EMPLOYABILITY SKILLS

2nd Year

STUDENT WORKBOOK

COMMON FOR ALL TRADES

Directorate General of Training

**DIRECTORATE GENERAL OF TRAINING
MINISTRY OF SKILL DEVELOPMENT & ENTREPRENEURSHIP
GOVERNMENT OF INDIA**

NATIONAL INSTRUCTIONAL MEDIA INSTITUTE, CHENNAI

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FOREWORD

The demand for ITI craftsmen in the industry has increased manifold with the surging population and massive development in the industry in many sectors like production, manufacturing, services, etc. There is a felt need to customize the training in the ITIs to match the needs of the industry. The employability Skills content for training the ITI trainees has been re-structured into a user-friendly student workbook to enable the trainees' get trained effectively to render themselves employable on completion of the training.

The content has been carefully developed with active industry contribution. Hence, on successful completion of the training, the trainees shall not only be able to secure employment in India but will be able to get placed in foreign countries where young craftsmen are in great demand.

ITI trainees should make good use of the workbook and master employable skills for a bright career and future.

R. P. DHINGRA
Executive Director-NIMI

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PREFACE

National Instructional Media Institute, Chennai and Central Staff Training and Research Institute, Kolkata have jointly restructured the Employability Skills curriculum in May 2019 to meet the current industry requirements. The restructuring has been done with active industry participation and contribution. The stakeholders engaged in the restructuring include Tata Strive, Quest Alliance, Medha, British Council, Ashok Leyland, Naandi Foundation's Mahindra Pride Classroom, DETs, academia, Rubicon, ITI employability skills instructors, ITI principals, CSTARI and NIMI.

The Employability Skills curriculum is common to all the trades under the Craftsmen Training Scheme. The curriculum has been restructured to meet the demands of the industry. The number of hours of instruction of the Employability Skills training has been enhanced from 110 to 160 hours to provide a comprehensive training for ITI trainees.

The Employability Skills content is to be imparted during the first year in all ITIs across the country to all trainees enrolled for trades of one-year and two-year duration. ITI trainees hail from socio-economically disadvantaged sections of the society. They have had little opportunities to develop language literacy and communication skills despite ten years of schooling.

The ITI trainees will be equipped to

- effectively use basic IT literacy in tune with the current technological advancements
- create opportunities to build communication repertoire to be able to communicate for professional, social and academic purposes
- build life skills like critical thinking, problem solving and negotiation skills.

INSTRUCTIONAL DESIGN

The content is developed with VARK (Visual Aural (Auditory) Read (Reading/writing) Kinesthetic) learning styles with customized strategies to improve communication and learning generally. Hence, the content has been structured in the form of workbooks to build meaningful learning experiences assuming that the ITI trainees need to start learning English and communication from scratch. A facilitator guide has also been developed to enable the Employability Skills course instructors deliver the lessons in the structured format for effective internalization of the content by the ITI trainees.

The Employability Skills content is designed with lessons in an hourly structure. The lessons are designed to enable learning from the simple to complex concepts in an activity-based format. The lessons shall provide adequate scope for internalization of concepts through illustrations and meaningful activities structured from guided, controlled to free use. Formative assessment shall be built in at appropriate intervals to facilitate consolidation of the learning. Cohesion between the lessons shall ensure that concepts are revisited all along the learning process thereby making the learning process meaningful, rewarding and enjoyable.

The lessons are structured using the ICARE model of instructional design. ICARE model is an end-user oriented model that facilitates meaningful learning in an activity-based approach. The acronym ICARE stands for:

I – Introduce – lesson objectives, concepts

C – Connect – through illustrations (visuals and verbal with appropriate examples, wherever needed)

A – Apply – opportunities to practice the concepts in the form of activities

R – Reflect – through KWL chart (what was Known, Wanted to be known and eventually Learnt), recap

E – Extend – opportunities to explore alternative resources/materials (optional), project

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Module refers to the 4 topics dealt with in workbook 1 and 8 topics to be dealt with in workbook 2 for 80 hours duration in each workbook.

Lesson refers to the content developed for training for specified number of hours for each of the 12 modules in the workbooks. Each lesson is for one hour duration.

Objectives shall be outcomes based restricted to three per lesson as the duration of each lesson shall be one hour only.

Concept refers to the specific topics that the lesson is based on. A very basic introduction / description of the topic is used.

KWL chart is a tool used to enable learning with visible transition from recognition of prior knowledge to acquisition of new knowledge. What the trainees want to know serves as an intermediary step between what they know and what they eventually learn.

Illustration provides contextual examples to make the learning meaningful and internalize the concept better.

Activities provide opportunities to put the new concepts into active use in a guided, controlled and free manner. The activities are designed for collaborative learning in pairs and groups.

Let's Learn introduces additional concepts. It is introduced only when it is required for a particular lesson.

Recap enables the trainees review their learning and proceed to learn the next lesson.

Extension provides scope for furthering the learning by application of the concepts in wider contexts than those dealt with in the workbook. It fosters learner autonomy and collaborative learning.

Recall is a chunking strategy that has been included at regular and meaningful intervals to consolidate the learning and help smooth transition between lessons and topics. The recall section is designed with multiple choice questions with due emphasis on application of the concepts learned than on the theory underlying them. This may be used by the instructors for periodical formative assessments to check progress. Alternately, it may be used by the trainees to test their own learning levels.

Project refers to the extension of the classroom into the world of work like market scan, job search, preparation for entrepreneurial ventures. Trainees may put the skill acquired through employability skills training to effective use here. (optional)

Corpus is the vocabulary on which the content is built on refers to the range of words that ITI trainees need to internalize to be able to productively use (active vocabulary) and understand using contextual clues (passive vocabulary) for social and professional communicative purposes.

The vocabulary base for the content has been built on corpora (samples) of real world in tune with the requirement of ITI trainees in real-life (realia). The words are categorized into high-frequency and low-frequency words. Words that the trainees may be familiar with are in normal font and those that they need to learn and internalize to use (some words) and recognize (most words) are in bold font.

The content for the workbook for year 2 shall include the following modules for 80 training hours

Module	Topic	Duration in hours
1	English Literacy	20
2	Communication skill	20
3	IT Literacy	15
4	Entrepreneurship skills	10
5	Sustainable Career	15
	Total	**80**

ACKNOWLEDGEMENT

CONTENTS

IT LITERACY

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1. Reflection

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

- recall topics learned in English Literacy in year 1 of Employability Skills
- list a few lessons that you have learned
- take a test to assess your ability of recall and retention.

Reflection on past learning and assessing one's prior knowledge and skills help to internalise new information better. Learning English for social and professional purposes is an essential life skill. In this lesson, we shall try to recall what topics were taught in the English literacy module in the first year. It will help to improve the English language skill better in the second year.

K W L

(What I already **K**now)	(What I **W**ant to find out)	(What I **L**earned)

Fluency

Listening   Speaking   Reading   Writing

Grammar   Reading   Speaking   Writing   Listening   Vocab
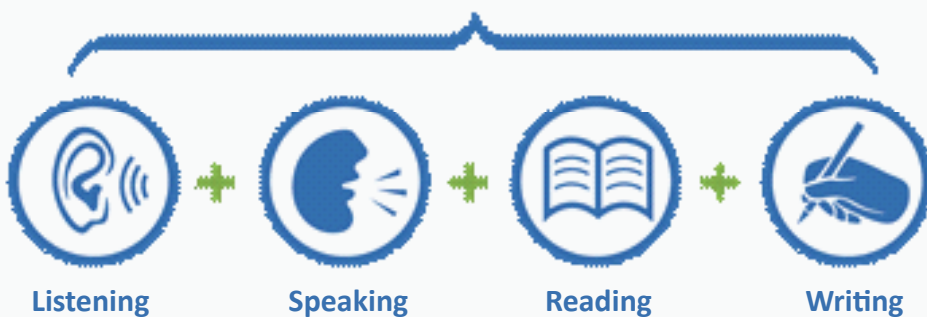
1. **Reflection Time: Let's do a flashback activity on the topics we learned in year 1 of Employability Skills. Use the table to note down your points. Think-Pair-Share:**

   Step 1: Think for a minute and write down at least 5 topics you discussed in class last year.

   Step 2: Find a friend and tell him/her the points you noted. Ask for your partner's topics.

   Step 3: Share it with the whole class. Your instructor will moderate the discussion. Find out the other topics that you had missed.

I remember studying ...	My friend says we also studied ...
My class says we studied ...	Some topics I missed ...

   Topics covered in year 1
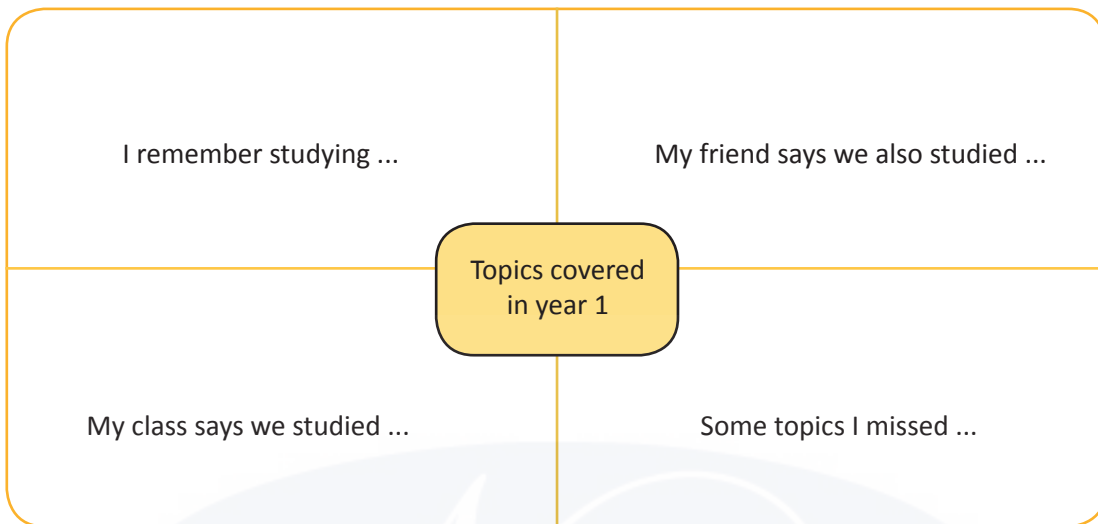
2. **Can you identify what the following mean? Try to match the following:**

   i.   naming, describing and action words – is, was, are, were (used to indicate present/past)

   ii. tenses – he, she, it (used instead of naming words like John, Radha, Cat)

   iii. pronouns – What's up, How can I help you (informal & formal)

   iv. kinds of sentences – I'm a plumber, He's my brother (when you tell about yourself or others)

   v.   communication – Paul, lovely, look (words used to identify, describe, show actions)

   vi. greetings – Good day/Good morning (what you say first when you meet someone)

   vii. introductions – interrogative, statements, command (asking questions, stating something, commands)

3. **Choose the correct answer from the given options.**

   i.   The plumber ------------ the pipes yesterday.

   a. repair b. repaired c. was repair d. was repaired

   ii. Kumar ---------- a good carpenter.

   a. are b. can c. be d. is

   iii. Come tomorrow and fix the door knob. This sentence is

   a. interrogative   b. imperative   c. exclamatory   d. none

   iv. How effective the CTS training has been! This sentence is

   a. exclamatory b. imperative c. declarative d. none

   v.   When you speak to your supervisor, you should be polite and formal.

   a. True   b. False

   vi. While addressing your boss, you should be

   a. impolite   b. informal   c. formal   d. none

   vii. The customer requested the lady executive to display the different mobile phone models. The customer asked ------- to mention the cost of the mobiles too.

   a. him   b. his   c. her   d. it

viii. The ITI Principal called Manoj. The Principal asked ------- to show --------- hall ticket for the CTS examination.

a. him, his   b. him, her   c. her, his   d. her, him

ix. Hi, how are you? What's up? – These are examples of

a. formal communication   b. informal communication

c. polite communication   d. none

x. How do you come to work? What is your qualification? – These are examples of

a. formal communication   b. informal communication   c. impolite communication   d. none

xi. If you meet your supervisor in the grocery store, you will

a. turn your face and go away   b. run to him/her and hug him/her

c. greet him/her formally   d. greet him/her informally

xii. When you borrow screwdriver from a trainee, you should say

a. give me your screwdriver   b. can you give me your screwdriver

c. what a nice screwdriver you have!   d. none

xiii. The company asked the carpenter to design a box with the given dimensions. When it was approved, he made many more --------------------- for the company.

a. box d. boxess c. boxes d. none

xiv. magnificent, large, thin, lengthy, square, bright, sharp, hard – are examples of

a. describing words   b. action words   c. pronouns

xv. table, wire, socket, cable, hammer, nail, pipe, motor, refrigerator – are examples of

a. action words   b. pronouns   c. describing words   d. naming words

xvi. fix, measure, pull, lift, grind, mix, operate – are examples of

a. pronouns   b. action words   c. describing words   d. naming words

xvii. comma, full stop, question mark – are examples of

a. design   b. punctuation marks   c. formal communication   d. none

xviii. One must learn what turn-taking is and maintain eye contact during discussions.

a. True   b. False

xix. When you start a discussion on a topic, what do you say?

a. Let's discuss   b. Let's finish

xx. How do you express a personal view?

a. In my experience …   b. I disagree …

xxi. What do you say when you politely disagree?

a. You're wrong.   b. I'm afraid I have to disagree.

xxii. When you disagree with an idea/opinion, you say _____

a. Do you know …?   b. I'm sorry, but …

xxiii. You are requested to complete the given assignment by Monday. This is an example of

a. impolite communication b. formal communication c. informal communication d. none

xxiv. Gestures, facial expressions, eye contact are examples of

a. verbal communication b. non-verbal communication c. acting skills d. none

xv. I have received complaints about our workplace safety. Please check them immediately and share the details with me. This is an example of

a. casual communication b. formal workplace communication c. informal communication d. none

Complete the 'What I Learned' column in the KWL chart.

Solution Available on Anil Sir ITI YouTube Channel

2. Greetings

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

- identify expressions used for greeting
- identify and explore expressions to start and end conversations
- learn to greet in formal and informal situations.

Greetings are the starting point of any conversation or discussion. When we smile at someone and greet them, the connection has already been established and will make our communication easier. Greetings depend on the time of the day, the relationship with the person and the purpose of the communication. Greetings can be formal or informal depending on the person greeted and the context. For example, when you greet your instructor inside or outside the ITI, it has to be formal; you can be informal in greeting your friends.

(What I already Know)	(What I Want to find out)	(What I Learned)

GREET FOR GOOD IMPRESSION

Hello

INTRODUCE YOURSELF FOR BUILDING RAPPORT

Good day

I'm ...

Formal Greetings	Responses
Good morning	Hello
Good afternoon	Hello, good afternoon
Good evening	Good evening
Hello, how are you?	I'am fine thank you
How are you doing?	I am very well thank you

Informal Greetings	Responses
Hi, how's your life?	Terrific / Great and you?
What's news?	Just fine, thanks
How's everything?	All right thanks
How's business?	Pretty well. What about you?
Good to see you?	Thanks

1. Imagine Ram, a stranger is meeting you for the first time in the bus stop. He is asking you to help him know the way to reach the airport from the bus stop. How will you greet him? Write a few exchanges that your conversation may have in the given context.

Ram	Good afternoon. My name is Ram. Can you help me please?
You	
Ram	
You	
Ram	
You	
Ram	Thank you for the help.

2. Ayush and Akram are friends since childhood. They work in different companies. They meet in a dealer's office. Complete their conversation in the given table. Hint: start with informal greetings.

Ayush	
Akram	
Ayush	
Akram	
Ayush	
Akram	
Ayush	

3. Here are some situations you will face in life. Think and choose greetings and ways to introduce yourself in such situations. Act it out as a role play.

In an interview		
To a new classmate		
Making an enquiry in a bank		
To your relative visiting first time		
To a stranger		

4. **The visual given refers to the recent ways of greeting others in the pandemic world recommended by WHO (World Health Organisation). There are certain ways of greetings that are encouraged and others that should be avoided. Why do you think knowing and following these are important?**

Think and write here. Share with your friend, if you can.

_____
_____
_____
_____

5. **List common ways of greetings that are to be avoided in COVID-19 times to stay safe.**

_____
_____
_____
_____

KWL

Complete the 'What I Learned' column in the KWL chart.

Greetings help start a conversation.

Greetings can be formal and informal depending on the context and persons who are interacted with.

There are new ways of greetings to be followed to stay safe during COVID-19 pandemic times.

https://www.easypacelearning.com/all-lessons/learning-english-level-1/1280-formal-greetings-introductions-and-goodbyes-conversation

3. Introductions

At the end of this lesson, you shall be able to:
- identify the importance of introducing oneself in an impressive way
- recognize how to express likes and dislikes
- introduce oneself, one's likes and dislikes and one's family

It is important to know how to **introduce** oneself as it shows our ability to meet new people and start a conversation. Being able to communicate with each other helps us to form bonds, connections and collaborations. Learning to introduce oneself in English is important as we may face situations where we are expected to do so in English. Introducing yourself is much more than just saying your name. You need to tell some more information about yourself – your likes, dislikes, about your friends, family, interests, etc. Introducing family, friends, etc., in informal contexts and introducing colleagues, superiors, peers, etc., in formal contexts is also important.

(What I already Know)	(What I Want to find out)	(What I Learned)

Self Introduction

| Greeting |
| Name |
| Place & date of birth |
| Nationality |
| Age |
| Address |
| Family |
| Education |
| Hobby |
| Occupation |

1. **Read Kumar's self-introduction to the class. Notice what information he has given about himself.**

> Good morning!
> Hi friends, Nice to meet you all, I'm Kumar and I'm a student of Electrical and Electronics Diploma. I'm from Coimbatore, Tamil Nadu and I live with my brother here. My father is a driver and my mother is a farmer. I listen to music when I'm free and watch movies too. I want to work for a company that produces safe wires at affordable prices.

Now, write a similar introduction and introduce yourself to the class using the sample. Remember to use an appropriate greeting.

_____
_____
_____
_____

2. **Look at the visual. Note down your answers to introduce yourself. Choose a partner. Practise to introduce yourself. Listen to your partner's self-introduction.**

Hi, my name's ....
I'm from .... (country)
I live in .... (city)
I'm ..... years old.
My birthday is on ....
I'm a student at ....
My favorite subject is ....
My favorite sport is ....
There are .... people in my family.
They are ....
My father is a .... and my mother a ....
I would like to be a .... because ....
My hobby is ....
In my free time, I also like ....
I don't like ....
My favorite food is ....
My favorite drink is ....
My favorite day of the week is .... because .....
My favorite month is .... because ....
My favorite singer (or band) is ....
I like .... (movies).
My favorite place is .... I like it because
The most beautiful place in my country is ....

So nice to meet you

Expressing likes and dislikes

I like pizza but I don't like soup!

* We use **love**, **enjoy**, **hate**, **like** and **don't like** to talk about our likes and dislikes.

* We add **-ing** to the verb after these words.

e.g.

| I | love/enjoy / like | watching videos. |
| | hate / don't like | |

3. Choose a partner. Share a few things you like and a few that you dislike. For example, food, hobby, actors, dress that you like or dislike. Listen to your partner's likes and dislikes.
    _____
    _____
    _____

4. Write about yourself including details of things you like and are interested in. Choose a partner and introduce yourself. Listen to your partner's self-introduction.
    _____
    _____
    _____

5. Imagine that you are attending a friend's wedding with your father. Your instructor has also come for the wedding. Introduce your father to your instructor. Introduce your instructor to your father. Is this a formal or informal introduction?
    _____
    _____
    _____

6. You have accompanied your mother to the supermarket. Your friend has also come to the supermarket. Introduce your mother to your friend. Introduce your friend to your mother. Identify if it is formal or informal introduction.
    _____
    _____
    _____

7. You are a customer sales executive in an automobile showroom. Your ITI principal has visited the showroom to select a car for purchase. Introduce your principal to your supervisor. Is the introduction informal or formal?
    _____
    _____
    _____

KWL

Complete the 'What I Learned' column in the KWL chart.

How does self-introduction help?

List situations in which you need to introduce others.

What are the differences between formal and informal self-introduction?

https://www.w3.org/community/learnonline/2013/12/29/greetings-and-introducing-myself/

4. Role Models

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

• recognize persons who stand out as role models
• describe the strengths and weaknesses of the identified role models
• identify characteristics that can be followed from role models.

A **role model** is a person with very good behaviour, achievements and leads as an example. Therefore, role models are an inspiration to imitate and follow. For example, as we grow we consider our parents as role models and gradually get inspired by people in our own field. Role models can be living or dead, famous or unknown to many. Role models are real human beings unlike super heroes. They have weaknesses and have met failures. For example, great leaders like Mahatma Gandhi, Nelson Mandela, Indira Gandhi.

(What I already Know)	(What I Want to find out)	(What I Learned)
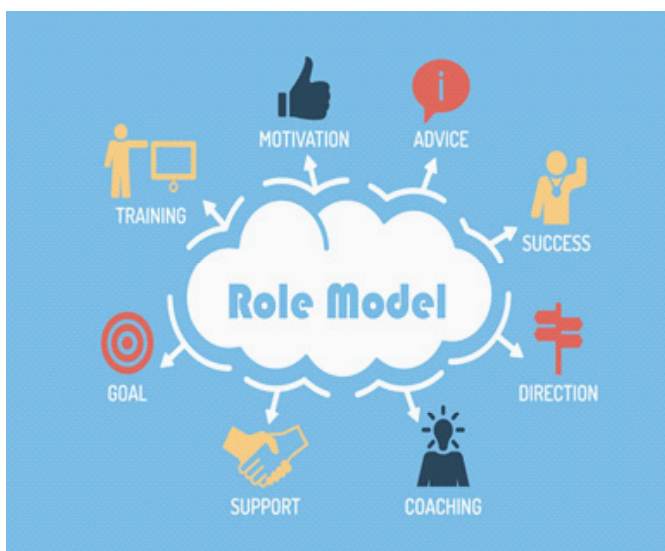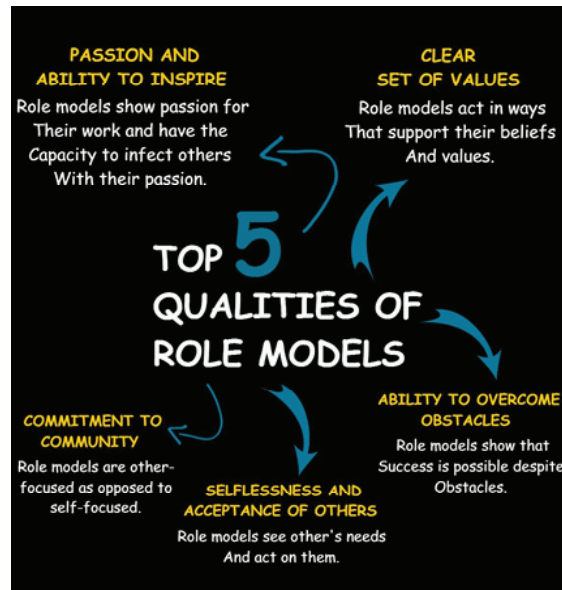
1. Here is a list of famous role models for the youth of today. Identify them and write at least two qualities you like in them.

Role Model	Name	Qualities you like in them

2. **Can you identify the two teenagers in the visual? Discuss with your friends and find out who they are. Do you think they can be good role models? Why?**

_____

_____

_____

_____

_____

3. **Look at the two visuals. Think to identify 5 people who have inspired you in life and are your role models at some point in your life. In the table, note down their names, your relationship with them, how they inspired you and one thing you are following in life because of their influence.**
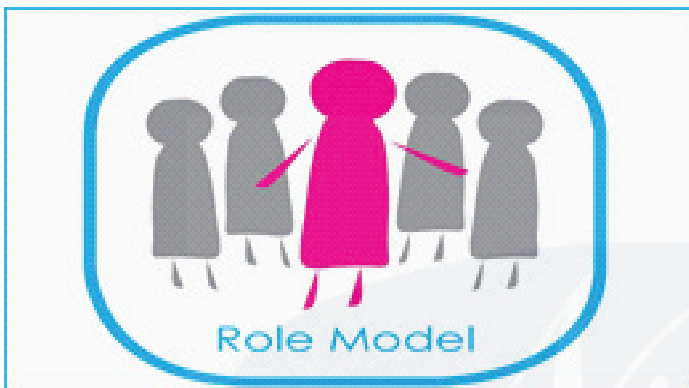
Name	Relationship	Inspiration	What you follow

Share the information about your role models with a partner. Listen to your partner's list of role models.

4. **Choose a partner. Think of the qualities of role models that were common in your discussions. Note them down. Add 3 more qualities to the list.**

_____

_____

_____

_____

Human beings are imperfect by nature. It is cultivation of good habits that makes one a better person. Role models are also human beings and hence shall have their set of imperfections which we may call their weaknesses. For example, they can be short-tempered, introverts, sensitive, etc. It is important to note that their weaknesses are insignificant when compared to their strengths. It is their strengths that has made you acknowledge them as role models.

5. Reflect on the best qualities you have. For example, honest, punctual, clean, kind, helping-minded, polite, straightforward. Note down some good qualities that you have to imitate from your role models.

_____
_____
_____
_____

6. List the strengths and weaknesses of your role models. Discuss how weaknesses get unnoticed and strengths get recognised.

_____
_____
_____
_____

Complete the 'What I Learned' column in the KWL chart.

Why are role models necessary?

Are role models always strong and perfect?

How do role models influence us?

https://www.rootsofaction.com/role-model/

https://www.youthreporter.eu/de/beitrag/role-model-what-is-it-and-why-is-it-important-to-have-it.15683/#.XybtiJMzZQI

5. Spoken Communication

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

- identify expressions and greet appropriately
- identify features of face-to-face communication at work
- learn to communicate effectively at work.

The way we behave at the workplace should be different from the way we behave while at home or when we are with our friends. The way we communicate will be more formal. For example, the way we greet our superiors, our peers and our juniors can vary from being respectful to being casual. It depends on the workplace environment. However, learning some common ways and techniques of communication will be helpful as **spoken communication** is usually not only verbal but also non-verbal. Some non-verbal modes are eye contact, facial expressions, gestures, space, tone, dress code and posture.

K W L

(What I already Know)	(What I Want to find out)	(What I Learned)
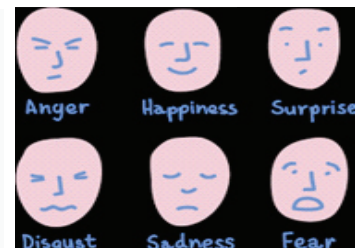
Verbal Communication - What we say and how we say it.
Non-Verbal Communication - What we communicate without words, body language is an example.
Listening Skills - How we interpret both the verbal and non-verbal messages sent by others.
Negotiation - Working with others to find a mutually agreeable outcome.

a. Workplace communication essentially starts with exchanging greetings, information/ideas, both verbal and non-verbal. This communication can be one to one, one to a group or even group to group, within an organization. We must learn to greet appropriately both verbally and non-verbally.

b. Face-to-face communication involves features like maintaining eye contact while talking, responding patiently and not reacting immediately, clarifying doubts without assuming things and so on.

1. **Look at these visuals. What is wrong with these visuals?**

   Yes, differences in culture can cause miscommunication.

   Choose a partner and brainstorm the different modes of non-verbal greetings that you know. Hint: You may google to find out different types of greetings, if required.

   _____
   _____
   _____

2. **Here are a few formal greetings. Give appropriate responses to them.**

   (Note – We use them when we meet a person/ persons for the first time.)

   a. Good morning / Good afternoon / Good Evening

   b. Hello. How do you do?

   c. Nice to meet you. / Pleased to meet you.

   d. How have you been doing? / How have you been?

   _____
   _____
   _____

3. **Here are a few informal greetings. We use them when we meet our friends, relatives – people we know well. Choose and mark the appropriate response from the help box.**

   i. Hello / Hi / Hey

   ii. How are you? / How are you doing? / How is it going?

   iii. Long-time, no see. / It's been a while. / When was the last time we saw each other?

   iv. How have you been? / How have things been going (since I last saw you)? / What have you been up to?

   v. Good to see you. / It's great to see you. / Nice to see you.

   _____
   _____
   _____

   > Fine, thanks. And you?
   >
   > Great! You?
   >
   > Hi, Dear– good thanks. How about you?
   >
   > Doing well. And how have you been?
   >
   > Not bad. And you? How are you?
   >
   > Great thanks. Did you hear we are moving to California next month?
   >
   > Doing well. We've just returned from our summer vacation. And how about you?
   >
   > Nothing to complain about! The family is good and work is fine. Just the same. What about you?

4. **Given below are a set of statements connected to face-to-face communication. State whether they are acceptable or not acceptable behaviour. If it is not acceptable, correct them.**

   i.   Talking in the same manner with everybody in the office.

   ii. Speak less and listen more.

   iii. Assume instead of clarifying.

   iv. Use a negative tone.

   v.   Speak politely.

   vi. Remain silent to avoid difficult conversations.

   vii. React immediately, not pausing to respond.

   viii. Keep an open mind.

   ix. Have eye contact with the person spoken to.

5. **Role play. Look at the visual to identify about appropriate non-verbal behaviour. Choose a partner. Imagine you are the Manager of 123 Automobiles. Explain the new service technician about the safety measures to be followed while servicing vehicles. Hint: wear face mask, gloves, overall, shoes, etc. Observe if the service technician is following the correct non-verbal mode of behaviour. Note it down and offer feedback. Remember to inform what non-verbal behaviour was correct and then suggest how incorrect non-verbal behaviour may be rectified.**

How to Improve Nonverbal Communication Skills

- Maintain eye contact.
- Nod your head to convey that you agree.
- Smile and show interest.
- Lean forward to show the speaker your interest.
- Use tone of voice that matches your message.
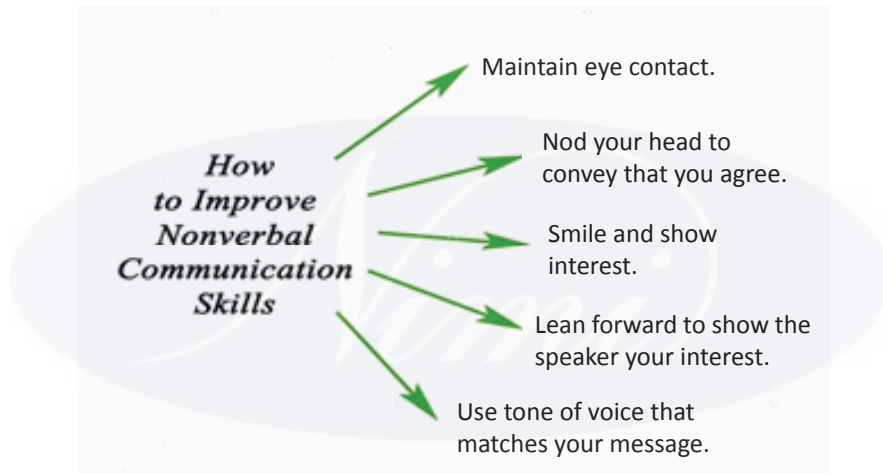
6. **You are a Manager. Use the correct statements from the list given in the previous activity and give a short talk to the newly recruited team in your office about the importance of communication. You may work with a partner, if you wish.**

KWL

Complete the 'What I Learned' column in the KWL chart.

We must be aware of the appropriate greeting norms and communication at the workplace.

They are different from the way we interact with our family members or friends.

Communication at workplace can be both verbal and non-verbal.

https://youtu.be/SrMTRgcHBI4

https://youtu.be/ovjCGTy_YJE

https://youtu.be/Nhg1_6NdDfo

1. Watch how communication happens in your Institution.

2. Observe the greeting norms between different kinds of people and see what differences you find in them. They can help you form your own ways of greeting people in an acceptable manner.

6. Written Communication

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

- recognize the aspects of written communication
- recognize how to communicate with peers, customers and superiors
- practise writing leave letters and emails.

Written communication is an important form of communication in the workplace. As employees, we need to make notes, deliver/pass on messages, give/take specifications about a job, machine or product. In addition to these, we have to write simple letters or emails. Written communication has to be formal, have a purpose and be clear as it is a permanent record unlike the spoken word.

Workplace written communication includes writing emails, letters, memos, orders, filling forms, minutes, contracts, proposals and quotations. In this lesson, we shall focus on how to make notes, write letters and emails.

K W L

(What I already **K**now)	(What I **W**ant to find out)	(What I **L**earned)
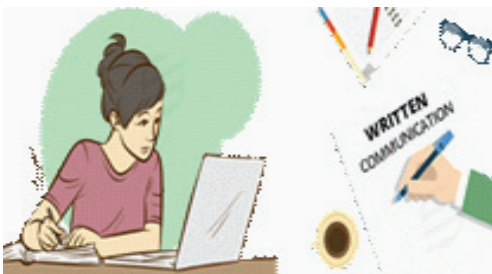
Business letters
Memos/memorandum
Reports
Notices
Faxes
Text messages
Emails, tweets and social network site (chats)

Writing Process

Prewriting > Drafting > Revising > Editing > Publishing

Brainstorm and organize ideas — *Write rough draft* — *Make changes to improve writing* — *Proof read* — *Present final copy*
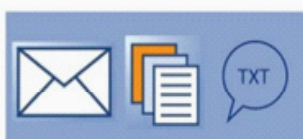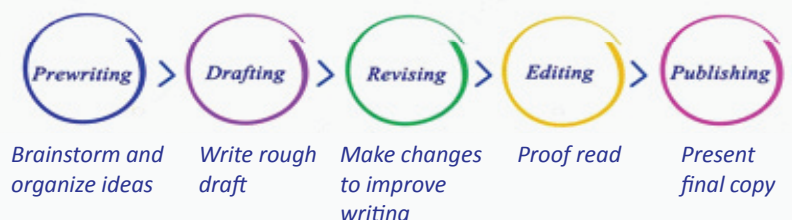
1. **Here is a sample leave letter. Complete the letter by filling in the blanks. Choose a partner and discuss the structure of a leave letter.**

From   Date
Name
Designation, Department
Address
Contact Number

To
Name
Designation, Department
Address

Subject : Leave application – (date)

Dear Sir / Madam,

I wish to bring to your notice, that I need one-day leave on _____ for _____. I have requested _____ to take charge of my responsibilities for the day.

Thanking you

Yours truly,
_____

2. **Here's a sample email about an official meeting. Recall the lesson on writing emails in IT Literacy in year 1. Fill in the blanks to complete the email. Choose a partner and discuss the structure of an email.**

To: hr@mmcompany.com
Subject: Meeting Details – 20th August 2020

Dear Sir/Madam,

Greetings. Please be informed that the Annual Staff Meeting has been confirmed to be conducted on the 20th of August at 3 pm at our Conference Hall, 3rd Floor, Main Building. I request you to be present with the required documents as discussed earlier.

Also, please find attached the list of attendees from your department.

Thank you
_____.

Attachment: file

3. Imagine that you are Reena. You have planned to avail two days leave to attend a cousin's wedding. You have to submit leave letter to the Senior Manager. Write the letter.

_____

_____

_____

_____

_____

_____

_____

_____

_____

4. You have to get approval for the new task (related to your trade, for example, specifications for the wiring in the new flat) from your supervisor. Write an email to your Supervisor asking him/her to check and approve the specifications.

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

5. Look at the sample self-introduction email. Draft an email introducing yourself to Lokesh.

Self-Introduction email

someone@gov.in

Self-Introduction email

Dear All,

Greetings!
I am Lokesh. I have joined the Operations division in XYZ Constructions. I shall be working with all the contractors, supervisors, site in-charge in different projects from now. My contact number is 12345 67891. Please reply to this mail introducing yourselves and remember to share your mobile number.

Yours Truly,

S Lokesh
Head of Operations
XYZ Constructions
Faridabad

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

6. Imagine you have joined ABC company as a craftsman (your trade). Draft an email to be sent to all the supervisors introducing yourself. You may refer to Lokesh's mail, if required.

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

7. Refer the illustration section on the process of writing. Choose a partner and discuss based on the writing activities you have completed so far. You may make notes in the space provided. Note down the steps you followed and those you did not.

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

8. Role play. Choose a partner. One of you play the role of the supervisor to give instructions to the craftsman on safety in the workplace. The other person may play the role of the craftsman and note down the instructions. You may choose the workplace of your trade. For example, electrician may work in the industry or a construction site.

_____
_____
_____
_____

_____
_____
_____
_____
_____
_____

9. **Write a letter to the Manager informing him / her that you are joining duty on selection for the post of apprentice.**

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

10. **You are the supervisor. Write a note to be circulated to the newly recruited craftsmen about the safety practices to be followed in the workplace.**

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

KWL

Complete the 'What I Learned' column in the KWL chart.

Give some examples of written communication.

What are the main aspects to be considered while communicating through the written mode?

What do you know about the different written activities that an ITI trainee needs to learn?

https://www.indeed.com/career-advice/career-development/written-communication-skills
https://www.mindtools.com/CommSkll/WritingSkills.htm

7. My Neighbourhood

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

- recognize the type of neighbourhood
- identify the facilities available in your neighbourhood
- describe the environment of your neighbourhood.

The immediate surroundings to the place you live in is called **neighbourhood.** It includes natural features like hills, rivers, lakes and parks and human-made services like post-office, schools, banks, hospitals, etc. Your neighbourhood can be described based on people, location, strength and weakness. When we take the surroundings along with the physical conditions in which a person lives, it is called environment.

K W L

(What I already Know)	(What I Want to find out)	(What I Learned)

a. Where do you live?
Outskirts – outer parts of a town or city
Metropolis – a large important city like Chennai, Mumbai or Delhi
Village – a very small place in a rural area
Suburb – outside the city
City – a large and important place with modern facilities like industries
Town – larger than a village but smaller than a city

b. Words describing Neighbourhood	
Urban – Rural Convenient Noisy – Quiet Expensive Residential – Industrial Polluted – Clean Busy Green Congested Posh Peaceful Nice	

c. Places in a Neighbourhood	
Market Hospital Bank Police Station Post Office Bus stop Railway station School Mall Temple Church Mosque Park Library Lakeside	

d. Words used to describe locations	
in front of	between
near	from
behind	at the end of
to the left/right of	next to
towards	opposite

Salman	Gita
Hi! Is there a Mall in this neighbourhood?	No.
Is there a book store in this area?	There isn't any book store.
Oh! It's a boring place!	But there are lending libraries!
And you can borrow books for a minimal amount.	Yes, you can.
Ok. Can you tell me where they are?	There is one near the post office on the main road.
Fine.	And there is one on the second street in front of the park.
Is there any coffee shop near them?	Hmm…there is one next to the park.
Well! Thanks!	You're welcome.

1. **Look at the wordle given to identify any five places found in your neighbourhood.**

Bank

2. **Choose is / isn't to complete the sentences about the available services in your neighbourhood.**

   i.   There _____ a library near my house.

   ii.   There _____ a shopping Mall in my area.

   iii. There _____ a bus stop on the main road.

   iv.   There _____ a park in my area.

   v.   There _____ a lake in my neighbourhood.

   vi.   There _____ an ATM centre in my street.

   vii. There _____ a church in my area.

   viii. There _____ a college in my place.

   ix.   There _____ an art gallery in my area.

   x.   There _____ a railway station in my area.

3. **Match the images with the words that best describe them.**

Sl. No.	Environment	Image	Answer
i.	Residential		
ii.	Industrial		
iii.	Urban		
iv.	Rural		
v.	Polluted		

4. **Identify the difference between the two lake visuals. Sort the given words describing the lakes under the suitable column.**

> **clean, beautiful, dirty, fresh, polluted, dumped, impure, stinking, spoilt, clear, pure**

Natural	Polluted

5. **Fill in the gaps with suitable describing words given.**

> **beautiful, good, big, safe, expensive, spacious**

a. The area is _____ as the houses in it cost a lot of money.

b. The roads in my town are in _____ condition.

c. There is a _____ garden with lovely flowers.

d. There is a _____ playground near our house.

e. There are _____ apartments in my neighbourhood.

f. It is a _____ neighbourhood. One need not fear.

> **polluted, dry, noisy, uneven, boring**

g. There isn't any amusement park in the area. It is a _____ place.

h. I need a quiet place to study. My neighbourhood is very _____.

i. There is a factory in the area. The air is _____.

j. There is water scarcity in the locality. The area is _____.

k. The transportation to some rural areas is difficult as the roads are _____.

6. **Look at the visual and fill in the sentences with words/phrases describing the locations.**

> **opposite, next to, near, at the end, between, there is, college, school**

i.   There is a lake _____ the airport.

ii. There is _____ near the traffic signal.

iii. There is a park _____ the zoo.

iv. There is a _____ in front of my house.

v.   _____ ____ a lake ____ _____ _____ of the road.

vi. There is a curved road _____ the hotel and the house.

vii. _____ ____ no police station in this area.

viii. There is no _____ in this area.

7. This is a conversation between two friends about their neighbourhood. Fill in the blanks with suitable words.

Hi Arun!	Hi Mithra!
Where do you live?	I live in a suburb.
Oh, that is outside the city.	Yes.
Hope you are having a good time in your neighbourhood!	Yes, I do.
Can you tell me about the strengths of your neighbourhood?	Sure, there are many!
Is it a safe, quiet and a beautiful place.	
_____	Yes, many facilities like _____ are available.
Fine.	It is also an exciting place. There is an _____ park.
Really interesting! You can have fun there!	The place also has its weakness.
Oh! What are they?	There is a lake near the area. Sometimes, people throw garbage into it.
Oh!	There is a heap of plastic waste too!
What about the transport?	There is a _____.
_____	_____

KWL

Complete the 'What I Learned' column in the KWL chart.

- The places around your house is called neighbourhood.
- They can be described using describing words and prepositions of place.
- The strength and weakness of the place can be identified based on the conditions in the neighbourhood and the facilities available in the area.

Chart out a plan to create a new city. You are given a few acres of land. Discuss with your friends what facilities and services you would like to provide in the new neighbourhood. Draw the places in the given squares.

https://learningenglish.voanews.com/a/lets-learn-english-lesson-11-this-is-my-neighborhood/3293986.html
https://www.youtube.com/watch?reload=9&v=6iu0HKTyZW8

8. Environment

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

- identify environmental problems that affect neighbourhoods
- share views and opinion about the environment
- discuss ways to improve home and work environments.

The conditions in a place that affect the behaviour and development of somebody or something is called **environment.** It is important to protect the environment by identifying the damages caused in order to discuss possible solutions. A well-maintained neighbourhood is a good environment to live in.

K W L

(What I already Know)	(What I Want to find out)	(What I Learned)

a. Giving Opinions	b. Words describing Environmental DAMAGE	c. Words describing Environmental PROTECTION
In my opinion… In my view… I think… I believe… I feel… I agree… I disagree…	Pollution Destruction Harm contamination threat	Protect Preserve Prevent Reduce Save

1. **Identify the colour of the dustbin and its specific use.**

i.   The first dustbin is _____ in colour. It contains _____ waste.

ii. The next one is _____ in colour. It contains _____ waste.

iii. The third one is _____ in colour. It contains _____ waste.

iv. The last one is in orange colour and is used for disposing _____.

2. **Compare the two visuals and write the opposites against the given words.**

Clean	
Safe	
Protected	
	Not recycled
	Unhealthy

3. **Discuss with your friend about solving the garbage disposal problem in your area.**

Raju can you tell me a safe method for disposing garbage ?	Yes, sure Darwin!
Well, how do you dispose garbage?	We use _____
Oh I see!	The red one is for_____
Fine.	_____
Ok.	_____
And the last one is for saving cans.	Yes, you're right.
But, why do we have to separate garbage like this?	It's important to _____ because it helps to R_____, Reuse and R_____.
Yes, I understand. Thank you.	It's my pleasure.

4. Identify the environmental damages in the visual and fill in the gaps.

Environment	Damages
	Land _____ by plastic.
	Water _____ by solid waste.
	Streets _____ by garbage.

5. Put a tick against the best ways to save our physical and social environment.

i.   Using public transport.

ii. Increasing the use of plastics.

iii. Preserving and saving water.

iv. Growing trees and gardens.

v.   Disposing garbage carelessly on roads.

vi. Improving the facilities in the neighbourhood.

vii. Working as a team to create a clean neighbourhood.

viii. Caring for people in the neighbourhood.

ix. Reduce, Reuse and Recycle.

x.   Maintaining social communication and friendships in the community.

People need nature

Research shows nearby wild green space greatly improves mental and physical health.

