



**GOVERNMENT OF TAMIL NADU**

**HIGHER SECONDARY FIRST YEAR**  
**VOCATIONAL EDUCATION**  
**EMPLOYABILITY SKILLS**

A publication under Free Textbook Programme of Government of Tamil Nadu

**Department of School Education**  
**Untouchability is Inhuman and a Crime**



## Government of Tamil Nadu

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NOT FOR SALE

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## PREFACE

We thank the Department of School Education, Government of Tamilnadu for taking this initiative to include the subject.

Employability skills are introduced to the vocational students of 11<sup>th</sup> Standard of Tamilnadu State syllabus for the very first time from the academic year 2022 onwards. The basic objective of this course is to make the students as job creators instead of job seekers. The course starts with understanding the students themselves so that they will be able to identify their Strengths, Weakness, Opportunities and Threats (SWOT analysis). The students will also develop English language skills, Communication skills, Digital skills, Entrepreneurial skills and Twenty first century skills.

English language skills are very important in boosting the morale of the students because most of our students are first generation learners and it will improve the confidence of students' community. In today's world, networking is very much essential and learning the communication skills will facilitate the students to have networking. In the era of online learning after Covid-19 Pandemic, digital skills are very much important to the students. It will help the students to learn the software applications and essential operating systems.

Entrepreneurial skills are very much required for the students to prepare the business plan and understand the role of Micro, Small and Medium Enterprises in promoting entrepreneurship. The success stories of entrepreneurs are also explained in this subject. To meet the challenges in the twenty first century, the students need to learn the various skills of problem-solving, decision-making, negotiation, team building, conflict management, stress management and time management. Financial literacy is the need of the hour to run the business successfully. The students also learn the role of gender in family and society. At the end the students will have the confidence to build their resumes and face interviews.

Employability Skills has been introduced by SCERT in collaboration with Tamil Nadu Skill Development Corporation in order to get immediate employment opportunities for the vocational students in the Industrial Sectors in future. The skill certificate for practical assessment is given to every student by concerned Sector Skill Councils (SSCs) which are accredited by National Skill Development Corporation (NSDC) and TNSDC.

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E-book



Assessment

## 1

## UNDERSTANDING MYSELF



## K-W-L ABOUT

I Know	I want to Know	I Learned

Fill the I know and I want to know columns by yourself or with the help of the facilitator before starting this unit.

## 1. GET STARTED

**Objectives:**

- At the end of the lesson, you shall be able to familiarise with activities to know your friends and teachers

**Introduction:**

Before we understand about employability skills let us now understand ourselves first,

Who am I?

What is my character?

How do I behave?

What is my strength?

Who is going to teach this subject?

Do I know about the person sitting near me?

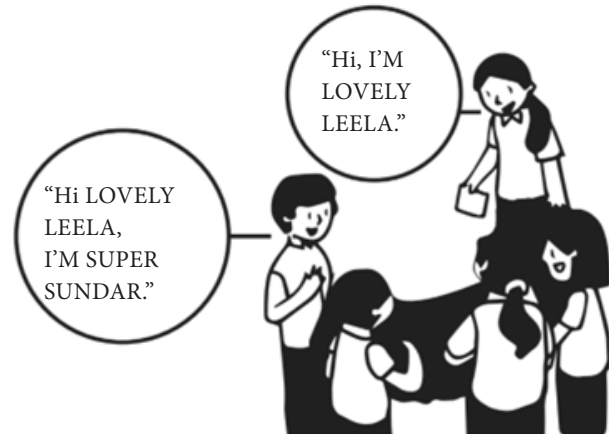
Let's get these questions answered here.

**ACTIVITY 1****Name Game**

- Stand in a circle.
- Use a positive adjective to introduce yourself which starts with the same alphabet as your name.









3. The first person starts with his/her name plus an adjective that begins with the same first letter as the name
4. The second person continues like the same.



## ACTIVITY 2

### Share And Care

 <b>1</b> 2 mins: Find a coin! Search for a coin. Any coin! Once everyone has a coin, take step 2.	 <b>2</b> 2 mins: Find your team. In 2 minutes, form a team with 3 people from your class, whose coins are: of same year, or of same value.	 <b>3</b> 20 mins: Become a team Share with each other: What is your hometown? Your favourite memories from school life? What are your hobbies? Favourite subjects? Why did you join this trade?
 <b>4</b> 5 mins : Map common ground. Make a list of everything that you seem to have in common with each other!	 <b>5</b> 5 mins: Celebrate difference. Make a list of everything that seems to be a unique quality of some of the team members.	 <b>6</b> 20 mins: Share with all! Share with the whole class: What does your team have in common? And what makes each of you unique?



### ACTIVITY 3

Do you remember how you learned your mother tongue? Choose a partner and tell him/her about your mother tongue learning experiences. You may make notes in the space given. You may use the ideas given in the box.

- Listened to how parents and elders spoke.
- Listened to stories.
- Learnt while playing with friends in childhood.
- It was spoken in the area where we lived in my childhood.
- Heard elders use and tried to imitate them.
- Watched TV and movies.

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### ACTIVITY 4

Prepare a 2-minute speech on 'My happiest memory' and present it in front of your class.



To understand yourself better you can also do the following:

1. Take a personality test:  
The first thing you can do to gain a greater understanding of yourself is to get some objective assessment. You can also ask people.
2. Understand your learning style:  
There is a theory that every person learns and processes their experience of the world in one of a number of different ways. Knowing what learning style you have will help you even once you're out of school and can help you to understand why you struggle with some activities and excel at others. As with the others, there are a number of free tests that you can take online. Just be aware that this is a disputed science, with many theories about how many learning styles exist, and you may get different results depending on which test you take.
3. Do character writing exercises.  
When writers go to write a book, they will often do writing exercise.

### ACTIVITY 5

At last, it is time to be a journalist! It is time to get to know the Employability Skills Teacher! Ask your instructor to share answers to the following questions with you. You can add new questions you created. Some examples are given below.



- What is your name?
- How did you become interested in becoming a teacher?
- What is your vision of an ideal teacher?
- What are your personal strengths?

## CONCLUSION

From this lesson you have discovered your adjectives, what you represent and also found new friends who have the same interest and likings as you, about your teacher with whom you are going to continue this curriculum journey for the entire year.

## 2. INTRODUCTION TO THE ES-CURRICULUM

### Objectives

At the end of this lesson, you shall be able to:

- Identify why employability skills are needed
- List the various skills included in Employability

## INTRODUCTION

**Employability skills:** Employ + Ability. The ability to be employed is employability! It includes all the skills that can help a trainee succeed in any job.

It includes the soft skills that allow you to work well with others, and apply knowledge to solve problems. These skills are the non-technical skills.



**Understanding Myself:** This module will take you through the journey. A journey of understanding and exploring yourself, your interests, abilities and role models, learning these skills will prove to be useful throughout your life. These key understandings play a critical role in influencing our judgements, decisions, and interactions with other people.

**English Skills:** If you can speak, read and write basic English, you become eligible for jobs all over the world! And, all it takes is one hour of practice every day. Isn't this very exciting? Listening, speaking, reading and writing are the four language skills we need to develop for complete communication.

**Communication Skills:** When the instructor asks you a question, Are you always able to raise your hand and answer without hesitation? Do you find it easy to introduce yourself to a visitor? If you learn the skill of communication, you will never have to worry again about 'hesitation'. You will be able to express your ideas and thoughts to anyone!



**Digital skills:** Would you need to create your resume / CV in the near future? Would you like unlimited access to knowledge about the latest technologies? Learning IT literacy teaches you all of this and more. The student who masters the digital skills unit can create a better resume, find better jobs and learn new skills faster.

**Entrepreneurship:** Have you thought about starting your own company? It is intended for the aspiring youths who undergo technical training in various trades and wish to take up entrepreneurship as a career opportunity. The lessons are focused on getting the students informed/motivated towards entrepreneurship and getting a project report written by them.

**Building 21st century skills:** In the 21st century, success belongs to those who have the confidence and ability to learn new skills! The knowledge and skills that you learn today will be outdated in the next few years. But, if you learn how to learn new skills on your own, you will never have to worry about it.

**Gender:** People make meaning of the world they live-in, by studying

human behavior and our interactions with regard to other fellow human beings. Understanding of fellow human beings is considered as the understanding of gender which is continually evolving.

**Financial Literacy:** The world we live in is becoming digital. Here you will learn the need for money, to open a bank account and understand banking as a whole. Also, we introduce the world of digital payments.

**Preparation for the world of work:** World of work is the world of the workplace. Are you aware of the skills required in your workplace? We need to learn about the world of work so that we can stay up-to-date about the different skills and technologies that we need to learn. It also helps us be aware of the different opportunities available.

### ACTIVITY 1

Try to recall a few new things you have learnt in the last three years. You may use the list of things given below. Tick the items that you learnt in the last three years



Ride a bicycle	Ride a two wheeler	Drive a Car
Travel alone from my town / Village to the city by bus	Use a smartphone	Chat on WhatsApp
Created Facebook account	See videos on YouTube from the smartphone	Create memes
Book train tickets online	Watch cricket matches online	Download apps from google play store



## ACTIVITY 2:

Another big question! How will we learn all of these skills? We can give you a hint. You cannot learn them by reading or listening to good tips. You can learn it the way you learned how to ride a bicycle!

Skills	What can YOU do to learn this?	How can YOUR Employability Skills' FACILITATOR help?	How can YOUR FRIENDS help?
Professional attitude			
Speaking, reading, writing English			
Communicating effectively			
Learning Technology			

## CONCLUSION

Employability skills are those that are acquired by an individual to become employable. Now you have gained an introduction to the skills that are included in employability skills. Also, a short insight on what you are going to learn in the following lessons, exploring what skills you are in need of improving.

### QUESTIONS TO THE STUDENTS

1. What is it that you will do during the course to improve your employability skills?

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2. What steps will you take after the completion of this course to continue to help you excel in your job?

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### 3. PERSONAL AND INTERPERSONAL SKILLS

#### Objectives

At the end of this lesson, you shall be able to:

- understand personal and interpersonal skills.
- differentiate personal and interpersonal skills.
- identify personal and interpersonal skills.

#### INTRODUCTION

One of the essential qualification of an employee is personal and interpersonal skills. A greater understanding about you and how you interact with others determines how productive you can be in a team. Identifying these skills will help you have a job, you like and stay in it to maintain personal and social relationships for a longer period of time.

#### PERSONAL SKILLS

Personal skills can be defined as the abilities a human being possesses. These can be in

the form of abilities and attributes. For example, Vineet Nayar, the CEO of Indian IT service HCL was a great visionary leader who possessed excellent leadership skills that he changed the office of CEO by his motto “Employee first, Customer second...”; this is his personal skill. Knowing what skills we specialize is important in personal and professional scenarios.

Personal skills can be categorized into two.

- Soft skills
- Hard skills

Soft skills are the intangible attributes of our personality. Soft skills aid us in interaction with others and are related to our attitude, emotions, habits, communication style, social manners and personality. Employability skills mainly include all the soft skills required for an individual.

Hard skills are specific attributes related to performing a task(technical). These skills are usually the abilities and knowledge related to certain areas. It is mostly absorbed by the individual through education and experience. Examples





of hard skills are language proficiency, subject proficiency (accounts, audit, management, medicine, etc.), driving skills, etc. Such skills determine the employability and help the employer to assign responsibilities & tasks. Both soft and hard skills are a necessity. They work together and can complement each other which creates a unique personality for an individual.

### INTERPERSONAL SKILLS:

Interpersonal skills are the skills we use every day when we communicate and interact with other people, both individually and in groups. They include a wide range of skills, but particularly communication skills such as listening and effective speaking.



### Interpersonal Skills Include

- Communication skills
- Verbal Communication
  - Non-Verbal Communication
  - Listening Skills
- Emotional intelligence
- Team-working
- Negotiation, persuasion and influencing skills
- Conflict resolution and mediation
- Problem solving and decision-making

### Difference Between Personal and Interpersonal Skills

Personal Skill	Interpersonal Skill
To think and behave ethically	To understand group dynamics
To handle oneself in situations of stress, conflict and challenge	To transfer and receive knowledge
To be flexible in new situations	To negotiate with people

### ACTIVITY 1

You brought a Smartphone that you liked while looking through various products in the shop, after paying for the product you noticed some damages inside the product while opening the case, now you want to return the product and get your money back. Discuss the situation and how you will emotionally respond to the situation. Some examples for how you can respond are shown below.

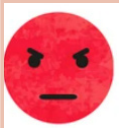




Hello sir, the product I bought is defective. I have the bill with me. Can you replace or refund me?



The product I spend my money on is a waste. I have no idea how to select.



How can you sell me a defective product? Where is the manager? I need to speak to him. I am going to sue you all.....



I bought the product 2 hours ago. Just now I observed it was defective. Is there any possibility to change the product? If No, it is Ok, I will get a new product. Sorry for wasting your time.

## CONCLUSION

You have now learned to identify and differentiate personal and interpersonal skills, when and where they can be used, how they are important to your work life and how to improve them. Having effective personal and interpersonal skills will help you to maintain healthy relationships everywhere.

## QUESTIONS TO THE STUDENTS

- Based on the activity below, analyze the following skill you should possess
  - Personal Skill \_\_\_\_\_
  - Interpersonal skill \_\_\_\_\_

## 4. KNOW YOURSELF AND KNOW OTHERS

### Objectives

At the end of this lesson, you shall be able to:

- Recognize that people have unique strengths which could be qualities, skills or talents
- Identify strengths, talents and skills in self as well as others
- Learn English words to describe people's qualities and talents.

### INTRODUCTION

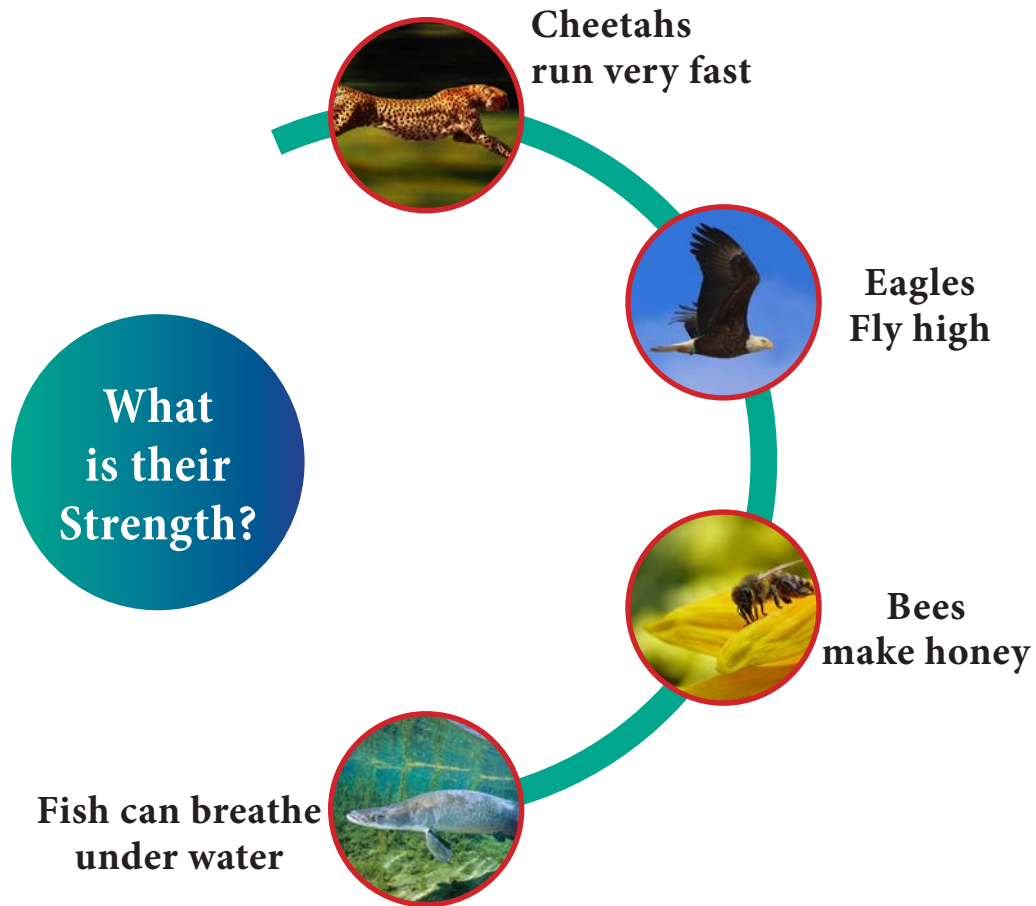
When you're planning for your future, it helps if you know more about your own strength, qualities, thoughts, values, ideas, and personality.

If you know what you are good at, you can identify the right career opportunities. And, when you understand your areas of improvement, you will always keep learning and growing!

### Learn about yourself:

Think about the things that

- we are good at doing
- other people recognize as our qualities
- People often ask us for help
- you like to do
- make you happy
- you do in your free time



**Some Famous Personalities and their Strengths**



**DR. A.P.J. Abdul Kalam**  
Intelligent, Humble and Great Scientist



**Mother Teresa**  
Kind, Compassionate and Helpful



**A.R. Rahaman**  
Musical Genius, Hard-working and Generous



**M.S. Dhoni**  
Cool Patient and Great Player.



**Malala Yousafzei**  
Courageous Bold and Good Speaker

## ACTIVITY 1

Identify your strength and get to know your friend too.

Qualities	Talent	Skill
Honest	A good singer	Cook well
Hardworking	A poet	Play _____ ( any sport)
Enthusiastic	A musician. I play _____	Use the computer
Friendly	An actor	Solve math problems fast
Helpful	An artist; a painter	Drive (car, jeep, tractor)
Sensitive	A good dancer	Operate _____ machine
Organized	A good mimic	Speak English

Did you discover any new strengths in you today? What are they?

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We can always acquire new strengths. There are many things that we have never tried yet. As our life experience grows, our strength also grows.

After identifying your strengths you are now able to apply it and show personal growth, but if you are going to work in a team it is necessary to know about the strengths of others to make your work more effective. Identifying the strength of others and allotting work accordingly will make you and your work more fruitful.

## ACTIVITY 2

List at least 3 family members and 3 friends/classmates and identify their strengths.

S.No.	Name	Relationship	Strengths
1.			
2.			
3.			
4.			
5.			
6.			



## CONCLUSION

In this lesson we learnt about special qualities, strengths and skills. You identified your strength as well as others. You learned about the need for identifying the strength and skills of self and others while working as a team.

## QUESTIONS TO THE STUDENTS

1. What are some of the common words that we can use to describe strengths?

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2. Why is it important to know one's strengths?

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3. How can you use the knowledge of your strengths in your career decisions?

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## 5. EXPLORE THE FUTURE OF WORK

### Objectives

At the end of this lesson, you shall be able to:

- Understand about the future of work
- Recognize why the future of work is important
- Analyze ways to stay updated in work

### INTRODUCTION

The Future of Work is influenced by rapid change in technology. As technology develops, the way we work also changes.

For example, 20 years ago if you filled petrol in your vehicle, you could only pay by cash. 15 years ago the technology of card payments was introduced. 5 years back the card payment machines became very modern and slim. 2 years ago, apps such as BHIM UPI, Google pay, PayTM, etc., have changed the way in which we pay money.

Now, think of the cashier at the petrol bunk. In the last 15 years, the cashier had to learn and adapt to 4 different ways of money transactions! Hence, understanding that technology will keep evolving thereby making jobs undergo changes. What we learn today will need to be updated because the future of work will demand us to be aware of technology and developments in the job market.

When it comes to the future of the workforce, nobody knows with certainty what new industries will emerge and the skills that will be in high demand. What we



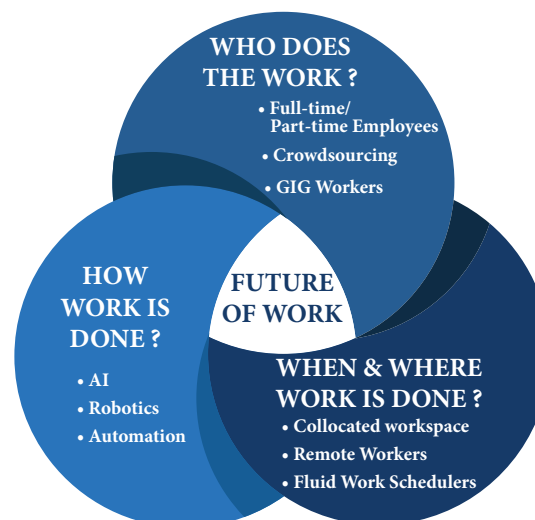


do know is that the future will be radically different from the work environment of today, and the pace of change will be faster than anyone expects. Simply put, the future of work is a projection of how work, workers and the workplace will evolve in the years ahead.

New technologies, demographic shifts and the impact of Covid-19 on the labour market have been radically transforming the way that organizations conduct business and the type of skills their talent needs to help them thrive in this new age of work. Nearly 50% of companies expected that by 2020, automation will lead to some reduction in their full-time workforce, while more than half of all employees will require significant re- and upskilling.

## FUTURE OF WORK INITIATIVES IN WORLD FORUM

The Future of Work initiative was proposed by the ILO (International Labour Organisation) Director-General in 2013 as one of the seven centenary initiatives. With the launch of the initiative in 2015 the ILO embarked on a four year journey that began with a series of National Dialogues, followed by the report of an independent Global Commission and culminating in the adoption of the Centenary Declaration on the Future of Work at the 108th International Labour Conference in 2019.



### Why is the future of work important?

According to the 2016 Future of Jobs report from the World Economic forum, fundamental skills such as critical-thinking, problem-solving and decision-making are the building blocks that establish a framework to help employees identify

changes in their environment quickly and adapt response strategies targeted at producing the outcomes they desire.

It is not only necessary to find innovative ideas but implementing them quicker will get you an advantage in the world of business.

### Workforce Planning

Employers are currently planning to create networks that will support them for the future of work also the recruiting officers of the company are preparing methods in which they can identify the skills of employees that makes them sustainable for the future work. This process may include the following:

- Staying informed about new and developing positions that support a future-oriented structure.
- Determining technological requirements by department.
- Conducting a job analysis to understand how work is currently done.
- Conducting skill analysis of the current trend of employees to identify gaps in future needs.

- Strengthening the employee values—what employees get in exchange for what they give—to help retain talent in the most critical roles.
- Changing the concept of business apart from just retaining customers

### Tips to be Prepared for Future Work

- Track the changes.
- Stay updated.
- Technology, Industry trends change with time.
- Keep learning new things.
- Understand the future and talk to instructors and experts
- Be flexible with time

### ACTIVITY 1

Look at the table carefully. It shows the different changes in work practices in the past and future. Pair up with a friend and discuss each point in detail. Write down what are some skills needed for you to work well and sustain your career in the future.

The Past	The Present & Future Of Work	Skills Needed for Future of Work
Working Hours: 9 a.m. to 5 p.m	Working Hours: Anytime	
Workspace: In office or factory	Workspace: Anytime, Anywhere for example, Call Taxi drivers	
Career growth: According to company rules For example, a person can get a promotion only based on their qualification and years of experience.	Career growth: As per performance & skills For example, a person can get promoted if they learn skills quickly, perform well and meet the targets, even if they are junior or have a basic degree.	
Getting a job: Focused on knowledge and degrees	Getting a job: Focused on knowledge and degrees	
Learning only through company sponsored courses, workshops, on the job trainings For example, a person can learn only if the company gives the training	Learning can be done by anyone, anytime and anywhere. For example, a person can gain many skills, get certifications to grow in their career by learning online.	

## ACTIVITY 2

With the help of your instructors and the internet, try to understand five changes in your trade in the last 10 years. Also note down the reasons for the same.

Changes in my trade (Past)		
S.No	Changes	Reasons for the change

## CONCLUSION

You will now have an understanding about how the future of work came into existence, the role of ILO in developing it, and what skills you must possess to stay updated in your work. you have also analysed your trade and mapped what change took place in the recent years, why did the change happen and you can improve your skills to be a part of the future of work.

### QUESTIONS TO THE STUDENTS

1. What are the tools you think can be used to understand the industrial changes in future? For example, Information from newspapers can be one such tool.

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2. Discuss some ways in which you adapt to changes and advances in the industry of your trade.
3. Identify your area of interest and list some companies/industries related to it.

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## 6. BECOMING A SELF LEARNER

### Objectives

At the end of this lesson, you shall be able to:

- understand self-learning
- identify the difference between self-learning and classroom teaching

### INTRODUCTION

How long have you been learning in a classroom? Mostly from Kindergarten. Try to think about various things you learned from your teacher, from your friends, from your parents and you learnt by yourself. There are certain things in life where you cannot understand by listening, those things need to be self taught. Do you know that certain people can learn by themselves with proper guidance and support?. In this lesson you will explore the art of self-learning.

## SELF-LEARNING

Self-learning is an approach to learning where the individual makes the effort to identify their own learning needs, set learning goals, find the necessary resources, and evaluate their own knowledge.

As opposed to the traditional classroom learning methods, the outcome of self-learning is not measured by any test results, rather it will contribute to improving your skills or knowledge in a particular area, and apply them practically to solve problems, perform tasks, etc. This makes it all about pure learning.

Learning independently can be challenging. Although self-learning was considered a great feat some time back, it is no longer as difficult as it once was. With huge amounts of free resources and access to hundreds of content sources and

online courses, all you need is to put a considerable amount of time and energy into learning something new.



### What are self-learning skills?

Self-directed learning skills involve the ability to manage learning tasks without having them directed by others. They are skills necessary for effective lifelong learning and are one of many learning skills students are expected to develop in college.

## QUALITIES OF A SELF LEARNER

In order to be a self-learner, one needs these 5 simple qualities



## Difference between Self-Learning and Classroom Learning

	Self-Learning	Classroom Learning
<b>FLEXIBILITY</b>	schedule time based on your availability and interest	need to follow the fixed set of time
<b>ENVIRONMENT</b>	can be changed according to the needs of the self	need to adjust to the place allotted for self
<b>ASSIGNING WORKS AND GOALS</b>	realistic and self defined goals can be set and completed	need to fix to the allotted time and cannot be altered based on requirements
<b>CONTENTS</b>	selected based on your ability and interest	need to stick to the curriculum fixed for all
<b>SOCIAL INTERACTIONS</b>	It is minimized as there is no peer to discuss immediately with	can get the help of peers for better understanding then and there

### REASONS TO CONSIDER SELF-LEARNING

- Self-learning helps you develop your problem solving skills.
- Self-learning is stress free. There are no exams, no deadlines. Only pure satisfaction and curiosity being answered.
- You gain secondary skills that will help you advance your career.
- Self-learning comes out of your personal desire to learn something new. Thus, you

get a feeling of accomplishment and feel a sense of purpose.

- You get to choose the way you learn. You can find your comfortable medium, videos, texts, experiments or webinars and other diverse mediums can be efficiently used to learn.

So, how can you start learning by yourself?

#### 1. Set Learning Goals

Setting realistic goals will help you focus and improve your productivity while utilizing various learning styles. It lets you work towards something achievable and gives purpose to your learning.

#### 2. Assess Your Learning Resources

This is an important step you need to focus on. As self-learners, it is necessary to verify the authenticity and correctness of the materials you use to educate yourself. You should also look into what is accessible to you to make your learning progress.





### 3. Engage in a Learning Process

The more you keep putting off your learning process, the more difficult it becomes for you to start learning.

### 4. Apply What You Learn

The best way to retain knowledge is to use it. When you self-learn something, try to find a real world application to use the knowledge you gained. For instance, if you are trying to learn a new language, try speaking it with a native or fellow learner. This way you will get more confidence in your learning and will also be able to remember what you studied better.

### 5. Collaborate With Other Learners

A great thing about online communities is that it allows you to meet with people from all over the world with similar interests and learning aspirations.

### 6. Share Your Knowledge

The final step would be to give back to the community. The more you teach, the easier it is for you to keep learning.

As the number of schools has risen over the past century, so have the number of self learners. The Industrial Revolution produced new educational tools used in schools, universities, and outside academic circles to create a postmodern era that gave birth to the World Wide Web and encyclopaedic data banks such as Wikipedia.

As Internet access has become more widespread, websites such as

- YouTube,

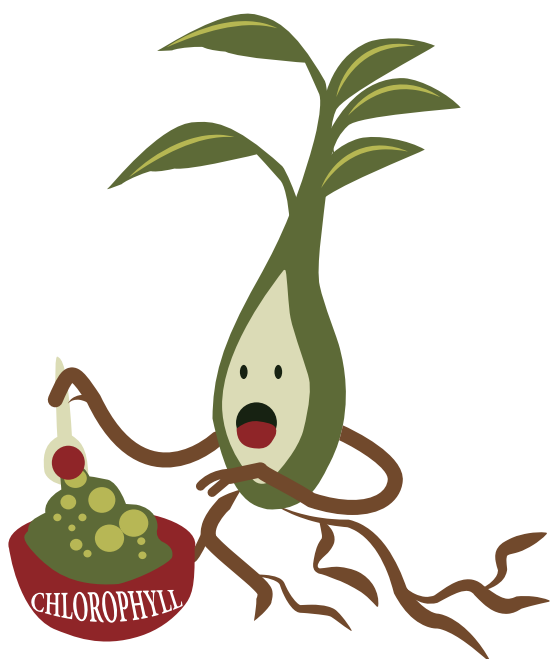
- Udemy,
- Udacity and
- Khan Academy has developed as learning centers for many people to actively and freely learn together. Organizations like
- The Alliance for Self-Directed Education (ASDE) have been formed to publicize and provide guidance for self-directed education
- Massive Open Online Courses (MOOCs)

The role of self-directed learning continues to be investigated in learning approaches, along with other important goals of education, such as content knowledge, epistemic practices and collaboration. As colleges and universities offer distance learning degree programs and secondary schools provide cyber school options for GRADE 12 students, technology provides numerous resources that enable individuals to have a self-directed learning experience. Several studies show these programs function most effectively when the “teacher” or facilitator is a full owner of virtual space to encourage a broad range of experiences to come together in an online format. This allows self-directed learning to encompass both a chosen path of information inquiry, self-regulation methods and reflective discussion among experts as well as novices in a given area. Furthermore, make self-learning easier and thus more common.

### ACTIVITY1

Look at the image below and express your thoughts to the class.





Hint: Get help from online sources.

### CONCLUSION

We have now discussed what is self-learning? What reasons you should consider to develop self-learning for yourself. You are guided by what tools and resources you can use towards self directed learning. As you are now introduced to the world of self-learning, start exploring and become a self learner.

### QUESTIONS TO THE STUDENTS

1. Have you ever learned anything on your own? Share your experiences here.

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2. How can learning on your own benefit you as a student?

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3. What difficulties have you faced while trying to learn on your own?

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## 7. LEARNING ONLINE

### Objectives

At the end of this lesson, you shall be able to:

- define online learning
- identify the various sources of online learning
- understand the advantages and disadvantages of online learning

### INTRODUCTION

- More than 6 million students(post Covid) are currently in online courses as part of their higher education program
- Almost half of all students enrolled in online courses are educated exclusively through distance education



## Online Courses



There is a range of online platforms where you can find thousands of free and paid courses that you can follow to further improve your skills and expand your knowledge.

Here are some of the most popular platforms to get you started,

- Google Digital Garage
- LinkedIn Learning
- Coursera
- Khan Academy
- edX
- Academic Earth

## Learning Apps and Software

Software and apps provide an entertaining as well as an effective way to grow your knowledge. The best thing about using an app is that you can use them on your mobile devices and continue your learning process wherever you are.

Here are a few web learning and mobile apps to get you started.

- Duolingo
- Dictionary.com
- TED Talks
- Byju's App

## Resources for Online Learning

In general, when taking an online degree program you might encounter resources like:

- E-Books;
- Journals;
- Videos;
- Recorded lectures;
- Quizzes;
- Discussion forums
- Live Q&A sessions; and
- Interviews.

There are different video types that you can use to educate yourself, ranging from films to 50-60 second video clips. Find them on,

- YouTube Learning
- TEDEd
- BBC Bitesize
- Google Videos
- National Geographic Education
- History

The written materials are essential resources in almost every course you'll take when learning online. While reading makes it an effective way to improve your comprehension of a concept, here are a few reliable sources where you can find reading material;

- Britannica
- Encyclopedia
- National Geographic and National Geographic for Kids
- ReadWorks
- Science News for Students





- Goodreads
- Amazon

### Recognition of Online Qualifications

Many online institutions are fully accredited institutes of higher learning. Your institution will clearly state the type of qualification you'll gain from pursuing an online program with them - from bachelor to master degrees, graduate certificates and everything in-between. Use online learning to gain the qualifications you need! Despite this, students researching online institutions are still encouraged to research their accreditation, the type of qualification you'll earn from an online learning program and the nature of the online institution itself.

### What are the Advantages of Online Learning?



#### 1. Efficiency

Online learning offers teachers an efficient way to deliver lessons to students. Online learning has a number of tools such as videos, PDFs, podcasts and teachers can use all these tools as part of their lesson plans.

#### 2. Accessibility of Time and Place

Another advantage of online education is that it allows students

to attend classes from any location of their choice. Additionally, online lectures can be recorded, archived, and shared for future reference. This allows students to access the learning material at a time of their comfort.

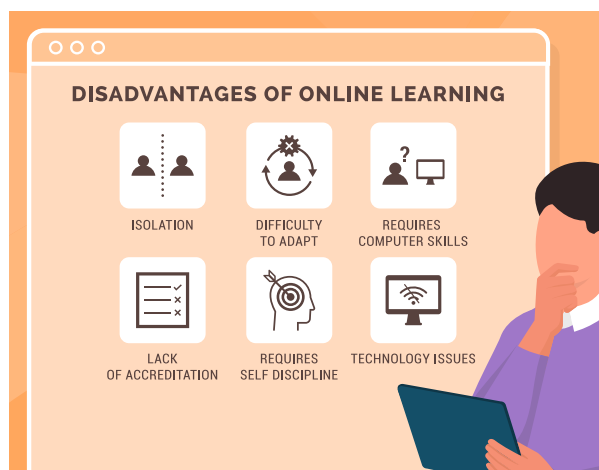
#### 3. Affordability

Another advantage of online learning is reduced financial costs. Online education is far more affordable as compared to physical learning. This is because online learning eliminates the cost of student transport, meals, accommodation and improves paperless learning.

#### 4. Suits A Variety Of Learning Styles

Every student has a different learning journey and a different learning style. Some students are visual learners, while some students prefer to learn through audio. Similarly, some students thrive in the classroom and other students are solo learners who get distracted by large groups.

### What are the Disadvantages of Online Learning?





### 1. Inability To Focus On Screens

For many students, one of the biggest challenges of online learning is the struggle with focusing on the screen for long periods of time. With online learning, there is also a greater chance for students to be easily distracted by social media or other sites.

### 2. Technology Issues

Another key challenge of online classes is internet connectivity. While internet penetration has grown in leaps and bounds over the past few years, in smaller cities and towns, a consistent connection with decent speed is a problem.

### 3. Sense of Isolation

Students can learn a lot from being in the company of their peers. However, in an online class, there are minimal physical interactions between students and teachers. This often results in a sense of isolation for the students.

### 4. Teacher Training

Online learning requires teachers to have a basic understanding of using digital forms of learning. However, this is not always the case. Very often, teachers have a very basic understanding of technology. Sometimes, they don't even have the necessary resources and tools to conduct online classes.

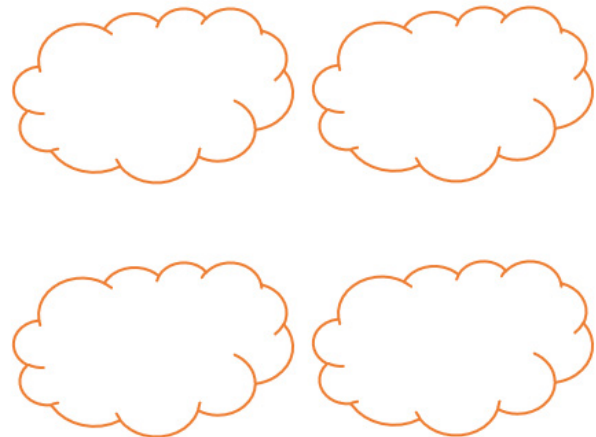
### 5. Manage Screen Time

Many parents are concerned about the health hazards of having their

children spend so many hours staring at a screen. This increase in screen time is one of the biggest concerns and disadvantages of online learning. Sometimes students also develop bad posture and other physical problems due to staying hunched in front of a screen.

### ACTIVITY1

Use online search engines (like Google, Microsoft opera etc..) to identify some online learning apps and also list some topics that you are interested to learn from each app here.



### CONCLUSION

Online learning is a global learning method where one can find enough resources that can expose us to a wide range of learning. As discussed, though the advantages of online learning seems easy to use, if not used properly can have several effects physically and mentally. Examples of various online resources for videos, books, lectures for your knowledge were learnt in this lesson.



## QUESTIONS TO THE STUDENTS

1. Do you think classroom teaching is enough to equip yourself in this competitive era?

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2. List the accessories(Electronic) required for a student to undertake an online course.

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3. What are some of the tips or best practices that you will follow when you are online?

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## 8. INTEREST AND ABILITIES

### Objectives

At the end of this lesson, you shall be able to:

- Identify what interest and ability mean
- Differentiate between an interest and ability
- Identify your interests and abilities.

## INTRODUCTION

Interest and ability are personal attributes that you can develop through experience or acquired through a job. These are personal skills that you need to be aware of to create a career or a job out of it.

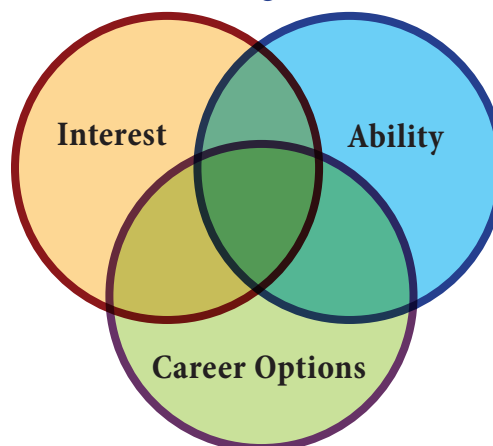
### Interest

Interests are something that we enjoy doing. It may be things that you like to do, that you enjoy doing in your free time, you would do even if nobody else told you to do it, you are curious about, that make you happy or you want to learn or would like to do in the future.

### Ability

An ability is something that we are good at doing. Abilities are things that we know we are good at doing, that other people may have also recognized as our specialties or other people come to us for help.

### Assessing Interests and Abilities in choosing a Career



### Interest vs Ability

- Abilities are activities that one is good at, whereas interests are those that one is passionate about.



- It is important to note that interests and abilities need not be in similar areas.
- The activities that we are good at may not give us joy and sometimes the activities that we love doing, we might not be good at.
- It is an interesting challenge to identify how we can match our abilities to fit into the areas we are interested in.

It is possible to have abilities that we are not fully aware of. We often come to know about our abilities when other people tell us that we are good at something. It is also possible that we can develop our abilities in a particular area, if we have an interest in it. Our interests and abilities may not be in the same field. Our interests might change through our lives.

### Importance of knowing your Interest and abilities

While planning your career It is important to know one's interests. Since interests keep a person engaged in an activity, working on those activities provides us with satisfaction and happiness. An individual must consider their strengths while choosing a career. Ability becomes an important aspect for an individual to succeed at his/her task and develop further. Having the ability to do the particular work, helps the individual feel motivated and ensures that he/she delivers results at the workplace.

#### ACTIVITY 1

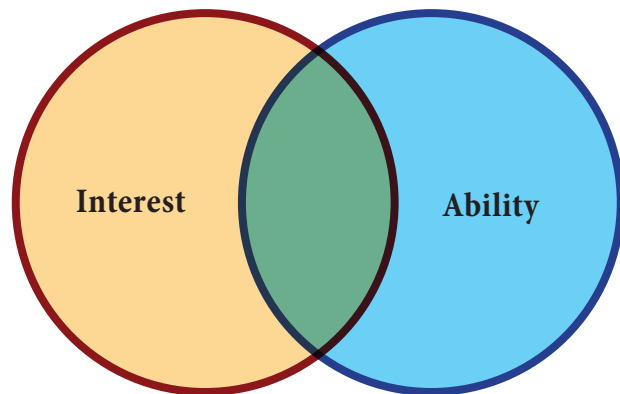
Mohan is a successful fashion designer in Chennai. As a 15-year old boy, he used to love singing. He could spend all his

time listening to music and humming to the tunes on his iPod. He used to have his earphones on almost all day long. He participated in Indian Idol's auditions but did not get selected. He felt sad and decided not to sing any further. After completing school, he joined a diploma course in fashion design. He found himself doing extremely well in theory and practical. He was able to do very well in dress-making and embroidery. He completed the course with the top marks in his class.



#### ACTIVITY 2

Write down your interests and abilities in the respective circles below. If there are any commonalities between your interests and abilities, write them in the intersection.



## CONCLUSION

Now you know the difference between interest and ability, you have now identified. Now you can decide whether to choose your career based on your interest and ability and save yourself from lots of failures and disappointments in work and personal life.

## QUESTIONS TO THE STUDENTS

1. If you had free time in the next 48 hours, what would you do with it?

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2. What do you answer when people ask you what you are interested in?

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3. What skills/talent do people usually come to you for?

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## 9. ROLE MODELS AND ASPIRATIONS

### Objectives

At the end of this lesson, you shall be able to:

- Identify the meaning of role model and Aspiration
- Describe your role model
- Map the qualities that you have in common with your role model, and identify the ones you want to follow

### INTRODUCTION

Life gives us many opportunities to learn from people around us. We can have as many role models as we want. And, we can learn something different from each of them, but it is our responsibility to choose the suitable one for us.

### Who's a role model?

A 'role model' is 'someone to look up to,' and someone to base your character, values, or aspirations upon. They can affect us positively. They may be celebrities or famous people or they could be people from our own families or communities.

### Some examples of celebrity role models are:

- Mary Kom may be a role model for someone interested in building a career in sports and her example may inspire people to fight against all odds
- Dr. B.R Ambedkar may be a role model for someone who aspires to bring a positive change in the social conditions in the country



- Actor Rajnikant may be a role model to someone who aspires to build a strong career in entertainment

### What is an aspiration?

Aspirations are a strong desire, longing, aim, or ambition. It is important to plan our careers well in advance to be able to get the correct skills and attitude that will make us successful at work. To arrive at career aspirations, some of the questions we can think of are:

- What were your childhood dreams?
- What are your interests?
- What are your abilities?
- What do you not enjoy doing?
- How would you describe your perfect job?
- Where would you like to be 1/3/5 years from now?
- Where would you like to be in ten years from now?

### ACTIVITY 1

Roleplay: Form a group of 5 students and discuss. An example situation is given for your reference.

The story of Five Friends – Kumar, Anwar, Rita, Tina, and John went out on a picnic one day. They were very close friends and they shared most of their thoughts with each other. They had their lunch out in the open, under a tree. They soon became engaged in a lively conversation. Kumar was the first to raise the question.

**Kumar:** What would you like to do if you were given a lot of money?

**Rita:** How much? Kumar answered.

**Kumar:** Never mind the amount, just enough for whatever you want to do.

**Rita:** I would like to travel, see the world.

**Tina:** I would like to use the money for my education, I have aspirations to be a doctor.

**Anwar:** I want to build a farmhouse.

**John:** I want to become a pilot. “What would you want to do?” Kumar

**Kumar:** I think I would start a charity home

**Rita:** Okay let me ask another question to all of you. Who in this world do you admire the most?

**Kumar:** Gandhi, of course. What a man! We wouldn't have had our freedom if not for him.

**Tina:** Said, well, I think I admire Meera Bai. Her devotion to God was simply divine. What about you, Rita?

**Rita:** Well I think I admire Neil Armstrong. He was the man who first stepped on the moon. It must have been terrifying at first.

**Anwar:** Viswanathan Anand, the Chess player was my all-time favorite.

**John:** I always admire the Wright brothers, who made flying possible.



## ACTIVITY 2

When asked about who our role model is, we often name a celebrity! But, did you know that we can also choose a role model from our own life?

Mention some of your role models and their qualities below:

People you admire (Celebrities)	Qualities you admire (Celebrities)	People you admire (Other people)	Qualities you admire (Other people)

## CONCLUSION

You have now learnt to identify your aspiration and to choose your role model accordingly which can help you achieve your dreams in a faster way than expected. Based on the activity, choose a role model by analysing and comparing their moral beliefs, values, character and experience, also try to live like them.

### QUESTIONS TO THE STUDENTS

1. What are the different qualities based on which we select role models?

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2. Can both males and females be our role models? Why?

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3. Imagine if you are someone's role model. What are some qualities that might make them choose you as a role model?

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## 10. BUILDING MY JOURNEY MAP

### Objectives

At the end of this lesson, you shall be able to:

- Understand what is a journey map
- learn to build career alternatives
- know factors to consider in building a career path

### INTRODUCTION

We all want to do different things in life. Some of us follow our dreams, and some of us decide to do what our families would like us to do. Irrespective of whatever path we take in life, we all want to be successful in whatever we do.



You wouldn't believe the number of people who realize all too late that they have chosen the wrong path. And the

process starts from class 10th itself. Here are some things that you should keep in mind when you decide what path you are going to choose after completing your vocational trade.



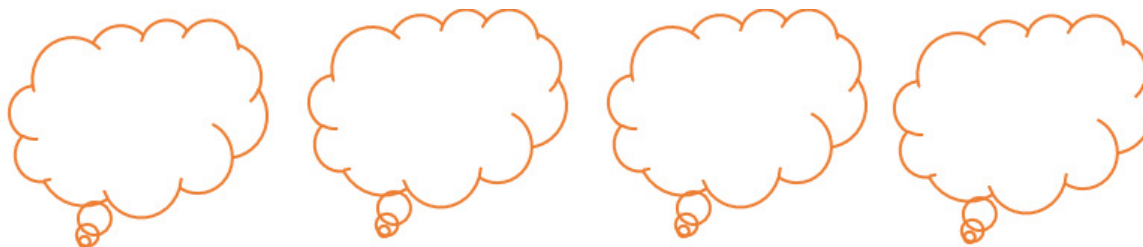
Before deciding your path, it's important to figure out what YOU are good at. You need to do what you are good at. And you will only find it out once you know your strengths. We have already discussed and identified your strength, interest, and abilities in the previous sessions.

A lot of students think that choosing a stream such as science is important so that they can keep their options open. However, there is no need to pursue subjects that you know you have no interest in just for the sake of it.

### ACTIVITY 1

What you need to do instead is draw up a list of careers that you would like to pursue and figure out which stream would give you the adequate tools to lead you to it. Research is the way to go!





## Factors to Consider Before Choosing a Career

Before you decide what career to pursue, carefully consider your options based on the points given below.

### 1. My interests

The activities you enjoy doing in your free time can give you insight into careers that would be satisfying, fulfilling, and fun. To figure out your interests, ask yourself:

### 2. My skills

Right now, you possess skills that can help you succeed in the future. Think about your hard skills and soft skills.

### 3. My talents and strengths

From the time you were little, you demonstrated talents and strengths that make you unique and can help you succeed in your chosen career.

### 4. My personality

Your personality is the way you think, feel and behave. It can be an important part of your career, so consider several

aspects of your personality as you think about your future.

- Are you a leader or a follower?
- Do you prefer to work alone or in a group?
- Do you prefer to cooperate or compete with others?
- Do you enjoy helping others or prefer to empower them to do things themselves?
- Are you a thinker who focuses on ideas or are you a doer who takes action?
- Are you a creative and artistic person or do you thrive with structure and routine?

### 5. My values

Everyone has values or things that are important to them, such as financial security, social justice, or work-life balance. These values can help you decide what type of career to pursue. Here instance, consider a career that pays well if you value financial security, and consider a



9-to-5 job if you want to achieve work-life balance.

### 6. My education or training

Certain careers require advanced education and financial investment. For example, you may need eight to 12 years of education and training to be a doctor, but you could earn a hospitality management bachelor's in four years. Think about the time and money required to pursue a career as you make your decision.

### 7. Jobs available in this career

While you don't have to work in one of these popular occupations, you should consider the potential job availability in your future career field.

### 8. Money I want to make

Different careers provide different monetary rewards. Even though salary shouldn't be the main factor in choosing a career, your paycheck can play a role in your quality of life and where you live. Consider your earning potential as you narrow your career options.

### 9. Location

Some jobs are more readily accessible while others can only be performed in certain locations. For example, you will probably need to live in a rural location if you choose to work as a park ranger or farmer, and you may want to live near an urban area if you plan to pursue a finance or fashion career. Plan carefully to ensure you can work where you want to live.

### 10. Why do I want to pursue this career?

Always ask yourself why you want to pursue a certain career as you evaluate which choice is right for you. Don't let the opinions or expectations of others sway your decision. Ultimately, your career choice is solely yours.

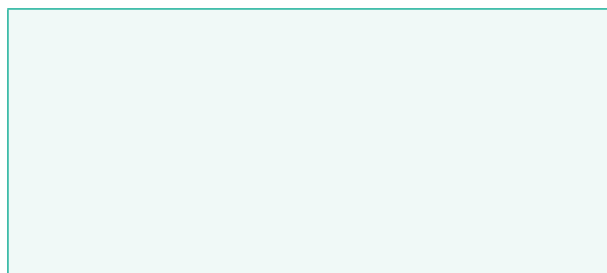
## ACTIVITY 2

Design your journey map by considering the career you want to follow.

### AN EXAMPLE FOR YOU!

Here a journey map of professional house cleaner is given





all your efforts effectively. Are you satisfied with the career path you chose? It's okay if you have doubts. The forthcoming units will guide you to have clarity and provide opportunities to make right decisions.

## CONCLUSION

Now you have understood your and others' values required for choosing your career, now choose your path and follow it with

## KWL CHART

Complete the columns of the KWL chart now and check with your facilitator if you have any doubts.

## ASSESSMENT

### I. Choose the Following

- Employability skills are those that are needed by an individual to be \_\_\_\_\_.  
A. employable      B. Sustainable      C. Qualified      D. Energetic
- Personal skills are the \_\_\_\_\_ a human possess.  
A. Attitude      B. Ability      C. Quality      D. Feelings
- Hard skills are related to \_\_\_\_\_ knowledge.  
A. Feelings      B. Emotions      C. Technical      D. Employable
- Interpersonal skills include \_\_\_\_\_ skills.  
A. Communication      B. Team work      C. Problem solving      D. All the above
- Future of work is influenced by rapid change in \_\_\_\_\_.  
A. Skills      B. Network      C. Communication      D. Technology
- The future of work centenary declaration in International Labor Conference was adopted in the year \_\_\_\_\_.  
A. 2009      B. 2017      C. 2019      D. 2009
- Self-learning is a \_\_\_\_\_ effort.  
A. Teachers      B. Group      C. Individual      D. Team
- Internet resources that are useful in online learning is \_\_\_\_\_.  
A. Youtube      B. Khan Academy      C. Courseara      D. All the above



9. BBC Bitesize is a \_\_\_\_\_ tool  
A. Book                      B. Video                      C. Lecture                      D. Quiz
10. A \_\_\_\_\_ is someone to look upto based on your career values or aspiration  
A. Journalist                      B. Facilitator                      C. Student                      D. Role model

## II. Answer the Following

1. Define Employability Skills
2. How can personal skills be categorized?
3. How can a person inherit hard skills?
4. Differentiate Personal and Interpersonal skills.
5. Expand ILO.
6. List some ideas that recruiters are planning for the future of work.
7. Define Self-learning.
8. Differentiate classroom learning and self-learning
9. What are the ways you can gather resources for online learning?
10. Who is a role model?

## III. Answer the Following

1. Write 3 methods required for understanding yourself.
2. List the set of skills introduced in Employability skills.
3. What are personal skills? How is it classified and in what attributes are they related to an individual?
4. Mention some ways in which you can improve your interpersonal skills.
5. Identify some of the strengths of famous personalities and list them.
6. Do you think that the knowledge you acquire at first is enough to sustain your work for a long period of time? Explain the same with valid reasons.
7. Identify and mention some of the qualities of a self learner.
8. If you want to become a self learner, What procedure you must follow and what resources you need, Mention them.
9. Compare and contrast the advantages and disadvantages of self-learning.
10. What are the factors you will consider before choosing a career?

## ENGLISH LANGUAGE SKILLS



## K-W-L ABOUT

I Know	I want to Know	I Learned

Fill the I know and I want to know columns by yourself or with the help of the facilitator before starting this unit.

## 1. GREETING A PERSON

**Objective**

- To learn to greet people in various situations and to create an amicable atmosphere.

**INTRODUCTION**

One of the fundamental motto of communication is to greet the other person

and it sets forth positive conversations. It aids us to socialize with people on an easier and personal level. A joyful hello can make friends of two strangers; it can bring smiles and positive vibes in the environment. A Hello can help to ease the various situations and it changes the way we approach the people.



## WAYS TO GREET

### Greeting a friend

Hi! How are you doing?

Hi! What's up?

Hey! How's life?

### Greeting an acquaintance (someone you know, but is not close to you):

Hello! How are you?

Hello! How have you been?

Good morning/afternoon/evening!  
All's well?

### Greeting a stranger:

Hello!

Good morning/afternoon/evening!  
How do you do?

My name is Tarun. May I know your name please?

## ACTIVITY 1

### Situation 1

You have met a friend after a long time. The last time you saw him was in school. How would you greet each other?

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### Situation 2

You meet your local grocer while taking your morning walk. You ask him if his shop will be open today. He says it will be open for the morning only.

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### Situation 3

You see a person come down the stairs of your building. You have not seen him before, but you guess that the person may be your new neighbor. You want to greet him and introduce yourself.

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**GRAMMAR CONCEPT****Consider The Following Sentences.**

I **greet** you everyday. You **greet** me everyday. He **greet**s me everyday.

We **greet** Good morning. You all **greet** us Good morning. They **greet** us Good morning.

Here, Subjects are I, You, He, We, You, They; Verbs are 'greet' and 'greet's'. For I, You, We, and They, the verbs will be without an 's' or 'es'. Similarly,

The people **greet** me every day. The officers **greet** me every day.

Both 'the people' and 'the officers' are more than one person, so the verbs will not have an 's' at the end. But, Sita **greet**s me everyday. Ram **greet**s me everyday.

Both 'Sita' and 'Ram' are one person.

Also, for 'I', the verb will be **am**; for 'you', 'we', 'they', 'the people', 'the officers', the verb will be **are**: for 'Sita', and 'Ram', the verb will be **is**.

E.g.: I **am** fine.

You/We/They/The people/The officers are fine. Sita/Ram is fine.

**PRACTICE EXERCISE****I) Fill in the blanks with is, am or are as appropriate.**

1. Hi! I \_\_\_\_ Tarun.
2. How \_\_\_\_ you, Tarun?
3. What \_\_\_\_ your seat number, Tarun?
4. We \_\_\_\_ flying to Pune.
5. I \_\_\_\_ staying at Pune with Tarun.
6. Tarun and I \_\_\_\_ staying in Pune.
7. We \_\_\_\_ from the same city.
8. I \_\_\_\_ fine, thank you.
9. You \_\_\_\_ living in Chennai.
10. You \_\_\_\_ Tarun's friend.

**QUESTIONS TO THE STUDENTS**

Divide yourselves into groups of three students. Distribute the three roles – Stranger, Friend and Acquaintance amongst yourself, and practice using the greetings.

**2. INTRODUCING ONESELF****Objective**

- To learn to introduce yourself in real life occasion
- To practice subject-verb agreement



## INTRODUCTION

It is significant to introduce yourself. Hence, it illustrates one's ability to have acquaintance with new people confidently. It gives a sense of oneness and enables us to create a positive environment. It bridges the gap between individuals and allows in breaking the attitude of being silent.



## ACTIVITY 1

At an interview, the interviewer asks you to tell something about yourself or introduce yourself. You have to tell him:

**Your name**

**Age, Education**

**Which city/Town you live in?**

**How would you give this information?**

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## PRACTICE EXERCISE

I) Given below are a few sentences with incorrect verbs. Change them and write the correct sentences. The first one has been done for you.

1. We studies at St. Xavier's College.  
We study at St. Xavier's College
2. I studying at St. Xavier's College  
\_\_\_\_\_
3. I are a student.  
\_\_\_\_\_
4. I believes we have met before.  
\_\_\_\_\_
5. Let me introduces myself.  
\_\_\_\_\_
6. We currently studying at St. Xavier's College.  
\_\_\_\_\_
7. We is both students of St. Xavier's College.  
\_\_\_\_\_
8. Neetu and Aisha lives in the same hostel.  
\_\_\_\_\_
9. I lives in Kolkata, while Sid are from Mumbai.  
\_\_\_\_\_
10. She is new to Mumbai and she live in a hostel.  
\_\_\_\_\_



## QUESTIONS TO THE STUDENTS

1. Work in pairs. Practice self-introduction with your pair. Make sure you mention your name, where you live, and how many members are there in your family. You can also include other information like your hobbies and special talents.

## 3. ASKING SIMPLE QUESTIONS

### Objective

- To learn to ask simple questions and give responses
- To frame questions using auxiliary verbs and 'Wh'

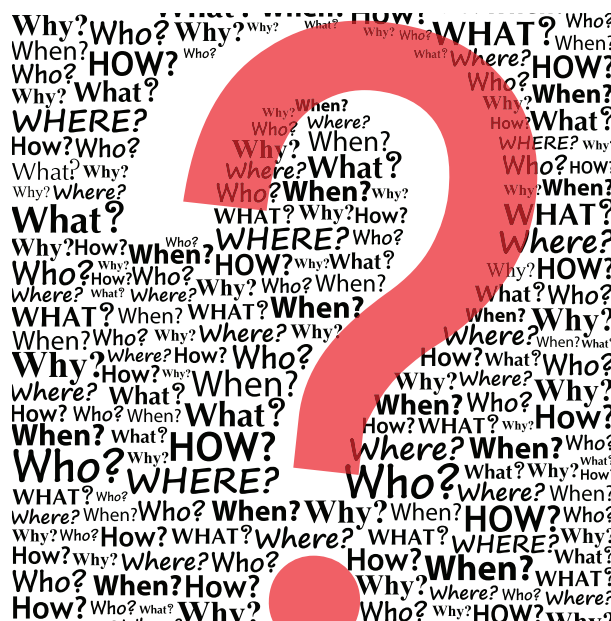
### INTRODUCTION

We put forth questions in order to imbibe information about something and while answering we give more information. Asking and answering questions not only nurtures an individual to gain knowledge but also an element of learning life skills. To maintain good relationships it is essential to develop the habit of asking questions positively.



