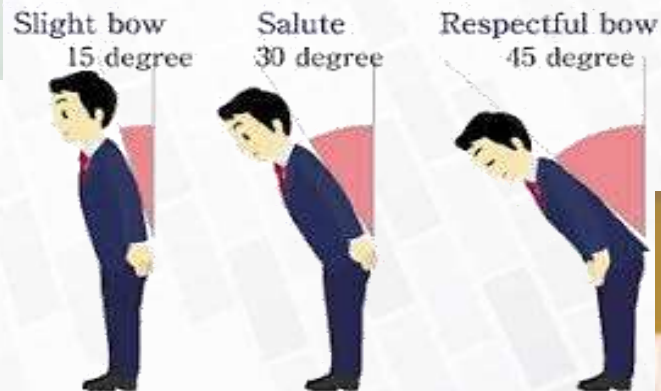
(a) Contempt      (b) Delight      (c) Joy      (d) Excitement



**Activity:** Compare the images and make a study on Donald Trump's body language.



# What do these gestures mean?...





# What do these gestures mean?...

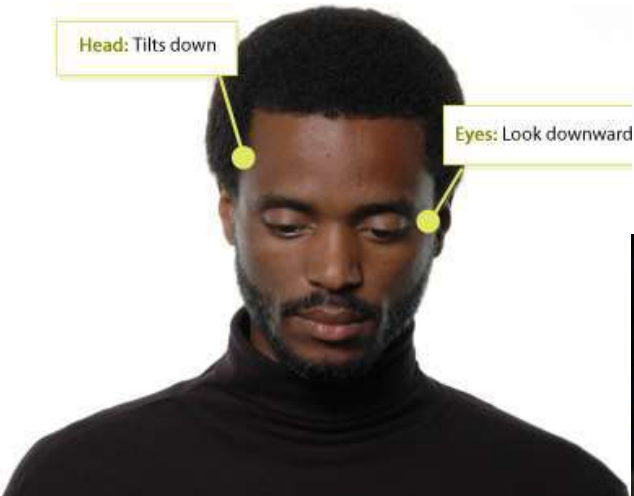


# What do these gestures mean?...





# What do these gestures mean?...



# What do these gestures mean?...



# What do these gestures mean?...



# What do these gestures mean?...





# What do these gestures mean?...





## Guess the body language



1.            (a) Upset                      (b) Telling lie                      (c) Tears of joy                      (d) Surprised



## Guess the body language



2. (a) Excitement (b) Frustration (c) Headache (d) Shouting



## Guess the body language



3.      (a) Happy      (b) Depressed      (c) Tired      (d) Bored





## Guess the body language



5.        (a) Amazed        (b) Thinking        (c) Meditating        (d) Sorrow





## Guess the body language



6.      (a) Tired                      (b) Sleeping                      (c) Upset                      (d) Depressed

## Guess the body language



7.            (a) Pleasing            (b) Explaining            (c) Anger            (d) Conversing



## Guess the body language



8. (a) Listening      (b) Staring      (c) Joking      (d) None of these



## Guess the body language



9.        (a) Argument        (b) Conversation        (c) Casual talk        (d) Fight



## Guess the body language



10.      (a) Boredom      (b) Interested      (c) Tired      (d) Sad



# End of Session - 5

## Thank You...