6. State your opinion about the given statements by choosing agree or disagree.

i.   Rainwater harvesting prevents water scarcity in an area.   _____

ii. Dumping toxic nuclear waste in the sea is good.   _____

iii. Planting of trees saves the environment.   _____

iv. Factory waste do not contaminate rivers.   _____

v.   Coronavirus has threatened people in the neighbourhood._____

7. Look at the neighbourhood map given. Try to add more facilities in the empty spaces.

KWL
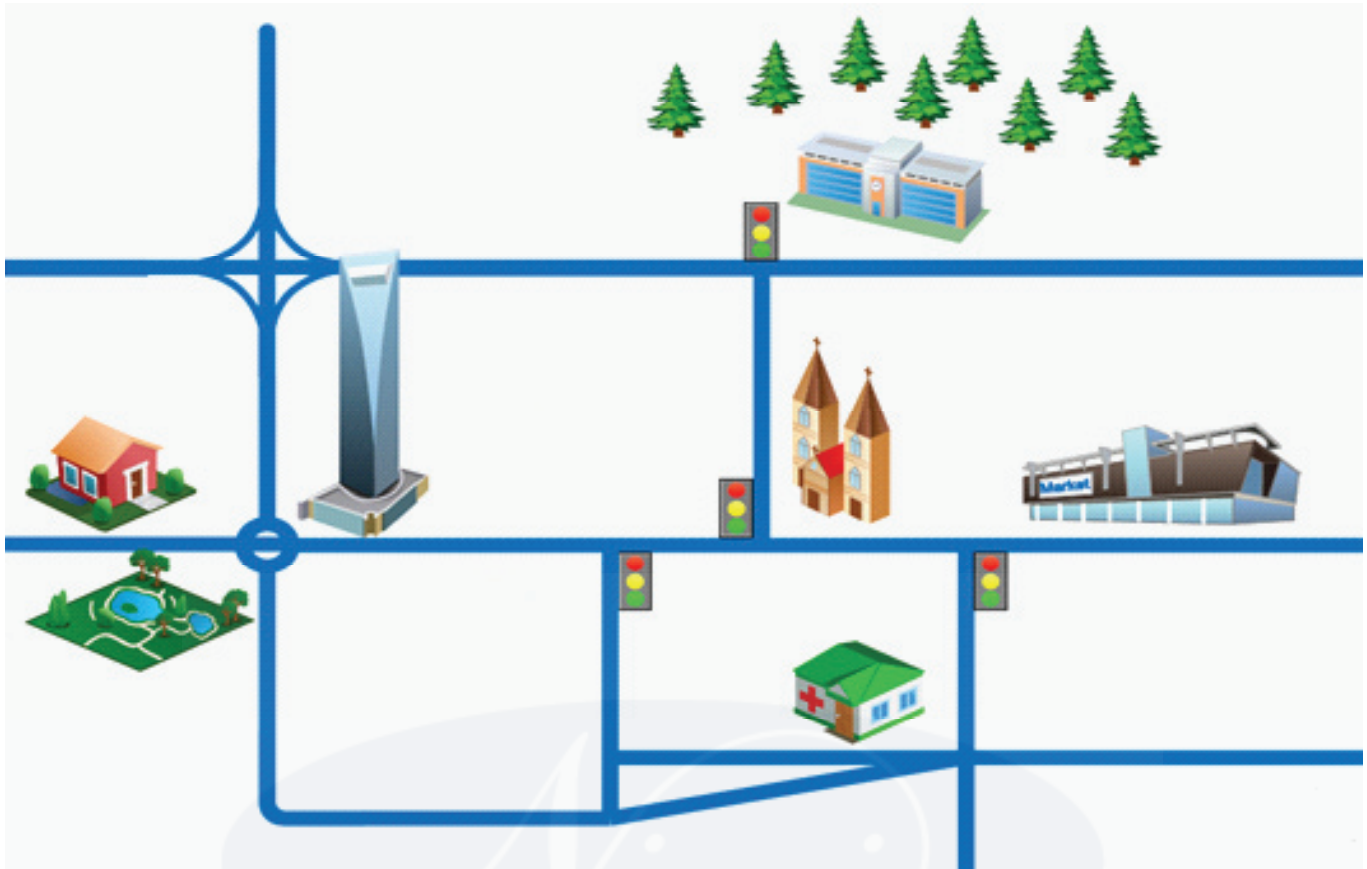
Complete the 'What I Learned' column in the KWL chart.

- The environmental condition of the neighbourhood has both advantages and disadvantages.
- The environmental condition can be identified by talking about the problems and solutions.
- You can express your views and opinion by agreeing or disagreeing to the problems or solutions.

Discuss with your friend about how you can improve the environment of your neighbourhood.
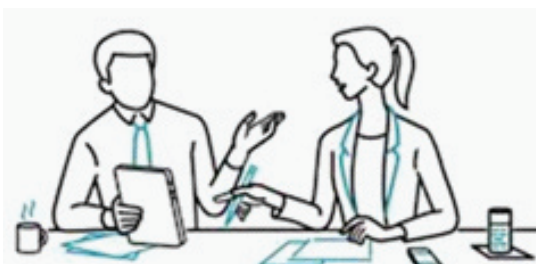
Hi	

Visit This is my Neighbourhood – Improvement Project https://www.youtube.com/watch?v=rXnzb4r50Ro

9. Preserving the Environment

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

- recognize the dos and don'ts to preserve the neighbourhood
- read and write instructions
- give suggestions to improve home and workplace environments.

There are instructions that have to be followed to maintain neighbourhoods well. It is important to identify best ways to improve and **preserve the environment** of one's home and workplace. Giving instructions and suggestions help to improve the quality of the environment in the neighbourhood.

KWL

(What I already Know)	(What I Want to find out)	(What I Learned)

Safety First!

Make your workplace safe before starting the job.

1. **Recognize the dos and don'ts in the given images and put a tick or X in the box.**

☐   ☐   ☐   ☐

2. **Look at the chart and identify the instructions given to protect the environment and write any 4 in the space given.**

1 Use public transport whenever possible or use the least polluting means of transport, such as the **bicycle**.

2 Do not buy more products than necessary. Also, avoid consuming unnecessarily packaged products, such as fruit.

3 When visiting the countryside, respect living beings: do not uproot plants or feed animals.

4 Don't throw garbage into the environment, such as cans, bags and plastic containers, which can last for hundreds of years without decomposing.

a. _____

b. _____

c. _____

d. _____

3. Write a set of 5 instructions to be followed by people when recycling used things.

Please rinse all containers.
Remove lids from containers and recycle them loosely in your cart. Labels do not need to be removed.

✓ **GLASS BOTTLES & JARS**
Recycle brown, green and clear glass.

✓ **PLASTICS**
Recycle plastics #1 thru #7
Look on the bottom of containers for a number inside the recycling arrows.

NO Plastic Bags ✗

NO Plastic Food Wrappers ✗

NO Plastics without Numbers ✗

NO Greasy Food Containers ✗

> **Example: Please rinse all containers before recycling. Do not recycle plastic bags.**

a. _____

b. _____

c. _____

d. _____

e. _____

4. Rewrite the campus/workplace instructions into suggestions using 'can'.

> **Example: a: Recycle old newspapers.**
> **b: We can recycle old newspapers.**

USE ➡ CROSSWALK

a: Use recycled old newspapers to make new paper.

b: We can _____

a: Use public transport whenever possible.

b: We can _____

a: Control air pollution by using bicycles inside our campus.

b: We can _____

a: Check the workplace before starting the work.

b: _____

a: Wear shoes and helmet to workshop for safety.

b: _____

a: Turn unused spaces into beautiful gardens.

b: _____

a: Create a proper parking space.

b: _____

a: Use recycled paper in your office and printer.

b: _____

a: Turn off the computer every day.

b: _____

a: Dispose workshop items with care.

b: _____

5. **Discuss with your friend in ITI and get some ideas on how to improve the campus environment.**

Vipin	Chandru
Hi Chandru.	Hi Vipin.
Let's discuss some of the ways to _____ _____	Fine. I also want some ideas to make our campus environment great, safe and eco-friendly.
There are unused neglected places in front of the workshop.	Yes.
And there isn't a _____ ___ in our campus.	We need that facility.
We can request for it.	We can organize a campus cleaning programme.
We can _____	

6. **Rewrite the campus/workplace instructions into suggestions using 'can'.**

> **Example: a: Do not waste water.**
> **b: We can save water.**

a: Plant native species.

b: _____

a: Compost the kitchen scraps and create beautiful garden.

b: _____

a: Turn off electrical appliances when not in use.

b: _____

a: Buy rechargeable batteries for frequently used devices.

b: _____

a: Sort trash into metal, paper, glass, electronic and organic waste.

b: _____

a: Set up separate baskets and put appropriate contents into them.

b: _____

7. Discuss the ways to improve home environment with your friend.

Rachel	Vinaya
Hi Vinaya!	Hi Rachel!
Let's discuss some of the ways to _____ _____	Fine. I have some ideas to make our home environment safe and eco-friendly.
Yes, we can _____ _____ _____	That's a great idea! We can also _____
And there isn't a _____ ____ in our home.	Yes, We need to create a garden.
We can _____ _____	_____ _____
We can _____	_____
We can also join with our friends and do a cleaning programme in the neighbourhood.	Wonderful idea!
Let's do it!	Sure!

KWL

Complete the 'What I Learned' column in the KWL chart.

Instructions are clues to keep our neighbourhoods safe.

Suggestions can help improve the quality of environments like home, campus or workplace.

'Can' is used in statements making suggestions.

Places in a city: https://www.youtube.com/watch?v=9xBTXX7DgBc

Visit as many campuses as you can and see how they maintain their environment. Learn new ideas and write a set of suggestions that can be followed in your campus to make it great.

Green Campus: https://www.youtube.com/watch?v=hmBhzZhKQpA&feature=youtu.be

5 ways to keep your surroundings clean: https://www.youtube.com/watch?v=prhyYMtr2Vg

10. Interests & Hobbies

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

- identify places you are interested to visit
- identify holiday resorts, historical monuments and places of historical interest
- express your views on places effectively in English.

All of us have special **interests** in activities like travelling, sports and games. These activities help us to relax from the tedious everyday work. In this lesson, we shall learn about the different kinds of places that we would like to travel.

Hobbies refer to activities that we do in our leisure time. Hobbies are also activities that we are interested in. Gardening, reading, collecting stamps, singing, etc., are some examples of hobbies. Generally, those involved in mental work have physically engaging hobbies like cycling, playing, etc. Those engaged in physical work have mentally engaging hobbies like reading. Hobbies help us maintain the balance between mental and physical activities.

(What I already **K**now)	(What I **W**ant to find out)	(What I **L**earned)

Look at these visuals. What is common in these visuals?

They are places of pride in our country. Our country has beautiful beaches, amazing amusement parks, old Historical Monuments, and snow-capped mountains. We visit places during a holiday. Places of Historical interest tell us about the rich culture of our country. We get a different kind of experience in an amusement park.

Travelling involves a lot of planning. We have to take care of food, clothing and shelter while travelling. We have to book tickets in advance. Therefore, we must be clear about the dates of our travel. We have to carry appropriate clothing that will be suitable to the climate of the place we wish to visit.

1. **Given below are visuals of some very famous places in India. Match the visuals with the names and descriptions given.**

Visual	Name of the place	Description
	TAJ MAHAL	The second highest waterfalls in India, situated in Shimoga district, Karnataka
	GATEWAY OF INDIA	This is famous for the rust-resistant composition of the metals used in its construction. It is located in Delhi.
	THE IRON PILLAR	An arch monument built during the 20th century in Mumbai, Maharashtra
	MARINA BEACH	Rock-cut Buddhist cave monuments which date from the 2nd century BCE to about 480 CE in Aurangabad district of Maharashtra
	AJANTA CAVES	World's longest beach is along the Bay of Bengal in Chennai, Tamil Nadu
	JOG FALLS	One of the Seven Wonders of the Modern World is located in Agra, Uttar Pradesh

2. **Use the information given in the earlier activity to write and say one or two sentences about each place. An example is given for you.**

The Taj Mahal is one of the Seven Wonders of the World. It is located in Agra.

_____

_____

_____

_____

_____

3. **What would you do when you visit these places? Say a few sentences using the describing words in the grid and ideas from the visuals given in activity 1. The first one is done for you.**

| relaxing amazing | wonderful | marvellous | stunning |
| beautiful | lovely | | pleasant |

It was very relaxing to walk on the beach.

_____

_____

_____

_____

_____

4. **Read the following words. Where do you find them?**

Giant wheel

Drop tower

Bumper car

Roller coaster

Swing ride

Pendulum ride

Yes, they are rides in an amusement park. Identify them in the following visuals.
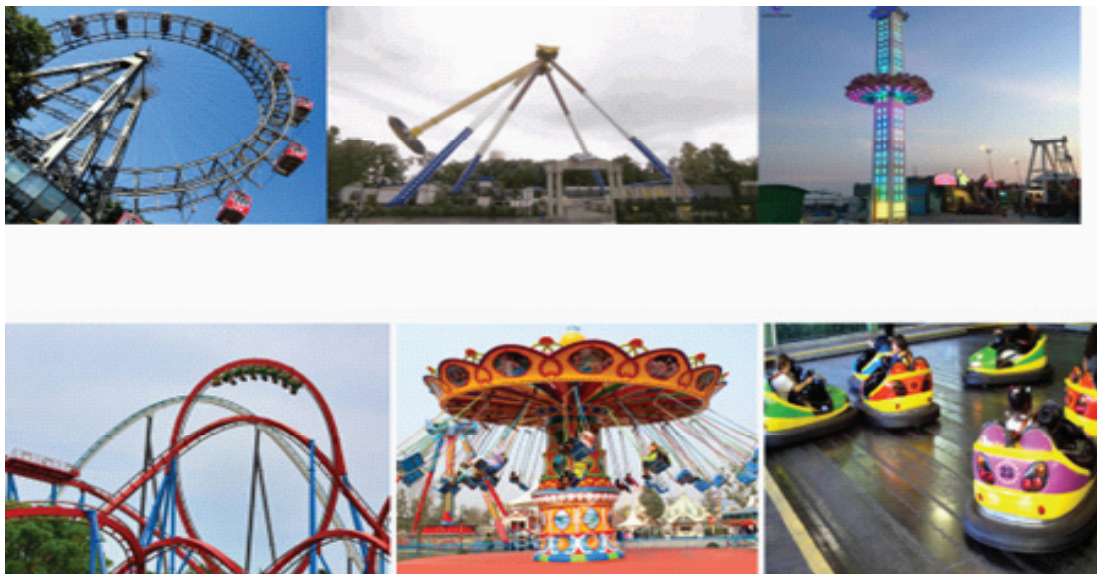
5. **Use the following words, describe the rides and write/say a sentence using them. An example is done for you.**

thrilling	trekking	interesting	walking
cold	learn	exciting	enjoyable	scared

The thrilling roller coaster ride was enjoyable.

_____

_____

_____

_____

_____

6. **Let us plan a visit to one of these places with our friends. Complete the dialogue with at least FIVE exchanges between Ram and Rehman regarding the travel for five people.**

Ram : This weekend let us visit Jog falls.

Rehman : _____

Ram : _____

Rehman : True, I will arrange for the stay. Let me know the arrival time at Shimoga station.

Ram : _____ (clothes.)

Rehman : _____

Ram : _____

Rehman : _____

Ram : _____

Rehman : _____

Ram : _____

7. **Having planned to visit Jog falls, use the information from the dialogue to write an email to your friends giving details of the travel, stay, items to be taken and any other necessary information.**

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

8. **Write a short paragraph about a place you have visited with your family.**

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

KWL

Complete the 'What I Learned' column in the KWL chart.

- We enjoy going on holidays.
- We visit historical monuments, beaches, mountains, Natural sceneries, amusement parks and so on.
- We require different kind of planning while visiting these places.

1. Make a list of interesting places in your city/ district/ State. Describe them and say how to reach the places from your locality.
2. Make a list of places you want to visit. Explain why.

1. Greetings help you to

   a. establish a connection with someone you meet in formal and informal situations.

   b. establish a connection with someone you meet in formal situations.

   c. establish a connection with someone you meet in informal situations.

   d. none

2. When you meet the instructor inside or outside the ITI, it is

   a. always formal   b. always informal   c. formal inside the ITI   d. informal outside the ITI

3. 'Good Morning', 'How are you doing?' – are examples of

   a. informal greeetings   b. formal greetings   c. how we greet people who are close to us d. none

4. When you meet your friend in the bus stop, you will greet him/her

   a. What's up?   b. What's news?   c. How's life?'   d. all of the above

5. 'What's up?', 'How's life?', Good to see you – are examples of

   a. formal greetings   b. how to greet ITI instructors
   c. informal greetings   d. all of the above

6. Ayush and Akram are childhood friends. They work in different companies. They meet after a long time in the supermarket. How will they greet each other?

   a. Good to see you   b. Good morning   c. I am pleased to meet you.   d. none

7. In the context of an interview -------------------------------------- greetings is to be used.

   a. formal   b. informal   c. friendly   d. none

8. When you make an enquiry in a bank, it is ------------------------------- situation.

   a. an informal   b. a formal   c. a friendly   d. all of the above

9. During the COVID-19 pandemic, it is better to ------------------------- than shake hands, say namaste than -------------------------

   a. hug, wave hands   b. wave hands, hug   c. hold hands, hug   d. none

10. Ability to introduce oneself helps to

   a. meet new people   b. network   c. start conversations   d. all of the above

11. Ability to communicate helps to

   a. form bonds   b. form connections   c. collaborate   d. all of the above

12. Self-introduction includes

   a. saying your name, likes & dislikes   b. about your friends and family
   c. about your interests & hobbies   d. all of the above

13. A good --------------------------------------- helps to create a good first impression.

   a. family   b. friend   c. self-introduction   d. all of the above

14. We may have to introduce colleagues, peers and superiors in ------------------------------ context.

   a. self-introducion   b. informal   c. formal   d. none

15. A quick self-introduction is called

   a. elevation pitch   b. elevator tone   c. elevator pitch   d. elevation tone

16. We can use ------------------, --------------, ------------------ to talk about our likes and dislikes.

   a. love   b. enjoy   c. hate   d. all of the above

17. When you attend a friends wedding with your father, you may have to introduce your father to your friend and and your friend to your father. What kind of a situation is it?

a. elevator pitch   b. formal   c. informal   d. elevation tone

18. As a customer sales ececutive in an electrical appliances showroom, your greetings and introduction of your instructor to your supevisor shall be --------------------------

a. descriptive   b. formal   c. informal   d. elevator tone

19. --------------------------- are persons with very good behaviour, achievements and lead as an example.

a. customer service executives   b. sales supervisors
c. ITI instructors   d. role models

20. Role models-------------------------- people to follow them.

a. elevate   b. instruct   c. inspire   d. none

21. Role models inspire people to follow them though they have ---------------------- and have met ------------------------.

a. elevation, failures   b. strengths, failures
c. weaknesses, failures   d. elevation, successes

22. Role models can be from

a. family   b. friends   c. neighbours & extended family   d. all of the above

23. Role models --------------------------- us to -------------------------- their strengths that has inspired us.

a. follow, influence   b. influence, inspire   c. influence, follow   d. influence, inspire

24. Human beings are ----------------------- by nature. It is the cultivation of ------------------ habits that makes one a better person.

a. perfect, good   b. perfect, strength   c. imperfect, good   d. imperfect, weak

25. The set of imperfections in a person is called ----------------------------

a. strengths   b. elevations   c. imitations   d. weaknesses

26. Our weakenesses may include

a. short-temper   b. being sensitive   c. being introverts   d. all of the above

27. The weakneeses of role models are --------------------- when compared to their strengths.

a. nothing   b. not noticed   c. less   d. all of the above

28. Some strengths in role models include

a. honesty and politeness   b. punctuality and straightforward nature
c. kindness & helping-mindedness   d. all of the above

29. Strengths of role models get ---------------------- while weaknesses get ----------------------------.

a. unnoticed, noticed   b. elevator, noticed   c. unnoticed, noticed   d. none

30. Verbal communication includes

a. how we say   b. what we say   c. greetings & introduction   d. all of the above

31. While we are at home or with friends, we use -------------------------------- verbal communication.

a. influence   b. informal   c. formal   d. none

32. When we greet our superiors, managers and boss we greet them ----------------------.

a. informally   b. casually   c. formally   d. indifferently

33. Spoken communication is not only -------------------------- but also -----------------------------------.

a. verbal, non-verbal   b. speaking, writing   c. speaking, formal   d. writing, informal

34. Non-verbal communication includes

a. gestures & postures b. eye contact and facial expressions
c. tone and appearance d. all of the above

35. What we communicate without words, but with body language is an example of

a. verbal communication b. formal communication
c. informal communication d. non-verbal communication

36. Working with others to find a mutually agreeable solution is called

a. persuasion b. communication c. negotiation d. assertion

37. face-to-face communiation invlolves features like

a. maintaining eye contact b. responding patiently
c. clarifying doubts d. all of the above

38. Workplace communications essentially starts with exchanging

a. greetings b. infromation/ideas c. verbally and non-verbally d. all of the above

39. Communication within an organization is ----------------------- with superiors and can be ---------------with friends and colleagues.

a. informal, formal b. informal, non-verbal c. formal, informal d. non-verbal, informal

40. 'Good morning', 'nice to meet you', 'How have you been?' – are examples of

a. formal greetings b. informal greetings c. superiors d. organizations

41. Talking in the same manner with everyone in the organization is

a. good b. acceptable c. unacceptable d. all of the above

42. An open mind during interaction and mainitaining eye contact with the person spoken to is

a. important b. not necessary c. informal d. all of the above

43. As employees we may require to write to

a. take notes b. pass on messages
c. take specifications about machines/products d. all of the above

44. Formal writing in the workplace can be in the form of

a. emails b. letters c. raising invoices d. all of the above

45. Writng emails, letters, memos, orders, filling forms, minutes, contracts, proposals and quotations are examples of --------------------------- workplace communication.

a. informal b. non-verbal c. formal d. none

46. Writing a leave letter is part of --- communication.

a. formal workplace b. informal workplace c. non-verbal workplace d. none

47. Please be informed that the annual staff meeting has been ----------------------- to be ------------------- on the 1st of November.

a. conducted, confirmed b. listened, conducted
c. conducted, listened d. confirmed, conducted

48. Reena has ------------------------ to avail leave for 2 days to --------------------------- her cousin's wedding. She has ------------------------ the letter to the supervisor.

a. submitted, attend, planned b. planned, attend, submit
c. plan, attended, submitted d. planned, attend, submitted

49. Imagine you have --------------------- ABC company as craftsman. ----------------------- an email to be sent to your supervisor.

a. join, written b. joined, written c. joined, wrote d. joined, write

50. ---------- the role of the supervisor to ------------------------ instructions to the craftsmen on safety in the workplace.

    a. played, give   b. played, gave   c. play, give   d. played, given

51. ------------------------ a note to be ---------------------------- to the newly recruited craftsmen about safety.

    a. written, ciculate   b. write, circulate   c. write, circulated   d. written, circulated

52. ------------------------------------ means the immediate surroundings to the place one lives in.

    a. workplace   b. facilities   c. city   d. neighbourhood

53. Neighbourhood includes features like

    a. hills and mountains   b. rivers and lakes
    c. parks and other human-made services like schools, post offices, etc.   d. all of the above

54. Neighbouhoods may be --------------------------- based on people, location, strength and weakness.

    a. describe   b. include   c. described   d. none

55. When we take the surroundings along ------------- the physical conditions in which a person --------, it is called environment.

    a. with, live   b. with, lives   c. with lived   d. none

56. Village is a ----------------------- place in a ----------------- area.

    a. big, rural   b. small, urban   c. big, rural   d. small, rural

57. A town is ------------------- than a village, but ----------------------- than a city.

    a. larger, smaller   b. small, large   c. smaller, larger   d. smaller, large

58. We --------------------- books from a library.

    a. buy   b. sell   c. borrow   d. none

59. There ------------- a coffee shop --------------------- the park.

    a. are, next to   b. is, next to   c. is, next   d. are, next

60. The area is -------------------------------- as the houses in it cost a lot of money.

    a. beautiful   b. expensive   c. safe   d. big

61. There are --------------------- apartments in my neighbourhood.

    a. spacious   b. school   c. kind   d. fresh

62. It is a ---------------------- locality. One need not fear.

    a. boring   b. safe   c. school   d. fresh

63. There is water scarcity in the locality. The area is

    a. polluted   b. noisy   c. dry   d. uneven

64. Transportation to some rural areas is difficult as the roads are ---------------------

    a. polluted   b. dry   c. spacious   d. uneven

65. There is a big playground ----------------------- our house.

    a. on   b. in   c. near   d. over

66. There is a garden with ------------------------ flowers in our neighbourhood.

    a. safe   b. clear   c. lovely   d. none

67. Can -------------------- tell ---------------- about the strengths of the neighbourhood?

    a. me, you   b. your, me   c. you, my   d. you, me

68. There is a lake near the area. Sometimes, people -------------------- garbage -------------- it.

    a. keep, into   b. keep, on   c. throw, into   d. throw, between

69. The conditions in a place that ----------------- the behaviour and --------------------- of somebody or something is called environment.

   a. affected, develop   b. affect, development   c. affected, development   d. affect, developed

70. A ------------- maintained neighbourhood is a --------------------- environment to live in.

   a. good, good   b. well, well   c. well, good   d. good, well

71. Identify the opposites. clean x ------------------, healthy x ------------------------

   a. dirty, health   b. dirty, healthy   c. dirt, unhealthy   d. dirty, unhealthy

72. Rainwater harvesting --------------------- to prevent water scarcity.

   a. gives   b. gave   c. help   d. helps

73. ---------------------- of trees ---------------- the environment.

   a. plant, save   b. planting, saves   c. planting, save   d. plant, saves

74. You can express your views by ------------------------- or ---------------------- to the problems and solutions.

   a. agree, disagree   b. agreeing, disagree
   c. agree, disagreeing   d. agreeing, disagreeing

75. There ----------------- instructions to be ------------------------- to maintain neighbourhoods well.

   a. is, followed   b. are, follow   c. are, followed   d. is, follow

76. _____ recycled ---------------- newspapers to make new paper.

   a. make, old   b. use, old   c. make, new   d. none

77. ------------------ air pollution by using bicycles ----------------- the campus.

   a. use. inside   b. get, above   c. control, inside   d. control, between

78. Use ------------------ paper in your office and printer.

   a. new   b. recycled   c. fresh   d. none

79. --------------------------- the computer every day after use.

   a. turn on   b. switch on   c. turn off   d. all of the above

80. Buy ---------------------- batteries for ---------------------- used devices.

   a. AAA, frequently   b. rechargeable, frequently   c. Alkaline, frequently   d. none

81. I have some ------------- to make our home ---------------------------- safe and eco-friendly.

   a. maintain, environment   b. ideas, environment   c. fresh, environment   d. none

82. Activities that help us --------------------- from the tedious everyday work are called hobbies.

   a. kind   b. inside   c. relax   d. all of the above

83. Hobbies ------------------ to activities that we ----------- in our leisure time.

   a. take, do   b. refer, did   c. refer, do   d. refers, do

84. Gardening, reading, collecting stamps, singing --------------- some examples of hobbies.

   a. is   b. was   c. were   d. are

85. The Jog falls is the second ------------------------ waterfalls in India.

   a.tallest   b. highest   c. higher   d. taller

86. The world's ---------------------- beach is along the Bay of Bengal in Tamil Nadu.

   a. highest   b. longer   c. longest   d. high

87. One of the seven ---------------------- of the modern world is located in Agra in Uttar Pradesh.

   a. wonder   b. wander   c. wanders   d. wonders

11. Adventures

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

• demonstrate your understanding of travelling to different kinds of places
• identify what trekking, climbing, surfing, swimming are
• express your ideas fluently in English.

Climbing mountains, trekking, surfing, snorkelling and scuba diving, etc., are called **adventures** as they involve some amount of thrill. Adventures are unusual, involve risks and are exciting to people who undertake them. We all love to travel to mountains and seas. But, we do not travel the same way to both these kinds of places. We trek or climb a mountain which involves long walks. Sometimes we use ropes to cross or climb steep places. Many people climb mountains for the sheer pleasure of it. Some people take it as a hobby, while many climb to gain a sense of accomplishment. Traveling in the sea is called a voyage. We sail in a boat or a ship. Many people enjoy water sports like surfing, snorkelling and scuba diving in the ocean apart from fishing.

K W L		
(What I already Know)	(What I Want to find out)	(What I Learned)

a. Look at these visuals. What is common in these visuals?

They are famous mountains and beaches of India – Nilgiris, Mount Abu, Kanyakumari and Vishakapatnam. People go to these places not only to enjoy the scenic beauty, but also for trekking, mountain climbing, rope gliding, sea surfing, fishing, etc. Each of these can be done as a profession or for adventure.

1. **Given below are visuals of some very famous snow-clad mountains of the world. Match the visuals with the names and descriptions given. You may use your skill in searching on the internet to google and get the answer too.**

   Note – A clue to identify the name of the mountain is given in brackets.

Visual	Name of the place	Description
	Machu Pichu (ruins)	Fuji is an active volcano about 100 kilometres southwest of Tokyo.
	Dover Cliffs (White rocky sides)	The longest snow-clad mountain that stretches across the countries of France, Italy, Germany, Austria, Slovenia, Switzerland, and Liechtenstein.
	The Everest. (Mountain climbers)	Site of ancient Inca ruins located in Peru, South America, is one of the Seven Wonders of the Modern World.
	Kilimanjaro (flat snow clad peak)	The White Cliffs of Dover are on the coastline of England.
	Mount Fuji (reflection in the waters)	A dormant volcano in Tanzania and the tallest mountain in Africa
	Swiss Alps (a flag is hoisted)	The Everest is the highest peak in the world. It is in Tibet.

2. **Use the information given in activity 1 and write/say one or two sentences about each place. An example is given for you.**

Mount Everest is the highest peak in the world. It is located in Tibet.

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

3. **What would you do when you visit these places? Say a few sentences using the describing words in the grid and ideas from the visuals given in activity 1. The first one is done for you.**

Backpack	sweater	thermals	boots	tiring
long walk		thirsty		woollen

We had to wear warm clothes like thermals when we visited the Alps.

_____
_____
_____
_____
_____
_____

4. **Read the following words. Where do you find them?**

Bungee jumping

Rope gliding

Wind surfing

Snorkeling

Scuba diving

Hand Gliding

Yes, they are adventure sports. Identify them in the following visuals.

5. Use the following hints to describe the adventure sports and write/say a few sentences using them. You may find more information here: https://youtu.be/TEwZBPlyRLQ   https://youtu.be/vNLzyFYTsd4

Bungee jumping – jump from a great height – connected to a large elastic cord.

Rope gliding – A zip line or rope – a pulley - suspended – cable – mounted on a slope.

Windsurfing – surface water sport – a combination of surfing and sailing.

Snorkeling – swimming – body of water – equipped – diving mask, a shaped breathing tube – snorkel – swim fins.

Scuba Diving – descending below – water's surface – interact with the – deep sea environment.

Hang gliding – air sport – a pilot flies – light, non-motorized foot - launched heavier than air aircraft - hang glider – made of – aluminum alloy or composite frame – covered with synthetic sailcloth – form – wing.

thrilling trekking	interesting		walking
cold	learn	exciting	enjoyable	scared

The thrilling roller coaster ride was enjoyable.

_____

_____

_____

_____

_____

_____

6. Let us plan an adventure with our friends. Complete the conversation with at least FIVE exchanges between Jai, Jameel and John regarding the travel for five people.

Jai   : This summer let's try some adventure sport.

John   : _____

Jameel   : Yes, that would be great!

John   : True, I will arrange for the tickets to Pune.

Jameel   : _____ (clothes.)

John   : _____

Jai   : _____

Jameel   : _____

Jai   : _____

Jameel   : _____

John   : _____

Jai   : _____

Jameel   : _____

John   : _____

Jai   : _____

Jameel   : _____

John   : _____

7. **Having planned to take up adventure sport during summer vacation, use the information in the conversation in the earlier activity. Write an email to your friends giving details of the travel, stay, items to be taken and any other necessary information.**

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

8. **Write a short paragraph about an adventurous experience in your life.**

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

KWL

Complete the 'What I Learned' column in the KWL chart.

• We enjoy adventures.
• Adventure sports can be jumping from great heights, diving deep into the sea or flying in the air.
• We require elaborate planning when we wish to travel for adventure.

Make a list of interesting sports and games that can give a thrilling experience.

Make a list of such sports you want to try.

12. English in the Workplace

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

• identify how to communicate effectively in the workplace

• identify features of formal workplace communication

• practise communication in simulated real-life workplace situations.

Communicating in **English in the workplace** has many benefits. It will build our confidence, enable to convey our thoughts, share views and opinions with peers and superiors, make progress in career, etc. Communicating in the workplace varies from personal informal communication. Workplace communication in English involves a more formal and structured mode. The way we greet our superiors (hierarchy), maintain eye contact, use appropriate gestures, maintain physical distance (space), use politeness in tone, etc., help us comply to the formal manner of behaviour and communication in the workplace.

KWL

(What I already Know)	(What I Want to find out)	(What I Learned)

Code of Behavior

Six "S's" to **Meeting/Greeting**

1. Stand
    - Shows respect
2. Smile
    - Encourages a smile from the recipient
3. See
    - Look into recipient's eyes
4. Shake
    - Utilize proper greeting
5. Speak
    - Speak your name slowly and distinctly
6. Say
    - Say the recipient's name

Frequently ask employees what they think.
Encourage employees to ask questions.
Develop a team atmosphere.
Address employees by their first name.
Respect employees and treat them fairly.

a. Good communication in the workplace leads to job satisfaction and lesser conflicts. Effective communication increases employee productivity.

b. Communication is a two-way process. So, active listening to the speaker is very crucial.

c. Communication is both verbal and non-verbal. Most often it is non-verbal communication that either makes or mars an interaction. Non-verbal cues like posture, eye contact, tone, gestures, space, etc., play a vital role in making a communication process effective and successful.
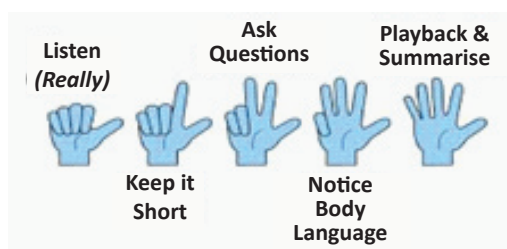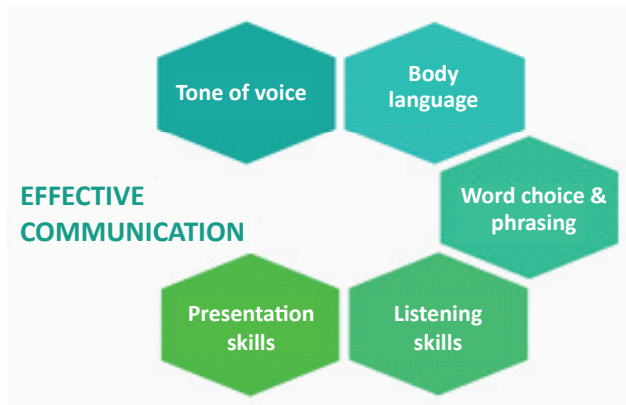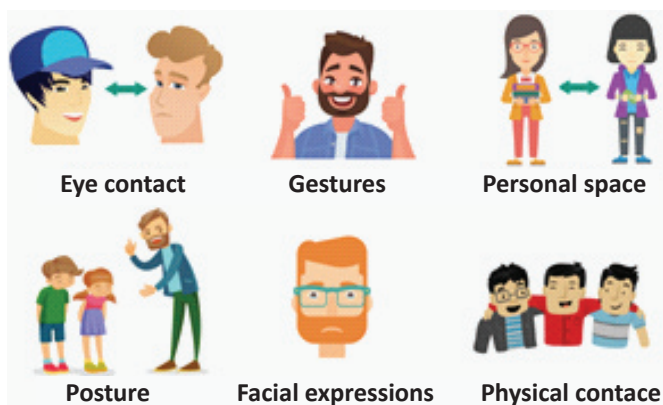
1. Imagine you have been selected as an apprentice trainee in 123 Enterprises. It is the first day of work. You are to report to the manager and get to know your duties and responsibilities. Note the things you need to take care of from the dress code, punctuality, formal greetings, etc. Write it down in the space provided.

   _____
   _____
   _____
   _____

2. Choose a partner. Both of you share your points. Note down any points you missed out that your partner had noted down.

   _____
   _____
   _____
   _____

3. Role play. One of you play the role of the manager while the other shall play the role of the apprentice. Act out the first day of your apprenticeship in 123 Enterprises. You are to introduce yourself to the manager and find out your duties, etc. Note: Non-verbal cues are as important as the verbal message.

   _____
   _____
   _____
   _____

4. Make a list of expressions that you need to use to greet your superiors in the workplace. Why do you think you need to use those expressions?

   _____
   _____
   _____
   _____

5. You need to seek your manager's permission to visit the bank to apply for a loan. How will you do it? Role play with a partner. You may refer to the illustration section.

   _____
   _____
   _____
   _____

6. Bhagat is an apprentice in A@G company. He is expected to complete service of the mixie and deliver it today to a customer. He realises that the mixie is still under repair and the bush required to be replaced is out of stock. Imagine you are the supervisor and your friend is Bhagat to role play the situation.

   _____
   _____
   _____
   _____

7. **You are a service technician in Maruti Cabs. You have completed servicing the Swift Dezire car for a customer. Your promotion is due in a few months and it depends on the feedback that customers give in appreciation of your work. Request Mr X the owner of the Swift Dezire car for his/her feedback. Role play with a partner.**

_____
_____
_____
_____

8. **Mr X has given good feedback on your service. Share it with your supervisor. Role play with a partner.**

_____
_____
_____
_____

9. **Rahim is the new employee in the printing company. You are the supervisor Rahim is reporting to. Give instructions to him on his role in the company as a printing assistant, work timings, leave rules, dress code, safety rules, etc. Role play with a partner.**

_____
_____
_____
_____

KWL

Complete the 'What I Learned' column in the KWL chart.

Communication in the workplace is more than the spoken word. Non-verbal communication plays an important role in communication. Use of appropriate expressions, greetings, tone, maintaining eye contact, etc., are important in workplace interactions. There is a specific hierarchy in the formal channel of workplace communication.

Watch this video to learn more about workplace communication through the different scenes shown. https://youtu.be/8hj0JGpYBR4

https://youtu.be/I6IAhXM-vps

13. Communication Etiquette

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

- identify features of communication etiquette
- identify how to communicate over the telephone
- identify features of emails to write effective emails.

Communication differs according to the mode in which it is done. The different modes of communication in the workplace include face-to-face communication, communication over the telephone and through emails. To make our communication effective, we must understand that there is unique **etiquette** to be followed for each of the modes of communication. If the etiquette is diligently followed, we can make our workplace communication effective. It will create a conducive environment in the workplace to help our growth prospects.

K W L

(What I already Know)	(What I Want to find out)	(What I Learned)
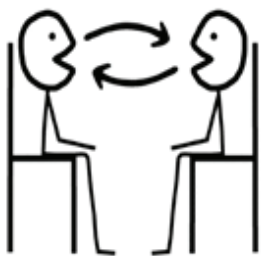
A Smile can "translate" through the phone, causing your voice to sound friendly and warm.
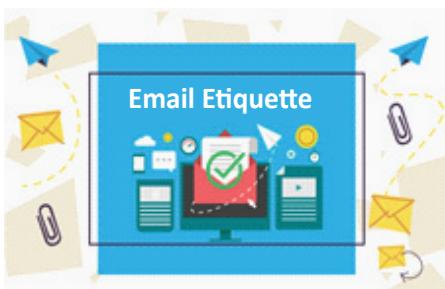
Email Etiquette

Telephone Etiquette

- Answer the call within three rings.
- Immediately introduce yourself.
- Listen carefully.
- Speak clearly.
- Use speakerphone only when necessary.
- Actively listen and take notes.
- Use proper language.
- Remain cheerful.
- Do not interrupt.
- Do not chew, eat or drink while talking on the phone.
- Take permission before putting someone on hold or transferring a call.

1. **Recall the lesson on telephone communication in year 1. Look at the given set of expressions. Use them appropriately and write/ say a telephonic dialogue of three or more exchanges with your Boss. Remember to greet to start the conversation.**

   Good day! You are Welcome.   Many thanks.   See you later. What can I do for you? See you later.

   _____

   _____

   _____

   _____

2. **The HR of your organization has called you for a brief meeting to discuss about an official trip to the head Office. He/ she wants to give information about your travel and stay. Write five exchanges between the two of you. You can use the expressions given in the previous activity. Begin like this:**

   You :   May I come in Sir/ Madam?

   HR   :

   You :

   HR:

   You :

   HR   :

   You :

   HR   :

   You :

   HR   :

3. **You are a floor Manager. A staff member of your team comes late every day. Say/write a few lines you will use to convey to him/her to correct his/her conduct. You may use the words given in the box.**

Please   unacceptable   warning   final   reported   request

   _____

   _____

   _____

   _____

4. **A new sanitizer dispenser has been installed at your office. Instruct your team to use the sanitizer frequently to keep themselves and the environment infection-free. Also give instruction to wear their masks while at work.**

   _____

   _____

   _____

5. **Choose a partner and role play the situation given in activity 4. One of you shall be the team leader and the other person shall be the team member. Use appropriate greetings, tone, gestures, posture and expressions. For example, stand straight and don't lean, use polite tone, greet formally.**

   _____

   _____

   _____

6. **Look at the visual and write/say in a few sentences about the important things to be noted while sending an email. Imagine you are the supervisor and share the instructions with the apprentice trainees.**

Dos and Don'ts of email
- ➢ be aware that people around the world use language differently.
- ➢ always give a clear and direct subject line
- ➢ consider well before you 'Reply All'
- ➢ be Professional in your Greetings and Salutations
- ➢ be clear and specific in your message
- ➢ avoid use of negative words and tone
- ➢ proofread well before you send the message
- ➢ add the email address at the end
- ➢ check twice your recipient before sending the message
- ➢ use CC and BCC appropriately

_____
_____
_____
_____
_____

7. **Write an email to your purchase office about the need to refill sanitizers / hand wash in your office, giving details of the numbers required in your floor.**

_____
_____
_____
_____
_____
_____
_____
_____

KWL

Complete the 'What I Learned' column in the KWL chart.

We must be aware of the telephone etiquette while communicating over the phone at the workplace. We must be aware of the dos and don'ts of sending emails. Etiquette to be followed in face-to-face communication, over the telephone and in emails are important.

1. Observe people's body language and how they speak when they talk over the phone. It shall help to identify the correct etiquette and learn how to conduct oneself in a telephonic talk.

2. Every time you see an email, try to learn something from it apart from the contents.

https://youtu.be/UFIn7Exdri8

https://youtu.be/qAT2XI_uVPI

14. Attending Interviews

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

- identify how to prepare for interviews
- develop confidence to get organized to face interviews
- attend interviews with confidence.

Attending interviews is an essential part of one's professional life. It is noteworthy that we make the first impression with our appearance and a lasting impression with our communication skills. Interviews can be conducted by a single person, two people or a panel. They can be held face-to-face, over the telephone, through a video, preceded or followed by a written test. It may sometimes be a combination of all or some of these. Either way we must be well prepared to face interviews with our appearance, body language, required documents, time and information.

K W L

(What I already Know)	(What I Want to find out)	(What I Learned)

BE CONFIDENT Composure is key. An interview is a good measure to show how you handle pressure so you do not want to appear too nervous.	**ARRIVE 15 MINUTES EARLY** Late attendance is never excusable.	**DO YOUR HOMEWORK** Learn as much as you can about the company and the people that are interviewing you.
DRESS AND ACT PROFESSIONALLY It is not what you say, but how you present yourself. Shake hands firmly, maintain eye contact, sit up and stay focused.	**DO**	**ASK QUESTIONS** Asking questions is the best way to show enthusiasm for the job. Show you did your homework and you are genuinely interested.
SELL YOUESELF Speak confidently about your experiences and how they distinguish you from the other candidates.	**GET CLARIFICATION** The better you understand the question, the better the answers you give.	**FOLLOW UP** Send a follow up email thanking the interviewers for their time and reaffirm your interest in the position.
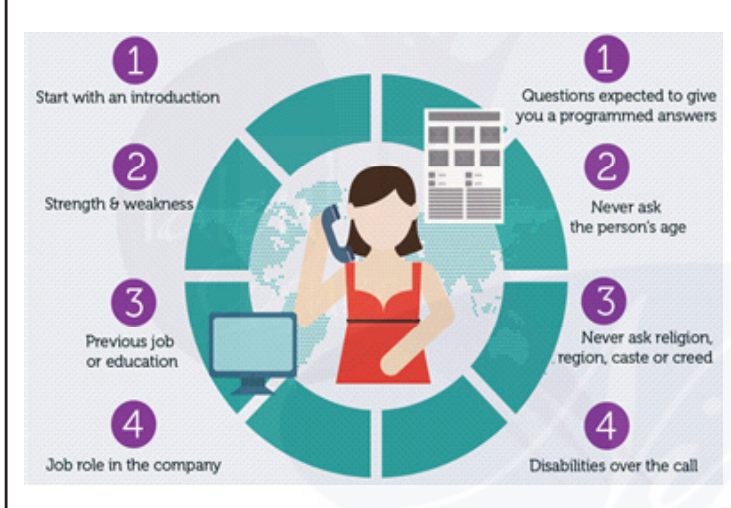
b. Online Interviews

Show your personality

Be yourself. The interviewer is looking to see if you'll fit in to their team.

Look the part

Dress appropriately.
Behave professionally.

Be aware of your body language

Don't fidget. Relax and smile. Stay composed.

Remove any distractions

Make sure there are no noises (music/pets etc.) in the background.

Test your Tech

Check that everything is working (webcam, audio etc.)

a. Dos & Don'ts

c. There are many dos and don'ts to be identified while preparing for/attending an interview. Always wear formal clothing; avoid flashy colours. Girls should wear minimal and simple accessories. Always keep your mobile phone in the silent mode. Do not check messages during the interview.