## Question Words

Word	Examples
What	1. What are your hobbies? 2. What is the name of your dog?
When	1. When is your birthday? 2. When does the game start?
Where	1. Where do you work? 2. Where do you live?
Which	1. Which one is your book? 2. Which is your favorite color?
Who	1. Who is that girl? 2. Who will teach us English?
Whose	1. Whose towel is this? 2. Whose umbrella is the red one?
Why	1. Why didn't you do your homework? 2. Why are you talking in the class?
How	1. How do you make tea? 2. How is the book?





### GRAMMAR CONCEPT

We answer 'yes' or 'no', to the questions asked with does/doesn't, do/don't, is/isn't, are/aren't, has / hasn't, and have/haven't.

#### For example:

1. Do you know what time it is?
2. Don't you have a watch?
3. Are you coming tomorrow?
4. Has she come?

'Wh' question always starts with the "wh/h-word", and is followed by is/ am/ are/ does/ do/ did/ has/ have/ had.

#### Examples:

- Why is she here?  
 What does this question mean?

### PRACTICE EXERCISE

#### I) Rearrange the words to frame questions.

1. do have a you watch you on?  
\_\_\_\_\_
2. movie starting the is at two thirty?  
\_\_\_\_\_
3. you going to watch are Teen Patti?  
\_\_\_\_\_
4. are you for late the movie?  
\_\_\_\_\_
5. the movie is enjoyable?  
\_\_\_\_\_

#### II) Choose the correct option

1. How do \_\_\_\_\_  
 (a) you making tea?  
 (b) you make tea?  
 (c) she makes tea?

2. Where does \_\_\_\_\_  
 (a) he sell his goods?  
 (b) she sells her goods?  
 (c) I sell my goods?
3. Why does \_\_\_\_\_  
 (a) the dog bark at me?  
 (b) the dogs barks at me?  
 (c) the dog barks at me?
4. When do \_\_\_\_\_  
 (a) the game begins?  
 (b) the games begin?  
 (c) the games begins?
5. Who is \_\_\_\_\_  
 (a) knocking at the door?  
 (b) knocks at the door?  
 (c) knock at the door?



## QUESTIONS TO THE STUDENTS

1. Write a set of ten sentences. Ask the person sitting next to you to form questions for the sentences, and do the same for his sentences.
2. Assume that your friend is going to watch an IPL match. You wish to know the details about the match time, date, etc. How would you ask your friend to tell you the details you need?
3. Imagine that you are going to attend an interview in New Delhi and you are checking into a hotel the day before the interview. Join with your partner and act as a receptionist and a customer who wishes to book a room with necessary details.

be aware of the location, its architectural features etc., On account of describing a process or events it is required to know its coherence in a logical way.



Supportive	Smart	Serious
Faithful	Honest	Cool
Wise	Mischievous	Gentle
Patient	Weak	impatient
Kind	Foolish	Calm
Determined	Wild	Quite
Slim	Unhappy	cruel

## 4. DESCRIBING A PERSON, PLACE AND OBJECT

### Objective

- To learn to describe a person, place, surroundings, objects, events etc.,
- To use adjectives, adverbs, prepositions, conjunctions and tense aptly

### INTRODUCTION

Describing is one of the fascinating tools to communicate with people and to comprehend their perspectives. Adjectives play an important role in describing and modifying people, places and objects in a vivid way. It helps us to add more colours to understand one subject in a lucid way. While describing an object it is essential to identify, and to know its unique features as well as the physical appearance whereas while describing a place it is necessary to

### ACTIVITY 1

Read the following carefully:

“Hi! I am Raj. I am a **twenty-year old** boy. I am **tall** and **dark**. I have **short** and **curly** hair. I am a **polite** and **helpful** person.”

**Give a brief description of yourself after this sample.**

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## ACTIVITY 2

Nainital is a beautiful hill-station in Uttarakhand. It is surrounded by high mountain peaks. Nainital is a very popular tourist spot. It attracts a lot of tourists especially during winter when the snow falls. The temperature varies between 15 °C and - 3 °C at that time. Apart from its beautiful scenery Nainital is also known for its many schools...

Based on the sample description of a place (Nainital) given above, try to describe Brihadeeswarar Temple (Thanjavur Big Temple) as shown in the picture.



A picture of Brihadeeswarar Temple (Thanjavur Big Temple)

## ACTIVITY 3

Fill in the blanks with the phrases given below.

- “Surprise”
- ...were invited.
- Malathi entered the room...
- ...cut it for everyone
- Malathi even...
- ...party for her.
- ...on time.
- ...distributed food and drinks
- We got a chocolate cake...
- ...on Sunday.
- ...and dumb charade.

It was Malathi’s birthday \_\_\_\_\_.  
We arranged a surprise birthday \_\_\_\_\_.  
All her friends \_\_\_\_\_.

\_\_\_\_\_ as it is her favorite. Everyone arrived \_\_\_\_\_  
\_\_\_\_\_ at 12 p.m. We screamed “\_\_\_\_\_”!

Then, she blew the candles and \_\_\_\_\_.  
Latha and Viyan \_\_\_\_\_.

\_\_\_\_\_ sang a song and entertained everyone. We played Antakshari \_\_\_\_\_.



**PRACTICE EXERCISE**

**I) Rearrange the words to form meaningful sentences.**

1. Kaaviya looking is in her beautiful saree.

\_\_\_\_\_

\_\_\_\_\_

2. Joseph his is but brother is tall taller.

\_\_\_\_\_

3. Fathima wear to likes nose-rings.

\_\_\_\_\_

4. They good a very dance group are.

\_\_\_\_\_

5. You pretty looking are good.

\_\_\_\_\_

**II) Choose the correct answer to fill in the blanks.**

1. Pooja has \_\_\_\_\_ hair. She wants to cut it off.

- (a) long      (b) short

2. Asif is a \_\_\_\_\_ boy. His mother always scolds him.

- (a) naughty      (b) good

3. Samuel loves his mother's food the most. She's a \_\_\_\_\_ cook.

- (a) bad      (b) great

4. Iniyana is a good dancer. In fact, he's the \_\_\_\_\_ dancer in his group.

- (a) worst      (b) best

5. Gomathi is a \_\_\_\_\_ singer. She is going to win the competition.

- (a) bad      (b) wonderful

**III) Describe the following objects**

**Pictures of the objects**



\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



## QUESTIONS TO THE STUDENTS

1. Describe your favorite captain / leader in three sentences.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. Describe your home-town in a few words.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. Describe giving necessary details, the following locations visited by you:

- a) a shopping mall, or a gym or a recreation centre in your town.
- b) a hill station (like Ooty)
- c) a protected forest area

## 5. TALKING ABOUT LIKES AND DISLIKES

### Objective

- To learn to express your likes and dislikes with correct use of grammar

### INTRODUCTION

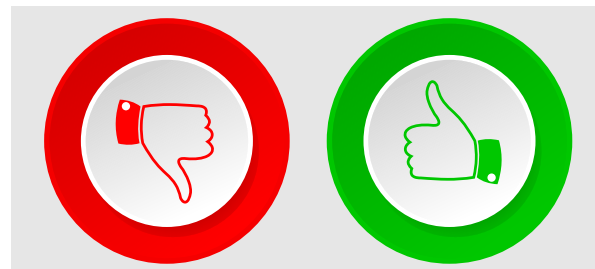
Likes and dislikes depend upon the individual. It gives better knowledge about a person if we know about their likes and dislikes. To connect with people more, knowing their likes and dislikes will be of immense help. The aim of capturing the trace of memories leads to knowing

yourself better and connecting you with other people easily. For the more certain things you love may correlate with others' likes.

A few phrases and words to say what you like:

I adore, I love, I like, I enjoy, I'm into something, I have a soft spot for something, I'm quite keen on, I think ... is/are brilliant ...

A few words to convey things that you don't like: I detest, I hate, I loathe, I'm not keen on, I can't stand, I can't bear ...



### ACTIVITY 1

#### Music

**I like listening to music.**

The kind of music I like is \_\_\_\_\_

But I do not like music which is \_\_\_\_\_.

My favorite songs are \_\_\_\_\_.

My favorite singers are \_\_\_\_\_.

#### Movies

**I like watching movies.**

I like to watch movies which \_\_\_\_\_.

But I do not like \_\_\_\_\_ movies.

My favorite movies are \_\_\_\_\_.

My favorite actor is \_\_\_\_\_.

## PRACTICE EXERCISE

### I) Choose the correct Simple Present Tense from the given options.

1. \_\_\_\_\_ Tamil movies? (Does you likes, Do you likes, Do you like)
2. \_\_\_\_\_ Hollywood movies. (She hates, She hating, She hate)
3. \_\_\_\_\_ to Chithra's songs. (I often listened, I often listen, I often listens)
4. \_\_\_\_\_ the best. (Horror movies are, Horror movies is, Horror movies)
5. \_\_\_\_\_ another of her hobbies. (Reading was, Reading are, Reading is)
6. \_\_\_\_\_ to spend your time. (You paints, You paint, You painting)
7. \_\_\_\_\_ Bangalore very much. (They liking, They likes, They like)
8. \_\_\_\_\_ Delhi weather. (Kaviya and I dislike, Kaviya and I dislikes, Kaviya and I disliking)
9. \_\_\_\_\_ roses and daisies. (My favorite flowers, My favorite flowers are, My favorite flowers is)
10. \_\_\_\_\_ Goa very much. (We do like, We does like, We do likes)

### II) Complete the following sentences on your own.

1. I like \_\_\_\_\_ better than \_\_\_\_\_.
2. The reason why I like \_\_\_\_\_ better than \_\_\_\_\_ is that \_\_\_\_\_.
3. \_\_\_\_\_ is also my favorite \_\_\_\_\_.
4. I would go to \_\_\_\_\_ rather than \_\_\_\_\_ because \_\_\_\_\_.
5. I dislike \_\_\_\_\_; I would rather \_\_\_\_\_.
6. Why don't you like \_\_\_\_\_? It is one of my \_\_\_\_\_.
7. One of my favorite \_\_\_\_\_ of all time is \_\_\_\_\_. I think that everybody should \_\_\_\_\_ at least once.
8. I can't choose a favorite between \_\_\_\_\_ and \_\_\_\_\_. I \_\_\_\_\_ both.

## QUESTIONS TO THE STUDENTS

1. Write down your likes and dislikes of a TV show you watch regularly.
2. Organise groups of three students among yourselves. Each group should then decide on something the members like in common and prepare a short presentation on the subject. You can prepare a short story to make it more interesting.



## 6. INVITING SOMEONE

### Objective

- To learn to invite people on various occasions and to use pronouns appropriately

### INTRODUCTION

Inviting someone is correlated with the culture of Hospitality. When we invite someone into our home, it is obvious that the person is more significant and we are very much particular in showing special concern. Be it a Birthday Celebration, House Warming or Marriage Celebration, depending upon the situation, we should choose our vocabulary wisely. It shows care and concern for the other person and it is important to be aware of their presence.



### ACTIVITY 1

#### Invitations

##### Expressions for Inviting People

- Are you free next Saturday? We're going to Rahul's place to play carom.
- We're going to Rahul's place to play carom. Would you like to come?

- Are you doing anything next weekend? If you are free, we could go to the Childrens' Park. How about dinner at my place tonight?
- My birthday is on the 23rd September. I would like to invite you to the party.
- Are you free this weekend?
- We are planning to go to Nagpur. Would you like to join us?

##### Expressions for Accepting the Invitation

- I'd love to come, thanks! Thanks for asking me.
- I would love to go!
- Yes, that sounds like a good idea. Thanks for the invitation.
- Of course, I will come! It's your birthday, after all!
- What a great idea! I would surely like to join you all.

##### Declining the Invitation

- Sorry, I won't be able to come. I have a test on Monday and I have to prepare for it.
- It's a great idea, but I've already made other plans.
- I would love to come, but I have some other work.
- I wish I could come to your birthday, but I have some important work.
- That's a good idea. But I am very busy this weekend. Sorry, maybe next time?

##### Complete the conversation on inviting your friend to your birthday party.

Student 1: It's my birthday today.

Student 2: \_\_\_\_\_

Student 1: Thanks. Actually, I am having a birthday party at my place this





afternoon and I would like to invite you.

Student 2: \_\_\_\_\_

Student 1: Thanks. I will see you then.

### GRAMMAR CONCEPT

Read the following.

- (a) Malar? She is pretty. She is fun, too.
- (b) Malar? Malar is pretty. Malar is fun, too.

Which sounds better? The word “she” makes the difference. It is a pronoun.

Pronouns are words which can be used in place of nouns.

- (a) Babu gave an invitation. Rupa and I told Babu it was a bad one.
- (b) He gave an invitation. We told him it was a bad one.
- (b) Babu and Malar asked Rupa and me to go to the club. (b) They asked us to go to the club.
- (c) Malar invited Babu and Rupa to her party. Malar’s party is going to be fun. (b) She invited them to her party. It is going to be fun.

All pronouns are listed below:

1. We, Our, Ours, Us
2. They, Their, Theirs, Them
3. You, Your, Yours
4. He, His, Him
5. She, Hers, Her
6. It, Its
7. I, me, mine, my

### PRACTICE EXERCISE

I) Fill in the blanks with the correct pronouns.

Rita and \_\_\_\_\_ (me, I) are arranging a party. \_\_\_\_\_ (He, It) will be a simple party with a few friends, but with lots of food and fun. \_\_\_\_\_ (We, Us) will invite Asif, Priyanka and Kruti. \_\_\_\_\_ (Them, They) are \_\_\_\_\_ (our, us) classmates. So, \_\_\_\_\_ (us, we) don’t have to give \_\_\_\_\_ (them, their) invitation cards. \_\_\_\_\_ (We, Our) can just ask \_\_\_\_\_ (their, them) to come. Friends don’t need formal invitations, do \_\_\_\_\_ (them, they)?

### QUESTIONS TO THE STUDENTS

1. Form pairs and prepare a conversation with your partner on various imaginary situations like inviting to an engagement, marriage, office party, book fair, housewarming function, hometown, celebrating festivals etc.

## 7. PLANNING AN OUTING

### Objective

- To learn to communicate while planning for an outing
- To understand the usage of active and passive voice

### INTRODUCTION

To plan a day out helps us to rejuvenate our mindset and it clears our mind and it bounces back with new energy and enthusiasm. People feel more confident when they are surrounded by their known



circle of friends and traveling with them aids in knowing them better and making more acquaintances.



### ACTIVITY 1

Suppose you are going to a picnic with your friends. What would you take with you? Make a list. Now, you are going to tell your friends to help you get the things in your list. How would you say it?

A sample has been provided below:

“We are going to need a lot of things for this picnic. We’ll need disposable cups, plates, and spoons. We will also need to take cooked food with us. Or shall we buy chips and biscuits? Sheela, you could get carpets; Rohit, you bring water. You could also hire a driver...”

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### GRAMMAR CONCEPT

Read the following sentences.

They are in the Active Voice.

1. I buy a new shirt.
2. I spend five hundred rupees on a new shirt.
3. He wears only leather shoes.

The subjects – I, I, and He are doing the actions: buy, spend, and wears.

These sentences can be re-written as:

1. A new shirt is bought by me.
2. Five hundred rupees are spent on a new shirt by me.
3. Only leather shoes are worn by him.

This second set of sentences is in the Passive Voice. Here, the subjects – A new shirt, Five hundred rupees, and Only leather shoes are receiving the actions: is bought, are spent, and are worn.

### PRACTICE EXERCISE

I) Match the following and write the complete sentences below.

A	B
We are going to	performed around the world.
Four of us are	the four seasons of the year.
It is by award-winning	going to see it.
The play is about	see a play this Tuesday.
It has been	director Ratan Thiyam.



1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

**II) Identify which of the following are in Active Voice, and which are in Passive Voice.**

1. How much does this bag cost?  
\_\_\_\_\_
2. This bag can be purchased at a price of eight hundred rupees.  
\_\_\_\_\_
3. I want a discount on the price.  
\_\_\_\_\_
4. The price can be reduced by a hundred rupees, but not more.  
\_\_\_\_\_
5. This bag is made of good quality leather. \_\_\_\_\_
6. We cannot sell it for anything less than seven hundred rupees.  
\_\_\_\_\_
7. Can you reduce another hundred rupees? \_\_\_\_\_
8. You are being offered a good price.  
\_\_\_\_\_
9. No other shop sells this bag for seven hundred rupees. \_\_\_\_\_
10. Let's make it six hundred fifty rupees.  
\_\_\_\_\_

**III) Change the voice in the sentences from Active to Passive.**

1. I bought this CD for you.  
\_\_\_\_\_

2. Rahul bought a gift for Priya.  
\_\_\_\_\_
3. Priya gave a pen to Ranjith.  
\_\_\_\_\_
4. India beat Australia in the T20 match.  
\_\_\_\_\_
5. The management has declared a holiday on the 10th.  
\_\_\_\_\_  
\_\_\_\_\_

**QUESTIONS TO THE STUDENTS**

1. Is there any place in the city you would like to visit with your friends? Describe the place in a few sentences and write why you want to go there.
2. Describe your experience on your recent visit to the mall to buy something.

**8. ORDERING FOOD AT A RESTAURANT**

**Objective**

- To acquire knowledge on ordering food in a restaurant and learn some expressions
- To use articles in a suitable way

**INTRODUCTION**

Everyone is fond of eating at restaurants. Being aware of certain expressions which we use at restaurants will enable us to feel the difference in the way we carry ourselves. It gives us more confidence in socializing with others, especially at public places.



and one Chocolate Ice-cream.  
Is that correct, Ma'am?

Customer: Yes.

Waiter: Can I get you anything else?

Customer: Could you get me \_\_\_\_\_?

Waiter: Sure, Ma'am.

Customer: Thank you. That will be all.

### ACTIVITY 1

Fill in the blanks using the information given below.

- Starters - Vegetable Soup
- Main course - Vegetable Fried Rice and Gobi Manchurian with gravy
- Dessert - Chocolate Ice-cream
- A bottle of mineral water

Waiter: Are you ready to place your order, Ma'am?

Customer: Yes. For \_\_\_\_\_ I would like to have \_\_\_\_\_.

Waiter: How many?

Customer: Just one plate will do.

Waiter: Okay.

Customer: For the \_\_\_\_\_ I will have \_\_\_\_\_.

Waiter: Okay. Anything for \_\_\_\_\_ Ma'am?

Customer: Yes. I would like to order a \_\_\_\_\_ for \_\_\_\_\_.

Waiter: Okay. One Vegetable Soup, one Vegetable Fried Rice, one Gobi Manchurian with gravy,

### GRAMMAR CONCEPT

Read the following sentences.

I would like to have a plate of vegetable salad. I would like to have an ice-cream. I would like to have the dhal with rice.

“A”, “an” and “the” are called articles.

An is used before nouns beginning with a, e, i, o, and u sounds. But not before words like “university” which begins with a “yoo” sound. It is, however, used before words like “honour” which begins with an “o” sound.

A is used before words beginning with the rest of the alphabet.

The is used before particular things.

### PRACTICE EXERCISE

I) Match the following and write down the complete sentences below.

A	B
Could you get	brought me is too warm.
I would like it	me a glass of water?



The water you have	ordered icy cold water.
I had actually	and get me what I had ordered?
Could you take this back	to be icy cold.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

**II) Fill in the blanks with the correct articles 'a', 'an', and 'the', wherever necessary.**

1. Please get me \_\_\_\_\_ glass of water.
2. I would like to have \_\_\_\_\_ onion Utthapam and Vanilla ice-cream.
3. Excuse me, where is \_\_\_\_\_ washroom?
4. What is \_\_\_\_\_ specialty of this restaurant?
5. Could you tell me \_\_\_\_\_ recipe of this dish?

**QUESTIONS TO THE STUDENTS**

1. Groups can be formed. In each group one student can act as a role of waiter and other students as customers. Customers can ask for a menu and the waiter follows the instructions and takes the customers' orders. Once the customer finished their meal they can ask for the bill and give feedback about the hospitality of the restaurant.

**9. NARRATING A STORY**

**Objective**

- To learn to narrate a story and to deliver the information to the audience
- To share the experiences of your life in a vivid way with the help of narrating strategies
- To recognize the use of past tense while narrating the story

**INTRODUCTION**

India is a land of stories. Narrating a story is an embodiment of Indian culture. Storytelling helps us to upgrade our thinking skills and it opens doors to imagination. It also gives insights about various cultures, lands, races and religions. Stories not only help us to engage ourselves with different cultures, it also enables us to increase our narrating skill.



**ACTIVITY 1**

Complete the story of The Bear and the Two Friends by filling in the blanks.

One day, two friends \_\_\_\_\_  
 \_\_\_\_\_. They  
 knew the forest \_\_\_\_\_



\_\_\_\_\_. So, they promised to remain close to each other in case of any danger.

All of a sudden, a big bear \_\_\_\_\_. One of the friends quickly \_\_\_\_\_, leaving the other friend behind.

The other friend \_\_\_\_\_, and instead, followed common sense. He laid down on the ground and \_\_\_\_\_.

The bear approached the friend lying on the ground. The animal started \_\_\_\_\_.

Soon, the friend who hid in the tree came down. He asked his friend, "My dear friend, what secret did the bear whisper to you?" The friend replied, "\_\_\_\_\_."

### ACTIVITY 2

**Sarita had a bad experience with an ATM. To know the story, rearrange the following sentences in correct order.**

1. Sarita's experience with an ATM.
2. She became worried.
3. From that day, Sarita has always been afraid of using the ATM.
4. One day, Sarita went to take out some money from the ATM.
5. What if her money had been deducted from her account?
6. He said the amount will be added to her account soon.
7. She went to her bank and filed a complaint.

8. She entered her pin code and the amount she required.
9. But something bad happened; the money got stuck.
10. The ATM-in-Charge told her not to worry.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_

### GRAMMAR CONCEPT

Read the following sentences.

I tell a story. It is about a king. It is quite a long story.

I told a story. It was about a king. It was quite a long story.

What is the difference between the two sets of sentences?

The first set describes actions in the present; the second describes action in the past.

Therefore, the second set of sentences is in the Simple Past Tense.

Remember that in the Simple Past Tense, 'is' becomes 'was', 'are' becomes 'were', 'has/have' becomes 'had', 'am' becomes 'was', 'do/does' becomes 'did'.



## PRACTICE EXERCISE

I) Match the following and write the complete sentences below.

A	B
1. I would like	after breaking the fast.
2. Do you know	to hear a story.
3. I could tell you the story	and did not keep the fast.
4. A group of monkeys	of a group of monkeys fasting.
5. They got bananas to eat	decides to fast one day.
6. They ate all the bananas	any good story?

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

## QUESTIONS TO THE STUDENTS

- Split the class into groups and give each of them a simple story to perform. Let the team members decide themselves of their roles and enact in a clear and entertaining manner. Later they can get feedback from other group members.
- Share stories with your partner. Tell her/him a story, and write down the story he/she tells you below.

\_\_\_\_\_

\_\_\_\_\_

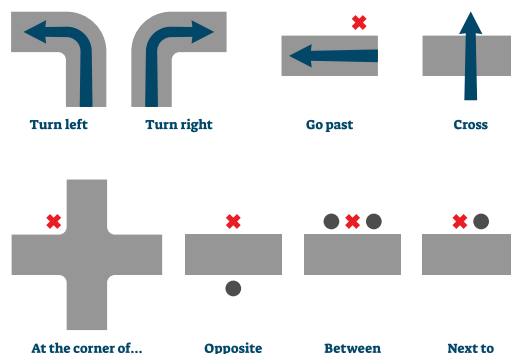
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## 10. GIVING DIRECTIONS

### Objective

- To learn to give directions with the aim of instructing others in a lucid way
- To know the usage of prepositions appropriately

### GIVING DIRECTIONS

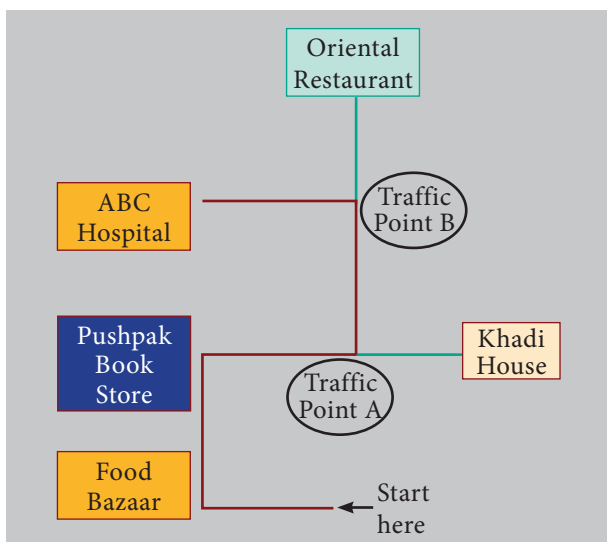


### INTRODUCTION

Directions convey how one should do something in a sequential way. Valuable skills like navigation of the town and city related vocabulary are practiced when learning about directions. Prepositions play a pivotal role in showing direction, time, place, location etc. to introduce an object. By continuous practice, one can create more short sentences to communicate their thoughts.

## ACTIVITY 1

- You have to give directions to ABC Hospital, using the following route:
- Food Bazaar, Pushpak Book Store, Traffic Point A, Traffic Point B, ABC Hospital.



### How would you give directions using this route?

Go straight till you reach the Food Bazaar. From Food Bazaar take right and then take right again from Pushpak Book Store. Go straight till you reach Traffic Point A. From Traffic Point A, take left and go till Traffic Point B. Take left from there and keep going till you reach ABC Hospital soon.

### GRAMMAR CONCEPT

Words such as “for”, “in”, “until”, “to”, “before”, “along”, “besides”, “around”, “at”, etc., to link nouns/pronouns to other words in the sentences. They are known as “Prepositions”.

#### Examples:

- What are you looking for?
- He lives in 39, O8, Randcliff Road.
- Go down this road until you come to the second intersection.

## PRACTICE EXERCISE

### I) Fill in the blanks using correct prepositions.

- I am going \_\_\_\_\_ college. (to, by)
- The college is next \_\_\_\_\_ the hospital. (from, to)
- You can also see the building \_\_\_\_\_ the bus stop. (from, to)
- It is just \_\_\_\_\_ C.J. Street. (across, by)
- Our college is located \_\_\_\_\_ Bengaluru. (of, in)

### II) The sentences below have incorrect prepositions. Rewrite the sentences with correct prepositions.

- A.M.C Hospital can be seen below the next street.
- It is just a short walk till Regal Cinema Hall.
- Keep walking to you reach Regal Cinema Hall.
- Geeta Sweets Corner is till Mathura Tailors.
- You can walk down this road from reach Geeta Sweets Corner.
- If you walk from the end of Vivekananda Street, you will easily see Regal Cinema Hall.

## QUESTIONS TO THE STUDENTS

- Find a partner from the class. Practice asking and giving directions for various places in your locality.

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## 11. VISITING A DOCTOR

### Objective

- To learn how to communicate effectively in real time and to convey the physical uneasiness

### INTRODUCTION

Prevention is better than cure. Visiting a doctor isn't an idea of fun or anyone's favourite activity. However, it is a part of staying healthy. A routine visit to a doctor helps to identify the early symptoms of disease and prevention. Research survey shows the fact that the recommended regular visits to a physician leads to a hale and healthy life.



### ACTIVITY 1

Fill in the blanks with the sentences below in order to complete the conversation.

What is it, doctor? Is it something serious? All you need to take is a few pills, some rest, and drink hot tea with ginger. Not so well, doctor. I have a sore throat. I also have a blocked nose and body ache. What about headaches? Do you get them?

Doctor: Morning!  
 Patient: Morning!  
 Doctor: So, how are you?  
 Patient: \_\_\_\_\_  
 \_\_\_\_\_  
 Doctor: Okay.  
 Patient: \_\_\_\_\_  
 \_\_\_\_\_  
 Doctor: Anything else?  
 Patient: Mmm...I can't think of anything.  
 Doctor: \_\_\_\_\_  
 \_\_\_\_\_?  
 Patient: Oh yes! I also have a headache.  
 Doctor: Temperature?  
 Patient: My body temperature is normal.  
 Doctor: Okay. Good.  
 Patient: \_\_\_\_\_  
 \_\_\_\_\_  
 Doctor: Oh no, there's no need to worry. You just have a common cold.  
 Patient: Really? It's nothing more than that?  
 Doctor: Yes. \_\_\_\_\_  
 \_\_\_\_\_  
 Patient: Oh that's great! Thanks a lot.

### PRACTICE EXERCISE

- 1) **Guess the meanings of the word/words in bold.**
- I want to study medicine. I think it is very **interesting**.
  - The doctor advised me to do a job. He said it would **keep me fit**.



3. The pills helped me **relax**.
4. Do **watch** the patient while I'm away.
5. The doctor **put on** his glasses to check my injuries.
6. Rohit and Meera's visits **cheer me up**.
7. Mr. Mathi is a **brilliant** doctor.
8. There is no need to **fear** the doctor.

### QUESTIONS TO THE STUDENTS

1. A team of three members can be formed or in pairs to practice various situations on conversing with a doctor. Imagine that your friend has not been well for the past two days and is not willing to approach a doctor. You convince him and take him to a hospital. Try to build a conversation with a doctor stating your friend's illness.

## 12. OPENING A BANK ACCOUNT

### Objective

- To recognize the need of opening a bank account
- To frame questions and sentences correctly to convey needs to and get things done

### INTRODUCTION

There are a lot of benefits in having a bank account. It allows you to deposit and withdraw money, make payments, transfer money, pay bills and many more. Having a bank account will entitle you to spend and get digital transactions for every purchase. It provides you with a record of your transactions and becomes a

lifesaving tool when it comes to managing your money. Bank accounts are required when applying for home loans or for educational purposes.



### ACTIVITY 1

Ashok wants to open an account for her daughter Preethi. If you were the parent, which bank would you choose and why? Write down the answer.

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### PRACTICE EXERCISE

Rearrange the following sentences to form a conversation between Customer (C) and Bank Official (B).

1. B: You could use your driving license, voter's ID, or Pancard.
2. B: Yes. How may I help you?
3. B: We require an identity proof, and a residence proof.
4. C: I am here to open a bank account. Could you tell me where I can get the form?
5. B: That's okay. Let me know if you require any further information.



6. B: Oh, the forms are available here.  
What type of account are you interested in?

7. B: Okay. Here is a savings account opening form for you.

8. C: Oh thanks!

9. C: Excuse me, Sir!

10. B: Do you have the necessary documents with you?

11. C: I am sorry. Could you tell me which documents are required?

12. C: What can I use as my identity proof?

13. C: Oh...okay. I shall use my driving license then. Thank you so much for your help.

14. C: I am planning to apply for a savings account

**The first three lines have been done for you:**

C: Excuse me, Sir!

B: Yes. How may I help you?

C: I am here to open a bank account.  
Could you tell me where I can get the form?

B: \_\_\_\_\_  
\_\_\_\_\_?

C: \_\_\_\_\_  
\_\_\_\_\_.

B: \_\_\_\_\_  
\_\_\_\_\_.

C: \_\_\_\_\_  
\_\_\_\_\_!

B: \_\_\_\_\_  
\_\_\_\_\_?

C: \_\_\_\_\_  
\_\_\_\_\_?

B: \_\_\_\_\_  
\_\_\_\_\_.

C: \_\_\_\_\_  
\_\_\_\_\_?

B: \_\_\_\_\_  
\_\_\_\_\_.

C: \_\_\_\_\_  
\_\_\_\_\_.

B: \_\_\_\_\_  
\_\_\_\_\_.

### QUESTIONS TO THE STUDENTS

1. Small groups or teams can be formed in class. Each group has to be informed to brainstorm the questions they would like to ask to open a bank account. Collect the feedback from a few groups and record their responses on the board and ask every group member to compare the questions written by them. Good questions can be included and they can name a bank they would like to approach with their questions.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



## 13. GIVING AND RECEIVING FEEDBACK

### Objective

- To acquire knowledge on giving and receiving feedback
- to learn the usage of grammar aptly

### INTRODUCTION

The main objective of giving feedback is to improve the knowledge or to strengthen the performance of an individual. It can't be accomplished by being rude, judgmental or offensive. It is possible only when the approach is positive and focused on the development. Giving and receiving feedback increases stimulation, enhances performance, elevates engagement and it acts as a tool for career growth.



### ACTIVITY 1

Choose any one of the following and build a conversation around each.

- 1) Moorthy is talking to his student, Fatima. Fatima used to perform well in Math, but she has been doing badly in the weekly tests. How does Moorthy give his feedback?

- 2) Archana and Nivedha are working on a project. Nivedha isn't doing her part, so Archana tells her to start working. What will be the feedback given by Archana?

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### PRACTICE EXERCISE

I) Rewrite the following sentences in the present perfect tense.

1. I called her up.
2. We are writing to them.
3. It is losing its colour.
4. Are you tired?
5. They are going to do it.
6. You and I are going to watch that movie.
7. Are we all filling out these forms?
8. She was cooking dinner.
9. Rohit and Meera are discussing this.
10. I changed the sentences into present perfect tense.

### QUESTIONS TO THE STUDENTS

1. Assume that one of your friends is a slow learner and has been improving lately whereas the other is generally a good student, but isn't performing well in the recent exams. How would you give feedback to your friends?



## 14. MAKING OBJECTIONS

### Objective

- To learn to make objections in order to show opposition in a polite manner and to listen to others' opinions
- To know the usage of tense in a pertinent way for better understanding

### INTRODUCTION

If you are trying to **make an objection** to anything it means that you **do not like it** or **admit it**. However, if you say that you **have no objection** to anything which means that you are **not irritated or exasperated** by it.



### ACTIVITY 1

I) Study the following sample in which a person makes an objection to something.

A: Where did you go?

B: I went to buy a new notebook.

A: Oh! Wow. That looks nice. I like the cover.

B: Yes, it's made from recycled paper. I only use notebooks made from recycled paper.

A: Why is that? Aren't they more expensive?

B: I don't like the idea of cutting millions of trees everywhere for making notebooks. Wouldn't it just be better to spend a few rupees more and buy this?

A: Oh! I have never thought of that.

B: Not many do. I just hope more people become aware of this.

A: Yes, I will try to buy only the recycled ones now.

**Based on the sample given above, discuss and answer these questions.**

1. What is the objection being made here? Which sentence makes the objection clear?

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2. Do you think the friend of the person making objections also has the same objections?

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### PRACTICE EXERCISE

#### I) What word do you think will come next?

1. (a) honest (b) honesty  
(c) kind (d) \_\_\_\_\_
2. (a) fashion (b) fashionable  
(c) trend (d) \_\_\_\_\_
3. (a) wonder (b) wonderful  
(c) hope (d) \_\_\_\_\_
4. (a) silver (b) silvery  
(c) gold (d) \_\_\_\_\_
5. (a) need (b) needy  
(c) love (d) \_\_\_\_\_
6. (a) black (b) blackish  
(c) white (d) \_\_\_\_\_
7. (a) false (b) falsehood  
(c) true (d) \_\_\_\_\_
8. (a) girl (b) girly  
(c) boy (d) \_\_\_\_\_
9. (a) hope (b) hoping  
(c) bathe (d) \_\_\_\_\_
10. (a) live (b) life  
(c) die (d) \_\_\_\_\_

#### II) Rewrite the following sentences in the past perfect tense.

1. I counted the number of oranges.
2. They are leaving within an hour.
3. The dog is scratching its ears.
4. Have you collected the papers?
5. She has a lot of work to do.

### QUESTIONS TO THE STUDENTS

#### Write conversations based on the following situations:

- 1) The scene takes place in a hostel room. One of your roommates turns on the fan because it is hot, and the other objects to it, saying he has a fever.
- 2) The scene takes place in your house. The father wants your sister to learn dancing, but she turns it down, saying her exams are getting closer and she can't give time to dancing.

### 15. GIVING SIMPLE INSTRUCTIONS

#### Objective

- To learn to give simple instructions for better interpretation
- To use sequence words and verbs in the right way.

#### INTRODUCTION

The main idea of instructing people is to give command or insist on doing the necessary requirements before involving in that particular activity. It helps us to know the overview of that particular proposed pattern and prevents us from doing anything wrong beforehand. Writing instructions find an important place in technical writing. One needs to make instructions for various purposes such as installing a new software package, assembling a piece of equipment, using a new device, troubleshooting a problem and so on. In general, instructions should be clear, precise, understandable, complete and above all, user-friendly.

### Guidelines to write instructions

1. Use the imperative form. E.g. 'Maintain silence inside the library' and begin each step with an action verb
2. Frame each step in such a way that it focuses on a single task
3. Number the steps to avoid ambiguity and ensure the correct order of the procedure
4. If numbered steps are not practical, use a standard paragraph format with the appropriate transition words such as 'first', 'next', 'then', 'finally', to show the sequence of action
5. Use the words 'Notes', 'Tips', 'Caution' and 'Warnings', wherever necessary in order to highlight the important information
6. Use simple and direct language free from jargon and ambiguity



### ACTIVITY 1

Write down a set of instructions on any two of the following:

- (a) how to make tea
- (b) how to boil an egg
- (c) how to write a formal letter

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### PRACTICE EXERCISE

I) Choose the option which has correct grammar and put a tick mark next to it. (There can be more than one correct option).

1. (a) Which car is the red one?  
(b) Whose car is the red one?  
(c) Whom car is the red one?
2. (a) Why are you looking at me like that?  
(b) Why are you looking at me like this?  
(c) Why you are looking at me like that?
3. (a) No one wants to know who killed the cat.  
(b) No one wants to know who kills the cats.  
(c) No one wants to know who kills the cat.
4. (a) I'm pleased to see you come.  
(b) I'm pleased to see you came.  
(c) I'm pleased to know you came.
5. (a) This world is such beautiful place to live.  
(b) This world is such a beautiful place to live in.  
(c) This world is such beautiful place to live in.



6. (a) Have you read the books I give you?
- (b) Have you reads the books I gave you?
- (c) Have you read the books I gave you?

## II) Make a sentence using the given words.

1. lately, strange, been, I, dreams, have, having
2. up, never, they, know, speak, to, when
3. hope, in, exams, I, you, well, do, the
4. some, you, need, get, to, sugar
5. do, out, without, not, go, umbrella, an

## QUESTIONS TO THE STUDENTS

1. Write a set of instructions to be followed while downloading an app.

## KWL CHART

Complete I learned columns of KWL chart now and check with your facilitator if you have any doubts.

## ASSESSMENT

### I Choose the Correct Answer

1. "Hi, I'm Anitha. But you can call me Ani." What's Ani doing?
  - a. Calling herself
  - b. Greeting herself
  - c. Introducing herself
2. Business people often greet one another with
  - a. A hug
  - b. A high five
  - c. A handshake
3. Whose book \_\_\_\_\_?
  - a. is on the table?
  - b. are on the table?
  - c. are on the tables?
4. Raj is going to get a gift for Sandhya. The gift will be Sandhya's favourite book.
  - a. He, It, her
  - b. He, It, his
  - c. Him, It, her



5. It is too late to go shopping. The shops are only open \_\_\_\_\_ 9.00 p.m. They will be closed \_\_\_\_\_ now.
  - a. by, until
  - b. until, by
  - c. by, by
6. Waiter : \_\_\_\_\_?  
Customer : Yes, please!
  - a. Can you help me
  - b. May I come in
  - c. Can I help you
7. What is the purpose of a narrative?
  - a. To give the reader information
  - b. To persuade readers
  - c. To tell a story
8. Excuse me, \_\_\_\_\_ to the nearest metro, please?
  - a. how can I get
  - b. where is
  - c. how I can get





9. You should stay home from work or school if you have a fever, cold, bad cough or other \_\_\_\_\_ illness.

- a. contagious
- b. disgusting
- c. unhealthy

10. Could you make a \_\_\_\_\_ appointment in the next two weeks?

- a. next
- b. beginning
- c. follow-up

11. The dog sprang \_\_\_\_\_ him.

- a. on    b. upon    c. in

12. Pick the odd one out

- a. happy                      b. healthy
- c. sad                         d. anger

13. What comes next

- a. drink                      b. drank
- c. sing                        d. \_\_\_\_\_

14. What comes next

- a. shillies                    b. spicy
- c. lemon                     d. \_\_\_\_\_

15. If you are giving instructions, you need to do a few things. Which one of the following is right?

- a. Ensure that you give them slowly and clearly
- b. Check that the listener has understood your instructions
- c. Both a and b are correct

## II. Answer the following questions

1. Rearrange the words to form correct sentences.

a. my faster minutes is watch five yours than

b. we at the movie are leaving for one

2. Convert the Active voice into Passive voice

a. I purchased a bag.

b. I also bought a few things.

3. Given below is a paragraph. There are 8 grammatical errors in it. Underline and rewrite the paragraph with your corrections.

### Talking about the Weather

The weather look good today. I feels like I should take the chance to go for the beach. I haven't been to an beach for a long time, mostly because it has been raining too heavy. But the rain has stopped for a few day now. It's quiet sunny right now, and I am sure that plenty by people will be on the beach.

4. Fill in the blanks with appropriate connectors and conjunctions from the options given.

(In addition to that, So, And, Therefore)

India has become a favorite tourist spot. \_\_\_\_\_ it is quite difficult to get tickets and hotels. \_\_\_\_\_ it is better to book tickets in advance. \_\_\_\_\_, one should also make sure they have booked rooms at hotels. It wouldn't be any fun if you went to visit a country \_\_\_\_\_ had nowhere to stay.

5. What are the good and bad things about fast food? Share your views.

6. Match the quantity phrases of Column A with Column B

Column A	Column B
a. A piece of	tea
b. A packet of	perfume
c. A pair of	chewing gum
d. A bottle of	shorts

7. Complete the following dialogue.

A: \_\_\_\_\_  
\_\_\_\_\_?

B: They are arguing about Politics.

A: \_\_\_\_\_  
\_\_\_\_\_?

B: He is objecting to some of Fred's statements.

8. Write the Comparative and Superlative forms of the adjectives given below

Intelligent	Bad	Busy	Fat
Lazy	Helpful	Good	Far

9. Choose the correct pronouns.

A: Are these your/yours sunglasses?

B: No, those are my/mine.

A: Is that her/hers towel?

B: Yes, that one's her/hers.

10. Rearrange the conversation in the correct order.

- May we also have the menu right away?
- There is a nice table right there by the window.
- I will get the menu immediately.
- Could we have a table for four?

### III. Answer the following questions

- Make sentences using the phrases given below
  - Where do you...?
  - How do I...?
  - Why does she...?
  - What do they...?
  - Whose is this...?
- Make sentences on your own using the following words
  - Dessert
  - Excursion
  - Autobiography
  - Adventure
  - Symptom
- Describe your experience on your recent day out with your friends.
- Write a set of five instructions that should be followed during an interview.
- Rajiv wants to book a flight ticket to Delhi and he contacts the travel agent. Write a short dialogue of eight exchanges between the travel agent and Rajiv.
- What is your favourite app to watch movies? Explain why you like the app the most.
- A man tries to go to a counter, ignoring the queue, while someone objects to it and tells him to get on the queue. Build a short conversation on making objections.
- Make questions with the following words
  - you/got/brothers and sisters/have/ How many?
  - studying /why/you/are/English?

- c. Which/you/other languages/can/speak?
  - d. favourite/is/restaurant/your/What/or cafe?
  - e. going to/what/you/do/are/next weekend?
9. Look at the travel words and choose the correct answer.
- a. How long is your *travel/journey* to school?
  - b. Have you ever been on a business *trip/journey* abroad?
  - c. Did you *trip/travel* a lot last year?
  - d. Have you ever been on a package *travel/tour*?
  - e. What's the longest *journey/travel* you've ever been on?
10. Mathew phones Kevin to invite him to dinner. Write a short conversation between Mathew and Kevin.



### K-W-L ABOUT

I Know	I want to Know	I Learned

Fill the I know and I want to know columns by yourself or with the help of the facilitator before starting this unit.

## 1. INTRODUCTION TO COMMUNICATION SKILLS

### Objective

At the end of the lesson, you shall be able to

- Define communication
- Understand the necessity and importance of communication

### INTRODUCTION

Take a quick look around your classroom and observe what your classmates are doing! Some of them are talking, some

are observing, some are relaxing on their chairs, some are laughing, some are reading and some might be sitting quietly not doing anything.



## What do they all do?

After observing share what you observed to your friend, then ask yourself the following:

- Did your friend understand what you explained?
- Did he have doubts and misunderstood your thoughts and information?
- Was the information conveyed effectively?

## WHAT IS COMMUNICATION?

Have you heard people talking about communication often .You probably did! Everyone needs it and wants it, but what exactly is communication? Let us try to understand it. The word ‘Communication’ comes from the Latin word *commūnicāre*, which means ‘to share’. Communication skills are those skills which are needed to speak and write properly.

In the present time, a thorough knowledge of language with communication skills is very important in any occupation or business. As a student, you may know and learn many languages, but it is important that you are able to read, write, speak and listen well in order to communicate properly.

Communication skills are needed to:

- **Inform** :You may be required to give facts or information to someone. For example, communicating the timetable of an exam to a friend.
- **Influence**: You may be required to influence or change someone in an indirect but usually important way. For

example, negotiating with a shopkeeper to reduce the price or helping a friend to overcome stress due to exams or any other reason.

- **Express feelings**: Talking about your feelings is a healthy way to express them. For example, sharing your excitement about doing well in your exams or sharing your feelings with your parents and friends.

## Importance of communication in personal life:

It is indeed necessary to develop your ability to communicate clearly so that you can share your thoughts, feelings and ideas which in turn will help you to maintain healthy relationships. For example, you can just inform someone about something or communicate effectively.

## Importance of communication in professional life:

Being a good communicator at a job, lets you to improve confidence, to get appreciation, to be a good team player.

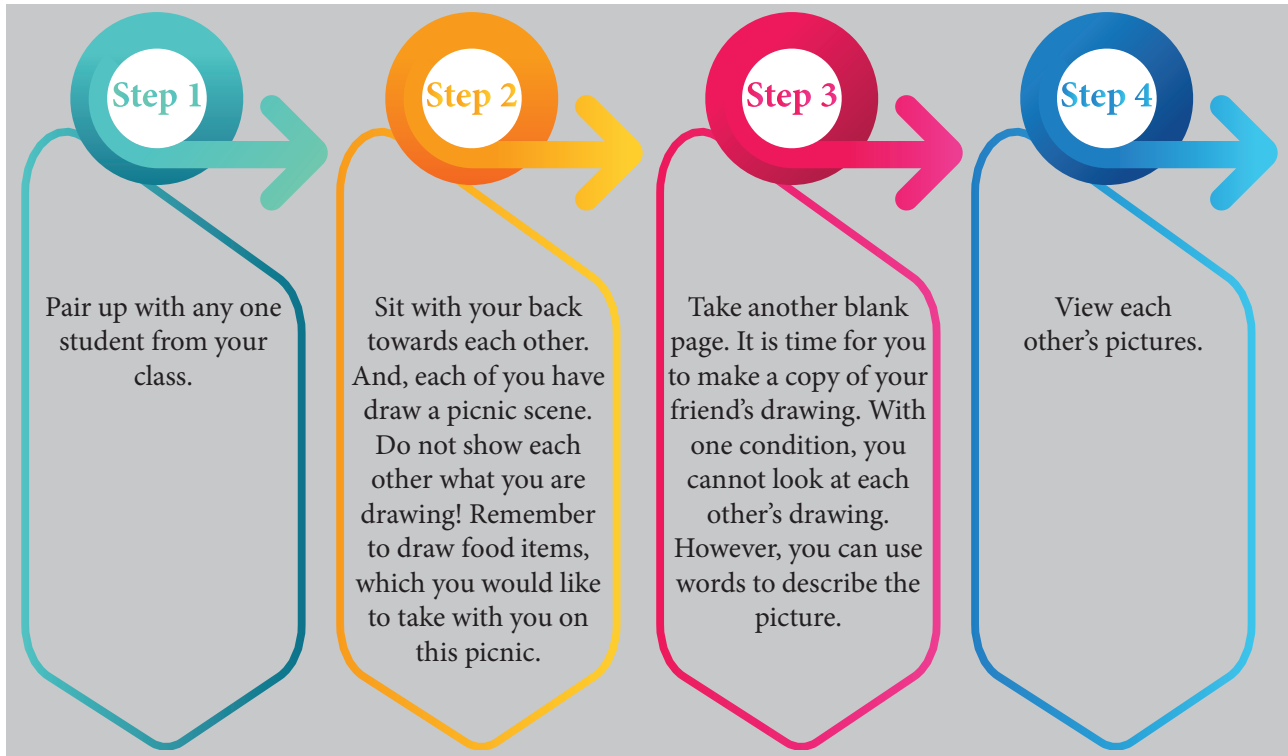
You need to listen to other people’s ideas, while being able to clearly and effectively communicate your own. Good communication can also help to build a positive working relationship, so your team works more effectively and productively together. When it comes to developing your professional communication skills, there are several things you can try.

- Ask for feedback
- Learn from others
- Work on your active listening skill



## ACTIVITY 1

Draw and describe!



## ACTIVITY 2

### Get and Give

- Make students stand in a straight line with 1 feet distance between them.
- The teacher will convey a message to the person standing in the 1st place which may be an action, a dialogue or a line.
- The person in the first place will receive the message and convey the information to the second person.
- The process continues until the information reaches the last person. Make sure no one else listens while the information is transferring between 2 persons.

- The last student and the 1st student will now convey what message they received to the class.

Was the message by both students the same? What did you observe? What miscommunication took place here?

### CONCLUSION

It is now clear what communication means, how important it is in our personal and work life. A good communication makes you express your ideas with much needed clarity to take it further to the next step.



## QUESTIONS TO THE STUDENTS

1. Discuss – Were you able to draw each other's pictures with the help of words alone? What were the challenges in understanding what is made on a picture by listening to only the words? (Refer activity 1)
  2. How can you improve your communication? What words could your friend have used to clearly describe his/ her picnic scene? (Refer activity 1)
- 
- 
- 
- 
- 
3. Discuss with your friends, and write why do you think this happened? What could the father or the children have done to prevent this? (refer activity 2)

## 2. COMPONENTS OF COMMUNICATION

### Objective

At the end of the lesson, you shall be able to

- Explain the process of communication
- Identify the components and types of communication
- List out the barriers for effective communication

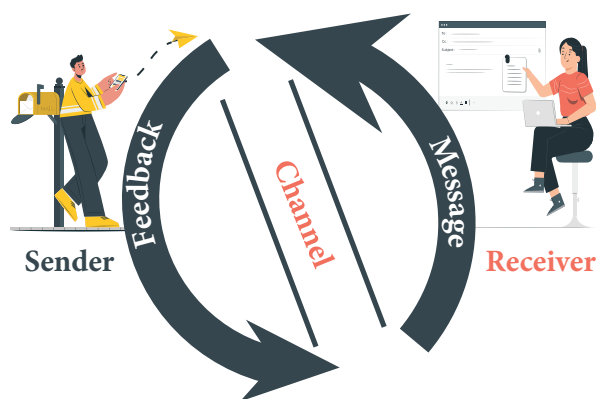
### INTRODUCTION

Communication is a two-way exchange of information, i.e., giving and receiving. Speaking and writing to someone are

examples of giving information. Reading and listening to someone are examples of receiving information.

Similarly when you are having a conversation with your friend, the information you give or speak is sent and information you get or listen to is received.

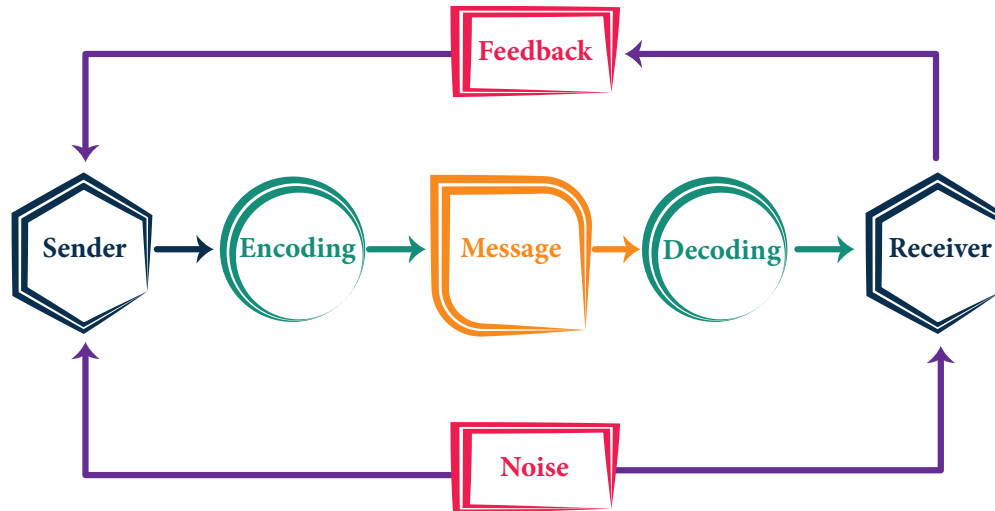
### PROCESS OF COMMUNICATION



### Key Components

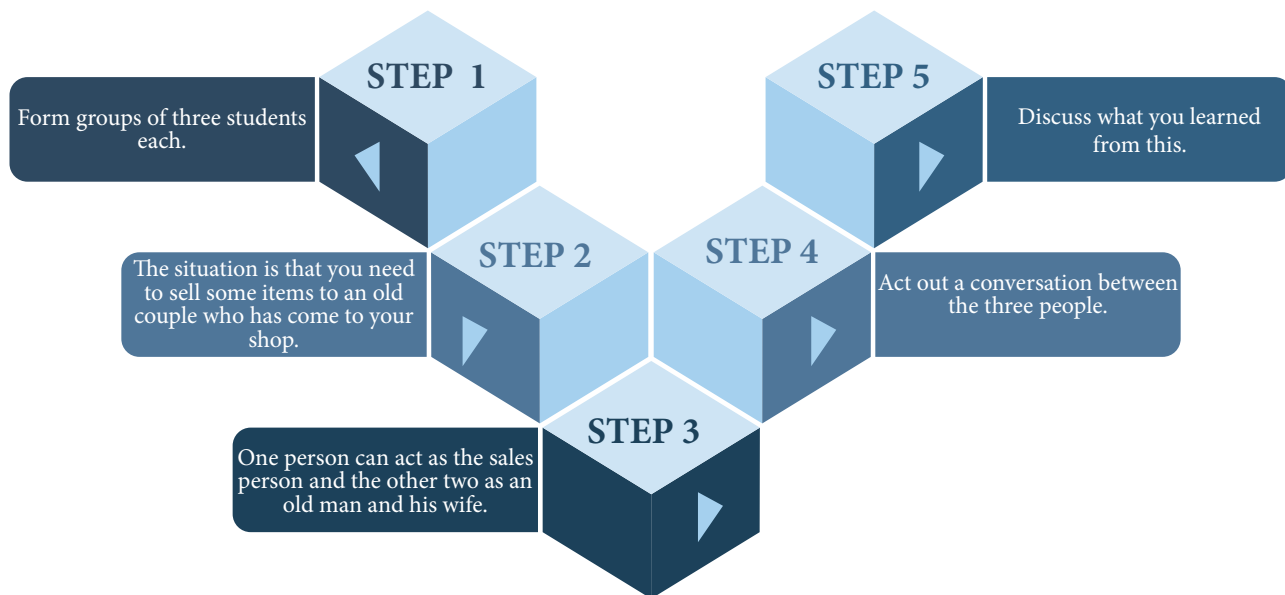
The communication process is made up of six key components. Those components include

- **Sender-** The process starts here. Sender sends the message.
- **Encoding-** The message is converted for security purposes.
- **Medium of transmission-** It is the channel or path through which information passes.
- **Decoding-** The message is converted again to its original form.
- **Receiver-** The information intended for the receiver is reached. The process ends here.
- **Feedback-** It is the confirmation form receiver whether the message is received or not.



### ACTIVITY 1

#### Group Exercise – Role-play on Communication Process



Identify the following:

Sender \_\_\_\_\_

Receiver \_\_\_\_\_

Channel \_\_\_\_\_

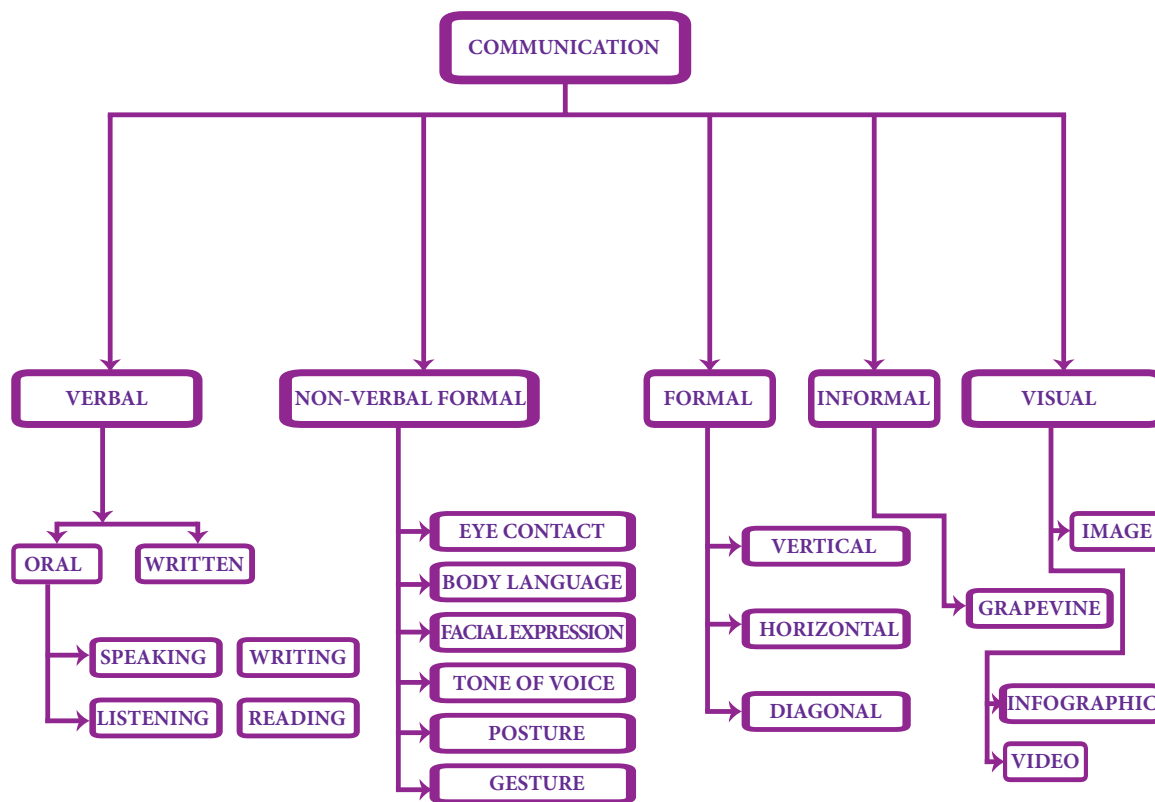
### TYPES OF COMMUNICATION

Do you think communication is done only by words? Have you done mischief against your sister or brother and realised they are angry with you just by looking at their expression, we do not need to ask them!



