

Land that job with new recruiter-proven tricks!

Worried that you're short on experience or know-how in this tough job market? Great news: "Research by Stanford and Harvard universities shows 85% of job success is actually based on your 'soft' skills—the ability to put others at ease," reveals business etiquette expert Diane Gottsman, director of The Protocol School of Texas. Here, the smart strategies that'll help get you the job!



Tip!

Don't forget to bring pens with you to the interview; it shows you're organized and on top of things (and you won't have to ask to borrow one)!



Standing up!

Sure, you were taught that "girls sit and boys stand" for introductions. But in the business world, notes Gottsman, sitting signals "lazy" or "uninterested," a point seconded by Tina Hamilton, president of the hireVision Group. When you stand up, Hamilton says, "you give off a positive energy that others feel, and that energizes the whole conversation." So the minute that recruiter or employer walks into the room, get on your feet to ensure you'll put your best one forward!



Pressing one button!

Which is it? The "off" button on your cellphone! "You'd be amazed how many people don't, and it tells an interviewer you're either forgetful or have concerns that take precedence over her job," says Gottsman, two things no employer wants to see! Even set on "vibrate," a ringing cellphone can cut your chances by 80 percent, 90 if it has a silly ringtone!

Shaking hands this way!

As you extend your entire hand for a firm (but not overbearing) shake, make sure your "web"—the fold of skin between index finger and thumb—makes full contact with the interviewer's, "so your hands fit together like pieces of a puzzle," Gottsman says. Shaking hands this way automatically makes the two of you feel more connected and in sync, and gets the interview off to a great start!



Accepting that cup of coffee!

Surveys show that, not wanting to trouble the recruiter, eight out of 10 of us offered a beverage during an interview politely decline. Surprise! Responding with a "Yes, thank you!" is an easy way to show you're unusually confident, and it has a hidden plus: You can pause to take a sip while considering your answers, "buying you valuable time," explains Kevin Donlin, president of Guaranteed Resumes.

● **Bonus:** Other people literally "warm up" to you faster and judge you as more generous and caring if they've just held a hot beverage in their hands, reveals research by Yale University psychologists.



Borrowing a Japanese ritual!

"If you're given a business card in Japan, it's considered rude not to read it thoughtfully for at least ten seconds before carefully putting it in your purse or wallet," says Nicholas Boothman, author of *How to Connect in Business in 90 Seconds or Less*. It's an easy move that pays off big, especially in interviews. "Treating someone's card with respect subconsciously shows you'll treat them the same way when you're working together," he explains.



Avoiding this word!

What is it? "Just"—as in, "I just wanted to ask . . ." It signals a lack of confidence, explains Hamilton. Also to be avoided: "I'm sorry." Say you forget to bring along a required list of references. Which do you think sounds more positive and can-do: "I'm sorry, but . . ." or "I'll include the references you want in a follow-up letter. Thanks for your patience!"



—Barbara Hustedt Crook