1. Here are some tips to prepare for an interview. But some of them are to be avoided. Sort them into the right boxes.

i. Have a good meal before you leave for the interview.

ii. Always reach the venue a little early.

iii. Take a copy of your Resume to the interview even if you have already sent it along with the Application.

iv. Don't forget the address, directions and the phone number of the place of the interview.

v. Pay close attention to your appearance.

vi. Your personal hygiene is of utmost importance to the organization.

vii. Don't forget to wear a mask.

viii. Some organizations do not insist on social distancing. Hence you need not follow it.

ix. Wait for your turn and do not trouble the officials at the venue, asking for your turn.

x. Do not talk loudly on your mobile phone.

Dos	Don'ts
Have a good meal before you leave for the interview	

2. **Given below are a set questions commonly asked in an interview. Try to answer them in a line or two. Work in pairs.**

   i.   Tell me about yourself.

   ii.   How would you describe yourself?

   iii. Tell us about a difficult situation you have faced and how you managed to come out of it.

   iv.   What do you know about this company?

   v.   Tell us something about your achievements.

   vi.   Why do you want to work here?

   vii. Why are you leaving your present job?

   viii. What are your strengths and weaknesses?

3. **The HR of an organization has just finished his/her interview with you. Write five exchanges between the two of you. You can use a few questions given above. Begin like this:**

   You :   May I come in Sir/ Madam?

   HR   :

   You :

   HR   :

   You :

   HR   :

4. **You are the Manager in the Shop floor. You are interviewing a set of candidates for the post of Supervisor. Ask five questions relevant to the post to a candidate. If you were the candidate, what answers will you give? Role play the interview to the entire class.**

   _____

   _____

   _____

   _____

   _____

   _____

   _____

   _____

5. **Your younger brother is attending an interview online. Use the information in the visual and give him a few ideas about attending the online interview.**

NO DISTRACTIONS	NEUTRAL AND NEAT	PROPER LIGHTING
Set up in a quiet room with a closed door and make sure you will not be interrupted	Check your surroundings are tidy and clutter-free or use the background blur feature	To look your best, have natural light or a lamp aimed at your face from behind your screen
YOUR SKYPE NAME	TEST YOUR SKYPE	USE A HEADSET
Does your Skype name sound professional? If not change it to something more business-like.	Download the latest version and test your microphone, camera and internet connections	A headset provides better sound quality and cancels out any background noise.
DRESS PROPERLY	PRACTICE YOUR BODY LANGUAGE	YOUR DOCUMENTS
Put on the same clothes you'd wear for an in-person interview at the company	Sit upright, lean slightly forward and look into the camera to make good eye contact.	Have any documents you need close at hand including copies of the job posting, your resume and your questions to ask.

_____
_____
_____
_____
_____

6. **What are the preparations to be done before the interview. How will you attend an interview? What should you do after the interview? Note down the pre, during and post interview tasks that you need to do in the given columns. You may refer your year 1 employability skills book or use your internet searching skills.**

Pre-Interview	Interview	Post-Interview

KWL

Complete the 'What I Learned' column in the KWL chart.

- We must be well prepared for an interview.
- We must be aware of the dos and don'ts of attending interviews.
- Interviews can be conducted face-to-face, telephonic or online/ video.

Roleplay mock interviews with your friends.

Look up for videos of interviews online and learn from them.

15. Greetings & Introduction

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

- use appropriate expressions to greet in formal and informal situations
- introduce yourself and others in formal and informal situations
- practise elevator pitch.

K W L

(What I already Know)	(What I Want to find out)	(What I Learned)

Greetings	Responses
Good morning.	Good morning.
Good afternoon.	Good afternoon.
Good evening.	Good evening.
How nice to see you.	Yes, it's been so more.
Hello.	Hello.
How are you?	Fine, thanks.
How do you do?	How do you do?
How're you doing?	Not bad.
Hi!	Hi!

Hello my name is _____. I
am from _____.
I like to _____ and
_____ in my free time. My
favorite food is _____. I have
_____ people in my family.
They are
_____
_____.
My favorite subject in school is _____.

Formal Greetings	Responses
- Good morning.	- Hello.
- Good afternoon.	- Hello good afternoon.
- Good evening.	- Good evening.
- Hello, how are you?	- I'm fine. Thank you.
	- Very well, thank you.

1. **Complete the story using greetings wherever applicable**

   i. Look at the given visual. Choose a partner and identify if the context is formal or informal.

   ii. The visual shows a day in the life of the boy shown in the "good morning" image. Imagine you are the boy and write and share /say to your partner your everyday routine.

   iii. Use the frames given.

   I usually get up ---------------------------

   I say ------------------------ to my mother when I --------------------------

   At school, I greet ----------------------------------

   In the afternoon, we greet -------------------------------------

   In the evening, I --

   Before going to sleep, I ---

   Note: You can use your own imagination.

   _____
   _____
   _____
   _____

2. **Identify the greetings – context, time of the day, formal / informal**

   i. Look at the visual. Choose a partner. Identify the greetings given.

ii. Imagine the context with your own experience. Build a conversation with your partner. You may add more to greetings and farewell words. Use your internet browsing skills to get more greetings and farewell words to match your context.

_____
_____
_____
_____

3. **Identify some occasions where we use formal ways of greetings. Discuss with a partner.**

_____
_____
_____
_____

4. **Choose a partner. Discuss why self-introduction is important. Introduce yourself to your partner. Receive feedback. (Burger feedback)**

5. **Ask you partner to introduce himself/herself. Give feedback. (Burger feedback)**

6. **Reflect on the different situations that you may have to introduce others formally in the workplace. Make a list. Share your list with a partner. Note if your partner has anything that you have missed out.**

7. **Practise elevator pitch with a partner.**

KWL

Complete the 'What I Learned' column in the KWL chart.

Greetings are used in formal and informal situations.

We introduce ourselves in formal and informal contexts. Quick self-introduction is called elevator pitch.

Introducing others is an important skill in both personal and professional contexts.

16. Role Modelling

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

- identify the qualities of role models
- learn to follow good qualities that role models are identified with
- identify role models in real life and follow them.

KWL

(What I already Know)	(What I Want to find out)	(What I Learned)
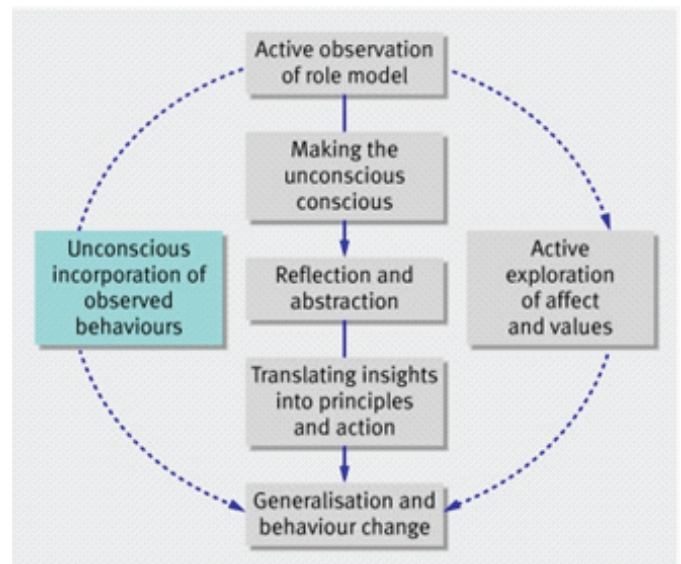
1. Role models are people who have impressed us by their behaviour and actions. Reflect on the different people who have inspired you. List the qualities in each role model that made you attracted to them. Describe your role model to your friend.

_____

_____

_____

_____

2. Look at the people in the following visuals. Identify the personalities.

    (Pranab Mukherjee, Mahatma Gandhi , Sachin Tendulkar, Mother Teresa, MS Dhoni, Bill Gates)

3. Search the internet to find out information about personalities you are not familiar with from the list in activity 1.

4. Note one quality you like about them. Tell your friend how you will follow that one quality in your life.

_____

_____

_____

_____

5. Listen to your friend about qualities that inspired him/her about the personalities. Note down the common qualities that both of you liked about the personalities.

_____

_____

_____

_____

6. Discuss why we need role models. How does it help us when we have role models? Where can we find role models?

_____

_____

_____

_____

Complete the 'What I Learned' column in the KWL chart.

Role models inspire us to follow them for the good qualities. Role models lead by example. Role models help us acquire good qualities.

17. Communication – 1

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

• identify verbal communication as spoken and written

• learn to speak in formal situations

• practise speaking in informal situations.

K W L

(What I already Know)	(What I Want to find out)	(What I Learned)

Verbal ——— Non-verbal

Vs

Communication

Anything that emanates from the mouth.
It includes face-to-face conversations, speech, telephonic conversation, video, radio, television, voice over internet.
Influenced by pitch, volume, speed and clarity of speaking.

Share your skills

Keep it brief

Mention your goals

Have a business card ready

Elevator Pitch Examples & Writing Tips - What to Say

1 | 2 | 3 | 4 | 5

the balance

1. **Complete the following passage on communication using the words given. Use capital letters wherever necessary.**

formal, non-verbal, introducing, eye contact, sounds, superiors, informal, listening, gestures, written, active, appearance, spoken, speech, verbal, posture, skills

Communication can be ------------------------------- or ----------------------------------. Verbal communication includes both ------------------- and ------------------ forms of communication. When we produce ----------- to communicate, we are using ----------------------------. Non-verbal communication includes ----------------, ------------------------------, --------------------------and --------------------------------. When we maintain eye contact with the speaker, it means we are -------------------------------. ---------------------------- listening skills help to note instructions clearly. Good listening -------------------- helps to identify how to greet, introduct oneself and interact with colleagues, ----------------------- and customers. When we learn the skill of ---------------------------------- ourselves and others in ------------------------ and ------------------------- situations, we can create a good impression.

2. **Imagine you are the customer service executive of Philips India Ltd. You have received a call from a customer seeking the repair status of the coffee maker. You need to greet the customer and answer the call, get the invoice number from the customer, put the customer on hold while you get the status from the repair section and close the call.**

   i. Note down the conversation as a dialogue. You may work with a partner.

   ii. Role play the situation.

   iii. Repeat the role play by reveresing your roles.

   You may make notes here:

   _____
   _____
   _____
   _____

3. **You are a service mechanic in ABC automobiles. A customer who had given his vehicle for service is not satisfied with the washing of the car. He/she is angry and threatens to complain to the manager. How will you manage the situation? Note: The vehicle was washed by a trainee.**

   _____
   _____
   _____
   _____

4. **You are going for an outing with your family to the shopping mall or supermarket in your city/town. You see your instructor in the fruits section. You wish to greet him/her and introduce your parents to your instructor. Role play with a partner – your partner is the instructor.**

   _____
   _____
   _____
   _____

5. **Imagine you are selected for internship in XYZ organisation. Draft a resume and cover letter to mail to the organisation. Refer to the sections on writing cover letters and resume in your Emloyability Skills student workbooks, if necessary.**

   _____
   _____
   _____
   _____

6. **Write an elevator pitch that you wish to use for your LinkedIn account. Exchange it with your partner to give and receive feedback. Remember to use the burger feedback technique.**

_____

_____

_____

_____

7. **Imagine you are meeting a friend from school on the road. How will you greet him/her? How will you share your ITI experiences with him/her? Is this communication with your friend formal or informal? List out a few expressions that you may use and role play with a partner.**

_____

_____

_____

_____

8. **What are the differences between formal and informal communication? Note down some expressions used in formal and informal contexts? Explain it in your own words to your friend.**

_____

_____

_____

_____

KWL

Complete the 'What I Learned' column in the KWL chart.

Communication is verbal and non-verbal. Verbal communication includes speaking and writing. Speaking in formal and informal situations using appropriate expressions is important for success in personal and professional lives.
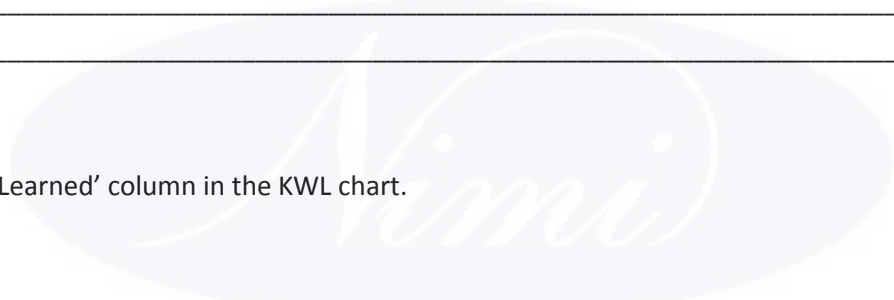
18. Communication – 2

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

- use appropriate expressions to write formal letters
- write emails for professional purposes
- distinguish and use verbal and non-verbal communication properly.

K W L

(What I already Know)	(What I Want to find out)	(What I Learned)

Audience
Structure
Organization
Clear and concise
Proofread

Written communication is important for school, work, and everyday activities. In the workplace, written communication skills are needed for writing e-mails, office memos, reports, and business letters. Some people have difficulty putting their thoughts into words

Other people find it easier to communicate by using written communication skills. Written communication skills can be improved through practice. Reading newspapers and books may help improve writing skills.

9. Your friend has been tested COVID positive. You had been working with him in the office yesterday. Write a letter to the supervisor of your section seeking permission to home quarantine for 2 days.

_____
_____
_____
_____

10. Draft an email to the supervisor seeking permission to home quarantine as your friend has tested COVID positive. Mention that you were in contact with him/her on the day before he/she tested positive.

_____
_____
_____
_____

11. Choose a partner to discuss what non-verbal communication is. Also, try to identify what each non-verbal cue means. You may search the internet if you wish. You may refer the non—verbal cues in the visual.
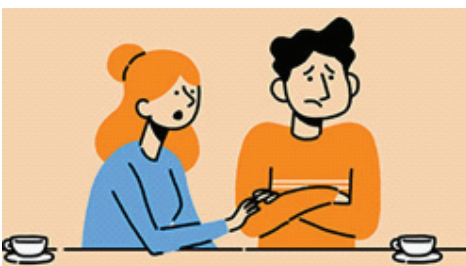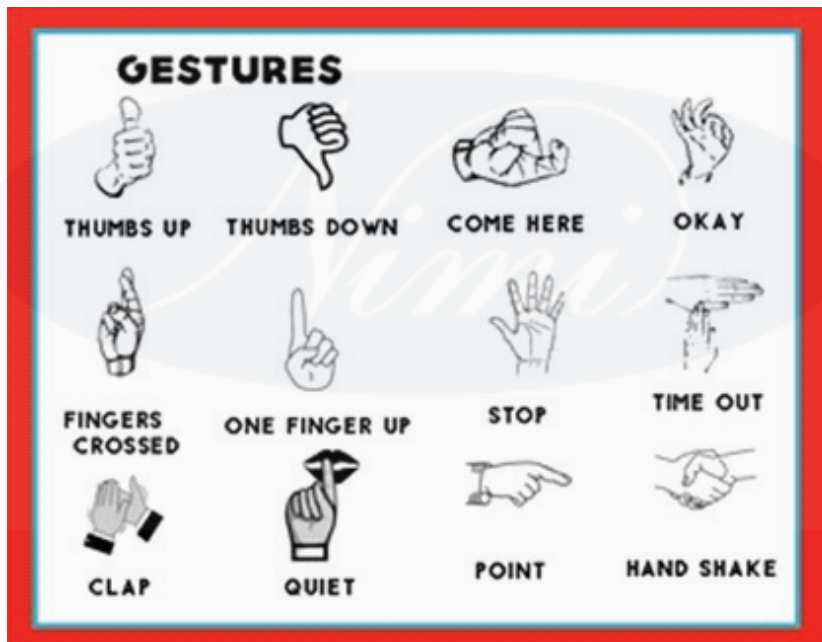
12. Look at the given visual. The boy in the visual has crossed his hands and kept it close to his chest. What does this mean? Discuss the correct hand gestures to be used for effective communication. Search for similar pictures or take photographs of your friend or yourself showing the correct postures, gesture, etc. (leaning forward, leaning backward, fidgeting, avoiding eye contact)

_____
_____
_____
_____

13. **The given image shows a scene in the airport. Look at the way each person feels and discuss with a partner to identify if the context is formal or informal. What is wrong? How can the context be improved to make everyone have a pleasant experience? Choose a partner and discuss. Comment on non-verbal cues that suggest that it is not a welcome situation.**

_____

_____

_____

_____

14. **Look at the given visual. Try to predict the context. Discuss the appropriate gestures, body language, posture, tone, etc., to be used to speak and interact effectively in formal and informal situations.**

_____

_____

_____

_____

15. Choose a partner and discuss the features of spoken and written communication. List the points to remember to speak effectively, to write effectively separately.

Can use tone, pitch, volume, etc.	Can use heading, punctuation, layouts, etc.	More informal and simple than written language	More formal and complex than spoken language
Temporary since there are no records	Permanent since there are records	Mostly used between two people who are in the same place	Promotes communication across space and time
Contains repetitions, incomplete sentences, intereuptions, corrections, etc.	Often grammatically correct and may contain long sentences in complex tenses	Can use tone, pitch, volume, etc.	Can use heading, punctuation, layouts, etc.

Sl. No.	Speaking	Writing

KWL

Complete the 'What I Learned' column in the KWL chart.

Writing formal letters and emails is an important skill for personal and professional purposes. Identifying and using appropriate non-verbal cues and verbal expressions for effective communication is important.

19. Environment Awareness

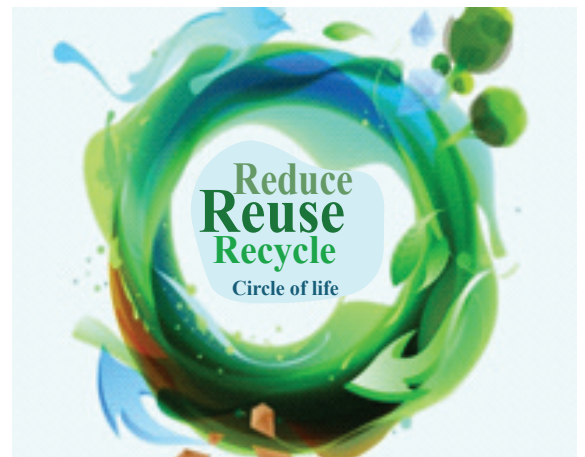**At the end of this lesson, you shall be able to:**

- identify places in the neighbourhood and give directions
- describe locations in the neighbourhood using appropriate words
- learn to maintain and preserve the environment.

KWL

(What I already Know)	(What I Want to find out)	(What I Learned)

Reduce
Reuse
Recycle
Circle of life

Giving Directions

VERBS

turn left	turn right	go straight ahead	go past ...	cross

PREPOSITIONS OF PLACE

at the corner of	next to	opposite	between
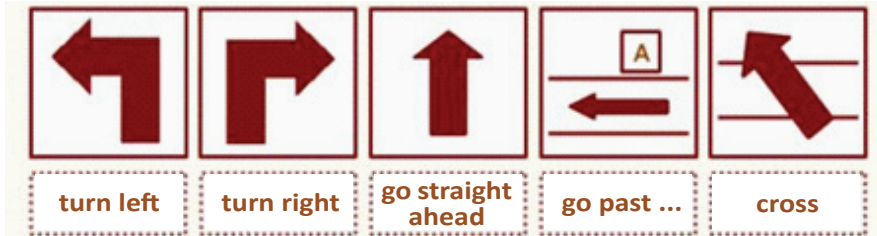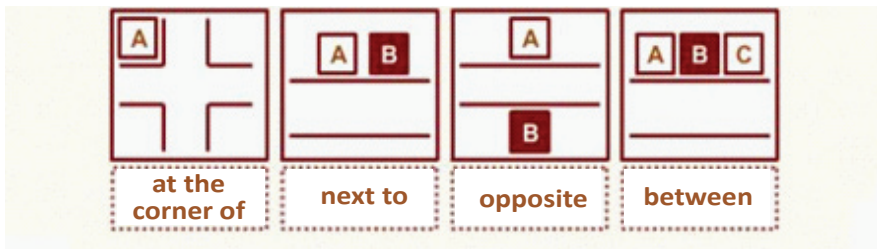
1. **Look at the visual about the places one can find in a neighbourhood. Use the appropriate words given to show where they are located. Frame sentences and share it with your partner. For example, the post office is at the centre.**

next to, near, in between, above, below, in the top right corner, in the top left corner, in the bottom right corner, in the bottom left corner, in the middle, at the centre

Police Station	Bus Stop	Park
Petrol Pump	**Post Office**	**Fire Station**
Bank	**Bakery**	**School**

_____
_____
_____
_____

2. **With the help of the visual in activity 1, list out the places you find in your neighbouhood (near your home or ITI). Describe your neighbourhood to your friend. Use the words given, if you wish. For example, there is an old fire station near my ITI.**

   tall, old, small, big, beautiful, historic, huge, lovely, neat, clean, crowded, narrow, broad,

   _____

   _____

   _____

   _____

3. **Your friend is going to visit your home to attend your birthday party. Give him directions to reach your place by walk from the nearest bus stop.**

   _____

   _____

   _____

   _____

4. **Search the internet to find out what climate change is. Make a list of things that have to be changed to save the Earth. Choose a partner to discuss and work with. Use the link given here: https://warmheartworldwide.org/climate-change/?gclid=EAIaIQobChMI1oPz9YbK7AIVzHwrCh1RzQEtEAAYASAAEgIQs_D_BwE**

   _____

   _____

   _____

   _____

5. **There is a group discussion on preserving the environment. Divide the class into two groups to discuss the ways to reduce, recycle and reuse. Use the following expressions – to give opinion, to clarify your point, to give opposite opinion and to take time to think.**

   _____

Giving opinions	Giving opinions
I have seen / noticed / observed that ... *I just don't think it's right that ...* *One argument in favour of ... is that ...* *I think people should (have the right to) ...*	*Maybe, but it seems to me that ..* *I partly agree, but I still believe that ...* *I don't agree. In my opinion, ...* *I completely disagree. To me, ...*
Clarifying your opinion	**Giving yourself time to think**
No, that's not what I'm trying to say. *What I mean is ...* *No, that's not what I mean.* *All I'm saying is that ...*	*That's an interesting point.* *I've never really thought about that.* *Um, let me think.* *It's hard to say.*

   _____

   _____

   _____

   _____

6. **Choose a partner. Discuss things that you can change as an individual to preserve the environment. For example, avoiding the use of plastics, not wasting water. Then sort them into immediate, short-term and long-term to-do lists to preserve the environment.**

_____

_____

_____

_____

Immediate	Short-term	Long-term

7. **Discuss with your partner about steps to be taken to keep the ITI environment safe and pollution-free. For example, cleaning the workspace and instruments/equipment after use and storing them properly.**

   Prepare a poster of the to-do list and display it in the ITI.

_____

_____

_____

_____

KWL

Complete the 'What I Learned' column in the KWL chart.

It is important to know places in the neighbourhood. Giving directions to go to a location using appropriate words has to be learnt. Being environment-friendly and contributing to preserve the envirronment will help control global warming.

20. Skills for Success in Career

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

- learn to effectively interact in formal contexts
- analyze how to solve problems and avoid conflicts
- follow appropriate etiquette in the workplace.

K W L

(What I already Know)	(What I Want to find out)	(What I Learned)

Informal	Mode of Communication	Formal
Text message to a friend	Verbal– Written	
Birthday card for a relative		Resume & Cover letter
Grocery list		English paper
Tweet or Facebook status		Online discussion board post
Skyping with a sibling	Verbal – Oral / Spoken	Tutoring
Family dinner		Job interview
Socializing at a club meeting		In-class presentation
Getting to know your roommate		Scheduling a doctor's appointment
Riding the bus	Nonverbal	Sitting in class
Dinner out with a friend		Interacting with customers at work
Watching a movie at home		Turning in a job application
Hugging your mother to say hello		Shaking hands to greet your boss
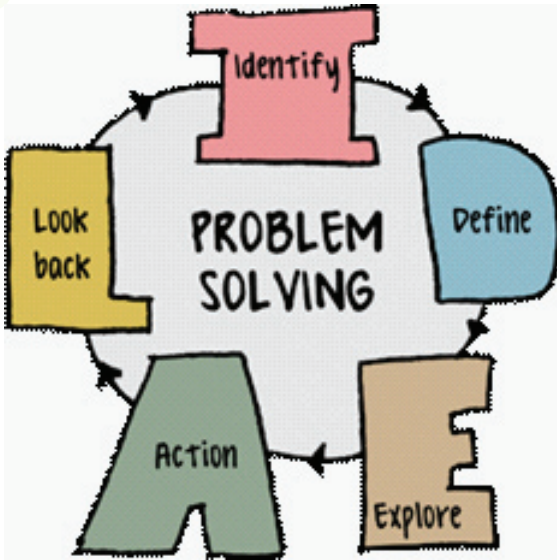
No food in workstation.
No personal photos in workstation.
Mobile phone ring tones off.
No music devices in office.
Personal clothing stored in designated areas and not on chairs.
Email for business use only.

1. Imagine you are an apprentice in XYZ and have been exposed to many situations in the organisation. You wish to improve your interpersonal skills and grow in career. Look at the visual and note the skills mentioned in it. Add a few more to the list and discuss with a partner. Share the steps you will take to improve your interpersonal skills.

Valuable Interpersonal Skills for Your Career

leadership

motivation

caring

responsibility

active listening

team-work

_____
_____
_____
_____

2. One has to develop soft skills in order to peform well in professional life. Here are a few soft skills given in the visual. Add two more skills to the list from what you have learnt in Employability Skills. Choose a partner to discuss what steps you will take to improve your soft skills.

_____

_____

_____

_____

3. XXX, an ITI trainee is not able to come to the ITI regularly. He/she comes late on days that he/she attends classes. The instructor has been warning the trainee over the last one month. Brainstorm why the trainee may be coming late and staying away from the classes.

i. Use the fishbone diagram to list the causes.

_____

_____

_____

_____
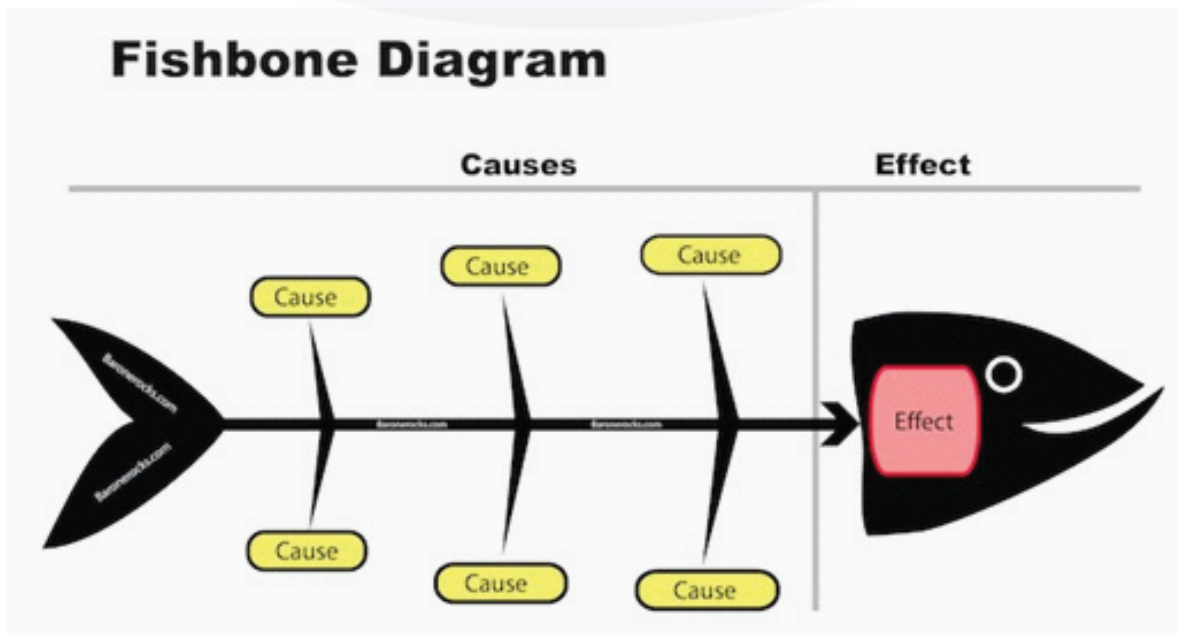
ii. Choose a partner. Analyze each of the causes for the trainee to be absent or late. List a few ways of solving the problem.

_____
_____
_____
_____

iii. Think of implementing the ideas that you have generated to prevent the trainee from being absent and coming late. Role play with your partner as the late–coming trainee. Talk to the trainee (your partner) and solve the problem so that the trainee can come regularly and on time to the ITI.

_____
_____
_____
_____

4. **Air pollution has led to many health hazards like skin cancer, lung infection, heart disease, etc. Discuss with a partner on how to prevent air pollution.**

   i. Use the internet to list the causes for air pollution. https://www.google.com/search?q=air+pollution+causes&oq=air+pollution&aqs=chrome.1.69i57j0i433l3j0i131i433j0j0i433j0.5130j0j7&sourceid=chrome&ie=UTF-8

   _____
   _____
   _____

ii. Choose a partner to discuss probable solutions to keep the air clean and prevent air pollution. You may use the information in the visuals.

_____
_____
_____
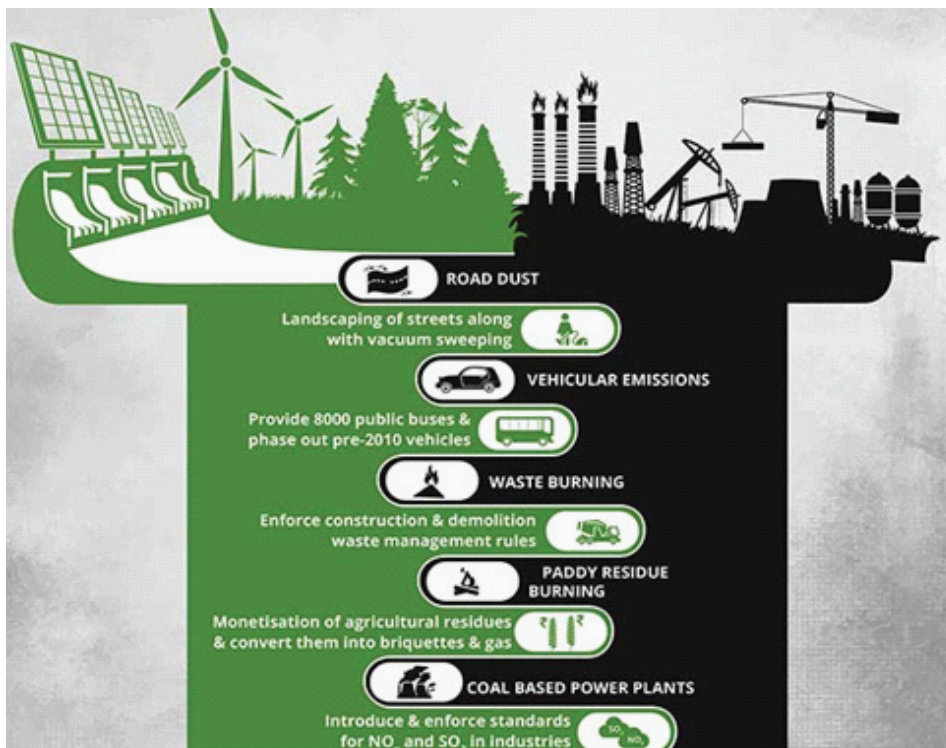
5. **You are Ranveer and have been called by the manager to be warned for coming late. The manager is very angry and is shouting at you. You realize that it is mistaken identity. There is another Ranveer who has been coming late. Remember that you are speaking to the manager and have to be polite, use formal greetings and language. Express your disagreement in polite terms. Role play the situation with a partner.**

_____

_____

_____

6. **List a few telephone etiquettes, workplace etiquette that are to be followed in the workplace. List a few social etiquettes that are to be followed.**

_____

_____

_____

KWL

Complete the 'What I Learned' column in the KWL chart.

Soft skills help one to communicate effectively, work in teams and use negotiation skills. Resolving conflicts and problem solving help in work efficiency. Proper official interactions and professional etiquette help one to work effectively.

20a. Recall

1. ----------------------- mountains, trekking, surfing and scuba diving -------------- called adventures.

   a. climb, are   b. climbing, was   c. climbing, is   d. climbing, are

2. Adventures ---------------------- risks and are -------------------- to people who undertake them.

   a. involves, exciting   b. involve, excited   c. involve, exciting   d. involved, exciting

3. We --------------- a mountain, -------------------- ropes to cross steep places.

   a. climbed,use   b. climbed, use   c. climb, using   d. climbig, using

4. Many people -------------------- water sports ----------------- surfing, scuba diving in the ocean apart from fishing.

   a. like, enjoy   b. liked, enjoy   c. enjoy, liked   d. enjoy, like

5. There -------------------- famous mountains --------------- beaches in India.

   a. is, and   b. are, and   c. are, but   d. is, but

6. Fuji ------------- an active volcano about 100 kilometers southwest ------------ Tokyo.

   a. are, of   b. is, for   c. is, of   d. are for

7. The White Cliffs of Dover --------------- on the coastline ------ England.

   a. are, of   b. is, of   c. are, for   d. is, for

8. The Everest, the ----------------------- peak in the world, ----------- in Tibet.

   a. high, is   b. higher, is   c. highest, is   d. highest, are

9. Jumping --------------- a great height while connected ------------- a large elastic cord is called bunjee jumping.

   a. for, to   b. for, for   c. from, to   d. from, for

10. I will arrange --------------- the tickets ----------- Pune.

   a. for, to   b. to, to   c. to, for   d. for, above

11. Adventure sports --------------- be jumping -------- great heights, diving deep ------------ the sea, or flying -------- the air.

   a. can, from, on, in   b. can, from, into, in   c. can, of, of, in   d. can, of, in, of

12. ------------------ employees to ask questions. ----------------- a team atmosphere.

   a. respect, encourage   b. encourage, develop   c. encourage, take   d. respect, take

13. Rearrange the jumbled words to identify the correct option. 'communication, productivity, effective, employee, increases'

   a. Effective employee increases communication productivity.

   b. Effective productivity increases employee communication.

   c. Effective communication increases employee productivity.

   d. none

14. Rearrange the jumbled words to identify the correct option. 'two, process, communication, way, is, a'

   a. A two process is way communication.   b. Communication is a two way process.

   c. Communication is a process two way.   d. Two is a process way communication.

15. Communication in the workplace includes

   a. face-to-face communication   b. over the telephone   c. through emails   d. all of the above

16. Etiquette is manners to be followed in

   a. workplace   b. society   c. ITI   d. all of the above

17. HR of your organization has asked you for details about the proposed tour. Since it is a communication in the workplace, it is --------------------. You need to -------------------- the HR, use proper ---------------------- and be ------------------------ in tone.

    a. formal, gestures, polite, greet   b. gestures, formal, polite, greet
    c. formal, polite, greet, gestures   d. formal, greet, gestures, polite

18. While writing emails,

    a. be clear and specific in your message   b. proofread well before you send the email
    c. be professional in your greetings and salutations   d. all of the above

19. A new sanitizer dispenser has been ------------------------- at your office. --------------------- your team to use the sanitizer ------------------------ to keep themselves and the environment ------------------------.

    a. install, instructed, frequently, infection-free   b. installed, instruct, frequently, infection-free

    c. install, instruct, frequently, infection-free   d. installed, instructed, frequently, infection-free

20. ------------------------------------ people's body language and how they ----------------------- when they talk over the phone.

    a. instruct, speak   b. observe, speak   c. observe, notice   d. instruct, notice

21. Every time you --------------- an email, try to --------------------- something from it.

    a. learn, see   b. learned, see   c. see, learned   d. see, learn

22. --------------- fidget. ----------------- and smile. -------------------- composed.

    a. don't, blink stay   b. don't, relax, stay   c. don't, blink, well   d. don't, instruct, stay

23. There are many dos and don'ts to be ------------------------------- while preparing for/attending an

    ----
    a. there, interview   b. identify, interview   c. identified, interviewed   d. identified, interview

24. Always -------------------- your mobile phone -------------- silent mode.

    a. know, in   b. know, of   c. keep, in   d. keep, of

25. ------------ for your turn. Do not -------------------- the officials at the venue, asking for your turn.

    a. clean, problem   b. wait, problem   c. wait, trouble   d. clean, trouble

26. Tell us about a difficult situation you have ---------------------- and how you -------------------- to come out of it.

    a. face, manage   b. faced, manage   c. face, managed   d. faced, managed

27. Rearrange the jumbled words to identify the correct option. 'preparations, to be, before, interview, the, are, what, the, done'

    a. The preparations are to be done before the interview what

    b. The what peparations to be done are before the interview

    c. What are the preparation to be done before the interview?

    d. none

28. Rearrange the jumbled words to identify the correct option. 'interviews, face-to-face, online, can be, telephonic, conducted, or'

    a. Online can be conducted interviews, telephonic or face-to-face.

    b. Interviews can be online, face-to-face or telephonic conducted.

    c. Interviews can be online conducted, face-to-face or telephonic.

    d. Interviews can be conducted face-to-face, telephonic or online.

1. Reflection

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

- recall last year lessons and learnings
- list topics learnt in the previous year
- identify and predict topics to focus on this year.

Congratulations Everyone, for getting promoted to the second year of learning Employability Skills. In the first year of Employability Skills, we spent 160 hours and learned about a variety of skills, conducted and participated in various interesting activities on the following topics:

- Behavioural Skills
- Communication Skills
- English Literacy
- IT Skills

- Quality Management
- Labour Welfare
- Occupational Safety

- Essential Skills for Success
- Preparation to the world of work
- Entrepreneurship
- Maintaining efficiency at workplace

Let's **reflect** on what was learned.

(What I already Know)	(What I Want to find out)	(What I Learned)

1. **Choose a partner and list the topics that you remember from last year's lessons. Note your responses in the space provided.**

Trainee 1	Trainee 2

Compare your responses and share your responses with the whole class.

2. **Think-Pair-Share**

   Choose a partner. List reasons to reflect on why you remembered the topics learned in the first year. What is unique about them?

Trainee 1	Trainee 2

Did you remember them because you had learned the topics through the activities you had done in class? Did you remember the lessons as they were interesting and based on real-life?

3. **Answer the following questions individually and choose the correct answer from the given options. Discuss your answers with your partner and the whole class.**

1. How can we decide somebody's personality? With his

   a) Behaviour   b) Language   c) Dress   d) All the above

2. How can we be more disciplined?

   a) Be punctual   b) Respect every individual   c) Be neat and clean   d) All the above

3. Which words describe naming words according to colour, shape, size, quantity, feel, sound?

   a) Naming words   b) Action words   c) Describing words   d) Pronoun

4. The singular form of lenses is?

   a) Lens   b) Len   c) Lense   d) Lenses

5. Which word is an adjective?

   a) Beautiful   b) Park   c) Wave   d) Sea

6. Miscommunication can lead to

   a) Build relationships   b) Create misunderstanding   c) Successful Planning   d) See effective results

7. For effective communication

   a) Keep Listening.   b) Keep Talking.   c) Listen and talk carefully.   d) Listen carefully but talk unnecessarily.

8. The operating system interferes with the functioning of the programme.

   a) True   b) False

9. Primary storage devices are

   a) DVD   b) CD   c) RAM, ROM   d) USP

10. A computer system consists of hardware and software components.

    a) True   b) False

11. Open-ended questions are those which can be answered by a simple "yes" or "no".

    a) True   b) False

12. Closing is important because it ensures the customer does not buy anything.

    a) True   b) False

13. Closing a sale or service can help you grow in your career.

    a) True   b) False

14. What is stress?

    a) Feeling of joy   b) Feeling of surprise   c) Feeling of delight   d) Feeling of frustration/disappointment

15. Each person has the same set of beliefs and values.

    a) True   b) False

16. How many days does it take to form a habit?

    a) 10   b) 11   c) 15   d) 21

17. Factories Act was introduced in

    a) 1948   b) 1956   c) 1949   d) 1980

18. Wages are paid

    a) Daily   b) Monthly   c) Quarterly   d) Yearly

19. When a worker contributes to bring the best output by using the available resources, the worker is _____

    a) Productive   b) Ineffective   c) Bad   d) Selfish

20. PPE means _____

    a) Personal Productive Equipment   b) Personal Protective Equipment

    c) Productive Personal Equipment   d) Personal Protective Engine

21. Productivity can be increased by offering

    a) Training only   b) Jobsite Experience only
    c) Both Training and Jobsite Experience   d) None of the above

22. Workplace safety includes protection of the workers against _____

    a) weather   b) chemicals   c) dust   d) all of the above

23. When a fire emergency occurs, people have to be _____ the workplace.

    a) Locked in   b) evacuated from   c) driven to   d) none of the above

24. _____ protect hands from cuts, burns or harmful liquids.

    a) Goggles   b) Gloves   c) Ear plugs   d) Helmets

25. You do not need to try to improve your skills once you start working.

    a) True   b) False

26. Which of these is not an entry level job after ITI for interior designers?

    a) Specialist   b) Interns   c) Junior Interior Designer   d) Design Assistant

27. Quality Management system makes use of some tools for problem solving. Which of the following is not one of them?

a) fishbone diagrams   b) 5D and 5S methods   c) 4D and 4S methods   d)   Kaizen principle

28. ISO stands for _____.

a) International Order for Standardization   b) International Organizers for Standardization

c) International Organization for Stabilization   d) International Organization for Standardization

29. BIS stands for _____.

a) Bureau of Indian Standards   b) Bureau of International Standards

c) Bureau of Indian States   d) Board of Indian Standards

30. The business idea should

a) Satisfy only my needs   b) Solve someone's problem   c) Save the world   d) None of the above

KWL

Complete the 'What I Learned' column in the KWL chart.

a. What are the learnings from the previous year Employability skills?

b. What do you want to learn this year?

c. What were your favourite sessions?

a. Make a list of things you remember from each of the 12 modules you learned in Employability Skills in year 1.

b. Note the topics that you need to revise again to be prepared for the interview.

c. Make a list of topics you wish to learn in year 2 to be confident to apply for jobs and face interviews.

2. Importance of Communication

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

• identify the importance of communication

• list barriers to effective communication

• recognize good practices for effective communication.

Communication plays a significant role in both our personal and professional lives with family, friends, supervisors, colleagues, etc. Communication is done through the words we speak, our bodily movements, gestures, signs and symbols. Suppose we are talking to our close friends using social media (WhatsApp or Facebook). We see different emojis during the chat depicting emotions like laughter, anger, sadness, love, etc. We use them according to our mood or the situation. We try to select the perfect emoji to express our feelings. Sometimes, when words are not enough to communicate our feelings, these emojis add expression to our words. At times, it is also difficult to choose the perfect emoji to express one's thoughts or feelings.

(What I already Know)	(What I Want to find out)	(What I Learned)

PROCESS OF COMMUNICATION
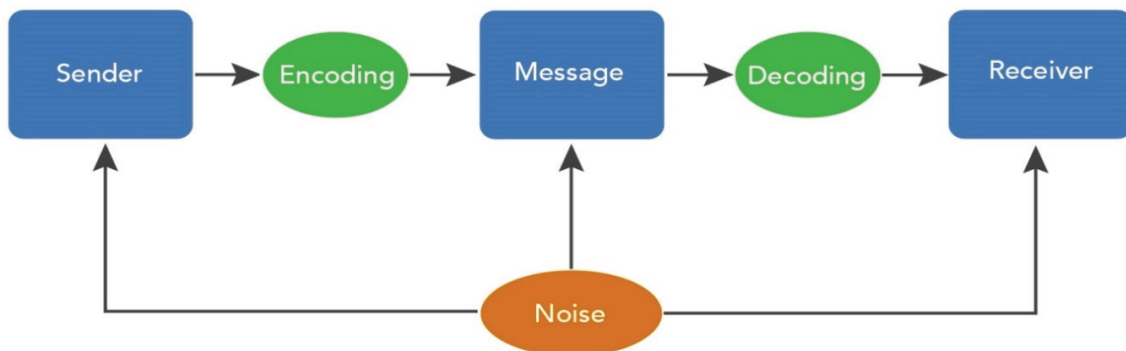
1. **Rita gets admission in one of the best colleges. Today, it is her 1st day in college and she is very excited. When she enters the campus, some of her seniors rag her and make fun of her. She did not speak about it and went to attend her class. The same thing happened again – the seniors harassed and humiliated her in front of her classmates, Yet she cried and remained silent. It went on for a month. Her seniors kept harassing her in different ways, but she never spoke about it to anyone. The experiences affected her very badly. She started avoiding going to college and made different excuses. She did not share her experience with anyone. Her parents also did not pay much attention to Rita's changed behaviour. Rita's friend Priya told Rita's parents about Rita's bitter experiences after which Rita shared the entire story with her family.**

Answer the following questions, based on the above case:

a. How should Rita have communicated this matter and why?

b. Was there any communication gap between Rita and her parents? Why?

c. With the help of the above case, explain why you feel communication is important?

2. **There are three classmates – Ramesh, Varun, and Raj. They are working in the same company. One day, Varun asked Ramesh if he had said anything wrong about their boss to Raj. He said Raj told their boss that Ramesh was saying wrong things about him and influencing other colleagues too.**

   Ramesh became very angry. He went directly to Raj and got into a fight with him. But the truth was that Raj never said anything to their boss. It was Varun who had poisoned Ramesh's mind.

   In this case, there was a miscommunication among the three colleagues. Choose a partner and answer the following questions:

a. Identify the communication process applicable in this situation.

b. How do you think Ramesh should have behaved during the situation?

c. What are some ways to improve communication in the workplace?