In our everyday life, we communicate more without the use of words (via body language, tone of our voice, expressions, etc.) than we do using words.

There are numerous types of communication. The major categories are:



**Communication is broadly classified under 5 categories:**

**Verbal communication:** It includes the oral and written form of communication, which involves speaking, listening, reading and writing.

**Non Verbal Communication:** These are the unspoken unwritten expression a human makes during a conversation that mostly includes body language.

**Formal and Informal Communication:** These are the ways in which certain formats or rules are involved while delivering a message. This type of communication is formal like conveying information to a higher authority. Where as the information conveyed casually to a friend in informal.

**Visual communication:** These are signs and notifications that are placed everywhere to convey a information

**ACTIVITY 1**

**Dialogue delivery!**

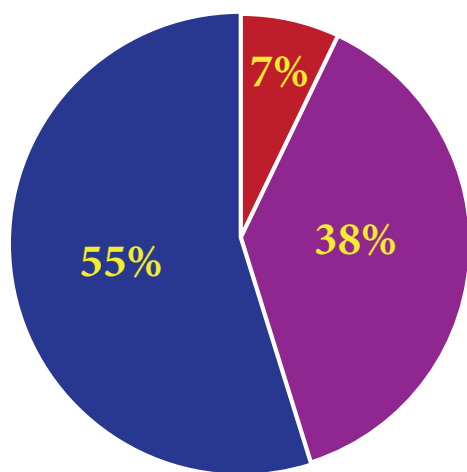
**Procedure**

1. Team up with any 3 trainees from your class.
2. In your notebooks, make a list of your favourite movie dialogues. Do not show the list to your friends.
3. Take turns delivering the dialogue in front of your friends! Take care to deliver it in the same style and tone in which it was delivered by the actors in the film.

4. Applaud the best dialogues! You can also rate each other's dialogues out of 5. All 5 star dialogues deserve a huge round of applause.
5. Now, attempt this dialogue delivery with a twist. Deliver the dialogue in the opposite emotion. So, for instance, say 'I have topped the class this year!' in a sad and miserable tone.
6. Discuss – Identify the importance of your words here. Check after changing the emotions of your dialogues, whether the dialogue meant the same?

In life, is it possible that sometimes we fail to express our enthusiasm or sorrow through our words? What effect does it have on the effectiveness of our communication? That's the role of communication.

When people speak to us we observe,



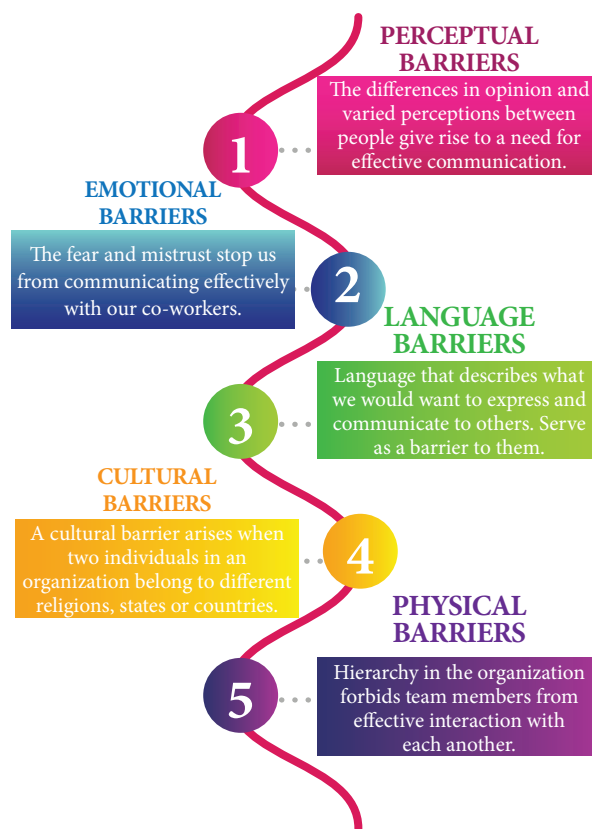
- 7% spoken words
- 38% voice and tone
- 55% body language

From the above Albert Mehrabian pie chart model, we can understand that non verbal methods involve the major part of our communication but you

should understand that it is important to practise both verbal and non verbal communication to improve our ability to communicate effectively with others.

### Barriers for Effective Communication

Sometimes, the information we try to convey gets lost or misinterpreted not only since we are unable to communicate clearly but because of barriers that stop us from sharing and understanding messages. Some of these are barriers are summarised below:



### CONCLUSION

Not just the words but our expressions also form a part of our communication, only then the information conveyed is successful. Now you are able to understand the terms in the communication process and the types

of communication. As there is a side effect to every process, even communication has some barriers and it has been listed. The process of overcoming it will be discussed in the lessons to come.

misinterpreted many times. Powerful words are sometimes more effective than actions. That is why it is necessary to understand and implement verbal communication in our daily life and to build a successful business relationship.

### QUESTIONS TO THE STUDENTS

1. Is it possible that sometimes in life, our body communicates something that we do not intend to? Can we appear bored and sleepy in a classroom without intending to? How can we control this?
2. Discuss how barriers affect good communication with family, friends, in school or at a retail store( from activity 2).
3. How can effective communication help us?

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### VERBAL COMMUNICATION

Verbal communication is the use of words to share information with other people. It can therefore include both spoken and written communication.

However, many people use the term to describe only spoken communication. The verbal element of communication is all about the words that you choose, and how they are heard and interpreted.



### 3. VERBAL COMMUNICATION-SPEAKING

#### Objectives

At the end of this lesson, you shall be able to:

- Understand the importance of verbal communication
- Identify the types of verbal communication
- Practice making telephone calls

#### INTRODUCTION

Often we fail to articulate our thoughts properly and our words and actions are

Verbal communication includes sounds, words, language, and speech. Speaking is one of the most effective and commonly used ways of communicating. It helps in expressing our emotions in words.

#### Advantages of Verbal Communication

- It is an easy mode of communication.
- Enables you to keep changing your interaction as per the other person's response.

## Types of Verbal Communication

- Oral communication
- Written communication

Types of Verbal Communication	Examples	
<b>Oral or Spoken Communication:</b> Communication which involves talking	<ul style="list-style-type: none"> <li>● Face-to-face conversation</li> <li>● Talking on a phone</li> <li>● Classroom conversation</li> <li>● Business discussion</li> <li>● Public speeches</li> </ul>	

### HOW TO IMPROVE VERBAL COMMUNICATION

To improve the effectiveness of verbal communication many tools and techniques can be used. They are

- Reinforcement
- Questioning
- Reflection

#### Reinforcement

In order to strengthen the words we speak, the use of nonverbal gestures like head nods, a warm facial expression and maintaining eye contact to build rapport and are more likely to reinforce openness in others.

#### Questioning

Questioning is an essential way to clarify areas that are unclear and to test our understanding. It can also enable us to seek support from others.

On a more social level, questioning is also a useful technique to start conversations, draw someone into a conversation, or simply show interest. Effective questioning is therefore an essential element of verbal communication.

#### Reflecting

Reflecting is the feedback we provide to another person as a confirmation that information conveyed was understood by us the same way.

Reflecting is a specialised skill often used within counselling, but it can also be applied to a wide range of communication contexts and is a useful skill to learn.

Reflecting often involves paraphrasing the message communicated to you by the speaker in your own words. You need to try to capture the essence of the facts and feelings expressed, and communicate your understanding back to the speaker.

#### PHONE SPEAKING ETIQUETTES

Ability to identify appropriate expressions in making telephone calls is a very important skill. Formal telephone calls to prospective employers, supervisors and others are to be made in professional life. Learning to make formal telephone calls will help one perform well in the workplace.

It is necessary that we will be required to speak on the phone most of the time. Whichever type of phone user you are, it is

important to learn proper phone etiquette so you can give others a good impression of you or the business you represent, and also make it a pleasant experience for the other person on the line. There are some things you should say and you should not, here are some tips for you.

DO	DON'T
Smile when you talk to people.	Be distracted.
When you answer the phone, greet the caller warmly and advise who they are talking to.	Shout or whisper.
Speak clearly.	Leave the caller on hold for too long.
make small talk.	Talk unnecessarily.

### COMMON TERMS WHILE USING TELEPHONE



An example of a phone conversation is shared here.

**Jimmy:** Hey, Jackie, it's Jimmy. How's it going?

**Jackie:** Good, good. Um, sorry Jimmy, I really gotta go in like 2 minutes. What can I help you with?

**Jimmy:** Oh, don't worry, I just had a very quick question for you...

If the other person says they don't have time, you should be quick or offer to call back later. You can say "Do you want me to call back at a later time?"

But here's a situation where small talk is polite and expected:

**Jackie:** Hey, Jimmy, this is Jackie from the Chicago office. How are you today?

**Jimmy:** Good, thanks. We just got back from a weekend in the mountains.

**Jackie:** Oh that sounds nice! I imagine it's very pretty!

**Jimmy:** Yeah, really nice! So, what can I help you with?

Since Jimmy initiated a little small talk, it's polite to continue, and to show interest in what she says.

The small talk doesn't need to be long, just a few exchanges before Jimmy transitioned to the "business" subject. And if you want to be the one to make this transition, the key phrase is "So, what can I help you with?"

"Say that one more time, please." When you're having difficulties understanding when you don't understand something.

### ACTIVITY1

You have applied for the post of an intern in XYZ Ltd. You attended the interview a



week ago and have not heard from them yet. Make a call to the HR manager to find out your position. Remember to be polite and have all your application information ready before you make the call.

### Note the Points for Conversation Here

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### CONCLUSION

In this lesson we learnt about verbal communication, the importance of developing it to support you in business communications. Also we discussed phone conversation, its etiquettes and points to consider when we make a phone conversation. Though verbal communication seems to be something we all know about, this makes the essence of basic conversations that helps you to create healthy conversations in work as well as in social life.

### QUESTIONS TO THE STUDENTS

1. List a few occasions when you will need to make a telephone call in the workplace. What are the important things to consider when you make a formal telephone call?

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2. Is it necessary to be polite when you make a formal telephone call? Give reasons.

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3. What are the important things to consider when you make a formal telephone call?

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## 4. VERBAL COMMUNICATION-WRITING

### Objectives

At the end of this lesson, you shall be able to:

- Identify the features of formal letters
- Recognize the structure of formal letters
- Respond to advertisements and write letters

### INTRODUCTION

In your workplace, whether you send an email, write a memo, draft meeting agendas, write bulletins, create circulars or provide briefs, your employer expects you to possess excellent written communication skills. Depending on your position, clear and concise communication ensures that you effectively communicate with everyone you work with.

## WRITTEN COMMUNICATION





Ability to communicate in writing is an important skill. You require some degree of written communication skills for every type of job. Applying for jobs with resumes is a basic requirement when one applies for jobs. Formal letters and informal letters are written for many purposes in real-life contexts. A good letter of application and a resume create a favourable impression on the employer.

Written communication skills use grammar, punctuation and words. For a written communication to be effective, ensure it has the 4C's:

- clear
- concise
- complete
- courteous

### Types of Verbal Communication

- Oral communication
- Written communication

Types of Verbal Communication	Examples	
<b>Written Communication:</b> Communication which involves written or typed words.	● Writing letters, notes, email, etc	
	● SMS (Short Message Service)	
	● Digital Communication Medium	
	● Books and newspapers	

### TEMPLATE OF A FORMAL LETTER

Dated : 14 May 2016	→ Date of Writing the letter
To: The Editor Xyz Colony, XYZ City – 400001	→ Receiver's Designation and address
Respected Sir / Madam,	→ Salutation
Subject : a short description of cause of writing the letter	→ Purpose of writing letter in one sentence
Body of the letter : (i) Introduction (ii) Main content (iii) Conclusion + End of letter	→ Main content of the letter. It includes attention acquire from receiver. Your introduction and purpose of writing the letter in details. Also, the conclusion in second para.
Yours sincerely / faithfully / truly,	→ Complimentary closing



### ACTIVITY 1

Look at the advertisement for vocational students. Write a formal letter of application. You may refer to the structure of the letter in the illustration. Write the letter in the table given to the Director, ABC industry, Cantonment, Bangalore.

**Eligibility:** 12th Pass( vocational course), 17-23 years old.

**Salary:** Rs. 15,000 – 25,000.

**We are HIRING!!!**

**INDUSTRIAL JOB FOR VOCATIONAL TRADE**

- 12<sup>TH</sup> ELECTRICALS - 12 VACANCIES
- 12<sup>TH</sup> ELECTRONICS - 10 VACANCIES
- 12<sup>TH</sup> TEXTILE TECHNOLOGY- 05 VACANCIES
- 12<sup>TH</sup> AGRICULTURE - 09 VACANCIES

### STRUCTURE OF LETTER

Date:

From

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To

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Dear Sir/Madam,

Sub: Application for the post of

\_\_\_\_\_

I saw your advertisement in naukri.com. I have completed 12<sup>th</sup> std in \_\_\_\_\_ trade. I wish to apply for the post of \_\_\_\_\_.

I am \_\_\_\_\_ years old. I have a \_\_\_\_\_ certificate.

I have enclosed my resume for your reference. I assure you that if I am selected, I will work hard and follow all rules and regulations of your company.

\_\_\_\_\_.

Yours Faithfully,

\_\_\_\_\_

### ACTIVITY 2

Write an informal letter to your friend about the first day at your new job.

Date:

Place:

Dear \_\_\_\_\_,

How are you? I am excited to share

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Yours lovingly,

\_\_\_\_\_



### CONCLUSION

As discussed, spoken skills are not just enough to excel in our job. When we are asked to send a letter, the written form of verbal communication, understanding the types of verbal communication, writing formal and informal letters, and responding to an advertisement for a job by writing a formal letter plays a key role

### QUESTIONS TO THE STUDENTS:

1. What are the important things to follow to write an effective letter to your supervisor to request for a day's leave?

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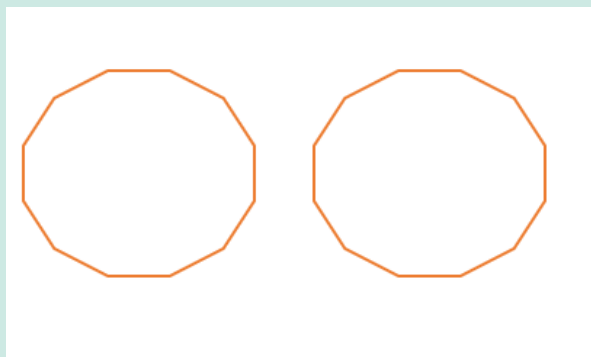
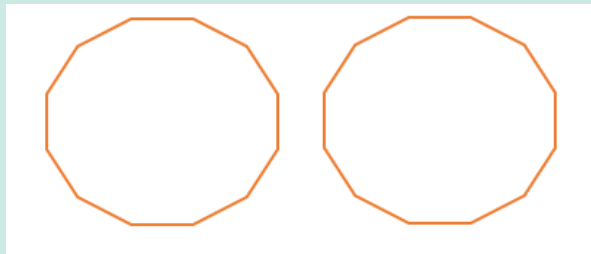
\_\_\_\_\_

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\_\_\_\_\_

\_\_\_\_\_

2. Make a checklist of the steps you need to take for improving your written communication skills.



3. Identify the grammatical and Punctuation errors in your informal letter with the help of your teacher. (refer Activity 2)

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\_\_\_\_\_

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\_\_\_\_\_

### 5. NON-VERBAL COMMUNICATION

#### Objectives

At the end of this lesson, you shall be able to:

- Explain about the non verbal communication
- Recognize the importance of maintaining appropriate bodily movements and appearance
- Practise to maintain spatial distance and proper body language

#### INTRODUCTION

Non-verbal communication is the message we send to others without using any words. In other words, we send signals and messages to others, through expressions, gestures, postures, touch, space and eye contact.

It plays a significant role in our lives, as it can improve a person's ability to relate, engage, and establish meaningful interactions in everyday life. Non verbal communication is often referred to as body language and takes different forms in different cultures.

Each movement and combination of movements of the body such as shifts in posture, direction of the eyes, gestures of the limbs, and expressions on the face provide signals to others. These cues may be subtle or obvious, and they can be contradictory: A person might say one thing while body language conveys an entirely different message. Body language supports our words and implies whether it is true or not. Because nonverbal communication is often instinctive and typically not easy to fake, it is generally an indication of a person's true feelings.

NON-VERBAL COMMUNICATION		
Gestures	<ul style="list-style-type: none"> <li>Raising a hand to greet or say goodbye.</li> <li>Pointing your finger at someone.</li> </ul>	
Expressions	<ul style="list-style-type: none"> <li>Smiling when you are happy.</li> <li>Making a sad face when you are sad.</li> </ul>	
Body Language	Postures by which attitudes and feelings are communicated. Standing straight, showing interest.	
Spatial distances	Space is the physical distance between two people. The space between two persons while communicating, generally depends on the intimacy or closeness between them.	
Eye contact	The way we look at someone can communicate a lot. Eye contact shows that we are paying attention to the person as opposed to looking away, which can make the other person feel ignored.	

## BODY LANGUAGE AND WHAT IT MEANS

Body language communicates more than the spoken word. It includes gestures, postures, facial expressions, eye contact and personal appearance. Identifying appropriate bodily movements help to achieve success in interviews as they create a good first impression.

Gesture	Meaning	Gesture	Meaning
Brisk, erect walk	Confidence	Open palm, Sincere, openness,	Innocence
Sitting with legs crossed, foot kicking slightly	Boredom	Hands clasped, behind back	Anger, frustration apprehension
Arms cross on chest	Defensiveness	Quick tilt head	Interest
Biting nails	Insecurity, nervousness	Stroking chin	Trying to make decision
Rubbing eye Rubbing hands	Doubt, disbelief anticipating	Sitting legs apart Hands to cheek	Open, relaxed Evaluation, thinking

### Tips for Improving Non-verbal Communication

- Be self aware of your actions.
- Manage your stress effectively.
- Assess the reaction based on spoken words.

At an early stage project meeting Hari, the project team leader, presented his project timetable to meet the project goals. During the presentation he noticed that his fellow team members, Simon was frowning and shaking his head and Justin had leant back in his chair and folded his arms.

Hari stopped what he was saying, turned to Simon and Justin and asked 'I sense you are not supportive of what I'm saying. Can I clarify anything for you?' Simon replied 'You are right. I think the project timetable is unachievable.' Hari responded by directing a question to the whole group 'How do the rest of you feel about the timetable I'm suggesting?'

By observing these valuable non-verbal cues Hari was able to open up communication amongst the team and find an early resolution to this problem. If he

had ignored or not been aware of the cues, he could well have encountered serious problems with meeting the project timetable and ultimate completion. Additionally, he might not have received the full support of two valuable team members. Examples for Non-verbal communication may include Dancing (Solo performance) and Miming (Art of being Silent)

### ACTIVITY 1

#### Enact a Dumb Charades game

##### Procedures:

1. Divide the class into two groups
2. One volunteer comes forward and the teacher gives him a word or a phrase or a movie title to him
3. He volunteers and enacts the meaning of the word or a phrase or a movie title and the rest of the group members should guess the word.
4. A time limit of 3-4 minutes is given for this enactment. If the group fails to find the word, it will be passed to the next group, if they guessed it right, that group will get half of the marks



## ACTIVITY 2

Read the following passage and tick the appropriate column in the table with do's and don'ts of non-verbal behaviour.

The eyes and facial expression are important to a speaker/listener. If a listener is rolling her eyes, has a bored expression or seems glazed over, it means that the listener is not actually listening or does not care about what the speaker has to say. Although some find it hard to make eye contact, attempting to do so during conversations makes you come across as alert and caring. Head movements such as nodding are also important, visual cues that let people know you are listening, processing the information and care about what is being said. This area of non-verbal communication depends on the person.

Not everyone “talks” with their hands, but integrating hand gestures into communication is a good way to get your point across. Examples to avoid would be pointing at the listener or wild hand gestures that take away from what you are saying. Speakers often use hand gestures to help solidify a point they are making. Crossing your arms over your chest signifies to a listener that you do not agree with them and you are closed off from what they are saying. Fidgeting while listening also imparts cues that you are not interested in what is going on. This includes playing with your hands or objects, as well as swinging/shaking/moving your feet.

Keeping still while listening may not be easy, but it lets the speaker know that you care about what they are saying. Body positioning is subtly different from

actual body movements. For example, even if you are sitting perfectly still but are leaning backwards, this gives the impression of disinterest or even downright disagreement. Inclining towards your listeners or the person who is speaking to you gives them the impression that you are engaged in the conversation. When people don't get along, they may give off subtle cues in their body positioning by turning slightly away, giving the impression that they want to leave the conversation. Open and engaged body positioning is important in a conversation.

Non-verbal Behaviour	Dos	Don'ts
Rolling eyes when someone is speaking		
Maintaining good eye contact with the speaker/listener		
Nodding the head makes the speaker know that you are listening		
Using your hands while speaking is a bad practice		
Using your hands while speaking is called a gesture		
Keeping hands crossed means obedience		
Playing with objects, shaking legs are good signs of listening		
Leaning forward makes listening to the speaker easy		
Leaning backwards gives the impression of indifference to the speaker		



## CONCLUSION

Here in this lesson you saw about various types of Non verbal communication , how it plays a vital part in our communication, the role of body language and what it means when people are expressing. You are also provided with tips on how to improve your non verbal communication. You can now practise them and use them effectively.

### QUESTIONS TO THE STUDENTS

Read the following descriptions. Identify the inappropriate behaviour. Write reasons to show why they are inappropriate.

1. Saleem is called by the instructor. The instructor tells Saleem how to use a Vernier Caliper. Saleem does not look at the instructor. He looks down when the instructor is talking to him.

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2. Thomas is listening to a guest lecture on employability in his school. He is not interested in the session. He is drawing in his notebook and showing it to his friend, Ajay.

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3. Mallik is called by the Principal as he has been very irregular to the School. Mallik stands very close to the Principal. He takes a paper weight on the Principal's table and starts playing with it.

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## 6. WORKPLACE COMMUNICATION

### Objectives

At the end of this lesson, you shall be able to:

- Identify the importance of workplace communication
- Recognize the ways to improve workplace communication
- Identify and eliminate the barriers to effective workplace communication

### INTRODUCTION

You have already learned so much about effective communication. Why do we need to spend time learning more about communication at the workplace? Once you have cleared your interview and secured a position in a new company, you enter the life of a working professional. This life has some rules of conduct that are very different from those of your school days. Knowing how to communicate with your supervisors and co-workers can open up many opportunities for you. Not knowing how to communicate properly can make your professional life very difficult.



## Workplace communication

Workplace communication is the exchange of information and ideas by employees. Communicating effectively is a critical aspect of getting any job done, whether it occurs in-person or virtually and is part of the internal communications efforts within an organization.

Data shows that businesses with an engaged management and strong communication networks are more likely to achieve their organizational goals. Teams that have good communication help team members collaborate and participate effectively in achieving defined organizational goals. With everyone on the same page, a high-performance culture is created, all because of good workplace communication.

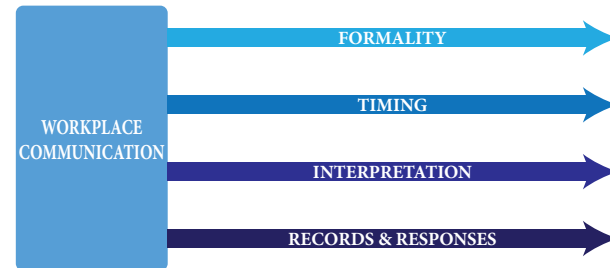
## Importance

Effective communication in the workplace is an integral part of company success. **Quality communication in the workplace can eliminate unnecessary problems and promote better performance.** The ability to communicate effectively in the workplace can increase overall productivity, and create a strong team. It has the following characteristics:

- Good communication provides purpose and a common goal.
- Good communication can prevent misunderstandings and avoid confusion.
- Good communication stimulates team building and boosts company culture.
- Good communication encourages employee engagement and improves morale.
- Good communication often results in a more productive and talented workforce.



Communicating isn't just about talking—it's also about listening. Being a good listener at work is an important aspect of cooperation and problem-solving too



## Ways to Boost Communication at Work

- React and respond to build relationships.
- Speak and listen with respect.
- Consider how, when, or where it makes sense to communicate.
- Give clear instructions on tasks and state what results are expected.
- Encourage open discussion and feedback exchange.
- Communicate frequently and with transparency.
- Provide specific and descriptive constructive criticism.
- Schedule regular employee check-ins.
- Use the right tools for your business.
- Organize team building activities.
- Continually work on your communication development.



## CONCLUSION

Practising early will let you to achieve early. Here you have obtained insight on what and what not to do while communicating in your workplace. You now know the importance of workplace communication and also some strategies on how you can improve to make yourself be prepared. All you have to do now is look for the perfect workplace for you.

### QUESTIONS TO THE STUDENTS

You have been hired by a multinational company and in your training one aspect of communicating to co-workers was given much importance. But the circulars at the company and oral information for workers reach late and are often misinterpreted. This affects the team collaboration and performance. You are working with a team of 2 other people, who are senior to you. Your seniors continuously neglect the communication issue which is important in guideline. When you ask them to communicate with you, they make fun of you.

1. What are the different ways in which one can try convincing the senior co-workers to resolve the issue?

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2. What will be the effects of receiving late and misinterpreted data?

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3. What is the definition of good teamwork here - Not complaining against your team or bringing their negligence about communication to supervisors attention?

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## 7. WORKPLACE COMMUNICATION ACTIVITIES

### Objectives

At the end of this lesson, you shall be able to:

- Get familiarized with various situations at workplace through activities

### ACTIVITY 1

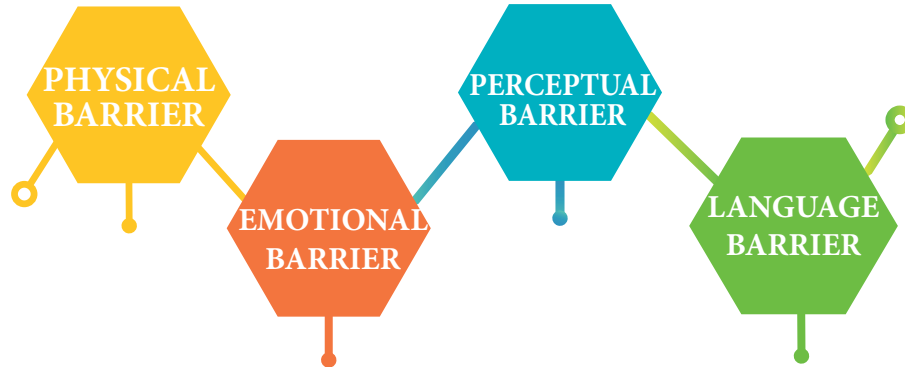
#### When work goes off manual!

A big manufacturing company has recently opened a plant. You have been hired as a part of its new team. You are in charge of one important section. You are very excited about your new job, and have recently completed the training. You work every day from 9 a.m - 5 p.m. At precisely, 5 p.m. the shift changes and you hand over the operation of your machine at 4.45 p.m. Today, at 4.45 p.m. the machinery started malfunctioning, as per its manual. It is the kind of symptom that must be immediately repaired. However, once started the repair



will take a minimum of 4 hours. The people from the evening shift are unwilling to accept responsibility and start the repair. Now, it's just you, your team from the morning shift and the evening shift people standing on the floor. An argument has started.

Identify the type of communication barrier which makes a problem according to you.



Validate your choice with necessary explanation.

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### ACTIVITY 2

You are a woman and you have secured a job in the manufacturing plant. You have always been at the top of your class in the ITI and are confident of your skills. As per company policy, you cannot be assigned a night/evening shift and are given the morning shift. However, you soon observe that the attitude of your supervisor towards you is very biased. He has openly told you that he doesn't trust you with heavy machine jobs because you are a girl. This is preventing you from working at jobs that will further your promotion. You are also afraid that this will affect your performance review, which will be submitted by this same supervisor. When you approach the HR department, it is suggested that you take up the night shift as that will mean a change in your supervisor.

There is also an option of just leaving the job or would you take up the night shift?

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What are the different approaches that can be tried while speaking to the supervisor or the HR?

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### ACTIVITY 3

Identify whether the following given action comes under Do/ Don't of workplace etiquettes.







## ACTIVITY 5

### Think, and share:

1. What are the characteristics of a good employee?

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2. What are the traits of an irresponsible employee?

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3. What is the best way to resolve a conflict in the team during work hours?

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## 8. SELF EXPRESSION

### Objectives

At the end of this lesson, you shall be able to:

- Define self expression
- Understand why self expression is important
- Identify various ways in which you can express yourself

## INTRODUCTION

Do you ever stop to think about how you share yourself with others?

We all have our own unique preferences, traits and style for sharing pieces of ourselves with those around us.

You likely have a different level of sharing comfort with each person in your life—like a sort of security clearance in which those closest to you have a “Level 5” clearance while acquaintances have a “Level 1” clearance.

How we share and express ourselves to others forms the basis of our personality, as understood by everyone but us, and sets the tone for our entire lives. It’s a vital aspect of life to pay attention to, especially if you want to feel more understood and more in tune with the people you care about.

## SELF EXPRESSION

The way that we share ourselves is known as self-expression, and it turns out there are a lot of ways to do it. There are few “wrong” ways of expressing yourself, but there are some things you can do that give you a better chance of hearing and being heard than others.

Self-expression is the expression of your personality, feelings, words, your facial expressions, your body, your movements, clothing, actions, and possessions to express your authentic self.

### Why is Self Expression Important?

Self-expression can help you to reflect on your life, actions, decisions, relationships, beliefs, and thoughts — rather than keep

them buried deep down. By expressing ourselves thoughtfully, we can better communicate, collaborate and build a community with others.

Often we keep our emotions to ourselves because we are fearful of the potential backlash our words or actions might create. But the key is to express yourself in a way that produces a positive result both internally as well as externally.



### Self-Expression Skills

As with most skills, the best way to improve your self-expression skills is to practice them! Self-expression skills include (not limited) to the following:

- Speaking
- Writing
- Body language
- Artistic endeavours (creating music, dancing, etc.)

### Ways to Self- Express Yourself

Below are a few tips to effectively express yourself to improve your communication, as well as to help people around you understand your point of view.

- Acknowledge your emotions.
- Write about your feelings.
- Verbalize your feelings in a productive way.
- Express yourself creatively.
- Speak your truth in the moment.
- Acquire self-knowledge.
- Develop a keen sense of reality (Place your feet firmly on the ground).

### Examples of Self-Expression

Everywhere you look you can see examples of self-expression. This may sound like an exaggeration, but it's not people around you who are expressing themselves every day in many ways, all you need to do is look for it.

Common ways that people in your life might express themselves include:

- Sharing details about their day and how it made them feel.
- Wearing an off-trend or outdated item of clothing, not to be cool and unique, but just because they like it.
- Playing guitar on the street without a hat, cup, or other container set up to take donations.
- Yelling to express their frustration about traffic or other hindrances to getting from A to B.
- Employing body language (either consciously or unconsciously) that tells you exactly how someone feels about him- or her-self, whether it's tall and proud, slumped and defeated, or anywhere in between.





### ACTIVITY1

Some list of real time situations is provided below choose how would you react for others and for yourself



SITUATION	FOR OTHERS	FOR YOURSELF
Wear a dull outfit		
Wear bright coloured accessories		
Screaming at someone in front of peers		
Tell someone you hate them in private		
Writing about your emotions in a journal		
You make a plan with your friend to meet up but she forgets to show up		
You want to inform someone of their irresponsible behaviour		
Being on time for work		
Going for a party with your colleagues		

### ACTIVITY2



There are many ways to showcase , select which one is suitable/comfortable for you to showcase yourself and say in what ways will you utilize this.



ART



STYLE

Write

Explore

Emotions

### CONCLUSION

Here in this lesson, you are introduced to the concept of self-expression, most of the time we do not take effort to express ourselves, but these bottled-up emotions can cause interruptions of our work in days to come. So, start expressing yourselves confidently in whatever ways possible and you have learnt about them too.

### QUESTIONS TO THE STUDENTS

1. Have you participated in any talent shows or competitions at your school? List some activities where you won a prize or got appreciated.

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2. Have you held yourself back from expressing yourself in front of others? Discuss some situations here.

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3. Suggest your friend about the expression techniques he/she follows and he/she is good at.

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### 9. PROJECT GROUP DISCUSSION ON A TOPIC

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### 10. HANDLING CONFLICT AND CRITICISM:

#### Objectives

At the end of this lesson, you shall be able to:

- Define conflict and criticism
- Differentiate constructive and destructive criticism
- Find ways to handle conflict and criticism

#### INTRODUCTION

In a working environment where people have contrasting views toward the same problems, disagreements are bound to happen. As an individual or as a team it is necessary that these conflicts and criticism are to be taken seriously to avoid bigger issues in the workplace.



#### CONFLICT

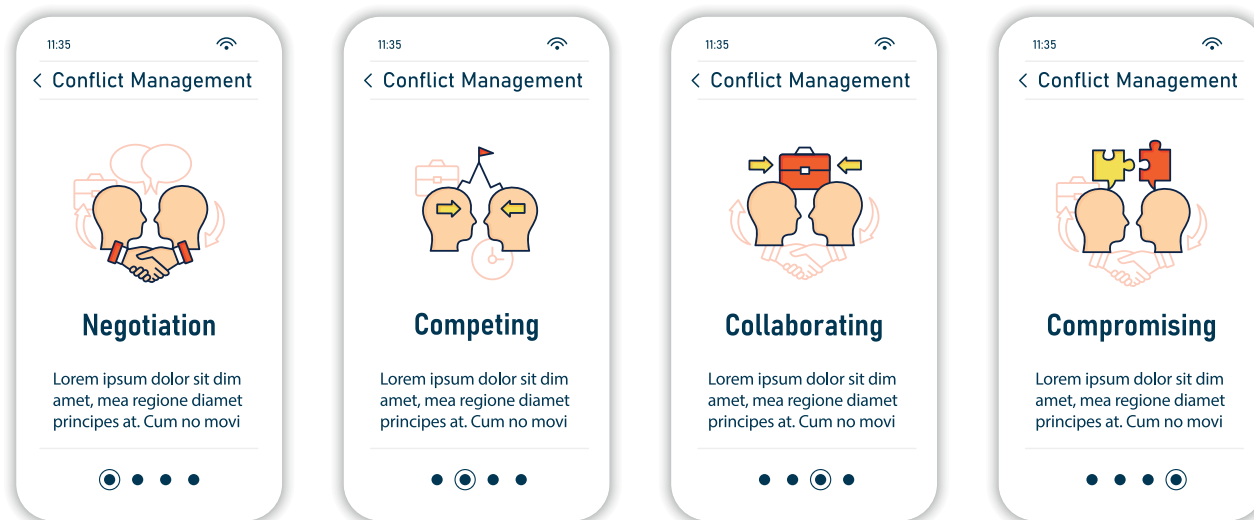
Conflict is not a strange thing for people. Human beings experience it in their day-to-day lives with their friends, families, and more so their professional lives. In the workplace, conflict causes a massive degree of frustration, pain, discomfort, sadness, as well as anger.

With different personalities, goals and working styles, workplace disagreements are inevitable. When handled properly, however, they can lead to innovative solutions and more

cohesive relationships. However the negative effects of workplace conflict can include work disruptions, decreased productivity, project failure, absenteeism, turnover and termination. Emotional stress can be both a cause and an effect of workplace conflict.

Learning how to manage conflict in the workplace can help business owners build better teams and healthier workplace culture.

## How to manage conflicts at work



Here are some tips to help you manage conflict:

- **Take immediate action:** Resolving conflicts as soon as possible minimizes tension and keeps other employees out of disagreement. Many miscommunications are resolved with simple, transparent discussion.
- **Frame the discussion positively:** Referring to meetings as “conflict resolution” can create unnecessary tension. Instead, frame the meeting with employees as a “brainstorming” discussion or a “chat session” or simply say you’d like to get opinions on the matter.
- **Focus on the issue, not the person:** Encourage parties to avoid personal attacks and focus on problem-solving.

- **Practice active listening:** Active listening is about listening to each speaker and trying to understand their message without interruption. The best way to accomplish this is to ask open-ended questions that encourage parties to speak instead of asking questions that yield “yes” or “no.” If the discussion becomes heated, ask each party to clarify how work processes were impacted by the situation or what they need to do their jobs. Restate what you heard in your own words. Then, ask for opinions and encourage consensus on a solution.

### Scenario 1: Interpersonal Conflict

Sundar works as a technician in a reputed organisation and loves his job very much. He is hardworking and always on time at work. His co-worker Jagan often comes late to work and tries to find loopholes, so

he can do the least amount of work. Both work on the same project and report to the same supervisor. The company has a policy that if an employee comes late to work, he has to meet with his supervisor before starting work. One day Jagan came in 40 minutes late to work. Out of concern, Sundar reminded Jagan about the company policy, stressing he should meet his supervisor. Jagan got angry and told Sundar that their supervisor will never know he was late. Jagan continues to come late for the next few days. Upset with Jagan's behavior, Sundar decides not to talk to him. This is an interpersonal conflict between these co-workers.

### Analysis

Do you think Sundar did the right thing? For each action, state whether you agree with his decision or not. If you don't, what would you have done differently? What do you think would be the results? Respond to these questions before finding solutions.

### Resolution Example

Interpersonal conflicts arise due to contrast ethics, beliefs and values. At this stage, the difference in opinions must be discussed openly to come to a solution. In this case, Sundar and Jagan should sit together and share their thoughts and concerns. Sundar is concerned about Jagan's job and wants to ensure that he doesn't get fired for not following the company's policy. Sundar needs to allow Jagan to share his reasons for coming late to work quite often. Both men should speak with respect and not out of anger. If a resolution is not possible between them, Sundar should report Jagan's behavior to their supervisor. He should include the

tension between the two men and seek future actions to reduce it.

## CRITICISM

Criticism is necessary for a healthy workplace, it is the judgement about someone or something's positive and negative qualities. Accepting criticism at work can be an important step towards increasing your efficiency and professional success.



### Types of Criticism

CONSTRUCTIVE CRITICISM	DESTRUCTIVE CRITICISM
It is given with compassion and helpful attitude	It is given with the intention to harm or insult someone
Focus on shortcomings of the work or strengths and weakness of the creator	Focus on the creator of the work not the creation
Main intention is to help a person improve his work	Main intention is to hurt and embarrass the creator
Offer suggestion and tips to improve	Do not offer suggestion and tips
Specific, clear, detailed and actionable	Vague and nonspecific
Critics are usually experts	Critics tend to be ignorant



## Steps to Handle Criticism at Work

Handling criticism is a difficult but necessary part of being an employee. In the workplace, you will frequently have to hear and digest criticism from a supervisor, manager or other coworkers. To use their criticism to improve, you need to know how to listen, understand and apply their suggestions.

### 1. Control your reaction

Everything about your reaction matters, as your response can be taken as an indicator of your maturity and professionalism. Also, keep in mind that your facial expressions and body language are just as important as your words in how you react to criticism.

### 2. Try not to take it personally

Many people see their work at a job as an extension of themselves. It is easy to take criticism of your work performance personally. Criticism is usually aimed at your work, not you.

### 3. Process the criticism

Try to avoid excuses and defensiveness. Instead, articulate what you plan to do differently to improve. Then, follow through and make those changes.

### 4. Give yourself some grace

Everyone makes mistakes, and no one knows everything. No matter how good you are at your job and how much experience you have, there is still always more to learn.

### 5. Show appreciation

Though it may be difficult at that moment to get the words out, you need to acknowledge the person's honesty and their delivery if it was kind and constructive.

### 6. Show humility

Ego can lead you to react badly, especially to poorly delivered criticism. Remember that there is most likely some truth in it, even if it's hurtful.

### 7. Apologize conservatively

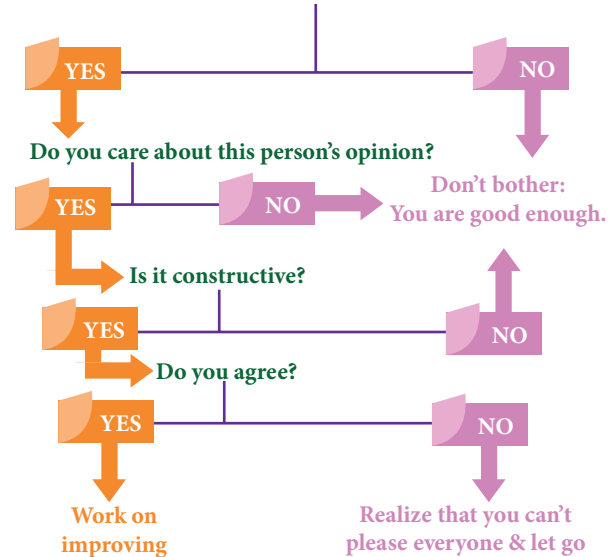
A detailed explanation or an elaborate plan to make amends where none is requested only makes the conversation more awkward. Also, if delivered poorly, the words may come out sounding defensive.

### 8. Do not dwell on the criticism

The temptation is often to replay the conversation over and over in your mind. You may second-guess every word and wish you had said something different.

## How to Handle Criticism?

Is CRITICISM WELL - INTENDED?



### Examples for constructive criticism:

1. Team member lacks organization  
“When we are working on a project, you posted all the meetings in one folder and did not label them properly, which made it hard for everyone to search everything when needed”





Instead use “Please label each file with name or initials and add a date before uploading so that everyone will know how to search for the particular file they require. This would make everyone appreciate your work and will know whom to contact in case of doubts too”.

2. Team member constantly misses deadlines  
“Every time I ask for a project from you, you respond only after 2 days since the deadline passes. We miss our potentials clients because of this and it seems you are terrible at your job”

Instead use “I would like to see more frequent updates and expect them by the deadline at least, but I understand you need help from others to complete your work before deadline and avoid missing our potential clients. Thank you for considering my feedback sincerely and working on importance”

## ACTIVITY 1

### Role play

- Choose a partner.
- One student should enact criticising the work of other student.
- Check whether the conversation leads to conflict.
- If so find solutions to resolve it.

## ACTIVITY 2

### Read the following story

There was once a king of Scotland named Robert Bruce. The King of England was at

war with him, and had led a great army into Scotland to drive him out of the land. Six times Bruce had led his brave little army against his foes; and six times had his men been defeated. At last his army was scattered, and he was forced to hide himself in the woods and in lonely places among the mountains.

One rainy day, Bruce lay on the ground tired and ready to give up all hope. It seemed to him that there was no use for him to try to do anything more. As he lay thinking, he saw a spider over his head, getting ready to weave its web. Six times it tried to throw its thread from one beam to another, and six times it failed. “Poor thing!” said Bruce: “you, too, know what it is to fail.” But the spider did not lose hope with the sixth failure. With still more care, it tried for the seventh time. Would it fail again? No! The thread was carried safely to the beam, and the spider had succeeded.

“I, too, will try a seventh time!” cried Bruce. He arose and called his men together. Another battle was fought, and Bruce won. The lesson which the spider had taught the king was never forgotten.

Now try to answer the following questions.

1. Why did Bruce feel tired and ready to give up all hope?
2. How did Bruce change his mind?
3. What is the lesson that the spider taught Bruce?
4. Have you felt tired and hopeless after a failure?
5. What are the things that have given you hope?



## CONCLUSION

Conflict and criticism both can have a major impact on the work we do in positive and negative ways. It is necessary you understand them and implement them with your friends now so it becomes a part of your character as early as possible. You now know the difference between conflict and criticism and how to handle them.

### QUESTIONS TO THE STUDENTS

1. Have you ever faced any conflict with your friend? How did you feel about it?
2. Is it necessary to be upset when you hear something negative about your performance from your colleague?

## 11. DIGITAL COMMUNICATION- PROFESSIONAL NETWORKING

### Objectives

At the end of this lesson, you shall be able to:

- Identify the basics of professional networking
- Practice the use of effective communication in building a professional network
- Develop the ability to build professional networking.

### INTRODUCTION

After completing your school education you might find you have countless contacts on your phone. Imagine one day you lose or accidentally miss all the contacts you have. In this situation, how will you gather your contacts again? The answer might include

social media. Having a social network helps us to stay connected to our friends anywhere in the world. Similarly even in our job several professional networks are available to help us stay connected or get updates regarding jobs. Let us explore it here.

### PROFESSIONAL NETWORK

A professional network can be defined in very simple terms as your circle of acquaintances (friends) who are from your chosen field of work. Is it a nuisance or a benefit to have a large circle of such acquaintances? A large professional network can help you find great job opportunities. It can also help you stay updated about industry trends and technology. This network is a resource for life.

Professional networking is the act of developing and maintaining relationships with professionals from your field and others. This lets you foster relationships that are mutually beneficial to you and others.

Let's learn how to make friends in the professional world, and grow our network. Easy ways to create a professional network are:

- Join online networking websites, like LinkedIn, Indeed, etc.
- Attend job fairs organized by both government and private companies.
- Keep in touch with your teachers and fellow students.
- Sports groups or teams composed of professionals.





## IMPORTANCE OF CREATING A PROFESSIONAL NETWORK

- Finding the right job based on your personal brand.
- Obtaining valuable career advice.
- Discovering opportunities.
- Positioning yourself for a referral.
- Developing long-lasting relationships.



## Support of Professional Network in Your Career Growth

- **Find new jobs:** If you are in a management role and are responsible for hiring new employees, your network can help you discover a talent you may not otherwise connect with.
- **Learning about Job opening:** If you are currently unemployed or left your job recently having a professional network lets you enhance your opportunities of getting more options and have relevant information about companies currently hiring.
- **Get professional advice:** Whether you are making a switch in your career or presenting a professional session, you might need advice from professional experts in that field, which you will get from this professional network.
- **Find potential clients:** If you are expanding or growing your company you are in need of new clients. This network may let you get introduced to new clients.

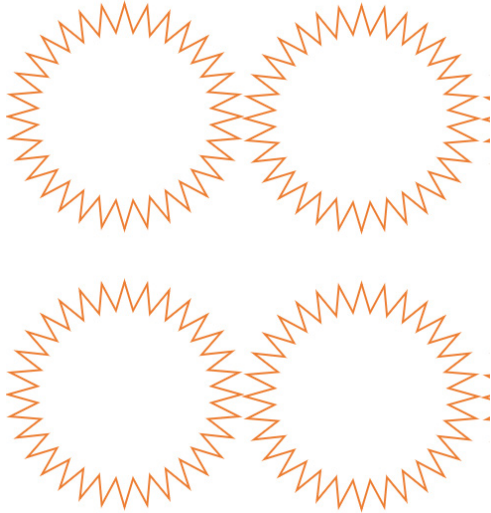
## Professional networking tips





### ACTIVITY 1

Your seniors have been placed in a prestigious service sector company in your city. What can be the possible ways to stay in touch with your seniors?



### ACTIVITY 2

Read and discuss with your friends! You have been asked to go to a job fair in your city. Make a list of all the documents that you will carry with you to this event.

- i. \_\_\_\_\_
- ii. \_\_\_\_\_
- iii. \_\_\_\_\_
- iv. \_\_\_\_\_
- v. \_\_\_\_\_

### CONCLUSION

Now you know the importance of creating and maintaining a professional network, unlike social networks, these are useful to find new jobs, come across vacancies in the corners of the world, narrow your jobs related to particular interests and even to meet clients. Some tips for maintaining a professional network are also learnt through this lesson.

### QUESTIONS TO THE STUDENTS

1. How can we search for better job opportunities through our network?

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2. How can we make our existing network stronger? How can we use our communication skills to build our professional network?

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3. What are some of the online websites that you can use to build a professional network?

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## 12. DIGITAL COMMUNICATION- EXPLORE, CREATE AND COMMUNICATE THROUGH EMAIL

### Objectives

At the end of this lesson, you shall be able to:

- Create and use an email account
- Attach a document or file to the email
- Explain the Email message format

### INTRODUCTION

There are many ways in which communication can be made, in earlier days to send information to long distances letters were used. After the advent of computers, information is sent electronically. This was found to be the most convenient way to communicate formally and informally with large amounts of data.

### E-MAIL

Electronic mail (E-mail) is an electronic message transmitted over the Internet or computer network from one user to another. It consists of lines of text and can include file attachments. Attachments could be pictures, documents, spreadsheets, audio files, video files, etc.

### EXPLORE

To set up an email account, there are a number of popular providers to choose from:

Gmail (run by Google)

Outlook (run by Microsoft)

Yahoo! Mail (run by Yahoo)



### EMAIL MESSAGE FORMAT

**From:** Shows a sender's email address

**To:** Shows a recipient's email address. This can be more than one.

**CC:** The full form of CC is Carbon Copy. Email addresses of other people who have been sent a copy of the email. The recipients of the email can see all of the email contacts to whom the copies have been sent.

**BCC:** The full form of BCC is Blind Carbon Copy. Email addresses of other people who have been sent blind carbon copies of the email. The recipients of the email do not know that the same email has been sent to another email address in BCC.

**Subject:** Shows the topic of the message.

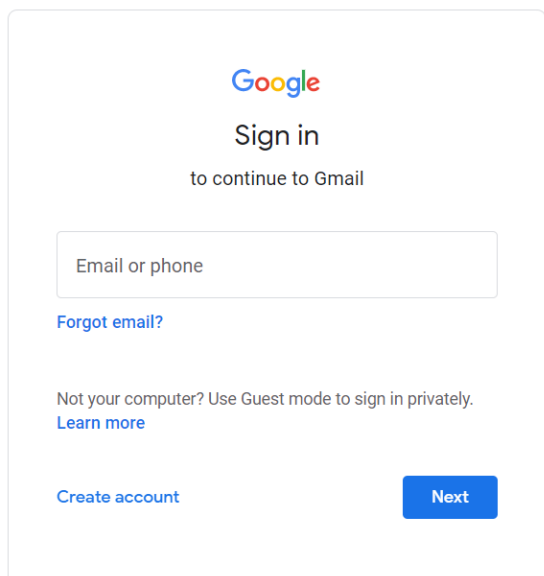
**Message body:** The body consists of the text message and any attachments to be sent.

When an email appears in your inbox, you can tell if it is a new or unopened email as it will appear in bold. You can see who the email is from and the subject of the email.

### HOW TO CREATE A GMAIL ACCOUNT?

Gmail is one of the most used email services around the world. If you want to create a Gmail account in just a few simple steps you can create it. But before that, you need to sign up for a Google account.

**Step 1:** Visit Google account creation page, accounts.google.com



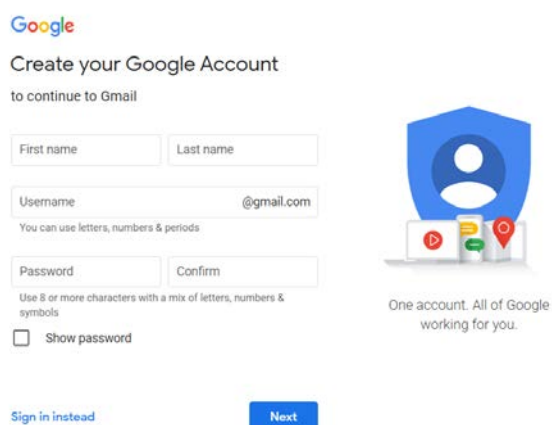
**Step 2:** Click on Create account.

**Step 3:** The sign-up form will appear. Enter your first and last name.

**Step 4:** Choose a Username for your account. (Here you can also use an existing email address)

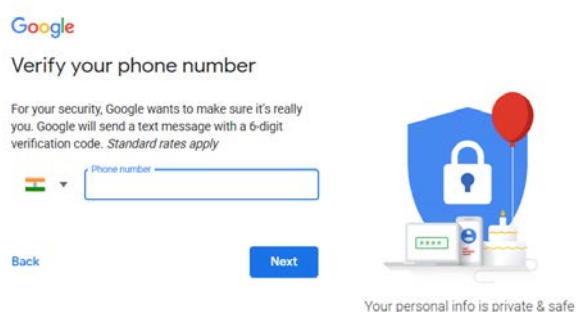
**Step 5:** After choosing a username, enter a password. Type the password again to confirm. (As per Google's instruction always use 8 or more characters with a mix of letters, numbers & symbols)

**Step 6:** At last tap on Next. (Right corner of the screen)



**Step 7:** On the next page enter your phone number to verify your account. (It is a two-step verification process for security)

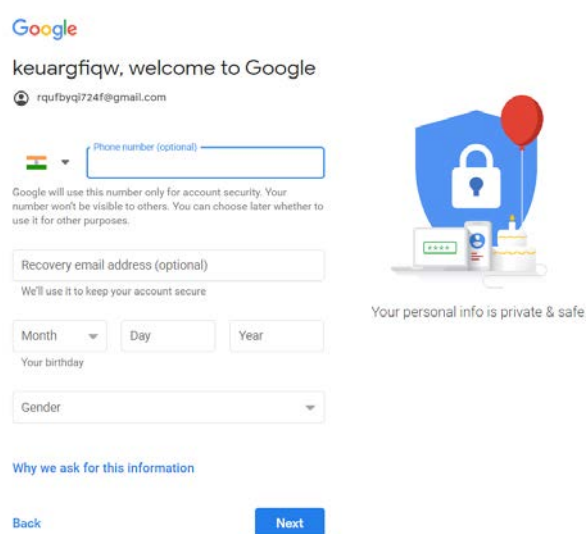
**Step 8:** On the given mobile number you will receive a text message from Google with a verification code. Enter the verification code and tap on Verify.



**Step 9:** On the next page enter your DOB in the specified fields.

**Step 10:** Choose a Gender.

**Step 11:** Tap on Next.



**Step 12:** Read, Google's Terms of Service and Privacy Policy will appear on the screen and click on I agree.



## Privacy and Terms

To create a Google Account, you'll need to agree to the [Terms of Service](#) below.

In addition, when you create an account, we process your information as described in our [Privacy Policy](#), including these key points:

### Data we process when you use Google

- When you set up a Google Account, we store information you give us like your name, email address, and telephone number.
- When you use Google services to do things like write a message in Gmail or comment on a YouTube video, we store the information you create.
- When you search for a restaurant on Google Maps or watch a video on YouTube, for example, we process information about that activity – including information like the video you watched, device IDs, IP addresses, cookie data, and location.
- We also process the kinds of information described above when you use apps or sites that use Google services like ads, Analytics, and the YouTube video player.



You're in control of the data we collect & how it's used

### Combining data

We also combine this data among our services and across your devices for these purposes. For example, depending on your account settings, we show you ads based on information about your interests, which we can derive from your use of Search and YouTube, and we use data from trillions of search queries to build spell-correction models that we use across all of our services.

### You're in control

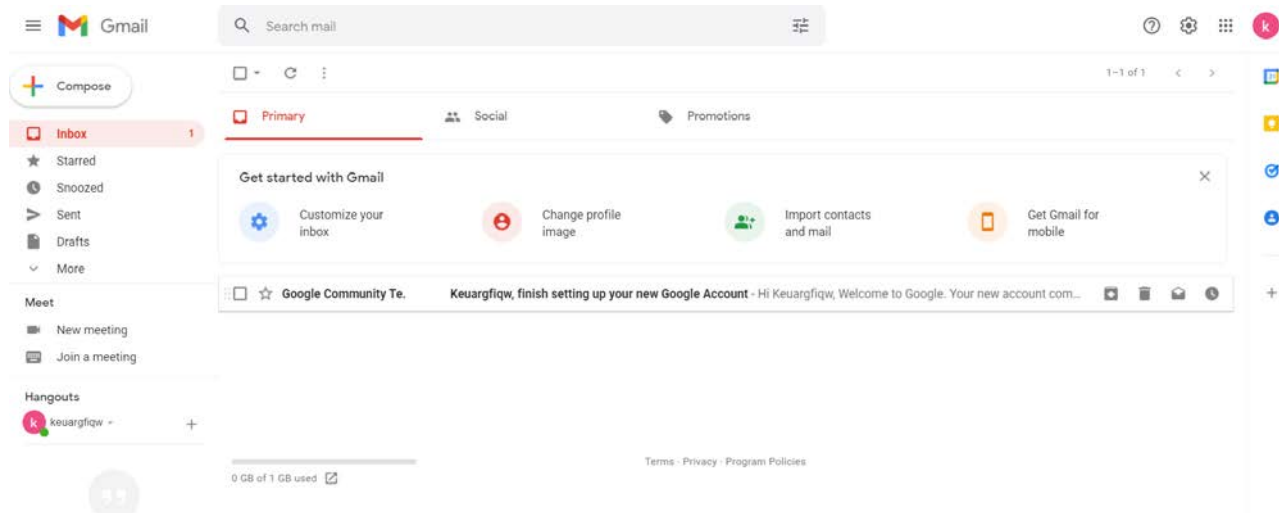
Depending on your account settings, some of this data may be associated with your Google Account and we treat this data as personal information. You can control how we collect and use this data now by clicking "More Options" below. You can always adjust your controls later or withdraw your consent for the future by visiting My Account ([myaccount.google.com](http://myaccount.google.com)).

[More options](#) ▾

[Cancel](#)

[I agree](#)

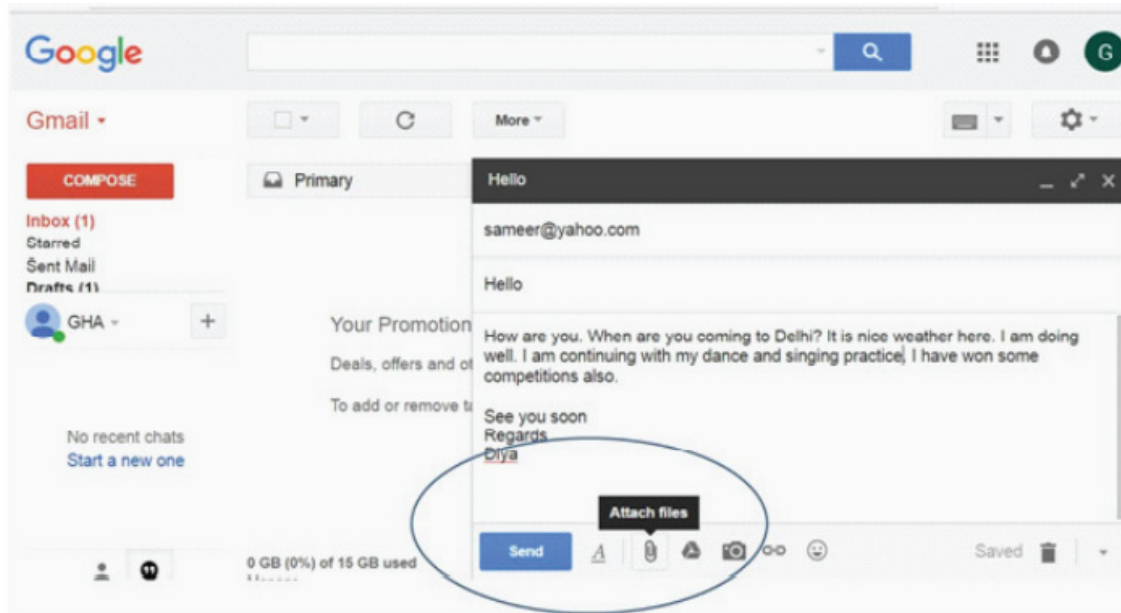
Congrats!!! This is how your Gmail page will look like.



## Attaching a file to an email

An attachment is a type of file such as a photo or document that you can send along with your email. To add an attachment, you need to click on the Attach button.

- The Attach button often has a paperclip as its symbol
- When you click on the Attach button, it opens up a new window
- The window shows you files and folders on your computer
- Find and then click on the file you want to attach and press OK
- The file will now show as an attachment in your email
- The name of the file will be shown next to a paper clip symbol. Look at the image given for reference



### ACTIVITY 1

Identify the purpose of various symbols provided in the compose mail column. Write them here.



### ACTIVITY 2

Send an email to your higher authority with details regarding the number of employees working in your company as an attachment.

### CONCLUSION

In this lesson we learnt about email, how to create it in google. Now you have your own google Gmail id. Start exploring sending messages, emoticons and attachments and many more.

### QUESTIONS TO THE STUDENTS

1. Why do you think it is important to have an email address?

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2. What were the difficulties you faced sending mail?

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3. Which email features of Yahoo or Gmail seem most exciting to you?

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### 13. PROJECT

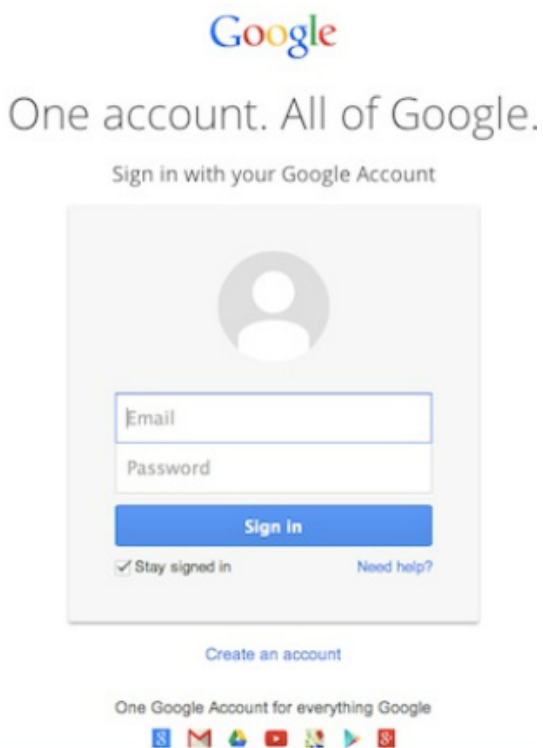
**Project:** Create an email and send the message to the facilitator

#### PROCEDURE:

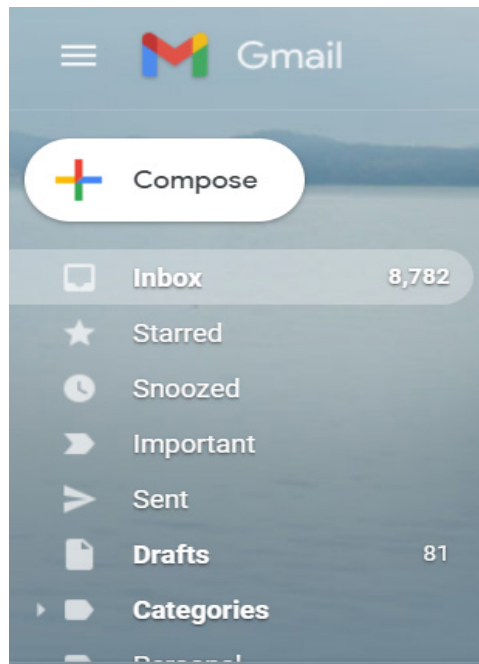
**STEP 1:** Open your google account



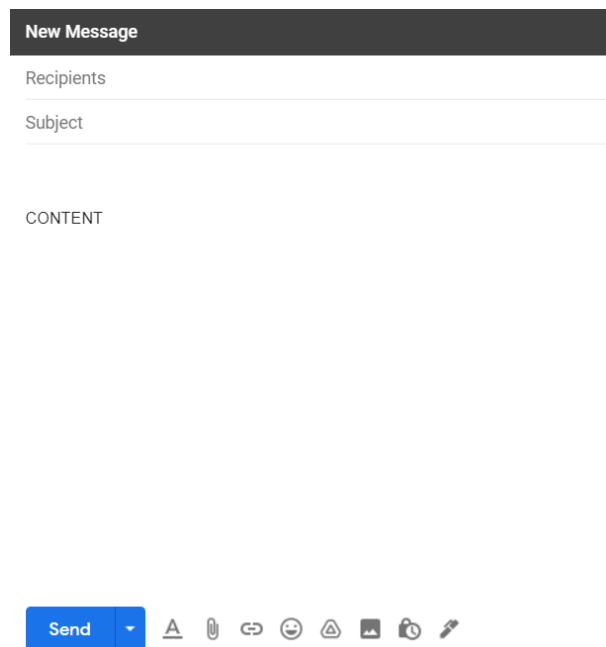
**STEP 2:** Enter your email id and password



**STEP 3:** Select compose to create a new mail



**STEP 4:** Enter recipient mail id, subject of your mail and the content



**STEP 5:** Click send your message is now sent to the respective id.



## 13. PRACTICING EFFECTIVE COMMUNICATION

### Objectives

At the end of the lesson you will be able to

- Identify formal and informal communication
- Distinguish formal and informal way of communication
- Understand about things to remember while making a conversation

### INTRODUCTION

Have you been to a shopping mall or any places where there is a huge crowd? It is likely that you run into someone you know. Imagine you are with your friends chatting, eating and enjoying when you suddenly meet your boss, Sanjay. How will you greet him? Can you just say HI! Hello Sanjay(casually). Now you meet the same person in your office. How will you greet him now? Hello Sir. Good Morning! This is formal and informal Communication, Now let us learn about it in detail.

### FORMAL COMMUNICATION



This type of communication involves information exchanging through proper and predefined set of rules. It is followed widely

in the workplace because employees are expected to follow formal communication while performing their duties. Some general examples of formal communication are reports, commands, orders, etc.

### INFORMAL COMMUNICATION

Informal communication is multidimensional, it flows freely without any predefined set of rules. It is comparatively very quick and relational.

In organizations it is often called the 'grapevine'. It is also important for the growth of a company because employees can discuss work-related issues more openly which ultimately saves the company's time and money. Some general examples are - chats between team members, a private journal or diary, etc.

### EFFECTIVE COMMUNICATION

Effective communication is a process of exchanging ideas, thoughts, knowledge and information such that the purpose or intention is fulfilled in the best possible manner. Words are easier to control. We must learn to control our body and tone, if we want to communicate effectively! If your body appears nervous or aggressive, nobody will pay attention to your words. We have already discussed the various barriers we face during communication in the previous sessions. In Order for us to be an effective communicator it is necessary to overcome these barriers.

Ways to Overcome the Barriers to Effective Communication:

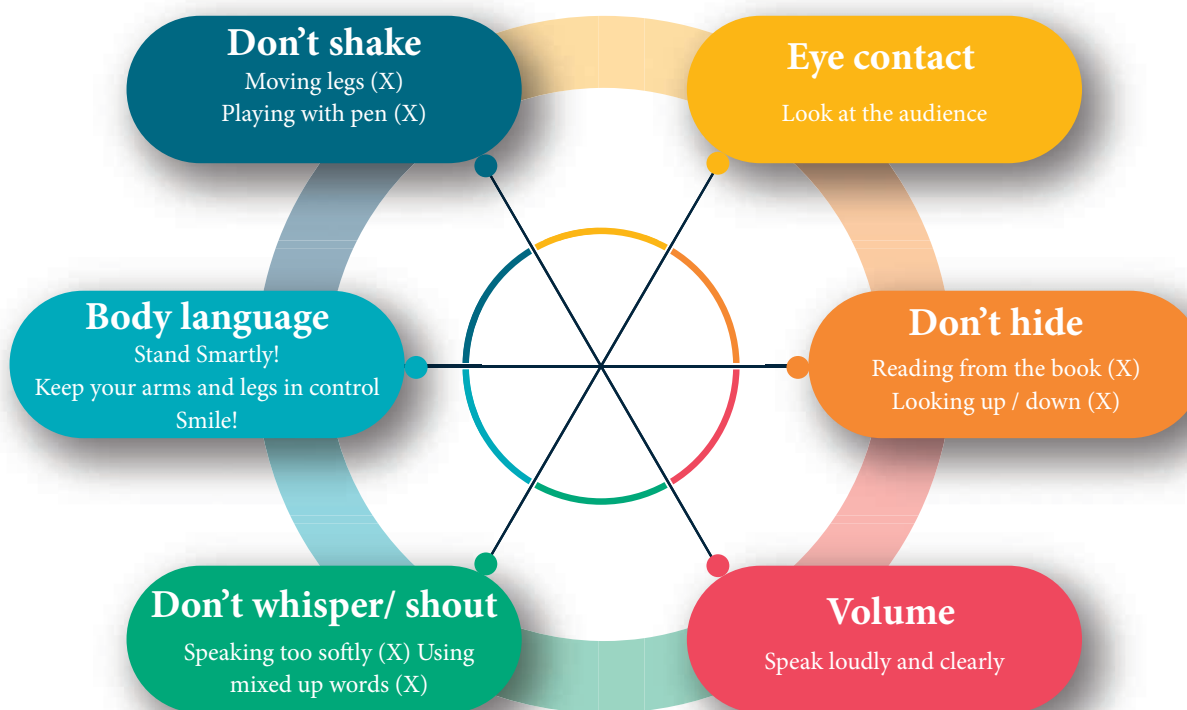
- Make your ideas clear before communicating.



- Ensure the time of your communication is good.
- Use a language your listener can understand.
- Make your message to the point and short.
- Check if the other person has understood your message.
- Take care of your body language, tone and content of the message.
- Listen before you speak again.
- Do not interrupt when someone else is speaking.
- Make your message judgement free.



Things to remember while communicating



## ACTIVITY 1

Introducing yourself





**Step 1:** Frame your introduction for a formal and an informal setting. Take care to include 4-5 points in your introduction

Parts of your introduction	Formal (interviews and workplace)	Informal (meeting new friends)
Greeting	Hello / good morning / Good afternoon / good evening	Hi / Hey / Hello
About me	Name / qualification / interests (work-related)	Name / interests / hobbies

**Step 2 :** Let's prepare the non-verbal components of our introduction!

Parts of your introduction	Formal (interviews and workplace)	Informal (meeting new friends)
Greeting	A firm handshake	Wave and say hi / a firm handshake
Dress	Shirt / pant / salwar / kurta / sari / formal shoes	Casual everyday clothes.
Expression	Smile confidently, but don't laugh	Smile a lot!
Body language	Reserved and formal	Open and warm!

## CONCLUSION

Now you will be able to understand the difference between formal and informal communication, When and where it should be used. Also you practised how to introduce yourself formally and informally. You are now improving at making your communication effective, you can master your skills in the next lesson.

## QUESTIONS TO THE STUDENTS

1. What should we talk about while introducing ourselves?

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2. What are the different kinds of communication you understand from these activities? List them below

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3. Discuss - how can we use our body and tone to improve our communication?

## 15. MASTERING EFFECTIVE COMMUNICATION

### Objectives

At the end of this lesson, you shall be able to:

- Modify the rate of your speech
- Speak confidently using the 7C's of communication.
- Practise and master effective communication.

### INTRODUCTION

Communication needs to be effective and efficient for better and smooth functioning of an organization.

Effective communication is defined as communication between two or more persons in which the intended message is:

- properly encoded
- delivered through appropriate channel
- properly decoded and understood by the recipient(s)

In other words, communication is said to be effective when all the parties (sender and receiver) in the communication, assign similar meanings to the message and listen carefully to what

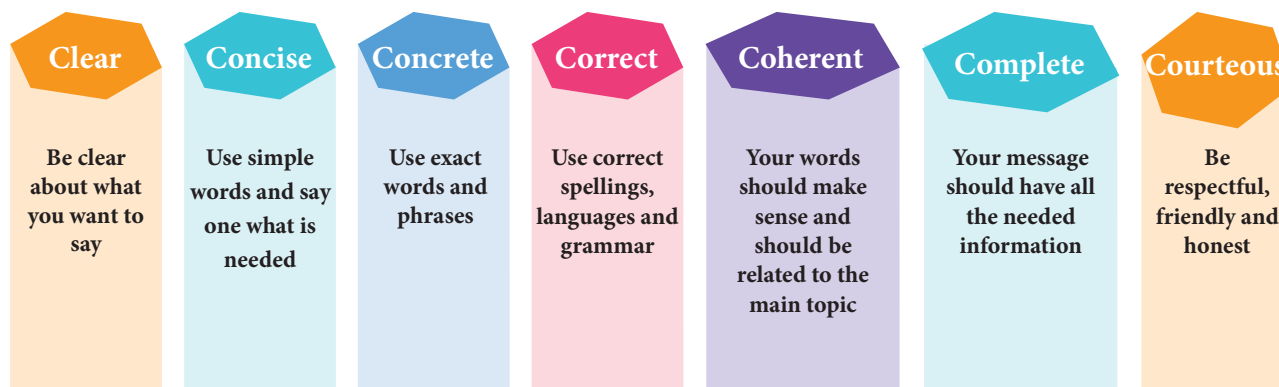
all have been said and make the sender feel heard and understood.

We have been working very hard to overcome our hesitation to speak. We have also spent some time trying to learn the English language. And, in the past few sessions, we have been practising how to communicate effectively with each other. Now, it is time to learn a few tips and tricks that will help us become excellent communicators! In this session, we will learn how we can speak more expressively and influentially.

But all too often, when we try to communicate with others something goes in an unintended way. We say one thing, the other person hears something else, and misunderstandings, frustration, and conflicts ensue. This can cause problems in your home, school, and work relationships.

### 7C'S OF EFFECTIVE COMMUNICATION

Effective communication can happen if we follow the basic principles of professional communication skills. These can be abbreviated as 7 Cs, i.e., Clear, Concise, Concrete, Correct, Coherent, Complete and Courteous.



7c's of Effective Communication



## Some examples for your understanding:

### 1. Dear James,

I would like to talk to you about the new client's project which the engineering team had discussed yesterday. I might need the help of John from your team.

Regards,  
Kevin

There are innumerable things that are wrong in this email. The information is not complete and clear. James might not even know who the new client is or what the project is about. He probably was not part of the meeting with the engineering team. Furthermore, there might be more than one John in James' big team. Kevin also mentions that he wants to talk. However, he hasn't mentioned what time he would like to talk, nor has he asked James if he would be free at any of the time slots available.

### Here's how this email could be made clearer.

Dear James,

As you may know we have signed up XYZ as our new client. I had a meeting with the engineering team yesterday and had discussed the campaign requirements for this project. John Redden from your team had done a pretty good job last time doing the social media campaign for ABC and so I would like him to work on the XYZ campaign too. Would you be available sometime tomorrow to discuss this further?

Regards  
Kevin

This email has all the information James needs to know. He can be well prepared for the meeting and also check on John's availability and have an answer for Kevin when they meet the next day – in whichever time slot both the men are free.

### 2. Hi all,

Let us meet tomorrow to discuss the product launch event. Please be there on time.

Thanks  
Chris

There is no mention of the time of the meeting scheduled for, or the location, neither is there any set agenda. The recipients of the email would have to write back or call back to Chris to clarify.

### The best way to have written this email is:

Hi all,

Let us meet tomorrow at 11 am at Conference room 3 to discuss the product launch event. We will have to decide the keynote speakers and complete the event invite draft tomorrow. Please be there on time.

Thanks  
Chris

## ACTIVITY 1

### Giving and getting directions.

Step 1: Pair up with one student from your class (someone who has never been to your home!).

Step 2: Ask your friend to draw a map to your home – by asking you the directions to your home. You should answer his / her questions in complete detail, but do not tell him/ her which questions to ask.



Step 3 In reply to your friend’s question, share detailed directions including landmarks, etc., to your home. Do not tell your friend if the map he/she is drawing is correct or incorrect.

1. Discuss – Was your friend able to draw a correct map to your home?
2. Ask your friend for feedback on the clarity of your directions. How could you have communicated the directions more clearly?
3. What were the instructions that confused her/him the most?

### Tips and Tricks to Improve Your Speech



### ACTIVITY 2

Group Exercise — Role-play of a Phone Conversation

1. Form groups with three students in each group.
2. One student acts as caller and the other as receiver. Enact a conversation where you are in need of conveying information about a project and tomorrow is the deadline and the work

needs to be completed in an hour. Speak out the conversation aloud.

3. The third student gives feedback. The student gives feedback based on the way you spoke to the other person.

### CONCLUSION

We have now discussed how to make effective communication by using the 7C’s of communication. We have practised the art of making a communication or



conversation using the tips for controlling the tone of your voice through role play activities. Now to become more confident you need to practice it and shape yourself by assessing your communication for flaws in the next lesson.

### QUESTIONS TO THE STUDENTS

1. List some ways you can do to get better feedback on your ability to communicate

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2. Discuss-why is it important to vary the tone to convey emotion?

3. How can you learn to improve the clarity of your communication?

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## 16. ASSESSING YOUR COMMUNICATION ABILITY

### Objectives

At the end of this lesson, you shall be able to:

- Identify your strengths and areas that need improvement in communication
- Speak confidently in public using the 3P method
- Identify and create opportunities to improve your communication ability outside the classroom

### INTRODUCTION

Learning is a lifelong process! You have not mastered the art of communication yet. You have only begun your journey towards mastery. This module will help you assess your own ability to communicate. After completing this session, you will know what your strengths are and what your weaknesses are in communicating like making a conversation, introducing ourselves or making a speech in front of the crowd.





## Public Speaking

Have you ever stood in front of the assembly of 250 students on stage to organise the event? What were your feelings and reactions? Speaking in front of a large group makes most people nervous. Yes, Speaking to the crowd requires special skill. Effective speaking involves three main areas: the words you choose, how you say them, and how you reinforce them with other non-verbal communication.

Here we will make you get familiarised with the concept of Public Speaking. One way is to use the 3Ps (Prepare, Practice, Perform) method to get over your fears, and become a confident and effective speaker.

### 3Ps of Public Speaking

**Prepare:** Think about your topic. Think about what your listeners need to know about the topic. Think about the best way to make your listeners understand your topic. Write what you plan to say.

**Practice:** Practice by yourself first. Talk in front of a mirror, talk in front of your family and friends and ask them what they think. Speak clearly, loudly and at the right speed (not very fast nor very slow).

**Perform:** Take a few deep breaths if you are feeling nervous. Think about what you have prepared and start speaking confidently.

Look at some of the famous public speakers who moved mountains with their ability to talk!

1. Swami Vivekananda earlier known as Narendranath was a legendary orator who changed the course of Indian History in the west with his

famous speech that started with the arousing words “Sisters and Brothers of America”, in World Parliament of religions in Chicago held a century ago. For some who are familiarised with “My dear Ladies and Gentleman” this made them change their notions of Indian Culture. Such was the impact of a skillful orator. What made him stand out? He was mastered in capturing the audience’s attention, He was clear in delivering his contents, His words were limited yet thought provoking. He was a dynamic platform present personality.



2. Jane Goodall, an avid public speaker, environmentalists and primatologists of the world, does public speaking more than 300 times a year. In fact, despite being in her 80s, she still frequently delivers speeches. Her work on the diversion between apes and the human species is widely celebrated. What is interesting about her case is that she originally had a stark fear of public



speaking. This is a good example of where rigorous work and practice can take you.

On considering what makes her speech great, She often mimics animal voices, gives stories and pauses when needed for information to sink in. She is humorous and keep us in our toes all along the speech



### ACTIVITY 1

Review the following introductions and rate them!



	1 Yes	2 Somewhat	3 Neutral	4 Mostly no	5 No
CLEAR					
CONCISE					
CONCRETE					
CORRECT					
COHERENT					
COMPLETE					
COURTEOUS					

### CONCLUSION

After looking at some legendary examples you now know what is necessary to make your speech reach the audience. Now you will be able to assess your ability and make proper changes required to make yourself an excellent communicator.

## QUESTIONS TO THE STUDENTS

1. What are your strengths and areas of improvement as a communicator?
2. How can you continue to practice communication while studying?
3. While working in teams, what are the tips of good communication that you have learned by observing others in the team?

### KWL CHART

Complete I learned columns of KWL chart now and check with your facilitator if you have any doubts.

## ASSESSMENT

### I. Choose the Best Answer

1. Communication that involves exchanging information without use of words is called.....
  - A. Verbal communication
  - B. Non verbal communication
  - C. Written communication
  - D. Pictorial communication
2. Gesture “Quick tilt head” shows .....
  - A. boredom
  - B. confidence
  - C. interest
  - D. insecurity
3. Which one of the following is a barrier to speaking?
  - A. confidence
  - B. nervousness
  - C. calmness
  - D. friendliness
4. In face to face communication, body language accounts for.....
  - A. 7%
  - B. 38%
  - C. 55%
  - D. 100%
5. An angry person’s body language will be
  - A. Calm and composed
  - B. Friendly and smiling
  - C. Nervous and aggressive
  - D. Relaxed and soothing
6. Which of the following should be avoided while speaking before a group?
  - A. Maintaining eye contact
  - B. Memorizing the speech
  - C. Feel energetic
  - D. Stand rigidly
7. When you want to make a quick point it is better to be
  - A. Clear and long
  - B. Clear and concise
  - C. Concise and confusing
  - D. Concise and slow
8. Recording oneself speak in a smartphone can be useful for
  - A. Looking at it whenever you are free
  - B. Showing to friends
  - C. Assessing strengths and weaknesses in one’s communication
  - D. Posting it on facebook



9. LinkedIn is website that can be used to
- Meet new members of our profession
  - Share photos and videos
  - Watch movies
  - Wish people on their birthdays
10. Which of the following are Email services?
- Google.com
  - Hotstar.com
  - Cartoon Network
  - Hotcrossmail.com

## II. Answer the Following

- What is communication?
- What is the cultural barrier under communicative perspective?
- What are the 3 P's of public speaking?
- What is Non-Verbal communication?

- What is workplace communication?
- What do you mean by conflict?
- List the importance of teamwork.
- What is Professional Networking?
- Define email.
- What are the various ways to express yourself?

## III. Answer the Following

- Explain the barriers for effective communication.
- What are the 7 C's of effective communication?
- Differentiate constructive and destructive criticism.
- List the various gestures involved in body language and what it means?
- Explain the steps involved in creating an Electronic Mail.



## K-W-L ABOUT

I Know	I want to Know	I Learned

Fill the I know and I want to know columns by yourself or with the help of the facilitator before starting this unit.

## 1. BASICS OF COMPUTER

### Objective

At the end of this lesson, you shall be able to

- Learn the various components of computer
- Describe applications of computer

### INTRODUCTION

A computer is an electronic, digital device used to process data, converting the data into information that is useful to people/

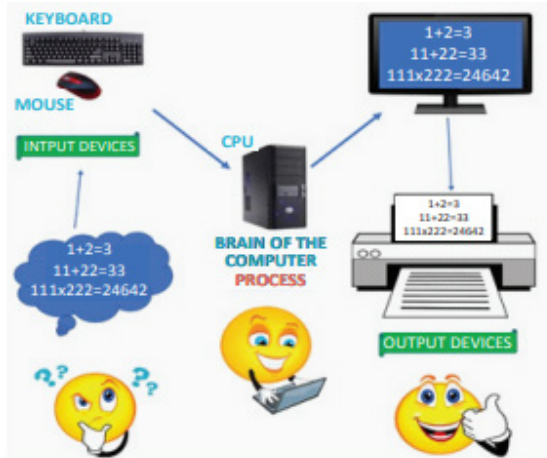
users. A computer system consists of hardware and software components. Hardware is the physical equipment such as the case, storage drives, keyboards, monitors, cables, speakers, and printers.

Software is the operating system and programs. The operating system instructs the computer how to operate. Programs or applications perform different functions.

### BASICS OF COMPUTERS

Computer and internet have made communication faster and reduced

physical distances. They have improved human capabilities to do many tasks. There are many advantages in using computers and the internet today. Computers help to quickly search information, learn new things, communicate with people around the world and manage life better. Computer help us learn anything, anywhere.



## COMPONENTS OF COMPUTER

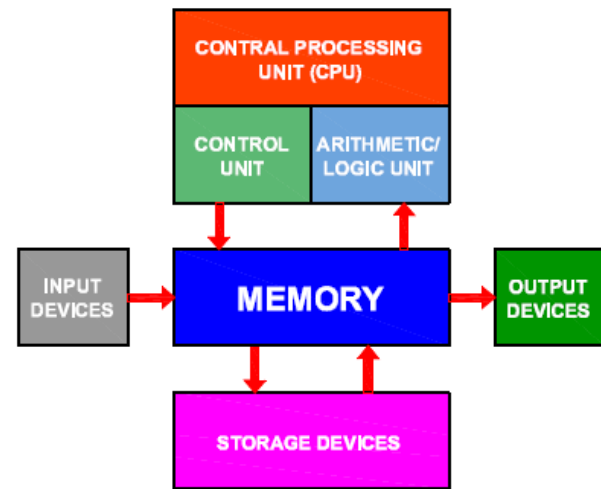
There are two types of computer devices. They are 1. Input devices and 2. Output devices.

**Input devices-** keyboard, mouse, digital camera, scanner, microphone, barcode reader, joystick.

**Output devices-** monitor, printer, speakers, headphones, projector.

### Central Processing Unit (CPU)

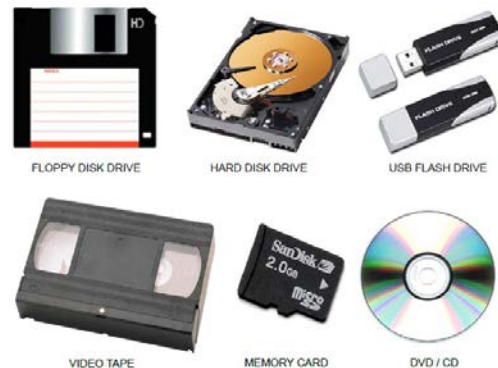
The computer CPU is responsible for handling all instructions it receives from hardware and software running on the computer. In the CPU, the primary components are the ALU (Arithmetic Logic Unit) that performs mathematical, logical, and decision operations and the CU (Control Unit) that directs all of the processor's operations.



### Storage Devices

There are two types of storage devices,

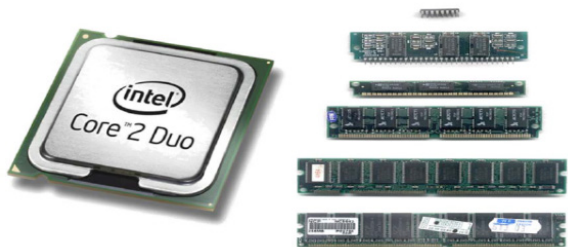
1. **Primary storage devices-** Hard disk drive
2. **Secondary storage devices-** Floppy Disks, Hard Disks, CDs-Compact Disc, DVD's and USB flash drive.



### Random-access Memory (RAM)

- Temporary storage for data and programs that are being accessed by the CPU
- Volatile memory, which means that the contents are erased when the computer is powered off
- More RAM means more capacity to hold and process large programs and files, as well as enhance system performance.

## Processors & Memory - Data Representation



- Bit = 0 or 1
- 1 Byte = 8 bits
- 1 Kilobyte (KB) = 1024 Bytes
- 1 Megabyte (MB) = 1024 Kilobytes
- 1 Gigabyte (GB) = 1024 Megabytes
- 1 Terabyte (TB) = 1024 Gigabytes

### Read-only Memory (ROM)

Basic instructions for booting the computer and loading the operating system is stored in ROM.

### SUMMARY

A computer is an electronic, digital device used to process data, converting the data into information that is useful to people/users. It consists of hardware and software components. Hardware is the physical equipment such as the case, storage drives, keyboards, monitors, cables, speakers, and printers.

Software is the operating system and programs. The operating system instructs the computer how to operate.

### ACTIVITY 1

Write down the various components of Computer.

1	
2	
3	
4	
5	
6	
7	
8	
9	
10	

## 2. EXPLORING A COMPUTER

### Objective

At the end of this topic, you shall be able to:

- Applications of computer

### Introduction about computer

A computer also has many uses and benefits. It can help us focus on how to use computers well. It will also inspire us to do things a lot faster, smarter and better. From learning about your trade to getting a job, a computer can be your best friend in today's world. It can help you know and grow to unimaginable heights.

### Applications of computer

Word processing, Internet, Digital video or audio composition, Desktop publishing, Computers in medicine, Mathematical calculations, Banks, Travel, Telecommunication, Defence, E-learning, Classes and Examinations.



### SUMMARY

Exploring the computer gives the real experience of digital world by searching information. It will also inspire us to do things a lot faster, smarter and better. The application of computers provides knowledge about different usage of computer.

### ACTIVITY 1

- View and Identify the input and output devices of the computer
- Identify the various devices of the computer by referring.



Write the name of the devices

No.	Label	Name of the device
1	1	
2	4	
3	2	
4	3	

5	7	
6	5	
7	8	
8	12	
9	10	
10	11	
11	6	
12	9	

### 3. BASICS OF OPERATING SYSTEM

#### Objective

At the end of this topic, you shall be able to:

- Define operating system
- Discuss types of operating system

#### INTRODUCTION

A computer has multiple programmes that run in the background. These programmes do different tasks so that we, as users, get to experience and enjoy many of its benefits. When we open a programme like YouTube, the computer runs several software programmes in the background – different software programmes run together for sound, for colour display, for video display, for moving the mouse, for internet, etc.

A computer's director has a special name – Operating System (OS). This OS makes sure that different programmes run



at the same time and yet do not interfere with each other. The operating system is also responsible for security, ensuring that unauthorized users do not access the system.

The operation of a computer is controlled by a software known as the Operating System (OS). This software is as important to the running of a computer as its hardware. The operating system directs the input and output of data, keeps track of files, and controls the processing of computer programmes allocating computer resources to various functions.

The operating system also serves as an interface between the computer and the user. It helps the user give commands to the computer. For example, pressing on the play button indicates that you have given a command to the computer to play something. An OS helps the computer and user understand each other. Microsoft's Windows OS and Apple Inc.'s Mac OS are examples of operating systems for personal computers.



Early computers had no operating system. For this reason, they could perform only one task at a time, such as running

one programme or printing. Modern operating systems allow multitasking, in which many processes can be active at the same time.

## TYPES OF OPERATING SYSTEM:

Operating Systems are classified into the following types depending on their processing capabilities.

### 1. Single User Operating Systems

An operating system allows only a single user to perform a task at a time. It is called a Single user and single Task operating system. MS-DOS is an example for a single user and single task Operating System.

### 2. Multi-user Operating Systems

It is used in computers and laptops that allow the same data and applications to be accessed by multiple users at the same time. The users can also communicate with each other. Windows, Linux and UNIX are examples for multi-user Operating Systems.

## LIST OF OPERATING SYSTEM

- UNIX
- Microsoft Windows
- Linux
- iOS
- Android

## SUMMARY

Operating system controls the behind-the-scenes activities of a computer. It manages a computer's memory, file systems, network








connections, and input/output devices, such as the keyboard, mouse, monitor, speakers, printer, and modem. Critically, the operating system also controls access to the central processing unit (CPU), which is the heart of the entire computer system

## 4. EXPLORING WINDOWS OPERATING SYSTEM

### ACTIVITY 1

Draw a line between the operating system logo and the correct description.

A command-line operating system is an example of Open Source software development and Free Operating System	
A popular Operating System for mobile phone technology which is not linked with Apple products.	 iOS
Used with Apple computers and works well with cloud computing.	
Designed to be used for the Apple iPhone	 MacOS
Is an Operating System that is very popular in universities, companies, big enterprises etc	
The most popular GUI Operating System for personal computers.	

### ACTIVITY 2

Create a New Folder or File in Windows

a. Right-click on a blank space. Doing so opens a drop-down menu. Make sure

you don't right-click on a file or folder instead, as this will open the wrong drop-down menu.

- If you are in an existing folder (Documents), you can also click the Home tab on the top-left side of the File Explorer window and click New Folder in the toolbar that appears.
- If you are on a computer with a trackpad instead of a mouse, click the trackpad with two fingers to perform a right-click.
- Select New. This option is near the bottom of the drop-down menu and opens another pop-out menu.
- We can create New folder and save the following inside the folder
  - Open a New MS-Word document
  - Bitmap image
  - Open a New MS-Excel Worksheet
  - Open a New MS-PowerPoint Presentation
  - Open a New Text Document
  - Open a New Compressed (Zipped) Folder

## 5. EXPLORING MS WORD

### Objectives

At the end of this lesson you shall be able to

- state about the basic word processing
- explain how to create, open, save and close the document

### INTRODUCTION

Microsoft Word is a text processing application. It allows the user to configure the attributes of a document, such as layout and the styles of content, and to



add their content in a variety of ways and formats to produce documents.

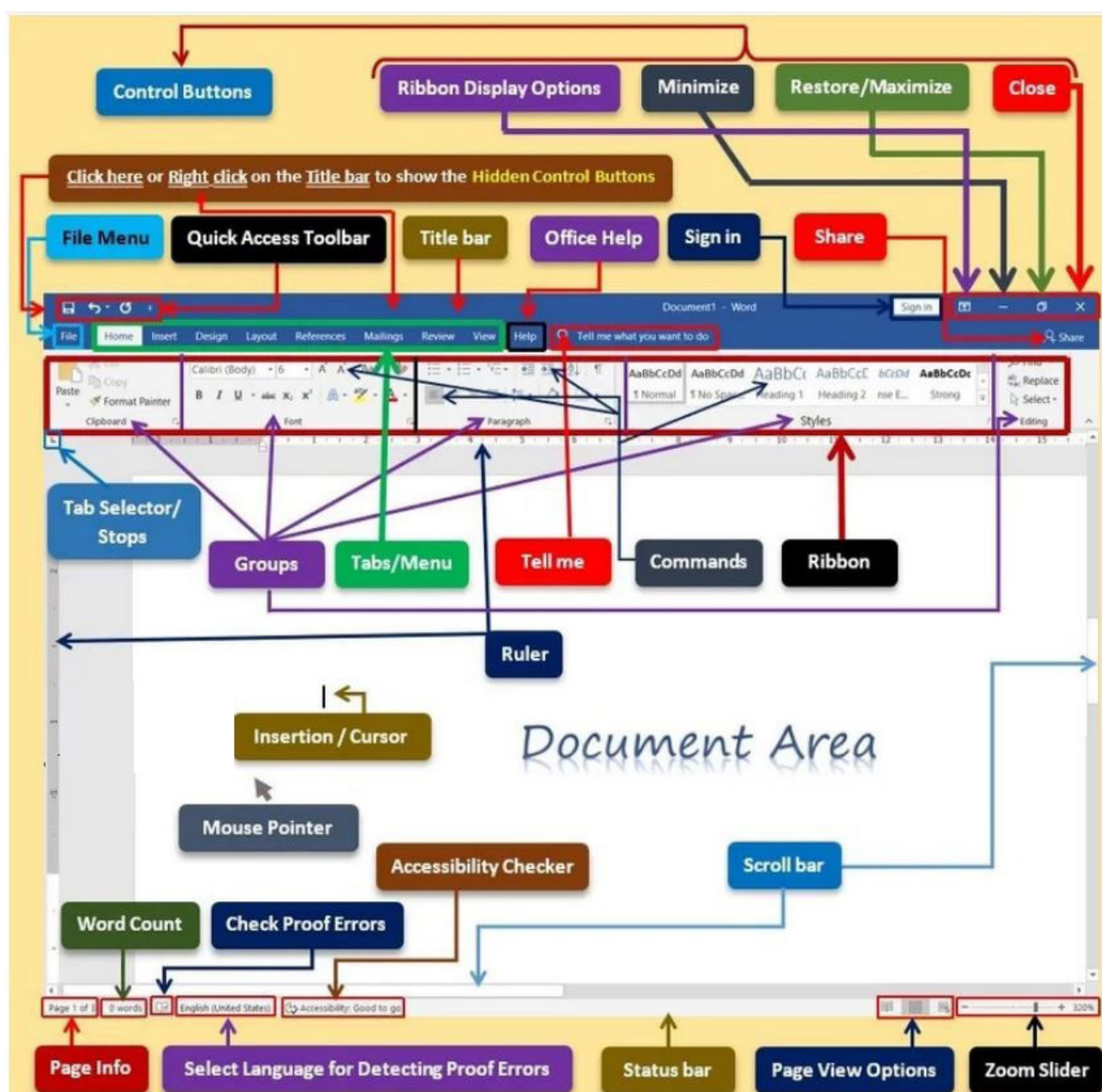
A word processing program is a software program that includes tools for entering, editing, and formatting text and graphics. Microsoft Word is a powerful word processing program that allows you to create and enhance a wide range of documents quickly and easily. The electronic files you create using Word are

called documents. One of the benefits of using Word is that document files can be stored on a hard disk, CD, flash drive, or other storage device, making them easy to transport, exchange, and revise.

### Open a Document in Word

There are several ways to open a Word 2010 document that was previously saved as a file on disk.

### The Elements of Word Screen





Choose the Open command from the File tab menu: Alternatively, you can use the keyboard shortcut Ctrl+O. Either way, the Open dialog box opens

Locate the document you want to open: The Open dialog box, you can examine various folders on your PC's hard drive, and on any computer network your PC is connected to, for files to open.

When you find the file, select it: The file appears highlighted in the dialog box.

Click the Open button.

### Save a Document in Word

1. Click the File tab and select the Save as command: The Save As dialog box appears. You need to use the Save As dialog box when you first create a document and if you want to save a document with a new name or to a different location on disk.
2. Type a name for your document in the File Name text box: Word automatically selects the first line or first several words of your document as a filename and puts it in the Save dialog box. If that's okay, you can move to Step 4. Otherwise, type a name in the File Name box.
3. Choose a location for your file (Optional): In the Save As dialog box to choose a specific folder for your document.
4. Click the Save button.

### Deleting Text

Deleting text is one of the basic skills of good editing. Word has many ways

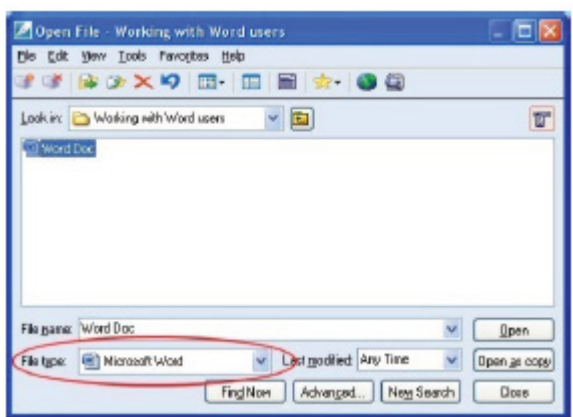
to delete text. The most basic deletion technique is to delete characters one at a time by pressing one of these two keys:

1. To delete text to the left of the insertion point, press the Backspace key on your keyboard.
2. To delete text to the right of the insertion point, press the Delete key on your keyboard.
3. Select the text you want to remove, then press the Delete key.
4. If you select text and start typing, the selected text will automatically be deleted and replaced with the new text.
5. **To delete a sentence:** Hold down the Ctrl key and click in the sentence to select it, and then press Delete or Backspace.
6. **To delete a paragraph:** Triple-click the paragraph to select it and then press Delete or Backspace.
7. **To delete the entire document:** Press Ctrl+A to select the entire document and then press Delete or Backspace.

### Formatting MS-Word

Arranging words or creating different styles of word on MS-Word is called formatting. Formatting is used to make your document appear the way you want it to. For example, a leave letter format is different from formatting a resume. Well, there are many methods to create different formats on MS-word. You can make a word look bold, slant, underlined or colourful, if you need!





## Adding text or typing in MS-Word

1. The insertion point is the blinking vertical line in the document. It indicates where one can enter text on the page. You may use the insertion point in a variety of ways.
2. Place the cursor where you want to add the text.
3. Start typing.
4. Add spaces: Press the spacebar to add spaces after a word or in between text.
5. New paragraph line: Press Enter on the keyboard to move the insertion point to the next paragraph line.
6. Manual placement: Once you begin typing, use the mouse to move the insertion point to a specific place in the document. Simply click the location in the text where you want to place it.
7. Arrow keys: You can also use the arrow keys on the keyboard to move the insertion point. The left and right arrow keys will move between adjacent characters on the same line. The up and down arrows will move between paragraph lines. Press Ctrl+Left or Ctrl+Right to quickly move between words.

## Formatting specific text

1. Before you move or format text, select it. To do this, click and drag the mouse over the text, then release the mouse. A highlighted box will appear over the selected text.
2. Select an option to change the font, font size, font colour, or make the text bold, italics or underline.
3. When you select text or images in Word, a hover toolbar with command shortcuts will appear. If the toolbar does not appear at first, try hovering the mouse over the selection.

## To select multiple lines of text

1. Move the mouse pointer to the left of any line so that it becomes a right slanted arrow.
2. Left click the mouse. The line will be selected.
3. To select multiple lines, click and drag the mouse up or down.
4. To select all of the text in the document, choose the Select command on the Home tab, then click Select All. Alternatively, you can press Ctrl+A on the keyboard.

## SUMMARY

MS Word is a tool to record data and maintain report. The various options of Ms Word are explained in the lesson.



## SELF- ASSESSMENT

List down the various functions in MS Word:

1	
2	
3	
4	
5	
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## 6. EXPLORING EXCEL

### Objective

At the end of this lesson, you shall be able to:

- identify the basics of Excel worksheet
- recognize the importance of Excel

### INTRODUCTION

Microsoft Excel is an application used for creating and editing spreadsheets. Spreadsheets are commonly used for working with sets of data containing text and numbers and for generating graphs and charts.

A spreadsheet is an electronic document in which data is arranged in rows and columns. It is in the form of a grid and is used for calculations.

### Features of a Spreadsheet

A spreadsheet provides flexibility, speed and accuracy. Many features and functions

are built into it making it easy to use. Microsoft Excel is widely used to make data and tables for official and personal use. Spreadsheets are used for a variety of tasks, such as:

- maintaining records
- analyzing data
- creating MIS (management information system) reports
- generating graphs (for pictorial representation of data)
- financial calculations
- budgeting.

### Locating Microsoft Excel

1. Click Start
2. From the sub-menu point to Microsoft Excel
3. Microsoft Excel will open
4. Microsoft Excel worksheet has the following components:

**Worksheet** – a grid of horizontal rows and vertical columns. Worksheet is also called an array of cells.

**Workbook**– contains one or more worksheets.

**Column** – a vertical arrangement of cells. The columns are named by letters of the English alphabet.

**Row** – a horizontal arrangement of cells. The rows are named by numbers.

**Cell Address** – identifies location of the cell. It is a combination of column name and row number of the cell, such as A1 or B3, etc.

**Cell** – intersection of the rows and columns. It may contain text, number,



date or a formula. It is the fundamental element of a worksheet. This is where numbers or text are entered.

**Formula Bar** – located below the Ribbon. It displays the contents of the active cell. It can also be used to enter and edit data.

**Ribbon** – contains multiple tabs, each with several groups of commands. These tabs are used to perform most common tasks in Excel.

### Functions commonly used in Microsoft Excel are:

creating a new document, formulae, font, bold, alignment, sheet tabs, cut, copy, paste, deleting column content, saving a new document and printing a document.

### Saving a Workbook

It is important to save the workbook whenever a new project is started or when changes are made to an existing one. Saving early and often can prevent the work from being lost. Paying close attention to where the workbook is saved is important to find it easily when needed.

### Ways to Save a Workbook

**Save:** While creating or editing a workbook, use the Save command to save changes. This command will be used most of the time. While saving a file, choose a file name and location the first time. After that, just click the Save command to save it with the same name and location.

**Save As:** Use this command to create a copy of a workbook while keeping the original. While using Save As, choose a different name and/or location for the copied version.

### Steps to save the workbook

1. In the Quick Access bar, click the Save icon.
2. Click Save As.
3. Select Desktop as your location to save the file.
4. Type File name in the File name field box.
5. Type Homework.
6. Click Save.
7. Workbook is saved as “Homework”.
8. Click the Save icon to continue to save work anytime.
9. To close the file, click the File option from the Quick Access bar.
10. Select Close.
11. You can also close a workbook by clicking the close icon.

### Printing a document

There may be times when a workbook has to be printed to view and share data offline. It is easy to preview and print a workbook from Excel using the Print pane.

### Printing an Excel document

1. Click File from the menu bar. The shortcut is to press CTRL+P.
2. Click Print. Print pane will be displayed.
3. Click Copies drop down arrow to choose how many copies of the workbook to print.
4. See a preview of how the worksheets will look when printed.
5. Choose to print the active sheets, the entire workbook, or a selection of cells.



6. Choose portrait or landscape orientation.
7. Adjust the page margins, to help the data fit more comfortably on the page.
8. Choose how to scale your worksheets for the printed page. You can scale worksheets at their actual size, fit the entire worksheet on one page, fit all columns on one page, or fit all rows on another.
9. To print the workbook, click the Print icon.

### SUMMARY

Microsoft Excel is widely used to make data and tables for official and personal use. Spreadsheets are used for a variety of tasks, such as:

- maintaining records
- analyzing data
- creating MIS (management information system) reports
- generating graphs (for pictorial representation of data)
- financial calculations
- budgeting.

### SELF ASSESSMENT

How will you insert chart to your excel file?

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## 7. EXPLORING POWERPOINT

### Objective

At the end of this lesson, you shall be able to:

- Outline of powerpoint
- Discuss the features of MS - powerpoint
- recognize the importance of Powerpoint

### INTRODUCTION

Microsoft PowerPoint is commonly used to create presentations using slides. Though often used to make simple, bullet-pointed presentations, it has a range of features that can allow a range of media in your presentation. Our guide to Presentations takes you through how to use PowerPoint effectively. It is also a great tool for creating posters, as the size of a slide can be changed to suit paper sizes and then the image options utilised to create posters without using image software.

PowerPoint is computer software created by Microsoft which allows the user to create slides with recordings, narrations, transitions and other features in order to present information. PowerPoint is a presentation program developed by Microsoft. It is included in the standard Office suite along with Microsoft Word and Excel. The software allows users to create anything from basic slide shows to complex presentations. PowerPoint is often used to create business presentations, but can also be used for educational or informal purposes.

The presentations are comprised of slides, which may contain text, images, and other media, such as audio clips



and movies. Sound effects and animated transitions can also be included to add extra appeal to the presentation. However, overusing sound effects and transitions will probably do more to annoy your audience than draw their attention.

Most PowerPoint presentations are created from a template, which includes a background color or image, a standard font, and a choice of several slide layouts. Changes to the template can be saved to a “master slide,” which stores the main slide theme used in the presentation. When changes are made to the master slide, such as choosing a new background image, the changes are propagated to all the other slides. This keeps a uniform look among all the slides in the presentation.

### How to Make a PowerPoint Presentation (Step-by-Step)

1. Start a blank presentation.
2. Type text into your title slide.
3. Insert more slides.
4. Add content to slides.
5. Change the design.
6. Add animations & transitions (optional)
7. Save your PowerPoint presentation.
8. Print your presentation

### Create a presentation

- Open PowerPoint
- In the left pane, select New.
- Select an option:  
To create a presentation from scratch, select Blank Presentation.

To use a prepared design, select one of the templates.

- To see tips for using PowerPoint, select Take a Tour, and then select Create.

### Add a slide

- In the thumbnails on the left pane, select the slide you want your new slide to follow.
- In the Home tab, in the Slides section, select New Slide.
- In the Slides section, select Layout, and then select the layout you want from the menu.

### Add and format text

- Place the cursor inside a text box, and then type something.
- Select the text, and then select one or more options from the Font section of the Home tab, such as Font, Increase Font Size, Decrease Font Size, Bold, Italic, Underline, etc.
- To create bulleted or numbered lists, select the text, and then select Bullets or Numbering.

### Add a picture, shape, and more

- Go to the Insert tab.
- To add a picture:  
In the Images section, select Pictures.  
In the Insert Picture From menu, select the source you want.
- Browse for the picture you want, select it, and then select Insert.

### To add illustrations:

- In the Illustrations section, select Shapes, Icons, 3D Models, SmartArt, or Chart.



- In the dialog box that opens when you click one of the illustration types, select the item you want and follow the prompts to insert it.

### SUMMARY

PowerPoint is a presentation program developed by Microsoft. It is included in the standard Office suite along with Microsoft Word and Excel. The software allows users to create anything from basic slide shows to complex presentations. PowerPoint is often used to create business presentations, but can also be used for educational or informal purposes.

### SELF ASSESSMENT

How to use Animations and Transtitions in Presentation?

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## 8. INTERNET

### Objective

At the end of this lesson, you shall be able to:

- Define computer network
- Name the types of network
- Learn the uses and benefits of the internet

### INTRODUCTION

The Internet, sometimes simply called “Net”, is a worldwide system of computer networks. Global communication has become very easy now, thanks to a worldwide computer network that is called the Internet.



It is a network of networks in which users on any one computer can get information from many other computers. Computers communicate with each other through the internet and they form networks of connections. These networks help us share a lot of information.

In less than 20 years, the internet has expanded to link up around 210 different countries. The Internet has made the world into a Global village. The top uses of the Internet are: communication with people, social networking, research about new things, education purposes, online transactions, news updates, online booking of tickets, buying and selling things, job search, etc.

### COMPUTER NETWORK

A computer network is an interconnection of various computer systems located at different places. In a computer network two or more computers are linked together

with a medium and data communication devices for the purpose of communicating data and sharing resources. The computer that provides resources to other computers on a network is known as a server. In the network the individual computers, which access shared network resources, are known as workstations or nodes.

Computer Networks may be classified on the basis of geographical area in three broad categories.

1. Local Area Network (LAN)
2. Wide Area Network (WAN)
3. Metropolitan Area Network (MAN)

A classification of computer networks can be done to distance as in the table.

Interprocessor Distance	Network Type
0 to 1 Km	Local Area Network (LAN)
1 Km to 10 Km	Metropolitan Area Network (MAN)
10 Km to 1000 Km	Wide Area Network (WAN)
Above 10000 Km	Internet

### Local Area Network (LAN)

Networks used to interconnect computers in a single room, rooms within a building or buildings on one site are called Local Area Network (LAN).



### Use of LAN

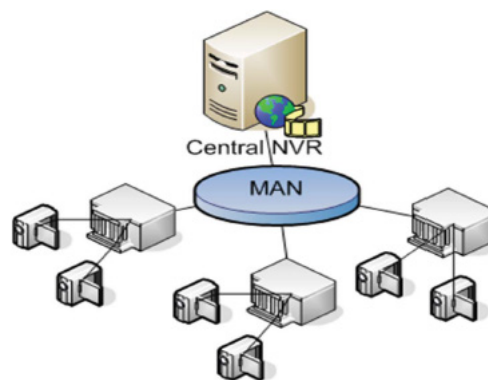
Followings are the major areas where LAN is normally used

- File transfers and Access
- Word and text processing
- Electronic message handling
- Remote database access
- Personal computing
- Digital voice transmission and storage

### Metropolitan Area Network (MAN)

A Data network designed for a town or city.

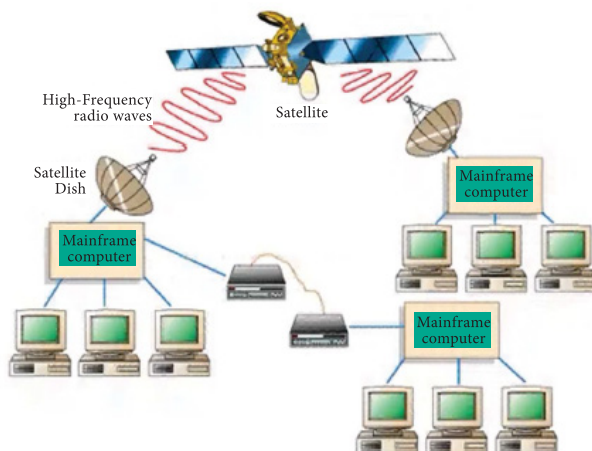
- The network size falls intermediate between LANs and WANs. A MAN typically covers an area of between 5 and 50 km range. Many MANs cover an area the size of a city, although in some cases MANs may be as small as a group of buildings.
- A MAN (like a WAN) is not generally owned by a single organization. The MAN, its communications links and equipment are generally owned by either a consortium of users or by a network service provider who sells the service to the users.
- A MAN often acts as a high speed network to allow sharing of regional resources. It is also frequently used to provide a shared connection to other networks using a link to a WAN.





## Wide Area Network (WAN)

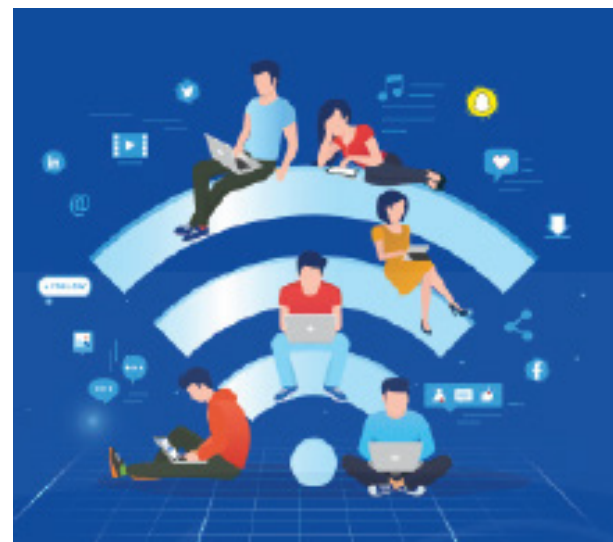
The term Wide Area Network is used to describe a computer network spanning a regional, national or global area. For example, for a large company the headquarters might be at Delhi and regional branches at Mumbai, Chennai, Bengaluru and Kolkata. Here regional centers are connected to headquarters through WAN. The distance between computers connected to WAN is larger. Therefore the transmission mediums used are normally telephone lines, microwaves and satellite links.



- An ISP is a company that provides Internet connectivity to individuals, businesses and organizations.

## Wireless Internet Connection

To connect to the Internet using wireless technology, the computing device such as your laptop should have a WiFi or a wireless fidelity card. This WiFi Card connects to the access point (in a wireless mode), which is a wireless router. The router is then connected to a wired network provided by an Internet Service Provider or an ISP.



## Setting up of wireless network

### Requirements for an Internet Connection

To connect to the Internet, you need a computing device, a connection device and an Internet Service Provider (ISP).

- A computing device can be a laptop, desktop, a tablet or a mobile phone.
- A connection device such as a modem helps you connect to the Internet. A modem converts digital information into analog information and transmits over phone lines.

## Bandwidth

Bandwidth is the amount of data that can be transmitted over a network in a certain amount of time. To understand bandwidth, let's take the example of a pipe. The amount of water flowing through a pipe depends on its thickness. Similarly, the amount of data that your network can receive or send depends on its bandwidth. Bandwidth is measured in Mbps (Megabytes per second), Kbps (Kilobytes per second), bps (bytes per second).





### Types of Connections

You can use many types of technologies to connect to the Internet. Each technology supports a different bandwidth. The actual rate of transfer of data depends on the ISP's equipment, the type of Internet connection and the number of people using the same connection at one time.

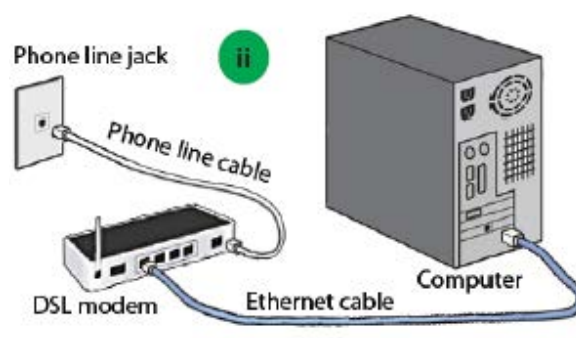
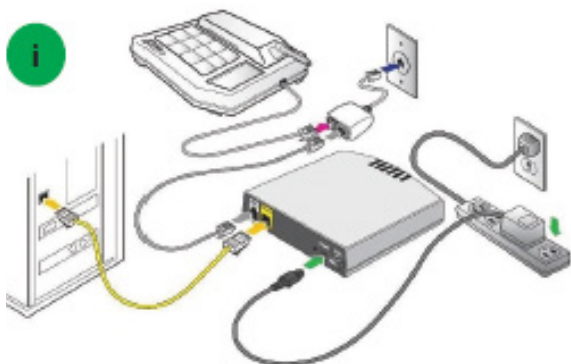
#### 1. Dialup connection

Most Dial-up connections offered today allow data transfer rates up to 56.6 Kbps.

#### 2. DSL

If you use a DSL connection, you are always connected to the Internet. The data transfer rate of DSL

Internet connection is 384 Kbps to 8 Mbps.

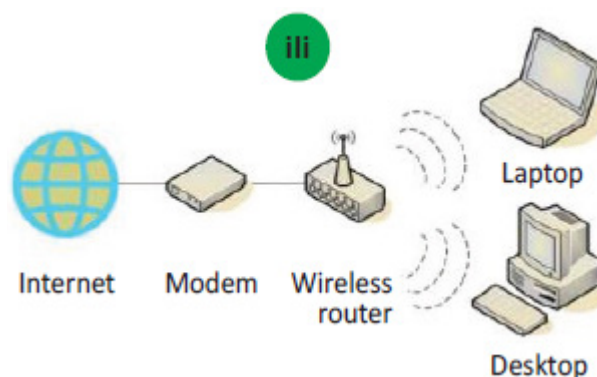


#### 3. Cable connection

You can get high-speed Internet connection from the cable TV provider. This connection supports data transfer rates of 4 Mbps.