3. Let's imagine we went on an industry visit to the soft drinks manufacturing unit. We had to wait for an hour because clear timelines had not been communicated by the industry. While some of the trainees were finally allowed inside, others had to wait outside. Those who waited outside became demotivated. Those who went inside had valuable inputs about the process of bottling. When it was time to ask questions to get doubts clarified, nobody asked any question as some did not have any idea, while others felt bad about their friends waiting outside.

a. What are the things which went wrong and why?

b. What kind of communication with the industry is required when an industry visit is arranged?

c. What are the preparations to be made before an industry visit?

KWL

Complete the 'What I Learned' column in the KWL chart.

a. Why is communication important at the workplace?
b. How does one engage in effective communication?
c. Why does miscommunication take place in our personal and professional lives?
d. What are the skills required to be an excellent communicator?

Design a poster on the importance of effective communication, how to communicate in the workplace, steps involved when you want to organise for an industry visit. You may work in groups to make the poster and display it on completion in your class.

3. Managing Emotions

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

• identify the importance of accepting all emotions

• express feelings

• identify ways to deal with negative emotions like stress and anger.

Emotions are how strongly we feel or react in a particular situation and/or with particular people. When we say "I feel ----", we mean we are experiencing. Emotions are heightened feelings. Emotions are sometimes positive and can be negative on some occasions. No matter what our emotions are, it is important to accept, understand and manage our emotions.

Emotional Intelligence (EI) is a person's ability to understand and manage emotions properly. An emotionally intelligent person will be able to manage and understand their own emotions and also the emotions of others.

When employers hire people for a job, they look at not only their qualifications and skills, but also their Emotional Intelligence. This is because a person with a high EI has a lot of positive qualities that are important in a workplace. Some of the qualities of a person with high Emotional Intelligence are that they:

• work well in teams.

• are able to handle difficult situations.

• have a positive attitude.

• show empathy towards their colleagues, staff and customers.

• are able to resolve fights and conflicts in a fair way.

• can deal with stressful situations.

• are able to communicate effectively.

• are good listeners.

In this lesson, you will learn how to build your Emotional Intelligence by learning to accept all emotions and manage it in the right way!

K W L

(What I already Know)	(What I Want to find out)	(What I Learned)

PROCESS OF COMMUNICATION

Benefits of Managing Emotions

| Better Performance at Work |
| Better Physical Health |
| Better Mental Health |
| Better Relationships |

All of us feel different emotions in life. When something good happens to us, we feel positive emotions like happiness and excitement. But when something bad happens to us, we feel negative emotions like anger, stress and sadness. All of these emotions are an important part of life. They help you grow, learn and become a better individual. Accepting and understanding emotions is the first step towards managing emotions.

The next step is to express emotions in a healthy and positive manner. If you do not express your emotions, you may end up hurting yourself and others around you. By expressing yourself, you can also find solutions to deal with negative emotions like stress and anger.

1. **My Emotional Journal**

   Before starting this activity, you can watch the lessons on "Understanding Emotions" and "Expressing Your Emotions" on Bharat Skills Portal or Quest App. These digital lessons will help you learn the importance of accepting and expressing all emotions.

   In this activity, you learn to identify and accept your emotions. You will go through different situations at your workplace. After each point, write one word about how you would feel in that situation. In the next line, write about how you will react in that situation. Try to think of positive ways in which you can express your emotions. Read the example given below to understand more.

   Example. Your boss / teacher has given you a very difficult job to do.

   How I feel: Nervous

   How I will react/express my feelings: I will tell my boss that I am nervous. I will tell her/him that I might need some help from her/him to do the job.

   a. **You have to give a farewell speech for your friend in the workplace in the front of everyone.**

      a. How I feel: _____

      b. How I will react / express my feelings: _____

   b. **Your supervisor has told you that you are doing a very good job in the workplace.**

      a. How I feel: _____

      b. How I will react / express my feelings: _____

   c. **You have to come to the workplace on a holiday.**

      a. How I feel: _____

      b. How I will react / express my feelings: _____

d. You have finished all your work at the workplace and can go home early.

a. How I feel: _____

b. How I will react / express my feelings: _____

Now ask the same questions, to your friend or family member. Did they have the same answers as you?

_____

_____

_____

Remember! Emotions are natural feelings. It is okay to have both positive and negative emotions. The important part is to accept and express them in a healthy and positive way. If you react negatively, you will continue to feel sad, angry and stressed. Reacting positively will help you find solutions to deal with negative emotions like sadness, anger and stress. It will also help you maintain good relationship with your colleagues, friends and family.

Emotions differ according to situations and also people. Your friend can feel very differently in the same situation as you.

There is no right or wrong way to feel as all emotions are natural!

2. Handling Negative Emotions

Before starting this activity, you can watch the lessons on "Managing Stress" and "Managing Anger" on Bharat Skills Portal or Quest App. These lessons will help you understand what you can do once you identify and accept the emotion you are feeling.

In this activity, you will learn about healthy ways to deal with negative emotions like stress and anger. Read the paragraphs and answer the questions that follow.

Sushma and Amit work in a fashion design company. They both love their job and always work very hard. One day, the boss announces that there is an all India Fashion Design Competition coming up. She tells everyone that they will have to submit their designs by the end of next week. The best design will be chosen to represent the company at the competition.

Sushma and Amit are very excited and start working on their project immediately. They are both very stressed because they have to handle their routine work along with their designs for the competition. Sushma works overtime every day and does not take any breaks. She starts eating a lot of junk food to keep herself awake. Then one day she falls sick and is not able to come to the workplace for 2 days. Because of this, Sushma is not able to work at all for 2 days. Amit, on the other hand, is also very stressed. But, he makes sure to eat all his meals properly and gets proper sleep every night. He also goes for a walk every evening to manage his stress. This helps him work with a fresh and active mind every day.

In this story, you can see that both Amit and Sushma were very stressed with their work. But how did they handle their stress differently? Who handled it positively and who handled it negatively?

_____

_____

_____

_____

_____

_____

_____

There will be many occasions in life that make us get stressed. Stress can come from work, family or even friends. If we do not learn to deal with stress, it will cause more pain. By finding healthy ways to deal with stress, we can make sure that we are mentally and physically healthy in life.

3. **Now continue reading the story and answer the questions that follow it.**

   Amit and Sushma have been working very hard on their designs. They are close to completing it. But one day before the deadline of the competition submission, the boss announced that the competition has been cancelled. The boss apologizes to her employees and says that she does not know why it has been cancelled. She tells her employees that she is very proud of their hard work.

   Amit gets very angry. He shouts at the boss saying "How could you do this? Do you know how hard we have been working?" He throws his designs on the floor and walks out of the workplace very angrily. Sushma was also very upset. But she decided to go and talk to the boss. She told the boss that everyone had worked really hard and that it was unfair that all their hard work would go to waste. Sushma then asked her boss if she could organize an exhibition to showcase all the employees' designs. The boss was very happy and told Sushma that it was a great idea.

   In this story, you can see that both Amit and Sushma were very upset because the competition got cancelled. But how did they react to show their disappointment? Who handled it positively and who handled it negatively?

   _____
   _____
   _____
   _____
   _____

Anger is a strong emotion. All of us feel angry about something at different points in our lives. But if we do not learn to control our anger, it can spoil relationships, ruin our image and can have a negative effect on us. There are many ways to control anger. For example, you can talk to someone, write down your feelings in a diary, do a physical activity or even meditate! We usually we think of anger only as a negative emotion. But like Sushma, sometimes we can also use our anger to motivate ourselves for something positive!

Complete the 'What I Learned' column in the KWL chart.

Why is it important to manage our emotions?

Is it okay to feel all emotions?

What are some ways of dealing with negative emotions like stress and anger?

To learn more, go to https://bharatskills.gov.in/ or http://questapp.in/ and watch these lessons:
- understanding your emotions
- expressing your emotions
- managing stress
- managing anger.

4. Formal Self-Introduction

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

- identify the importance of self-introduction
- introduce yourself formally
- practise self-introduction.

Self-introduction is a process of formally introducing oneself to others. This is your first chance to make an impression in front of the professional (s). This will give the other person a chance to know you to make an informed hiring decision. In some cases, this can lead to potential future hiring opportunities as well. This will include your basic information about your academics, family background, interests, etc.

After you complete your final exams, many of you would be seeking for your dream jobs; some of you would also be applying for further studies. Even while pursuing your studies, you would be meeting industry professionals, applying for apprenticeships or internships. All these will demand you to be able to confidently introduce yourself. Good self-introduction will give a good first impression and help secure a potential position as well.

K W L

(What I already **K**now)	(What I **W**ant to find out)	(What I **L**earned)

An elevator pitch is a quick summary of yourself. The term means, the time taken to ride an elevator from the bottom to the top of a building, which may be roughly 30 seconds. So you need to find a way to introduce yourself in a smart and powerful way in just 30 seconds!

It is a helpful framework to plan your most frequently asked question by an interviewer 'tell me something about yourself' or even a personal summary to write on LinkedIn. This will also help you to introduce yourself in an unplanned meeting with an employer on a bus ride or quick-service restaurants. You never know, an opportunity might knock your career path anywhere!

Things to keep in mind while introducing oneself

Dos	Don'ts
• Knock the door, smile, extend your hand for a handshake, greet. • Express confidence. Be aware of your body language. • Introduction should be short and informative. • Always state your purpose for the meeting. For example, I'm here for the internship position. • Close with a thanking note.	• Don't repeat everything that is already mentioned on your resume. • Don't talk about your weaknesses unless asked. • Hobbies are fun and personal to you. Don't share off-beat hobbies like sleeping, cooking, singing, etc., in a formal set-up, unless you are interviewing for a similar role.

b. Sample:

Context: Job Interview

Job Role: Receptionist

'Good Morning Ma'am. It is nice to meet you.

My name is Anu Priya. I've recently completed my diploma in Computer Operator and Programming Assistantship from Industrial Training Institute. Besides this, I'm also pursuing distance education in B.A from Delhi University. There are 6 members in my family. My father is a Security Personnel and my mother is DTC Bus Conductor. Spending my time working on a computer is something which I like the most. I enjoy surfing the internet, making data entries and managing my pocket money on MS-Excel is fun too. I would love the opportunity to showcase my expertise as a receptionist at your company. Thank you for having me here.'

1. Like Anu Priya, draft your personal Elevator Pitch for a job interview.

_____
_____
_____
_____
_____
_____
_____
_____
_____
_____

2. **Sit in pairs. Present your elevator pitch to each other. Give each other a burger feedback. See the image to understand burger feedback.**

Structure your feedback loke a BURGER!

Start with Something good that you observed about the person.

Areas of Improvement, 1 Suggestion

End with Positive notes by Re-Inforcing good things about the person

KWL

Complete the 'What I Learned' column in the KWL chart.

Practice!

1. What is the most popular question that an interviewer asks?
2. Do you think body language plays any role while introducing yourself? If yes, can you note down a few?
3. Do you feel confident to introduce yourself in English?

https://youtu.be/WijSprr9lSU

5. Creating my Online Profile

At the end of this lesson, you shall be able to:
- identify what an online profile is
- recognize the benefits of having an online profile
- create an online profile.

Do you know what your digital footprint is? Everything about you on the internet is your digital footprint. For example, your profile on Facebook, Twitter, Instagram, and Snapchat. Your digital footprint or **online profile** can be seen by your future employer, employees and other stakeholders in the ecosystem for a better understanding of you and your profession or business.

Statistics: A survey covered by The REACH Employment Services says:

Social media and digital footprints of candidates were often or always checked during the interview process by almost half of the polled hiring managers (48.35%). Two out of five managers (42.22%) also used social networking sites to recruit potential hires. Almost a third (30.86%) said they have rejected prospective candidates due to questionable personal and/ or professional traits observed about them online. A further 64% of employers say they have used professional social media to make informed hiring decisions, with one quarter using the information gained from these sites at the interview stage and 35% when assessing new applications.
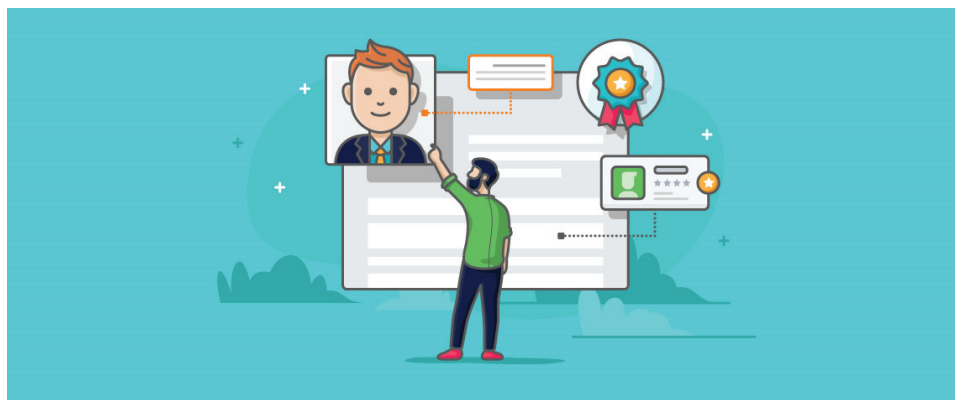
In today's growing digital world, neglecting a good online presence can be a risk to your career.

K W L

(What I already Know)	(What I Want to find out)	(What I Learned)

1. **Sit in pairs. Exchange your mobile with your partner. Now, type your name on the google search.**

    Do you have a digital footprint?

    Did you know that LinkedIn, the professional social networking platform has 600 million professional profiles? It means it has an unlimited supply of network connections and job opportunities. Whether you are seeking a new job, planning for higher studies or maintaining your personal brand, LinkedIn covers all aspects of your professional development. Here are some benefits mentioned:

    a. **LinkedIn can be an online version of your resume:** You can download a pdf copy of your profile.

    b. **Gain exposure to Hiring Managers and Recruiters:** You can find job opportunities within your network or apply for it. You can customize your job search in various ways.

    c. **Networking:** You can connect with people from around the world, connect to your role models and navigate their career journey.

    d. **Build your brand:** You can set yourself apart by demonstrating your knowledge, skills, expertise and experience. You can also gain social proof for your skills and talents by endorsing it. Rank your name on Google search.

    e. **Use LinkedIn as a research tool:** You can research about companies and its employees, get industry news and updates about your dream company.

2. **Let's build your profile on LinkedIn**

    Things to prepare beforehand: Make sure you have

    a. an active email address.

    b. a functioning mobile number.

    c. formal or semi-formal profile picture.

    d. an elevator pitch (You can refer to the previous lesson where you would have drafted your formal self-introduction.)

    e. downloaded LinkedIn application on your mobile device.

Register on LinkedIn and update your profile. Seek assistance from your trainer or peers, if required. Once you have created your profile:

a. Ask your peers, instructors to endorse you for your skills.

b. Follow Quest Alliance and industries of your interests.

c. Connect with your alumni, trainers, peers and professionals.

d. Explore other features.

K W L

Complete the 'What I Learned' column in the KWL chart.

What is a digital footprint and why is it important?

What are some benefits of having a positive digital footprint?

Were you able to register on LinkedIn? What are the features that you explored on LinkedIn?

https://youtu.be/PUyYpIyz2pQ

https://www.youtube.com/watch?v=IrQ_j8GZ9fE

6. The Gift of Feedback

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

- identify what feedback is
- recognize the benefits of giving feedback
- identify how to give constructive feedback.

Feedback is not advice, praise or evaluation. It is information about how one is doing in an effort to reach a goal. There are two types of feedback – giving and receiving. Both require some amount of practice. Recognizing how to give and receive feedback is important to become successful in career.

Effective feedback is given in a manner that does not attack the person, but brings positive changes to the behaviour/action. Feedback can be either in the written in spoken form.

(What I already **K**now)	(What I **W**ant to find out)	(What I **L**earned)

Feedback is like a gift. You give it to the most important people and receive it from people who really value you. Feedback is precious because it helps us improve ourselves, see ourselves clearly. We often think we are perfect and are not able to identify our strengths and weaknesses easily. Someone who works closely with us and can observe us well will be able to provide feedback to us.

i.   What is feedback?

Feedback is the information you receive about yourself, your actions, your services. You can also receive feedback about your company, your products, etc. Feedback is basically any information you receive from another person about how they feel and what they observe about you. For example, after selling any product, the seller takes feedback about it to understand the customer's reaction. In a workplace, employees are given feedback by their supervisors, HR and other colleagues to help them improve.

ii.   Types of feedback

Positive feedback is points which are good or encouraging about a person. It helps them understand their strengths. Everyone loves receiving positive feedback for their efforts.

Negative feedback is points which need to be improved by a person. If someone is not doing something correctly, they may receive negative feedback about it. If not communicated properly, this kind of feedback can be discouraging and scary for people. Negative feedback can also be given constructively.

Usually negative feedback is your area of improvement. For example, if you get feedback that you do not listen well, then that is your area of improvement. You need to start listening so that you become a better communicator.

iii.   What do you do after receiving feedback?

After receiving any kind of feedback, first thank the person for making the effort to give you the gift of feedback. Next, feel happy for your positive points. Then, discover areas of improvement by using the 'What-Why-How' technique.

Ask yourself 3 questions:

i.   What is happening or what am I doing badly?

ii.   Why is this happening?

iii.   How can I do better or improve myself?
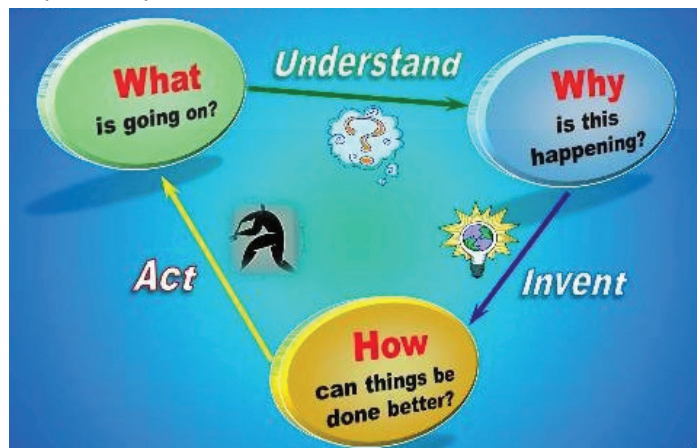
1.   **Understanding Positive and Negative Feedback**

Carefully read the examples given below. Identify positive (encouraging) and negative (discouraging) feedback.

Statement 1 Your assignment is not like that of others in your classroom. Why aren't you studying?

Statement 2 Your grades have improved from the last test. Keep improving.

Statement 3 You are the only one coming late in my class.

Statement 4 When you don't respond in my class, it makes me feel you are not attentive.

Statement 5 Your late submission is so frustrating.
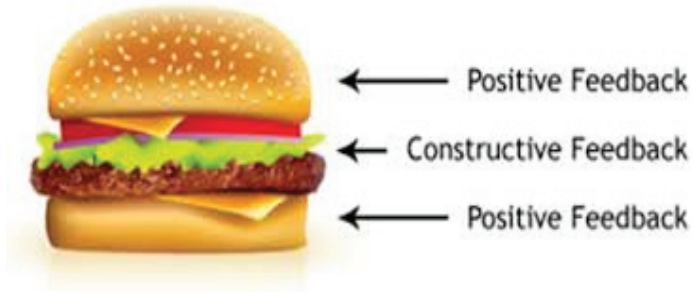
2. Have the best Burger!

Now you have learned to identify the difference between positive and negative feedback. Let's learn the wonderful Burger Feedback Technique. This technique can be very helpful when you want to provide feedback in any context – personal and professional. This technique makes the listener open to listening to constructive and difficult feedback.

Positive Feedback

Constructive Feedback

Positive Feedback

First, start off with **positive feedback** by pointing out one thing that the person did well. Tell them what stood out the most to you about what they did and then praise them for it. For example, let's say you read a good article on food and want to give feedback. Start the feedback like this: "I really liked your intro. It was short and concise. Good job.".

The next part is the **constructive feedback.** We use the word constructive which means creating something good instead of the word negative feedback. When anyone comes across the term negative feedback, they immediately become defensive (They will start to tell you why they are right and will not accept your suggestions). **Hence when you provide feedback clearly tell the listener that you are providing constructive feedback and not negative feedback.** Here point out ONE THING you would want the receiver to work on. Tell them what was wrong and offer a suggestion on how to fix it. An example would be something like this: "We asked you to introduce yourself. You started well, but soon you started talking about your teachers and college. There was no flow in your communication.".

And the last part of the burger is some more positive feedback. Restate the positive feedback you gave them in the beginning and encourage them to do well. It'll sound something like this: As I said, you have a really nice intro. If you work on discussing one topic at a time, we will be able to understand you much better.".

What should I never do when providing/receiving feedback?

- Avoid judgements. Share observations with examples and do not tell the other person that they are bad, wrong or useless.
- Avoid inappropriate non-verbal body language. Do not come across as attacking the person who you want to give feedback to.
- Don't give feedback in the wrong setting. Talk privately or if talking in a group, be polite.
- Don't use feedback as an opportunity to insult someone.
- Don't ignore the other person talking.
- Avoid being close-minded.

KWL

Complete the 'What I Learned' column in the KWL chart.

What is feedback?

Why do you think feedback is important?

What is positive and negative feedback?

Burger Feedback Technique: To understand how an individual likes to receive feedback to help others to perform better. State one example.

To know more about this topic, do or explore The art of giving feedback to ourselves.".

After class assignments

Internet references etc.

7. How do I Communicate – Self – Reflection

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

- identify what self-reflection is
- identify how self-reflection can be helpful
- recognise how to communicate with oneself.

Self-Reflection also known as personal reflection, is the process of looking inwards. It means taking the time to think and pay attention to your own thoughts, emotions, decisions and behaviour.

We go through life mechanically, when we do not reflect on ourserlves. We keep moving from one thing to the next without evaluating, if things are actually going well. We do not pause to think. Self-reflection helps to determine what is going well and what isn't working.

(What I already Know)	(What I Want to find out)	(What I Learned)

Look at the image given to identify how to self-reflect about anything in your life – be it personal or professional. You can ask 5 key questions and understand yourself better. By doing so, you will be able to make better decisions, have less conflicts and tension. You can also have better relationships with others.
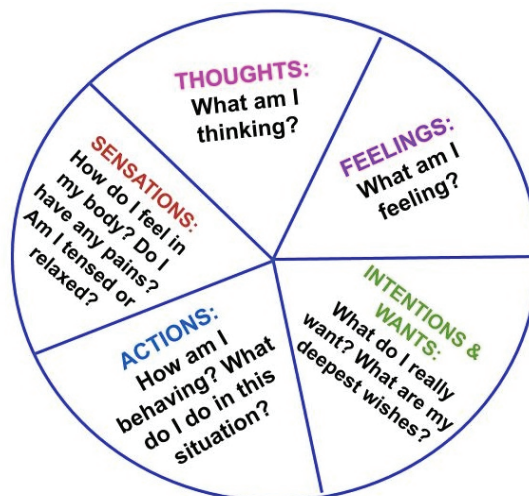
Here are simple and effective ways of Self-Reflection

i. Schedule a time. In the beginning, it would be good to dedicate yourself 10 minutes daily either in the morning or evening to practise self-reflection. Gradually, increase the time, if required.

Something's Bothering Me

ii. Ask yourself these important questions in a quiet space.

• What is bothering me the most lately?

| Excited | Sad | Angry | Sick |
| Surprised | Happy | Unhappy | Bored |
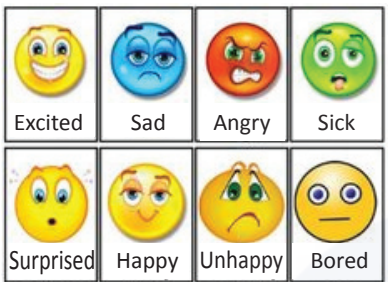
• What strong emotion am I currently experiencing? Label your feelings by identifying specific emotions. Some examples are: sad, hurt, embarrassed, anxious, happy, angry.

• Am I stressed about the things I can't control?

iii. Make a Journal: It can be a diary where you reflect and record personal insights, questions and reflections. Write down these reflections in your reflective journal. It can be something good or bad that has happened to you and helps you to grow.

1. My Circle of Control

In life, we always have control over certain things while some things are simply not under our control. Identifying this will help us become more self-aware and peaceful. It also helps us to communicate well with others.

Look at the given image. Draw 2 circles and write down things which you can and cannot control in your life. Things you can control are those that you have the power and ability to change. Things you cannot control includes those that you have no hold or power over. Therefore, you should not fight to change them the way you want to as you cannot change them.
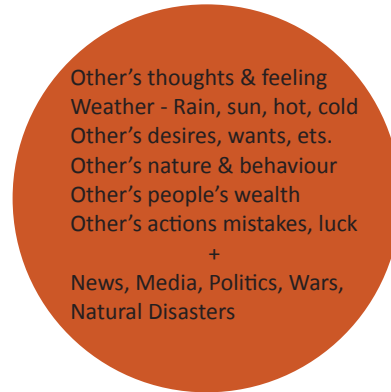
For example:

I can Control: Myself, my behaviour, my short temper, my laziness. Since you can control these, you can also change them.

I cannot Control: My parents' thoughts, my boyfriend/girlfriend, my employer. Since you do not directly control these, you cannot change them that easily.

THINGS I CAN CONTROL IN MY LIFE

THINGS I CANNOT CONTROL IN MY LIFE

My thoughts
My feelings
My actions
My behaviour
My hard work
My attitude
My communication
My aspirations, desires

Other's thoughts & feeling
Weather - Rain, sun, hot, cold
Other's desires, wants, ets.
Other's nature & behaviour
Other's people's wealth
Other's actions mistakes, luck
+
News, Media, Politics, Wars,
Natural Disasters

2. My Communication Style

Self-talk is an essential internal dialogue with oneself. What we speak to ourselves influences our thoughts and our actions. It can be both positive or negative.

For good emotional well-being, it is necessary to engage in healthy self-talk. For most people, healthy self-talk does not come naturally and so it requires a lot of practice.

Self-reflection does take time, so don't blame yourself if you fail at times. Few tips can help you:

- identify situations that trigger negative self-talk.
- surround yourself with positive people.
- laughter can relieve stress and emotions.
- check-in with your feelings and try to turn them around for positive.

Observe how you talk to yourself. Do you say good things or bad things to yourself? How does it make you feel?

KWL

Complete the 'What I Learned' column in the KWL chart.

What is Self-Reflection?

What are the 5 questions I need to ask for good self-reflection?

What is positive and negative self-talk?

How can one get relieved from stress?

Tips for Self-Reflection

- Be honest with yourself about how things are going and how you are behaving.
- Forgive yourself when you make mistakes.
- Start a journal where you can record your observations and monitor your personal growth.
- Focus on exploring all possible solutions.

To know more about this topic, do or explore this:

After class assignments

Internet references etc.

https://youtu.be/s_5xRUNlU3I

https://youtu.be/pugj954heXU

8. Informal Communication

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

• identify what communication based on context means

• recognize informal ways of communication

• practise respectful informal communication based on gender, age, context, etc.

Informal communication is casual communication between workers in the workplace. Whatever is not formal, such as emails, official notices, announcements, formal meetings, etc., is informal communication. Official conversations are part of informal communication. It is unofficial in nature and is based in the informal, social relationships that are formed in a workplace. Informal relationships help build friendships, make the workplace fun-filled and help an employee feel enthusiastic.
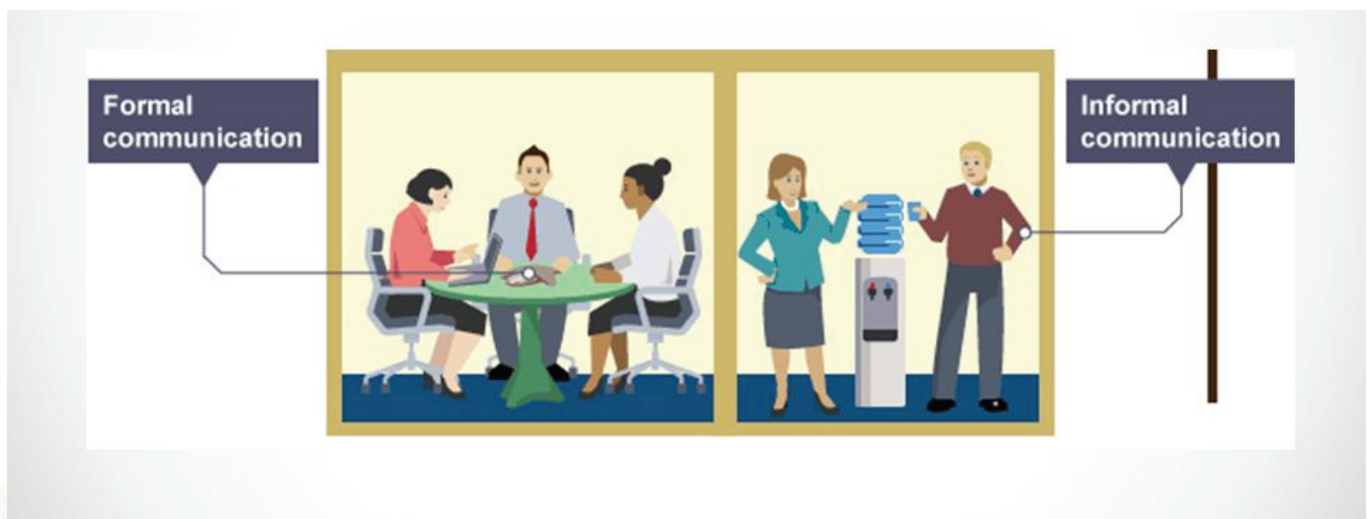
In this lesson, we will learn about ways in which we can engage in respectful informal communication in the workplace.

(What I already **K**now)	(What I **W**ant to find out)	(What I **L**earned)

a. **Difference between formal and informal communication**

Formal communication is the sharing of official information about the workplace. It is dictated by the established rules of the workplace and is professional in nature. For example, job interview is part of formal communication.

Informal communication is based on personal or informal relations such as friends, peers, family, club members, etc. It is, therefore, free from organizational rules and other formalities. It is mostly casual in nature. For example, conversation between family members at home or a casual conversation between employees is informal communication.

Benefits of informal communication

Both formal and informal types of communication are important for the workplace, but informal communication is beneficial because it:

- is casual and carefree while formal communication can seem cold and distant.
- is friendly and inviting and is a great sign that someone has a friend in the company.
- can bridge gaps between employees and create a sense of belonging.

b. **Types of informal communication**

Informal communication is also called grapevine communication because there is no definite channel of communication. In informal communication, information passes through many individuals and covers a long distance.

i. **Single Strand:** This type of communication is very simple. Information travels from one person to the next person. It is very easy to track the source of message in this type of communication. For example, informal communication from manager to supervisor, who then communicates the message to the technician.

ii. **Gossip:** In this communication, one individual is the source of a message, and it is communicated to a number of people. It is often difficult to find out the definite source (or starting point) of gossip. For example, rumours about an employee or a policy change in a company are often spread through gossip.

iii. **Probability:** In this type of communication, one person communicates the message to a randomly selected group of people. This group then randomly picks their own group of people to communicate the message to. It is almost impossible to track the source of the message because it has been shared randomly. For example, forwarded messages on WhatsApp are based on probability networks and are often difficult to track.

iv. **Cluster:** In this type of communication, the messenger carefully chooses the group with whom to communicate a message. These people then pass on the message to a group of people who have also been selected to receive the message. It is more organized than probability communication and it is easy to track. For example, messages sent to harm a particular community, nationality or gender.

c. **Respectful informal communication**

Informal communication in a workplace must to be extremely respectful. Even though it happens during lunch or coffee breaks and is often had for fun, it cannot violate official norms and dignity. It is important to always be mindful of gender, age, context, etc., while speaking to a co-worker. Here are few things to keep in mind to ensure respectful communication on the basis of:

i. **Gender**

Use respectful language – Even in informal settings, use respectful language towards peers and other employees. Avoid using slangs or abusive language.

Do not use gestures that may be uncomfortable for others. Body language forms a big part of informal communication in a workplace. Make sure that your posture, gestures or facial expressions are not disrespectful to a particular gender.

Avoid making sexist remarks/jokes. Informal conversations also need to be monitored for maintaining respect and dignity of all genders.

Avoid reinforcing gender stereotypes. For example, women are bad drivers.

Create an environment of trust and mutual respect in the workplace.

ii. **Age**

Be respectful towards elders and people younger than you.

Avoid making age-related remarks or jokes.

iii. **Context**

Informal communication is dependent on the level of comfort between employees and organization culture.

Do not use informal communication for business, customer interaction, formal emails, etc.

1. **Sort the following formal and informal expressions. Write formal / informal in the space provided.**

Verbal communication	Formal	Informal
What's up?		
Thank you, sir!		
With reference to your email,		
I wish to bring to your kind notice,		
Listen, I wanted to tell you something.		
You are requested to complete the given assignment by Monday.		
No problem.		
I sincerely apologise for the delay.		
Guess what?		
Let me congratulate you on …		

2. **Discuss what dos & don'ts of informal communication based on age, gender and context with your friends.**

_____

_____

_____

KWL

Complete the 'What I Learned' column in the KWL chart.

How does informal communication help in a workplace?

How many types of informal communication are there?

What are the things to keep in mind while communicating informally in a workplace?

To learn more, go to https://bharatskills.gov.in/ or http://questapp.in/ and watch this lesson on 'Informal Communication'.

https://youtu.be/egtyq2ccCIA

https://youtu.be/AcnVF7HQ5cQ

8a. (Recall)

1. Communication plays a very important role in

    a. our personal lives   b. our professional lives
    c. our personal and professional lives   d. none

2. Communication includes

    a. the words we speak   b. our bodily movements and facial expressions
    c. gestures, signs, symbols and appearance   d. all of the above

3. In social media, we use -------------------- to convey our feelings and emotions.

    a. emojis   b. gestures   c. eye contact   d. bodily movements

4. Emojis are used according to -----------------------------

    a. our educational levels   b. our professional levels   c. our moods or situations   d. none

5. Emojis depict -----------------------------

    a. laughter   b. sadness   c. anger   d. all of the above

6. We select the ------------------------------ emoji to express our feelings.

    a. random   b. perfect   c. odd   d. none

7. We use emojis when ----------------------------------

    a. we are bored   b. words are not enough to express our feelings
    c. we do not want to think   d. we are lazy

8. Sometimes it is difficult to choose the perfect emoji to express our feelings.

    a. True   b. False

9. Communication helps -----------------------

    a. to understand each other better   b. to prevent misunderstandings
    c. to build teams   d. all of the above

10. When we strongly feel or react in particular situations or with particular people, we are using our ----------------------------------

    a. emotions   b. health   c. money   d. none

11. Emotions can be

    a. positive   b. negative   c. negative and positive   d. none

12. It is important to

    a. accept, understand and manage our emotions
    b. accept, misunderstand and manage our emotions

    c. refuse, misunderstand and manage our emotions

    d. accept and misunderstand emotions

13. A person's ability to understand and manage emotions properly is called

    a. Intelligence   b. Artificial intelligence   c. Emotional Intelligence   d. split personality

14. An emotionally intelligent person will be able to

    a. manage their emotions   b. mange the emotions of others

    c. manger their emotions and that of others   d. none

15. Employers look for a candidate's ------------------------------------- apart from their skills and qualifications.

    a. money   b. status   c. emotional intelligence   d. all of the above

16. A person with high emotional intelligence has

    a. lot of negative qualities   b. ego   c. lot of positive qualities   d. a job

17. Persons with high emotional intelligence can

    a. work well in teams   b. deal with stressful situations

    c. have a positive attitude   d. all of the above

18. We must learn to accept all emotions and mange it in the right way.

    a. True   b. False

19. When something good happens to us, we feel -----------------------

    a. irritated   b. angry   c. negative emotions like anger   d. positive emotions like happiness

20. The first step to manage emotions is to

    a. accept and understand emotions   b. express emotions

    c. manage emotions   d. none

21. Negative emotions include

    a. anger   b. stress   c. sadness   d. all of the above

22. When we do not express our emotions, we may end up

    a. successful   b. hurting ourselves and others   c. hurting others   d. hurting ourselves

23. Expressing ourselves helps in

    a. finding solutions to deal with negative emotions   b. fighting with others

    c. developing negative emotions   d. developing positive emotions

24. If we do not learn how to control --------------------------, it can spoil relationships.

    a. laughter   b. people   c. others   d. anger

25. Some ways to control anger include

    a. talking to someone   b. write down your feelings

    c. do a physical activity or meditate   d. all of the above

26. What is the process of formally introducing oneself called?

    a. hiring   b. decision   c. self-introduction   d. seeking

27. A good self-introduction will help in making a ---------------------------- decision.

    a. chatting   b. transfer   c. hiring   d. family

28. Self-introduction includes basic information about

    a. academics   b. family background   c. interests   d. all of the above

29. All of us -------------------------------------- on completion of the course.

    a. feel bored   b. search for jobs   c. sleep   d. play

30. ITI trainees meet industry professionals during

    a. internships & apprenticeships   b. personal travel
    c. shopping   d. none of the above

31. Good self-introduction help to make

    a. negative impression   b. money   c. good positive impression   d. none

32. Self-introduction should show how ----------------------- your are.

    a. dull   b. confident   c. angry   d. weak

33. A quick summary of yourself is called an

    a. angry tone   b. easy speech   c. elevator pitch   d. emotional talk

34. Elevator pitch means a quick introduction. It means --------------------
   a. the time taken to ride on an elevator from the bottom to the top of the building
   b. introduction given in an elevator
   c. a dull introduction
   d. none

35. Introducing oneself in a smart and powerful way in just 30 seconds is called
   a. elevator pitch   b. briefcase   c. speech   d. quick call

36. The most frequently asked question in an interview is
   a. tell me about yourself   b. Feedback   c. what is quarantine?   d. where is my pen?

37. Things one must not do during an interview include
   a. repeat things mentioned in the resume   b. talk about one's weaknesses
   c. mention too many hobbies   d. all of the above

38. Things one must follow while attending an interview include
   a. being confident   b. giving a firm handshake
   c. greet and thank formally   d. all of the above

39. Feedback means
   a. sharing what went well   b. offering suggestions for improvement
   c. highlighting the good things   d. all of the above

40. Burger feedback means
   a. highlighting good aspects, providing suggestions, closing with the good aspects
   b. highlighting bad aspects, providing comments, closing with the good aspects
   c. highlighting good aspects, providing comments, closing with good aspects
   d. highlighting good aspects, providing suggestions, closing with the bad aspects

41. Everything about a person on the internet like profile on Facebook, Twitter and Instagram is called
   a. online profile or digital footprint   b. social media
   c. ecosystem   d. networking

42. Hiring companies check the candidate's online profile to assess them.
   a. True   b. False

43. Identify the professional networking platform from the given options.
   a. Facebook   b. Snapchat   c. LinkedIn   d. WhatsApp

44. Identify the aspects of professional development that LinkedIn covers.
   a. new job seeking   b. planning for higher studies
   c. maintaining one's personal brand   d. all of the above

45. Some benefits of LinkedIn include
   a. can download a pdf of one's resume   b. gain exposure to hiring managers and recruiters
   c. networking   d. all of the above

46. When you explore LinkedIn to know about companies, its employers, get industry updates, etc., you are exploring it
   a. none   b. networking   c. building your brand   d. as a research tool

47. What are the basic requirements to build a LinkedIn profile?
   a. an active email   b. an active mobile number   c. an introduction to your own self   d. all of the above

48. When a person is given information about how he/she is doing in an effort to reach a goal, it is called

a. verification   b. argument   c. feedback   d. frightening

49. Giving information in a manner that does not attack a person, but brings possible changes to the behaviour is called

a. suggestion   b. pleasing   c. effective feedback   d. none

50. Feedback is important because

a. it is given for improvement   b. is given for discouraging   c. it is negative   d. none

51. Your instructor cancels the visit to the industry and decides to conduct mock interviews. How will you feel in that situation?

a. have negative feelings   b. be upset   c. be disappointed   d. all of the above

52. When your instructor decides to cancel the industry visit and decides to conduct group discussion, you

a. have positive emotions   b. feel like crying   c. become happy   d. jump in happiness

53. Feedback can be given about

a. an employee   b. a company   c. a product   d. all of the above

54. When others observe you and share what they feel about your performance, they

a. want to make you feel bad   b. don't like you
c. are your enemies   d. are giving you feedback for improvement

55. A seller takes feedback from a customer to

a. understand the customer's reaction   b. to improve the product & service
c. to serve the customer better   d. all of the above

56. An employee gets feedback from supervisors, HR and other colleagues to

a. improve   b. feel bad   c. be insulted   d. feel uncomfortable

57. Positive feedback is

a. good   b. encouraging   c. helps one understand their strengths   d. all of the above

58. Everyone loves to receive

a. positive feedback   b. negative feedback   c. nothing   d. all of the above

59. When negative feedback is not communicated clearly, it can

a. be discouraging   b. make one happy   c. be encouraging   d. none

60. Negative feedback is usually given

a. constructively   b. discouragingly   c. to hurt the receiver   d. none

61. When someone receives negative feedback about his/her poor listening skills, it is his/her

a. strength   b. area of improvement   c. technique   d. all of the above

62. To improve your listening skills and become a better communicator, you need to

a. start listening actively   b. ignore listening   c. be indifferent   d. listen partially

63. After receiving feedback, you

a. thank the person for the gift of feedback   b. feel happy for the constructive comments
c. plan to work on the suggestions made for improvement   d. all of the above

64. We can improve our performance when we try to find out

a. what we are doing badly   b. why we are doing it like that
c. how can we improve ourself   d. all of the above

65. "Your assignment is not like that of the others in your class. Why aren't you studying?" is an example of

a. positive feedback   b. encouraging comments   c. negative feedback   d. none

66. Giving positive comments followed by suggestions for improvement and closing with positive comments is called

a. negative feedback
b. listening technique
c. Burger feedback technique
d. all of the above

67. When you provide feedback, tell the listener that you are providing

a. negative feedback
b. comments
c. constructive feedback for improvement
d. none

68. One cannot use feedback as an opportunity to insult someone.

a. True
b. False

69. Self-reflection is the process of

a. commenting
b. looking inwards
c. feedback
d. all of the above

70. When we take time to think and pay attention to our thoughts, emotions, decisions and behaviour, it is called

a. constructive criticism
b. positive feedback
c. negative feedback
d. self-reflection

71. When we do not self-reflect, we

a. keep moving from one thing to the next
b. are not evaluating if things are actually going well
c. do not pause to think
d. all of the above

72. Self-reflection helps to

a. know what is going well
b. know what isn't going well
c. think and move on
d. all of the above

73. When we self-reflect, we try to find out

a. what we are thinking
b. what we are feeling
c. what we really want and how we are behaving
d. all of the above

74. Identifying things that are under our control and those that are not under our control, helps us to be

a. more self-aware
b. peaceful
c. none
d. discouraged

75. One can control, one's

a. behaviour
b. thoughts,
c. oneself
d. all of the above

76. One cannot control,

a. thoughts of others
b. one's employers
c. one's parents
d. all of the above

77. Self-reflection journal or diary helps to

a. reflect and record personal thoughts and feelings
b. plan and work better
c. manage and control emotions
d. all of the above

78. What we speak to ourselves

a. is self-talk
b. influences our thoughts and actions
c. can be positive or negative
d. all of the above

79. Self-talk helps for good emotional well-being.

a. True
b. False

80. One can maintain positive emotions when

a. surrounded by positive people
b. they laugh to relieve stress and emotions
c. manage and control emotions well
d. all of the above

81. Casual communication between workers in the workplace is called

a. formal communication
b. negative feedback
c. informal communication
d. all of the above

82. Official conversations are part of

    a. informal communication   b. formal communication   c. resumes   d. families

83. Informal workplace communication

    a. help build friendships   b. make the workplace fun-filled
    c. help an employee feel enthusiastic   d. all of the above

84. Formal communication is

    a. sharing official information about the workplace   b. professional
    c. bound by the rules and regulations in the workplace   d. all of the above

85. Informal communication is

    a. based on personal relations like friends, peers, family   b. free from organizational rules
    c. mostly casual in nature   d. all of the above

86. Conversation between family members at home or casual conversation between employees is

    a. formal communication   b. discussion   c. none   d. informal communication

87. Informal communication is beneficial because it

    a. is casual and carefree
    b. is friendly and is a great sign that someone has a friend in the organization
    c. can bridge gaps between employees and create a sense of belonging
    d. all of the above

88. Single strand communication, gossip, cluster and probability are examples of

    a. informal communication   b. feedback
    c. formal communication   d. burger feedback

89. It is important to be mindful of gender, age, context and follow organizational norms and dignity even in

    a. informal communication   b. gossip   c. dictation   d. none

90. Giving respect to gender includes

    a. avoiding use of slang or abusive language
    b. avoiding making gestures, postures or facial expressions that are inappropriate
    c. avoiding reinforcement of gender stereotypes
    d. all of the above

91. Informal communication must be avoided for

    a. business   b. customer interaction   c. formal emails   d. all of the above

9. Verbal Communication

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

- identify the importance of verbal communication
- recognize the application of verbal communication skills in speaking
- recognize the application of verbal communication skills in writing.

Verbal Communication is using words through speaking or writing to share information, thoughts and ideas. Good verbal communication helps us clearly communicate with others without being rude. Clear and polite communication is a very important skill in the workplace. People should not feel that we are disrespecting them nor misunderstand our words.

In this lesson, we will learn how to improve our verbal communication skills!