#### 4. Wireless connection

You can connect to the Internet by using wireless technology which further connects to a wired connection such as a cable modem. The data transfer rates of wireless Internet connections can range from 11 Mbps to 45 Mbps.



### Internet Browser

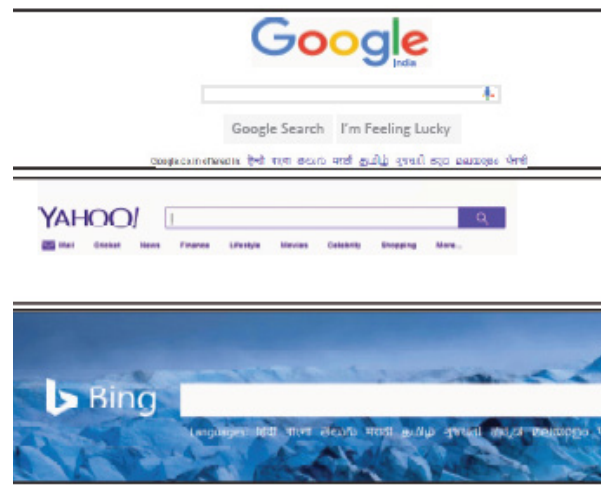
There are various Internet browsers available. Internet browser is a software which helps you access web pages from various websites. Various Internet browsers are: Google Chrome, Mozilla Firefox, Safari, Opera and Internet Explorer.



### Searching information on the internet

The internet is a wonderful tool that has lots of benefits and can make your life easy. The internet has millions of websites and webpages. You can search for almost anything – from learning new things to getting the latest news, to new movies and tips for doing something you don't know. To search the internet effectively you need a search engine.

topic on which you want to find information, a search engine will scan through thousands of websites and webpages on the internet and collect, organize and display the most relevant information. Some examples of popular search engines are: Yahoo, Google and Bing.



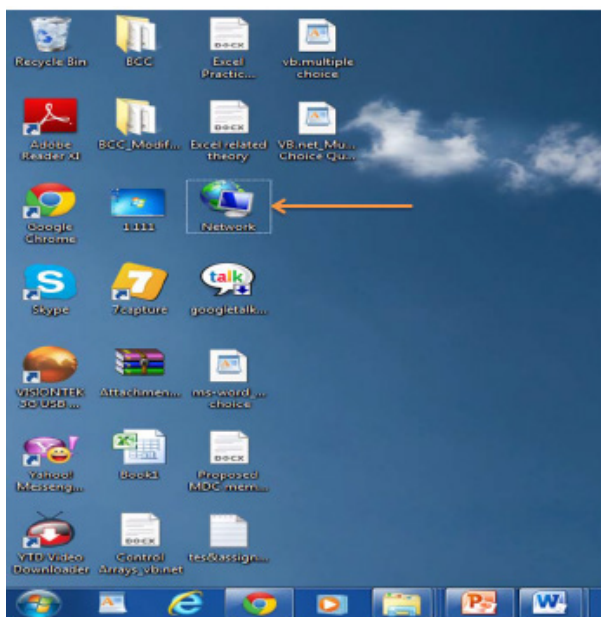
### Address bar

Every website on the internet has an address which is unique. For example, the address for the Facebook site is www.facebook.com. Here, www stands for World Wide Web. Most websites have this at the beginning.

### How to search when the website address is known?

We know that every website on the internet has a unique address. If you know the exact address of the website that you are looking for, the following steps can be used to access that website:

1. Open the browser on your device and type the name of the website in the address space provided.
2. Click on the web page and once it opens, you can read through it to find the information that you need.



### Search Engine

A search engine is a software programme that is designed to search for information on the World Wide Web. Once you type the



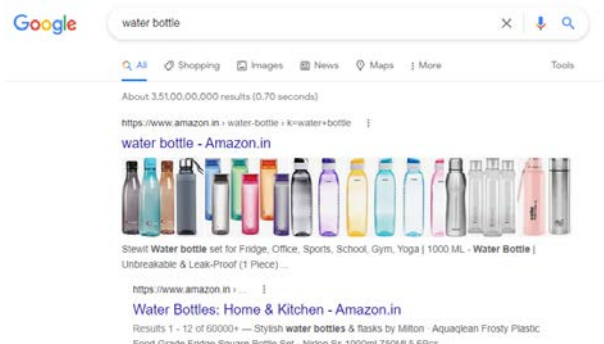
### How to search when the website address is not known?

Suppose now you want to search the internet and don't know the exact website. What do you do? Well, there is a trick to finding exactly what you need from among millions of web pages and websites on the Internet. This trick is knowing the keywords. Keywords are words that help us find what we are looking for on the Internet.

1. Open the browser.
2. In the search box, type the keywords.

For example, if you are looking to purchase a Kashmiri shawl in a large market in Delhi, you will use "Kashmiri Shawl" as key words along with "Delhi" to get better search results.

3. Click and choose any link from the options given to get more information on what you are searching for.



## SUMMARY

Internet is a network of networks in which users on any one computer can get information from many other computers. Computers communicate with each other through the internet and they form networks of connections.

Computer Networks may be classified on the basis of geographical area in three broad categories.

1. Local Area Network (LAN)
2. Wide Area Network (WAN)
3. Metropolitan Area Network (MAN)

A search engine is a software programme that is designed to search for information on the World Wide Web. Some examples of popular search engines are: Yahoo, Google and Bing.

## SELF - ASSESSMENT

List out the applications of Internet in our day-to-day Life.

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## 9. BEST PRACTICES TO FOLLOW ON THE INTERNET

### Objective

At the end of this lesson, you shall be able to:

- identify good practices on the internet
- recognize how to spot fake news
- use the internet facility securely.



## INTRODUCTION

It is important to follow safe ways to browse the internet. Careful online transactions, username and password, using protective software are some safe ways to use the internet.

### Ways to protect your computer

There are many guidelines you should follow to protect your computer.

#### 1. Implement user identification

An effective way to prevent unauthorized individuals from accessing your computer is by setting up accounts for authorized users of the computer.

#### 2. Username and password

You can also increase security and limit unauthorized access to your computer by setting up a username and password.

#### 3. Keep passwords secure

Some guidelines to keep your password secure are:

- Be careful while typing your password to prevent anyone else from seeing it.
- Do not share your password with others.
- Do not write the password and leave it on your computer or desk.
- If you think that the password has been compromised, change it immediately.

#### 4. Lock your computer

When a computer is locked, it immediately hides the content of the

screen and does not allow any operation until the computer is unlocked with the correct username and password combination. For example, in Windows, you can lock your computer by pressing CTRL+ALT+DEL, and then clicking the Lock this computer option.

#### 5. Protective Software

You can protect your computer from viruses and spyware by installing antivirus and antispyware software.

#### 6. Online transactions

When you give your credit card details on a secure site, the merchant site will send the information via the Internet using a web payment software to the merchant's bank. The merchant's bank will send the information to the credit card issuing bank via the credit card network for authentication.

### Securing online transactions

The actions that you can take to secure online transactions are:

1. **Strong Passwords** are a combination of upper and lower case letters, numbers and special characters and it must be created for all accounts.
2. **Antispyware:** Spyware are small programs that get installed on your computer and transmit your personal data to hackers. Antispyware deletes such programs installed on your computer and can prevent them from getting installed.





3. **Clear browsing history:** Personal information can be stored in browser history, cache memory and cookies. Delete this content regularly to prevent hackers from getting your information.
4. **Avoid sharing personal information:** Give personal information especially bank account or credit card details in online forms only on secure sites.
5. **Use secure site only:** A website is secure if it has https as its prefix and a locked padlock symbol.
6. **Configure security components:** Windows Control Panel provides many utilities such as Firewall, Malware protection, automatic security related updation and Internet settings which provide protection against security threats.
7. **Disable active content:** You can use browser settings to disable active content which are small programs that get installed in your computer while browsing and cause a security threat.

### Securing Emails and Instant Messages

Emails and Instant Messages (IM) can be used to send you files containing harmful software. To ensure email and IM security:

- be cautious when opening e-mail and in messages with attachments.
- do not respond to unknown commercial mails.
- protect yourself from fake sites that look authentic and try to get your information.

- limit chat activity to people whom you know.
- report abuse to your Internet Service Provider (ISP).

### Protecting against Online Predators

Online predators assume fake identities to lure children into inappropriate relationships and target adults to financially exploit them. You can take the following measures to protect yourself.

#### 1. Know the signs

Online predators tend to get intimate very quickly. You need to ensure that you and your family members can detect such behavior to avoid contact with potential online predators.

#### 2. Cautious of gifts

Online predators usually attract their targets with gifts or other tempting offers.

#### 3. Educate your family

Educate your family members on appropriate chat room behavior to avoid being targeted by online predators. The screen names must not give away their actual name, age, gender, or contact information because this information can be misused.

#### 4. Block inappropriate sites

You can enable your browser's Content Advisor feature to control the type of websites that your family members can visit while browsing the Internet.



### Why should we check if the news is real or fake?

Fake news refers to false news that has no basis, but is presented as being factually accurate. Fake news is written and published usually with the intent to mislead in order to damage a person/group/company's name.

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### SUMMARY

The various best practices to follow on the internet are explained in this lesson. Careful online transactions, username and password, using protective software are some safe ways to use the internet.

### SELF-ASSESSMENT

1. Ramesh is looking for a job online. He comes across a company called Youthful

which manufactures sports equipment. He really likes the company and finds a vacancy exactly matching his interest and qualifications. He sends his resume and cover letter to the HR department at Youthful.

2. One week later, Ramesh receives a call for an interview. He is very excited. In order to prepare for the interview, Ramesh does a search for the company online. However, he finds that there is an article on a social media site about the CEO of the company resigning and selling the company. He does a further search but does not find any such information on this matter. Ramesh gets scared and does not attend the interview.

Do you think what Ramesh did was correct?

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What would you have done if you were in Ramesh's position?

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What are the ways in which you can find out if a news item is true or fake?

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## 10. INTERNET SAFETY

### Objective

At the end of this lesson, you shall be able to:

- recognize the importance of internet safety
- identify ways to be safe on the internet
- use the internet safely.

### INTRODUCTION

The Internet has made our lives easy. We can communicate via emails, shop online, make reservations, etc., through the internet. Safety on the internet is very important. Email passwords and other passwords should not be disclosed to anyone. While accessing emails and making online transactions, etc., on the computer in browsing centers or personal devices, the account has to be properly logged out.



The internet is a wonderful tool that has lots of benefits. It can make your

life easy. Unfortunately, the features that make it easy for people to use, can also be misused by people intending to cheat. However, you should not let fear stop you from using the internet. Here are a few simple steps that you can follow to keep your personal information safe.

#### 1. Safeguard your personal computer/mobile

Antivirus software will help remove or prevent viruses from causing harm along with other forms of dangerous programs.

#### 2. Safeguard your Usernames and Passwords

You need usernames and passwords to register on most websites. It may be your email account, Facebook, banking, shopping, online courses or any other online transactions. Your username is your unique identity, just like your real name. Your password is the secret code or key that helps ONLY you to access your online accounts.

Choose a password that is easy to remember and not easy for someone else to guess. The best type of passwords mix letters and numbers. This is known as a strong password. A strong password has more than 8 characters (the longer, the better), numbers and symbols, upper and lowercase alphabets or letters. For example, Moon&star901@we; Qwerty6378\*wr#; #@375dofguard.

#### Tips for creating a strong password

- Never use personal information such as your name, birthday, user name, or email address. This type of information is often publicly available,



which makes it easier for someone to guess your password.

- Use a longer password. Your password should be at least six characters long, although for extra security it should be even longer.
- Don't use the same password for all accounts. If someone discovers your password for one account, all of your other accounts will be in danger.
- Never to give your password to anybody.
- Change your passwords regularly.

### 3. Safeguard your email account

To protect your emails, follow these tips:

- Don't open an email from someone you have never heard of. Delete it immediately.
- If you open it by accident, don't click on any links.
- Never reply to a SPAM email.
- You can put a block on unwanted SPAM email on your email account. This will also block most unwanted emails.
- Don't tell your password or any personal information to anyone or even on any website. No legitimate company will ever ask you for your password.

### 4. Safeguard yourself from false information

Just like in the real world, the Internet is full of good and bad information. Good information comes from verified sources and standard websites such as BBC News, WebMD, government

portals, etc. Some sites often offer something for "free" and tell you to click on a link to win lots of money or valuables. Never open such sites or click on these links which offer such promises. They are false and may contain viruses. Similarly, many sites offer unscientific and incorrect information, especially about health, science, religion and technology. Ensure to check the website and verify with your instructor/someone else who knows the Internet well, before downloading or believing such information

### 5. Safeguard yourself while shopping on the Internet

One of the benefits of the Internet is the ability to shop from a wide range of stores and buy items on sale. Many times, you may get things on the Internet websites that are much cheaper than in actual stores.

#### Follow these tips to protect yourself when shopping online.

- Visit sites that have a good reputation as 'trusted brands'.
- Follow the security advice carefully on websites that you trust.
- Make sure that you are on a secure site when you need to give credit or debit card details.
- Do not ever give your credit or debit card details on the phone if someone calls claiming to help you with online shopping. One of the best ways to identify safe websites is to check for the lock symbol in the address bar. This is most commonly seen with certain



types of websites, like online stores and banking sites. This means the website is safe to enter your personal information.



### SUMMARY

- Online security is a key aspect when spoken about internet and communication.
- Data security is ensured with the help of keys steps as discussed in this lesson

### SELF ASSESSMENT

Is the various methods used for online security sufficient? comment.

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## 11. MOBILE APPLICATIONS

### Objective

At the end of this lesson, you shall be able to:

- explore the advantages of a mobile phone
- identify how to learn using a mobile phone
- use a mobile phone.

### INTRODUCTION

If a young person is seen with a mobile phone, the most common words they get to hear are ‘why are you wasting time on your phone’, isn’t it? Many people today see the mobile phone as a tool that is meant for distraction or entertainment. Mobile phones are used to send and receive several messages, play games, talk to others, browse on social media, click pictures and watch videos. While it is true that mobile is a big source of entertainment, if used properly, they can have many advantages too.

As a trainee, you can use it for your benefit. A mobile phone can help you learn many new things, be updated with the latest technology and also help you pass your exams! If you manage your time well and learn to use the right kinds of apps and features on your phone, you can be on a life-long learning journey.

So, the next time your elders or parents say, stop wasting time you can show them the different ways in which you can learn using the mobile and make them proud.

1. Learning using mobiles is called M-Learning.
2. The most popular thing that people learn using mobile phones is languages. There are more than 300 apps to help you learn English!
3. You can learn many, many things through apps – From yoga, cooking, poems, dieting, stitching and carpentry. There are free apps to help you learn almost anything you want.



### ACTIVITY 1

1. Ranjith's father recently bought a mobile phone. It is a touch screen smart phone, with 3G Internet. Ranjith's father cannot read and write English very well. He is also not comfortable using mobile phones. In fact, Ranjith's father thinks a mobile phone can be used only for making calls and sending/receiving SMS. Help Ranjith explain the benefits of a smartphone to his father. Below are some hints to get you started.

A smartphone can be used for

- making simple calculations using Calculator
- taking pictures
- reading news on the internet.

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- What type of subjects, apps or websites would you suggest to Ranjith?
- Here are some hints to get you started. Fill up the blanks and suggest new topics for Ranjith.

Subjects/ Topics	Name of Apps	Name of websites
English	Hello English	
Typing	Typing Master	
Translate		
Writing Resume		
Time Management		
Online Payment	BHIM UPI	
Railway booking		www.irctc.com

A mobile application, most commonly referred to as an app, is a type of application software designed to run on a mobile device, such as a smartphone or tablet computer. Apps are generally small, individual software units with limited functions. Mobile Apps can be free or paid. You can download apps from the play store or app store.

### ACTIVITY 2

2. Ranjith, just like you, studies in an ITI. He has promised his father that he will use the mobile phone for only one hour in the day. Ranjith does not want to waste the entire one hour on watching YouTube videos, using Facebook or messaging on Whatsapp. He wants to make good use of 30 minutes to learn something useful for his career and life.



Here are a wide range of things you can use the mobile phone for:

- internet search – search anything you want by typing keywords



- google maps – to find route from one place to another and find out traffic information
- recorder – record important audio (lectures, conversations, etc.)
- clock – to set alarm and reminders
- connecting to friends and family
- listening to music
- organizing time using calendar
- learning new topics and skills.

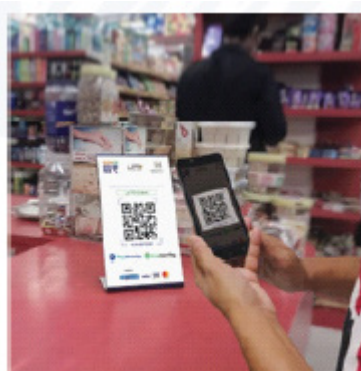
There are several applications to order food, watch videos and TV shows online, pay bills, scan documents, book tickets for travel, movies, shop and even order services like electrician, carpenter, plumber, beautician etc., to our homes.

One of the most important benefits of a mobile phone is learning. Many people do not use a mobile phone for learning purposes. But education institutions and universities (especially abroad) are encouraging trainees to learn using different apps and websites. Learning using mobile phones is a very unique and new way of Learning.

**Simple Mobile Applications:** Mobile phones have become very important and are everywhere. If you observe carefully, you will notice that mobile phones are used like computers. For example, a computer was used to send emails, calculate numbers, create videos, edit photos, search for information online, etc. Modern smartphones have many new features that make them as effective as a computer.

1. One of the best options is to use a payment app (short form for

application), such as BHIM UPI, Paytm, Google Pay, etc. In most of the shops today, shopkeepers display a black square image. You can scan this image and make the payment using an app on your phone. The best part is, you can even make a payment of 1 rupee using this app. This kind of application is known as a UPI app.



2. Read to understand how to use a UPI app.



Bharat Interface for Money (BHIM) is a payment app that lets you make simple, easy and quick transactions using Unified Payments Interface (UPI). You can make direct bank payments to anyone on UPI using their UPI ID or scanning their QR with the BHIM app. You can also request money through the app from a UPI ID.

Developed by National Payments Corporation of India (NPCI), BHIM was conceived and launched on 30th December 2016 to simplify banking through digital banking.



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**3. How to access BHIM (first time users)**

- i. Open the Play Store on your Android phone. It is the icon in the app drawer or on the home screen.
- ii. Type QR code reader into the search box and tap the search button. This displays the BHIM app in the Play store.
- iii. Tap Install.
- iv. BHIM app will now be installed on your Android. When the app finishes installing, the “Install” button will say “Open,” and you’ll have a new icon in the app drawer. Click Open.
- v. This opens the app, which will ask you to choose a language. Here, we choose English.

**SUMMARY**

The various mobile applications are explained in this lesson.

- internet search – search anything you want by typing keywords
- google maps – to find route from one place to another and find out traffic information
- recorder – record important audio (lectures, conversations, etc.)
- clock – to set alarm and reminders

- connecting to friends and family
- listening to music
- organizing time using calendar
- learning new topics and skills.
- identify mobile applications and their use
- scan and use a QR code
- transfer funds online using BHIM UPI

**12. EXPLORING POPULAR SITES FOR LEARNING AND CAREER GROWTH**

At the end of this lesson, you shall be able to:

- identify popular sites for learning and career growth
- explore popular job search sites, learning portals.
- Learn Google input tool and translation

**INTRODUCTION**

One can have a good career by acquiring knowledge, skills and attitude. The various sites for developing your career is explained

**1. Looking for jobs online**

If you are looking for jobs, there are many websites that provide this information. Some examples of the common ones are provided below:

- a. www.naukri.com
- b. www.monster.com
- c. www.timesjob.com
- d. www.sheroes.com
- e. LinkedIn jobs: <https://www.linkedin.com/jobs>



## 2. Self-Employment

Self-Employment means working for oneself as a freelancer or the owner of a business rather than for an employer. Today, many people are turning towards self-employment as a source of income for self and their families.

Many people also use the Internet to help learn a new skill. In India, today the government also provides a lot of support for people who want to run their own business. The largest government agency that helps small entrepreneurs is the Ministry of MSME (Ministry of Micro, Small and Medium Enterprise). <https://msme.Gov.in>

## 3. Job Search Hackathon

A job search hackathon is a group activity aimed to help you learn about different ways to find a job, online and offline. Here trainees take on 3 unique roles of ‘searcher’, ‘documenter’ and a ‘caller’, so that they can discover a number of job opportunities together. This activity is done in groups. This activity will help you

### Learn

- how to look for a job online
- call the company and speak to the HR/concerned person
- fix an appointment for interview or exposure visit
- go for an exposure visit or interview.

Create a group of 3 people. Assign the following roles to each group member - ‘searcher’, ‘documenter’ and ‘caller’.

**Searcher:** A searcher leads the online job searching process starting from google search to using websites like LinkedIn and different job portals

**Documenter:** A documenter is one who collects all the information from the searcher and documents it in the format provided.

**Caller:** A caller needs to call the shortlisted companies and extract as much information as possible about job vacancies and exposure visits.

1. Create an Excel sheet with the following columns
2. Document the details on an Excel/google doc in this format:

Company Name	Address/ Location	Contact person & Designation	Contact number & Email	Job role/ Salary/ Job type	Remarks



## GOOGLE INPUT TOOL

Google IME, also known as Google Input Tools, is a set of input method edited by Google for 22 languages, including Amharic, Arabic, Bengali, Chinese, Greek, Gujarati, Hindi, Japanese, Kannada, Malayalam, Marathi, Nepali, Persian, Punjabi, Russian, Sanskrit, Serbian, Tamil, Telugu, Tigrinya, and Urdu. It is a virtual keyboard that allows users to type in their local language text directly in any application without the hassle of copying and pasting.

## GOOGLE TRANSLATION

Google Translate is a multilingual neural machine translation service developed by Google to translate text, documents and websites from one language into another. It offers a website interface, a mobile app for Android and iOS, and an API that helps developers build browser extensions and software applications.

## SUMMARY

Learning is a continuous process to advance in your career. The popular sites for career development were listed out in this lesson.

## 13. MOBILE PHONE

### Objective

At the end of this topic, you shall be able to:

- meaning of mobile phone
- pros of mobile phone
- cons of mobile phone

142 || Employability Skills

## INTRODUCTION

Mobile telephone, also called mobile phone, portable device for connecting to a telecommunications network in order to transmit and receive voice, video or other data.

There are various pros and cons of Mobile Phone, which are given below.

### Mobile phone - Pros :

- Call and Text.
- Stay Connected with your Family and Friends.
- Latest News Updates.
- Take Photos and Videos.
- Find Directions and Search Places.
- Play Games.
- Portable Music Library.
- Research Anything Anytime.



### Mobile phone - Cons :

- Constantly Distracting
- Socially Disruptive
- Battery Power Keeps Running Out
- The Workday Never Finishes
- Photos and Video Mean No Privacy
- Constant Expense
- Spam



## SUMMARY

Mobile phone has become a necessity post covid era. It helps to conduct online meetings and classess.

## SELF- ASSESSMENT:

Mobile phone is good or evil. comment.

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## 14. SOCIAL MEDIA

### Objective

At the end of this topic, you shall be able to:

- You should be able to discuss the pros & cons Social media

## INTRODUCTION

Social media are interactive technologies and digital channels that facilitate the creation and sharing of information, ideas, interests, and other forms of expression through virtual communities and networks. These social interactions are made through the use of the Internet.

### Social media pros

- staying connected with family and friends worldwide via email, text, Facebook, etc.
- quick access to information and research

- banking and bill pay at our fingertips
- online learning, job skills, content discovery (YouTube)
- involvement in civic engagement (fundraising, social awareness, provides a voice)
- great marketing tools
- opportunities for remote employment

### Social media cons

- **Online vs Reality.** Social media itself is not the problem. It is the way people use it in place of actual communication and in-person socializing. “Friends” on social media may not actually be friends, and may even be strangers.
- **Increased usage.** The more time spent on social media can lead to cyber bullying, social anxiety, depression, and exposure to content that is not age appropriate.
- **Social Media is addicting.** When you’re playing a game or accomplishing a task, you seek to do it as well as you can. Once you succeed, your brain will give you a dose of dopamine and other happiness hormones, making you happy. The same mechanism functions when you post a picture to Instagram or Facebook. Once you see all the notifications for likes and positive comments popping up on your screen, you’ll subconsciously register it as a reward. But that’s not all, social media is full of mood-modifying experiences.
- **Fear of Missing Out.** FOMO has become a common theme, and often leads to continual checking of social media sites. The idea that you might



miss out on something if you're not online can affect your mental health.

- **Self-image issues.** Social media sites provide tools that allow people to earn others' approval for their appearance and the possibility to compare themselves to others. It can be associated with **body image concerns**. The "selfieholics" and people who spend most of their time posting and scrolling are the ones most vulnerable to this. In fact, most college girls who use Facebook at least five times

a day are likely to link their self-worth to their looks. That doesn't mean that the main problem is social media; it only provides a medium for it, which further elevates the problem. It also promotes the same sort of behavior to others.

## SUMMARY

The Pros & Cons of social media are discussed in this lesson

## ASSESSMENT

### I. Choose the Best Answer

- 1 byte = \_\_\_\_\_  
A. 2 bits                      B. 4 bits  
C. 8 bits                      D. 16 bits
- CPU stands for \_\_\_\_\_  
A. Central Programming Unit  
B. Central Processing Unit  
C. Central Planning Unit  
D. Central Progress Unit
- CPU consists of \_\_\_\_\_  
A. Control unit and ALU  
B. Storage device and ALU  
C. Input and output devices  
D. Input device and control unit
- For short distance, which network type should be used?  
A. LAN                      B. WAN  
C. MAN                      D. CAN
- In excel, the intersection of a row and column is called a  
A. Cell                      B. Label  
C. Square                      D. worksheet
- Computer network that spans a regional, national or global area is called \_\_\_\_  
A. LAN                      B. MAN  
C. WAN                      D. CAN
- In MS excel, collection of worksheet is known as \_\_\_\_\_  
A. Worksheet  
B. Workbook  
C. Excel book  
D. Sheet book
- In MS excel, to insert a formula in a cell, we must begin the entry with an operator  
A. =                      B. @                      C. #                      D. \*



9. Spreadsheets are saved with extension  
A. .xls B. .doc C. .pdf D. .mp3
10. The expansion of LAN is  
A. Local Area Name  
B. Local Area Network  
C. Logical Area Network  
D. Legal Area Network
11. The expansion of RAM is  
A. Read Octet Machine  
B. Random Access Memory  
C. Read Access Memory  
D. Random Access Machine
12. The expansion of ROM is  
A. Read Octet Machine  
B. Read Only Memory  
C. Random Only Memory  
D. Rewrite Octet Machine
13. The expansion of WAN is  
A. Wide Area Name  
B. Web Assigned Name  
C. Wide Area Network  
D. Web Aided Network
14. Write a shortcut key for the “copy” command.  
A. Ctrl + C B. Ctrl + V  
C. Ctrl + X D. Ctrl + A
15. Which one is a search engine?  
A. Flickr B. Hotmail  
C. Facebook D. Google
16. Which one is an input device?  
A. Speaker B. Joystick  
C. Monitor D. Printer
17. Which one is an output device?  
A. Printer B. Mouse  
C. Keyboard D. Scanner
18. Which one is not a storage device?  
A. Printer B. Video tape  
C. USB flash drive D. Memory
19. \_\_\_\_\_ is the presentation program  
A. U\_torrent B. Mozilla firefox  
C. MS powerpoint D. Slide panel
20. MS powerpoint is software of  
A. Google B. Apple  
C. Android D. microsoft
21. Which is the right term for a presentation page?  
A. Chart B. Slides  
C. Clipport D. image
22. \_\_\_\_\_ technology is used for communications over large distances wirelessly  
A. Mobile communication  
B. Land communication  
C. Communication  
D. All the above
23. Mobile communication technology used in 2021 is \_\_\_\_\_  
A. 4 G B. 3 G  
C. 5 G D. Both A and C

## II. Answer the Following

1. What do you understand about computers?
2. List out the input and output devices.
3. Write about CPU.
4. What is a storage device?

5. What is RAM and its characteristics?
6. What is ROM and its characteristics?
7. Differentiate - RAM and ROM.
8. What is an operating system?
9. List out the types of operating system.
10. What is a hard disk?
11. What do you understand about MS word?
12. What is a procedure to open a new word document?
13. What is Excel? List out its features.
14. What is a spreadsheet?
15. What is commonly used with Microsoft excel?
16. What do you understand about powerpoint? List out its features.
17. Differentiate - MS word and MS excel.
18. What is the Internet?
19. Define - LAN, WAN, MAN.
20. What is an ISP?
21. What is a search engine?
22. What is internet safety?
23. What are mobile applications?
24. What is a mobile phone?
25. List out the mobile phone pros and cons.

### III. Answer the Following

1. Define Computer and its parts.
2. What is the application of computers?
3. Define operating system and its types.
4. Describe storage features on windows.
5. What are the elements of MS word?
6. Brief and explain about Microsoft Excel components.
7. Define the internet. Mention their types.
8. What is an Internet Browser? Mention their types.
9. Define Mobile application. How to use mobile phones in our day to day life?
10. Mention the types of popular online job sites.

5

ENTREPRENEURSHIP



K-W-L ABOUT

I Know	I want to Know	I Learned

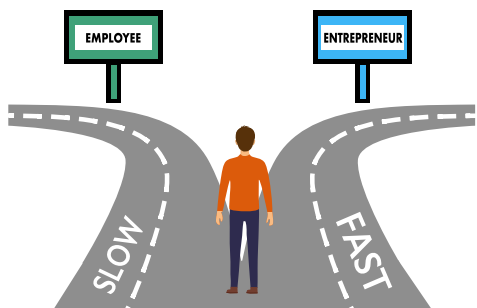
Fill in the I know and I want to know columns by yourself or with the help of the facilitator before starting this unit.

1. ENTREPRENEUR AND ENTREPRENEURSHIP

Objectives

At the end of this lesson you shall be able to

- Define entrepreneur, entrepreneurship and enterprise
- State the advantages of entrepreneurship



INTRODUCTION

We all aspire to be placed in a job after completing our education, we can choose to be an employee working for an organization or an entrepreneur who can create his/her own organisation. Here are some differences for you.

ENTREPRENEUR	EMPLOYEE
They plan a task.	They execute a task.
Creates schedule.	Follows a schedule.
They embrace risk.	they avoid risks.



## Entrepreneur

An entrepreneur is a person who aspires with new ideas or ways of doing business and makes profit in return. “An entrepreneur is a person who takes the risk of setting up his own business venture for perceived rewards. He is a person who initiates the idea, formulates a plan, organise resources and puts the plan into action to achieve his/ her goal”

## Madhu Saran, Chairperson of STC Technologies

She is an entrepreneur from Chennai. Madhu Saran the chairperson of STC Technologies which is a software testing firm and also owns Cosmetic clinics with centres all over Chennai. Also, has an NGO called River. Her NGO also has a venture of House of coffee Shop. Her NGO helps to empower the growth of women. It provides freshly brewed coffee for coffee lovers on wheels.

## INTRAPRENEUR

An intrapreneur is an employee who works in a company and creates an innovative idea and obtains resources within his company. He is the entrepreneur of the company or organisation.

## Prerequisites while Planning to be an Entrepreneur

- Identify a problem to solve
- Find ways to solve a problem
- Built up a diverse skill set
- Ensure Financial Stability
- Create a wide network

## Capital for Entrepreneurs

Entrepreneurs can obtain financial resources or capital from various ways. Some of them are listed below:

**Bank Loan:** Indian Government supports entrepreneurs by providing loans like MSME loan, Business loan for Women, Working capital Loan, MUDRA loans, Stand up India loan and many more for start-ups and small businesses.

They may find financing in the form of angel investors and venture capitalists. These types of investors also provide guidance, mentorship, and connections in addition to just capital.

**Crowdfunding** has also become a popular way for entrepreneurs to raise capital, particularly through Kickstarter. An entrepreneur creates a page for their product and a monetary goal to reach while promising certain givebacks to those who donate, such as products or experiences.

**Bootstrapping** refers to building a company solely from your savings as an entrepreneur as well as from the initial sales made from your business. This is a difficult process as all the financial risk is placed on the entrepreneur and there is little room for error.

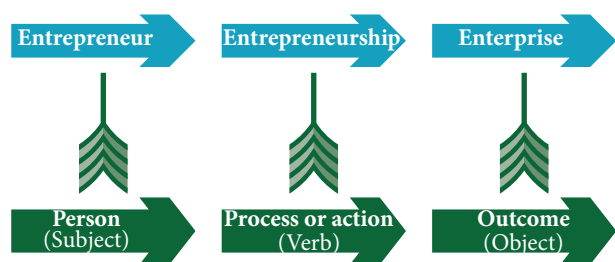
## Entrepreneurship

Entrepreneurship is the process of planning, organizing, operating, and assuming the risk of a business venture. Entrepreneurship is a process involving various actions to be undertaken to establish an enterprise. Innovation and risk bearing are regarded as the two basic elements involved in entrepreneurship. Individuals performing these functions are the entrepreneurs and





their enterprising ability and skill is known as 'entrepreneurship'.



A small business is a company, usually, a sole-proprietorship or partnership, that is not a medium-sized or large-sized business, operates locally, and does not have access to a vast amount of resources or capital.

Entrepreneurship refers to an individual that has an idea and intends to execute on that idea. Entrepreneurship usually starts as a small business but the long-term vision is much greater, to seek high profits and capture market share with an innovative new idea.

### ACTIVITY 1

Think of 4 entrepreneurs you know. In the picture below, mention the businesses they run and what is the advantage of that business to society.

#### Entrepreneurs I know


## Enterprise

An enterprise is the business organization that is formed, which provides goods and services, creates jobs, contributes to national income, exports and overall economic development.

### Types of Business Activities

Our needs and wants are never constant. They are ever changing. We may want something today but not the same thing tomorrow. For example, Sameer wanted a pair of shoes today but after a few days he wanted a pair of jeans. We can clearly see our wants change over time. Markets provide us with a product in the form of a good or a service to meet our specific needs. In the market, different types of businesses exist. The four different types of business activities are as follows:



#### Examples of:

- Trading Companies: Auto care, pet care, pet food services.
- Manufacturing companies: Car parts, chemicals, clothing.



## ACTIVITY 2

### Poster Presentation — Businesses Around Me!

#### Procedure

1. In this activity, you will work in groups to come up with examples of different kinds of businesses we see around us.
2. Each group will create a poster regarding their business idea
3. Then make a presentation of the poster in front of your friends

### Advantages of Being an Entrepreneur

- a. **FOLLOW YOUR PASSION.** Being an entrepreneur offers you the flexibility and freedom to pursue your interests and abilities. You are also able to make quicker decisions because of a smaller organization structure.
- b. **BE INNOVATIVE** You are free to try new and creative ideas because an entrepreneur's risk taking capacity is higher than that of large organizations.
- c. **FULFILL CUSTOMER NEEDS** Entrepreneurs identify problems that their customers have and turn those into new business opportunities for themselves.
- d. **MORE JOBS WITH GROWTH OF BUSINESS,** entrepreneurs look for more people to help them. They buy more material, and from more people. They also hire more people to work for them.
- e. **USE LOCAL GO GLOBAL** Entrepreneurs use the material and people available around them, to make products at low cost. This increases the income of the individuals around them

and the local population is also able to access products and services at a lower cost.

### CONCLUSION

From the above lesson you should understand the Role of Entrepreneur and Apply your skill sets to be successful in Building your Future

### QUESTIONS TO THE STUDENT

1. Does the entrepreneur you discussed about was able to solve the needs of a customer?

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2. Discuss and write as an entrepreneur what should be your contribution towards your business?

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3. How would you categorise the business(es) of the entrepreneurs you identified in the activity as discussed earlier?

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## 2. BEING ENTREPRENEURIAL

### Objectives

At the end of this lesson, you shall be able to:

- Identify the skills needed to be an entrepreneur
- List the qualities of an entrepreneur
- Assess your abilities as an entrepreneur

### INTRODUCTION

Irrespective of the path(as discussed in lesson 1) you take in life, if you have this(Fig below) mindset to do whatever it takes to improve, take risk in developing it and to try new things you are in the path of improvement then you have set yourself on the path to success!

### SKILLS OF AN ENTREPRENEUR

Along with the above said mindsets, an entrepreneur also has the following skills:



a. **Leader** An entrepreneur is a good leader. They guide and support their

employees to grow the business and be a role model for others.

- b. **Creative** An entrepreneur is creative and innovative. They come up with different and unique ideas for their business to work and grow.
- c. **Ambitious** An entrepreneur is ambitious and keeps thinking of new ways to make the business bigger and better!
- d. **Goal-Focused** An entrepreneur is goal-focused. They know the targets that they are working towards.
- e. **Hard work and smart work** An entrepreneur works hard to achieve his/her goals.
- f. **Risk Taker** An entrepreneur isn't afraid of taking calculated and informed risks to make their business better.

### ACTIVITY 1

**Read the following story in groups of 3 or 4.**

Bigbasket is India's largest online food and grocery store with mobile app owned and operated by Innovative retail concepts private limited. At the big basket you can select a time slot for delivery and your order will be delivered to your doorstep. It was founded by Hari Menon, CEO of big basket. This was not his first initiative though one among many was he was the CEO of India skills, Vocational education venture. His test run for bigbasket was Fabmart, 1999 the first e-commerce portal of India similar to amazon and flipkart these days since it was ahead of the internet era in India. Fabmart had no transaction for the 1st year, so it was converted to Fabmall(Physical retail chain), which clearly shows he didn't give

up on his creations. It was in 2011 after the introduction of smartphones in India Big basket was launched in 2011. It was started in Bengaluru and expanded his firm to 8 cities in 2015. Now Big basket is the 5th largest online grocery firm in 2021. He created bigbasket to deliver food and groceries at lowest price and quicker at the touch of your hand.

Skills	Examples
Creative	App ahead of internet era and smartphone
Goal Focused	
Leader	
Risk taker	

Mindsets	Examples
Self-Awareness	He knew that the detergent market did not have cheaper options for Indian households. He knew he wanted to solve for that.
Self-Belief	
Independence	
Grid	
Skills	Examples
Creative	
Leader	
Ambitious	
Goal-Focused	
Goal-Focused	
Risk Taker	He offered a money back guarantee to his customers.

## ACTIVITY 2

What do you think it will take for you to succeed in any option that you pick? Let us look at some examples of people who have been successful in their careers. Read the stories and write down what you find common in them.

### What do these people have in common?

#### Gitanjali Rajamani

COO and Co Founder of Farmizen, Here you can rent a piece of land and cultivate products..She turned to her roots after her cubicle 24 hrs job.

#### Laxmi Agarwal

At 15, she was attacked with acid to her face. After a painful recovery she now stands up for the rights of victims. She founded the NGO Charnav foundation.

#### Josephine Arokiya Mary

An Agripreneur. Founder of Vibis Natural Bee farming. Her family issues and commitments did not stop her from starting a venture as a support to her husband.

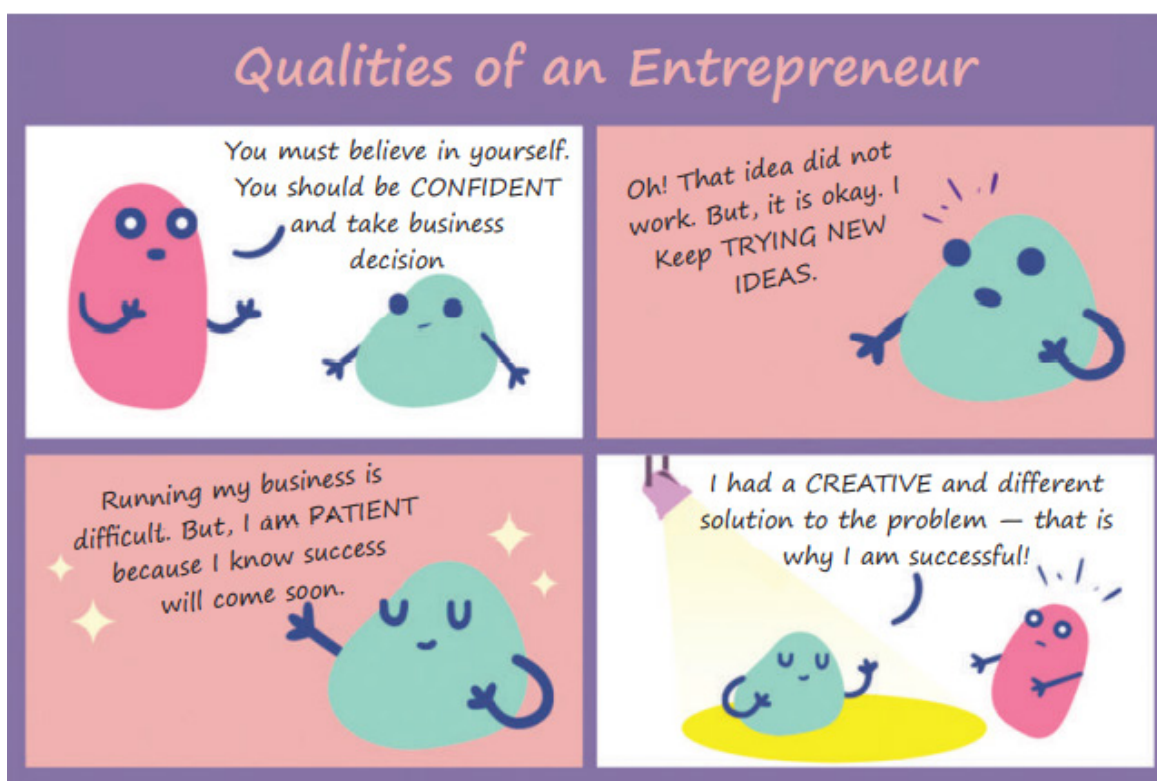
### Qualities of a good entrepreneur

The following are the qualities of good entrepreneur:

- **Initiative-** acting out of choice rather than compulsion, taking the lead rather than waiting for others to start.
- **Competent-** A mindset where one is trained to look for business opportunities from everyday experiences, and takes a plunge.
- **Persistence-** A 'never say die' attitude, not giving up easily, striving hard, information seeking, continuously until success is achieved.
- **Knowledge** - Acquires knowledge, consults experts, continuously willing

to learn and have an overall openness to ideas and information.

- **Concern for High Quality of Work-** Attention to details and observance of established standards and norms to achieve quality.
- **Commitment to Work-** Taking serious efforts & personal pains to complete a task as scheduled.
- **Efficiency Orientation-** Highly concerned for conservation of time, money and effort.
- **Ethical leader:** Conscious in creating the organisation around some values and morals for the common good.
- **Systematic Planning-** Breaking up the complex issues into parts, close examination of the parts and inferring about the whole; e.g. simultaneously attending to production, marketing and financial aspects (parts) and the overall business strategy (the whole).
- **Problem solving-** Observing the symptoms, diagnosing and taking corrective action to sort out problems.
- **Self-confidence-** Not being afraid of the risks associated with business and relying on one's capabilities to successfully manage the enterprise.
- **Assertiveness-** Conveying emphatically one's vision and convincing others of its value.
- **Persuasion-** Elicit support of others in the venture.
- **Use of Influence Strategies-** Providing leadership.
- **Monitoring-** Ensuring the progress of the venture as planned.
- **Concern for Employee Welfare-** Believing in employee well being as the key to competitiveness and success and initiating programmes for employee welfare.





### ACTIVITY 3

Now, you have the chance to find out where you stand on the skills and qualities to be an entrepreneur! Read the skills and qualities of an entrepreneur and fill out the analysis for yourself below.



### ACTIVITY 4

You have 50 rupees with you now and have to come back with a profit in the next class. In order to earn this profit, you can plan to do something together as a group. For example, selling biscuit packets in your school showcases any talent and collects money from the audience, etc. Note down what you did, how you did it, and what was it that you loved the most in this activity. You may consider making a SWOT analysis, if you wish to.

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### CONCLUSION

From the above Lesson you should understand skills, qualities and abilities required to become an entrepreneur.

### QUESTIONS TO THE STUDENTS

What according to you are the skills that separates an entrepreneur and employee?

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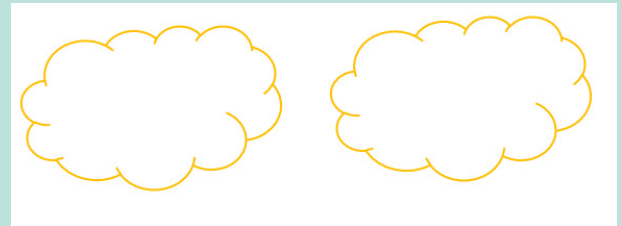
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No Entrepreneur has all the necessary qualities but most of them will have many. Identify the qualities you already possess to become an entrepreneur and mention them below



As discussed about weakness in analysis of skills activity. Find ways in which you can overcome the weakness.

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### 3. ENTREPRENEURIAL MOTIVATION, PERFORMANCE AND REWARD

#### Objective

At the end of this lesson you shall be able to

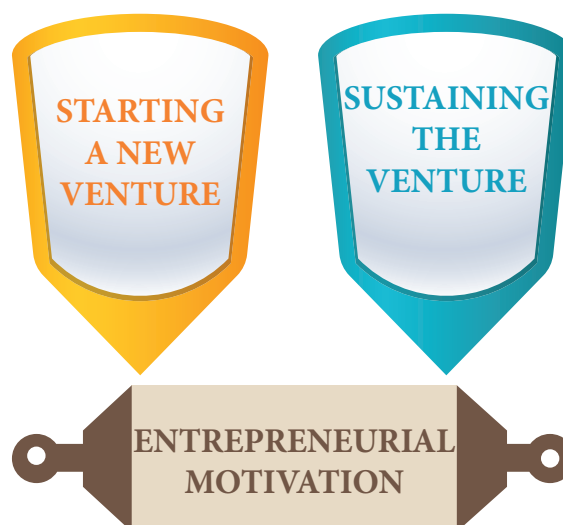
- Identify the entrepreneurial motivation and its sources
- Understand entrepreneurial performance and reward

#### INTRODUCTION

Entrepreneurial motivation may be defined as the process that activates the entrepreneurs to exert a high level of effort for the achievement of his/her goal. In other words, Entrepreneurial motivation refers to the drive or forces within an entrepreneur that affects his/her direction, intensity and persistence of voluntary behaviour. It is the process of transforming an ordinary individual to a powerful businessman



Starting a new venture and sustaining in the venture for a long time depends on the entrepreneurial motivation. If this fails automatically the venture will fail.



#### Sources for motivation includes

Internal factors like:

- Personal goals
- Need for achievement
- Ambition

External factors like:

- Societal needs
- Support
- Successful entrepreneurs(Role models)
- Access to capital
- Status

#### ACTIVITY

List some personal and social factors that motivate you to become an entrepreneur.





## PERFORMANCE AND REWARDS

The various measures of business performance include

- sustainability
- sales growth
- growth in market share
- growth in market scope (local, national or international)
- growth in investment (in the same unit)
- diversification
- growth in number of employees
- growth in profit.

Both physical growth and financial growth parameters have been the traditional measures of entrepreneurial performance. Of late, other measures of performance such as customers' satisfaction, employee satisfaction, image, credit rating, etc. are also becoming increasingly relevant.

### Entrepreneurial rewards

The personal rewards of entrepreneurship extend beyond business performance.

### Intrinsic Rewards

As the names would suggest, intrinsic rewards vest in the activity itself- ask a musician the joy of making music, the craftsman or the artist the joy of creative work or a cricketer the joy of playing the game! Likewise, the entrepreneur enjoys the creativity and innovativeness that he brings to his venture.

### Extrinsic Rewards

One reason an individual may desire to be on one's own could be that one is looking for the profit pie rather than mere a share in it! Apart from income and wealth that business ownership may bring forth, it may also be a source of career continuity for family members of the entrepreneur.



### ACTIVITY 2

Ask the students to create a handmade paper craft in 5 min and ask the teacher to reward you according to your performance.

### CONCLUSION

From the above lesson we should understand the entrepreneurial motivation and performance exhibited in this dynamic scenario.

### QUESTIONS TO THE STUDENTS

1. List the various rewards you would expect if you are an entrepreneur.

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2. Imagine you are facing a difficult situation in your business. What attributes will you consider to motivate yourself?

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3. Identify the ways available to improve the performance of your business or brand.

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#### 4. SOURCES OF BUSINESS IDEA

##### Objectives

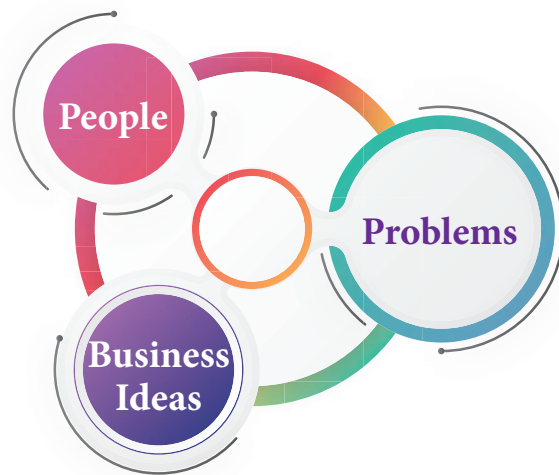
At the end of this lesson, you shall be able to:

- Recognize your interest or idea to start a business
- Create and list multiple sources of business idea

##### INTRODUCTION

The best business ideas come when they are rooted in people’s needs and problems. When you know someone who is experiencing a problem, your immediate instinct is that you want to solve it. What you will learn in this lesson is to interact with people and

identify their problems. Thereafter, identify how these conversations can be catalysts for innovative business ideas that could be generated.



##### What is a Business Idea?

A business idea is a solution that an entrepreneur thinks of, to serve the customer. An idea determines what business activity an entrepreneur would take up to make financial gains. An idea can be product-service based or a hybrid model(combination of product and service).

##### Sources of Business Idea

- Invent a new product or service
- Add value to an already existing product
- Franchising
- Mass media
- Exhibitions, Expos and Trade shows
- Industrial Surveys
- Listen to customers complaints
- Brainstorming



## ACTIVITY 1

### Group Activity: Crazy Ideas Procedure

- Make groups of five members each.
- Each team comes up with 'crazy' business ideas, which no one has ever thought of or heard of before. For example, 'Special designer socks for Rs 5000/-' or, 'Books that read to you'.
- Every time someone comes up with a crazy idea, everyone in the group loudly say, YES LET'S DO IT! together and then give reasons for why the idea will work.
- Each group gets 20 minutes to come up with at least 10 crazy ideas.
- Each group presents their crazy ideas to the whole class.
- One student from the class makes a list of all the crazy ideas.

### Summary

- No idea is a bad idea.
- One comes up with ideas when encouraged by others.

## ACTIVITY 2

Now, think of someone you know who is related to this sector or works in it. It could be a friend, neighbour, classmate or yourself. Think of the problems this person faces relating to that sector. If you could come up with business ideas to solve those problems, what would those ideas be? An example is given for reference.

<b>Sector</b>	Spa and salon
<b>Person</b>	Best friend Rama
<b>Problem</b>	The products used in the local beauty parlour are harsh on her skin. They give her rashes.

<b>Business Idea to Solve It</b>	<ol style="list-style-type: none"> <li>1. Make ayurvedic products at home and sell them to her.</li> <li>2. Make ayurvedic products at home and sell them to the parlour.</li> <li>3. Work at the parlour and start an ayurvedic wing there.</li> <li>4. Source homemade remedies for skincare from a person I know that already makes it and sells it.</li> <li>5. Help people find the right beauty parlours, depending on their skin type.</li> </ol>
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<b>Sector</b>	
<b>Person</b>	
<b>Problem</b>	
<b>Business Idea to Solve It</b>	

## CONCLUSION

From the above lesson you should understand the ideas of starting a new business.

## CASE STUDY

Nathiya, the Fashion Designer. Nathiya went to Chennai to become a fashion designer. She was always interested in designing beautiful dresses for her friends when she was in school. After college, Nathiya was not sure what kind of work she should do. In Nathiya's culture, girls have to wear a Chudidhar at all times. In a city like Chennai, it was difficult for Nathiya to find good quality Chudidhar, so she came up with an idea of making and selling them. She started making good-quality, fashionable and affordable Chudidhar. She would buy



good material, stitch pearls and beads, and pack her products in a beautiful box. She would sell them in hostels and colleges. Now, Nathiya has a boutique of her own and also sells products online.

Rakesh, the Special Auto-driver. Rakesh came from a small village in Uttar Pradesh to Mumbai when he was very young. He had come to make money for his family. His friends gave him an idea of buying an auto to make enough money. For many years, Rakesh was driving around like any other auto-driver. But with time, he really started enjoying his work. He loved talking to his customers and listening about their life. This gave him an idea, which turned him from an auto-driver to an entrepreneur.



He came up with the idea of a 'Special auto experience', in which a customer would get special services – Snacks, Cold-drink, Songs of their choice, Newspaper, and Wi-Fi for their mobile. In addition to this, Rakesh would take them through special routes and tell stories. He shared his mobile number so that his clients could call and pre-book his service. People started using Rakesh's services, and would stand in queue to get one ride with him. Rakesh now has many auto-drivers working under him. He has trained them to serve on the same standards to the customers. He has a flourishing business now.

## QUESTIONS TO THE STUDENTS

1. What principle of getting an idea did the two entrepreneurs follow?
2. How do you think Nathiya and Durai came up with these ideas?
3. If you could do a business, what would be your idea?

## 5. MICRO, SMALL AND MEDIUM ENTERPRISE (MSME)

### Objectives

At the end of this lesson you shall be able to

- define Micro, Small and Medium Enterprises (MSME)
- list out the functions of MSME
- list out the differences between small scale and large scale business.



### INTRODUCTION

In accordance with the provisions of Micro, Small & Medium Enterprises Development (MSMED) Act 2006, the Micro, Small and Medium Enterprises (MSME) are classified into manufacturing enterprises and service enterprises:

**Manufacturing Enterprises:** The enterprises engaged in the manufacture or production of goods. The manufacturing enterprises are defined in terms of investment in plant & machinery.

**Service Enterprises:** The enterprises engaged in providing or rendering of services are defined in terms of investment in equipment.

The Central Government, hereby notifies the following criteria for classification of micro, small and medium enterprises, namely:—

- (i) a micro enterprise, where the investment in Plant and Machinery or Equipment does not exceed one crore rupees and turnover does not exceed five crore rupee
- (ii) a small enterprise, where the investment in Plant and Machinery or Equipment does not exceed ten crore rupees and turnover does not exceed fifty crore rupees
- (iii) a medium enterprise, where the investment in Plant and Machinery or Equipment does not exceed fifty crore rupees and turnover does not exceed two hundred and fifty crore rupees.

**NOTE: \*The above ceiling limit is classified on July 2020, this ceiling limit will vary from time to time.**

### Functions

- Facilitation and credit flow to MSMEs
- Improving competitiveness of MSMEs
- Improve manufacturing base through upgradation of technology
- Promotion of MSMEs through cluster based approach
- Marketing support to MSMEs
- Skill development and entrepreneurship development training

- Creation of new Micro Enterprises through Prime Minister’s Employment Generation Program (PMEGP)
- Growth and development of Khadi and Village Industries (KVI) sector
- Growth and development of Coir Industry

Small Scale Business	Large Scale Business
It employs less people and capital.	It employs a large number of people and huge capital.
Most of the work is done by manpower, small machines and tools.	The work is done mostly by larger machines and more automation.
Raw materials used are very less and the production is consequently low.	Raw material used is large and there is mass production in large quantities.
They are scattered in rural and urban areas and are in the private sector, e.g. cycle, T.V., radio.	They are located in urban centres and are in the public sector or run by big industrialists, e.g., Cotton textiles, Jute textiles, car manufacturing etc.,

### ACTIVITY 1

Identify some Small and Large scale enterprises in your locality and list them in the shapes given below.

**Large**



**Small**



### QUESTIONS TO THE STUDENTS

1. The opportunities in the small scale sector are enormous . Why?
2. Identify and discuss the difference between Micro, Small and Medium enterprises around you.
3. Why manufacturing enterprises are classified based on investment in plant and machinery. Discuss

### 6. VARIOUS SCHEMES AND INSTITUTES FOR SELF-EMPLOYMENT

(GUEST SESSION)

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### QUESTIONS TO THE STUDENTS

1. List some of the schemes you learned about in the guest session.
2. As discussed, District Industries Centres (DICs) provide all sorts of assistance to the entrepreneurs under the single roof for the healthy growth of the industry sector .Collect information regarding the DIC center in your district.
3. Which scheme do you think that suits best for your business project?

### CONCLUSION

From the above lesson you should understand the functions of micro, small and medium enterprises.

### 7. MARKETING, ADVERTISEMENT AND PUBLICITY

#### Objectives

At the end of this lesson you shall be able to

- define consumer behaviour and market survey
- explain the concept of marketing
- state the methods of marketing
- discuss the concept of advertisement and publicity

#### INTRODUCTION TO MARKETING

Marketing is the management process responsible for identifying, anticipating, and satisfying customer requirements profitably.

In simple terms, marketing relates to selling of products or services by generating a strategy that underlies sales techniques, business communication, and customer relations. It begins with the customer (by finding their needs) and ends with the customer (by satisfying their needs).

#### Who is a Customer and Consumer?



Customer is a person who purchases a product from the buyer.

Consumer is the end user of the product.

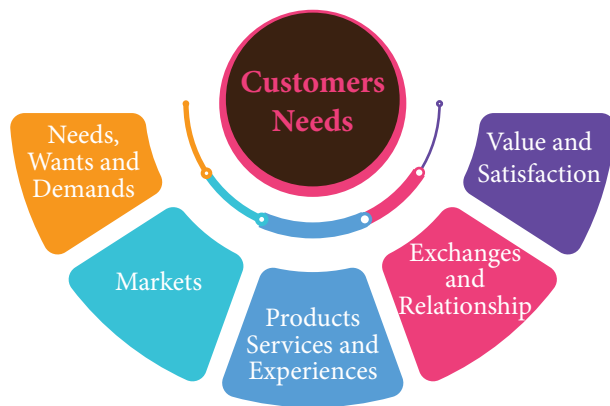
Eg. Karthick buys a pen for his friend prakash. Prakash uses the pen for his exam



Karthick is the customer, Prakash is the consumer

## Understanding Customer Needs and Behaviour

Marketing is different from selling. Marketing starts with buyers and focuses constantly on customer needs whereas selling focuses on selling needs. Therefore it is necessary to understand customer needs before marketing.



## CUSTOMER BEHAVIOUR

**Customer buying Behaviour includes:**

- (i) Buying habit
- (ii) Living habits
- (iii) Purchasing power
- (iv) Attitude and preferences
- (v) Local environment

## MARKET SURVEY



A market survey is an important requirement for initiating any successful business. The objective of a market survey is to collect information on various aspects of the business. This survey is a tool through which we can minimize risk. After the market survey, the results must be analyzed in order to finalize a business plan.

Through a market survey we can obtain information in the following areas:

- Size and location of market. For example, how many sellers are in the market, Area of market etc.
- Pattern of demand. For example, size of demand, possibility of increase of demand, seasonal demand, demand creation etc.
- Buying habits and motives. For example, who are the customer (age group, sex, and economical status), consumer buying behaviour, consumer choice etc.
- Past and present trends for this or other products.
- Competitors detail Who, where and how many are they? Quality & quantity of their product.

If a market survey is not conducted, entrepreneurs will have no information about purchasing power, age group, target market of the consumer. This will end up in making wrong decisions about production capacity, customer availability. Most businesses fail due to wrong location, wrong product selection.



## ACTIVITY 1

### Outdoor Interviews and Presentation:

#### Real Customer Survey Assignment

1. Construct a simple questionnaire containing questions related to customer's satisfaction regarding a product or service.
2. Meet some people in the market or residential area and administer the questionnaire.
3. Analyse the responses received from the people about the performance of the product or service.
4. Discuss the observations in the class.

Sample survey for the product or service you have thought of

Questions	Answers
1. On a scale of 1 to 10, rate how you like the idea of this product or service?	
2. How do you buy this product? (a) From a shop (b) Someone delivers it to you (c) Buy it online (d) Do not buy it yourself, someone else buys it for you	
3. How often do you buy this? (a) Everyday (b) Once a week (c) Once a month (d) Once a year	
4. How much money do you usually spend to buy this product?	
5. What is your favourite brand of ___? Why do you like this brand?	

### Advertisement

An activity which establishes non-personal contact with the customers regarding the product, idea and service. It is an effort

to create and sustain the demand for the product. Advertisement is sponsored and paid for. It carries the message about quality and utility of the goods or services.

### Purpose of advertisement

- To give information regarding the existence.
- To create new demand for the product
- To instruct about the use of the product
- To encourage the consumer
- To remove doubt and confusion about the products



### Methods of marketing through advertisement

- Print advertisements - for example in newspapers and magazines. It reaches lots of people.
- TV/Radio Advertisement - for example to advertise promotions and competitions or events
- Leaflets - for example door to door, shops, posters, trade shows, cafe. It is simple, cheap and focuses on the local area only.



- Websites - advertisements can be put on website.
- Online advertisement.
- Social media - for example blogging, facebook, linkedin, youtube and twitter. Social networking can be a great way of building up the clients and promoting developments in business
- Word of mouth - through friends, family customers and even competitors.

### Publicity

Publicity is an unpaid mention of the company, its product and brand by the news media in newspapers, journals, website, radio or television. It is an uncontrolled form of promotion. Favourable publicity increase the credibility and result in building faith in the product or company whereas unfavourable publicity will result in creating doubt in the mind of people for the product and company



### ACTIVITY 2

Role play: Create an advertisement for your product/ Service

#### Procedure

- Class forms teams of 5 members each.

- Each team creates an advertisement for an idea they like.
- The teams get 10 minutes to create an advertisement.
- The teams present their advertisement in front of the students and receive feedback

### ACTIVITY 3

Sell me a pen!

Come up with a creative way to sell a pen to someone in the class (someone who is not a friend). Let the class vote for the best sales idea. What are the different things you have to do to convince people to buy from you?

### CONCLUSION

From the above lesson you should understand the concept of consumer behaviour and the importance of marketing and advertising.

### QUESTIONS TO THE STUDENTS

1. Identify the difference between advertisement and publicity and list them below.

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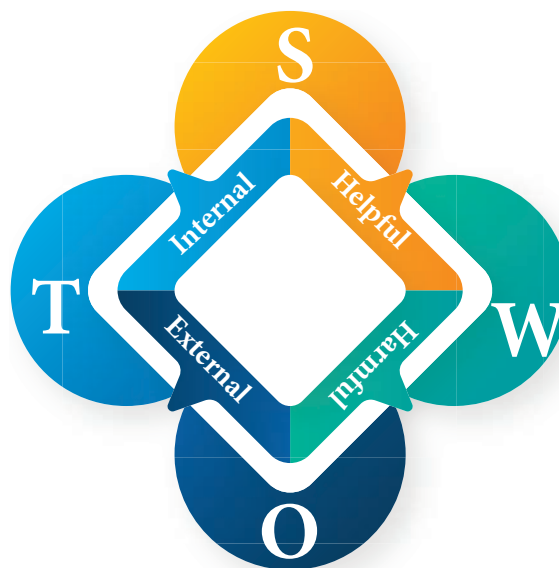
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2. Do you think that analyzing customer behaviour is necessary? If yes, mention the reasons.



## INTRODUCTION TO SWOT ANALYSIS

SWOT is a strategic planning method used to evaluate a project's Strengths, Weakness, Opportunities and Threats.



3. Identify a failure business around you, list the reasons for its failure.

## 8. SWOT AND RISK MANAGEMENT

### Objectives

At the end of this lesson you shall be able to

- brief the concept of SWOT analysis
- explain the benefits of SWOT analysis
- discuss the concept of risk analysis and management.

### Importance of SWOT Analysis

Identification of SWOTs is essential because subsequent steps in the process of planning for achievement of the selected objective may be derived from the SWOTs. Setting the objective should be done after the SWOT analysis has been performed. This would allow achievable goals or objectives to be set for the organization.

Some examples of internal and external factors are given below:

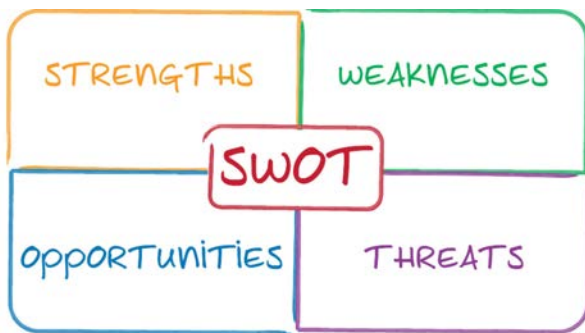
INTERNAL FACTORS	
STRENGTH	WEAKNESS
<ul style="list-style-type: none"> <li>● Excellent sales staff with strong knowledge of existing products</li> <li>● Good relationship with customers</li> <li>● Good internal communications</li> <li>● High traffic location</li> <li>● Successful marketing strategies</li> <li>● Reputation for innovation</li> </ul>	<ul style="list-style-type: none"> <li>● Currently struggling to meet deadlines - too much work?</li> <li>● High rental costs</li> <li>● Market research data may be out of date</li> <li>● Cash flow problems</li> <li>● Holding too much stock</li> <li>● Poor record keeping</li> </ul>



EXTERNAL FACTORS	
OPPORTUNITIES	THREATS
<ul style="list-style-type: none"> <li>● Similar products on the market are not as reliable are more expensive</li> <li>● Loyal customers</li> <li>● Product could be on the market for Christmas</li> <li>● Customer demand - have asked sales staff for similar product</li> </ul>	<ul style="list-style-type: none"> <li>● Competitors have a similar product</li> <li>● Competitors have launched a new advertising campaign</li> <li>● Competitor opening shop nearby</li> <li>● Downturn in economy may mean people are spending less</li> </ul>

### ACTIVITY 1

Conduct a SWOT analysis for your project(write the details inside the box)



“Dealing with risk is a part of governance and leadership, and fundamental to how an organisation is managed at all levels” - defines ISO.

The risk stems from a variety of sources including financial uncertainties, legal liabilities, technology issues, strategic management errors, accidents and natural disasters. It is the process of identifying, assessing, controlling and reviewing threats to an organization’s capital and earnings.

### RISK MANAGEMENT

It is a technique used to identify and assess such factors that may threaten the success of a project. Risk analysis involves examining how project outcomes and objectives might change due to the impact of the risk event.

Once the risks are identified, they are analysed to identify the qualitative and quantitative impact of the risk on the project so that appropriate steps can be taken to reduce them.



#### Principle of Risk Management (RM) should

- Create value - the gain should exceed the pain.
- Be an integral part of the organisational process.

- Be the part of the decision making process.
- Explicit address uncertainty & assumptions.
- Be systematic & structured process.
- Be based on the best available information.
- Be flexible (not rigid)
- Be transparent
- Be dynamic, interactive & respond to change.

- Be capable of continual improvement & enhancement.

### Some Examples of Risk for an Entrepreneur:

- Emotional risks
- Trusting key employees
- Committed employees health
- Interest in product/service

## ACTIVITY 2

Now that you have seen the list, please arrange the risk (for an entrepreneur) in order of priority relating to your own life. then come up with solutions how you can reduce these risks and start with the one with highest priority.

**RISK**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

**SOLUTION**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

## CASE STUDY

Ravi has always been a good chef. He started a Snacks shop in Chennai city 20 years ago. It is a very successful shop. He owns 5 Snacks outlets in the city. After some time, he decides to move back home to his village. He manages to sell his Snacks shop for a healthy profit to open a Snacks shop in his village. Sure of his success, because of his previous experience and the fact that there was only one other Snacks shop in the village, he sets up shop, and prepares for opening. He has a batch of menus left over from his old shop. So to save on the cost of printing new menus, he simply places a sticker with the new address over the old address and displays the menus on the counter.



On the opening night, one or two local people pop in. They taste the free samples and comment that the Snack is too bland. Another visitor looks at the pre-cut onions and pre-boiled potatoes and questions the freshness of the Snack. The only person that buys a plate of Snack is surprised when she is not given a helping of dry Snack to finish the meal. The annoyed customer says that she would be able to get a full thali meal in the shop next door, for less than the price of that Snack plate. Ravi is not very worried about the comments of a few people. After all, it is impossible to please everyone and he has been in the Snack business for a long time. A few weeks later, sales have not improved and Ravi is facing the possibility of closing down his shop, having lost all the money invested in it.

### CONCLUSION

From the above lesson you should understand the concept and benefits of SWOT analysis.

### QUESTIONS TO THE STUDENTS

1. What is Ravi doing wrong?

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2. Why is he facing this problem?

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3. What preventive measures that Ravi missed to do, to avoid such a risk in his business?

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## 9. PROJECT FORMATION, FEASIBILITY AND LEGAL FORMALITIES

### Objectives

At the end of this lesson you shall be able to

- explain the project report, its feasibility, estimation and costing, legal formalities
- describe briefly about the factors to be considered for the project report

### INTRODUCTION

A Project report is the formal written expression of the entrepreneurial vision, describing the strategy and operations of the proposed venture. The project report when it is intended to be presented to a banker, it may be called a “loan proposal.”

The advantages of writing a project report of the firm is to think about their business in a comprehensive way, to communicate their objectives, to have a basis for making decisions, and to facilitate the planning process.



## Factors to be Considered for Creating a Project Report

While there is no set format for writing a project report, there are several elements that are typically included. Here's what's important to consider when writing your project report.

- Executive summary
- Market analysis and opportunity
- Competitive analysis
- Execution plan: operations, development, management
- Marketing plan
- Financial history (funds) and projections



### ACTIVITY 1

Create a checklist of the top 5 things that must be decided and be in place before you begin your business.

### Feasibility

A feasibility study is defined as a controlled process for identifying problems and opportunity, determining

objectives, describing situations, defining successful outcomes and accessing the range of costs and benefits associated with several alternatives for solving problems. This would encompass factors such as description of the product specifications to be adopted, raw material availability as per requirements, outline of manufacturing process inclusive of a flow process chart, quality control measures, power supply, availability of water, transport facilities and communication network.

### Types of feasibility

1. Market feasibility - includes current market, anticipated future market, potential competition etc.
2. Technical feasibility - details of how to deliver a product.
3. Financial feasibility - source of capital, how much start-up capital is needed, returns on investment etc.
4. Organisational feasibility - defines legal and corporate structure of business

### Estimation and Costing

Project costing includes nonrecurring expenses such as land and building, plant and machinery, pre-operative expenses and so on, recurring expenses such as working capital needs, raw material needs, wages for personnel, etc. will have to be worked out in detail.

Besides profit per month, percentage of profit on investment and percentage of profit on expected sales should also be computed and furnished.



## LEGAL FORMALITIES

Starting a new business venture in India is not as easy as it might seem. Several legal formalities are to be complied with, for both new as well as established businesses and startups. Some of these formalities include financial regulations, tax obligations as well as employment law regulations, which are central to the functioning of every business organization in India.

Some of these crucial legal formalities that entrepreneurs should be aware of before setting up a business venture are:

- 1) Deciding on a business name
- 2) Creation of a founder's agreement
- 3) Acquire all the legal licenses and registrations
- 4) Be acquainted with the relevant tax regime and accounting norms
- 5) Be acquaint with labour laws
- 6) Safeguard Intellectual Property
- 7) Creating a proper business policy
- 8) Get business insurance of your choice
- 9) Have a clear idea about the mode of winding up

## ACTIVITY 2

Complete all the columns in the proforma given below with relevant details based on your own project.

NAME OF THE PROPOSED ORGANISATION	
LOCATION	
ENTREPRENEUR DETAILS (Name, address, age, educational qualification, training/ work experience(if any))	

PRODUCTS TO BE MANUFACTURED	
TOTAL INVESTMENT(Capital)	
MANPOWER REQUIREMENTS AND WAGE DETAILS	
TYPE OF ORGANISATION	SOLE PROPRIETORSHIP/ PARTNERSHIP

## CASE STUDY

Bharti is a young woman from Bihar. She is a socially aware person and she realizes that the climate is fast deteriorating and resources are going to decrease day by day. Hence, she wants to start a business that uses sustainable material. Sustainable products are those products that use already existing resources without harming the environment. Bharti realizes that many girls in her area like to wear earrings. The area she lives in has a lot of jute fields. So, she buys jute from a farmer and starts making jute earrings. No one in her area has seen earrings made from jute. So Bharti's products look unique. Also, they are priced lower than the general metal earrings because the production cost is lower. Thus, more and more people start buying from her.

She calls her business 'Manavi Natural Handicrafts'. She also sees that most women in her village do not work. So, she hires two women to help her. As her orders increase, she buys more jute. She hires three more women to work for her. The farmer, and the women working for her now earn more money. They are able to save money for their future. Bharti is very clear that continuing to employ



women and helping families increase their income is very important to her as an entrepreneur.



### CONCLUSION

From the above lesson you should understand how to design a project report and the benefits of it.

### QUESTIONS TO THE STUDENTS

1. According to you, what were the reasons for Bharti's success as an entrepreneur

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2. How was Bharti able to manage funds using the resources available?

3. What were the different feasibilities Bharti considered before starting her business?

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### KWL CHART

Complete I learned columns of KWL chart now and check with your facilitator if you have any doubts.

### ASSESSMENT

#### I. Choose the Best Answer

- In economic growth, role of an entrepreneur is to .....
  - A. generate unemployment
  - B stagnate standard of living
  - C improve per capita income
  - D unbalance the regional development
- In an entrepreneurial mindset, not giving up means.....

- A Self awareness
- B Self belief
- C Independence
- D Grit



- As compared to an entrepreneur, manager .....
  - A is a owner
  - B has certain & fixed salary
  - C assumes risk & uncertainty
  - D has a motive to start a venture

4. MSME stands for .....
- A Micro, Scale and Medium Enterprises  
B Macro, Small and Medium Enterprise  
C Micro, Small and Medium Enterprise  
D Minor, Small and Medium Enterprise
5. Consumer's buying behaviour does not depend on which factor?
- A Buying habits  
B Education  
C Purchasing power  
D Living habit
6. Which one is an indirect promotion technique?
- A Publicity  
B Advertisement  
C Display & Models  
D Public relation
7. In "SWOT" analysis, "S" stands for .....
- A Success  
B Strength  
C Survey  
D Service
8. Which one is NOT a type of feasibility?
- A Market feasibility  
B Technical feasibility  
C Educational feasibility  
D Financial feasibility
9. In SWOT analysis which pair is helpful?
- A Strengths, Weaknesses  
B Strengths, Opportunities  
C Threats, Weaknesses  
D Threats, Opportunities
10. Paid forms of ideas, goods and services are called .....
- A publicity  
B good will  
C public relation  
D advertisement

## II. Answer the Following

- Who is an entrepreneur?
- What is entrepreneurship?
- What is a project report?
- What is a manufacturing enterprise?
- What is marketing?
- Explain entrepreneurial motivation.
- What are the four types of business activities?
- Write short notes on DIC.
- What is risk analysis?
- Mention some purpose of advertisement.

## III. Answer the Following

- List the advantages of entrepreneurship.
- What are the various qualities of an Entrepreneur?
- What is the difference between manufacturing and trading business activities?
- List some of the functions of MSME.
- What are the different aspects of understanding customer needs and preferences?





## Examples of Bad Attitude

- One student wants to pass the exams without reading the lessons.
- Another student wants to become rich without having to work for it.
- The Next student hates it when her mother asks her to clean her room. Kumar thinks it is fun to throw stones at dogs.

## THE STORY OF DHIRUBHAI AMBANI

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**Dhirubhai Ambani**, an Indian industrialist who was the founder of Reliance Industries, a giant petrochemicals, communications, power, and textiles conglomerate that was the biggest exporter in India and the first privately owned Indian company in the Fortune 500.

Ambani was the third of five children born to a village schoolteacher and his wife, and he grew up in a family of modest means. He started his career as a clerk at A. Besse & Co., as gas-station attendant, then as dispatch clerk, and later as manager of the company's filling station at the port. At Shell, he was acknowledged

to be on the path of sure and steady progress up the corporate ladder. But, yet again, Ambani had his own plans. He resigned from his job and sailed back home.

Ambani began a business trading in spices in the late 1950s, calling his nascent venture Reliance Commercial Corporation. He soon expanded into other commodities, following a strategy of offering higher-quality products and accepting smaller profits than his competitors. His business grew quickly. After deciding that the corporation had gone as far as it could with commodities, Ambani turned his attention to synthetic textiles and started Vimal Fabrics. but the wholesalers refused to stock Vimal fabrics due to various reasons. Without the support of the wholesalers, all the effort and cost that had gone into Vimal seemed to have been wasted.

Ambani, with his positive attitude, tackled the crisis with his characteristic knife-through-butter approach to problems. He ordered his sales force to simply bypass the entire wholesaler chain! Reliance started directly dealing with retailers and won them over with previously unheard of terms. Soon, retailers across the country were stocking - and selling - Vimal.

Continuing a policy of backward integration and diversification, he gradually shaped Reliance into a petrochemicals behemoth and later added plastics and power generation to the company's businesses. Ambani handed over the day-to-day running of the company to his sons, Mukesh Ambani

and Anil Ambani, in the mid-1980s but continued to oversee the company until shortly before his death in 2002

### Classroom Discussion:

Facilitator's Tip: You can write down student's responses to each question on the board as and when students are saying the answers so that none of the points get missed. Talk about how here is no wrong or right answer. The idea is that students should share from different points of views. (Please follow this in all classroom discussion)

1. Ask the students how they felt about the story.
2. Ask them to share their thoughts on the story.
3. Discuss with them how this connects to the attitude that these people had.
4. From the story can the students comment on what role does attitude play in our lives.

### Story: The power of positive thinking

A man was driving alone in his car. Unfortunately, his car got stuck in a hole. Unsure what to do, he looked around. He saw a farmer working in his field. He went to him, explained the situation and requested help. The farmer in order to help out the man got his old blind donkey. He tied the donkey to the car, and yelled? Pull Billy pull. At this, the donkey made one feeble attempt at pulling the car and soon gave up. The farmer then called out? Come on Tommy, Pull harder. On hearing this, the donkey began pulling in earnest and got the front

wheel out of the ditch. The farmer once again shouted? Jimmy Pull, you can do it! The donkey then with all its might pulled the rear wheel too out of the ditch. The man thanked the farmer profusely for his help. Though he was perplexed, he asked the farmer as to why he had addressed the donkey with three different names. At this the farmer said that the donkey was blind. The first time when I called his name he didn't try hard enough. The second time, when he used some other name and called out, the donkey thought there was another donkey nearby helping him, so he tried a little harder. The third time, when the farmer called out a third name, the donkey was sure that there were 3 of them to pull the car. The donkey thought with 2 more donkeys to help him out, pulling the car would be easy.

### ACTIVITY 1:

1. What do you think was the attitude of the donkey towards this particular work?

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2. What positive lessons did you get from the story?

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3. What similar situations can you think of where having the right attitude helps?

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### CONCLUSION

Our attitude towards any job should be positive than half the job is done. In challenging situations, a positive attitude, motivation, encouragement and guidance from others will help you overcome it. We work better when we believe that we are not alone and that our burden is shared by others. We need a positive attitude to help us work in a difficult situation

### QUESTIONS TO THE STUDENTS

1. Ask your friend what he/she felt about the story.
2. Discuss a situation where you or your friend showed a positive attitude to be successful.

## 2. PROBLEM SOLVING

### Objectives

At the end of the lesson, you shall be able to

- To understand different stages of solving a problem.
- To understand how to identify the root cause of the problem

### INTRODUCTION

In this session, learners get to know about the stages in problem solving, apply creative thinking and learn decision making to arrive at a solution. Learners

also understand the importance of risk taking in a decision making

### Stages of Problem Solving



### CASE STUDY



Naresh is a carpet weaver in a small town of Tirupur in Tamil Nadu. He is self-employed. He bought his raw material from neighbouring villages and provided a regular supply of carpets on a monthly basis to local markets in nearby towns and cities. One week, due to the lockdown, the raw material for the carpet, which is wool, was not delivered. This would delay his work as he had an order to deliver woollen carpets one month after the lockdown was lifted.

Naresh thought of three possible ways to solve this problem:

- Buy material from another seller who sold the material at a higher price but was willing to deliver during the lockdown
- He could hire more carpet weavers after the lockdown is over and try to complete the order with their help
- Make carpets out of cotton instead of wool, even though that is different from what the customer had asked for.

Naresh decided to choose solution Naresh decided to buy the wool from a different seller even though it was at a higher price. He then would negotiate with the buyer and try to sell his carpets at a slightly higher price stating the reason as the increased cost of raw material during lockdown.

### ACTIVITY 1

- What were the three solutions that Naresh had outlined?
- What are the pros and cons for each option?
- If you were in Naresh's place, what would you have done?

### Stages of problem solving using the above case study:

#### Step 1: Define the problem:

Naresh was facing the problem of unavailability of wool which is the raw material for his carpets.

#### Step 2: Brainstorm solutions

Naresh could use cotton instead of wool, hire more people after the lockdown or buy wool from another supplier.

#### Step 3: Pick a solutions:

Choosing to buy wool from another source seems like the best option as Naresh will be able to deliver the exact carpets that were requested by the customer. He will also be able to deliver them on time.

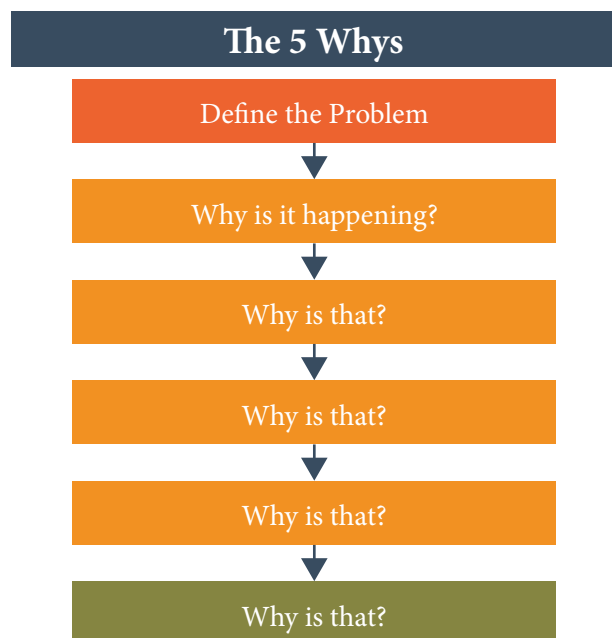
#### Step 4: Implement the solution

#### Step 5: Review the result

Now that Naresh has decided on the solution, he should place an order for wool with the other supplier.

### Importance of 5 why's

The important part of problem solving is to identify the root cause of a problem. In this, we ask the question 'why' multiple times until the time we can identify the actual problem at hand.



### ACTIVITY 2

Ask students to sit in their small groups. They now need to think about the above problems ask the question "why" to find a reason. The students need to ask why 5 times in total to arrive at the root cause of

the problem. (Your challenge is to reach the root cause of why the problem occurs, with each answer)

you ask “why” again until you reach the 5th Why.

1. Why

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2. Why

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3. Why

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4. Why

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5. Why

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(5 why’s does not necessarily mean that they must ask why 5 times. Sometimes, they can reach the root cause sooner)

Once the student identifies the root cause, they need to try to find a solution to the problem using the 4 stages of problem solving. Give them 15 minutes to do this.

## CONCLUSION

It’s important to be open to challenge these assumptions. A lot of times, we choose an idea and decide to go with it and later realize that there have been many wrong assumptions in the first place.

## QUESTIONS TO THE STUDENTS

1. How was the exercise of the 5 why’s?
2. How did using the five stages of problem solving help you?
3. What are some of the assumptions that you have about the problem?

## 3. DECISION MAKING

### Objectives

At the end of the lesson, you shall be able to

- To be able to apply decision making skills to certain problems
- To understand the step wise process to make effective decisions

### INTRODUCTION

We are impacted by the decisions we take in different situations. Some of the consequences of our decisions may not be life-changing. There may however, be times when our decisions impact both us and the society to a great extent. In trivial situations, the consequences of your decisions may not be huge. But in certain other situations, such decisions require a good deal of thought. Often we all need to make a choice among various alternatives available.

Maya would like to get into the field of web designing. However, she feels she knows very little about web designing and she is not sure what kind of work she would be doing. She needs to decide if she should try to find information about web designing as a career by reading

about it on the internet or by shadowing a professional. This is a crucial decision that Maya has to take as it might affect the type of information she gets about the career thereby affecting the choice she makes with respect to her career



Maya has to choose between cooking at home and eating out for dinner today. This is a fairly small decision which is not crucial to Maya's life



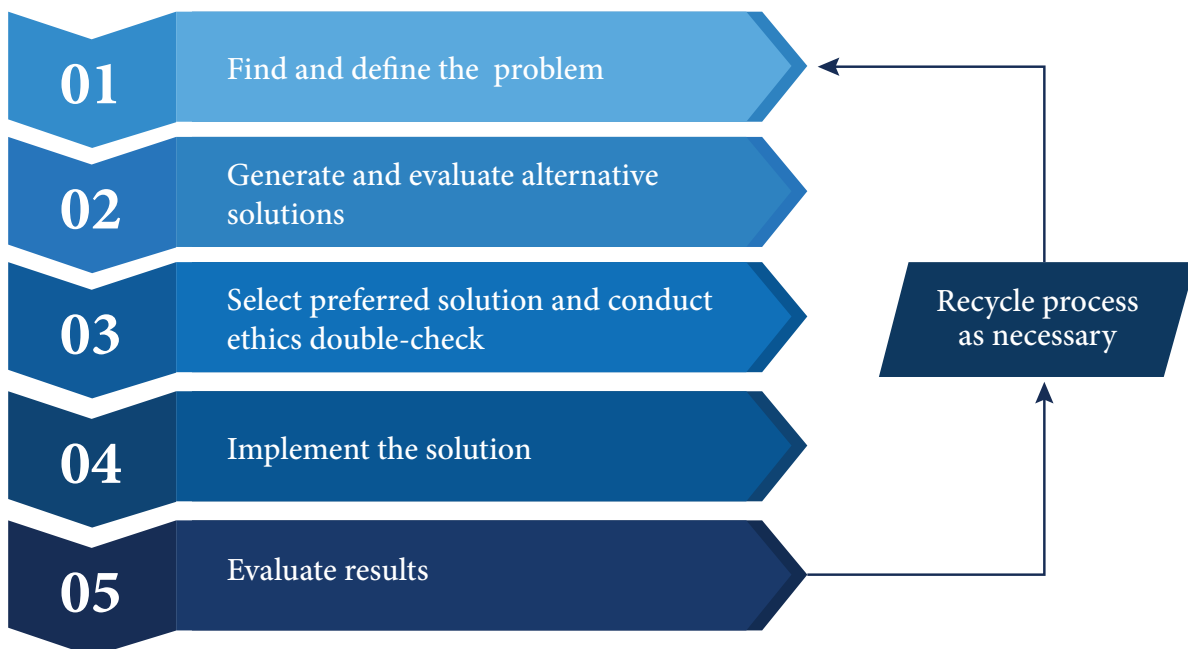
## Steps for Decision-Making

There are five steps, which you could follow to make a decision.

1. **Find and Define the problem:** Thinking about what exactly is the real issue. Try to be as specific as possible.
2. **Generate and evaluate alternative solutions:** Think of different ways to solve the issue. Think out of the box and come up with a variety of solutions.
3. **Select Preferred solution and conduct ethics double check:** Think of the pros and cons of each option. You will have to think about your personal and family values and the impact that a particular solution would have on your life.
4. **Implement the solution:** Choose a solution that has the most pros or the least cons.

## 5 STEP DECISION MAKING

Enter your sub headline here



- 5. **Evaluate results:** Evaluate the implementation and recycle the process if necessary

**Scenario 1:** The students will read out the below conversation between Maya and Pavalan and help Maya to decide the best alternative

**Pavalan:** Hi Maya, how are you doing?

**Maya:** Yeah, I am fine

**Pavalan:** But you look worried. Is there a problem?

**Maya:** yeah, there's something on my mind. You know it's been a month since I started working at the event management firm. Today my manager told me that she would like me to attend the event tomorrow. She would like me to sit at the reception desk and write down the details of those attending the event.:

**Pavalan:** I think this is a good opportunity for you to learn more about event management and also network with professionals. So what is the problem?

**Maya:** The event will be starting at 7:00 PM and getting over at 10:00 PM. I have never been out of the house so late at night. I am scared that if I ask my mother if I should go to this event, she will scold me. However, if I don't go to the event, my manager might feel that I am not interested in learning. I am so confused. What decision should I take?

### ACTIVITY 1

- What is the issue in the above case?

- What according to you are the different alternatives that Maya has?
- Can you list the pros of each alternative?
- Can you list the cons of each alternative?
- Which option do you feel has the highest number of pros?
- Which option has the least number of cons?
- According to you, which alternative should Maya choose?

Summarize the five step process of making decisions based on this example.

### ACTIVITY 2

Inform students that each group will have to think of an issue that they face where they need to make a decision. They would be using the four steps of decision making. They should think of problems that they deal with in their daily life.

What is the problem you need to take decision about?

What are the various alternatives you can explore?

Alternate 1:  
Alternate 2:  
Alternate 3:  
Alternate 4:

What are the Pros of each alternative?

Alternate 1:  
Alternate 2:  
Alternate 3:  
Alternate 4:

What are the Cons of each alternative?

Alternate 1:  
Alternate 2:  
Alternate 3:  
Alternate 4:

What is the decision that you want to take?



## CONCLUSION

Reinforce what they have learnt today by stating the five steps of decision making. Talk about the need to think of various options. List pros and cons and find the solution with highest pros or least cons.

## 4. NEGOTIATION SKILL

### Objective

At the end of the lesson, you shall be able to

- practise communicating a difference of opinion to authority figures
- practise negotiation in life and career situations

### INTRODUCTION

We are all very good at bargaining with a vendor or arguing with our friends or siblings. But when it comes to convincing our parents to give us permission to study

in another college or work in another state, some of us still struggle to put our decisions across. It is difficult enough to make up our own minds about such situations. More so when it comes to convincing others or negotiating! It is very difficult indeed. Let's learn some skills that will help us make our own minds up when there is a dilemma, and try to communicate our choice convincingly to adults/ authority figures.

Decisions based on your personal priorities lead to wise negotiation and everyone wins. Below is the example of wise negotiations

Reflect on the above negotiation styles! Simply agreeing to the first suggestion the other party makes does not always lead to a happy outcome. It is always best to express our point of view, and also to understand other's needs / challenges. The solution, often, lies in the 'middle path'.



### STORY OF RANI

Rani is from a small town in Tamil Nadu. She is a bright student and has scored 90% in her 12<sup>th</sup> Standard which qualifies her for a government scholarship if she gets selected for University which is in another city. She wants to pursue B.A., in History from that University. Some of her friends from the neighbourhood are also pursuing their graduation from the same city. She wants to apply for the course and must pay Rs. 500 for

the application form. Her father takes the decisions in the family. She tells her father and mother about her choice. Her father is afraid to send her to Bhopal as it is very far and assuming the cities are not a safe space for the girls to stay alone. Hence her father asks Rani not to apply anywhere except for the college in their hometown as he cannot bear her education expenses also, if it is outside their town. Rani is upset and tense.

Now, the students will reflect on the below questions. The volunteer students can share their responses to the bigger group and the remaining can write their responses in their textbooks

a. What should Rani do? Should she accept her father's decision or try convincing her parents?

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b. If yes, how should she proceed with the negotiation?

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c. If no, what should she do next?

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### Tips for Negotiating

- Communicate clearly in an appropriate style
- Highlight the benefits
- Use evidence to support the idea
- Think from the other person's perspective
- Look for areas of compromise
- Use positive body language
- Be enthusiastic

### CONCLUSION

Negotiation is a technique of discussing issues among one selves and reaching to a conclusion benefiting all involved in the discussion. It is one of the most effective ways to avoid conflicts and tensions. When individuals do not agree with each other, they sit together, discuss issues on an open forum, negotiate with each other and come to an alternative which satisfies all

### QUESTIONS TO THE STUDENTS

Students will share some of their successful negotiation in their personal life (for example negotiate with the parents to get a bi-cycle, etc., ) by highlighting some of the above tips

### 5. CONFLICT RESOLUTION

#### Objectives

At the end of the lesson, you shall be able to

- Recognize why conflicts occur
- Identify ways to resolve a conflict

## INTRODUCTION

Conflicts arise every day, and in every place. You might be in conflict with your parents, teacher, or at work with your peers, your boss. Trying to resolve a conflict in which you are involved in, needs you to look within yourself and from other's perspective.

## THE STORY OF KARTHICK

Karthick was a boy in his teens. He was attending a school that was a few miles from his home. Lately, he was having a lot of trouble at home. From his parents' perspective, Karthick was giving them a lot of trouble. For one, Karthick wasn't interested in studying; he was more interested in playing cricket and watching the sports on the mobile phone rather than using it for online classes. His parents wanted him to study hard and go to college but he had absolutely no inclination to do so. Karthick wanted a cycle of his own, but his parents refused – they thought it was wasteful expenditure. Karthick spent too much time with his friends and playing games on his parents mobile. His parents criticised him for this too. There was a lot of conflict between Karthick and his parents. They simply could not see eye to eye on anything. If Karthick wanted to do something, his parents found some reason or other to object to it. And if Karthick's parents wanted Karthick to do something which was worthwhile according to them, Karthick refused.

## ACTIVITY 1

- Do you find yourself in conflict situations often? Why do you think it happens?

- What do you usually do when you find yourself in a conflict situation? How do you resolve it normally?

## CONCLUSION

While tackling conflicts you need to work out a solution which works for everybody. Try to understand the points of view as expressed by others, and communicate your views to them. Then think of various solutions to the problems –choose the one where both of you win, or both of you need to compromise in some way.

## QUESTIONS TO THE STUDENTS

1. What would you do if you were in Karthick's position?

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2. What would you do if you were in Karthick's parents' position?

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3. How would you resolve the conflict between Karthick and his parents?

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## 6. STRESS MANAGEMENT

### Objectives

At the end of the lesson, you shall be able to

- Identify where stress comes from
- Recognize the types of stress
- Identify the causes of stress in your life.

### INTRODUCTION

There are times when no matter how hard we try, we cannot bring ourselves to ‘cheer up’. Sometimes, it is because we are sad or angry or just ‘feeling tired’ (but not due to physical exertion). All of these emotions can be described as stress. We all have different ways of dealing with it – sometimes we stay alone and at other times, we try to distract ourselves. In this lesson, we will explore what stress is and its various forms. Understanding stress will help us deal with it properly

### Good and Bad Stress

Stress is not something that is inside us! Stress is caused by the world outside. The good stress is like the stress before exams, which makes us study harder. And, there are also bad types of stress like fear of speaking on stage, which stops us following our dreams.

Stress comes to us in a ‘manageable dose’ that can drive us to perform better. However, too much stress prevents us from functioning. Usually, stress that come from a limited period (job search / exam prep) is manageable, stress that is chronic (disease, conflict-ridden relationships) is not manageable, and it’s cause must be eliminated. Stress comes to us in ‘manageable

### Signs of Good Stress:

- Motivates you to perform better.
- Does not make you question your self-worth.
- Does not lead to long-term loss in sleep or appetite.

### Signs of Bad Stress:

- Prevents you from pursuing your goals.
- Makes you feel physically ill or in pain.
- Makes you doubt your ability to perform at a given task.

### ACTIVITY 1

Identifying kinds of stress! Think of various stresses you or your friends have experienced – and place them in the right category.

Good Stress	Bad Stress

## QUESTIONS TO THE STUDENTS

1. Did you experience stress? Was there a time when you felt scared or felt like you were losing control?
2. How did you cope with it?
3. What did your stories have in common? Is there something you can learn from each other?
4. Is there a way you can support each other in coping with this kind of stress?

## 7. STRESS MANAGEMENT TOOLS

### Objectives

At the end of the lesson, you shall be able to

- Learn how to manage stress in life
- Make a 'mental health' plan for yourself
- Practice quick stress-busters.

### INTRODUCTION

Why should we learn how to manage stress? Did you ever wonder why we call dealing with stress – 'stress management'? We can manage stress. We can try to reduce it or use it to fulfil our goals, but it is difficult for us to 'control' stress altogether. Like we saw in the previous lesson, stress just happens to all of us in life. There is no escaping it! However, in this lesson, we will learn that there are certain mindsets, behaviours and habits that we can adopt to minimise or remove any harm caused by stress.

### Strategy of evaluating stress

There are four steps strategy of evaluating stress

- a. **Identify the stressor** Recognize what it is that is causing the stress. Remember even good events cause stress. For example, Exams, receiving an award, Exam results, Family problems, fights with friends, having an argument with someone, etc.
- b. **Identify your control over the stressor** This may take some thinking and some honesty. Sometimes, the stressor comes from an outside force and you don't have control over it. Sometimes, it is also the result of choices we make on which we have control. For example, there is nothing you can do about your parents fighting. These are stressors that you have no control over. You have control over how you prepare for your exams, how you treat your friends and family, how organised you are. Even simple things like being careful about your phone allows you to control the stress of not being in panic when you are not able to locate it.
- c. **Identify whether you can eliminate the stressor** Stressors on which you have control, you can remove them. But stressors on which you don't have control, you cannot eliminate them. Hence, you should learn how to deal with them effectively. For example, don't delay your preparation for exams, be more careful while spending money, etc.
- d. **Map out stress management plan:** Students will fill the below tabular column based on their experience. Students can fill which ever they are comfortable with

## ACTIVITY 1

Stressor	Can I control it? (Yes / No)	Steps I will take to manage stress caused by this stressor

Stress: Plus or minus?

## ACTIVITY 2

Stressor	Positive response (+)	Negative Response (-)
Having too much of homework	Create a time-table and divide work	Be worried and cry about it to others
Hearing a mean thing about yourselves		
Getting stuck in traffic		
Losing your purse / wallet		
Disagreeing with parents		
Getting bullied at schools		
Death of a pet animals		
Being given a task you don't know how to do		
Being unprepared for big exams		
Getting scolded by your teacher		

### Stress Management Techniques

1. AVOID
2. ALTER
3. ACCEPT
4. ADAPT

## 4 A'S TO COPE WITH STRESS



**AVOID**  
Unnecessary  
stress

**ALTER**  
stressful  
situation

**ADAPT**  
to the  
stresser

**ACCEPT**  
things you  
can't change

### Avoid

1. Take control of surroundings (traffic? take a different road)
2. Avoid people who bother you
3. Learn to say NO!

### Alter

1. Respectfully, ask others to change (I think we can fix this)
2. Communicate your feelings openly
3. Manage your time better

### Accept

1. Positive self- motivation (I am terrible at maths / I should try)
2. Interact with someone (a friend, mother, brother)
3. Forgive (Don't let anger destroy you)

### Adapt

1. Adjust your standards (don't set goals that you cannot achieve)
2. Reframe the issue- try a new viewpoint
3. Look at the big picture! (Will this affect me in the long run?)

### CONCLUSION

A balanced lifestyle and coping strategies can help you manage stress. Issues that cause stress cannot always be resolved but changing your expectations of a problem may help. It's important to get help if you feel you can't cope.

## 8. TIME MANAGEMENT

### Objectives

At the end of the lesson, you shall be able to

- Map your day and eliminate day wasters
- Identify your procrastination pattern
- Practice a technique to overcome procrastination.

### INTRODUCTION

Time Management refers to making the best use of time as time is always limited. Time management is about managing your tasks within your schedule, to achieve maximum productivity and maximise time utilisation. Effective time management allows individuals to assign a specific time to activities as per their importance.

Since we all have many things to do but our time and energy to do them is limited, it is important to choose how you will spend your time and energy. Many things will be left undone, no matter how hard you try.

Prioritising is a way to solve that problem. It is a way in which you can decide which task is more important so you can divert more of your energy, time and resources to that task. This helps in ensuring that you spend time on tasks that are important to you rather than spending time doing tasks that are not unimportant

**Some tips that you could use to manage your time well are:**

- Carry a schedule and record all your tasks, thoughts, conversations and activities for a week. This will help you understand how much you can get done during the course of a day and where your precious moments are going. You will be able to understand how much time is spent on important versus unimportant tasks.

- Plan to spend at least 50 percent of your time engaged in the thoughts, activities and conversations that produce most of your results.
- Schedule time for interruptions. Plan time to be pulled away from what you're doing. Plan breaks for yourself in your schedule.
- Take the first 30 minutes of every day to plan your day. Don't start your day until you complete your time plan. The most important time of your day is the time you schedule to plan your time.
- Block out distractions like social media when you are doing something important. Use social media during your break time

**We can prioritise our lists of tasks by asking Three questions.**

1. Is it something that is important?
2. Is it something I wish to do?
3. Is it something that is important and I wish to do?

**For Example:**

Important Task	Wish Task	Both
We decide a task or activity is important when: <ul style="list-style-type: none"> <li>● Others are expecting this task to be accomplished.</li> <li>● It needs to be done before other tasks can be completed.</li> <li>● There will be negative consequences if it is not completed on time.</li> </ul>	We decide a task or activity is something we wish to do when: <ul style="list-style-type: none"> <li>● We will do this task even without being told to do it</li> <li>● We are looking forward to the task</li> </ul>	There may be some tasks that are both important and we wish to do it. These tasks are considered important tasks themselves.



## Story of Hema

Hema wakes up on Wednesday morning with full of energy. She has to wash her clothes, have breakfast, get ready and leave for work. She was supposed to wake up at 7:00. However, she woke up at 8:00 as she slept late as she was talking to her friends till late last night.

She is excited because at the office today they have a training on money management and Hema has been looking forward to this training. She should leave home by 9:00 to reach the office by 9:30 but she starts reading the newspaper while having breakfast. She leaves home at 9:20 and reaches office at 9:50

Hema is afraid to walk into the training late as her colleagues would also be at the training. She thinks about what to do for a couple of minutes. After a lot of thinking, she gets the courage to walk into the training at 10:00. As she walks in everyone notices that she was late.

As soon as she sits down, the facilitator announces a group activity. Hema does not know exactly what to do. After a few minutes, she decides to ask her colleague Kiran. Kiran explains the activity to Hema but makes it clear that she is unhappy about being disturbed.

Hema finally manages to catch up and attends the rest of the training.

Ask students to code the tasks for Hema in pairs using the coding system that is given below

- Use “I” for items that are important. Do these first.
- Use “W” for items that you wish to complete. Do these next.
- Use “N” for items that are neither important nor what you wish to do. Do these last.
- Some tasks may be both important and you may wish to do the tasks. Have participants code these tasks as “important”

## ACTIVITY 1

What are the activities that Hema has performed?	What code would you assign to each activity?
Example: Hema is washing her clothes	I

## Self Reflection

Students will think of all the tasks that they do on any given day. They can choose to think of a weekday or weekend.

## ACTIVITY 2

Ask the students to first fill columns A and B in the below tabular column. Once they are done filling the task, inform them that they have to code the tasks as I, W and N in the column C Give them 10 minutes to complete the task. Once done, ask a few students to share their worksheets with the class

A	B	C
Time Spent	Task	Code for the task

- What percentage of your time goes on important tasks?
- What percentage of your time goes on tasks that are not important?
- What are potential interruptions or distractions that could prevent you from getting your important tasks done on time?
- What are ways you can deal with these interruptions or distractions?

## CONCLUSION

You may conclude by saying that you should not push yourself, when you know there are other important things which you need to do. It is important to ensure that we first focus on tasks that are important and only if we have time remaining, we work on other tasks. Please do remember that you have to prioritize your tasks. Learn to allocate time to activities which are important to you. Learn to say no

when people ask for your time and you know that you already have a lot to do.

## QUESTIONS TO THE STUDENTS

1. How do you feel about your usage of time?
2. Which aspect of your daily schedule would you like to change the most?
3. Why do you think we tend to focus on tasks that we wish to do before the tasks that are important?
4. What do you think are the consequences of doing this?
5. What are the benefits of getting all your important tasks done on time?
6. How do you think we can ensure we focus on important tasks?
7. What are some of the things that you could do to improve the way you manage your time

## 9. PRODUCTIVITY

### Objectives

At the end of the lesson, you shall be able to

- State the meaning of productivity with examples
- Describe the necessity for productivity
- State the meaning of GDP (Gross Domestic Product).

### INTRODUCTION

Productivity may be defined as the ratio of output to input. This definition applies in an enterprise, an industry or an economy as a whole.

Productivity is nothing more than an arithmetical ratio between the amount produced and the amount any resources used in the course of production. These resources may be: Land materials, Plant, Machines & Tools, the Services of Men, or, as it is generally the case, a combination of all four.

### Examples of Different Resources

**Productivity of land :** If by using better seed, better methods of cultivation & more fertiliser the yield of corn from a particular acre of land can be increased from 2 quintals to 3 quintals, the productivity of LAND in the agricultural sense, has been increased by 50 percent.

**Productivity of materials :** If a skilful tailor is able to cut 2 suits from a meter of cloth from which an unskilful tailor can cut only one, in the hands of the skilful tailor the cloth was used with greater productivity.

**Productivity of machines :** If a machine tool has been producing 100 pieces per working day and through the use of improved cutting tools its output in the same time is increased to 120 pieces, the productivity of that machine has been increased by 20 percent.

**Productivity of men :** If a potter has been producing 30 plates an hour and improved methods of work enables him to produce 40 plates an hour, the productivity of that man has increased by 33.3 percent.

In each of these three deliberately simple examples of output a production has also increased and in each case by exactly the same percent as the productivity but increase in production doesn't by itself indicate an increase in productivity. If the input of resources goes up in direct proportion to the increase in output, the productivity will stay the same.

In short, higher productivity means that more is produced with the same expenditure of resources, i.e., at the same cost in terms of land, materials, machine, time or labour, or alternately that the same amount is produced at less cost in terms of land, materials, machine time or labour used up, thus releasing some of these resources for the production of other things.

### Necessity of productivity

Each Nation or Community must, in the long run, be self supporting. The standard of living achieved will be that which the representative citizen is able to achieve through his own efforts and those of all his fellow citizens.

The greater the amount of goods and services produced in any community, the higher its average standard of living will be.

There are two main ways of increasing the amount of goods and services produced. One is to increase employment; the other is to increase productivity.

### GDP (Gross Domestic Product)

GDP is the monetary value of all the finished goods and services produced within a country's borders in a specific time period, though GDP is usually calculated on an annual basis. It includes

all of private and public consumption, government outlays, investments and exports less imports that occur within a defined territory.

$$GDP = C + G + I + NX$$

Where:

“C” All private consumption, or consumer spending, in a nation's economy

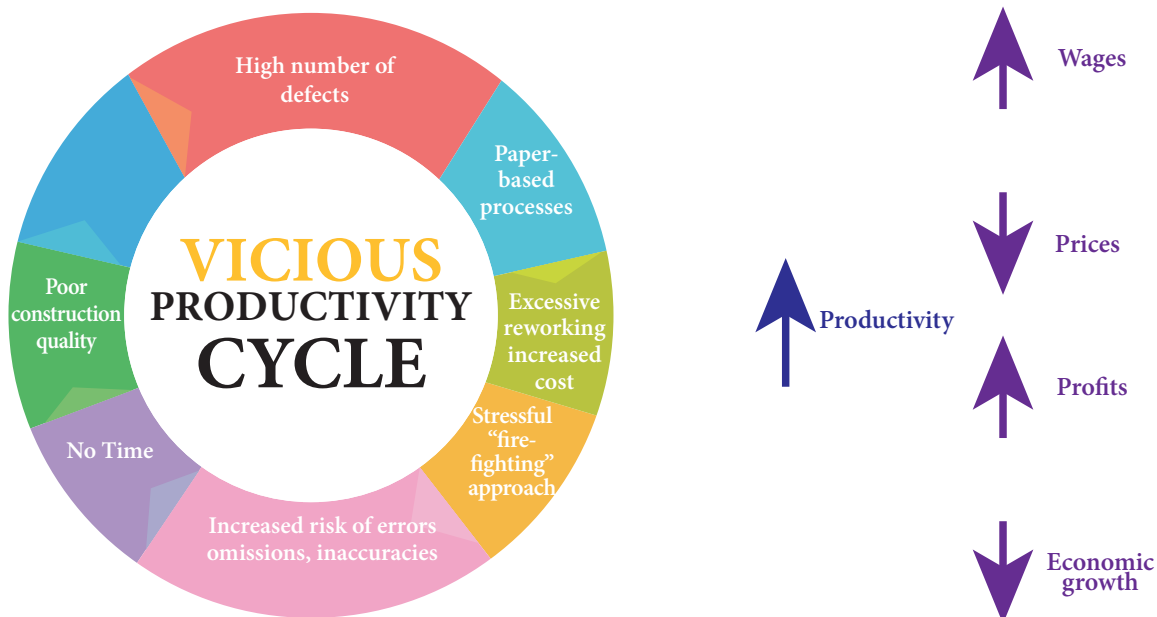
“G” sum of government spending

“I” sum of the country's businesses spending on capital

“NX” is the nation's total net exports, calculated as total exports minus total imports. (NX = Exports - Imports)

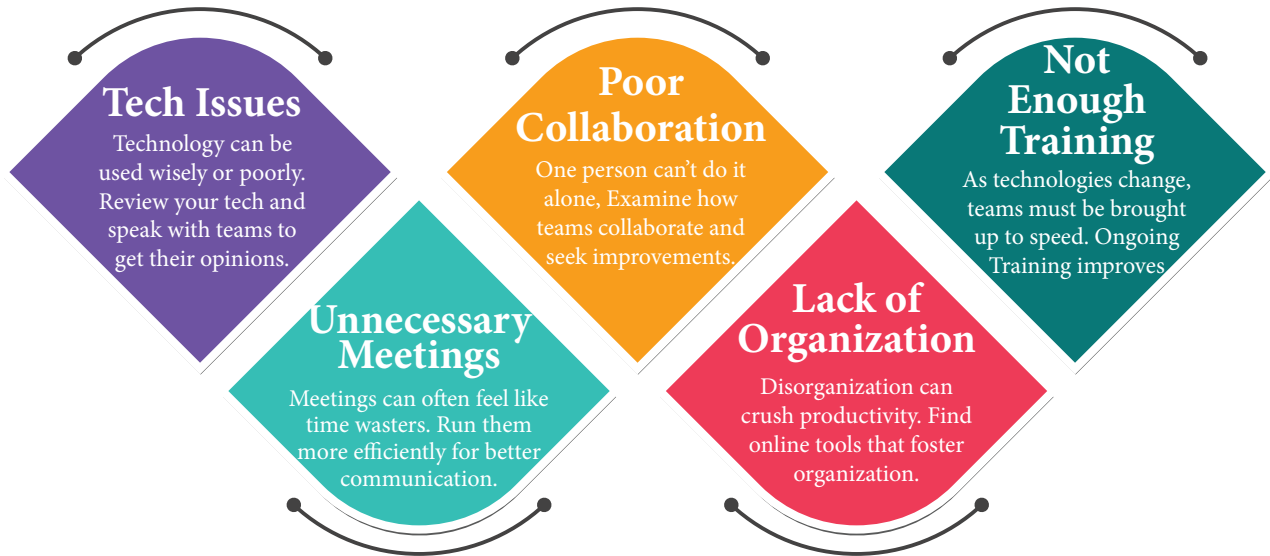
### ACTIVITY 1

Look at the following images. Analyse them to identify the factors that lead to productivity. Choose a peer student, discuss how as an employee in an organisation can contribute to productivity. Note down your views in the space provided. Some clues: punctuality, PPE, not using mobile phone, etc.



## ACTIVITY 2

Look at the given image. Five possible ways in which efficiency can be affected are given. Choose a peer student and discuss possible solutions to rectify the problem. Make a list of things to follow to maintain productivity at the workplace.



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### QUESTIONS TO THE STUDENTS

List how productivity is beneficial to various sections of the society.

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## 10. PERSONAL GROWTH

### Objective:

At the end of the lesson, you shall be able to

- learn about what growth means for an individual and the need to grow
- identify the stages of growth in an individual
- list the ways in which personal growth can be attained

### INTRODUCTION

Life is its own education. We are constantly learning lessons and growing. We continue to strive towards achieving our fullest potential. In doing so, we often understand and develop ourselves. This process in which we transform ourselves for a better

physical, emotional, intellectual, social and financial state is personal growth.




Personal growth is linked with the willingness to learn and upgrade knowledge and skills. The effort taken to learn new skills and technologies to grow in the profession helps to scale heights professionally. Team work plays a crucial role in personal growth as it helps learn from peers and makes us efficient at work.



## ACTIVITY 1

1. Self-awareness is the first step towards personal growth. Fill the following table to know about yourself.

 <p>What are your <b>dreams?</b></p>	 <p>What are your <b>goals?</b></p>	 <p>What are your <b>passions?</b></p>	 <p>What are your <b>skills?</b></p>

2. Having answered the above questions, let us see whether you are prepared to transform yourself.

2. What is my weekly/monthly/ yearly plan?

### Vision

1. What are my roles as a student?
2. Do I have a long-term vision?
3. By what methods do I prefer to fulfill these visions?

### Learnings

1. Do I have a plan in place to increase my ability to learn faster and easier?
2. Do I follow a good process in learning?
3. How can I improve the learning process?

### Motivation

1. Do I have motivational methods/materials?
2. What are they?

### Goals

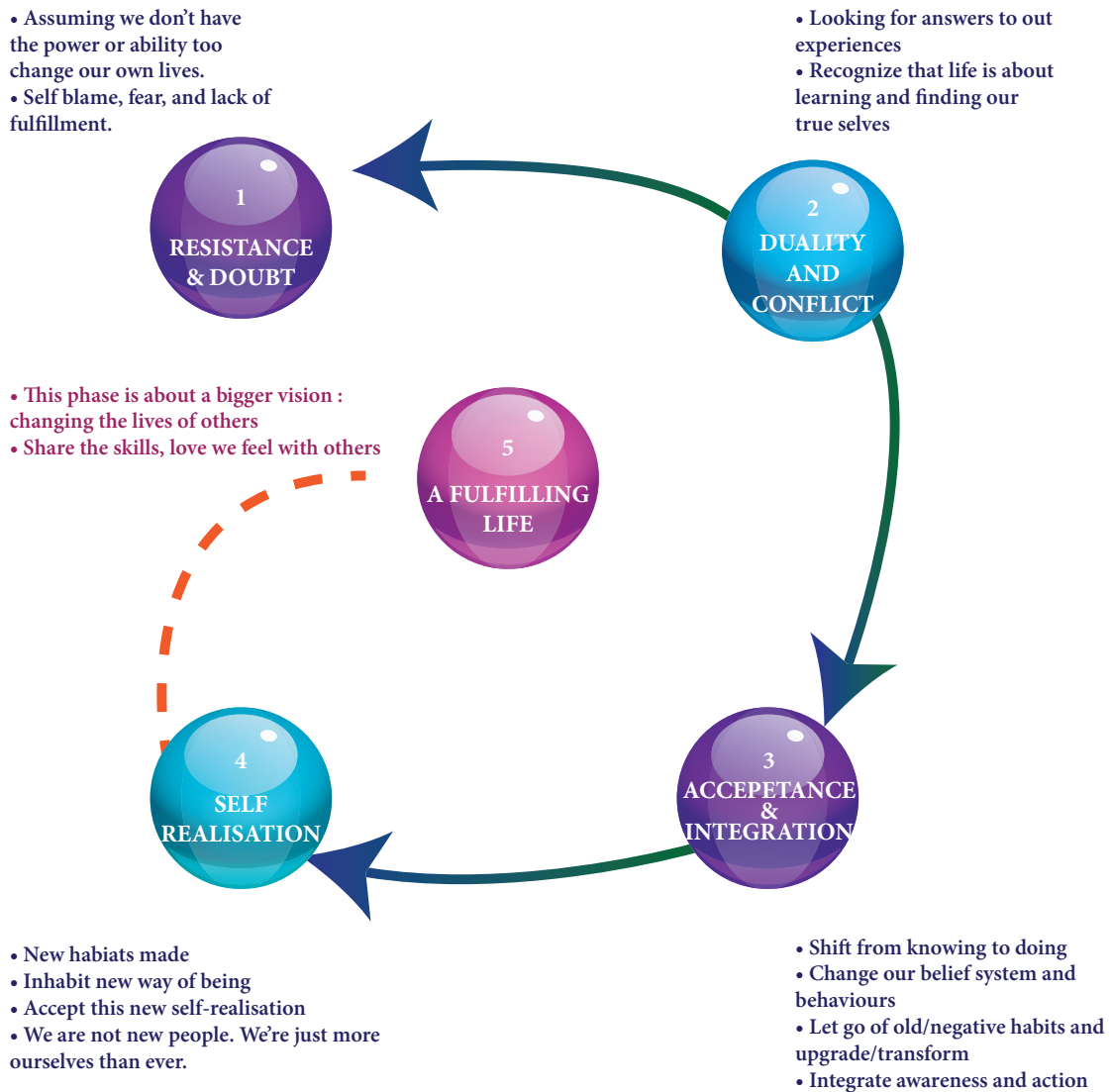
1. Do I have goals set for one week/month/year?
2. Do I have SMART Goals?