K	W	L
(What I already **K**now)	(What I **W**ant to find out)	(What I **L**earned)

Verbal Communication at the Workplace

Giving feedback

Resolving fights

Talking to boss/ supervisor

Addressing customer's problems

Presenting an Idea

Giving Instructions

Talking to Customers

a. Verbal communication is the most commonly used method of communication. It is an important skill because if you do not use the right words, you will create confusion and will not be able to communicate what you want. Here are some tips for effective verbal communication at your workplace:

  • Speak loud and clear.

  • Know who you are talking to. You cannot talk to your boss / supervisor in the same way that you talk to your colleague or friend in the workplace.

  • Use different modes of verbal communication. For official communication like asking for leave requests, etc., email is a better option. But if you want to ask a doubt about your work, face-to-face communication is a better option.

  • While speaking, show respect to the person you are speaking to. Don't use slang / bad words while speaking.

  • Ask questions when you don't understand something. But make sure you don't interrupt the speaker.

  • Don't get into the habit of gossiping in your workplace.

b. One important use of verbal communication skills is while making telephone calls. Sometimes in your professional life, you will have to make formal telephone calls to your employer, interviewer, supervisors and others. Learning to make formal telephone calls will help you perform well in the workplace.

c. Another important use of verbal communication is writing letters. The ability to communicate in writing is an important skill. This skill becomes useful when you want to write a job application, ask for leave or if you cannot go to the workplace because you are sick. Formal letters and informal letters are written for many purposes in real-life contexts.

d. Before you start your activities, you can go through the following lesson on Bharat Skills Portal or Quest App. These lessons will help you build your understanding in verbal communication and help you complete the activities better.

  • Communication with Words

  • Ring Ring: On The Phone

  • Cover Letter and Application Writing

  • Writing Simple Applications

  • Writing a Resignation Letter

e. To have a good telephonic conversation, you need to be prepared. Here are some tips to help you get better:

  • Be prepared for your call.

  • Introduce yourself and your company.

  • Give the reason for the call.

  • Speak clearly.

  • Don't use slang or bad words.

  • Ask before you put the other person on hold.

  • Apologize if you interrupt the other person.

  • Listen to what the other person is saying.

  • Take messages properly.

  • Make sure your message is communicated clearly.

  • Summarise the call before you end it.

1. **Ring Ring**

   In this activity you will learn how to have a proper telephonic conversation in your workplace. Read the following situation and write your answer in the space provided.

a. **You are an employee of XYZ Automobiles. Mrs. Gupta has given you her car for servicing. You were supposed to give the car back to her today. But now you have noticed that there is some engine problem with the car. It will take you 3 more days to fix it.**

   You have to call Mrs. Gupta and tell her about this problem.

   i.   How will you greet Mrs. Gupta and explain the problem to her on the telephone?

   _____

   _____

   _____

b. **You are in the middle of the call. But there is a new customer in your shop. There is no one else to greet the customer. You have to ask Mrs. Gupta to wait for one minute so that you can welcome the customer.**

   i.   How will you ask Mrs. Gupta to hold the call?

   _____

   _____

   _____

   ii. How will you greet the new customer and ask him/her to wait while you finish your phone call?

   _____

   _____

   _____

c. **You have communicated your message to Mrs. Gupta. You want to make sure that the message is communicated properly. Summarise the message and end your call with her.**

   i.   How will you end your call with Mrs. Gupta?

   _____

   _____

   _____

The ability to write formal letters will be a very useful skill for you in the workplace. Let's look at some tips to help you write better:

- Start with a greeting.

- Add a subject – this should explain the purpose of the letter in short.

- In the body of the letter:

  Introduce yourself in short.

  Mention why you are writing the letter.

  Let them know that you are waiting for their response.

- End the letter by thanking them.

2. Letter Writing

In this activity, you will learn how to write professional letters. Read the given situations and write your answers in the space provided.

a. **You and your friend, Rohit work together at ABC Mechanics. Rohit is not feeling well. He has to apply for leave for 2 days. Help him complete the leave letter. Since he is writing to the Supervisor, it is a formal letter. Fill in the spaces below to help Rohit write the letter.**

From

Rohit S

Junior Mechanic

ABC Mechanics, Bengaluru

To

The Supervisor

ABC Mechanics, Bengaluru

Respected Sir,

I am not feeling well. I request you to _____

_____. I will come back to work in _____

Sorry for the inconvenience.

Thank you.

Yours obediently,

_____

01.07.20___

b. **You have completed your ITI training and have an NCVT certificate. You saw an advertisement for a job opening in a beauty parlour called YGF Salon in Delhi. You want to apply for the job of Junior Beautician. You have to write a cover letter which you need to send with your resume. Fill in the spaces to write your cover letter to the head of YGF Salon, Delhi.**

Date:

From

_____

_____

_____

To

_____

_____

_____

Dear Sir/Madam,

Sub: Application for the post of _____

I saw your advertisement in naukri.com. I have completed ITI training in _____ trade. I wish to apply for the post. I am _____ years old. I have _____ certificate. I have attached my _____ for your reference. I assure that if I am selected, I will work hard and follow all rules and regulations of your salon. I am looking forward to your response.

Thank you.

Yours Sincerely,

_____

KWL

Complete the 'What I Learned' column in the KWL chart.

What is Verbal Communication?

Why is it important to have good verbal communication skills?

Give 2 examples of where we need good verbal communication skills in the workplace.

To learn more, go to https://bharatskills.gov.in/ or http://questapp.in/ and watch these lessons:

• Communication with Words
• Ring Ring: On The Phone
• Cover Letter and Application Writing
• Writing Simple Applications
• Writing a Resignation Letter

https://youtu.be/8-hGDlifwhg
https://youtu.be/akfatVK5h3Y

10. Non-verbal Communication

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

- identify what non-verbal communication is
- recognize the types of non-verbal communication
- identify the importance of non-verbal communication in the workplace.

Non-Verbal Communication is communicating without using words. To communicate non-verbally, we use eye contact, expressions, gestures, posture, behaviour, etc.

We should observe how people use bodily actions and expressions to communicate without using words. It can be very useful in our personal and professional lives. It will help us understand others better, make better relationships and become more successful.

In this lesson, we will learn how to improve non-verbal communication skills.

(What I already Know)	(What I Want to find out)	(What I Learned)

NONVERBAL COMMUNICATION

Happiness Confusion Sadness

Surprise Anger Excitement

a. Communication is a way of expressing oneself to others. Communication should to be effective. Everyone listening to what you are saying should be able to understand what is said. Listening and body language are two important aspects of communication. Even when you are silent, you are communicating. Developing reasonably good skills in both spoken and written communication builds a person's personality.

b. Non-verbal communication is important because, the way you listen, look, move and react tells the person you are communicating with if you care and how well you are listening. When your non-verbal communication matches with the words you are saying, trust and clarity increase. When they don't match, they can generate tension and confusion.

c. To become a better communicator, it is important to become more sensitive not only to body language and non-verbal signals of others, but also to your own. Non-verbal behaviour like gestures, postures, facial expressions, eye contact and personal appearance communicate more about a person than the spoken word. Maintaining proper spatial distance in formal and informal communication situations is important. Conscious practise of appropriate non-verbal behaviour also helps in creating a good impression in interviews.

d. Non-verbal communication happens through:

i. **Facial expressions** The look on a person's face is often the first thing we see, even before we hear what they have to say. Hence, facial expressions are very important in non-verbal communication. The facial expressions for happiness, sadness, anger and fear are similar throughout the world.

ii. **Eye contact** The way you look at someone can communicate many things, including interest, affection or attraction. Eye contact is also important in maintaining the flow of conversation and for figuring out the other person's interest and response.

iii. **Gestures** Deliberate movements and signals are an important way to communicate meaning without words. Common gestures include waving, pointing, nodding, etc. Very often, body movements convey excitement (using hands while talking, nodding the head) or nervousness (shaky leg, touching your hair or face).

iv. **Posture** How you stand or sit is one of the ways in which people make an impression about you. Maintaining an open posture is very important to express friendliness and positivity. For example, standing with back straight and head held high. Someone with a closed posture may give an impression of boredom or negativity. For example, standing/sitting with shoulders dropped, back bent or crossed arms across the chest.

v. **Distance** Ability to identify the appropriate distance to be maintained during communication is an essential skill. The space between two individuals varies with the context of communication. The distance is minimum in informal communication while it is greater in formal communication. While it is important to focus on verbal communication, it is equally important to learn the skill of non-verbal communication, especially during face-to-face interaction.

vi. **Appearance** Overall neat and clean physical appearance is also a form of non-verbal communication as it helps people determine your seriousness or commitment. Clean, ironed clothes, combed hair, neat nails form a good impression in a workplace and are part of appropriate non-verbal behaviour.

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

The eyes and facial expression are important to a speaker/listener. If a listener is rolling his/her eyes, has a bored expression, 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. But one should avoid 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 (moving a lot) while listening also gives 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, if you are sitting perfectly still, but leaning backwards, gives the impression of disinterest or even 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 hands while speaking		
Keeping hands crossed		
Playing with objects, shaking legs		
Leaning forward while listening		
Leaning backwards while listening		

2. **You are talking to your supervisor. List the appropriate non-verbal behaviour you would follow: distance, posture, facial expressions, eye contact. You may refer the passage in the previous activity.**

_____
_____
_____
_____
_____
_____
_____

3. Rahim is an electrician trainee. He has joined your ITI this year. As a senior ITI electrician trainee in the second year, give some advice on how Rahim has to come to the ITI every day. Remember to include information on his appearance, shirt, pant, shoes, hair, nails, etc.

_____

_____

_____

_____

_____

4. You are called for an interview in Hyundai. You may mention how you will conduct yourself at the interview. Remember to include details on gestures, postures, facial expressions, eye contact and personal appearance.

_____

_____

_____

_____

_____

_____

KWL

Complete the 'What I Learned' column in the KWL chart.

What is non-verbal Communication?

Why is it important to have good non-verbal communication skills?

Give 2 examples of good non-verbal communication skills in the workplace.

To learn more, go to https://bharatskills.gov.in/ or http://questapp.in/ and watch these lessons: communication without words

https://youtu.be/4nON4GU47Ho

https://youtu.be/0cIo0PkBs2c

11. Listening Skills

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

- identify the purpose and importance of listening
- listen with a purpose to complete tasks
- practise listening in simulated real-life situations.

Listening is the ability to receive and accurately interpret messages in the communication process. We listen to gather information, respond to questions, perform well as trainees, employees and citizens. Listening is the primary skill which enables the development of other skills like reading, speaking and writing. Listening always has a purpose. Therefore, paying attention to instructions, information, announcements and other related contexts that demand listening is important.

Good listening skills also have benefits in our personal lives. We make a greater number of friends and social networks, have improved self-esteem and confidence, get higher grades at school, get recognized in the workplace and have even better health and general well-being.

Good listening skills make workers more productive. The ability to listen carefully allows workers to comprehend assignments they are given in a better way. They are able to recognize what is expected of them by their management.

(What I already Know)	(What I Want to find out)	(What I Learned)

6 KEY ACTIVE

LISTENING SKILLS

1. PAY ATTENTION.
2. WITHHOLD JUDGEMENT.
3. REFLECT.
4. CLARIFY.
5. SUMMARIZE.
6. SHARE.

a. Listening is key to all effective communication. Without the ability to listen effectively, messages are easily misunderstood. As a result, communication breaks down and the sender of the message can easily become frustrated or irritated.

b. Listening involves not only the effort to decode verbal messages, but also to interpret non-verbal cues such as tone of voice, facial expressions and physical posture.

c. Types of listening

i. Passive listening is listening without reacting, allowing someone to speak, without any interruption. It is often one-sided communication as the listener does not respond to the speaker. Examples of passive listening include listening to radio, television shows, etc.

ii. Active listening is the process by which an individual secures information from another individual or group. It involves paying attention to the conversation, not interrupting, taking the time to understand what the speaker is discussing and responding, if required. Examples of active listening include listening to a teacher/trainer in the classroom, listening to co-workers and managers in a workplace.

d. Some barriers in listening are misunderstanding or misinterpretation, distraction – noise, information overload – too much information in a short time, attention span. Here are a few tips to help you develop effective listening skills:

Face the speaker and maintain eye contact.

Be attentive, but relaxed.

Don't interrupt the speaker.

Ask questions only to ensure understanding.

Pay attention to non-verbal cues.

Tip:
If you're finding it particularly difficult to concentrate on what someone is saying, try repeating his or her words mentally as he says them – this will reinforce his message and help you to stay focused.

1. **Listening with a purpose**

a. **Listen to a teacher making an announcement at the end of the day.**

Remember that a team of painters is coming in tomorrow to paint the walls. There are plastic sheets in my room on the desk. I want you to put them over your desks. Make sure to cover your desks completely so that paint does not fall on them. When the painting is completed, the plastic sheets will be removed by the time we return on Monday.

Note down points here:

i. What does the teacher want the trainees to do?

• Take everything out of their desks.

• Cover the painting materials with plastic sheets.

• Cover their desks so that the paint does not fall on them.

b. **Listen to a small passage on safety rules and complete the tasks that follow.**

In every work, accidents happen. Accidents cause injury, sometimes they cause even death. These accidents can be avoided. Some rules must be followed to prevent accidents. Here are some dos and don'ts to be followed. Let's listen to the dos first.

• Workers must not adjust equipment while it is in motion.

• They must not touch the clamps, chipped tools when the equipment is switched on.

• The equipment should be under good maintenance.

• Tell the co-workers beforehand, if there any maintenance work has to be done.

• Avoid touching tools, devices and equipment with bare hands.

Say true or false. If false, write false and write the correct statement.

i.   Workers can adjust the equipment when it is in motion.

ii.   They cannot touch the clamps when the equipment is switched on.

iii. It is not necessary to keep the equipment in well-mainrained condition.

iv.   Start doing maintenance work suddenly without telling anyone.

v.   Don't touch the equipment with bare hands.

vi.   Workers must check the devices before starting the work.

vii. Always use gloves to protect palm/fingers or hands.

viii. Pull up your sleeves upto the elbow.

ix.   Avoid watches, bangles, bracelets in your wrists.

x.   Wear clothes that are comfortable while working.

xi.   Use and replace the tools in the place it has been taken from.

xii. Be careful while walking in the workshop where loads are suspended.

xiii. Keep all safety materials handy.

2. **Improving effective listening**

Pair up and pick a general discussion topic. For example – my dream job, my role model or any other topic of your choice. Each person takes turns being the speaker or the listener. When the speaker has finished speaking, have the listener answer the following questions:

i.   What were the key points of the topic?

_____

_____

ii. What did you learn about the speaker?

_____

_____

iii. Did you pay attention to verbal and non-verbal cues?

_____

_____

K W L

Complete the 'What I Learned' column in the KWL chart.

What are listening skills?

Why is it important to have good listening skills in a workplace?

Give 2 examples of listening skills in the workplace.

To learn more, go to https://bharatskills.gov.in/ or http://questapp.in/

https://youtu.be/EyPwKwVhyw4

12. Understanding Gender

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

- identify the difference between sex and gender
- identify what gender stereotypes are
- question gender stereotypes.

Let's start with two stories!

Ramya's Story

20 year old Ramya is studying Commerce in a Government college. She is a very good student and wants to study further. Her teacher says "Ramya, you have done very well in your final exams. You should apply for scholarship and study further". Her mother says "What, study further? No way. You need to get married. Settle down. Enough of studies". Her father says "What nonsense? Girls need not study more than boys. How will you get a husband if you study so much? And who will pay for your marriage?" Ramya is very sad. She really wants to study. She wants to work and grow in her career.

Danish's Story

21 year old Danish loves to be creative. He stitches clothes, does beautiful embroidery and can even design clothes for his sisters and brothers. He wants to study fashion designing and have his own boutique by the time he is 30. His elder brother says "Are you not ashamed to be doing 'girl's work'. Be a man and get into welding ". His mother says "Enough of this creativity business. Now you are old. Act like a man and take up a man's job".

Why do you think Ramya and Danish can't pursue their dreams?

It is simple. Because Ramya is a girl and Danish is a boy. Their **gender** (being a boy or girl) is the reason for why they are not allowed to do certain things. Let's understand this concept more so that we can break this mindset and create a more equal world.

K W L

(What I already Know)	(What I Want to find out)	(What I Learned)
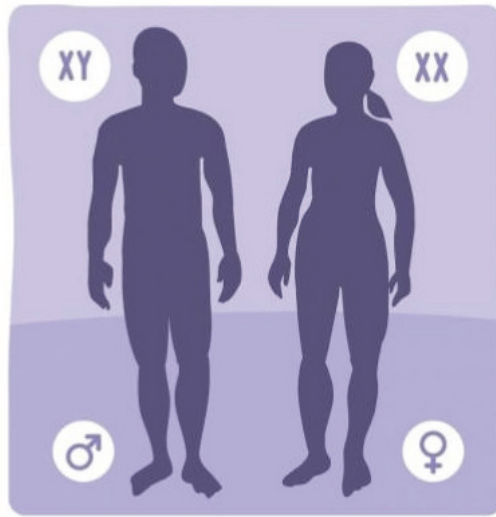
SEX

MALE OR FEMALE AS PER BIOLOGY

DETERMINED BY BODILY ORGANS, HORMONES ETC

GENDER

MASCULINE OR FEMININE AS PER SOCIETY

DETERMINED BY ROLES, BEHAVIOUR

a. When we are born, we are born with different organs. We have a brain to help us think, a liver to help clean our body of toxins and lungs to help us breathe and so on. Each of these organs have a specific purpose. One such organ is the reproductive organ. People who are born with organs associated with both male and female are called intersex. Sex is something you are born with. You can either belong to the male sex or the female sex based on the reproductive organs you have.

b. Sex and Gender are two different things.

c. Gender can be defined as roles, activities, personality that a person is expected to develop based on their sex. For example, a male (person who has male reproductive organs) is expected to be strong and have a muscular body. A female (person with female reproductive organs) is expected to be shy and have a hairless body. All of this is not biological or defined at birth. They are defined by the society and they constantly restrict or force certain types of behaviour on people.

d. The reproductive organs are biological and separate the male and female. The rest of the characteristics, qualities and appearances are all determined by our society! Sex is based purely on biology. Gender defines all the rules and norms we follow as men and women because of society, people, culture, family, religion, etc.

e. Only our sex is decided at birth. Everything else – the way we dress, eat, behave, talk, the games we play, the friends we have, the careers we choose are all determined by the society. When society determines how we need to behave and forces that behaviour on us, it is called creating gender stereotypes. We are born free and society forces us to behave as per standards and stereotypes (strict ways of behaviour) set by gender!

1. **Pair up with a friend. Now, read the statements given in the table. Are these statements told to boys or girls or both? In the column written 'why' think of reasons why boys and girls are told these statements. The first one is done for you.**

STATEMENT	GIRL	BOY	WHY
Be a man. Stop crying.		Yes	Because boys are not allowed to cry in society, even though they also feel emotions and feel like crying. This is because of the gender role of being a man.
Why do you need to study? You're going to get married anyway.			

No need to learn all this dance. It is not for you.			
You need to earn for your family. You can't sit at home.			
You will become dark if you play in the sun. Come inside!			
Don't go out after 6 p.m. What will others say?			

2. **Think deeply and answer the following. Here are some common activities that people do. You have to think who does these activities normally, who can do these activities and how you can change this. The first one is done for you.**

Activity	Who does this usually	Who can do this	How can we bring about change?
Cooks for family	Mother or Sister	Anyone can do, if they learn how to cook.	Share the work equally and respect everyone.
Cleans utensils & washes clothes			
Goes to work			
Sweeps the floor			
Takes decisions for the family			
Takes care when someone is ill			
Serves food to family			
Repairs if something is broken			
Rides a bike or cycle			

K W L

Complete the 'What I Learned' column in the KWL chart.

What is the difference between sex and gender?

How can we change gender roles in our own way?

How can you give respect and freedom to others, without creating gender stereotypes, especially, in the workplace?

Watch these 2 videos on YouTube to understand how boys and girls can feel free and be whatever they want to be:

Satrangi Ladkiyan - https://youtu.be/1uZFwooEWM8

Satrangi Ladke - https://youtu.be/fW9ItLpkgyY

https://youtu.be/NpYlE_EjX9M

13. Gender and Media

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

- distinguish gender and sex
- recognize how media influences gender stereotypes
- take the gender pledge.

When you watch movies or advertisements, you will often see that a woman cooks, a man rides a bike, a man has a big job in a company, a woman takes care of kids, etc. Movies even show many songs and scenes where women are followed, chased and teased by men. Movies also generally show women as weaker than men – men can fight and women get scared. Women need to be protected from men, etc.

Young boys and girls watch such movies and **advertisement** imitate them and so behave the same way in society. As a girl you may have experienced eve-teasing. Eve-teasing is when boys whistle, sing songs, pass comments and tease girls. As a boy you may have seen this happen, you may have also done such things thinking these are cool and fun things to do!

In this lesson, we shall recognize how the **media** influences us to think in wrong ways about men and women, old and young people, dark and fair-skinned people, etc. In a workplace, behaving badly (based on what we see in the media) can lead to very bad effects. As citizens of India and as responsible people in society, we should be aware of accepted professional behaviour. We cannot believe everything we see in films and media as a perfect example to follow in life!

KWL

(What I already Know)	(What I Want to find out)	(What I Learned)

Observe this image. In what ways do such images influence people, especially, when they are young?

Clue: It represents boys and girls in a stereotyped way. The girl is shown to be doing housework and the boy is using a microscope. Such images can communicate that girls need to take up household responsibility, while boys can dream of becoming scientists.

We are constantly surrounded by the media – movies, newspapers, advertisements, etc. Media makes a certain type of person look better than the other. They use special lights, software, makeup and camera equipment to make a person look 'perfect'. As we watch these movies and the media around us, we start developing the idea of an "ideal man" or an "ideal woman".

An ideal man as shown by the media is strong, never cries, carries all the responsibility, earns for the family and even beats up people. Men are also shown as beating women, teasing women. Media shows an ideal woman to be inside the house, taking care of the family. Or it shows her wearing revealing clothes or dancing for the man. This has led to many wrong beliefs in society. It has even made society unsafe for women. Even in a workplace, men treat women disrespectfully and not as equals. This has led women to believe that men are superior. This is because the media constantly shows us such things and does not give us the real freedom to build an equal world.

1. **You are a film director! Watch your favourite movie again and observe how men, women and transgender people are treated in the movie.**

   Does your favourite movie create stereotypes or provide respect and freedom to different characters? If you had to change the story or characters to give them more respect and freedom from stereotypes, how would you do it? Write down your own movie script. Rewrite your favourite movie story in the space provided.

2. **Gender Pledge – Find 2 or 3 friends and make a small group. Together discuss how gender stereotypes have affected you. Are there any incidents or situations you remember where you felt sad, disrespected or afraid because of your gender? Make notes in the space provided.**

_____

_____

_____

3. **Well, often girls and boys feel a lot of negative emotions because they cannot feel safe or respected due to their gender. One way to change it, is to make a serious promise to ourselves to change this system and start respecting oneself and others. Read the given pledge aloud along with the whole class. This is a promise you make to build a safe and respectful society.**

MY PLEDGE FOR CHANGE

I, _____, hereby take the pledge for change. I understand and acknowledge that women feel physically and emotionally unsafe in our country. I pledge to:

- **Challenge my own beliefs** or ideas about women being weaker, incapable or lesser than men in any way.

- **Share housework** - be it cleaning, cooking, planning for the home as an equal member of the family.

- **Not use disrespectful and demeaning language** against women; even when I am very angry.

- **Stop** anyone who acts disrespectfully and violently against women and transgenders in real life and online.

- **Not force** any person, boy or girl, to have romantic, sexual or friendly relationship with me without their full consent.

- **Challenge traditional ideas about men;** I proudly declare that men can cry, not be the only breadwinner, and talk about their feelings without fear.

I accept that I may have knowingly or unknowingly been part of the problem but will now be a part of the solution.

SIGNATURE:
DATE:

KWL

Complete the 'What I Learned' column in the KWL chart.

Fill up the KWL chart with your learnings for today.

Why is creating gender stereotypes a problem for society?

How does the media influence our thinking about gender roles?

What changes will you bring in yourself to make sure you follow the gender pledge?

Watch these 2 videos to understand how boys and girls can feel free and be whatever they want to be:

Satrangi Ladkiyan - https://youtu.be/1uZFwooEWM8

Satrangi Ladke - https://youtu.be/fW9ItLpkgyY

https://youtu.be/nrZ21nD9I-0

https://youtu.be/kwJN7K2XjJE

14. Interview Preparation (with Resume Writing, Formal dress)

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

- identify the difference between resume and biodata
- recognize different formats of resume
- draft a unique resume.

Whenever we apply for any internships or go for a job interview, the important document which is compulsory to carry with ourselves is a **Resume.**

A resume is a summary of your personal and professional experience, skills and education history. Its primary purpose is to show off your best self to potential employers. A resume is the first opportunity to make a good impression on an employer. A good-quality resume will considerably boost your chance of being shortlisted for a face-to-face interview. So, consider yourself as a product and think of your resume as your advertisement. What would be the things about you that you need to highlight? Write those in Bold. "Meri Khasiyat kya hai?"

(What I already **K**now)	(What I **W**ant to find out)	(What I **L**earned)

Differences between Biodata and Resume

Basis for comparison	Resume	Biodata
Meaning	It is a document of 1or 2 pages containing all the professional information such as education, experience, skills, etc.	It is a type of personal document of 1 page containing all the personal information such as caste, height, weight, etc.
Length	It should not be more than two pages.	It should not be more than 1 page.
When should we use	When applying for a job or internship.	For government jobs and matrimonial services.

Resume is a summary of your life story which will reveal your experience, education, strengths, etc.

Biodata
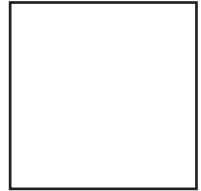
Post Applied for:

Name of the Applicant:

Correspondence Address:

City: Mobile:

D.O.B: Gender:

Religion: Nationality:

Father's Name:

Mother's Name:

Educational Qualification

Qualification	Board/University	Year of Passing	Total Marks	Marks

Permanent Address:

Declaration: I hereby declare that the above information is true to my knowledge and belief and if in the event of any information being found false or incorrect, my candidature will be liable to be cancelled.

Date:

Signature

Place:

---

1. **Let's assume you have cleared your written exam for the post of a technician in Indian Railways. You are called for an interview and asked to bring a copy of biodata and other documents for reference. Now, you will create a biodata for yourself using the reference of the sample given.**

2. **Think and write down the following details about you.**

Strengths	Hobbies
Punctual	Gardening
Artistic	Reading books

Resume

Name: XXX

Address: YYY

Date of Birth: 00/00/0000

Contact information: Landline: 000 00000000

Mobile: 00000 00000

Email: abcd@efgh.com

Academic Qualifications:

Examination	Board	Marks obtained
SSLC/10th Std		
NCVT		

Technical Qualifications: CAD, MS-office

Work Experience: Apprenticeship in NMOP industry

Personal Interests: Gardening, singing, housekeeping.

Signature

XXX

Some tips for resume writing:

Sections	Dos	Don'ts
Address	Simple description with Pincode	Don't put a landmark.
Phone Number	Minimum two numbers	Don't give your siblings or neighbour's numbers. You may add your Parent's number as a second number.
E-mail ID	Simple mail ID contains only first and last name or name with some numbers	Anything with adjectives like rock, sweet, or FB IDs.
Languages known	All languages that you can speak or understand	Don't attempt to write what you don't know or are faintly aware of.
Date of Birth	Is a must (dd/mm/yy format)	
Gender	Must put.	
Academic Qualification	Table Form (clear, visible borders)	Do not mention the percentage if it is below 70 %.
Skills / strengths	Give technical skills.	Write more than three soft skills.
Hobbies	Mention only real hobbies like gardening, reading, etc.	Avoid writing sleeping, listening to music, etc.

3. Let's create a simple resume by referring to the given example.

<div>

Resume

Name:

Address:

Date of Birth:

Contact information: Landline: Mobile:

                        Email:

Career Objective:

Academic Qualifications:

Course	College / Institute	Board	Percentage / CGPA
ITI	Govt. ITI Digha	NCVT	70% /7.5 CGPA
Intermediate			
Matriculation			

Extra-Curricular Activities:

Skills / Strengths:

Hobbies:

                                                    Signature:

Place:

Date:

</div>

KWL

Complete the 'What I Learned' column in the KWL chart.

1. What are resumes? Why are they important?
2. Where do we use a resume and a biodata?
3. If you are applying for an internship, what kind of document will you create, biodata or resume? Why?
4. What are the sections essential to put into a resume and a biodata? Or What is the difference between the sections in a resume and a biodata?

Login to the internet. Search naukri.com website for jobs for ITI trainees in your sector. Practice writing a resume or biodata as required by the employer. Share it with your instructor and receive feedback.

15. Interview Preparation

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

- identify the appropriate physical appearance expected during an interview
- recognize common questions asked in an interview
- prepare for an interview.

After your final exams, many of you would be looking for your dream job. While some of you are preparing for government jobs, others are planning for higher studies.

There is one very crucial step which all of us face while starting our careers – be it in the private sector or government sector or higher studies. It is an **interview!** An interview is a process where an employer and employee exchange their views, understand each other and find out if the correct candidate is placed in the right company for the right job.

K W L

(What I already Know)	(What I Want to find out)	(What I Learned)
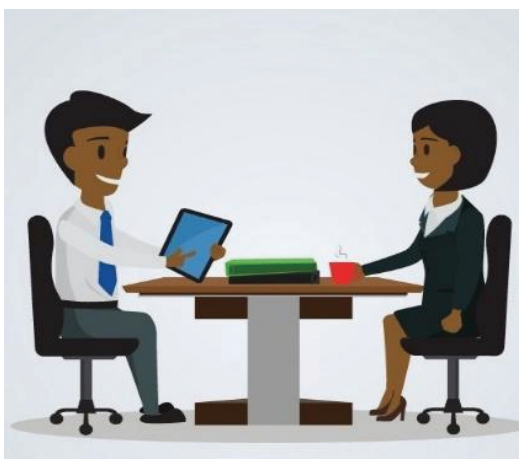
In-person Interview

Online Interview

a. Things to keep in mind before appearing for an interview.

Interview Indian dress code

- Neat professional hair style
- Very light makeup
- little / no jewellery
- Cotton kurti
- Full/ half sleeved
- Conservative colors
- Knee length kurti
- Leggings
- Professional conservatives shoes

- Neat Hair cut
- Clean shave
- Formal tie
- clean pressed shirt
- closed buttons
- formal belt
- wrist watch
- Formal pant
- socks
- polished shoes

1. Let's change ourselves. Fill in items that need to be changed. Two items are done as an example.

Sl.No.	Things which you want to change	What will be the change
1	Apparels/Clothing	The shirt should be ironed and clean.
2	Shoes	No sports shoes or slippers. Formal shoes should be polished and clean.
3		
4		
5		
6		
7		

2. List down 5 things that you would change in your appearance to look more professional. Discuss the list with your friend.

3. **Sawal Jawab: List down any of the five commonly asked questions and discuss with your co-trainee. Focus your discussions around the following questions and add more such questions and the purpose and answers in the space provided in the table.**

- Why are these questions asked during an interview?
- What is the correct way to answer these questions?

Questions	Purpose of asking the questions	The expected answer to the questions
What are your hobbies?	To understand how the candidate utilizes his/her time	I like to read books, gardening, etc. Don't say too many hobbies or else one might think you don't work at all. Mention just one or two hobbies.

4. **Role Play: Now, pair up with your friend. One of you will play the role of an interviewer, while the other one will play the role of an interviewee in an online interview session conducted over zoom/ skype. Use the given feedback template to provide clear feedback to your partner.**

   The interviewer will interview for 10 minutes while writing feedback for the interviewee. Now candidates can switch their roles, repeat the activity and share feedback.

Feedback

Good things	Things to improve

KWL

Complete the 'What I Learned' column in the KWL chart.

1. Why is it important to prepare for an interview?
2. How is an in-person interview different from an online interview?
3. What are the things you should keep in mind while appearing for an interview? (like eye contact, body language, etc.)
4. How would you prepare yourself to answer commonly asked questions and technical questions related to your field of study?
5. What are the things we should avoid doing during an interview?

Choose a partner. Login into the internet and choose a job from naukri.com for your sector. Role play as interviewer and interviewee. Give feedback to your partner. Change roles and role play it again. Remember to offer feedback.
Organize mock interviews in the ITI with the help of your instructor.

16. Communication through Online Social Media

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

- identify different kinds of essential mobile applications useful at the workplace
- recognize the impact of spreading fake news at the workplace
- learn how to stop spreading fake news.

On any given day, which activities, according to you, would be a waste of time? (For example, sleeping, social media, using a smartphone, etc.)

We spend most of our time on our smartphones, watching and making videos, chatting with our friends, clicking and editing pictures, spending time on **social media,** etc. We all feel some applications like Facebook, Instagram and WhatsApp should be on our smartphone. Without these, our lives feel incomplete. Sometimes, it can feel like a waste of precious time at the end of the day. Nevertheless, the smartphone can also make our lives better, productive and more comfortable than before. It all depends on how, why and when to use it.

K W L

(What I already Know)	(What I Want to find out)	(What I Learned)

These applications are usually installed in everyone's smartphone because we think they keep us entertained, socially active and updated.

1. **Let's write ten applications that you have in your smartphone and their use.**

Sl.No.	Applications	Use
1	YouTube	To watch entertaining and study-related videos
2		
3		
4		
5		
6		
7		
8		
9		
10		

2. **Let's assume you are an employee in a company in a different city or town. List down any one application from these categories which should be present in your smartphone at your workplace and why?**

Sl.No.	categories	App	Importance
1	Study	Ucademy or BYJU	To learn about different courses
2	News		
3	Cab / Bike		
4	Document		
5	Video Conferencing		
6	Social Media		
7	Jobs		
8	E-mail		
9	Shopping		
10	Money		
11	Travel		

a. **Fake News**

There are many positive and negative impacts in using social media. Social media can also be used negatively for spreading rumours, photoshop pictures, money fraud and, of course, for circulating fake news. **Fake News** means false stories that are sensational. Fake news is widely spread or distributed to humiliate someone or earn money.

b. **Why do we believe fake news is real?**

- We see various viral posts that include news, content and pictures that affect our mindset towards certain things/people/scenarios to a great extent.
- We believe it because it is communicated in such a way that it seems real.
- We believe it because we have little knowledge of the factual data and hence, easily get influenced by fake news. We also do not research the facts.

c. **Sources of fake news**

Social Media Websites like Facebook, WhatsApp, Twitter	Fake News channels uses names of original channel like India today, etc.	Rumours spread around in circles	Fake News Websites

3. Case study

Imagine someone in your group spread the news that the college is closed due to some issues in the city, and this message goes viral among trainees.

i. As a responsible trainee, what would you do?

ii. How will you stop spreading this fake news?

KWL

Complete the 'What I Learned' column in the KWL chart.

How can a smartphone make our life better?

What are the positive and negative impacts of using a smartphone?

What are the impacts of spreading fake news on us and how can we stop them?

What are the steps that we should follow to stop the spread of fake news at the workplace or college?

17. Customer Interaction - 1

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

- identify your customers and their needs
- recognize the importance of customer satisfaction
- learn how to satisfy your customer.

Imagine you ordered a watch, which costs about Rs. 5000, from an online shopping website. You are not able to track the movement of your order for ten days. You try to reach out to customer care, but there is no number given on the website. You write complaints via mail many times, but you do not get any helpful response. After ten days, you get a message to track your order, and finally, your order is delivered to you.

Will you ever think of ordering anything from that shopping website again? I hope not! Because instead of excitement, it created anxiety and fear in your mind.

Customer satisfaction is not just about the product; it also depends upon the service and how we **interact** with the consumer. When our customers feel satisfied, they make repeated purchases of our products and our business will eventually grow.

(What I already Know)	(What I Want to find out)	(What I Learned)

IDENTIFY CUSTOMERS
- Understand customer wanats and needs
- Identify whom to target and how to reach them

SATISFY CUSTOMERS
- Make the right product or service available to the right people at the right people at the right time
- Make everyone feel better off from the exchange

RETAIN CUSTOMERS
- Give customers a reason to keep coming back
- Find new opportunities to win their business

These steps show the way to identify, satisfy and retain customers.

1. **Write down different ways to identify, satisfy and retain customers for the following products. Use the given template for reference.**

Product	Identify customers	Satisfy customers	Retain customers
Watch	Children, Teenagers, Adults	Analog Watch - Children Smartwatch - Teenagers Luxury watch - Adults	Warranty for one year Discounts New products
Air Conditioner			
Car			
Bike/Scooty			
Jewellery			
Clothes/ Garments			

2. **We all go to festivals/fair, enjoy different rides, eat different kinds of street food and enjoy those moments. At the fair, we also see many stalls and shops selling different types of products. For example, bangles, cosmetics, shoes and slippers, etc.**

   Choose a partner. Discuss the different stalls or the shops you see, who the target customers are and the benefits they get as a customer. Benefits should directly affect or serve the customer's needs and probably add more to what they were expecting in order to get complete customer delight.

Sl. No.	Shops/ Stalls	Target customers	Benefits
1			
2			
3			
4			
5			

3. **Imagine you need to start your own business. Now add two more trainees to the group and discuss the following.**

Type of Business _____

Name of your company _____

Describe the product.

_____

Target customers for your product

_____

What benefits will you provide? Why will customers choose your product?

_____

KWL

Complete the 'What I Learned' column in the KWL chart.

1. Why is it important to identify and understand customers?
2. How will it help the business?
3. How can you retain customers and why?
4. How will it help to grow the business?

Choose a partner. Identify a business that can be done in your sector. For example, electricians can team up with a plumber, carpenter and painter to provide services in the construction sector.

Role play a situation imagining that you are running a service company for construction industry. List out the kinds of customers your business will serve. Why will the customers choose your business for their purpose?

Based on the above role play prepare an advertisement with the special features that your business can offer to the customers.

18. Customer Interaction - 2

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

• identify the need for effective customer communication

• recognize points to consider during customer communication

• learn how to communicate with customers.

Let's imagine two situations.

i.   We enter a garment shop and find someone ready to greet us. The salesperson tries hard to understand our needs, and accordingly, he/she shows us various products. Depending on the variety of products and salesperson's customer service, you feel like buying something even if it is not within your budget.

ii. You go to another garment shop. There is a shopkeeper who initiates the conversation by asking your budget. The shopkeeper shows you the products that are in your budget, but you don't like anything. He/she starts making annoying faces and stops showing you anything. You get disappointed by the experience and never come back.

We have two different shops with the same product, but with two different experiences. We would prefer the first situation.

K W L

(What I already Know)	(What I Want to find out)	(What I Learned)

We need to understand the type of customers while dealing or communicating with them.

1. **Let's assume you have started the business of mobile phones. A customer comes over to buy a smartphone.**

   i. How will you start the conversation with the customer? Add examples of questions you may want to ask in the space provided.

   ii. How would you understand his/her needs? Add examples of question you may want to ask in the space provided.

   iii. How would you convince your customer and sell the product? Add examples of question you may want to ask in the space provided.

2. **Let's assume you start a service centre of electronics goods such as refrigerator, AC, etc. But there are similar service centres in your locality that have existed for a long time.**

   i. Being new in the market, how would you attract customers to visit your shop?

   ii. How would you be different from other shops that are already there?

   iii. How would you communicate about your brand (shop) in the market?

Why does good communication matter so much?

CUSTOMERS AFTER A GOOD COMMUNICATION EXPREIENCE

71% recommend the brand to a friend

67% purchased more products or services

49% wrote a positive review

CUSTOMERS AFTER A POOR COMMUNICATION EXPREIENCE

66% told a friend about their experience

41% stopped doing business with the company

38% switched to a competitor or cancelled orders or services

3. **Role Play: Choose a partner. You are a customer and your friend is a salesperson. You have to the shop to buy a Scooty. You are confused about which one to buy. Your friend is a salesperson who will assist you today.**

i. Being a salesperson, to understand your customer's requirements, what questions would you ask?

ii. How would you ensure that the customer gets the right product?

iii. How would you convince your customer to buy a Scooty from you?

iv. As a salesperson, how can you make your customer have a good buying experience?

Note: The customer must play the act naturally as if he/she is going to buy a Scooty

- Give proper feedback to each other (positive things and things to improve).
- Reverse the roles.
- Write down the learnings.

KWL

Complete the 'What I Learned' column in the KWL chart.

1. Why is proper communication with customers important?

2. How can we create loyal customers for our products or services?

3. Why is branding important?

19. Workplace Manners

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

- identify what professional behaviour is
- learn the elements of professional behaviour
- manage conflict in a positive way.

Suppose you went to a family restaurant with your parents, grandparents and siblings. When you reach there, you see a group of 6-7 young people sitting, laughing loudly, sharing unkind jokes, making fun of people and passing unruly remarks.

How would you feel? Won't you prefer to leave that place as soon as possible?

Bad and uncivilised behaviour would make one feel uncomfortable and uneasy. As you would want to make your family feel comfortable and relaxed, you would feel it is better to leave. Therefore, we should always pay attention to how we behave depending on the place, people and time. Similarly, when we are at work, in class or any professional space, we should always be mindful of our behaviour.

(What I already **K**now)	(What I **W**ant to find out)	(What I **L**earned)
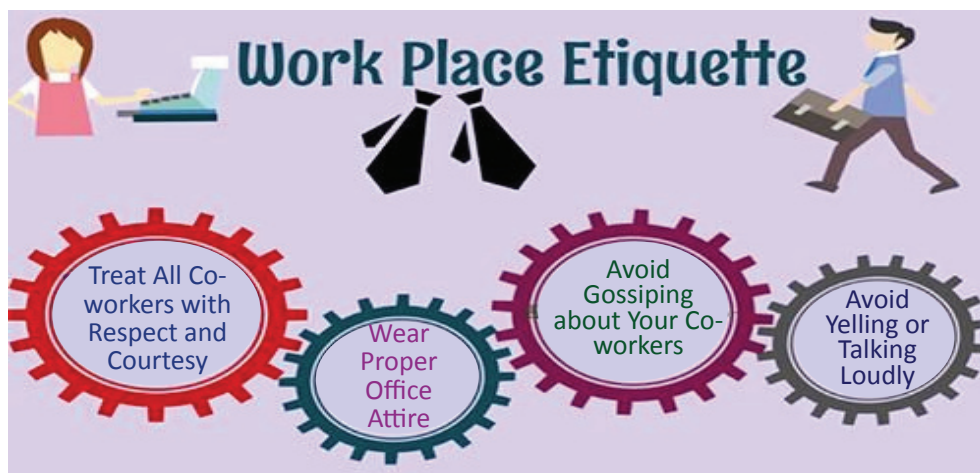
1. **List down professional characteristics that are important in the workplace or any other professional space. The first one is done for you.**

Professional Characteristics	Why is it important?
Confidence	Helps perform the assigned task well.

2. **Case Study**

   Suppose you are standing at the coffee vending machine with 3 or 4 friends and there is a colleague nearby. Your friends start commenting on the physical appearance of that colleague. (He/she uses words/adjectives like sundar, khaas, bekaar, kaala, moti, gori, mast, etc.). You know the colleague is within hearing distance. What would you do?

   i. Have you ever been part of such conversations?

   ii. How would you deal with this at your workplace?

3. **Role Play**

   Scene 1: Characters: Boss, Employee, his colleagues

   In this picture, we can see the boss is angry with the employee. He is shouting at him. It makes the employee sad and demotivated.

   The workplace starts at 9:00 a.m. and one employee arrives 10 minutes late every day. Even after repeated warnings, his attitude is the same. Whenever asked about it, he always has some excuse ready. So, one fine day, his boss shouts at him in front of all the team members and asks him to work overtime.

   i. How should the boss and employee behave with each other during this situation?

   ii. What is the best way to deal with the situation?

   Scene 2

   You have recently joined a big automobile manufacturing company. As per the company policy, you are not eligible for more than one day leave per month until you complete the first six months of employment. However, in the second month of your work, you are supposed to attend your cousin's wedding and you need to take leave for four days.

   i. How would you ask for this leave from your supervisor?

   ii. What are the points to be taken care of while approaching your seniors in a workplace?

   Complete the 'What I Learned' column in the KWL chart.

   What did we learn about the workplace?

   In real-life scenarios, the situations you face could be different. Was this session helpful to you?

   How would you apply what you learned today in your workplace?

20. Formal Communication

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

• identify the difference between formal and informal communication

• practise to learn write a formal letter

• write a formal letter using the computer.

When we speak to people in our workplace or people in authority, we need to speak carefully and show respect in our choice of words. This is called **formal communication.** When we write as part of our job to communicate in the workplace, we use email. Email is the electronic form of written communication that can be sent through the internet to many people across the world within a few seconds. Email communication is the most effective way of formal communication in the workplace.

K W L

(What I already Know)	(What I Want to find out)	(What I Learned)

From: Sender's email id
To: Recipient's email id
Cc: Other individuals receiving the same mail with visible ids
Bcc: Other individuals receiving the same mail with invisible ids
Subject: Title or the reason for writing the mail
Salutation: Words like Dear, Respected, Hi, etc.
Main body: the main content of the email

1.   **introduction**
      2.   **Matter in detail**
      3.   **Conclusion**

Closing: Ending Statement
Attachments: Attached Files with emails
Signature Line: Sender's name, signature, and other details of contact

a. What is Cc

Cc is short form for Carbon Copy. We use this to keep other people who should know about the mail in the loop.

b. What is Bcc

Blind Carbon Copy or Bcc is used when we want to keep some person in loop but we want to keep his/her identity invisible. Ideally the recipient of Bcc should not respond on the same mail. He/She should do so in a fresh mail.

c. These are some tips for writing a good formal e-mail:

Don't write too much.	Keep messages clear and short.	Check spelling errors and sentences.
Write subject (short and clear).	Be polite.	Check your tone.