### Plans

1. Have I put a plan in place for each of my goals? If yes, how?

Personal growth provides us the means to become the best possible version of ourselves. However, it doesn't mean one becomes self-centred. It rather broadens our mind to include the people around us and improve our social skills. As our world expands, so does our awareness of the possibilities and opportunities around us. This further enriches our attitude of eager anticipation as we start each new day. Personal Growth involves 5 stages

## THE STAGES OF PERSONAL GROWTH



### ACTIVITY 2

There are several ways to follow to reach the fifth stage of personal growth. Identify the ones that you already possess.

Ways to Personal Growth	Tick the ones that you have been already following
Embrace Empathy	
Confidence	
Listen Actively	
Make fear your friend	
Improve your body language	
Get along with others	



Appreciate and accept your skills	
Stop postponing	
Develop the ability to rationally resolve conflicts	
Be in the present; let go of the past	
Read More; acquire new knowledge	
Face your problems confidently and bravely	
Manage stress effectively	
Identify your limitations and conquer them	
Increase your willpower	
Make better decisions	

### QUESTIONS TO THE STUDENTS

From the table given in the earlier activity, list out the ways you haven't been following. Think about how you can start following them to bring about a positive change in your own self

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## 11. PERSONAL GROWTH TO ORGANISATION AND ECONOMIC GROWTH

### Objective



At the end of the lesson, you shall be able to

- learn what growth is
- Understand how individual growth is connected with Organisation and Economic growth

### INTRODUCTION

We all want to make it big in our life. We strive towards a better and comfortable life. In doing so, we constantly work towards the growth of the company thereby, towards the growth of the economy. The economic growth of the country is the result of the increase in the production of goods by various production companies, services and organisations. Countries and companies grow, when the people who form an integral part of the country or company grow.

## Growth

	<p>Economic growth is increase in the production of goods and services of a country / state / region over a specific period.</p>	<p>Consumers have more money to buy additional products and services              ↑              Incomes rise              ↑              More jobs are created              ↑              Companies get capital to invest and hire more employees              ↑              Stock prices rise.              ↑              More profit for business.</p>
	<p>A process through which the structure of organization increases the number of its roles and links.               Organizational growth is essentially a quantitative process.</p>	<p><b>Enterprise</b> (brand recognition and can become an acquisition target)              ↑  <b>Build out</b> (expand your branded product into other markets)              ↑  <b>Build Up</b> (Beaten the odds and achieved a positive cash flow, must identify and self a few large customers)              ↑  <b>Start-up</b> (Raise enough capital, design, built, test. Business Concept launched)</p>

## Economic Growth

The relationship between what is known as human development and economic development is a two-way relationship, as each of them is reflected negatively and positively on the other, that economic growth takes place through improving human capabilities, and achieving the desired growth reflected in human development as it expands options in front of human resources in particular for individuals in general

Economists generally agree that economic development and growth are influenced by four factors: human resources, physical capital, natural resources and technology.

### ACTIVITY 1

Look at the table to know the factors that affect the economic growth of a nation. Identify how each factor leads to the growth of the economy in India. Try to find suitable examples by discussing with peers. You may use the internet, if you want to. Remember to include how team work plays a crucial role to gain from diversity

Human Resource	The quality and quantity of available human resources.
Natural Resources	Resources that are produced by nature either on the land or beneath the land. The resources on land include plants, water resources and landscape.
Capital Formation	Land, building, machinery, power, transportation and medium of communication
Technological Development	Application of scientific methods and production techniques.
Social and Political Factors	Customs, traditions, values and beliefs

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### Organisation Growth

Personal growth and development, empowers the employees to produce better results and meet the organisation goals throughout the year. Through development opportunities the organisation can expect to attract prospective employees, and keep the current employee population motivated, productive and confident.

### ACTIVITY 2

Sort the challenges (given below) encountered in the process of organisational growth into those that are related to mind-set and those that are practical challenges. Write them on the table.

Managing cash, ego, fear and doubt, adjusting expectations, making large investments, managing workload, personal identity, self-growth, adding new products and services, developing systems, reputation, energy, lack of creativity, moving into new market

Mind-Set Challenges	Practical Challenges

## CONCLUSION

Organisations and individuals growth have direct as well as indirect roles to enhance economic growth.

## 12. TEAM WORK AND COLLABORATION

### Objectives

At the end of this lesson, you shall be able to:

- List the importance of teamwork
- Realise the role of teamwork in workplace

### INTRODUCTION

Have you been a part of a relay team? On whom does the weight of winning lean on? Is it the 1st or the last player or anyone in between? We cannot decide. Everyone needs to play their part for the team to win, winning leans on every shoulder. Likewise in work for an organisation to succeed the effort of the team to play their part and collaborate is essential. The right combination of Teamwork and Collaboration can help an organisation to achieve its goal with selected skills and effective work.

### Teamwork

A team consists of two or more individuals who have specific roles, perform independent tasks, are adaptable, and share common goals.

Teams don't work well without teamwork! Teamwork is important for the success of all businesses. To have a meaningful and lifelong career, you need to work well with others which is

why teamwork is so important in the professional world.

Lack of teamwork has been identified as a leading cause of adverse events in the workplace. Team behaviour and coordination, particularly communication or team information sharing, are critical for optimizing team performance.

### Characteristics for an Effective Teamwork

- Group cohesion
- Communication
- Commitment
- Accountability

### Role of Teamwork at Workplace

**Teamwork helps solve problems:** When an individual fails, he alone needs to find a solution which takes time. But in teamwork a collection of solution is provided and the solution is realised much faster

**Teamwork creates morale:** Teams support each other from making rational and selfish decisions. They adhere to the companies' goals and corrects individuals if they take a turn

**Teamwork supports and shares load:** A single person can withstand a limited amount of workload only, but in team we receive help to complete by sharing the load

**Teamwork increases the potential for innovation:** A greater brainstorming for a problem leads to multiple set of solutions and innovation to arise that not only helps the individual but also the company as a whole

**Teamwork enhances personal growth:** As an individual we work on fewer projects in a wide timeline, but working in a team exposes us to a number of projects in a limited time and hence paces up the speed of self-growth.

**Teamwork improves the productivity of company:** limited time, numerous solutions, reducing the number of mistakes, completion on deadline automatically improves the image of the company

### COLLABORATION

It is the process of working with one or more people with different skills who help in completing a project or task, develop a shared idea and many more mutually. In the workplace collaboration helps in improving productivity, solving problems and fostering better teamwork.

Collaborative skills include:

- Decision making
- Open mindedness
- Adaptability
- Stress management
- Leadership
- Dependability
- Communication skills
- Tolerance
- Leadership

### How to improve your collaborative skills?

Not everyone has the skill from birth, we develop on the path of growth, similarly some ideas are provided on which collaborative skills can be developed or maintained effectively.

- Set clear objectives. In order to succeed it is essential that a clear set of goals need to be set. Not just setting goal it has to be, communicated effectively are essential steps for effective collaboration.
- Utilize software. Keeping updated in tools available in the market for reducing work and speeding up the process of completion is vital to becoming an effective collaborator.
- Get together outside of work. Identifying skills can happen outside of the workplace too. It is good to know everyone's personalities. This helps in determining who will be suitable for the work allotted.
- Celebrate diversity. It is mostly hard for anyone to accept ideas that are divergent from our own. Sometimes it may be the best way of doing it. But great collaboration skills involve keeping an open mind and trying new things once your team decides to go in a direction you wouldn't have chosen on your own.
- Approach Positively. It is not necessary to be negative towards change. It can be positive. Sharing doubts and beliefs among the team will keep the lines of communication open.

### CASE STUDY

Students in English communication class were given a project to present before the class. They were segregated into groups of 4. Manikandan, Gokul, Ganesh, Renuga were assigned a team, they were given 2 hours to discuss in class and 2 hours outside class. Gokul being a bookworm was on

time and started sharing his ideas to the group, Manikandan being poor in grades but good at creating handworks had no idea of participating and sat quietly through the entire discussion section, Ganesh, who is very confident in presenting himself wanted to involve but had practice after school and was not able to attend the discussion hour after school, Renuga being self-proven kept neglecting ideas given by Gokul and complained about the place they choose to work. The day of presentation came and the team performed poorly.

### CONCLUSION

You know what happens when one person in your group creates a problem or is insufficient to complete a particular task. The importance of teamwork and collaboration in the workplace is also discussed so that you are aware of what happens and how it could benefit you.

### QUESTIONS TO THE STUDENT

1. Discuss - What was the individual contribution towards the project.
2. Was the contribution provided helped them score good marks or appreciation by the facilitator?
3. If you are put in a similar situation as Gokul, what changes will you make and how will you bring everyone together and make them collaborate?

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## ASSESSMENT

## I. Choose the Best Option

1. The second stage of problem solving is \_\_\_\_\_  
 A. Brainstorm Solutions  
 B. pick a solution  
 C. Implement the solution  
 D. Define the problem
2. There are \_\_\_\_\_ steps in Decision Making process  
 A. Four  
 B. Five  
 C. Three  
 D. Two
3. To minimize the harm caused by stress, a change in \_\_\_\_\_ is needed  
 A. Mindset  
 B. Behavior  
 C. Habits  
 D. All of the above
4. What are the 4A's to cope with Stress  
 A. Avoid, Alter, Adapt and Accept  
 B. Angry, analyse, accept and adapt  
 C. Avoid, Alter, Associate and argue  
 D. None of the above
5. \_\_\_\_\_ is the way to decide which task is more important  
 A. Solution  
 B. Prioritizing  
 C. Attitude  
 D. Stress
6. Take \_\_\_\_\_ of everyday to plan for the entire day in time management  
 A. First 30 min  
 B. Last 30 min  
 C. First 3 hours  
 D. Last 3 hours
7. Increasing the amount of goods and services produced increases \_\_\_\_\_  
 A. Employment  
 B. Productivity  
 C. Both A and B  
 D. Neither A or B
8. GDP is calculated in \_\_\_\_\_ basis  
 A. Monthly  
 B. 6 Months once  
 C. Annually  
 D. 5 Years once
9. Personal growth is linked with \_\_\_\_\_ to learn  
 A. Necessity  
 B. Willingness  
 C. Force  
 D. Understanding
10. \_\_\_\_\_ is the first step towards personal growth  
 A. Attitude  
 B. Time management  
 C. Self-awareness  
 D. Reflection



## II. Answer the Following

1. Define attitude
2. List out the Tips for Negotiating
3. What are the five steps for Decision Making?
4. Differentiate Good and bad stress.
5. What is collaboration?
6. When you are stressed from doing too much homework, Provide a response in positive and negative ways.
7. Expand 4A's of stress management.
8. List some importance of time management
9. What is productivity?
10. Expand GDP.
11. What is Team Work?
12. Explain the necessity of productivity
13. What are the skills required for Collaboration?

## III. Answer the Following

1. List out some examples of good and bad attitudes. Why is it necessary to recognize them?
2. Explain the steps involved in problem solving?
3. Classify stress and explain which is manageable and not. Give examples for the same.
4. Explain the 4 strategies used for evaluating stress.
5. List the various techniques involved in stress management.
6. Write some tips regarding time management
7. Explain the different resources in productivity
8. Explain the formulae to calculate GDP and also provide suitable expansion for the terms involved
9. Explain the role of teamwork in work place

## 7

## GENDER



## K-W-L ABOUT

I Know	I want to Know	I Learned

Fill the I know and I want to know columns by yourself or with the help of the facilitator before starting this unit.

## 1. UNDERSTANDING THE WORLD AROUND US

### Objectives

At the end of this lesson, you shall be able to:

- Understand the environment around us
- Cultivate the habit of thinking from others point of view

### INTRODUCTION

People make meaning of the world they live-in, by studying human behavior and our interactions with regard to other

fellow human beings. Understanding of fellow human beings is considered as the understanding of gender which is continually evolving.

### ACTIVITY 1

#### Predicting Feelings

Imagine yourself in this situation: You are invited by your class teacher to the school auditorium to watch a movie. You see that all the students in the class were invited — except for Kumar. How do you think Kumar will feel if he finds out?



- |             |                |
|-------------|----------------|
| A. angry    | E. confused    |
| B. sad      | F. nervous     |
| C. hurt     | G. embarrassed |
| D. excluded | H. Indifferent |

You probably came up with your answer by putting yourself in Kumar's shoes and imagining how you'd feel. This feeling is known as empathy.

When we can understand how other people are likely to think and feel, it can guide our interactions with them



## ACTIVITY 2

### Making Sense of Reactions

Near your house at 8 a.m., your friend is smiling, friendly, and full of energy. Later that afternoon, he looks upset, almost like he might cry. Which explanation is your best guess for what might have happened between these two times?

- He had a fight with his friend or his brother.
- He failed a class test.
- He got lots of homework.
- Probably he just had a bad day.

## QUESTIONS TO THE STUDENTS

- Practice an activity similar to this with the help of a trainer giving what activity to concentrate on. Let the trainer provide a situation to a group of students and give 15 mins time to prepare.
- Then let each of the students come out with their way of thinking and the trainer records it.
- At the end of the session students will understand how different each individual thinks and acts.

## 2. UNDERSTANDING BIAS AND DISCRIMINATION

### Objectives

At the end of this lesson, you shall be able to:

- Understand the bias and how to face it
- Understand the Discrimination and its consequences

### INTRODUCTION

A bias is a type of opinion against a person, event, situation, or group. In simple terms, it's when a person or group of people is treated unfairly. Sometimes bias occurs intentionally, but often, people form biased opinions and attitudes without being aware of doing so, which is called an unconscious bias.

Bias is usually created without us knowing it. The environments we live in, the people we surround ourselves with, our families, our friends, our workplace, our religion, and our social groups are all factors that can influence our opinions and biases. We may get ideas about people and things



from these groups of peoples and these environments without realizing it.

#### Types of Education Bias

- Gender bias
- Economical bias
- Cultural bias
- Ethnicity bias



### Discrimination

Discrimination is the unfair or favorable treatment of people and groups based on characteristics such as race, gender, age or sexual orientation. Discrimination is when a person is treated disavowable or when a person's dignity is violated. Discrimination can be direct or indirect. The concept of discrimination can, in a broad sense, include events or chains of events that a person has experienced as for instance insulting, unfair, racist, unjust, unequal and so on. The disavowable treatment or the violation of a person's dignity must also be related to one of the seven grounds of discrimination.

- sex
- transgender identity or expression
- ethnicity
- religion or other belief
- disability
- sexual orientation

- age.

### Six forms of discrimination



There are different forms of discrimination in the law. They are

- **Direct discrimination**

Direct discrimination is when a person is disadvantaged by being treated less favorably than another person in a comparable situation.

- **Indirect discrimination**

Indirect discrimination is when there is a rule or a procedure that appears to be neutral but in fact that rule is disadvantages to certain group of people.

- **Inadequate accessibility**

Inadequate accessibility is when a person with a disability is disadvantaged through a failure to take reasonable accessibility measures that would put that person in a comparable situation with others without the disability.

- **Harassment**

Harassment is conduct that violates a person's dignity. Harassment is the expression of treatment or degrading others that have a connection to the grounds of discrimination.



- **Sexual harassment**

Harassment may also be of a sexual nature. Besides comments and words, this could involve unwanted touching or probing someone by looking, commenting or insulting.

- **Instructions to discriminate**

An instruction to discriminate is when one person or group gives an order or instructs others who are in some way dependent, such as an employee, to discriminate against another person.

### ACTIVITY 1: BIAS

If a teacher has a bias towards a group of students, then he can take two different approaches. If he is biased towards that group, he might give recognition and praise only to those groups because he feels that they can be better students for some reason. Conversely, if they're biased against the group, they might ill treat or punish that group unwantedly.

### ACTIVITY 2: HARASSMENT

During this activity, you need to provide some favorable treatment to a particular group of students. Instruct students with high marks to sit in the front and all others to stand outside the class. Inform the students that this is the new school policy framed and aim to see their students reaction.

### QUESTIONS TO THE STUDENTS

1. Ask students how does it feel to be treated in this way? Was this fair

treatment? Students are praised and seated. Ask every student to write a one page writing which highlights the discrimination and ask students what they think they are going to learn about. ( From activity 2)

2. Ask students have they ever experienced such kind of activity in their school life so far and tell them to prepare a one page report.( From activity 1)

## 3. UNDERSTANDING THE DIFFERENCE BETWEEN SEX AND GENDER

### Objectives

At the end of this lesson, you shall be able to:

- Understand the term Sex and Gender
- Imbibe the difference between Sex and Gender

### INTRODUCTION

Mostly people tend to use the terms “sex” and “gender” interchangeably, but it is wrong or incorrect. Sex and gender are different, and it is crucial to understand why.

“Sex” refers to the physical differences between people who are male, female, or intersex. A person typically has their sex assigned at birth based on physiological characteristics

“Gender”, on the other hand, involves how a person identifies. These are defined as the socially constructed roles, behaviors, and attributes that a society considers appropriate for men and women.



### Difference between Sex and Gender:

**Sex => Biological => Given by Birth => Therefore => Cannot be changed => eg. Only women can give birth**

**Gender => Cultural => Learned through Socialization => Therefore => Can be changed => eg. Women and men can work as teachers, doctors**

SEX	GENDER
SEX refers to the biological and physiological differences between men and women	GENDER refers to the social and cultural differences between men and women
Sex has two main categories: Male and Female	Gender has two main categories: Masculine and Feminine
Sex remains the same regardless of time and culture	Gender roles, expectations may differ across time and culture
Sex is created by the reproduction needs, that is biological features	Gender distinctions are created by social norms

### QUESTIONS TO THE STUDENTS

1. Discuss how sex and gender discrimination affect the working environment. Can the changes be induced positively or negatively?

## 4. STEREOTYPES AND GENDER BASED STEREOTYPES

### Objectives

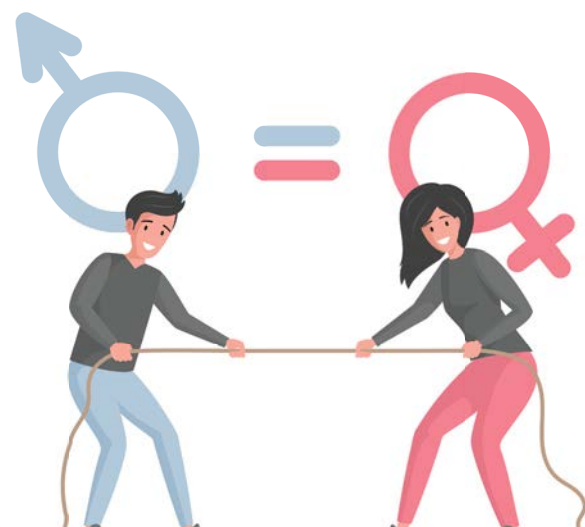
At the end of this lesson, you shall be able to:

- Understand the term Stereotypes
- Understand the gender based stereotypes

### INTRODUCTION

Stereotypes are characteristics imposed upon groups of people because of their race, nationality, and sexual orientation. These characteristics tend to be oversimplifications of the groups involved and, even if they look “positive,” stereotypes are harmful.

Stereotype is a fixed or over generalized belief about a particular group or class of people. By this definition, we infer that if a person in a group has a whole range of characteristics and abilities that implies that all members of that group have. (Eg. By seeing one African who is more than six feet, we presume and say that all the Africans are more than six feet)



## Gender Stereotypes

Gender stereotyping is defined as an overgeneralization of characteristics, differences and attributes of a certain group based on their gender. Gender stereotypes can create wide biases about certain characteristics or traits about a gender and their behavior.

There are four basic kinds of gender stereotypes:

- **Personality traits**  
For example, women are often expected to be accommodating and emotional, while men are usually expected to be self-confident and aggressive
- **Domestic behaviors**  
For example, some people expect that women will take care of the children, cook, and clean the home, while men take care of finances, work on the car, and do the home repairs
- **Occupations**  
For example, some people are quick to assume that teachers and nurses are women, and that pilots, doctors, and engineers are men
- **Physical appearance**  
For example, women are expected to be thin and graceful, while men are expected to be tall and muscular.

### ACTIVITY 1

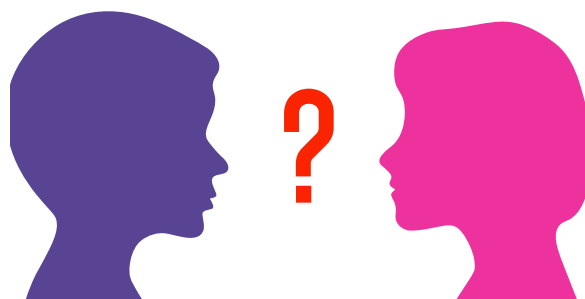
- Ask students to define the word stereotype by writing in a paper
- Allow them to share a few examples of stereotypes they know.
- Ask each student present themselves for the better understanding of the concepts

### ACTIVITY 2

- Divide students into two groups and explain to them that they will be talking about gender stereotypes— (Generally accepted ideas about how boys and girls should act or be)

### ACTIVITY 3

- Is it a girl thing or a boy thing?



**Activity Instructions:** Read out the following list and ask the students to raise their hands if they think it's a girl thing and no hand up if they think it's a boy thing.

- |              |                       |
|--------------|-----------------------|
| ● Burping    | ● Energy drinks       |
| ● Rescuing   | ● Scientist           |
| ● Dancing    | ● Blue                |
| ● Teacher    | ● Cleaning            |
| ● Cooking    | ● Lawyer              |
| ● Pink       | ● Engineer            |
| ● Doctor     | ● Computer programmer |
| ● Nurse      | ● Mathematician       |
| ● Cars       |                       |
| ● A six pack |                       |



## QUESTIONS TO THE STUDENTS

Once you have read through the whole list ask the following questions:

- Why do you think there was so much agreement?
- Where do these ideas come from?
- Is it true that these are just girls or boys things?
- Where are these answers coming from?

## 5. MEDIA AND GENDER

### Objectives

At the end of this lesson, you shall be able to:

- Understand the media and gender relationship
- Understand the gender equality and role of media

### INTRODUCTION

The term media, which is the plural of medium, refers to the communication channels through which we disseminate news, music, movies, education, promotional messages and other data. It includes physical and online newspapers and magazines, television, radio, billboards, telephone, the Internet, fax and billboards. It describes the various ways through which we communicate in society.

### Types of Media

Traditional Media		Traditional Media	
Broadcast	Print		
Television	Newspaper	Web Sites	Blogs
Radio	Magazines	Apps	Wikis
Music	Books	Email	Ebooks
Movies	Signs	Podcasts	Social Networks
	Billboards	Smart Phones	Streaming Music
		Streaming Video	

## Media and Gender

Media and gender refers to the relationship between mass media and gender, and how gender is represented within media platforms. These platforms include but are not limited to film, radio, television, advertisement, social media, and video games.

## Gender Equality

Gender equality means that women and men enjoy the same levels of respect and status in society. It also means people of all genders have the same entitlements to human rights, access to opportunities and abilities to make choices about their lives.

Ultimately, promoting gender equality means transforming the power relations between women and men in order to create a more just society for all.

### ACTIVITY 1

- Divide the class into groups.
- Using magazines and newspapers that we have, ask students to find the advertisement findings on gender basis

### QUESTIONS TO THE STUDENTS

Discuss how the effect of violent gender advertisements affect society and mindset of people.

## 6. GENDER ROLES IN FAMILY AND SOCIETY

### Objectives

At the end of this lesson, you shall be able to:

- Understand Family and Society

- Understand the roles in family and society



### Gender Roles in Family

Traditional family system had enough time dedicated for the kids as the mother was responsible for the entire process of childcare and development, when the father had to bring in the essential food supplies. But modern lifestyle makes both the parents busy working for the family and earning the amount to meet the demands of life.

Challenge our assumptions based on the healthy conversation amongst family members and write a report. The report must be discussed in the classroom the following day.

- What beliefs or values are important to our family about how children should act, regardless of their gender?
- What assumptions do I have about what girls and boys like to do, wear, or talk about? Where do those assumptions come from?
- What gender roles am I modeling for my children?
- What kinds of messages are my children getting from TV, their friends, and our community?



## Gender Roles in Society



Gender roles are based on the different expectations that individuals, groups, and societies have of individuals based on their sex and based on each society’s values and beliefs about gender.

Gender roles are cultural and personal. They determine how males and females should think, speak, dress, and interact within the context of society.

Learning plays a role in this process of shaping gender roles. Gender roles adopted during childhood normally continue into adulthood. At home, people have certain presumptions about decision making, child rearing practices, financial responsibilities, and so forth. At work, people also have presumptions about power, the division of labor, and organizational structures.

Challenge our assumptions based on the healthy conversation amongst student groups and ask the student to write a report of the answers. Each report must be discussed in the classroom to know that not all rights around the society are as equitable for women as for men.

- Ask students to name some of their human rights and write them on the board
  - right to education,
  - access to health care,

- right to privacy,
- right to choose any religion they want,
- rights to be free from slavery and torture,
- right to live in freedom and safety,
- right to decide when and whether to study anything,
- right to have control over your own body etc.

With answers for the above questions, the trainer will be able to outline that not all rights around the world are as equitable for women as for men.

### ACTIVITY 1

Recommend students to write their feelings and opinions about the “opposite” gender.

### QUESTIONS TO THE STUDENTS

- In what ways are you are different from other students in your class?  
\_\_\_\_\_
- How are you the same as other students in your class?  
\_\_\_\_\_
- Is friendship with the other gender different from same gender friendship? How and why?  
\_\_\_\_\_
- Do you change your actions and activities when you’re in the presence of the other gender? How and why?  
\_\_\_\_\_





## 7. UNDERSTANDING VIOLENCE AND INDIAN LAWS THAT PROTECT AGAINST VIOLENCE

### Objectives

At the end of this lesson, you shall be able to:

- Understand the Violence
- Understand the Indian Laws that protect against violence

### INTRODUCTION

Violence, an act of physical force that causes or is intended to cause harm. The damage inflicted by violence may be physical, psychological, or both. Violence is a relatively common type of human behavior that occurs throughout the world. People of any age may be violent, although older adolescents and young adults are most likely to engage in violent behavior.

### Types of Violence

<p><b>Physical Violence</b></p> <p>Physical violence occurs when someone uses a part of their body or an object to control a person's actions.</p>	<p><b>Sexual Violence</b></p> <p>Sexual violence occurs when a person is forced to unwillingly take part in sexual activity.</p>	<p><b>Emotional Violence</b></p> <p>Emotional violence occurs when someone says or does something to make a person feel stupid or worthless.</p>
<p><b>Psychological Violence</b></p> <p>Psychological violence occurs when someone uses threats and causes fear in an individual to gain control.</p>	<p><b>Spiritual Violence</b></p> <p>Spiritual (or religious) violence occurs when someone uses an individual's spiritual beliefs to manipulate, dominate or control that person.</p>	<p><b>Cultural Violence</b></p> <p>Cultural violence occurs when an individual is harmed as a result of practices that are part of her or his culture, religion or tradition.</p>
<p><b>Verbal Abuse</b></p> <p>Verbal abuse occurs when someone uses language, whether spoken or written, to cause harm to an individual.</p>	<p><b>Financial Abuse</b></p> <p>Financial abuse occurs when someone controls an individual's financial resources without the person's consent or misuses those resources.</p>	<p><b>Neglect</b></p> <p>Neglect occurs when someone has the responsibility to provide care or assistance for an individual but does not.</p>

### Indian Laws that protect against Domestic Violence

Domestic Violence, which is also known as Intimate Partner Violence, Domestic Abuse, Dating Violence and Intimate Partner Abuse, is a type of violence committed by someone in the victim's domestic circle. This incorporates

partners & ex-partners, family members, close relatives and family friends.

### What Constitutes Domestic Violence?

*Section- 3 of the Domestic Violence Act, 2005 says that what comprises Domestic Violence as indicated by which Domestic Violence will include: -*



- (a) Threats in Life, Health & Safety etc., whether Physical or Mental, incorporating Sexual Abuse, Physical Abuse, Verbal and Emotional Abuse and Economic Abuse, or
- (b) Harassment through any forms such as injuries, harms to the aggrieved person by coercing her or any other person related to any unlawful demand for dowry or other property or valuable security; or.
- (c) Otherwise injuring or causing harm, through Mental or Physical means to the Aggrieved Person.

## TYPES OF DOMESTIC ABUSES

### ● Physical Abuse

It includes any sort of violent conduct inflicted on the victim (Slapping, biting, beating, hitting, kicking, etc.) It also includes forcing someone to use Alcohol/ Drug and denying someone's medical treatment.

### ● Sexual Abuse

It happens when the abuser forcefully try to make physical contact with victim without his/her consent. This mostly takes the form of Marital Rape, Physical Violence followed by sex, attacks on the sexual parts of the body.

### ● Emotional Abuse

It implies discrediting or emptying the victim's sense of Self-Esteem. Emotional abuse also includes constant humiliation, insults, threats of harm, belittling, threats to take away children.

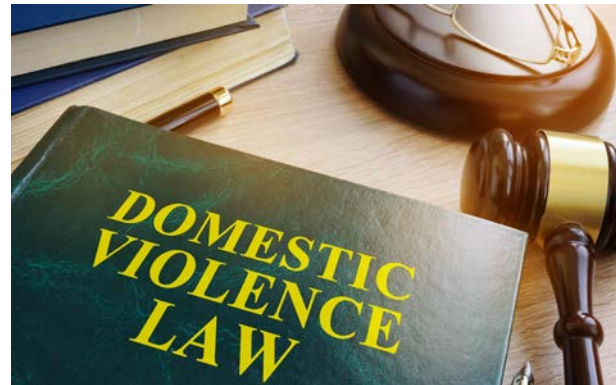
### ● Economic Abuse

It happens when the abuser makes or attempts to make the victim financially reliant.

### ● Technological Abuse

It incorporates the utilization of technology to hold and control a partner.

## Laws on Domestic Violence



- Protection of Women against Domestic Violence Act, 2005
- Section 498A of the IPC (Indian Penal Code)
- Dowry Prohibition Act, 1961
- Domestic Violence under the statute such as Section 304B of Indian Penal Code
- Under Section 313-316 of Indian Penal Code female infanticide has been made punishable which implies forcefully ending the pregnancy of a women
- Other Sections of Indian Penal Code dealing with these matters are Section 305-306 related to Abetment of Suicide and 340, 349 of Indian Penal Code respectively wrongful confinement and wrongful restraint.

## ACTIVITY 1

- Recommend ways in which you can prevent violence in schools among your friends during lunch or interval time.



## QUESTIONS TO THE STUDENTS

Discuss and submit a report on the violent behavior that you have witnessed in your surroundings

## 8. ROLE MODEL OF DIFFERENT GENDERS

### Objectives

At the end of this lesson, you shall be able to:

- Understand the term roles models
- Choose roles models

### INTRODUCTION

A role model is a person whose behavior, example, or success is or can be emulated by others, especially by younger people. The definition of a role model is someone who others look up to, or someone who has attributes and traits that make him a good person to try to be like.

### Seven Qualities of a Role Model

- Demonstrate confidence and leadership
  - A good role model is someone who is always positive, calm, and confident in themselves and also continues to strive for bigger and better objectives
- Don't be afraid to be unique
  - Confidence is a role model quality of belief that pushes a simple “yes” to the tasks at hand.

- Communicate and interact with everyone
  - Good communication means listening as well as talking. Great role models know they have to have a consistent message, and repeat it over and over again until everyone understands.
- Show respect and concern for others
  - Another of the important role model characteristics is respect. An ideal role model respects themselves and all others.
- Be knowledgeable and well rounded
  - Great role models are constant learners, challenge themselves to get out of their comfort zones, and surround themselves with smarter people.
- Have humility and willingness to admit mistakes
  - Nobody is perfect. Great role models when making a bad decision, apologize, accept and take accountability, and take corrective action.
- Do good things outside the job
  - People who do their work and also find time for good causes outside of work, such as raising money for charity, saving lives are some of the examples for a great role model.

### SOME POPULAR INDIAN ROLE MODEL



1. Gurus / Teachers



6. MC Mary Kom



2. Parents



7. Sundar Pichai



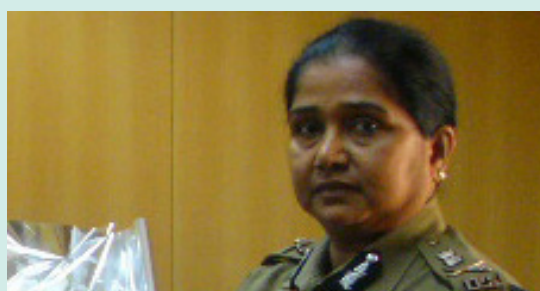
3. Soldiers



8. P. V. Sindhu



4. APJ Abdul Kalam



9. Thilagavathi IPS



5. Viswanathan Anand



10. A R Rahman

### ACTIVITY 1

List your role models and the unique quality they possess



### QUESTIONS TO THE STUDENTS

Discuss with your friends about their role model and why they have chosen him/her as their role model.

### KWL CHART

Complete I learned columns of KWL chart now and check with your facilitator if you have any doubts.

## ASSESSMENT

### I. Choose the Best Answer

1. People make meaning of the world they live-in, by studying \_\_\_\_\_

- A. Engineering
- B. Human Behavior
- C. Science
- D. None of the above



2. Understanding \_\_\_\_\_ of fellow \_\_\_\_\_ is considered as the understanding of gender which is continually evolving

- A. Science
- B. Nature
- C. Human Beings
- D. All the above

3. A \_\_\_\_\_ is a type of opinion against a person, event, situation, or group

- A. Discrimination
- B. Gender

- C. Bias
- D. None of the above

4. \_\_\_\_\_ is the unfair or favourable treatment of people and groups based on characteristics such as race, gender, age or sexual orientation

- A. Discrimination
- B. Favouritism
- C. Bias
- D. None of the above

5. \_\_\_\_\_ is the expression of treatment or degrading others that have a connection to the grounds of discrimination

- A. Harassment
- B. Bias
- C. Discrimination
- D. None of the above

6. \_\_\_\_\_ refers to the physical differences between people who are male, female, or intersex  
A. Gender      B. Male  
C. Sex          D. Female
7. \_\_\_\_\_ involves how a person identifies. These are defined as the socially constructed roles, behaviours, and attributes that a society considers appropriate for men and women  
A. Male          B. Gender  
C. Female       D. Sex
8. \_\_\_\_\_ are characteristics imposed upon groups of people because of their race, nationality, and sexual orientation.  
A. Harassment  
B. Bias  
C. Discrimination  
D. Stereotypes
9. The communication channels through which we disseminate news, music, movies, education, promotional messages and other data is called \_\_\_\_\_  
A. Media          B. TV  
C. Radio          D. Internet
10. \_\_\_\_\_ are cultural and personal. They determine how males and females should think, speak, dress, and interact within the context of society  
A. Human Beings  
B. Gender Roles  
C. Family Roles  
D. All the above
11. \_\_\_\_\_ an act of physical force that causes or is intended to cause harm  
A. Violence  
B. Discrimination  
C. Harassment  
D. None of the above
12. \_\_\_\_\_ Violence occurs when someone uses threats and causes fear in an individual to gain control  
A. Neglect  
B. Cultural  
C. Emotional  
D. Psychological
13. \_\_\_\_\_ includes any sort of violent conduct inflicted on the victim  
A. Physical Abuse  
B. Emotional Abuse  
C. Economic Abuse  
D. None of the above
14. \_\_\_\_\_ violence occurs when someone says or does something to make a person feel stupid or worthless.  
A. Verbal Abuse  
B. Cultural  
C. Emotional  
D. Psychological
15. A \_\_\_\_\_ is a person whose behavior, example, or success is or can be emulated by others, especially by younger people  
A. Gender  
B. Role Model  
C. Target  
D. None of the above

## II. Answer the Following

1. What do you mean by understanding the world around us?
2. How can you predict the feelings of others surrounding you?
3. Differentiate between bias and discrimination.
4. Differentiate between sex and gender.
5. Define stereotypes.
6. Define different types of media?
7. Differentiate between family and society.
8. Relate the term Violence with suitable examples.
9. List out the traits of a good role model.

## III. Answer the Following

1. Write a report on your understanding of the surroundings of your school and highlight your learnings.
2. Respecting others is the key to success. Comment
3. Elaborate how a biased environment affects the growth of an individual and society.
4. Demonstrate the relevance of gender equality to create a healthy and progressive society.
5. Discuss different types of stereotypes and its relevance in real time.
6. Devise a strategy to create popularity for your school through any media of your choice.
7. What contribution as a family member do you contribute?
8. Who is your role model What made you choose your role model?

## 8

## FINANCIAL LITERACY



## K-W-L ABOUT

I Know	I want to Know	I Learned

Fill the I know and I want to know columns by yourself or with the help of the facilitator before starting this unit.

## 1. INTRODUCTION TO CONCEPT OF MONEY

### Objectives

After this lesson, the student will be able to

- Understand the concept of money
- Identify the functions of money
- Realise the use of money management for various needs

### INTRODUCTION

When you accompany your parents to the market, do you observe how they purchase

the various items? Every purchase requires the use of money.

As you are able to observe, money is the accepted medium of exchange. It allows you to buy the things you require, right from basic things such as bread to high-value products such as a car.

In our country, money is used in the form of Indian currency known as the 'Rupee'. You would surely have used 'rupees' when you buy food from the school canteen.



## Concept of Money

Money is a commodity accepted by general consent as a medium of economic exchange. It is the medium in which prices and values are expressed. It circulates from person to person and country to country, facilitating trade and it is the principal measure of wealth.



## Evaluation of Money



Money has evolved through different stages according to the time, place and circumstances.

Some of the major stages through which money has evolved are as follows:

1. Commodity Money
2. Metallic Money
3. Paper Money
4. Credit Money
5. Plastic Money
6. Electronic Money
7. Crypto currency

### 1. Commodity Money

In the earliest period of human civilization, any commodity that was generally demanded and chosen by common consent was used as money. Goods like furs, skins, salt, rice, wheat, utensils, weapons etc. were commonly used as money. Such exchange of goods for goods was known as 'Barter Exchange'.

### 2. Metallic Money

With the progress of human civilization, commodity money changed into metallic money. Metals like gold, silver, copper, etc. were used as they could be easily handled and their quantity can be easily ascertained. It was the main form of money all the way through the major portion of recorded history. The use of metal for money can be traced back to Babylon, prior to 2000 BCE. Standardization and certification in the form of coinage did not occur except perhaps in isolated instances until the 7th century BCE. Historians generally ascribe the first use of coined money to Croesus, king of Lydia, a state in Anatolia.



### 3. Paper Money:

It was found inconvenient as well as dangerous to carry gold and silver coins from place to place. So, the invention of paper money marked a very important stage in the development of money. Paper money is regulated and controlled by the Central bank of the country (RBI in India). At

present, a very large part of money consists mainly of currency notes or paper money issued by the central bank. The first use of paper money occurred in China more than 1,000 years ago. By the late 18th and early 19th centuries, paper money and banknotes had spread to many other parts of the world.



#### 4. Credit Money

The emergence of credit money took place almost side by side with that of paper money. People keep a part of their cash as deposits with banks, which they can withdraw at their convenience through cheques. The cheque (known as credit money or bank money), itself, is not money, but it performs the same functions as money.



#### 5 Plastic Money

The latest type of money is plastic money in the form of Credit cards and Debit cards. They aim at removing the need for carrying cash to make transactions.

#### 6. Electronic Money

E-money is a monetary value that is stored and transferred electronically through a variety of means like mobile phones using

UPI Ids, tablet, contactless card (or smart cards), computer hard drives or servers. Electronic money need not necessarily involve bank accounts in transactions but acts as a prepaid bearer instrument.

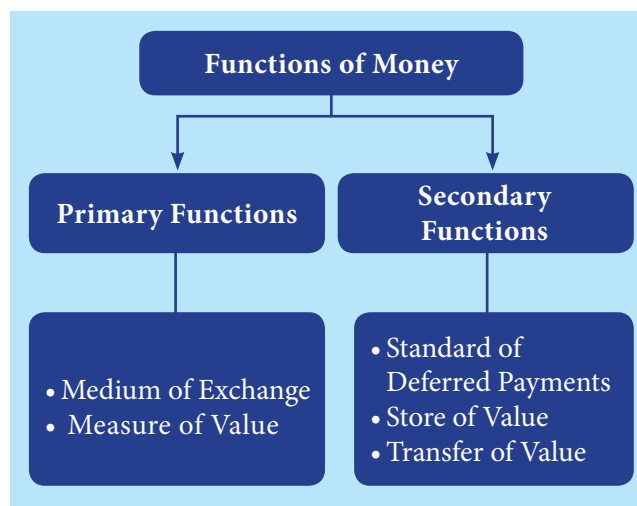


#### 7. Crypto Currency

A crypto currency is an encrypted data string that denotes a unit of currency. It is monitored and organized by a peer-to-peer network called a blockchain, which also serves as a secure ledger of transactions, e.g., buying, selling, and transferring.



#### Functions of Money



Functions of money can be broadly categorised into the following two types:

- (a) **Primary functions**
- (b) **Secondary functions**

**(a) Primary functions**

**i) Medium of exchange:**

- It means that money can be used to make payments for all the transactions of goods and services.
- A buyer can buy goods through money, and a seller can sell goods for money.
- It is an essential function of money.

**ii) Measure of value:**

- Money serves as a measure of value.
- The value of all goods and services is expressed in terms of money.

**(b) Secondary functions**

**i) Standard of deferred payments:**

- It means that money acts as a 'standard' for making future payments.
- It has made deferred payments much easier than before.
- Example: When we borrow money from somebody, we have to return both the principal as well as the interest amount in the future.
- Money is a convenient mode of calculation and payment of interest amount to be paid in the future.

- This function has facilitated borrowing and lending.
- It has also led to the creation of financial institutions.

**ii) Store of value:**

- A store of value implies a store of wealth.
- Money can be easily stored for future use.
- It is the most convenient and economical means to store earnings and wealth.

**iii) Transfer of value:**

- Money also serves for the transfer of value.
- It facilitates buying and selling of goods not only in the domestic country but also in other parts of the world.

**ACTIVITY 1**

Find out the various ways in which you can use the money to buy things. Some of the daily day necessities are listed below:

To recharge your phone	
Buy groceries	
Purchase a new dress	
Travel on a taxi	
Lend a friend	
Book train tickets	
Fill petrol to your vehicle	

## ACTIVITY 2

Identify to which country the money bills belong to?

## CONCLUSION

From the lesson you may recognise money is a medium of exchange in the economy. Historically speaking, humans have been transacting in goods much before money was invented. While ancient trade was based on the barter system, there is also evidence of commodities being used in the form of livestock, salt, metal, rare stones et cetera. The Han Dynasty, which ruled China from 206 BC to 220 AD, opened up the 'Silk Road' trading route between China and Central Asia.

## QUESTIONS TO THE STUDENTS

List out your queries regarding money, transactions, Banking and others. So it would be clarified in the sessions to come.

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## 2. BASICS OF BANKING: TYPES OF BANK ACCOUNTS

### Objectives

After this lesson, the student will be able to

- know about the banking system in India
- Identify the types of bank accounts
- Realise the use of money for various needs

## INTRODUCTION



### Origins of Banking

In ancient human history, banking is said to have started in the temples and palaces of Babylonia even before 2000 BC. Ancient Greeks too developed a system of transferring money in the form of book entries.

Banking in India started in a major way in the form of the Imperial Bank of India in 1921. This was later renamed the State Bank of India (SBI) in 1955.

## Banks and their Importance



As a young child, you may have used a piggy bank. You deposit a small amount of cash or coins into a piggy bank, and when you finally open it, it reveals a handsome amount for you to use. That is how a bank works in real life too. However, it works according to strict rules and also serves many more functions that are important to individuals and businesses.

To explain in simple words, a bank is an institution where people deposit their funds as savings and are able to withdraw the same when required.

In this sense, a bank acts as a 'vault' for the safekeeping of funds. There are situations when people may need funds more than their savings to purchase high-value products such as cars, bikes etc. In such situations, banks also provide 'loans' to the 'deposit holders'.

### Types of Banks

Banks are of different types and can be categorised on the basis of the ownership and services they offer:

**Central Bank:** The Central Bank is an extremely important institution in the financial system of any country. In India, the Reserve Bank of India (RBI) plays the role of the central bank. It is responsible for the overall management of the nation's currency to ensure an adequate supply of genuine notes. As the central bank, RBI

also performs various other important functions such as acting as a banker to the government and implementing monetary policies for the country.

**Commercial Banks:** These include public sector banks owned by the Government and also private banks. Commercial banks provide a direct interface to the people allowing them to open and manage accounts, obtain loans and other financial services.



### Types of Bank Accounts

**Savings Account:** These are the accounts opened in banks with the key purpose of inculcating the habit of saving among people. Savings accounts allow maximum flexibility to deposit any amount of their liking, thus making it easy and convenient for common people. This kind of account is popular with students, salaried individuals, and senior citizens. Savings accounts earn a nominal interest which is based on the time period the funds are parked in the account.

**Current Account:** These accounts are opened by business owners as they meet their requirement for an unlimited number of cash deposits and withdrawals. The important thing to note in the case of current accounts is that they do not earn interest. On the other hand, banks charge interest from account holders for an overdraft facility. When banks allow account holders to withdraw more than their account balance in order to meet their business requirements, it is known as an overdraft.



**Fixed Deposit:** This account type is ideal for depositors who wish to park their funds in the bank for a long period of time. The key benefit of a fixed deposit is that it provides a substantially higher rate of interest compared to savings accounts.

**Recurring Deposit:** Very popular with students, recurring deposits are designed to encourage the habit of regular savings amongst people. These deposits too earn interest higher than savings accounts. An example of a Recurring Deposit is when a depositor plans to deposit a fixed amount of Rs.1000 per month for a period of 24 months. At the completion of the 24 months period, the depositor gets back the base amount of Rs. 24,000, along with the interest amount.

### ACTIVITY 1:

Make a list of banks available in your residential locality and school locality. Find out what type of banks they are.

Bank Name	Type
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

### ACTIVITY 2

Do you have an account in the bank? If so, take your passbook and find out what kind of account you have and why were you assigned that account.

## CONCLUSION

Banking in India started in a major way in the form of the Imperial Bank of India in 1921. In India, the Reserve Bank of India (RBI) plays the role of the central bank, Commercial banks provide a direct interface to the people allowing them to open and manage accounts and obtain loans and other financial services. Savings Account is the account opened in banks with the key purpose of inculcating the habit of saving among people Fixed deposit is ideal for depositors who wish to park their funds in the bank for a long period of time Cheques have been the most popular instrument for money transfer for many decades

### QUESTIONS TO THE STUDENTS

List the various savings methods you have used so far. If you want to create one in a bank, which accounts type will you choose?

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## 3. OPENING A BANK ACCOUNT AND BASIC BANKING TRANSACTIONS

### Objectives

After this lesson, the student will be able to

- create a bank account
- Perform basic banking transactions
- Learn

## INTRODUCTION

A bank account can be opened in the name of an individual singly or jointly with a family member by submitting the following documents:



- Passport size photographs
- Identity proof
- Address proof
- Opening amount

Once the account is opened, the bank provides to the account holder an account number and cheque book to operate the account. Some banks also provide account holders with access to mobile banking.

BANK NAME	TYPE
Proof of identity	Passport, Driving License, Voter's ID card etc.
Proof of address	Passport, Driving License, Voter's ID card etc.
Other important documents	<ul style="list-style-type: none"> <li>● Pan Card</li> <li>● Form 16 (only if PAN card is not available)</li> <li>● 2 latest passport size photographs.</li> </ul>

## Steps to Open a Savings Account with State Bank of India(SBI)

To open SBI savings account at any SBI Bank branch, customers will have to follow the steps mentioned below.

- Visit the SBI branch closest to you.
- Request the bank executive for an account opening form.
- On the account opening form, applicants will have to fill in both parts.

## Form 1 - Name, address, signature, various other details and assets.

**ACCOUNT OPENING FORM FOR RESIDENT INDIVIDUAL (PART-I)**  
(Must be accompanied with Terms and Conditions)  
CUSTOMER INFORMATION SHEET (CIF Creation/Amendment)

**A Personal Details**

1. Name\* (Name as ID Proof)

2. Date of Birth\*

3. Gender\* (Male, Female, Third Gender)

4. Marital Status (Married, Unmarried, Single, Divorced, Widely Apart, Deceased)

5. Name of (Father, Mother, Spouse\*)

6. No. of Dependents (Asterisk)

7. Name of Guardian

8. In Case of (Others)

9. Nationality (In-Indian, Others)

10. Occupation Type (Service, Business, Others)

11. Annual Income Rs.

12. Religion (Hindu, Muslim, Christian, Sikh, Others)

13. Category (General, OBC, SC, ST)

14. Person with disability (Yes/No)

15. Educational Qualification (10th Class passed, 12th Class passed, Graduate (Gen), Post Graduate (Gen), etc.)

16. Profession (Public Sector, Private Sector, etc.)

17. Country of Tax Residence (Indiaindian and not in any other country or territory outside India)

**B Contact Details (All communications will be sent on provided Mobile No./Email-ID)**

Mobile No. (10 digits), Email ID, STD Tel. Code, Tel. No.

**C Declaration CUM UNDERTAKING CUM SELF-CERTIFICATION**

I, the undersigned, hereby declare that the information furnished above is true and correct to the best of my knowledge and belief. I have read the copy of Terms and Conditions of the Account Opening Form given to me, the Terms and Conditions have been explained to me and I have understood, accepted the same. I hereby declare that I have submitted the Aadhaar Card number to the SBI branch and I have provided the address proof/identity proof/proof of residence to the SBI branch under the PMLA, 2002. I hereby request that the Bank may verify the same with the UIDAI and authorize the SBI to request for release of the identity and address details to the UIDAI as per the Aadhaar Act, 2016. I/OTP based authentication to the Bank, YES/NO. KYC authentication and Aadhaar linking is mandatory for availing (SBI) benefits.

**H FOR OFFICE USE**

Documents received, Self-certified, True Copies, Notary

## Form 2 - Customers will have to fill in this part if they do not have a PAN card.

**E Address details** (Correspondence, Local, Same as Current/Permanent Address)

Address Type\* (Residential/Business, Residential, Business, Regional Office, Unspecified)

Address\*

City/Village\*

State\*

Country Name\*

**F If the Officially Valid Document (OVD) does not contain current address-please provide any of the documents below.**

Utility Bill, PDS/RDS, Property or Mortgage loan record, Letter of allotment of accommodation issued by employer, etc.

**G DECLARATION CUM UNDERTAKING CUM SELF-CERTIFICATION**

I, the undersigned, hereby declare that the information furnished above is true and correct to the best of my knowledge and belief. I have read the copy of Terms and Conditions of the Account Opening Form given to me, the Terms and Conditions have been explained to me and I have understood, accepted the same. I hereby declare that I have submitted the Aadhaar Card number to the SBI branch and I have provided the address proof/identity proof/proof of residence to the SBI branch under the PMLA, 2002. I hereby request that the Bank may verify the same with the UIDAI and authorize the SBI to request for release of the identity and address details to the UIDAI as per the Aadhaar Act, 2016. I/OTP based authentication to the Bank, YES/NO. KYC authentication and Aadhaar linking is mandatory for availing (SBI) benefits.

**H FOR OFFICE USE**

Documents received, Self-certified, True Copies, Notary

- Ensure that all the fields have been entered and are correct. The details mentioned in the application form should match those mentioned in the KYC documents that have been submitted.



- The customer will now have to make an initial deposit of Rs.1,000.
- As soon as the bank completes the verification process, the account holder will be granted a free passbook and chequebook.
- Simultaneously, customers can submit the internet banking form.

Following approval from the bank, the customer will receive a savings account welcome kit. The kit will contain

- SBI ATM debit card
- The PIN will be sent in a separate post.
- SBI cheque book of 10 leaves.
- Pay-in slips

### Reserve Bank of India — Role and Importance

The Reserve Bank of India (RBI) plays a prominent role as the Central Bank of India and has the power to control the monetary situation of the entire country. Apart from the issuance of currency, RBI performs various other important functions that impact the Indian economy in a significant way:

- Implements monetary policies
- Manages foreign exchange reserves
- Acts as banker to the government
- Financial regulation and supervision
- Governs the policies for other banks to follow

#### ACTIVITY 1

Visit the nearest bank and get the form for opening a savings account. Fill in all the details you know and for details with doubt, clarify it with the customer care present in the bank.

### CONCLUSION

The Reserve Bank of India (RBI) plays a prominent role as the Central Bank of India and has the power to control the monetary situation of the entire country. Digital banking allows the bank customers to avail banking services using the bank's website on laptop or through a mobile app on a smartphone. Digital Payments refers to transferring an amount of money to another individual, business or organisation through the internet without the requirement to physical cash.

### QUESTIONS TO THE STUDENTS

1. List the difficulties you faced while opening a savings bank account.

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2. Converse with your parents and find out what KYC details they submitted to the bank and How you can create your own KYC documents.

### 4. ONLINE BANKING AND DIGITAL TRANSACTIONS

#### Objectives

After this lesson, the student will be able to

- Learn digital banking
- Explain how to make basic banking transactions in online
- Discuss digital payments



## INTRODUCTION

Digital banking allows bank customers to avail banking services using the bank’s website on a laptop or through a mobile app on a smartphone/tablet.

These services include:

- Checking account balance
- Transferring funds to another account
- Ordering a cheque book
- Changing passcodes

### Digital Banking – Do’s & Don’ts

Let us learn about some Do’s & Don’ts to be observed while performing digital banking:

Do’s	Don’ts
Keep your user ID and password confidential and do not reveal to anyone	Do not use an email message to log in to your banking account; Always use the official website
Memorise your user ID and password instead of noting down anywhere	Do not reveal personal information to anyone over email/SMS/phone call
Log off completely and clear your system cache after every session	Do not use the ‘Remember Password’ feature provided by browsers to save your banking password
Register for SMS alerts to keep track of transactions on your account	

### Understanding Digital Payments

Digital Payments refers to transferring an amount of money to another individual, business or organisation through the internet without the requirement to handle physical cash.

### Benefits of Digital Payments

The trend of digital payments has revolutionised the world of business and the

lives of people. It has brought in a new era of the flexibility of convenience. Let us discuss the many benefits of digital payments.

- 1** Fast, easy and convenient : Digital payments can be made at any time of the day using just the smartphone.
- 2** One-stop solution: Can be used for various purposes such as making bill payments, purchasing goods and services online, or for just sending money to a friend.
- 3** Transparent Transactions : Since there is no cash handling involved, digital payments discourage the use of black money.
- 4** Digital Record : Each online/digital transaction is backed by a unique transaction ID making digital payments fully secure

### Modes of Digital Payments – Card Based Payments

**Debit Cards:** Debit cards serve a dual purpose. They allow the account holders to perform banking transactions through the ATM machine such as deposits, cash withdrawals and access account information.



**Credit Cards:** As the name suggests, credit cards are instruments that provide instant credit to cardholders. When a credit card is used for making a transaction, the amount is not deducted from the bank account but is provided as credit by the issuing bank. The cardholder is provided



with a time period generally, a month, to pay back the amount to the bank.

**Prepaid Cards:** These are ‘stored value’ cards that are charged with a specific amount. The prepaid cardholder is allowed to transact for the value stored in the card. For example, if the card has a value of Rs.5000, once that value is used up for purchases, more value needs to be added to the card.

### Guidelines for the use of banking cards

Instruments like debit, credit and prepaid cards indeed offer a high level of convenience while making transactions; however, all the same, it is also important to follow guidelines during their use.

- One must be observant while using an ATM card to withdraw cash. Ensure that there is no other person who may be watching while you enter the PIN
- Credit cards should be used only for convenience, and the cardholder must ensure to pay back the card dues in time to avoid heavy interest
- Banking cards must be kept very safe and not allowed to go into wrong hands to avoid misuse
- Card PIN numbers must not be shared with anyone

### Various channels for acceptance of card-based digital Payments

#### Point of Sale (PoS)



PoS is a system that automatically keeps track of each sale transaction and the amount received from the customer. It also enables card-based transactions.

#### MPoS - Mobile Point of Sale

Unlike traditional PoS, mPoS provides great technological advantages. It is a mobile phone-based application that is designed for simple use by the merchant. With an extremely intuitive interface, the menus and functions on mPoS are easy to use.

#### Soft PoS

Soft PoS is an innovative payment acceptance segment, which uses ‘Tap-on-Phone’ technology. This technology allows merchants to accept payment from contactless cards directly on their Near Field Communication (NFC)-enabled android mobile devices via software-based payment application, without the requirement for any additional connected hardware.

#### E-commerce payment

Whenever there is a purchase of goods and services online through an electronic medium without the use of cash or cheques, it is known as e-commerce payment. You might have observed your parents purchasing things online using their smartphones with the help of a mobile application. That is a popular example of E-commerce.

E-commerce payment offers various benefits in the form of

- Security
- Efficiency
- Convenience
- User-friendliness



## Automated Teller Machines (ATMs)



ATMs enable bank account holders to withdraw cash, check balances, and do other banking transactions at their own convenient time without the need for bank staff involvement.

### ATM - Benefits to Customers

On the same lines, ATMs offer a host of benefits to the customers/account holders.

These include

1. Reduced visits to the bank branch
2. Shorter travel time as ATMs are situated nearby
3. Convenient access to cash 24x7
4. Additional services such as balance inquiry, mini statement, PIN change, etc.
5. With ATM being interoperable, customers can visit any bank ATM to withdraw cash, do balance inquiries, PIN changes, etc.

### Modes of Digital Payments - Biometric Based

The objective of this section is to enable students to understand the significance of UIDAI and Aadhaar while also learning about Micro ATMs.

## Unique Identification Authority of India (UIDAI)



The government of India has taken a strong step in the direction of securing digital transactions through the launch of the Unique Identification Authority of India (UIDAI). Launched as a statutory authority in the year 2016, the UIDAI initiative is aimed at issuing a unique identity document named 'Aadhaar' (also known as UID) to all citizens of India. UIDAI's key objective is to eliminate duplicate and fake identities, allowing for individual authentication and verification in an easy and cost-effective way.

### Aadhaar Enabled Payment System (AePS)



Aadhaar Enabled Payment System (AePS) is a payment system operated by NPCI. AePS empowers a bank customer to access his/her Aadhaar enabled bank account to perform basic banking transactions like balance enquiry, cash deposit, cash withdrawal, mini statement & Aadhaar to Aadhaar fund transfers through a business correspondent. Aadhaar Enabled Payment System (AePS) is a payment system operated by NPCI.



### Micro ATMs - a perfect solution for Rural and Hinterlands

Micro ATMs are handheld devices available with authorised banking correspondents (also known as bank Mitras) allowing Aadhaar holders to perform basic banking transactions. The fingerprint and/or Retina/Iris of the customer are used to authenticate a customer. Micro ATMs are portable and can be carried anywhere in just one hand.

### Modes of Digital Payments - Mobile Based Banking and Others

The objective of this section is to enable students to learn about the various forms of digital payments including internet banking, mobile banking, and digital platforms such as UPI and mobile wallets.

#### Internet Banking



Internet banking allows you to transact on your bank account over the internet using your laptop, tablet or smartphone. When you transfer an amount using Internet Banking, it can be done through different methods, including

- National Electronic Fund Transfer (NEFT)
- Real-Time Gross Settlement (RTGS)
- Immediate Payment Service (IMPS)

#### National Electronic Fund Transfer (NEFT)

National Electronic Funds Transfer (NEFT) is a nation-wide centralised payment system owned and operated by the Reserve Bank of India (RBI). The

payment mode enables companies and individuals to transfer funds electronically to other companies and individuals.

The account holder needs to register the beneficiary account details such as account holder name, account type (savings etc.), account number and Indian Financial System Code (IFSC) which helps to identify individual bank branches.

#### Real-Time Gross Settlement (RTGS)

RTGS is a real-time settlement system that allows for fast processing of money transfers between any two accounts. 'Real Time' means the processing of instructions at the time they are received; 'Gross Settlement' means that the settlement of funds transfer instructions occurs individually. The payments made via RTGS are final and irrevocable.

The RTGS system is primarily meant for large value transactions. The minimum amount to be remitted through RTGS is Rs. 2,00,000/- with no upper limit.

#### Immediate Payment Service (IMPS)



IMPS is a product made available by the National Payments Corporation of India (NPCI). It allows for 24x7 instant funds transfer service that can be accessed on multiple channels like Mobile, Internet, ATM and SMS.

The key feature of IMPS is that it is available at all times. The transaction fee for IMPS is nominal, and it allows a transfer limit of Rupees 2 lakhs per transaction.



## Mobile Banking - Bank in Your Pocket



Most popular banks today offer the facility of Mobile Banking. It is offered in the form of a dedicated and secure app that provides the following key services:

- Checking the account balance
- Making funds transfers
- Bill payments and card payments
- Service requests such as ordering cheque books

## Unified Payments Interface (UPI)



A system developed by the National Payments Corporation of India (NPCI), UPI helps combine the power of multiple bank accounts into one single mobile app. UPI helps in seamless fund routing and merchant payments. In addition, it also caters to the “Peer to Peer” collect request which can be scheduled and paid as per requirement and convenience.

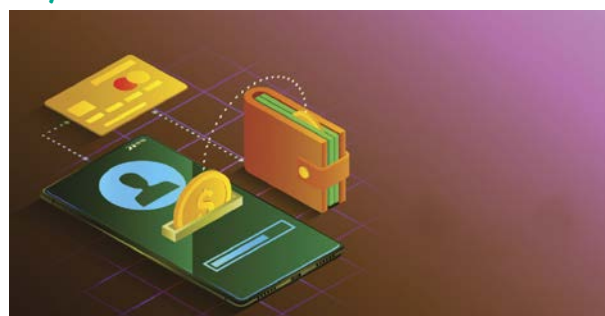
### QR Codes, an Easy Way to Pay

The UPI interface makes it extremely easy and convenient to make payments using the Quick Response codes or QR codes. When you accompany your parents to the market, you may have observed them making payments through QR codes. Let us see how that works:

- The customer scans the UPI QR placed at merchant locations / generated on PoS

- Customer verifies the transaction details like UPI ID, amount, merchant name, etc. and provides confirmation
- The UPI PIN needs to be entered
- Successful payment confirmation is received on the UPI App along with SMS confirmation on mobile

## Mobile Wallets, the Smart Way to Make Payments



In today's time, if a person walks out to the market without his cash and banking cards, yet he/she is able to purchase things of choice, how is that made possible? As the name suggests, a mobile wallet is a virtual wallet in the form of a mobile app that allows you to make purchases simply by scanning the QR code at the merchant establishment. A popular example of a mobile wallet in use today is PayTM.

## Unstructured Supplementary Service Data (USSD)



Unstructured Supplementary Service Data (USSD) allows users without a smartphone or data/internet connection



to use facilities such as mobile banking by using the \*99# code. The key objective of this innovative technology is to allow financial inclusion of the less privileged sections of society and integrate them into mainstream banking.

Others - National Automated Clearing House – NACH (Earlier Known as Electronic Clearing Service)



The National Payments Corporation of India (NPCI) offers banks, financial institutions, Corporates and Government/s a service termed “National Automated Clearing House (NACH)” which includes both Debit and Credit. NACH (Debit) and NACH (Credit) aim at facilitating interbank high volume, debit/ credit transactions, which are repetitive in nature, electronically using the NPCI service.

### CONCLUSION

PoS is a system that automatically keeps track of each sale transaction and the amount received from the customer. Whenever there is a purchase of goods and services online through an electronic medium without cash or cheques, it is known as e-commerce payment. ATMs enable bank account holders to withdraw cash, check balances, and do other banking transactions at their own convenient time. Internet banking allows you to transact on your bank account over the internet using your laptop, tablet or smartphone.

### QUESTIONS TO THE STUDENTS

Discuss and write the procedure for obtaining money from your debit card through an ATM machine.

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### 5. MOBILE PAYMENT APP

#### Objectives

After this lesson, the student will be able to

- Digital Payment Applications
- Know how to use Payment Applications effectively

#### INTRODUCTION

A payment app or a mobile wallet is a mobile application that allows you to store your debit or credit card information that can be used to pay for goods and services in digital money instead of using physical cards or cash and also send money online to friends, family, or merchants in an instant.

Types of Payment Apps:

- |               |                |
|---------------|----------------|
| 1. Paytm App  | 5. Amazon Pay  |
| 2. Google Pay | 6. MobiKwik    |
| 3. BHIM App   | 7. Pay U Money |
| 4. Phone Pay  | 8. Yono SBI    |

## 1. Paytm



It's one of the Indian e-commerce payment systems and a financial technology company whose headquarters is located in Noida, Uttar Pradesh. Paytm was founded by Vijay Shekhar Sharma. The company was initiated in August 2010. Paytm stands for Pay through mobile and it is India's largest mobile payments and commerce platform. It lets you transfer money instantly to anyone at zero cost using the Paytm Wallet. You can make cashless transactions at several places like taxis and autos, petrol pumps, grocery shops, restaurants, coffee shops, multiplexes, and many more. You can also use Paytm to pay for online recharges, utility bill payments, and book movie or travel tickets among other things on the Paytm app or website.

## 2. Google Pay



(stylized as GPay) is a digital wallet platform and online payment system developed by Google to power in-app, online, and in-person contactless purchases on mobile devices, enabling users to make payments with Android phones, tablets, or watches. To make a purchase, a customer taps their mobile device on a point-of-sale terminal or chooses to pay in your mobile app. Google Pay responds with the customer's tokenized card and a cryptogram which acts as a one-time-use password.

## 3. Bharat Interface for Money (BHIM)



It is a payment app that lets you make simple, easy and quick transactions using the Unified Payments Interface (UPI). You can make direct bank payments to anyone on UPI using their UPI ID or scanning their QR with the BHIM app. You can also request money through the app from a UPI ID. BHIM is a unique payment solution that can be used without the internet as well!! You can dial \*99# from any phone and avail the same features of BHIM on your mobile screen. You can also register for BHIM using \*99#.

## 4. PhonePe



It is an Indian digital payment and financial technology company headquartered in Bengaluru, Karnataka, India. PhonePe was founded in December 2015. PhonePe is a mobile payment platform using which you can transfer money using UPI, recharge phone numbers, pay utility bills, etc. PhonePe works on the Unified Payment Interface (UPI) system and all you need is to feed in your bank account details and create a UPI ID.

## 5. Amazon Pay



Amazon Pay is an online payments processing service owned by Amazon. Launched in 2007, Amazon Pay uses the consumer base of Amazon.com and focuses on giving users the option to pay with their Amazon accounts on external merchant websites. It is a service that lets you use the payment methods already associated with your Amazon account to make payments for goods, services, and



donations on third-party websites, in apps, and using Alexa. To make a payment, you can use any of the payment methods on file in your Amazon account.

### 6. MobiKwik



It's an Indian payment service provider founded in 2009 that provides a mobile phone-based payment system and digital wallet. Customers add money to an online wallet that can be used for payments.

### 7. Pay U Money



PayU is a Netherlands-based payment service provider to online merchants. The company was founded in 2002 and is headquartered in Hoofddorp. It allows online businesses to accept and process payments through payment methods that can be integrated with web and mobile applications.

### 8. Yono SBI:



YONO stands for "You Only Need One". Using the YONO App customers can integrate all their products & service from SBI bank accounts, SBI Card, SBI Mutual Fund, SBI Life Insurance, SBI General Insurance, and SBI Securities. YONO is an integrated digital banking platform offered

by the State Bank of India to enable users to access a variety of financial and other services such as flight, train, bus and taxi bookings, online shopping, or medical bill payments. YONO is offered as a smartphone app for both Android and iOS.

## CONCLUSION

From the following chapter you can able to understand the different types of mobile payment applications and how these Mobile payment Apps are used in our day to life and make our work simpler for doing transactions.

## QUESTIONS TO THE STUDENTS

1. List any 3 Mobile payment Apps which used effectively by the people.

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2. Discuss the Security features of various Mobile Payment Apps.

## 6 SAVINGS AND INVESTMENTS

### Objectives

After this lesson, the student will be able to

- Learn the concept of savings and investment
- recognise the various investment alternatives
- Explain the concept of risk and return



## INTRODUCTION

The money you earn is partly spent and the rest saved for meeting future expenses. Instead of keeping the savings idle, you may like to use savings in order to get returns on them in the future. This is called Investment.

### Why should one invest?

One needs to invest to

- earn a return on your idle resources
- generate a specified sum of money for a specific goal in life
- make a provision for an uncertain future



### Saving Meaning

Saving is referred to as that part of income that is not used for consumption, it is the act of keeping aside money that is required for later use.

In other words, savings can be defined as an amount that is left after meeting all the expenses from the disposable income of a person.



## Investment Meaning

Investment is the process of buying an asset that is acquired with the purpose of generating income over a long period of time. It is done with saving to generate wealth and returns (or get greater returns).

The main purpose of investing is to create capital appreciation and investment can be done through instruments such as bonds, shares, mutual funds, etc.



### Where to invest the surplus?

#### Investment in shares

Investment in the equity of a company involves buying shares of private and public companies. It is one of the most rewarding and at the same time volatile instruments for investing. When you invest in shares of a company, you become part-owner of the company and, hence, share both the profit and losses that the companies make. A return on investment in shares is obtained through dividends and share price appreciation. The market price of the share depends on the number of buyers and sellers of the share.





## Bonds

Bonds are issued to raise funds in the same way an individual borrows funds from banks. An individual has to hypothecate their assets with the bank as security in proportion to the demand for the loan. In case of failure of an individual to refund the money, the bank has the right to sell off these assets to recover its dues. A company issues certificates to bondholders while borrowing funds from individual investors. This is known as a bond certificate.



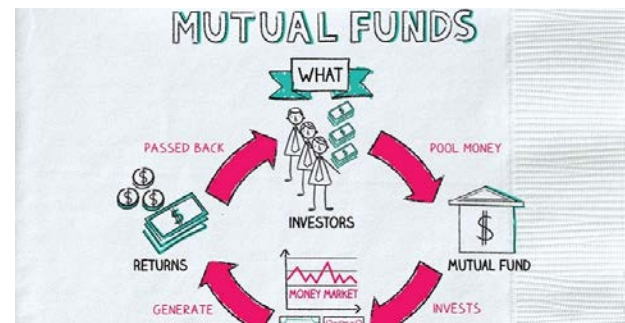
## National Saving Certificates

National Saving Certificates are bonds issued by the central government with a tenure of six years and sold through post offices. Individuals including minors and trusts can invest in NSCs. They are issued in denominations ranging from Rs. 100 to 10,000. They offer an interest rate of 8% compounded half-yearly. The accumulated amount is paid on maturity. Premature encashment can be done after a period of three years after deducting some amount. It is eligible for a tax rebate under section 80c.



## Mutual funds

Investors who desire to invest their funds in corporate securities lack information regarding the profiles of companies. Such investors can invest their funds in corporate securities through mutual funds. The pooled funds are invested by expert portfolio managers. They help the clients to invest in SIPs. Since mutual funds allow investment in numerous stocks, it enables investors to achieve broad diversification with an investment as low as Rs.500. Unit Trust of India was the first mutual fund set up in 1964. The main objective of the UTI was to mobilize the savings of the household sector.



## Fixed Deposits

One of the oldest investment avenues in India is bank fixed deposits. It gives returns of 6%-8% per annum depending on the tenure. It is a safe investment device for those who do not have a risk appetite and have traditionally put their money in them.



## Insurance

It is an investment-cum-risk management instrument. The objective of insuring one's



life is to provide financial security to oneself and to the family members. A policy can be opted after evaluating one's needs.



### Investment in agricultural land

Income from agricultural land may be in various forms like land rent and sale proceeds of agricultural produce. The value of agricultural lands has been highly appreciated in some parts of the country.



### Farmhouse

Income can be generated by investment in farmhouses by giving them for rent or by selling the product of the agricultural land. A farmhouse is any building owned or occupied by a cultivator.



### Urban land

Due to the increasing pressure of population on land, land prices has gone up all over the world. Investment in urban land can also be profitable.

### Gold

It lends stability to the portfolio and acts as a hedge against inflation and is highly liquid.



### Bars, coins and biscuits

Bars and coins can be purchased from jewellers or bullion traders. In the past few years, banks have started retailing 24-carat gold biscuits. It retains its purity and comes in tamper-proof covers. An individual can gain by selling the bars, coins and biscuits when there is a hike in gold prices



### Gold Electronically Traded Funds (ETFs)

It is equivalent to 1 gram of gold, which are held electronically in the Demat form and traded on exchanges. They offer investors the advantage of security, convenience and liquidity. These products are regulated by SEBI and the risk is lower. Income from ETFs is treated as long-term capital gains and taxed at a lower rate if the holding period exceeds one year compared with three years as in the case of physical gold. Unlike physical gold, investors are assured transparency in pricing as there are no making charges or premium involved and units are traded on the exchange.



### E-gold

It offers liquidity more than most gold. Each unit of e-gold is equivalent to one gram of physical gold and is held in the Demat account. It is the only form of paper gold that allows conversion to physical gold or dematerialisation. Offered by the National Spot Exchange Limited (NSE), e-gold can be bought by setting up a trading account.

### CONCLUSION

From the chapter, you can able to understand the difference between savings and investment and how savings has been converted into effective Investment. you can also identify what are the best investment alternatives available in our economy which give high returns with lower risk.

### QUESTIONS TO THE STUDENTS

1. Do you have savings of any sort? Discuss among your friends the various ways in which you can save money effectively. List the options below.

Four horizontal lines provided for writing the answer to the question.

### 7. PROJECT: VISIT ANY ONE NATIONALIZED BANK AND OPEN A BANK ACCOUNT

#### ACTIVITY 1

Visit any one nationalized bank nearby your locality and open a bank account.

### 8 PROCESS: PAN CARD AND DEMAT ACCOUNT DOCUMENTS

#### Objectives

After this lesson, the student will be able to

- learn how to apply for a PAN card and its uses
- List out the documents required for a DEMAT account

#### INTRODUCTION

##### PAN Card

Permanent Account Number or PAN is a means of identifying various taxpayers in the country. PAN is a 10-digit unique identification alphanumeric number (containing both alphabets and numbers) assigned to Indians, mostly to those who pay tax. The PAN system of identification is a computer-based system that assigns a unique identification number to every Indian tax-paying entity. Through this method, all tax-related information for a person is recorded against a single PAN number which acts as the primary key for the storage of information. This is shared across the country and hence no two people on tax paying entities can have the same PAN.

When PAN is allotted to an entity, PAN Card too is given by the Income Tax Department. While PAN is a number, PAN Card is a physical card that has your PAN as well as the name, date of birth (DoB), father's or spouse's name, and photograph. Copies of this card can be submitted as proof of identity or DoB.

### DEMAT Account

A Demat Account or Dematerialised Account provides the facility of holding shares and securities in an electronic format. During online trading, shares are bought and held in a Demat Account, thus, facilitating easy trade for the users. A Demat Account holds all the investments an individual makes in shares, government securities, exchange-traded funds, bonds and mutual funds in one place.

Demat enabled the digitisation process of the Indian stock trading market and enforced better governance by SEBI. In addition, the Demat account reduced the risks of storing, theft, damage, and malpractices by storing securities in electronic format. It was first introduced in 1996 by NSE. Initially, the account

opening process was manual, and it took investors several days to get it activated. Today, one can open a Demat account online in 5 mins.

### ACTIVITY 1

Imagine like a major person and list the documents required to apply for a pan card and also define the process for applying for a PAN card.

### QUESTIONS TO THE STUDENTS

Think like an Investor and mention the steps required for the process of applying for a DEMAT Account.

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### KWL CHART

Complete I learned columns of KWL chart now and check with your facilitator if you have any doubts.

## ASSESSMENT

### I. Choose The Best Answer

- In ancient trade, before the development of currency, the commodity of exchange used was
  - Coins
  - livestock
  - Money
- In barter system, humans used to transact with the help of
  - Money
  - Card
  - Goods

- Which of the following account types is opened by business owners to meet their requirement for an unlimited number of cash deposits and withdrawals?
  - Savings Account
  - Current Account
  - Fixed Deposit



4. For money withdrawal, a cheque must have
  - a) Signature of Recipient
  - b) PAN card no. of account holder
  - c) Signature of account holder
5. Choose the correct benefit of ATM
  - a) Increased convenience
  - b) Increased time taken
  - c) Increased risk of security
6. Choose the correct full form of NEFT
  - a) National Electrical Fund Transfer
  - b) National Electronic Funds Transfer
  - c) Nationwide Electronic Fund Transact

## II. Answer The Following

1. What is trade?
2. Define Currency.
3. List down the names of bank accounts
4. Describe cheque in two or three lines
5. Explain the various types of Bank Accounts
6. Describe the facilities available in Fixed deposits.
7. What is a mPoS?
8. List any two Do's and Don'ts of Digital Banking
9. How does UPI ID differ from BHIM?
10. Which Mobile Payment Application was introduced first in India?
11. Define Investment
12. Meaning of Saving

## III. Answer The Following

1. Discuss- How do you get your payments when you are employed in an organisation?
2. If you have gone to the bank, you might have come across various terms some of which you might understand and may not understand. List the terms here and get an understanding from your teacher or parents.
3. Converse with your parents and find out what KYC details they submitted to the bank and How you can create your own KYC documents.
4. Describe ATM and its purpose
5. Explain the various modes of Digital Payment.
6. List any 3 Mobile payment Apps which used effectively by the people.
7. Discuss the Security features of various Mobile Payment Apps.
8. Explain the various investment avenues available.
9. Define the features of shares and its importance.

## PREPARATION TO THE WORLD OF WORK



### K-W-L ABOUT

I Know	I want to Know	I Learned

Fill the I know and I want to know columns by yourself or with the help of the facilitator before starting this unit.

## 1. INTRODUCTION TO THE WORLD OF WORK

### Objectives

At the end of this lesson, you shall be able to:

- Identify the difference between job and career.
- Identify the difference between personal and professional life.
- Identify aspects that you need to focus on to prepare for the world of work.

### INTRODUCTION

“The world of work is made up of things most of us recognize, like occupations, jobs, career, employers, employees, paychecks, promotions, etc.”

#### What is the World of Work all about?

World of work is the world of the workplace. This can include finding a job, moving up in the job, finding new jobs, learning to be better at a job, etc. We need to learn about the world of work so that we can stay up-to-date

about the different skills and technologies that we need to learn.

- Provides early exposure and self-awareness aligned to career paths
- Encourages student-centered instruction focusing on student strength and interests
- Builds student self-belief, aspirations, future learning and engagement

Families can support their child to explore career paths that are best aligned to their child’s interest and education.



### ACTIVITY 1

Read the story below and answer the question.

Saravanan is pursuing a course in Science in a school. He will complete his course in the next six months. His friends have already thought of what they want to do on completion of the course. Most of them will be applying for jobs in the most popular companies while a few of them are planning to study further. Saravanan is wondering what options he has in the future. He is hoping that he can find a job in a field that is different from Science as he is not enjoying his course very much.

### QUESTIONS TO THE STUDENT

How do you think Saravanan can come to know about the different opportunities available?

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### 2. DIFFERENCE BETWEEN JOB, OCCUPATION, AND CAREER

#### Objective

At the end of this lesson, you shall be able to:

- Identify the difference between job, occupation and career

### INTRODUCTION

Whether it is a job, occupation, or career; they all account for one simple thing- something you do for your living. Although these 3 terms are used quite interchangeably in common life, their meaning at border sense is completely different. Once you understand the difference between a job, an occupation, and a career, you would have a good idea about what you are doing in life to earn your living.



**Job:** Short and sweet, Job is your work and you get paid. It is when a person performs some tasks for other organizations in exchange for money, fee, or payment.

**Occupation:** Occupation can be a job, business, profession, or employment that an individual manages to earn money. It defines a person's job role in society. Some examples of occupations are receptionists, clerks, shopkeepers, delivery workers, drivers, etc.

**Career:** Career is a lifelong journey in which an individual learns skills, and use those skills with knowledge, and gain experience in a particular field or industry to earn money. In a career, a person spends more years in a field or a sector to perform various roles to grow. It is a long journey of a person where he starts with learning a skill and work it out practically.

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### QUESTIONS TO THE STUDENT

Discuss with your friends about a Job you want, a Career you want to pursue and an Occupation you will settle with.

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## CAREER



### ACTIVITY 1

List the difference between Job, Career and Occupation

### 3. SETTING GOALS FOR CAREER

#### Objectives

At the end of this lesson, you shall be able to:

- Define of long-term and short-term goals
- Practise setting SMART goals

#### INTRODUCTION

A career goal is a clear statement that defines the ultimate job you aspire to throughout the course of your career. Your career goals are where you see yourself in your future career path.

## Goal Setting

Goal setting turns imagination and dreams into reality. Your goals should be focused on specific timeframes that include:

- Long-term: 5-20 years or lifetime goals
- Mid-term: 1-5 years
- Short-term: 1 year or less. These can be broken down further into monthly, weekly and daily goals.

### Make sure the goals are “SMART”

- Specific
- Measurable
- Achievable
- Realistic
- Time-based

## How to Set Career Goals

SMART goals set you up for success by making goals specific, measurable, attainable, realistic, and timely. The SMART method helps push you further, gives you a sense of direction, and helps you organize and reach your goals

### 1. Specific: Define Your Goal

To reach your goal, it needs to be specific and well-defined. Be as detailed as

possible. Ask as many questions to define your goal to be more specific:

For example, instead of setting a goal to get better grades this year, you should define which grades you'd like to achieve in which subjects.

### 2. Measurable: How Will You Measure Success?

Setting a goal that you can measure is crucial because it allows you to track your progress and stay motivated. Having quantifiable data or criteria makes the goal measurable.

In the example above, if your goal is to get better grades, think specifically about what “better grades” means to you. For example, does it mean getting straight A's or bringing up your GPA to a particular level?

### 3. Attainable: Can You Accomplish This Goal?

It is equally important to set goals that are realistic and attainable. Put simply, you must be willing to work to attain your goals, but you must also be able to achieve your goals.

For Example: I'm going to make 2 lakhs profit. Every month by choosing best business practices



#### 4. Relevant: Is Your Goal Constructive?

A relevant goal is results-focused. It's not just an activity or an exercise. Your goal should help you advance in some way, either academically or personally or professionally.

For Example: I am going to join IIT after my 12th Standard (Since you are student and you wanted to be scoring better marks in exam)

#### 5. Time-Bound: When Will You Accomplish Your Goal?

A goal should always have a defined deadline. Without a timeframe, there is no sense of urgency, and you're unlikely to attain it.

For Example: In the forth-coming Term Exam I will be scoring more than 92%

#### Sample of an Academic S.M.A.R.T. Goal

**Overall Goal:** I want to get into a good engineering college.

**S.M.A.R.T. Goal:** I will focus on my lowest subject marks in order to raise my overall Percentage.

**Specific:** I want to improve my overall percentage so I can apply for better colleges for engineering.

**Measurable:** I will earn 85% or better on my midterm exam.

**Achievable:** I will meet with a maths teacher every week to help me focus on my weak spots. (Since maths is a weak subject for me)

**Relevant:** I would like to reduce my father's burden of fee payment in college. Scoring higher marks will open new doors for me.

**Time-based:** I still have six weeks until midterms. This leaves me plenty of time to meet with a teacher and decide if any additional steps are necessary.



## ACTIVITY 1

### Practice Smart Goal-setting!

**Step 1:** Pair up with any one student from your class.

**Step 2:** Arunmozhi wants to score high marks in his engineering exams. Help him to set SMART goals. Write 3 SMART goals for Arunmozhi that will help him improve his score in the exams!

**Step 3:** Share your goals with the rest of the class. Discuss if the shared goals are SMART? Review the checklist to find out if they are clear and easy to understand? Is it possible to measure progress? Is it achievable or too difficult? Is it time-bound?

## SAMPLE PLAN

**Goal Setting:** Get a government job

**Required Skills:** Diploma, Entrance exam

**Skills I have:** Diploma

### Action Steps

1. Start preparation for the entrance examination.
2. Appear in 5 mock tests, 3 weeks before the date of the final exam.
3. Appear for entrance exams.

**Timeline:** 2 – 3 yrs.

**Pros:** Stable Job, Respect, Facilities

**Cons:** High Competition, Less Vacancy, can take up to year

## QUESTIONS TO THE STUDENTS

Discuss with your friends and create a job plan for your self based on the sample plan given above. Consider the following points during discussion.

Job Role, Required Skills, Skills I have, Action Steps I need to take, Timeline, Pros & Cons of the job

## 4. HANDLING REJECTIONS AND FAILURES

### Objectives

- Identify the reasons for the rejections or failure
- Identify how to handle and overcome the rejections or failures

## INTRODUCTION

Interview Rejections can be tough to digest, especially if it keeps happening over and over. Repeated Rejections break your heart and damage your willpower. So, after a certain time, it's very normal to feel depressed, negative, and unworthy of yourself.



## Rejections in interviews

“The first reason for rejection is being a misfit to the role. Any human resource manager or hiring manager looks for the right fit for the role”



The three main reasons for rejection in an interview is:

- Situations that are beyond your control.

There might be a change in the requirements (Both in terms of required qualifications and number of people needed) or there might be someone else who has already been selected for the job.

- You did something wrong at the interview.
- Was not able to justify with right answers for the questions asked.
- Others outdid you  
Other interviewees have done it better than you.

## Other Possible Reasons for Rejections

- Body language & etiquette
- Not showcasing the right Attitude
- Punctuality issues
- Lack of knowledge about the company or the domain
- Salary Negotiations

## Areas to Improve and Avoid Interview Rejections

- Set the right attitude
- Maintain professionalism
- Do your homework about the company and the job
- Work on soft skills
- Know your worth (in terms of salary)

### ACTIVITY 1

List the possible things you should do before appearing for an interview.

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### QUESTIONS TO THE STUDENTS

1. Discuss about emotional well being with your friends and family before expecting a result on any sort.
2. How it is important to accept failures and how to proceed after a rejection.

### 5. BUILDING MY RESUME

#### Objectives

- Identify the key components of a resume
- Practise writing your own resume
- Check your resume for common mistakes



A resume is a brief written account of personal, educational, and professional qualifications and experience, as prepared by an applicant for a job.

A resume is your first mode of introduction to your prospective employer. An impressive and information-rich resume will create a good impression about you. A resume that is poorly formatted, written with spelling errors and lacking in vital information will get you rejected from the first round of many hiring processes! Hiring managers look at many resumes in a single day. Hence, it is important for us to take great care to make our resume stand out and easy to understand.

### Types of Resume:

**Chronological:** This is the most traditional format and lists experiences according to the order in which they took place

**Functional:** This is a type that lists your experiences according to skill. This is the format to use if you're changing career direction

**Combination:** This type combines the best aspects of the chronological and functional styles. Be careful with length for this format.

### Steps in Building a Resume

Step 1: Choose a Type and Design

Step 2: Add Your Contact Information

Step 3: Write a Professional Summary

In one or two sentences, summarize your work experience and relevant skills. Keep this strong and simple.

Step 4: List Your Education.

List the schools you've attended, starting with the most recent one. Include details such as GPA, class rank or special awards. Add any other educational experiences, such as training programs, community college or summer courses, and seminars and so on.

Step 5: List Your Experiences or Skills

This section shows where you have worked and when. It also states specific accomplishments for each position or job. (Keep everything in chronological order, with most recent jobs at the top)

Step 6: List Your Professional / Skilled Activities

List activities in which you have participated and include what your specific role was in each. This is the place to note membership or leadership positions in clubs, organizations of any kind, athletic teams, community organizations and so on

### Step 7: List Any Awards / Rewards / Recognition Won Obtained

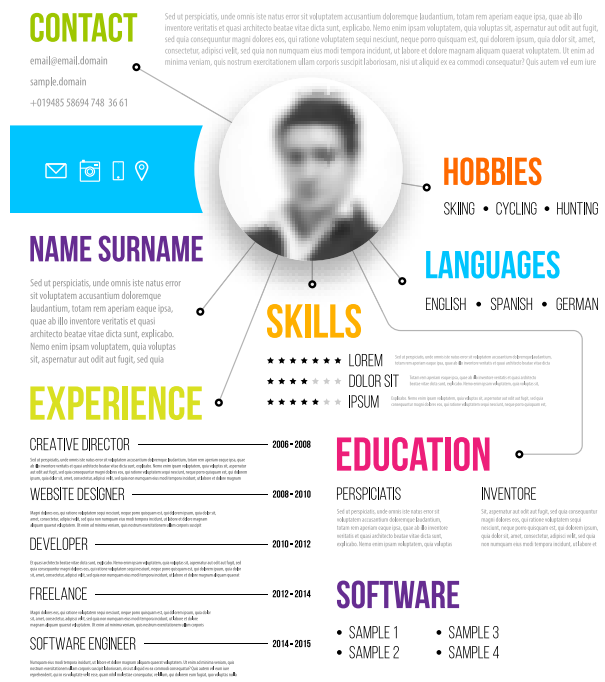
When you've been recognized by someone else, you should let potential employers know about it. But you shouldn't worry if you haven't received any awards; just skip this section.

### Step 8: List Your Personal Interests / skills / strengths

This section shows you're a well-rounded person who people would want to know and work with. (Employers often use this section at the start of an interview to break the ice.)

### Step 9: Provide references

### Step 10: Write a Covering Letter for the Job applied



## ACTIVITY 1

Let us write the first draft of our resume! Review examples / explanations to each section, and then fill the empty template.

The infographic is a funnel shape pointing towards the right. It contains the following sections:

- PROFILE:** Consider adding a professional profile – a quicks elevator pitch about how you add value to an organization.
- EXPERIENCE:** This shouldn't be a list of your job responsibilities; highlights your key accomplishments and skills. Show what YOU can do for THEM. Add a skills section if needed.
- EDUCATION:** Include your academic institutions degrees, years of attendance AND any key accomplishments or leadership roles. Highlight relevant coursework when appropriate.
- PERSONAL:** Consider adding a section on personal interests if it helpee to highlight a different perspective or skill set you could bring to the job.
- DESIGN:** Use a temeplate that suites your style Find fre templates on Canva or Pinterest. With < 10 years of experience, keep your resume to one page.
- RESUME TIPS:** HOW TO MAKE PROSPECTIVE EMPLOYERS NOTICE YOEUR RESUME

If you are unsure of the English spelling of any word, verify it on your smartphone or with your Employability Skill Instructor.

Time: 15 mins

**Full Name :**

**Phone number :**

**Email Id :**

**Career Objective:** To become a productive resource for the company, by using and growing my existing skills of \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_.

**Work Experience:** Intern at company name (00 month-00 month 2019)

**Responsibility one**

**Responsibility two**

**Qualification:** Diploma in \_\_\_\_\_ from \_\_\_\_\_ in 2020. Overall percentage: \_\_\_\_ Senior Secondary from \_\_\_\_ Board in 0000

**Achievements:**

2nd prize in inter-college debate competition. (2016)

**Awards / certificates**

**Awards / certificates**

**Personal Details:**

**Date of birth:**

**Permanent address:**

## QUESTIONS TO THE STUDENTS

Search the internet and find a resume model that you think will fit your content also select words that will be used in your resume to make it stand out on the crowd. Discuss and get help from your friends.

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## 6. REVIEW OF MY RESUME

### Objectives:

At the end of this lesson, you shall be able to:

- Learn how a resume is reviewed
- Discuss what should be included in resume
- Explain what should not be included

### INTRODUCTION

This Review of my Resume should be done with the help of a trainer's reference alone, and we hope that the trainer will be able to review the resumes on the basis of it and share only relevant feedback with their students. While checking resumes, it is important not to discourage the students with a lot of negative feedback. A resume reflects the accomplishments of an individual. If you find that the length and breadth of a student's life experiences is not big enough for them to write a lot, help them get the basic details right. Focus on making them identify and avoid the BIG don'ts like spelling mistakes.



SECTIONS	Do's	DON'Ts
<b>Personal Details</b>		
Address	A simple description with pincode, without any mention of landmarks, etc., Present address at the top of the resume and Permanent address goes at the end of the resume under 'Personal Details'	Any mention of landmarks or skipping the pin code
Phone Number	Minimum two numbers	Don't frequently change the shared number
Email id	Simple mail id, must comprise of student's name / numbers	Avoid anything with adjectives like rock, rose, etc.,
Languages Known	Mention all the languages that the student can speak, write and read	
Date of Birth	Is a must (DD/MM/YYYY)	
Gender	Is a must	
Education	Is a must	
Academic Qualification	Tabular form Name of Qualification, board/ university, year of passing, percentage of marks	Try to specify in tabular form in a clear manner
Professional Qualification	Mention if has one: A course / certification / diploma pursued during the course or earlier should be included here	If not available leave it
<b>Skills / Strengths / Accomplishments</b>		
Skills / Strengths	Mention any 3 - 4 strengths (mostly technical and softskills) which are relevant for the job you seek	Writing Vague skills will not create big impression
Accomplishments	Categorise the accomplishments based on nature like NSS, Sports, Debate, etc.,	Write in a sequence based on the nature rather than jumbling
<b>Experience</b>		
Summer Internship	Summary of Project with the duration and the company in which the project is done	
Job	Company Name, Job Title, Duration, Roles and Responsibilities	
<b>Hobbies and Interests</b>		
Hobbies	Mention real hobbies which you have. Some interviewers will start with hobbies to know the candidates better	Don't mention unreal hobbies
Declaration	Based on the job applied	

## ACTIVITY 1

As you have prepared your preliminary resume in the previous lesson. Use the points given in the table above, kindly make the changes, stick your resume here and get help from your facilitator for correction.

Create a LinkedIn profile

## QUESTIONS TO THE STUDENTS

Check your local surroundings if you are eligible for a job using the resume you prepared now and list the opportunities you have below.

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## 7. INTERVIEW SKILLS

### Objectives

At the end of this lesson, you shall be able to:

- Identify what interview skills are
- Explain how to prepare to perform in the interview
- Describe how to follow up after the interview

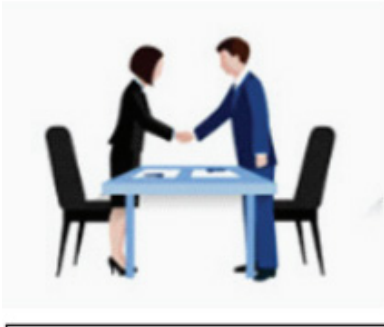
### INTRODUCTION

Interview is the most popular mode used to select employees for an organization. The interview is usually preceded by the evaluation of submitted résumés from interested candidates. It can be done on a one-to-one basis (1 candidate is interviewed by 1 employer) or by an interview panel (1 candidate is interviewed by 3 or 4 members panel from the employers/HR).



The job applications are examined and reviewed after reading the resumes to shortlist candidates. After this screening, shortlisted candidates are called for interviews. A job interview usually precedes the hiring decision

## Types of Interview



Face to Face Interview



Online Interview



Group Interview

## Stages of Interview



Resume writing service



Job interview



Job offer

Ravichandran is selected for an interview at ABC Company. He is very nervous as this is his first interview. His sister Laksmi is helping him prepare. Let us observe and learn!

### Ravichandran: What Is an Interview?

**Laksmi:** An interview is a conversation between two or more people (the interviewer and the interviewee) where questions are asked by the interviewer to obtain information from the interviewee.

**Ravichandran:** What is the purpose of the interview?

**Laksmi:** An employer needs to find out if you are the best candidate for the job. You also need to find out if this is a good opportunity for you. Hence, interview is the best opportunity for you and the company

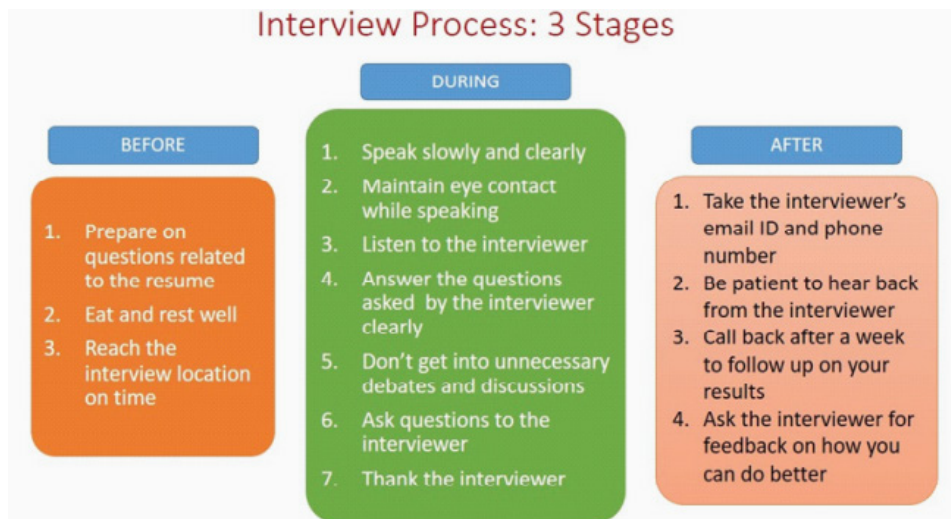
to understand each other. The interviewer will ask you some questions to understand your knowledge, the skills you have and also to test your attitude. You can also ask questions to the interviewer.

**Ravichandran:** How should I prepare? I am scared!

**Laksmi:** Interviews make a lot of people nervous. So don't worry, the more you prepare, the less scared you will be. There are 3 stages to the interview process: Before, During and After

### JOB DESCRIPTION

A job description or JD is a written narrative that describes the general tasks, or other related duties, and responsibilities of a position to be filled up by Interview process.



**Ravichandran:** What should I take to the interview?

**Laksmi:** Here is a checklist for you

- Multiple copies of the resume.
- Original & photocopies of the educational qualification certificates.
- Photographs
- ID proofs
- Experience certificates, if any.

**Ravichandran:** What should I wear to the interview?

**Laksmi:** Here is a checklist for you

- Neatly ironed, formal clothes
- Be tidy and maintain hygiene
- Comb your hair well
- Wear well polished shoes

**Ravichandran:** How do I prepare for the interview?

**Laksmi:** Here is a checklist for you

1. Read the job description.
2. Read about the company.
3. Attend mock interviews.
4. Prepare for few of the general questions given below:

Tell me about yourself

What do you know about the company?

Why are you interested in this job?

What is your previous experience?

What are strengths and weaknesses?

Why should I hire you?

What is your salary expectation?

### ACTIVITY 1

Practise your responses for the above mentioned questions and get reviewed by the trainer.

### QUESTIONS TO THE STUDENTS

Observe when your Brother/Sister prepare for an interview. List out the things they did correctly and one's they made a mistake. Note them here according to your view.

**CORRECT**

**WRONG**

## 8. PREPARING FOR AN INTERVIEW

### Objectives

At the end of this lesson, you shall be able to:

- Discuss how to prepare for an interview
- Explain how to follow up after the interview

### INTRODUCTION

The success in a job interview depends a great deal on how you prepare for it. Interview preparation primarily involves researching the job and the company and thoughtfully considering your answers to the interview questions. In addition to pre-interview preparation, there are certain aspects you should prepare for during and after the interview. Here, we shall have a look at the steps involved in preparing for a job interview and some actionable tips to improve your chances of success



#### 1. Pre-interview preparation

- **Review the job description**

- Read the job description to thoroughly understand how the employer has described the position and the type of candidate they are looking for.

- **Consider your eligibility for the job**
  - Assess your qualifications and experience relevance to the job you are applying for.
- **Learn more about the company**
  - Get in-depth information about the company through its website, social media pages, employee reviews and other online sources. Find out about its mission, management, work culture, the types of products it offers and the types of clients it serves
- **Prepare a list of expected interview questions**
  - Make a list of common interview questions for the given position and frame thoughtful and impressive responses to questions. Below are some of the sample questions:
    - Tell me about yourself.
    - Why do you want this job?
    - What are your strengths and weaknesses?
    - Where do you see yourself in five years?
- **Practice mock interviews**
  - No matter how well you prepare, it is natural to feel anxious and overwhelmed at the time of the interview. Mock interviews can help to overcome this hurdle. This can help you to boost your confidence
- **Organise your documents**
  - Always helps to keep hard copies of all your documents, just in case the interviewer needs them for

easy access. Take a printout of your resume and cover letter.

- **Update your social media profile**
  - Employers often check your social media presence to get an idea about your personality and background. Make sure you have an updated profile.
- **Make travel arrangements**
  - Familiarise yourself with the location of the company and the distance and the time it would take to commute, plan your timing and decide on the mode of transport.
- **Decide on your interview dress**
  - Choose a formal dress that you would be wearing for the interview. Make sure the clothes are clean and wrinkle-free.

## 2. During-interview preparation

- **Reach the location early**
  - Reach the venue a few minutes before the schedule. It will give you some time to rest and relax.
- **Be mindful of your body language**
  - Be firm and confident while speaking to the interviewer. Be mindful of your body language while interacting with the receptionist or HR executive.
- **Ask thoughtful questions to the interviewer**
  - Most interviewers would give you an opportunity to clarify your doubts and queries. If you have any doubts, get them clarified towards the end of the interview

## 3. Post-interview preparation

- **Analyse your performance**
  - After you come back from the interview, take out a few minutes to analyse how you performed and what areas could have been better.
- **Write a Thank-you note to the interviewer**
  - Send a thank-you note to the interviewer if possible. (Mostly via mail would be preferred)
- **Inform your references (if you have mentioned any reference in your resume)**
  - If you have given any references in your resume, make sure you inform them.
- **Follow up with HR regarding the status.**
  - If you do not get to hear from the company within the expected time, you should follow up with the HR department on the outcome of the interview. You can do so through phone or email.

### ACTIVITY 1

Find out some online links regarding how to prepare for an interview

## 9. MOCK INTERVIEWS

### Objectives

At the end of this lesson, you shall be able to:

- Discuss how to prepare for an Mock interview
- Explain weaknesses and to know how to fix them

- Facilitate an environment for practising and becoming perfect

## INTRODUCTION

A mock interview, also known as a practice interview, is a simulation of an actual job interview. It provides job seekers with an opportunity to practice for an interview and receive feedback on their interviewing skills. A mock interview helps you learn how to answer difficult questions, develop interview strategies, improve your communication skills, and reduce your stress before an actual job interview.

### Different Types of Mock Interviews:

- Mock telephone interviews
- Mock offline or face-to-face interviews (career counsellors or Trainers or Peers)
- Online mock interview (video call)

### Preparation for a mock interview

Mock interviews should be taken as seriously as the real one. Some of the suggestions are given below:

- **Practise with the right mock interviewer**
  - Choose the right person in your field for the mock interview so he can probe you in your domain and will provide a valuable suggestion.
- **Interview with multiple people**
  - The more you take mock interviews, the more confident you will feel during the real interview.
- **Recreate the interview setting**
  - Create an interview setting like telephone or online or face-to-face

as that of a real interview. This will help you to understand the difficulties faced and strategize to perform better in real interviews.

- **Research the company before the interview**
  - Do your homework about the company and management so that various interviewers could ask different questions which will make you comfortable during the real interview.
- **Dress well for the interview**
  - First impression is the best impression, so dress appropriately for the occasion. Your attire needs to be comfortable so that you can be at ease during the interview.
- **Have your resume and other materials at hand**
  - Have your resume and other documents ready so that you will be comfortable with what the interviewer is looking for in real time.
- **Record the mock interview**
  - Record the mock interviewer's feedback about your interview performance and it will help you to review your performance by yourself.
- **Review your recording**
  - Review the tone, attitude and the answers of the mock interview. Repeat it until you get the right method of performing in a real interview.

**ACTIVITY 1****MOCK INTERVIEW EVALUATION****Student:** \_\_\_\_\_**Date of Interview:** \_\_\_\_\_**Interviewer:** \_\_\_\_\_**Rate the interviewee on a scale of 1 (lowest) to 5 (highest) in the following areas.****Nonverbal Behaviors**

Dressed Appropriately	1	2	3	4	5
Firmly shook hands of interviewer	1	2	3	4	5
Maintained eye contact	1	2	3	4	5
Maintained good posture	1	2	3	4	5
Used appropriate hand gestures	1	2	3	4	5

**Verbal Behaviors**

Listened closely to questions	1	2	3	4	5
Answered questions concisely and completely	1	2	3	4	5
Greeted interviewer	1	2	3	4	5
Thanked the interviewer	1	2	3	4	5
Displayed enthusiasm	1	2	3	4	5
Focused on strengths	1	2	3	4	5
Acted politely throughout the interview process	1	2	3	4	5
Stayed Calm	1	2	3	4	5
Asked appropriate questions	1	2	3	4	5
Spoke clearly and was audible	1	2	3	4	5

**Additional Comments:** Things that went well, areas to improve on \_\_\_\_\_

\_\_\_\_\_



## QUESTIONS TO THE STUDENTS

Conduct a mock interview among your friends for an temporary job. Note your observation here.

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## KWL CHART

Complete I learned columns of KWL chart now and check with your facilitator if you have any doubts.

## ASSESSMENT

### 1. Choose The Following

1. World of Work is the world of the

- \_\_\_\_\_
- A. Job
  - B. Career
  - C. Workplace
  - D. Occupation



2. \_\_\_\_\_ is a lifelong journey in which an individual learns skills, and use those skills with knowledge, and gain experience in a particular field or industry to earn money

- A. Career
- B. Job
- C. Skill
- D. Employee

3. SMART stands for Specific, \_\_\_\_\_, Achievable, Realistic and Time-based

- A. Material
- B. Measurable
- C. Moving
- D. Moderate

4. The first reason for \_\_\_\_\_ is being a misfit to the role

- A. Acceptance

B. Employment

C. Rejection

D. None of the above

5. A \_\_\_\_\_ is a brief written account of personal, educational, and professional qualifications and experience, as prepared by an applicant for a job

- A. Resume
- B. Cover Letter
- C. Application
- D. None of the above

6. A \_\_\_\_\_ is your first mode of introduction to your prospective employer

- A. Resume
- B. Cover Letter
- C. Application
- D. None of the above

7. \_\_\_\_\_ of Resume helps to overcome the faults

- A. Review
- B. Reject
- C. Publish
- D. All the above

8. \_\_\_\_\_ is the most popular mode used to select employees for an organization
- A. Interview
  - B. Recommendation
  - C. Reference
  - D. None the above
9. The success in a job interview depends a great deal on how you \_\_\_\_\_ for it
- A. Prepare
  - B. Perform
  - C. Practice
  - D. All the above
10. A \_\_\_\_\_ interview is also known as practice interview
- A. Mock
  - B. Review
  - C. Real
  - D. All the above

## II. Answer the Following

1. Define the World of Work.
2. Differentiate between Job and Career.
3. How do you set goals for your career?
4. What do you mean by job rejections?
5. Mention any 3 reasons for job rejections.
6. Define resume.
7. List out different types of resumes.
8. What do you mean by Review of Resume?

9. List out any 3 interview skills that you are good at.
10. What do you mean by interview preparation?

## III. Answer the Following

1. What is the World of Work and why is it important to study?
2. Differentiate between Job, Occupation and Career with suitable examples.
3. What is Goal Setting? and how do you set the same for your dream desired job?
4. Set Goals for your career by using the SMART method.
5. Define job rejections and elaborate how to overcome job rejections.
6. Help building a resume for your friend by taking into consideration all the learnings.
7. Review your friend's resume with the steps you have gone through.
8. Right Interview skills fetch the job. Elaborate what skills of yours will get you the aspired job.
9. List out the three stages of interview preparation by taking yourself as an example.
10. Define mock interviews and elaborate how you would prepare for the mock interview.

## EMPLOYABILITY SKILLS

## MODEL QUESTION PAPER-I

DURATION:3.00Hrs

REG NO. \_\_\_\_\_

- INSTRUCTIONS:** i) Check if all the answers are properly marked before submitting.  
 ii) If any content during printing is missing from the paper inform the same to Invigilator.  
 iii) Use black or blue ball pen for writing and marking. Use pencil for drawing pictures

**PART I****15 X 1 = 15**

**NOTE:** (i) Answer all the questions. (ii) From all the given answer choose the best option for the space marked empty in the question

- Interpersonal \_\_\_\_\_ skills include \_\_\_\_\_ skills  
 (A) Communication (B) Team work  
 (C) Problem solving (D) All the above
- Whose book \_\_\_\_\_?  
 (A) is on the table? (B) are on the table?  
 (C) are on the tables?  
 (D) Is on the tables?
- Communication that involves exchanging information without use of words is called.....  
 (A) Verbal communication  
 (B) Non verbal communication  
 (C) Written communication  
 (D) Pictorial communication
- Which one is not a storage device?  
 (A) Printer (B) Video tape  
 (C) USB flash drive (D) Memory
- In economic growth, role of an entrepreneur is to .....  
 (A) generate unemployment  
 (B) stagnate standard of living  
 (C) improve per capita income  
 (D) unbalance the regional development
- GDP is calculated in \_\_\_\_\_ basis  
 (A) Monthly (B) 6 Months once  
 (C) Annually (D) 5 Years once
- \_\_\_\_\_ is the first step towards personal growth  
 (A) Attitude (B) Time management  
 (C) Self-awareness (D) Reflection
- Money is a commodity that is accepted as a medium of \_\_\_\_\_ exchange  
 (A) Economic (B) Social  
 (C) Personal (D) Equity
- Choose the correct benefit of ATM  
 (A) Increased convenience  
 (B) Increased time taken  
 (C) Increased risk of security  
 (D) Decreased Convenience
- World of Work is the world of the \_\_\_\_\_  
 (A) Job (B) Career  
 (C) Workplace (D) Occupation
- A \_\_\_\_\_ interview is also known as practice interview  
 (A) Mock (B) Review  
 (C) Real (D) All the above
- Fill in the grammer. We \_\_\_\_\_ from the same city  
 (A) is (B) Are (C) Am (D) The

13. Which of the following should be avoided while talking in a group?  
(A) Maintaining eye contact  
(B) Memorizing speech  
(C) Feel energetic  
(D) Stand rigidly
14. Mobile communication technology used in 2021 is\_\_\_\_\_.  
(A) 4G                      (B) 3G  
(C) 5G                      (D) Both A and C
15. Paid form of ideas, goods and services are called\_\_\_\_\_  
(A) Publicity              (B) Good will  
(C) Public relation      (D) Advertisement

**PART II** **6 X 2 = 12**

**NOTE:** (i) Answer any 6 questions. (ii) Question no 8 is compulsory

16. How can a person inherit hard skills?
17. Rearrange the words to form correct sentences.
  - a. my faster minutes is watch five yours than
  - b. we at the movie are leaving for one
18. What is Professional Networking?
19. Explain entrepreneurial motivation.
20. What is risk analysis?
21. Define different types of media?
22. List out the traits of a good role model.
23. Define Currency
24. List any two Do's and Don'ts of Digital Banking

**PART III** **6 X 3 = 18**

**NOTE:** (i) Answer any 6 questions. (ii) Question no 5 is compulsory

25. Differentiate classroom learning and self learning
26. Differentiate - RAM and ROM.

27. Differentiate between bias and discrimination.
28. Differentiate between Job and Career.
29. List out any 3 interview skills that you are good at.
30. What are the 3P's of public speaking?
31. Explain search engine and internet safety.
32. Mention some of the purposes of advertisement.
33. List any 3 mobile payment apps.

**PART IV** **5 X 5 = 25**

**NOTE:** Answer all the questions.

34. Mention some ways in which you can improve your interpersonal skills.  

**(OR)**
35. Differentiate constructive and destructive criticism.
36. What is an Internet Browser? Mention their types.  

**(OR)**
37. List some of the functions of MSME.
38. Explain the steps involved in problem solving?  

**(OR)**
39. Explain the different resources in productivity
40. Devise a strategy to create popularity for your school through any media of your choice.  

**(OR)**
41. Respecting others is the key to success. Comment
42. Mention the Security features of various Mobile Payment Apps  

**(OR)**
43. Right Interview skills fetch the job. Elaborate what skills of yours will get you the aspired job.

**EMPLOYABILITY SKILLS**

**MODEL QUESTION PAPER-I I**

**DURATION:3.00HRS**

**REG NO.**\_\_\_\_\_

**INSTRUCTIONS:** i)Check if all the answers are properly marked before submitting. ii)If any content during printing is missing from the paper inform the same to Invigilator. iii) Use black or blue ball pen for writing and marking. Use pencil for drawing pictures

**PART I**

**15 X 1 = 15**

**NOTE:** (i) Answer all the questions. (ii) From all the given answer choose the best option for the space marked empty in the question

1. Self learning is a \_\_\_\_\_effort  
(A) Teachers  
(B) Group  
(C) Individual  
(D) Team
2. The dog sprang \_\_\_\_\_ him.  
(A) On (B) Upon  
(C) in (D) Under
3. Which one of the following is a barrier to speaking?  
(A) Confidence  
(B) Nervousness  
(C) Calmness  
(D) Friendliness
4. \_\_\_\_\_ technology is used for communications over large distances wirelessly  
(A) Mobile communication  
(B) Land communication  
(C) Communication  
(D) All the above
5. MSME stands for .....  
(A) Micro, Scale and Medium Enterprises  
(B) Macro, Small and Medium Enterprise  
(C) Micro, Small and Medium Enterprise  
(D) Minor, Small and Medium Enterprise
6. In “SWOT” analysis, “S” stands for .....  
(A) Success  
(B) Strength  
(C) Survey  
(D) Service

7. For money withdrawal, a cheque must have  
 (A) Signature of Recipient  
 (B) PAN card no. of account holder  
 (C) Signature of account holder  
 (D) None of these
8. The success in a job interview depends a great deal on how you \_\_\_\_\_ for it  
 (A) Prepare  
 (B) Perform  
 (C) Practice  
 (D) All the above
9. SMART stands for Specific, \_\_\_\_\_, Achievable, Realistic and Time-based  
 (A) Material  
 (B) Measurable  
 (C) Moving  
 (D) Moderate
10. Who is \_\_\_\_\_?  
 (A) Knocking at the door  
 (B) Knocks at the door  
 (C) Knock at the door  
 (D) Knocks at the doors
11. The gesture "Quick tilt of head" represents \_\_\_\_\_  
 (A) Boredom (B) Confidence  
 (C) Interest (D) Insecurity
12. MS power point is a software of \_\_\_\_\_  
 (A) Google (B) Apple  
 (C) Android (D) Microsoft
13. \_\_\_\_\_ is the way to decide which task is more important.  
 (A) Solution (B) Prioritizing  
 (C) Attitude (D) Stress
14. In barter system, humans used to transact with the help of \_\_\_\_\_  
 (A) Money (B) Cards  
 (C) Goods (D) All the above
15. A \_\_\_\_\_ is the first mode of introduction to your prospective employer.  
 (A) Resume  
 (B) Cover letter  
 (C) Application  
 (D) None of the above

**PART II**

**6 X 2 = 12**

**NOTE:** (i) Answer any 6 questions. (ii) Question no 8 is compulsory

16. Define email.
17. What is Team Work?
18. Define resume.
19. What do you mean by conflict?
20. What is a storage device? Give some examples.
21. Define entrepreneur and entrepreneurship.
22. Write the formulae to calculate GDP.
23. Relate the term violence with suitable examples.
24. How do you set goals for your career.

**PART III**

**6 X 3 = 18**

**NOTE:** (i) Answer any 6 questions. (ii) Question no 5 is compulsory

25. What is Excel? List out its features
26. When you are stressed from doing too much homework, Provide a response in positive and negative ways.
27. What are the skills required for Collaboration?
28. Describe about your captain/leader in 3 sentences.
29. List the importance of teamwork in workplace.
30. List some Input and output devices of a computer
31. Expand 4A's of stress management.
32. What do you mean by understanding the world around us
33. List the types of bank accounts.

**PART IV**

**5 X 5 = 25**

**NOTE:** Answer all the questions.

34. What are the factors you will consider before choosing a career?

**(OR)**

35. List the various gestures involved in body language and what it means.
36. Mention the types of popular online job sites.

**(OR)**

37. What is KYC documents? Why they need to be submitted to the bank when opening an account.
38. Describe ATM and its purpose

**(OR)**

39. Review your friend's resume with the steps you have gone through.
40. What is Goal Setting and how do you set the same for your desired job.

**(OR)**

41. Describe and give necessary details about the places you visited as a picnic or shopping mall or gym or a village.
42. List the 7C's of communication used in public speaking

**(OR)**

43. What is Internet browser? Mention their types.



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