1. **Rahul, an intern at Hero Honda Corporation, has fallen sick. He wants medical leave for two days. Write an application, imagining that your are Rahul, to your supervisor seeking leave using the following information.**

Supervisor's e-mail id: (ashok.kumar@gmail.com)

To

Subject

Salutation,

(Main Body)- Introduction

Matter in detail

Conclusion

Thanking you,

Regards

Sender's Name and other contact details

2. **You want to apply for the position of a technician in Samsung Company at Gurgaon. Write a job application letter to the HR and keep Chief Engineer in cc.**

HR e-mail address:- hr@samsung.co.in

Chief Engineer E-mail:- Rajeev.kumar@samsung.co.in

Attachment :- Resume

To

Cc

Subject

Salutation,

(Main Body)-   Introduction

                       Matter in detail

                       Conclusion

Thanking you,

Regards

Sender's Name and other contact details

3. **Write a job application letter for the given position in the advertisement provided. Also attach your resume in the mail.**

Email id- Your class teachers

Company Name	BrahMos Aerospace Private Limited
Post Name	Associate Technician
No of Posts	1 Post
Salary	Rs. 15,000/-Per Month
Job Location	New Delhi
Last Date to Apply	25/07/2020

KWL

Complete the 'What I Learned' column in the KWL chart.

Difference between formal and informal communication

What is a formal lette? Where and how is it used?

What is the fastest mode of formal communication?

20a. Recall

1. Using words through speaking or writing to share information, thoughts or ideas is called

    a. non-verbal communication   b. feedback   c. verbal communication   d. none

2. Good verbal communication

    a. helps to communicate clearly   b. confuses people   c. is disrespectful   d. is rude

3. Clear and polite communication is a very important skill in the workplace.

    a. True   b. False

4. When our words are not clear and polite, people may feel we are

    a. rude   b. disrespecting them   c. arrogant   d. all of the above

5. Verbal communication includes

    a. talking to boss/supervisor at work   b. addressing customer problems
    c. talking to customers   d. all of the above

6. When we do not use the right words, we may

    a. create confusion b. be misunderstood c. sound impolite d. all of the above

7. For effective verbal communication in the workplace, one has to

    a. speak loud and clear   b. know who you are talking to
    c. show respect to the person spoken to   d. all of the above

8. We may ask questions when we do not understand the speaker without interrupting him/her.

    a. True   b. False

9. Making a telephone call to your employer, interviewer, supervisor and others is an example of

    a. non-verbal communication   b. interviews   c. verbal communication   d. all of the above

10. When we write letters, emails, messages, etc., we are using

    a. employability   b. verbal communication   c. non-verbal communication d. none

11. Verbal communication includes

    a. formal letters   b. informal letters   c. job application   d. all of the above

12. While making a telephone call, it is important to

    a. introduce yourself and the company
    b. give reason for the call and speak clearly
    c. listen to what the other person is saying and ask for permission before putting them on hold
    d. all of the above

13. While making a telephonic call, you need to

    a. make sure your message is communicated clearly   b. take messages properly
    c. summarize the call before you end it   d. all of the above

14. When we write formal letters, we need to

    a. start with a greeting and add subject to explain the purpose of the letter
    b. introduce yourself briefly mentioning why you are writing the letter
    c. end the letter by thanking
    d. all of the above

15. Rahul is writing a letter to his supervisor seeking leave for two days. Rahul's letter is

    a. formal letter   b. informal letter   c. non-verbal communication   d. all of the above

16. Good letters of application, formal letters, resumes and CVs help

    a. to create a good first impression   b. to be non-verbal   c. good listeners   d. all of the above

17. Communicating without words using only gestures, body language, facial expressions, etc., is called

    a. feedback   b. verbal communication   c. interviews   d. non-verbal communication

18. In non-verbal communication we make use of

    a. bodily actions   b. facial expressions and eye contact
    c. posture and appearance   d. all of the above

19. Good non-verbal communication helps us

    a. understand others better   b. make better relationships
    c. become more successful   d. all of the above

20. Communicating effectively includes

    a. using the right words to express oneself clearly   b. using appropriate body language
    c. listening to others during interactions   d. all of the above

21. Non-verbal communication happens through

    a. facial expressions and eye contact   b. gestures and posture
    c. spatial distance maintained and appearance d. all of the above

22. The special distance maintained between two individuals varies

    a. with context of communication
    b. between informal and formal communication
    c. with different people in the workplace like colleagues, supervisor, boss
    d. all of the above

23. Maintaining eye contact helps in

    a. the flow of conversation   b. figuring out the other person's interest
    c. identifying the othe person's response   d. all of the above

24. Gestures include

    a. using hands while talking   b. nodding the head
    c. showing thumbs up   d. all of the above

25. The spatial distance to be maintained between individuals is greater in formal communication and minimum in informal communication.

    a. True   b. False

26. While communicating, we must focus on

    a. verbal communication – words we use
    b. non-verbal communication – eye contact, body language, etc.
    c. listening
    d. all of the above

27. Clean ironed clothes, combed hair, neat nails, polished shoes, etc., is also a form of non-verbal communication as it helps people assess our

    a. professionalism   b. commitment   c. appearance   d. all of the above

28. When the listener is rolling his/her eyes or has a bored expression, he/she

    a. is not listening   b. is listening   c. is attentive   d. all of the above

29. Open posture means

    a. standing with back straight   b. head held high   c. maintaining eye contact   d. all of the above

30. Closed posture signals negativity. Closed posture means

    a. standing/sitting with shoulders dropped
    b. back bent
    c. crossed arms
    d. all of the above

31. Nodding, maintaining eye contact, leaning forward, keeping the back straight are all visual cues that help the speaker know that you

    a. are listening   b. are processing the information   c. care about what is being said

32. Crossing your arms over your chest makes the speaker know that you

    a. do not agree with them   b. are closed off   c. are not interested   d. all of the above

33. Fidgeting while listening shows that you are

    a. disinterested   b. irritated   c. in disagreement to what is said   d. all of the above

34. You can show that you are not interested in what is said when

    a. you still leaning backwards   b. you play with objects
    c. you slightly turn away   d. all of the above

35. One has to learn to use appropriate gestures, greetings, postures, facial expressions, eye contact and, more importantly, dress professionally for an interview.

    a. True   b. False

36. The ability to receive and accurately interpret messages in the communication process is called

    a. listening   b. speaking   c. reading   d. writing

37. We listen to

    a. gather information   b. respond to questions
    c. get instructions to perform well as trainees,employees and citizens   d. all of the above

38. Listening is important to

    a. pay attention to instructions   b. get information
    c. carry out tasks as instructed   d. all of the above

39. Good listening skills help to

    a. boost self-esteem   b. perform well in studies and at work
    c. get recognized   d. all of the above

40. Good listening skills make workers

    a. productive   b. irresponsible   c. crazy   d. all of the above

41. When a person does not listen properly,

    a. he/she can be easily misunderstood   b. communication breaks down
    c. the speaker becomes frustrated or irritated   d. all of the above

42. Listening involves understanding

    a. the verbal message   b. interpreting tone of voice
    c. interpreting posture and facial expressions   d. all of the above

43. Listening without reacting, allowing someone to speak without interrupting is called

    a. active listening   b. good listening   c. passive listening   d. all of the above

44. Listening to radio, television shows, etc., is an example of

    a. active listening   b. non-verbal communication   c. passive listening   d. none

45. Paying attention to the speaker, not interrupting, taking time to understand before asking questions or responding is

    a. passive listening   b. lecturing   c. active listening   d. none

46. Barriers to listening include

    a. misunderstanding or misinterpretation   b. distraction – noise
    c. too much information conveyed in a short time   d. all of the above

47. To be a good listener, on has to

    a. face the speaker and maintain eye contact   b. be attentive and avoid interrupting the speaker

    c. pay attention to non-verbal cues   d. all of the above

48. Sex is biological while gender is defined based on ------------------------ one has to follow as dictated by the society one lives in.

    a. roles   b. activities   c. rules   d. all of the above

49. The society decides our gender roles about the way we

    a. dress and careers we choose   b. eat and behave

    c. talk, friends we have and games we play   d. all of the above

50. When the society decides how we need to behave and forces it on us, it is called creating

    a. free society   b. equality   c. gender stereotypes   d. none

51. Boys are not allowed to cry in society, even though they feel emotions like crying. This is because society has created

    a. equality   b. heroes   c. gender stereotypes   d. all of the above

52. "Why do you need to study further? You need to be married soon." This is an example of

    a. gender stereotypes for girls   b. gender stereotypes for boys

    c. equality   d. all of the above

53. Girls face gender stereotypes when they are expected to

    a. cook for the family   b. sweep the floor

    c. serve food and do other domestic work   d. all of the above

54. Boys are gender stereotyped to

    a. go to work   b. take decisions for the family   c. ride a bike or cycle   d. all of the above

55. Advertisements always show a woman as the one who

    a. cooks   b. takes care of kids   c. is weaker   d. all of the above

56. Movies portray songs and scenes where women are ------------------------ by men.

    a. chased   b. teased   c. followed   d. all of the above

57. Movies portray men and women in their gender stereotype roles like

    a. men are strong and women are weak   b. men can fight and women get scared

    c. women need to be protected by men   d. all of the above

58. Eve-teasing is when boys

    a. whistle   b. sing songs   c. pass comments and tease girls   d. all of the above

59. We cannot believe in everything we see in films and media as a perfect example to follow in life.

    a. True   b. False

60. In a workplace, women employees need to be

    a. treated properly   b. given respect the way men employees are

    c. provided equal wages like men employees   d. all of the above

61. An important document to carry when attending an interview is

    a. cover letter   b. resume   c. leave letter   d. none

62. A _____ is a summary of your personal experience, skills and education history.

    a. feedback   b. letter   c. resume   d. story

63. If you consider yourself as the product, then your resume is your -----------------------------------

    a. media   b. advertisement   c. CV   d. none

64. The crucial step that all face while starting their careers is

a. feeling happy   b. facing an interview   c. going on a tour   d. relaxing

65. _____ is a process where an employer and employee exchange their views, understand each other and find out if the correct candidate is placed in the right company for the right job.

a. apprenticeship   b. interview   c. internship   d. none

66. Identify the questions asked in an interview.

a. tell us something about yourself   b. what are your hobbies
c. why did you choose to apply to this company   d. all of the above

67. Interviews can be

a. face-to-face   b. telephonic   c. online   d. all of the above

68. We spend most of our time on our smartphones

a. watching and making videos   b. chatting with our friends
c. clicking and editing pictures   d. all of the above

69. Some applications that we have on our smartphones include

a. Facebook   b. Instagram   c. WhatsApp   d. all of the above

70. Smartphones have made our

a. lives better   b. productive   c. more comfortable   d. all of the above

71. Some negative uses of social media include

a. spreading rumours and fake news   b. Photoshop pictures
c. money fraud   d. all of the above

72. Fake news is widely distributed to

a. spread rumours   b. humiliate someone   c. earn money   d. all of the above

73. Fake news means false stories that are sensational.

a. True   b. False

74. Some sources of fake news include

a. social media websites like Facebook   b. fake news channels that use names of original channels
c. fake websites   d. all of the above

75. Customer satisfaction includes

a. after sales service   b. how we interact with customers
c. how good the product sold is   d. all of the above

76. When customers are satisfied with our products/service, they

a. make repeated purchases   b. recommend it to others
c. keep in touch   d. all of the above

77. A good customer service executive should learn how to

a. identify customer needs
b. satisfy customers by making available the right product or service available to the right people at the right time
c. retain customers with effecting sales closing and after sales service
d. all of the above

78. Customers generally --- when they have a good experience.

a. recommend the brand to a friend   b. purchase more
c. write a positive review   d. all of the above

79. Customers generally _____ when they have a poor experience.

   a. share the experience with a friend   b. stop doing business with the company
   c. switch to a competitor   d. all of the above

80. Proper communication with customers can help to

   a. retain customers   b. have customers recommend it to friends, etc.
   c. repeat purchase from the company   d. all of the above

81. Proper communication with customers can help to

   a. retain customers   b. have customers complain to friends
   c. switch to competitor   d. all of the above

82. Customers generally _____ when they have a poor experience.

   a. recommend to friends   b. continue doing business with the company
   c. switch to a competitor   d. all of the above

83. Customers generally --- when they have a good experience.

   a. switch to competitor   b. purchase more
   c. do not recommend it to friends   d. all of the above

84. You feel uncomfortable when you find people --- in public places.

   a. laughing loudly   b. sharing unkind jokes
   c. making fun of people and passing remarks   d. all of the above

85. We should always behave properly and in a civilized manner depending on the --------------------

   a. place   b. people   c. time   d. all of the above

86. Workplace etiquette means to

   a. wear proper clothes   b. avoid gossiping and talking loudly
   c. treat everyone with courtesy and respect d. all of the above

87. An employee comes late to office every day. He is not

   a. silent   b. punctual   c. confident   d. clean

88. When you ask your supervisor for leave for a day, you need to

   a. be polite   b. use formal mode of communication
   c. greet and thank as appropriate   d. all of the above

89. When you happen to hear someone pass comments on a woman employee in the canteen, you will

   a. talk to the person and request to follow professional etiquette in the workplace
   b. bring it to the notice of your higher authorities
   c. remind the person about POSH
   d. all of the above

90. Men and women need to be treated equally in the workplace. It is good to avoid

   a. commenting about women employees   b. harassing women employees
   c. treating women employees badly   d. all of the above

91. When we speak to people in our workplace or people in authority, we need to

   a. speak harshly and unmindful of gender
   b. speak carefully and show respect in our choice of words

   c. speak carefully and use abusive language
   d. be rude and violent

92. The electronic form of formal written communication that can be sent through the internet to many people across the world is called

   a. email   b. typing   c. printing   d. writing

93. The most effective way of formal communication is

    a. chatting   b. tweeting   c. typing   d. email

94. CC in email means

    a. chair copy   b. child copy   c. carbon copy   d. chart copy

95. BCC in email means

    a. blind chair copy   b. blind child copy   c. blind chart copy   d. blind carbon copy

96. When you send your resume through email, you are sending it as

    a. driver   b. attachment   c. marked text   d. cookie advertisement

97. When your classmate is giving suggestions on your performance, you are receiving

    a. customer interaction   b. elevator pitch   c. feedback   d. an award

98. Mock interviews help candidates

    a. prepare for the real interview   b. rehearse how to perform in an interview
    c. become confident to face real interviews   d. all of the above

Solution Uploaded on Anil Sir ITI YouTube Channel

21. Project

Sit with one of your friends in the classroom in a quiet place where you often talk and feel comfortable. Tell him / her you want to take his feedback on your last month's performance in the class. Discuss the burger feedback technique to collect his / her feedback. Similarly, if your friend is also interested to take your feedback give yours too. This way you both will learn how to give constructive feedback.

1. MS-PowerPoint

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

- identify the features of MS-PowerPoint
- identify how to use MS-PowerPoint
- learn to create, open, close MS-PowerPoint.

PowerPoint is a computer program that allows you to create, show slides to support a presentation. PowerPoint allows to combine text, graphics and multimedia content to create visual professional presentations.

(What I already Know)	(What I Want to find out)	(What I Learned)
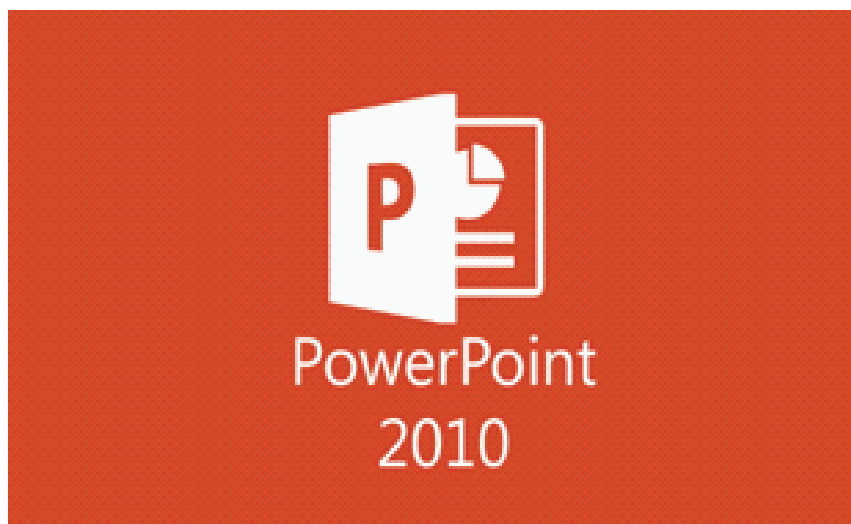
a. As a presentation tool, PowerPoint can be used to:

- organize and structure professional presentations
- provide an illustrative backdrop for the content of the presentation
- animate slides to give them greater visual impact.

b. MS-PowerPoint is a commercial presentation application written and distributed by Microsoft for Microsoft Windows and Mac OS X. By default, documents saved in PowerPoint 2010 are saved with the .pptx extension whereas, the file extension of the earlier PowerPoint versions is .ppt.

1. **Let us learn to open MS-PowerPoint on Windows 10 in a step by step approach.**

Step 1 Click the **Start button.**

Start Button
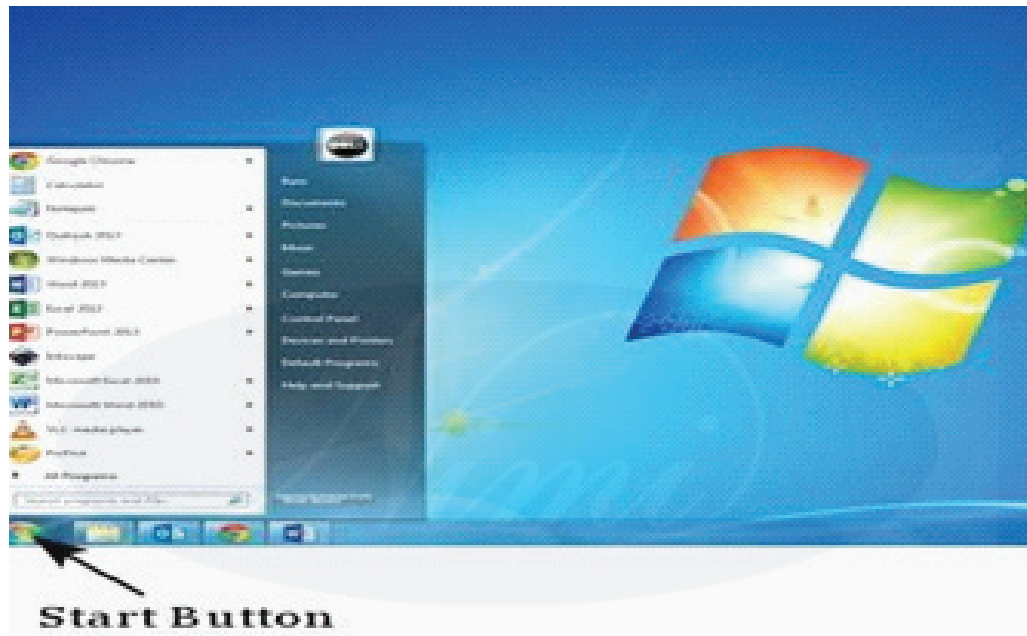
Step 2 Click the **All Programs** option from the menu.

All Programs
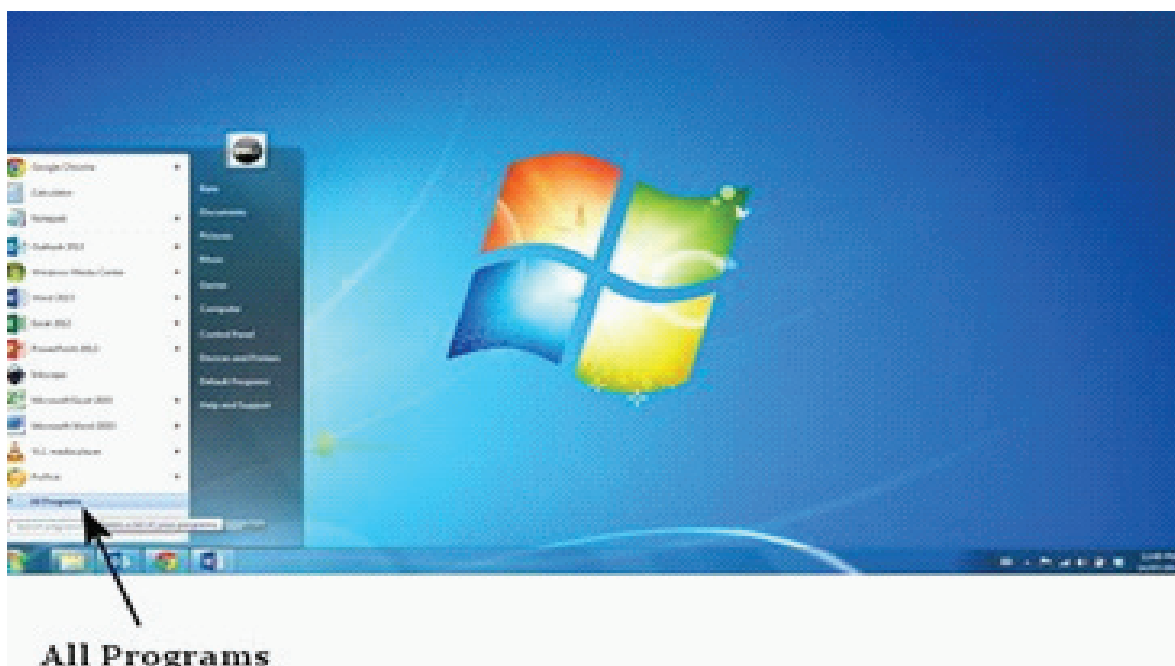
Step 3 Search for **Microsoft Office** from the submenu and click it.
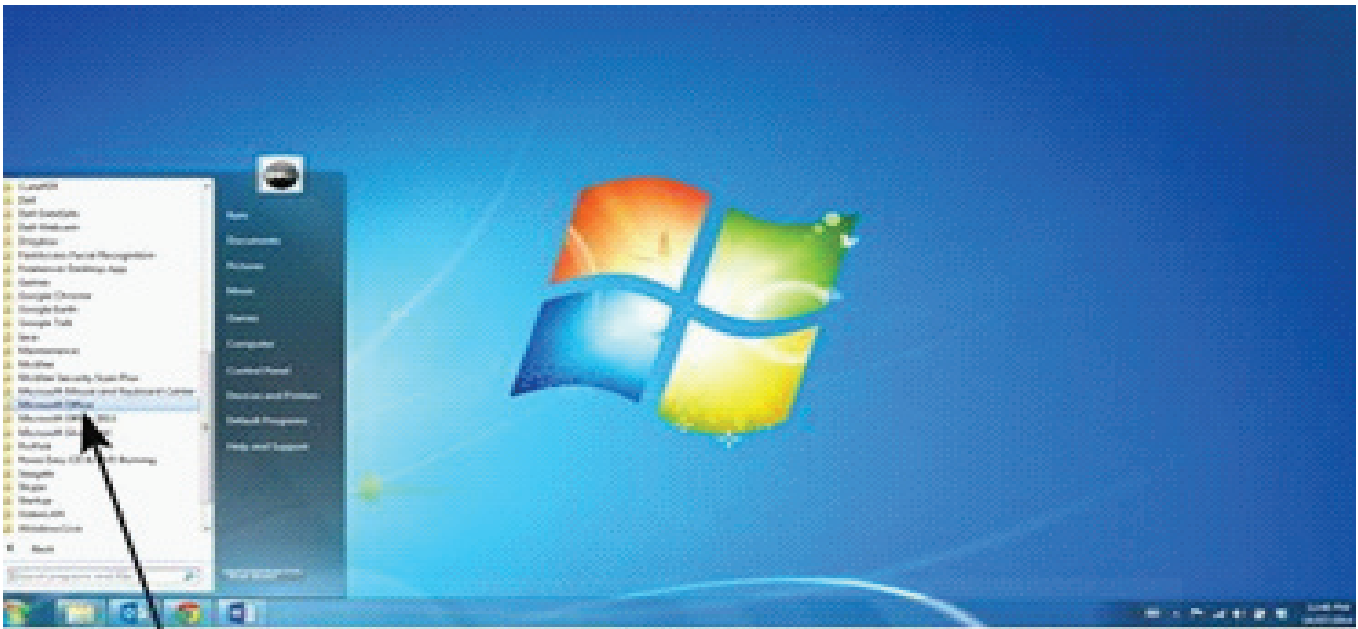
Microsoft Office

Step 4 Search for **Microsoft PowerPoint** from the submenu and click it.
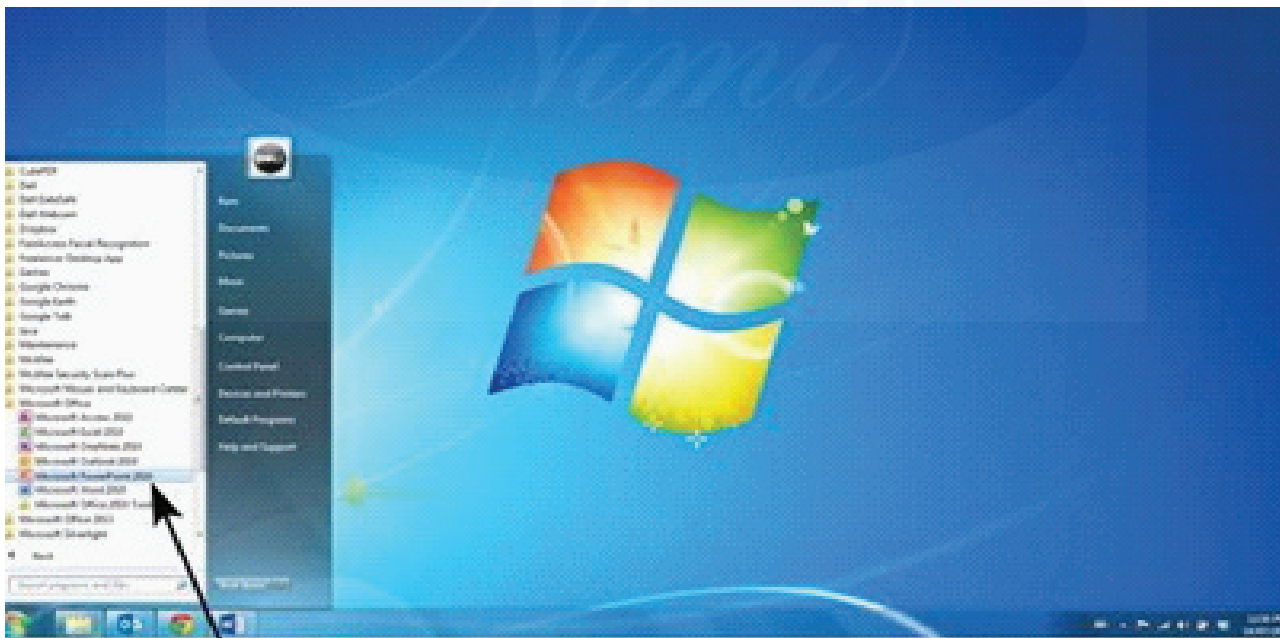
Microsoft PowerPoint 2010

This will launch the Microsoft PowerPoint 2010 application and you will see the presentation window. The toolbar has menus to help you perform various actions as required for your presentation using PowerPoint. Most basic functions in PowerPoint are similar to that in MS-Word. For example, save, save as, bold, italic, underline, cut-copy-paste, insert, view, close, etc.
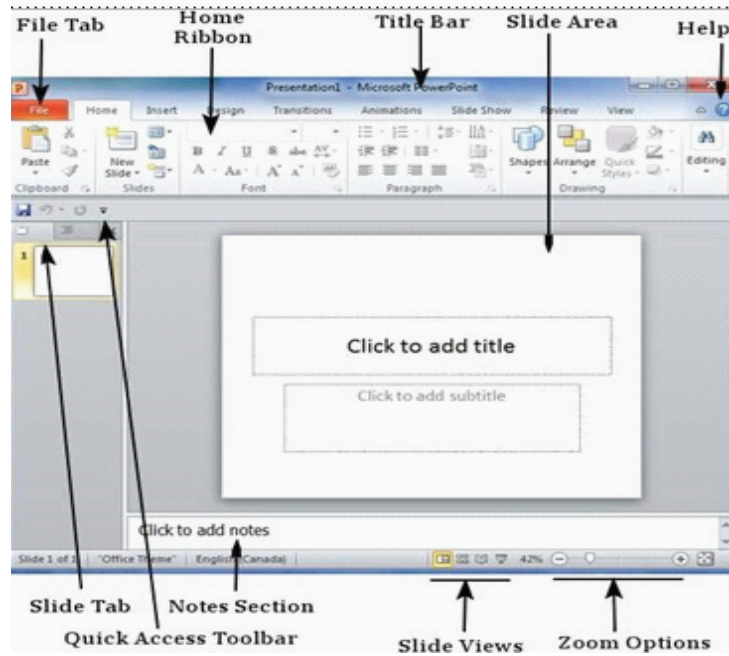
a. You may also right click the mouse button in the desktop, then choose New and Choose PowerPoint in the popup menu. Your screen will appear like the window shown here.
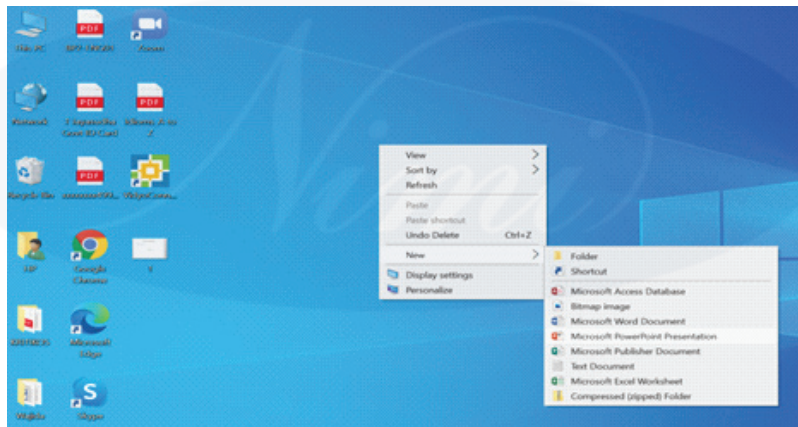
b. Hot Keys are a combination of keys providing quick access to a particular function within a computer program. Here are some essential hotkeys for faster working.

Keyboard Shortcuts/Hotkeys	Functiones
Ctrl+C	Copy
Ctrl+V	Paste
Ctrl+S	Save
Ctrl+Z	Undo
Ctrl+N	Create new presentation.
Ctrl+M	Add a new slide.
Ctrl+B	Make selected text bold.
Ctrl+X	Cut
F5	Start the slide show.
Esc	End the slide show

2. Using PowerPoint

i. When PowerPoint is open, the window will appear with "click to add first slide" as shown in the image. Click on it and add the first slide.
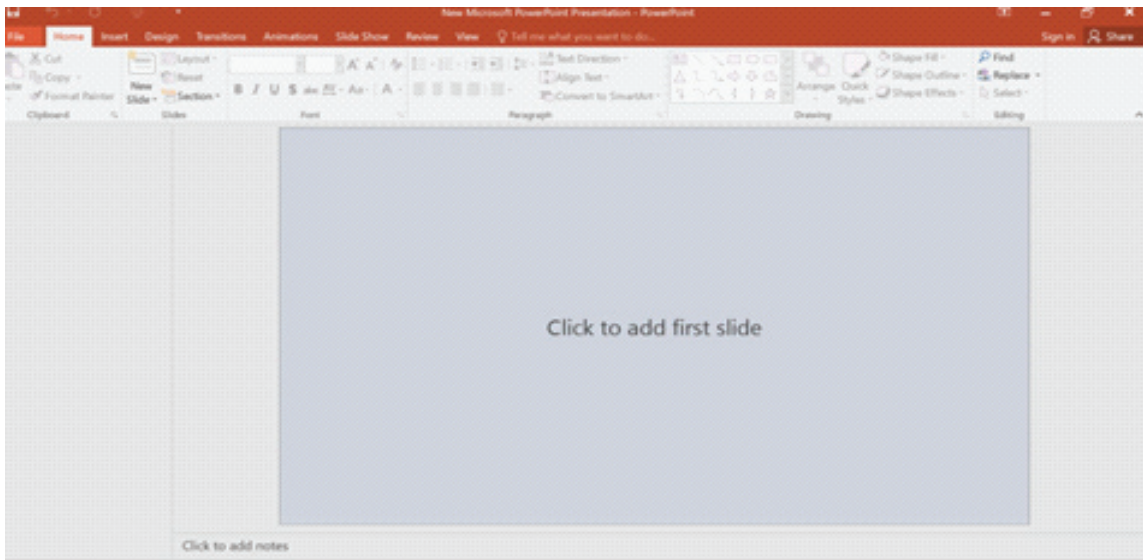
ii. Add the title of the presentation and the presenter organisation details in the title slide in the space for title and subtitle.
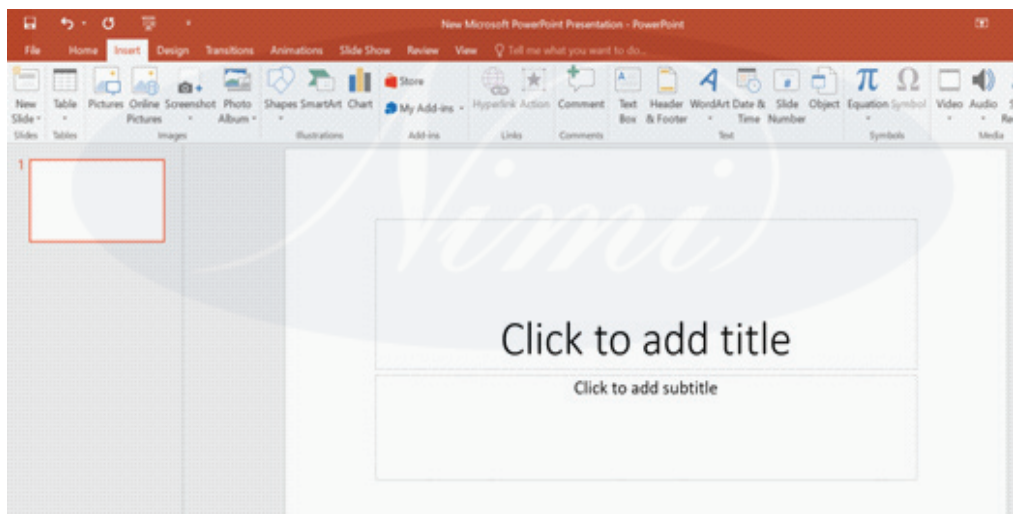
iii. Press Enter or click on New slide to add the next slide. You will see many options to add slide. Choose the one that suits your requirement.
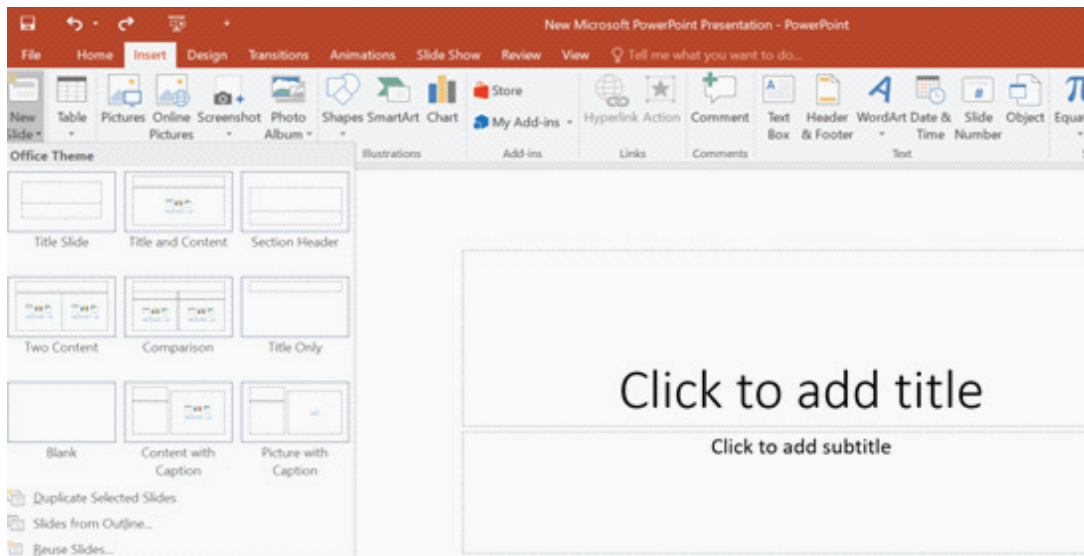
iv. When you select 'Insert' in the toolbar, you can add new slide, table, pictures, online pictures, screenshot, photo album, shapes, SmartArt, chart, header, footer, WordArt, date & time, slide number, object, equation, video, audio in your slide. Try to insert a table, slide number, date and time of presentation by choosing the relevant option in the Insert menu.
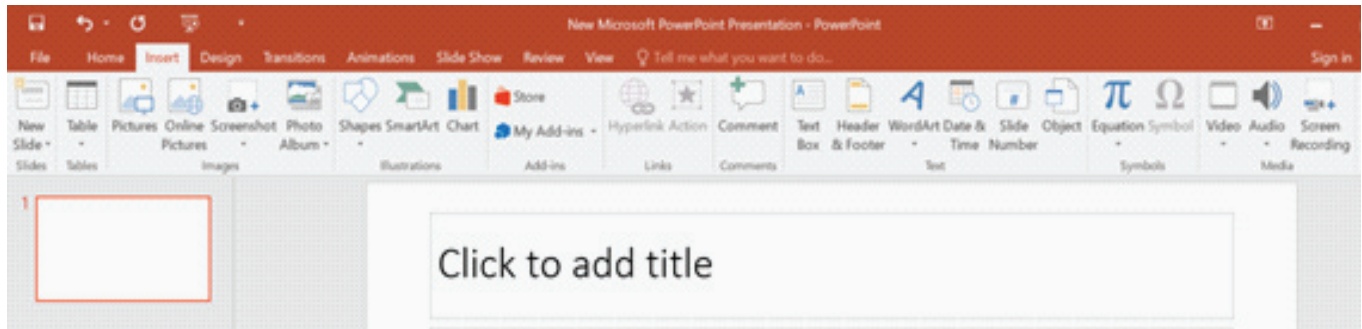
3. **In the toolbar at the bottom you find Zoom option as in MS-Word. The group of four buttons located to the left of the Zoom control, near the bottom of the screen, lets you switch between PowerPoint views. Fill in details in the title slide, insert new slide and type content. View the slides in the following views. Try to view the presentation in all the views.**

- **Normal Layout view** – This displays page in normal view with the slide on the right and a list of thumbnails to the left. This view allows you to edit individual slides and also rearrange them.

- **Slide Sorter view** – This displays all the slides as a matrix. This view only allows you to rearrange the slides but not edit the contents of each slide.

- **Reading View** – This view is like a slideshow with access to the Windows task bar in case you need to switch windows. However, like the slideshow you cannot edit anything in this view.

- **Slide Show** – The slide show option helps you view the slides in the presentation mode.
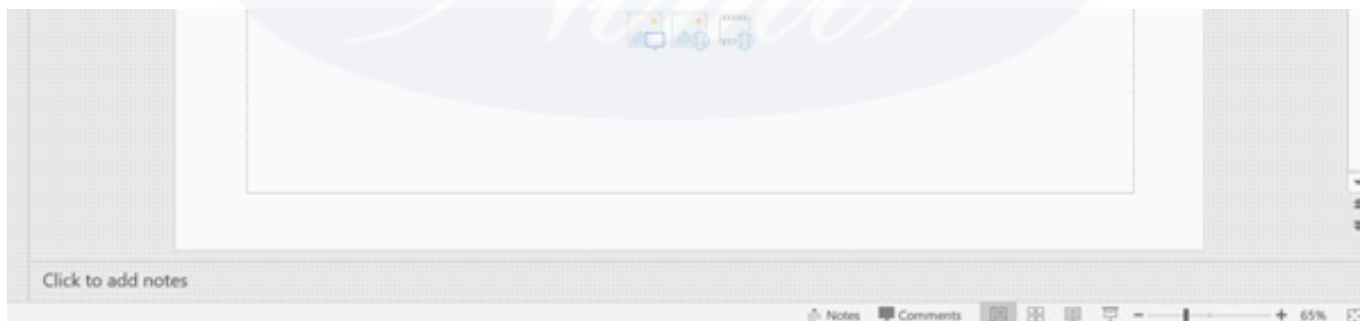
4. **The Notes section, helps you add additional information for use during the presentation. Type additional information in the notes section and view.**
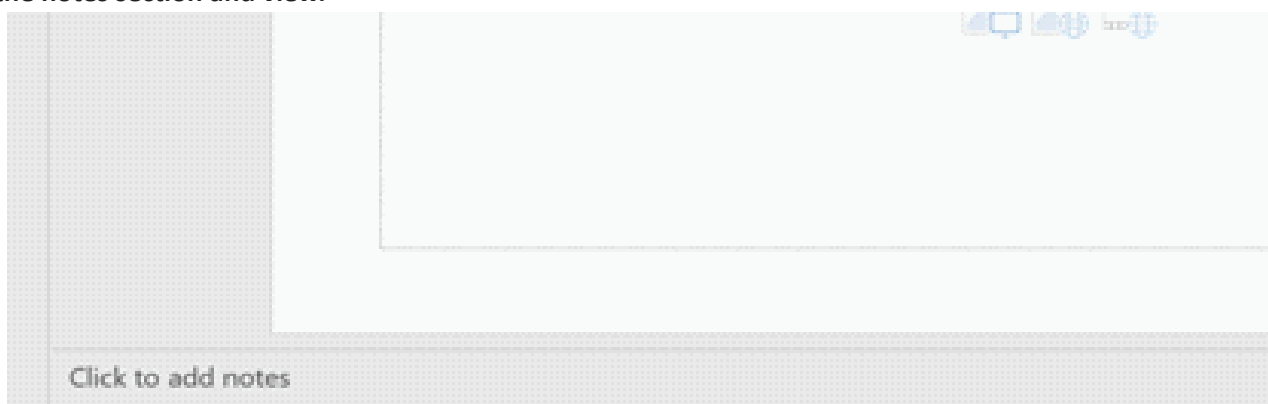
5. **Recall how you saved Ms-Word and MS-Excel files. You can save PowerPoint files in the same manner. Explore ways to Save PowerPoint files with a partner.**

6. **To close a PowerPoint presentation, choose the 'X' button in the toolbar and click on it. The PowerPoint presentation will be closed.**
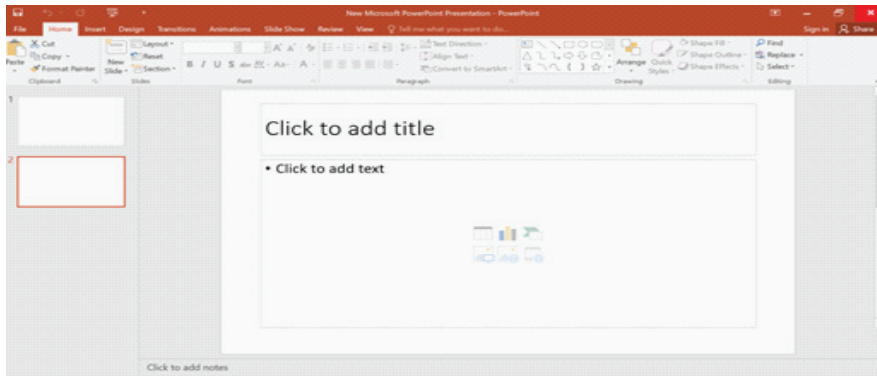
7. **If a dialog box like the one shown in the visual appears asking to save changes, click on Save. Once saved, the presentation will automatically close.**
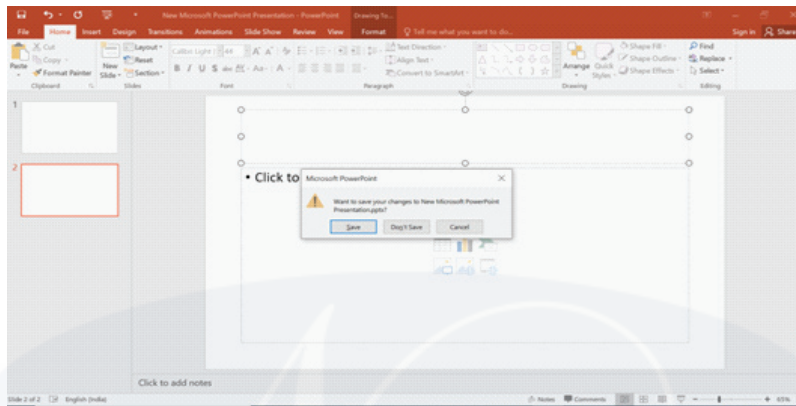
8. **Look at the table for information on what the different features of PowerPoint help you to do. Explore the features on PowerPoint to insert files.**

Menu Category	Ribbon Commands
Home	Clipboard functions, manipulating slides, fonts, paragraph settings, drawing objects and editing functions.
Insert	Insert tables, pictures, images, shapes, charts, special texts, multimedia and symbols.
Design	Slide setup, slide orientation, presentation themes and background.
Transitions	Commands related to slide transitions.
Animations	Commands related to animation within the individual slides.
Slide Show	Commands related to slideshow setup and previews.
Review	Proofing content, language selection, comments and comparing presentations.
View	Commands related to presentation views, Master slides, colour settings and window arrangements.

9. **Make a basic presentation about the various uses of PowerPoint with the information you have acquired so far. You can also refer the internet. Present it to your instructor and whole class.**

K W L

Complete the 'What I Learned' column in the KWL chart.

What are PowerPoints used for?

Explain the process of opening PowerPoint.

Tabulate the features of PowerPoint and their purpose.

To learn more about PowerPoint, view the tutorial in the following link:

https://www.tutorialspoint.com/powerpoint/powerpoint_getting_started.htm

2. Designing Creative PowerPoint Presentations

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

- design the created PowerPoint presentation using colour
- use animations for presentations
- learn various tips and tricks to design creative PowerPoint presentations.

PowerPoint presentations enable a visual mode of consolidation of information with all the data. It is important to keep the information short and simple. PowerPoint presentation can be effective if it is in the KISS (Keep Information Short and Simple) format. In this lesson, you shall learn to **design the PowerPoint presentation** created in the previous lesson by adding creative features in a professional manner.

(What I already Know)	(What I Want to find out)	(What I Learned)
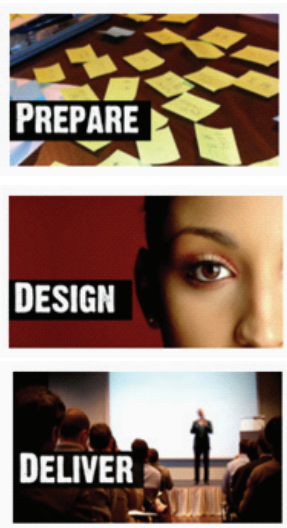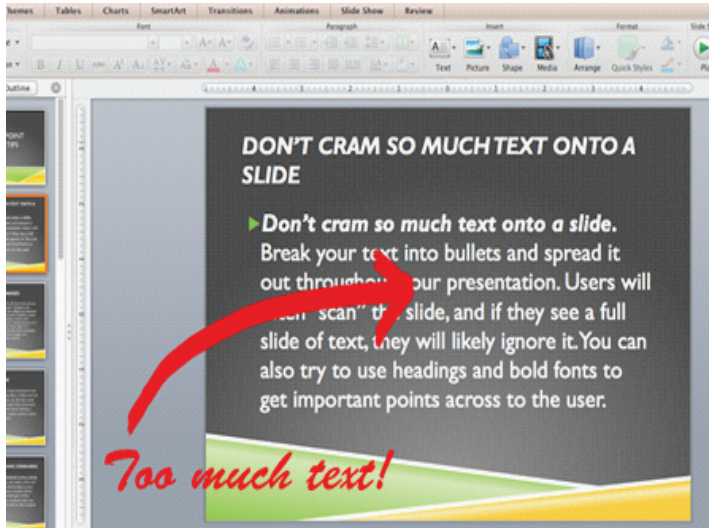
1. Designing PowerPoint slides

Let us learn how to give the PowerPoint presentation created in the last lesson a professional look.

i. Using colour: Apply colour to your PowerPoint text with the given guidelines.

• Use PowerPoint's design templates to have similar background to all images. Use uniform colour scheme.
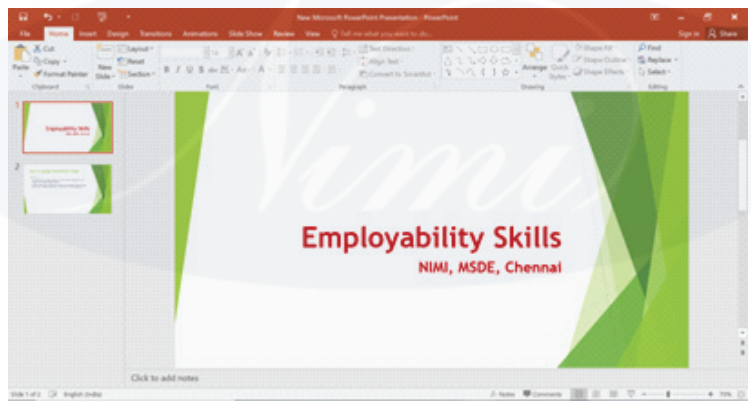
• Prepare slides with a bold colour contrast. For example, black or deep blue text on a light background or white text in a dark background.
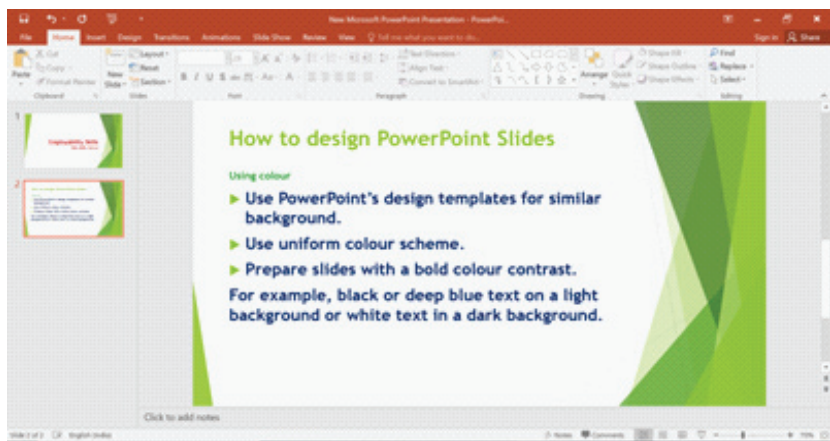
ii. Using text: Modify and design your PowerPoint text with the given guidelines.

• Avoid using too much text. Slides should have no more than six bullet points. Each bullet point should be only six words long.

• Create bullet points which are clear summaries of key points. It need not be complete sentences.

- Be consistent in selecting font size and font type. Let the text be 24-28 points in size.
- Choose left align for all text to make it easier to read.
- Use bold for a clear and simple form of emphasis and headings.
- Show difference between headings, main text with font size. For example, heading in larger font followed by main text.
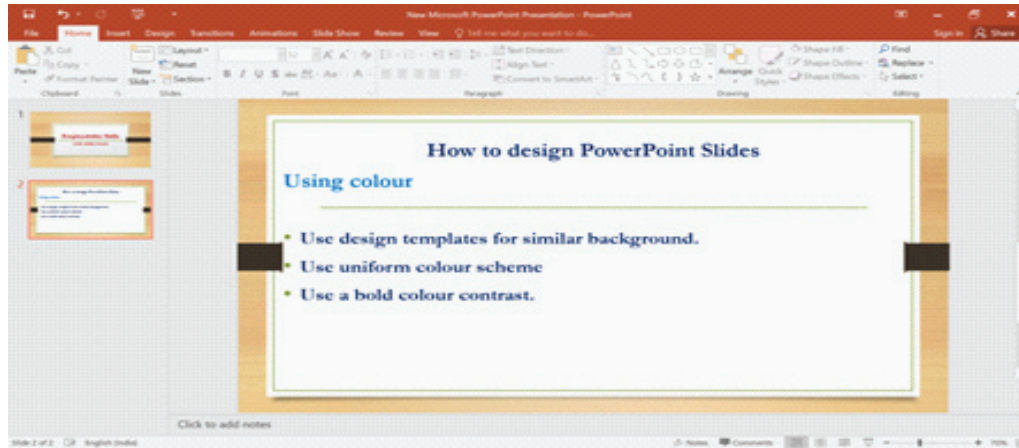
2. **Making the most of graphics and animations**

   i. Using graphics
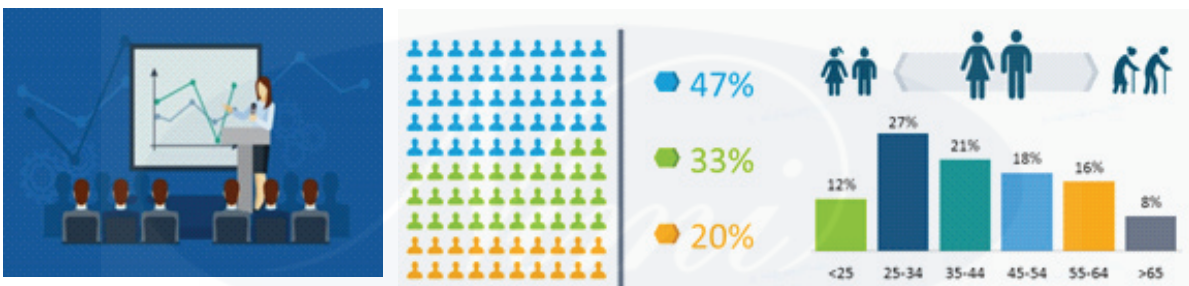
- Visual information makes it easier to understand for most people.
- Use of images help remember concepts better. PowerPoint allows you to easily include graphics and images.

- Make sure graphics are relevant to your text and not just decorative. (The visual is on Employability Skills in the given example.)
- Consider using graphics to replace text where you think an image would be easier to understand.
- Ensure that the images that you use are simple and clear to easily read from a distance.
- You can use charts and graphs.
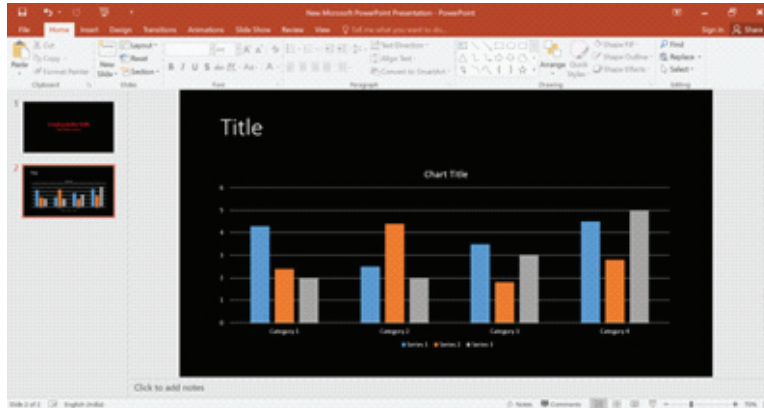
ii. Using Animation: You can add Animations to your presentation by clicking on Animation in the toolbar and choose the animation that you wish. Animation will enhance the presentation by making the slides have an animated display in the manner in which you want it to.

3. **Create a PowerPoint presentation on the topic 'Top qualities for Employability' with 10 slides including visuals and animation effects.**

4. **Choose a partner and present your topic using PowerPoint. Ask for feedback. Remember to appreciate the good points and offer suggestions for improvement.**

KWL

Complete the 'What I Learned' column in the KWL chart.

Discuss a few features of the Menu bar in PowerPoint.
What are some important tips to be kept in mind while making a presentation?

https://business.tutsplus.com/articles/37-effective-powerpoint-presentation-tips--cms-25421
https://www.ncsl.org/legislators-staff/legislative-staff/legislative-staff-coordinating-committee/tips-for-making-effective-powerpoint-presentations.aspx

Tips for Successful Presentations

- Do not read the presentation.
- Practice the presentation from bullet points.
- Give a brief overview.
- Present the information.
- Finally review important points.

Tips for Successful Presentations

- Plan carefully.
- Do your research.
- Know your audience.
- Time your presentation.
- Speak comfortably and clearly.
- Check the spelling and grammar.

3. File Conversion

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

- recognize the different types of files – pdf, jpg, doc, xlsx, ppt
- identify the features and purposes of the different types of files
- identify how to convert the files from one type to another.

In our daily life, we create, download, use and share a number of files over the internet. Some files are documents while others are audio or video files, photographs, etc.

Data **conversion** is the conversion of computer data from one format to another. Throughout a computer environment, data is encoded in a variety of ways. Data can be stored in the document (Word), spreadsheet (Excel), pdf, JPG/JPEG (image) formats. We may require to convert files from one format to another based on our requirement. For example, we convert files from Word to pdf so that the alignment does not change or data does not lend itself to be modified easily.

K W L		
(What I already **K**now)	(What I **W**ant to find out)	(What I **L**earned)
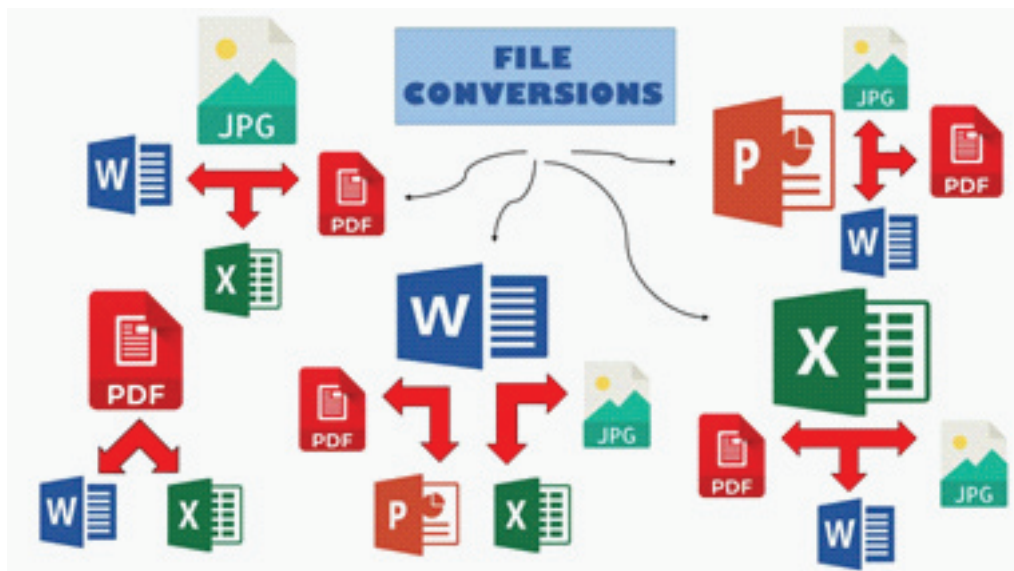
a. File types and purpose

File name	Expanded form	Icon	Purpose
pdf	Portable Document Format		Save and share documents of all sizes Can be password-protected
jpg	Joint Photographic Group		Most compatible file type for saving pictures
doc	Document		Widely used file type to create typed documents
xls	Excel Spreadsheet		Create spreadsheet with various functions
ppt	PowerPoint		Create presentations for educational and a wide range of fields

b. Online platforms where you can convert files from one form to another

http://www.mediaconverter.org

https://www.popsci.com/convert-any-file-to-any-format/

https://www.online-convert.com/

c. Process of Conversion of File

File conversion is the process of taking a file of one format and changing it into another. This is, especially, handy as we often work with files which are not compatible with the different programs that we use.

Choose a suitable site to convert files

↓

Select the file format of the present file

↓

Upload the file

↓

Choose the file format to be converted

↓

Download the converted file
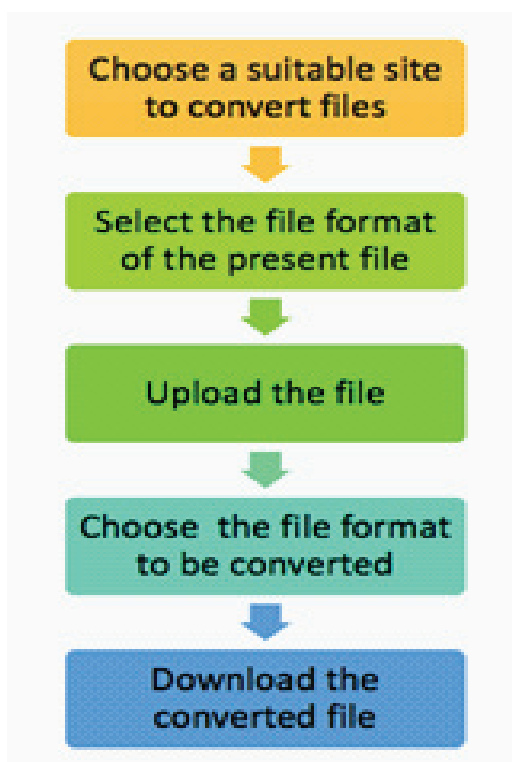
1. **Doc to pdf: Draft your resume using MS-Word. Store it in your computer.**

   i. Go to the following site to convert small files: https://smallpdf.com/word-to-pdf You will see a window like the one in the visual.
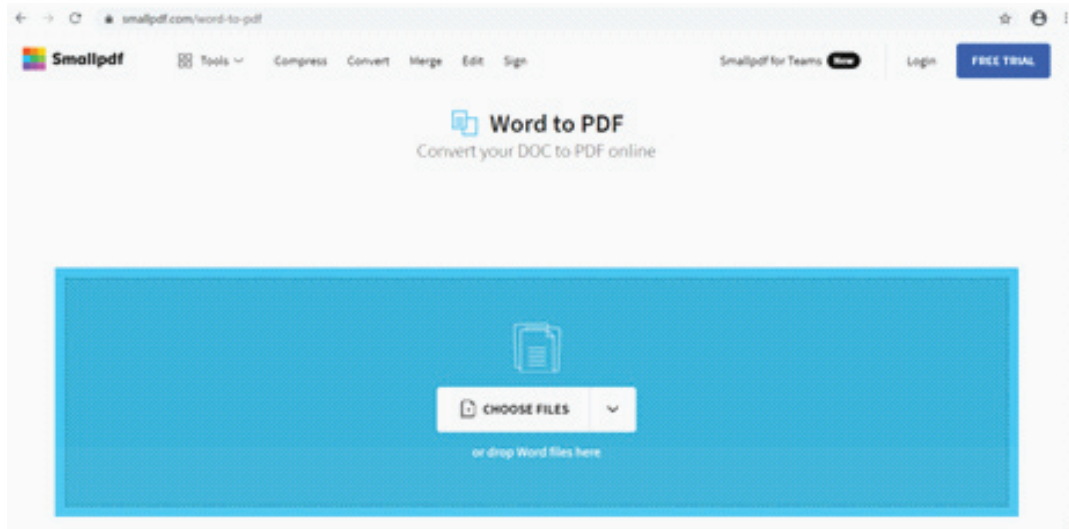
   ii. Choose files to convert from the locations shown in the dropdown menu.

   iii. Select the file from the device. You will see a window that shows the locations in the device.
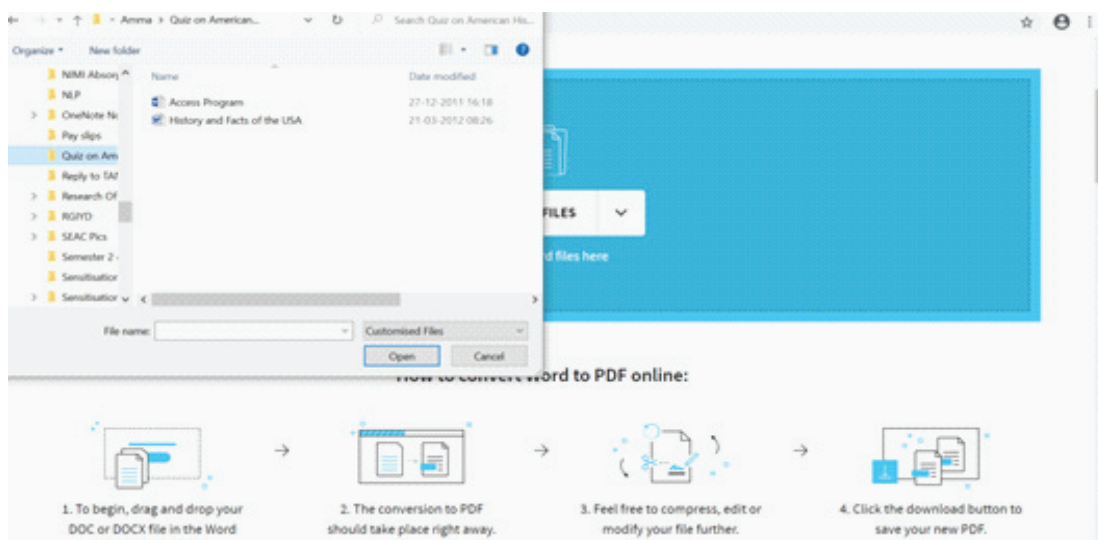
iv. Drag and drop the doc file in the pdf converter. PDF converter will start converting the file. The blue line shown on top of the window in the visual shows that the file is being converted into pdf.

v. When the doc file is converted into pdf, you will see a window like this with pdf of the file converted. You may download the pdf file by clicking on the download button and save it to the device from the downloads folder.
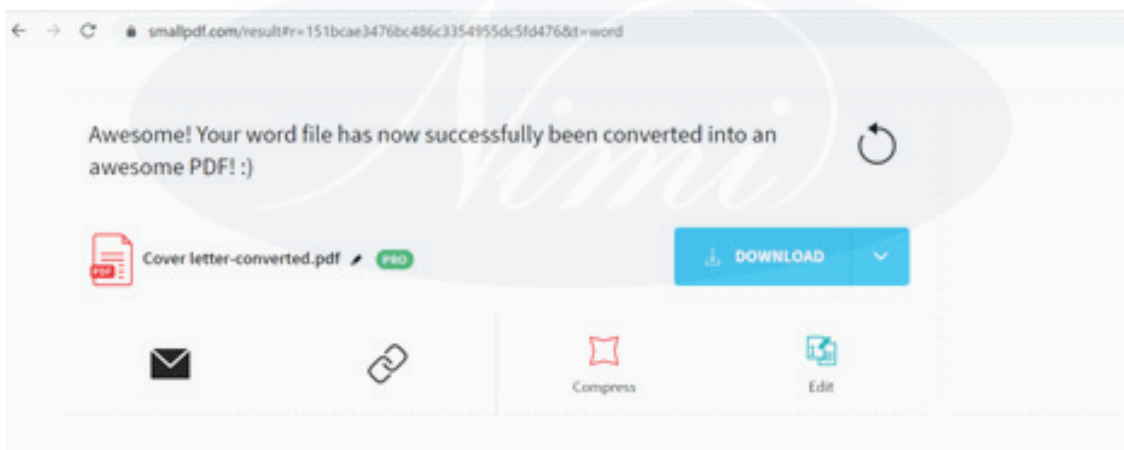

2. **Convert the ppt you designed in the previous lesson into pdf. The steps are the same as for doc to pdf. Use the following link: https://smallpdf.com/ppt-to-pdf**

(Note: Steps are there in the site at the bottom of the window.)
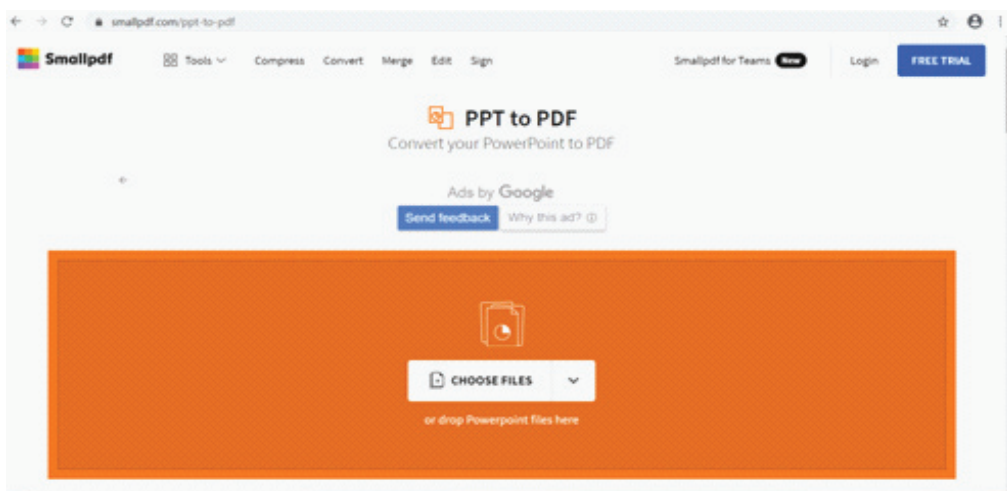
3. **Take a picture of your classroom. Share it to your email. Convert the JPEG/JPG image into pdf. Use the following link:** https://smallpdf.com/jpg-to-pdf

(Note: Steps are there in the site at the bottom of the window.)
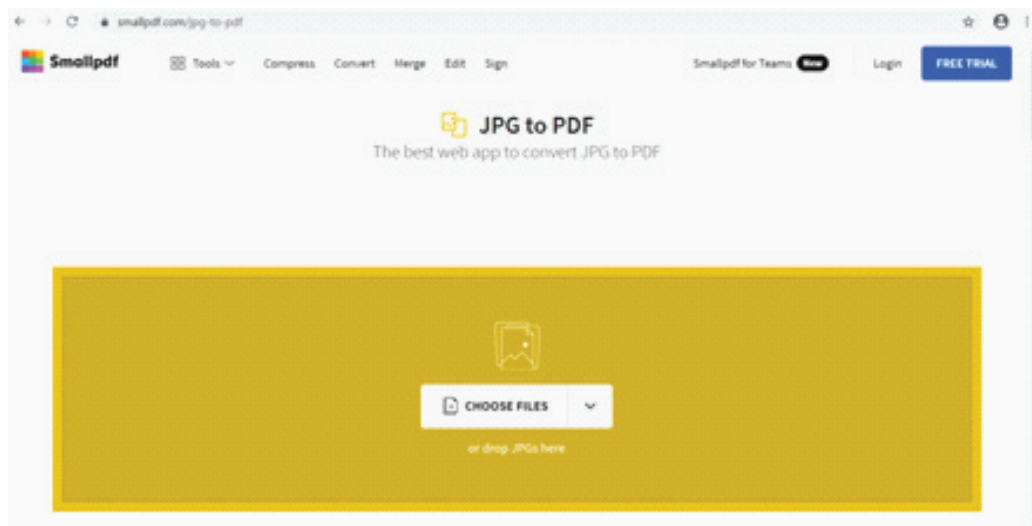
4. **Imagine you have been working in ITC as a customer relations executive. You need to get your office space insured against fire, natural disaster, etc. You need help your manager submit the total value of all items in the office to the insurance company. Make a list of the items that are available in your office and their approximate cost in MS-Excel. After completing it, convert the Excel file to pdf and mail it to your manager. Use the learnings from IT Literacy and sending emails lessons in year 1 of Employability Skills. You may use the link:** https://smallpdf.com/excel-to-pdf

(Note: Steps are there in the site at the bottom of the window.)
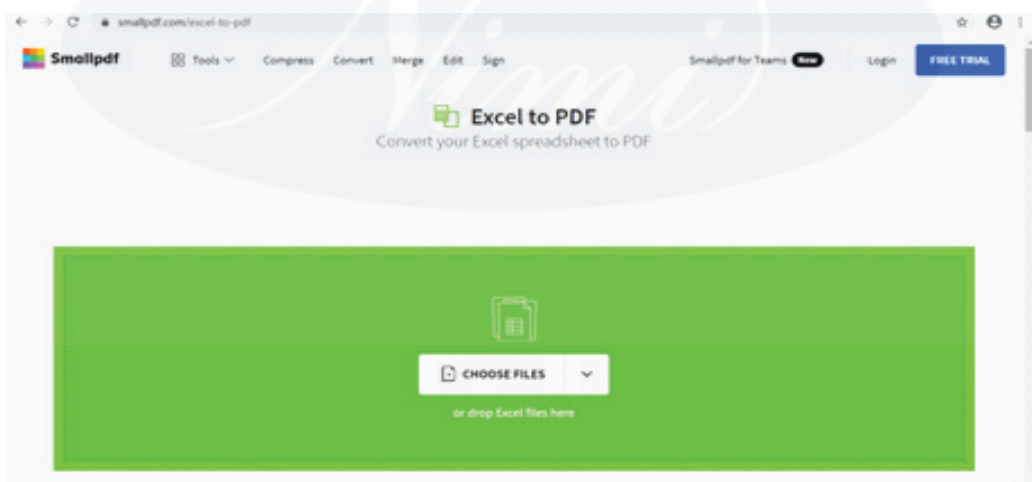
Complete the 'What I Learned' column in the KWL chart.

What are the various file types available?
Why do files need to be converted from one type to another?
How can you convert files when you have internet facility?

http://insight-docs.opentext.com/documentation_center/File_Conversion_Options.htm
https://www.nchsoftware.com/documentconvert/index.html
https://www.tutorialspoint.com/online_file_conversion.htm
Learn more about file conversion here: http://www.convertfiles.com/

4. Reducing the File Size

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

• identify the need for reducing file sizes

• identify the features and purpose of the different types of files

• practise to reduce file size.

Compression does not touch the actual dimensions of the image. Instead, it **reduces the file size** of a JPG/JPEG (Joint Photographic Express Group), BMP (bitmap file), SVG (Scalable Vector Graphics) image file. This is helpful when you plan to either upload your images online or send it via e-mail. Even to send files via WhatsApp, there are file size restrictions that might prevent you from sending larger images.
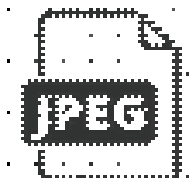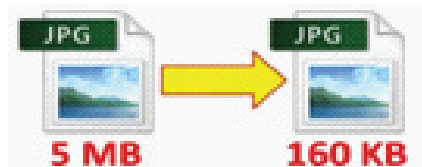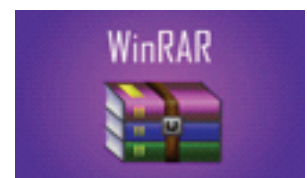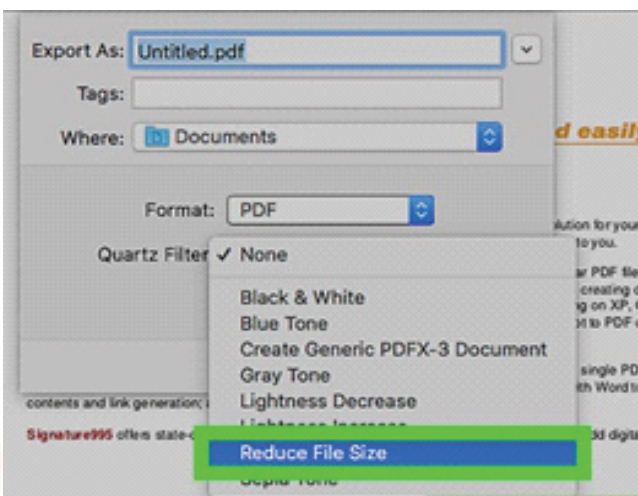
If you compress images, you can reduce the image's file size to easily upload or send it. You may decide the type of the resulting image based on your requirement.

K W L

| (What I already Know)	(What I Want to find out)	(What I Learned)

a. There is actually no difference between the JPG and JPEG formats. The only difference is the number of characters used. JPG was used when earlier versions of Windows (MS-DOS 8.3 and FAT-16 file systems) required a three letter extension for file names.

b. An SVG file is a graphics file that uses a two-dimensional vector graphic format created by the World Wide Web Consortium (W3C). SVG files are developed as a standard format for displaying vector graphics on the web.

c. The BMP file format, also known as bitmap image file, device independent bitmap (DIB) file format and bitmap, is a file format used to store bitmap digital images on Microsoft Windows and OS/2 operating systems.

1. Here is a free online file compressor: https://www.wecompress.com/en/ Try uploading a file to reduce its size.
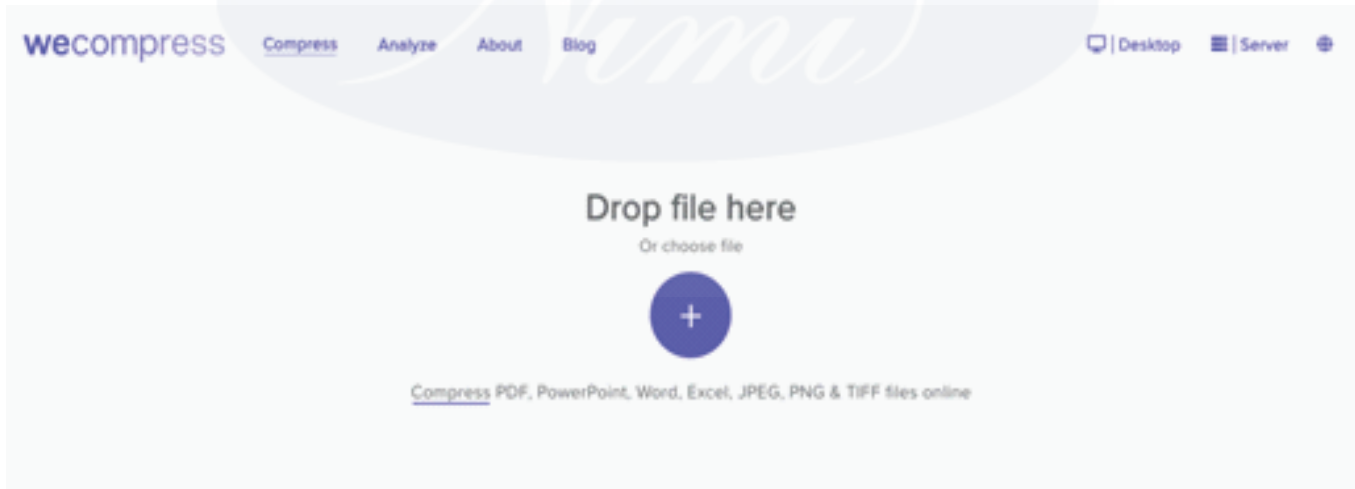
To reduce the size of a file remember the following points.

• Upload your file to the image compressor. It can be an image, document or even a video.

• Select an image format from the drop-down list. For compression, it offers PNG and JPG.

• Choose the quality you want your image to be saved in.

• Click on "Start" to start the compression process.

Usually image files (JPG/SVG/BMP), videos or pdf files are compressed. When you upload your photographs while submitting applications online, specifications about the file type and file size are given in the instructions. If your file size is larger or not in the format required, it may be rejected.

2. Converting JPG to PDF

i. Take a soft copy of your photograph (JPG) and save it in 'pictures'.

ii. Log into the internet. Go to https://smallpdf.com/jpg-to-pdf site. You will see a screen like the given visual:
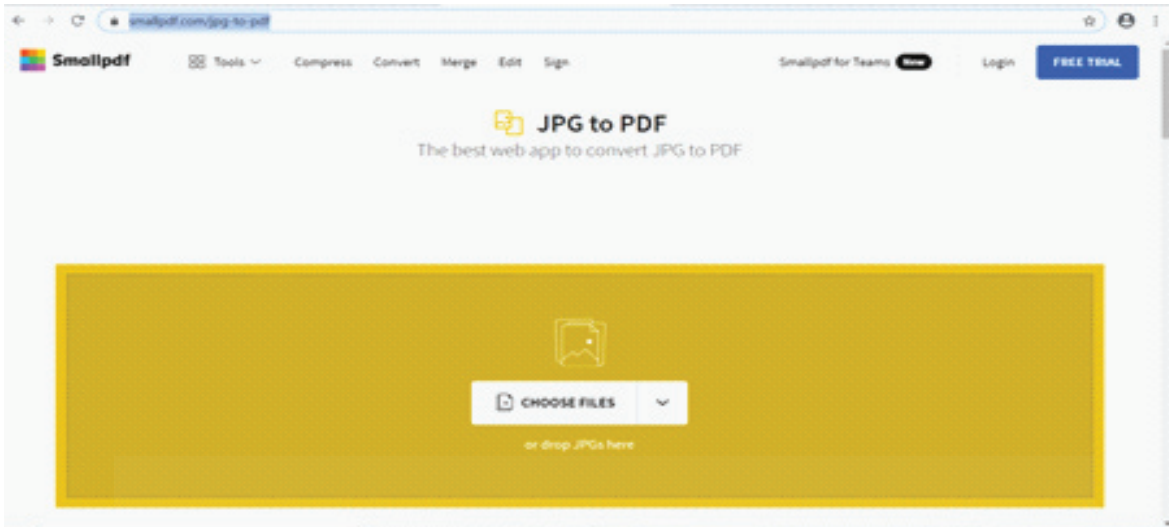
iii. Click on "choose files to browse". You will get a dropdown menu as shown in the visual.
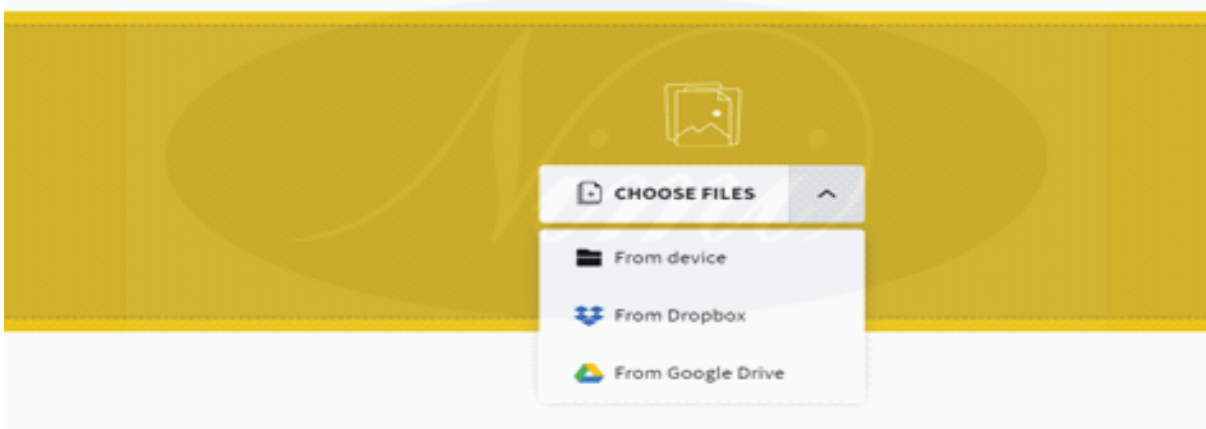
iv. Select the photograph from the device (computer). The window in the visual shows the selection of the photograph from 'pictures'.
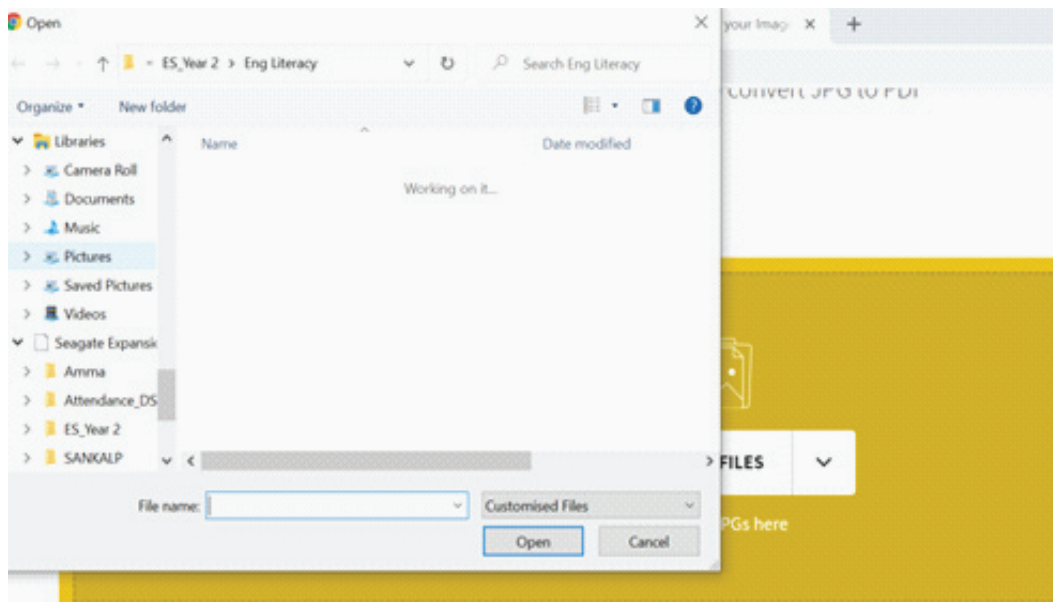
v. The selected image will be displayed as shown in the visual. In the menus on the screen you can see an image icon, add more, size option (A4, Letter, Auto), orientation option (portrait, landscape, auto), margin option (no margin, small margin, big margin).
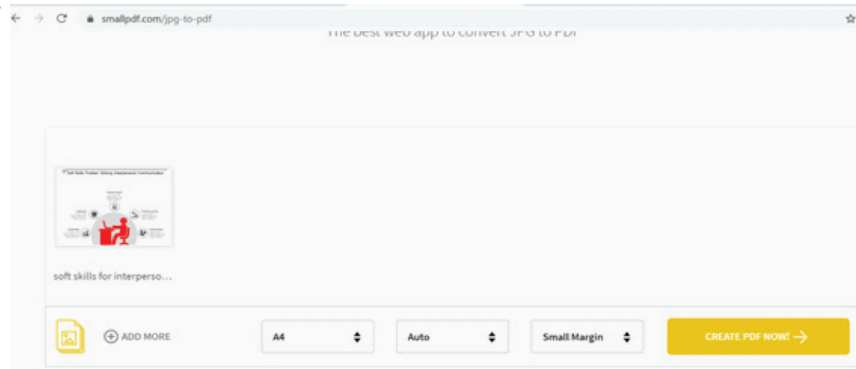
vi. Choose the required size, orientation and margin. (You want to reduce the file size of the photograph.)

vii. Click on the 'Create PDF Now' button. You will see the window shown in the visual.
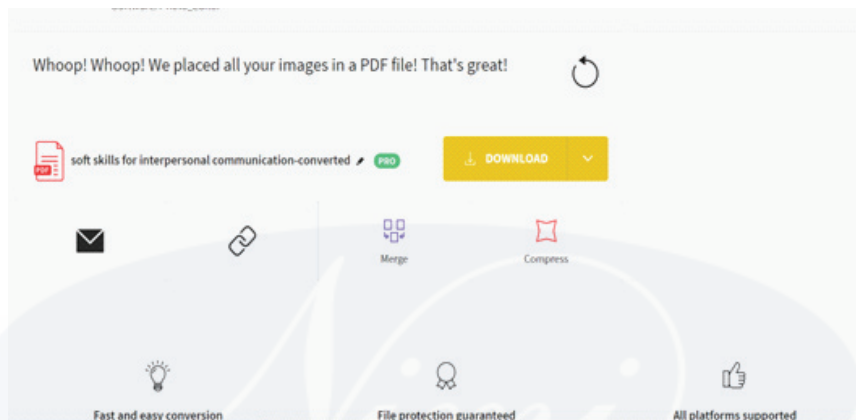
viii. Click on the Download button. You will see a dropdown menu asking for location to save the downloaded pdf image.
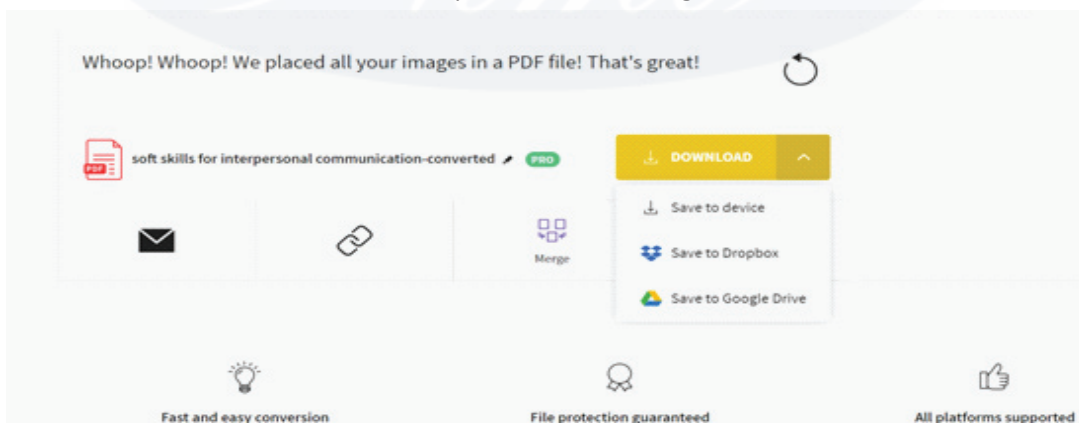
ix. Choose the location as 'Save to device'. The file will be downloaded and saved in downloads. You may save it in your computer in 'pictures'.
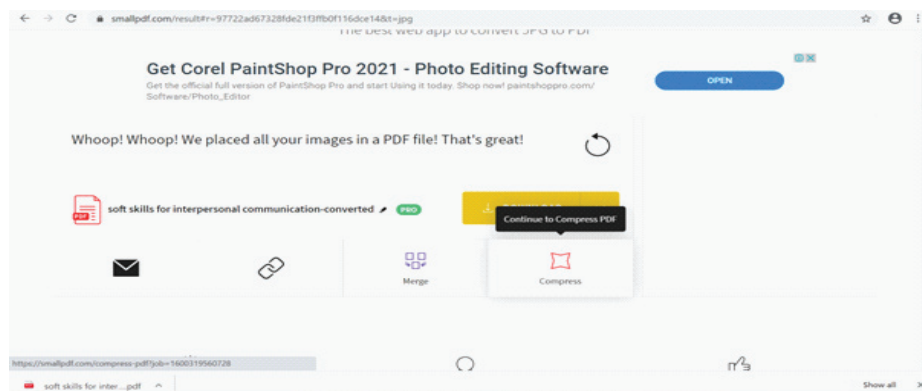
3. Take the same photograph. Convert it into pdf first. Then try to convert it into small pdf.

You may use the following links.

i. JPG to pdf - https://jpg2pdf.com/ https://www.convert-jpg-to-pdf.net/

ii. pdf to small pdf - https://smallpdf.com/compress-pdf

4. Explore the file conversions that the small pdf site offers: https://smallpdf.com/ Choose a partner and try 2 or 3 file conversions and compressions.

i. You can compress, convert, merge, rotate, delete pages, split, eSign, unlock, edit, protect pdf files, etc.
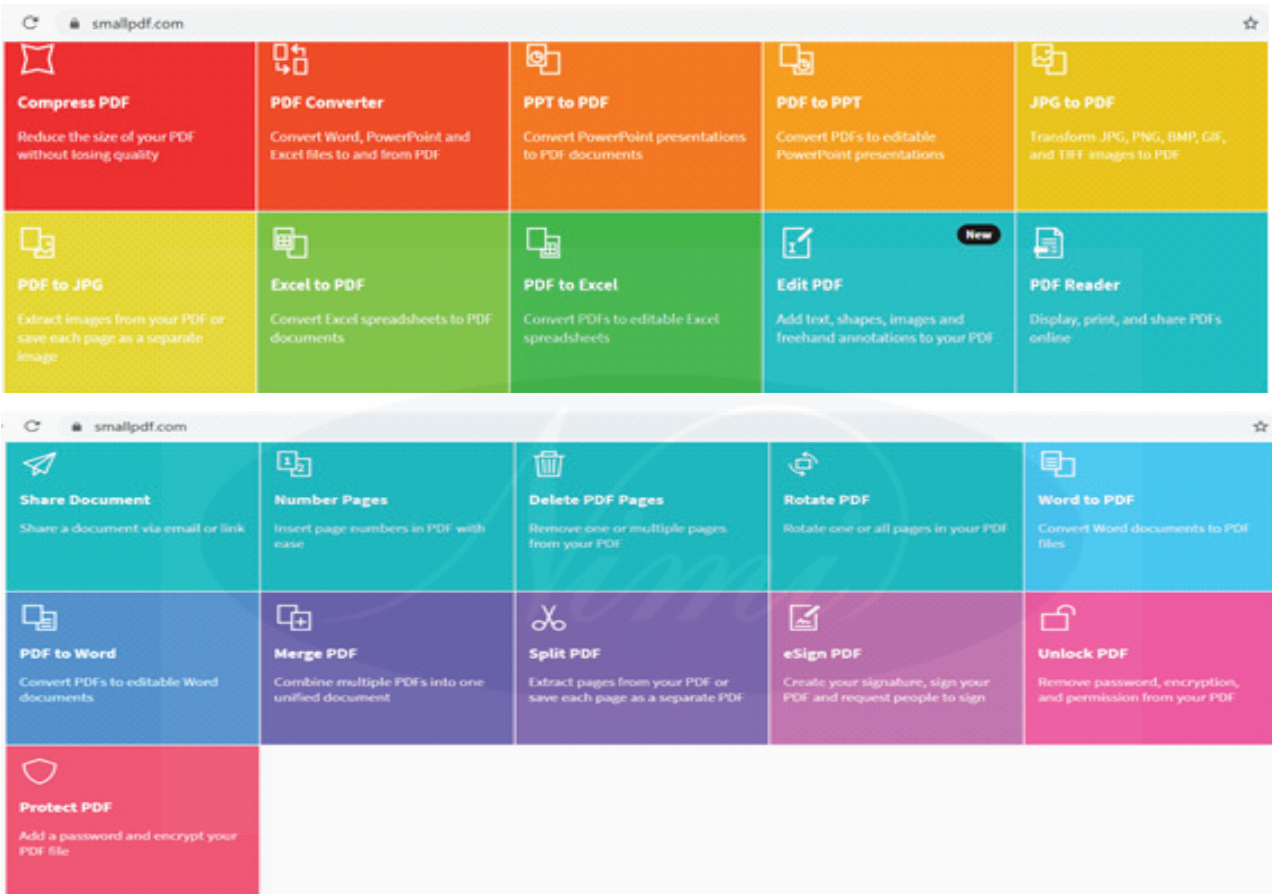
Note: Here are a few instructions that are found on https://smallpdf.com/compress-pdf.

Follow the instructions and reduce a file size of your choice.

KWL

Complete the 'What I Learned' column in the KWL chart.

How is reducing the file size useful?

How can you reduce the file size of an image?

What are the advantages of online apps to reduce file sizes?

https://www.wecompress.com/en/

https://orpalis-pdf-reducer-free.en.softonic.com/

https://www.neuxpower.com/compress-pdf

5. Data/Webcasting through Mobile – 1

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

- identify what Wi-Fi is
- identify what a Bluetooth is
- learn to cast a desktop application or web application.

Webcast is a media presentation shared over the Internet. It uses live-streaming media technology. It enables a single content source to be viewed by many listeners/viewers simultaneously in real-time. Participants follow the webcast live through their computer, tablet or smartphone. In some cases, participants can also interact when it is enabled. For example, live seminar and discussions.

(What I already Know)	(What I Want to find out)	(What I Learned)

a. Wi-Fi stands for Wireless Fidelity. It refers to a wireless technology that allows computers and other devices to communicate over a wireless signal. It describes network components that are based on one of the 802.11 standards developed and adopted by the Wi-Fi Alliance. Wi-Fi is the standard way in which computers connect to wireless networks.

b. Bluetooth is a wireless technology standard used for exchanging data between fixed and mobile devices over short distances. Bluetooth is managed by the Bluetooth Special Interest Group (SIG), which has more than 35,000 member companies in the areas of telecommunication, computing, networking and consumer electronics.

c. Nearly all modern computers have built-in Wi-Fi chips that allows users to find and connect to wireless routers. Most mobile devices, video game systems and other standalone devices also support Wi-Fi, enabling them to connect to wireless networks as well. When a device establishes a Wi-Fi connection with a router, it can communicate with the router and other devices on the network with internet connectivity.

d. Bluetooth wireless technology enables communication between Bluetooth-compatible devices. It is used for short-range connections between desktop and laptop computers, digital cameras, scanners, cellular phones, headphones and printers.

e. The broadcasting of data over wireless networks, is often used in conjunction with digital television for the provision of news, broadcasting programme and other information. Webcasting is the process of video broadcasting live over the internet. This technology operates in real-time and allows for active conversations among and between the webcaster and their viewers. Overall, webcasting is capable of reaching geographically dispersed audiences, maximizing band opportunities, interaction and engagement with audience.

1. Take your smartphone. Go to Settings! See the different options and select Wi-Fi. Switch the Wi-Fi button ON. You will see different Wi-Fi devices shown on your phone.
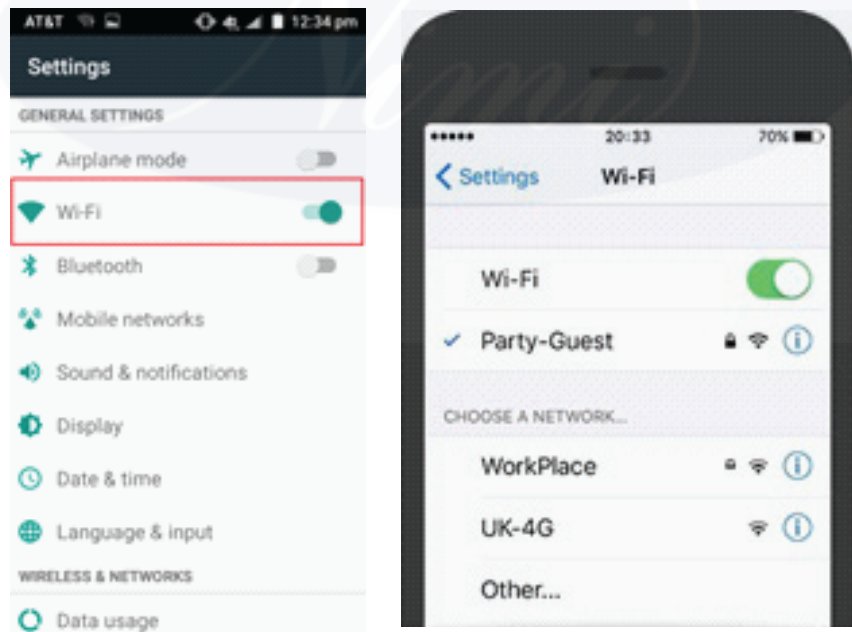
In the given visual 2, you can see, Party-Guest, WorkPlace, UK-4G and Other as options. Note there is Wi-Fi symbol and a lock symbol in two Wi-Fi networks while there is no lock in UK-4G. What does the lock symbol mean? Choose a partner and discuss.

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2. **Identify the secure Wi-Fi connections in the given visual. Why are they secure? What information do you need to access the secure Wi-Fi connections?**

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_____
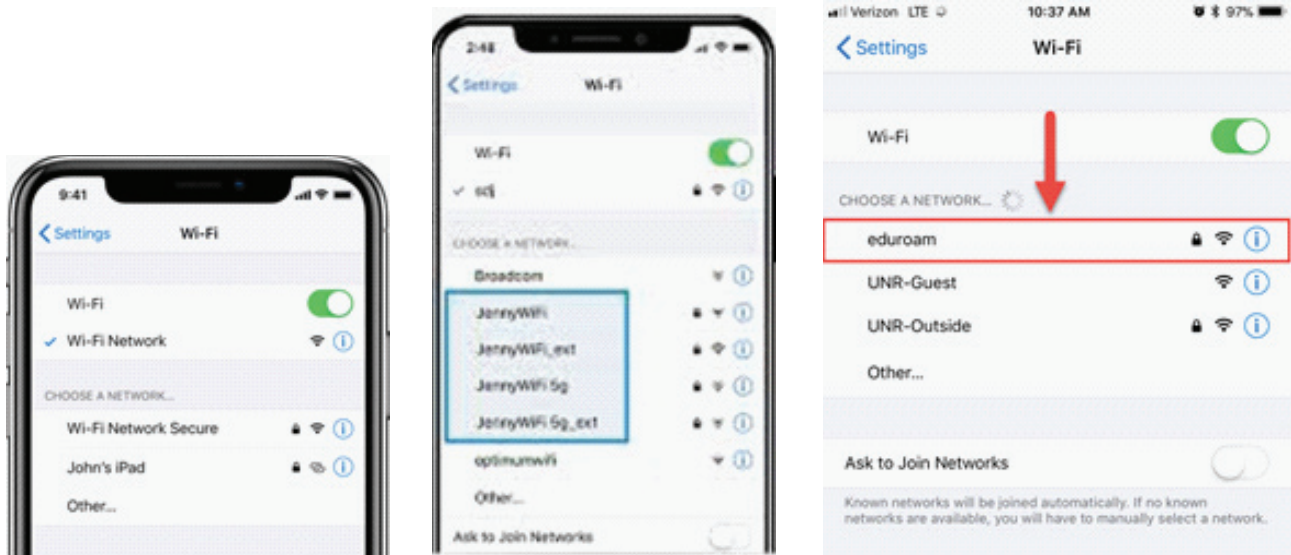
3. **Learn how to connect to Wi-Fi. Choose a partner. Use your mobile phones to learn how to share internet data Wi-Fi. Use your mobile data and create hotspot. You will see a password appear in your mobile screen once hotspot is open. Ask your friend to open Wi-Fi. Tell him/her the password that is displayed. You will see your friend's mobile connected to Wi-Fi through your mobile data.**

Now, practise to connect your mobile on Wi-Fi from your friend's mobile data.

4. **In the ITI, find a laptop or computer that can be connected to the internet through Wi-Fi. Use Wi-Fi modem or your mobile hotspot and connect the laptop or computer to the Wi-Fi connection. The window will look like the given visual showing all Wi-Fi connections that you can connect to. You may also notice that the type of connection is also mentioned as secure in all the connections available.**

   i. Connect to ONLY secure networks for safe use of internet.
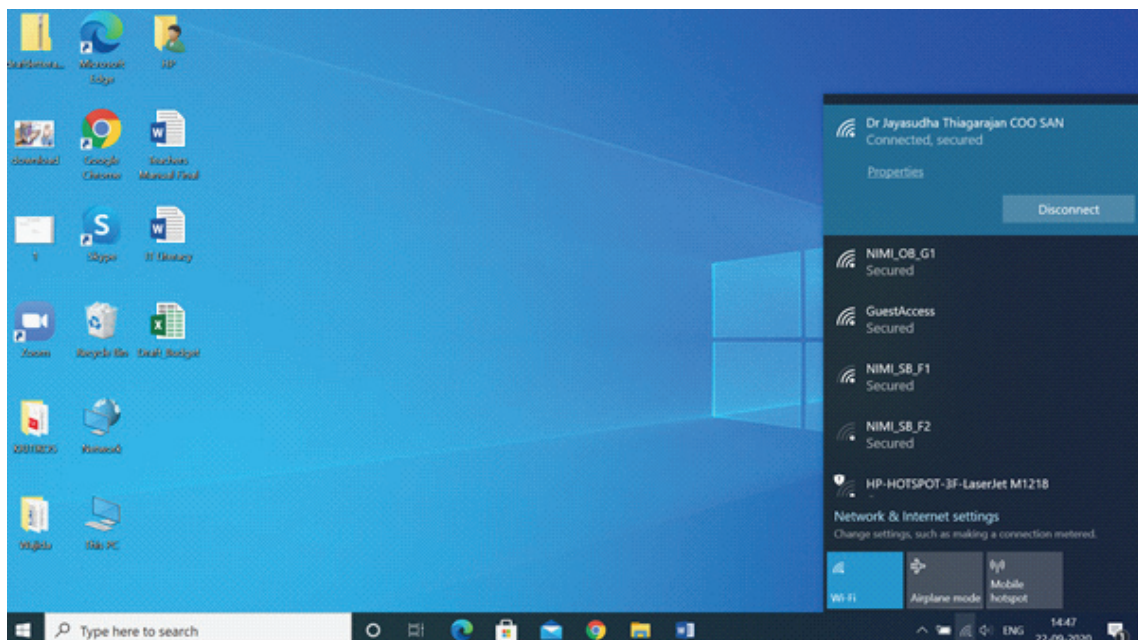
ii. Now, try to connect to the ITI Wi-Fi if there is one or create mobile hotspot like you did to connect two mobiles and connect the laptop to a secure Wi-Fi network.

5. **Take your smartphone. Identify the Bluetooth device in your mobile phone in the Settings. Choose a partner and ask your partner to find the Bluetooth device in his/her phone in the Settings.**
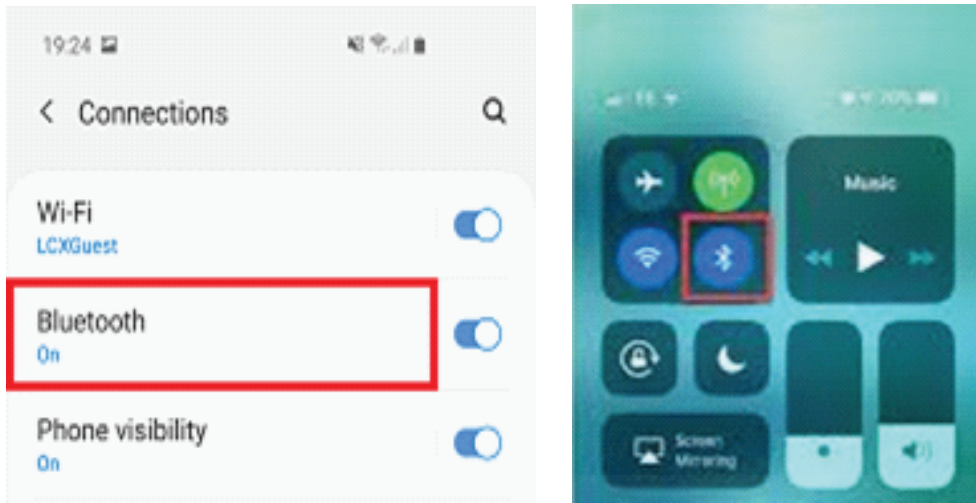
i. Open settings and swith the Bluetooth ON. The Bluetooth application will open.
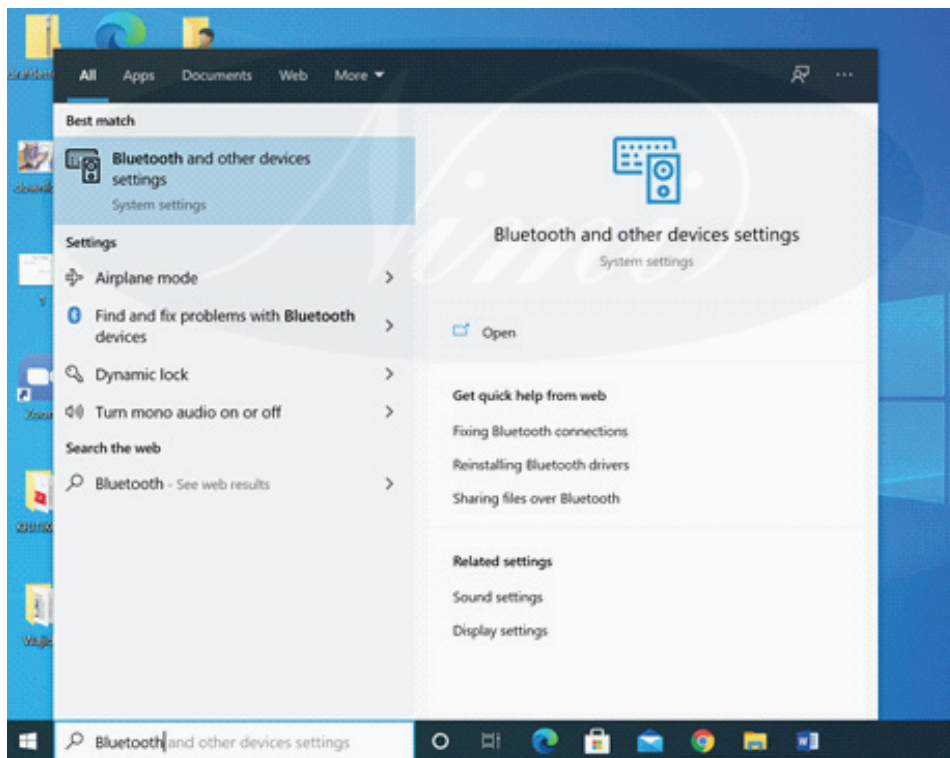
ii. The blue symbol of Bluetooth appears in the bottom of the window when Bluetooth devices are open in a computer.
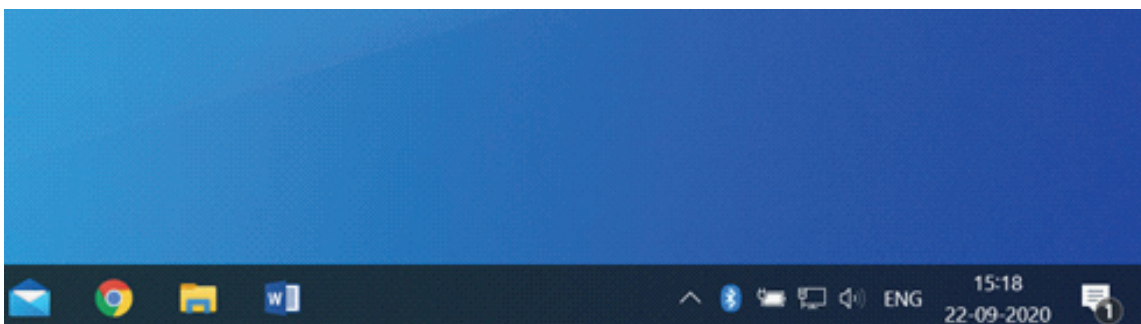
iii. You may also left-click on the inverted 'V' in the bottom of the desktop to see if Bluetooth device is open. You will see the Bluetooth symbol, if it is open.
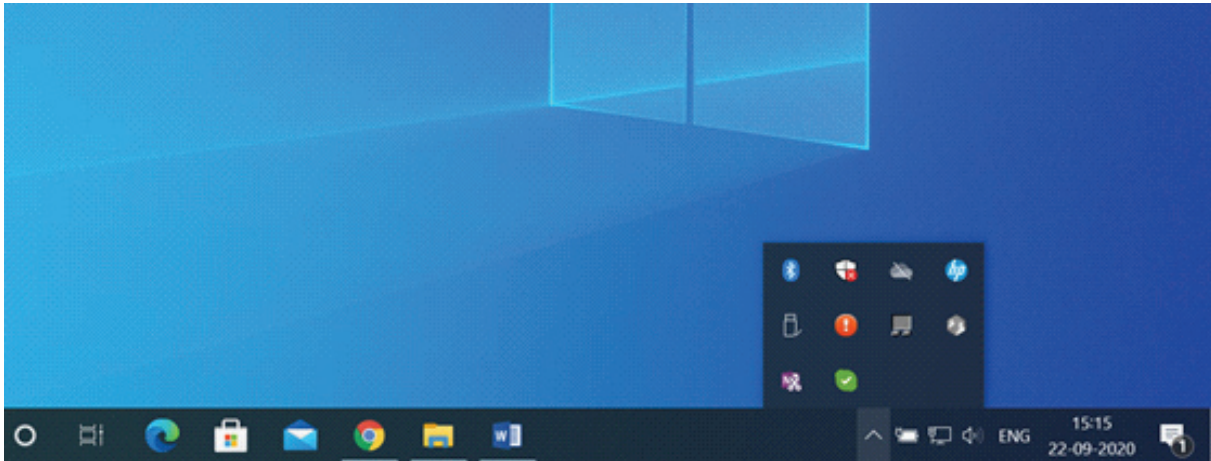
6. **Sharing files via Bluetooth.**

   i. Your friend wants you to send a video to his mobile. Open the Bluetooth settings in both your mobiles. Identify the Bluetooth devices in each of your phones and pair them. Share the video file to your friend now.

   ii. Try to share images through Bluetooth to your friend. It can be a mark sheet, question paper, your Aadhar Card, etc.

7. **Explore more about the features of Wi-Fi as used in our daily life. Discuss with your friend and write 5 features here.**

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_____
_____
_____

8. **Try finding free datacasting software online and webcast using your mobile phone.**

9. **Due to COVID-19 outbreak, most of the teaching/learning is online. Choose a partner. Imagine your friend is the ITI instructor. ITI instructor is conducting a training session on Google Meet. Explore how to download Google Meet on your smartphone to attend lectures.**

Note: The instructor has to schedule a meeting on Google Meet and send invitation for the trainee to attend it. Explore how to do this here:

https://www.gadgetsnow.com/how-to/how-to-set-up-meetings-on-google-meet-heres-a-short-tutorial/articleshow/75735620.cms

KWL

Complete the 'What I Learned' column in the KWL chart.

What is Wi-Fi and what are its uses?

Define Bluetooth and its applications.

How can Google Meet help an ITI trainee to attend lectures?

https://www.allbusiness.com/basic-tools-for-live-webcasting-14910319-1.html#:~:text=Webcast%20Video%20Capture&text=The%20simplest%20and%20cheapest%20way,140%20different%20Internet%2Denabled%20phones.

6. Data/Webcasting through Mobile – 2

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

• learn to cast a desktop application or web application by Wi-Fi and Bluetooth

• identify apps that can be used for webcasting

• practise casting a desktop application or web application by Wi-Fi and Bluetooth

Screen Stream Mirroring is the most powerful app for mirroring and broadcasting your Android screen and audio in real-time. You can share your screen "live" just like a dual screen to any device or PC on the same network through media player, web browser or Chromecast.

K W L

(What I already Know)	(What I Want to find out)	(What I Learned)
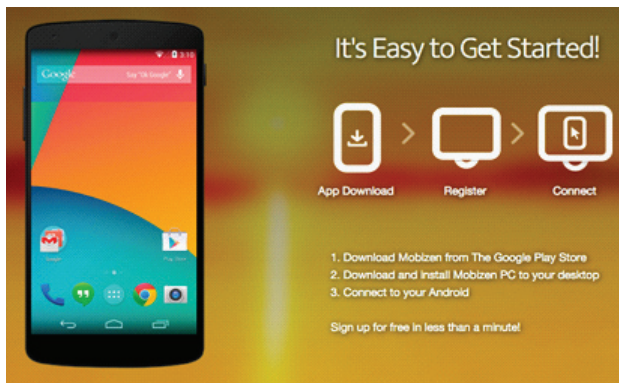
1. **Mobizen is a widely used app for screen casting from your mobile phone. The following steps help to download and install the app in your PC to screen cast from your Android mobile device. You can share pictures and videos to view it in a larger screen.**

   i. Creating a Mobizen Mirroring account

   Mobizen Mirroring can be done only through Android App. Install the Mobizen Mirroring App. Launch and sign up using email, Google+ or Facebook account.

2. **Mirroring with PC application or Mobizen.com**

   Mobizen Mirroring service can be used via mobizen.com or by installing the PC application. Explore launching with PC App and through the website using the following steps:

   i. With PC application
   - download and install the Mobizen Mirroring PC App.
   - launch the PC App by selecting USB or Wireless to log in.
   - verify your device with 2-step verification if you have logged using wireless connection.
   - on the mobile device, press the 2-step verification button.
   - enter the 6-digit code that displays on the PC using the device's keypad.
   - press Start to continue with the connection.

   ii. Using mobizen.com
   - open mobizen.com and log in.
   - select USB or wireless and press Connect.
   - verify the device with 2-step verification if logging in with wireless.
   - on the mobile device, press the 2-step verification button.
   - enter the 6-digit code that displays on the PC using the device's keypad.
   - press Start to continue with the connection.

a. Features in Mobizen
   i. Remote Control – connects a mobile device with a PC using Mobizen Mirroring to view or control the device using the mouse or keyboard. It helps for file transfer too.
   ii. Launch App – connects to the mobile device using Mobizen Mirroring. Helps to view and control the phone.
   iii. Record & Capture – can record or capture the mobile device's screen after getting connected to the device; can record live broadcasts. This feature is available only on professional service.

b. To cast your entire Android screen:
   i. Ensure that your mobile phone or tablet is on the same Wi-Fi network as your Chromecast device.
   ii. Open the Google Home app.
   iii. Tap the device for which you want to cast your screen.
   iv. Tap Cast my screen and then Cast screen.

Complete the 'What I Learned' column in the KWL chart.

What do you mean by webcasting?
How can Mobizen be used for Mirroring?
What are the ways in which Mobizen can be used? What are its features?

https://www.mobizen.com/?locale=en
https://www.crowdbeamer.com/

7. Server & Cloud Computing – 1

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

- identify the features of a server
- recognize cloud computing
- practise to use cloud storage.

A **server** is a computer that provides data to other computers. It may serve data to systems on a local area network (LAN) or a wide area network (WAN) over the Internet. Many types of servers exist, including web servers, mail servers and file servers. Each type runs software specific to the purpose of the server.

While servers can run on different types of computers, it is important that the hardware is sufficient to support the demands of the server. For instance, a web server that runs lots of web scripts in real-time should have a fast processor and enough RAM to handle the "load" without slowing down. A file server should have one or more fast hard drives that can read and write data quickly. Regardless of the type of server, a fast network connection is critical, since all data flows through that connection.

Cloud computing refers to applications and services offered over the Internet. These services are offered from data centres all over the world, which collectively are referred to as the "cloud." This metaphor represents the intangible, yet universal nature of the Internet. The idea of the "cloud" simplifies the many network connections and computer systems involved in online services. In fact, many network diagrams use the image of a cloud to represent the Internet. This symbolizes the Internet's broad reach, while simplifying its complexity. Any user with an Internet connection can access the cloud and the services it provides.

K W L

(What I already Know)	(What I Want to find out)	(What I Learned)
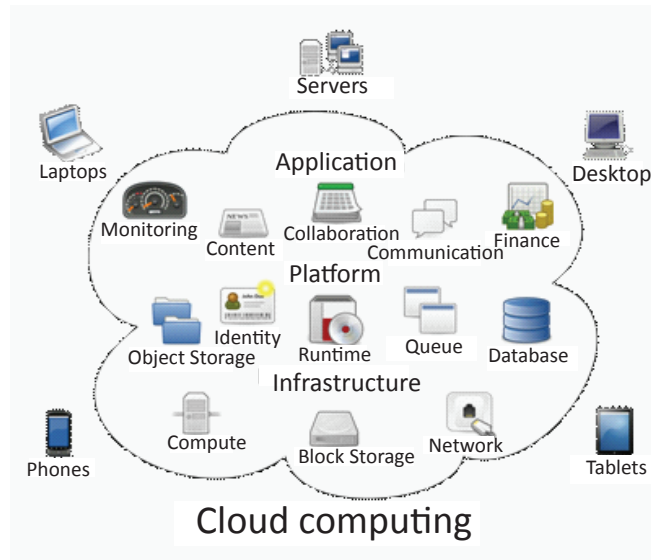
Cloud computing

1. Everyday Cloud computing

Think of the cloud as a disk drive that is owned by a company like Google or Apple, which stores all of your files in a remote location, typically, at a server farm. The cloud makes it possible to access photos, videos or documents from any computer with an Internet connection. Many of us use cloud computing every day, with sites like Facebook, Netflix or Gmail. Photos and videos are stored on Facebook servers, which are retrieved from any computer with an Internet connection. We can store documents, photos or videos online with services like Google Drive, Microsoft SkyDrive or Amazon Cloud Drive. Going a step further, Apple's iCloud, Dropbox and Google Drive actually sync files between multiple devices and the cloud.

Choose a partner and discuss how the photos uploaded on Facebook, files attached in emails are accessible anywhere and anytime. Discuss the role of a stable and fast Internet connection for the purpose. Name a few devices that can be used to access files stored virtually in the mail and Facebook.

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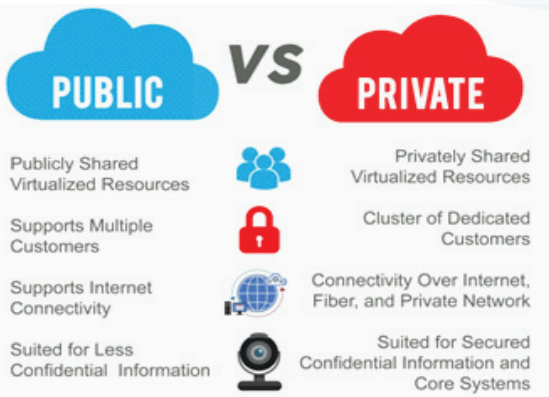
2. Look at the given visual to identify the difference between public and private cloud computing. Which one would you prefer? State the reasons.

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Complete the 'What I Learned' column in the KWL chart.

What is a server?

What is cloud computing?

What are the features of public and private cloud computing?

https://www.guru99.com/cloud-computing-for-beginners.html
https://www.zdnet.com/article/what-is-cloud-computing-everything-you-need-to-know-about-the-cloud/

8. Server & Cloud Computing – 2

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

- demonstrate an understanding of Google Drive
- recognize how to access, store and retrieve files using Google Drive
- Practise to access, store and retrieve files using Google Drive.

Google Drive is a file storage and synchronization service of **cloud computing** developed by Google. Launched on April 24, 2012, Google Drive allows users to store files on their **servers,** synchronize files across devices including mobile phones and share files. In addition to a website, Google Drive offers apps with offline capabilities for Windows and Mac OS computers, Android and iOS smartphones and tablets. Google Drive includes Google Docs, Google Sheets and Google Slides, which are a part of an office suite that permit collaborative editing of documents, spreadsheets, presentations, drawings, forms and more. Files created and edited through the office suite are saved in Google Drive. Google Drive offers users 15 gigabytes of free storage through Google One. With your Gmail address, you can seamlessly save, store and access your content from google docs, slides, sheets, calendar and other services of google through any device.

K W L

(What I already Know)	(What I Want to find out)	(What I Learned)
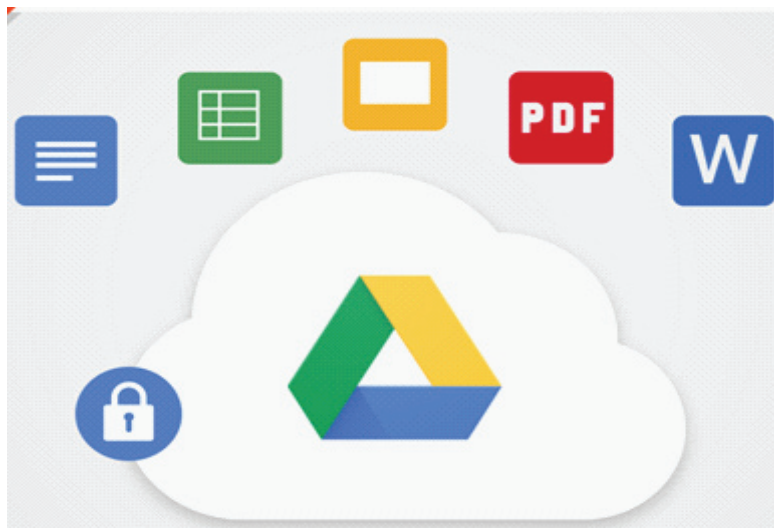
1. **Opening files**

    Log into the internet through your computer. Try the following steps to open files on the Google drive.

    i.   Go to drive.google.com.

    ii. Log into your Google account with your username and password.

    iii. Add files here using the new tab. Double-click a file, if you have saved it already.

    iv. If you open a Google Doc, Sheet, Slides presentation, Form or Drawing, it will open using that application.

    v.   If you open a video, PDF, Microsoft Office file, audio file or photo, it will open in Google Drive.

2. **Sharing a file**

    Log into the internet through your computer. Try the following steps to share files on the Google drive.

    i. Locate the file you want to share.

    ii. Share a single file.

    iii. On a computer, go to Google Drive, Docs, Sheets or Slides.

    iv. Click the file you want to share.

    v. Click Share.

3. **Create a ppt, save it in your Google drive and share it with two of your friends. Write the process briefly here.**

    _____

    _____

    _____

4. **Your friend has asked you to share a file on Google docs so that both of you can collaborate and work. Create a Google doc and work together writing four uses of Google drive. Write the step-by-step process here.**

    Note: you may use the following link:

    https://support.google.com/drive/answer/7166529?co=GENIE.Platform%3DDesktop&hl=en

    _____

    _____

    _____

Complete the 'What I Learned' column in the KWL chart.

What are the uses of Google drive?

What are a few Google services that can be used via the google drive?

How do you share file on the Google drive to collaborate and work?

https://support.google.com/drive

https://www.youtube.com/watch?v=82CUzgqUxKU

https://www.youtube.com/watch?v=Itn3WIhQ6NQ

9. Recall

1. PowerPoint is a

   a. computer program that allows you to create slides for presentation

   b. computer program that helps to type your resume in A4 or letter format

   c. computer program that helps you to change documents into pdf

   d. search engine that helps you browse the internet.

2. PowerPoint allows us to   a. combine text   b. add graphics   c. add multimedia content   d. all of the above

3. PowerPoint presentations can be used to

   a. organise and structure presentations   b. animate slides to add visual impact
   c. provide illustrative backdrop for the content   d. all of the above
      of the presentation

4. PowerPoint files have --------------- extension.

   a. .doc   b. .xls   c. .jpg   d. pptx

5. To launch PowerPoint, you must

   a. right-click the mouse button   b. choose New
   c. chose PowerPoint from the pop-up menu   d. all of the above

6. Shortcut keys Ctrl+C, Ctrl+V, Ctrl+S mean

   a. save, cut, copy   b. cut, save, copy   c. copy, paste, save   d. cut, copy, save

7. Ctrl+M in PowerPoint can

   a. make the selected text bold b. add a new slide   c. start slide show   d. none

8. Pressing Esc in PowerPoint can

   a. add a new slide   b. start slide show   c. end slide show   d. create a new presentation

9. To create a new presentation, choose

   a. Ctrl+C   b. Ctrl+V   c. Ctrl+B   d. Ctrl+N

10. To add new slide in PowerPoint, you need to

    a. Press Enter or click on New slide   b. Press Esc or click New slide
    c. Press File or click New slide   d. none

11. When you select 'insert' in the PowerPoint toolbar, you can

    a. add new slide   b. add table, pictures
    c. add shapes, SmartArt, header, footer   d. all of the above

12. In the toolbar at the bottom in PowerPoint, you find

    a. zoom option b. insert option   c. shapes option   d. all of the above

13. PowerPoint can be viewed in

    a. slide sorter view   b. reading and normal views
    c. slide show view   d. all of the above

14. PowerPoint can be effective if it is

    a. short and simple   b. lengthy with all information
    c. long with all details   d. all of the above

15. While preparing PowerPoint presentations, it is important to

    a. put all information in one slide   b. use text and background in the same colour
    c. use light text on a dark background   d. none

16. PowerPoint presentations can be effective when they are made with

   a. maximum six bullet points per slide
   b. choosing left alignment for all texts
   c. using bold, font size, etc., to show emphasis for headings
   d. all of the above

17. PowerPoint presentations need to

   a. show difference between heading and main text
   b. have heading in larger font
   c. have main text in font smaller than heading
   d. all of the above

18. Visuals are used in PowerPoint presentations

   a. to share information in graphs, tables, etc.,
   b. help remember the concepts better
   c. make the audience decipher the content easily
   d. all of the above

19. Which of the following enhance the PowerPoint presentation

   a. use of visual information like charts, graphs
   b. use of distinct font colour and size for headings and main text
   c. using six bullets per slide
   d. all of the above

20. Which of these is to be avoided while preparing PowerPoint presentations?

   a. type all the information so that you can read from the slides
   b. use same font size and colour for headings and main text
   c. do not use animation and visuals
   d. all of the above

21. We create, use and share a number of files over the internet. Some files types

   a. audio or video files
   b. documents like word and pdf files
   c. photographs and image files
   d. all of the above

22. When we attempt to convert a Word file into pdf, we call it

   a. jpg   b. doc   c. data conversion   d. none

23. Data can be stored in MS-Office in a variety of formats that include

   a. document (Word) & Spreadsheet (Excel)   b. pdf   c .
   JPG/JPEG (image)   d. all of the above

24. We convert a Word file into pdf because

   a. it cannot be modified easily
   b. alignment will not be disturbed
   c. it is easy and safe to be sent by email
   d. all of the above

25. pdf format is used when we need to

   a. save documents of all sizes
   b. share documents of all sizes
   c. protect the shared file with a secure password
   d. all of the above

26. The most compatible format for saving images is

   a. pdf   b. JPG   c. xls   d. doc

27. Excel is used to

   a. save and share documents of all sizes
   b. create typed document files
   c. create spreadsheet with various functions
   d. create presentations for a wide range of fields

28. Choose the correct order to convert a Word file into pdf online.

   i. Download the file when converted.
   ii. Upload the Word file in the prompt on clicking the site online.
   iii. Select the internet site to convert Word files into pdf.
   iv. Choose a Word file to be converted into pdf.

   a. i, ii, iii, iv   b. iv, iii, ii, i   c. I, iii, iv, ii   d. ii, iv, ii, i

29. What are the files that can be converted into pdf online?

    a. Word   b. Excel   c. PowerPoint   d. all of the above

30. When we compress an image, it

    a. affects the dimensions of the image
    b. reduces the file size without affecting the dimensions of the image
    c. increases a file size without affecting the dimensions of the image
    d. all of the above

31. JPG means

    a. Junior Photography Group   b. Joint Photo Group
    c. Joint Photographic Group   d. Junior Photographic Group

32. BMP means

    a. bitmap file   b. biomechanics pile   c. bit management photo   d. all of the above

33. SVG file means

    a. Scalable Venn Graphics file   b. Senior Vector Graphics
    c. Scalable Venn Glitz   d. Scalable Vector Graphics

34. When we compress image files, we can

    a. reduce file size   b. easily upload   c. easily send via mail   d. all of the above

35. When sending files via WhatsApp, you may

    a. have file restrictions   b. be prevented from sending some files
    c. find it difficult to send larger images d. all of the above

36. We can upload files like --- to compress them online.

    a. pdf files   b. images   c. videos   d. all of the above

37. What is webcasting?

    a. a media presentation shared through email   b. a media presentation shared over the internet

    c. a media presentation in the conference room   d. none

38. Webcasting is media presentation

    a. shared over the internet
    b. using live-streaming media technology
    c. single content source is viewed by many listeners/viewers simultaneously
    d. all of the above

39. Participants/viewers can follow the webcast live through their

    a. smartphone   b. computer   c. tablet   d. all of the above

40. Participants in live seminars and discussions can --------------------------------- when it is enabled.

    a. information   b. view   c. interact   d. none

41. Wi-Fi stands for --- which is a wireless technology that allows computers and other devices to communicate over a wireless signal.

    a. Wireless Fidelity   b. Wireless Finish   c. Wireless Filament   d. Wireless Firmament

42. --------------------------------- is a wireless technology standard used for exchanging data between fixed and mobile devices over short distances.

    a. Wi-Fi   b. webcasting   c. Bluetooth   d. none

43. Bluetooth technology is used in

    a. telecommunication   b. computers
    c. consumer electronic devices like headphones   d. all of the above

44. Webcasting is very effective because it

   a. is capable of reaching geographically dispersed audiences   b. helps in interaction with audience
   c. can be viewed and participated in when it is live in real-time   d. all of the above

45. Identify devices that have Wi-Fi. Tick them

   a. all options   b. smartphones   c. latest laptops   d. latest smart Tablets

46. A secure Wi-Fi is one

   a. that allows everyone to connect   b. has a password to log in
   c. is open to the public   d. all of the above

47. When we open mobile hotspot using mobile data, we can

   a. connect another smartphone   b. connect a laptop
   c. connect any device with Wi-Fi option   d. all of the above

48. We can share data files from a smartphone -------------------------- when the Bluetooths of the sender and the receiver are visible to both ot them.

   a. to another smartphone using Bluetooth   b. to a laptop with Bluetooth
   c. a computer with Bluetooth   d. all of the above

49. To search for Bluetooth devices on your computer, you can

   a. log into the internet and search for it
   b. connect your computer to your smartphone and search
   c. type Bluetooth in the search bar in the computer and press Enter
   d. all of the above

50. When we share photos and videos from our Android smartphones to the computer to see them in a larger screen we are

   a. telecasting   b. screen mirroring   c. zooming   d. media zooming

51. The screen mirroring App, Mobizen should be ------------------------------------- using email, Google+ or Facebook.

   a. downloaded b. launched   c. signed in   d. all of the above

52. Mobizen can be used to screen mirror through

   a. App in the smartphone   b. App in the PC   c. mobizen.com   d. all of the above

53. Mobizen can be used for

   a. remote control by connecting through a mobile device   b. recording
   c. recording and capturing   d. all of the above

54. A -------------------------- is a computer that provides data to other computers.

   a. smartphone b. laptop   c. modem   d. server

55. A server provides data to

   a. computers   b. local area networks   c. wide area networks   d. all of the above

56. Different types of servers include

   a. web servers b. mail servers   c. file servers   d. all of the above

57. Servers require --

   a. relevant hardware   b. fast network connection
   c. drives to process, read and write data quickly   d. all of the above

58. Applications and services offered over the internet is called

   a. data   b. server   c. networking   d. cloud computing

59. Cloud computing means that it is

   a. intangible   b. universal   c. offered on the internet   d. all of the above

60. The image of the cloud is often used to refer to

    a. internet   b. server   c. data   d. none

61. The cloud acts like a disk drive which may be owned by Google or Apple and stores files in a remote location. One can access

    a. documents   b. photos   c. videos   d. all of the above

62. We use cloud computing every day when we use

    a. Facebook   b. Netflix   c. Gmail   d. all of the above

63. To retrieve photos and videos from Facebook, we need to have a

    a. personal server   b. device with internet connection   c. hard disk   d. none

64. Documents, photos and videos can be stored online with services like

    a. Google Drive   b. Microsoft SkyDrive
    c. Dropbox & Amazon Cloud Drive   d. all of the above

65. Apple's iCloud, Dropbox and Google Drive help to

    a. sync files   b. sync between multiple devices   c. sync with cloud   d. all of the above

66. Photos, videos, documents, etc., shared on Facebook, email are

    a. accessible anytime sometimes   b. accessible anytime, anywhere
    c. accessible anywhere sometimes   d. all of the above

67. What do we need to access photos, videos, documents shared on Facebook, Gmail?

    a. computer   b. smartphone
    c. computer or smartphone with internet connection   d. none

68. Some devices that can be used to access files stored virtually in the mail or Facebook includes

    a. smartphone   b. computer   c. iPad   d. all of the above

69. Cloud computing that stores privately shared virtualized resources, has a cluster of dedicated customers is called

    a. public cloud computing   b. disk drive cloud computing
    c. private cloud computing   d. none

70. When you have a smartphone with stable internet connection, you can

    a. use Facebook
    b. use Facebook only when it has Facebook App installed
    c. use Facebook during daytime when it has Facebook App installed
    d. none

10. Language Translation - 1

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

• identify basics and purpose of voice translation application

• determine the purpose of voice translation application

• translate content online.

Can you guess how many languages are spoken in the world? In a country like India alone, there are around hundred and more of languages. Imagine how many languages are in use at the global scale. An important aspect of technological development is the ease of language translation. There are several apps that can help us translate written or spoken language into the target language.

From website content and marketing materials to product manuals and training documents, there is a great demand for **language translation**. Clear, precise and effective translation services is essential. Choosing the right translation service is crucial because many things can be misinterpreted or lost. The apps that stand out in terms of usability and reliability are Google Translate, Jibbigo, I translate and Vocre. They are useful in meeting the needs of highly specialized translations in law, engineering, healthcare and IT industry.

Here are a few more popular apps that can be used for translation: iTranslate, TripLingo, SayHi, Papago, Microsoft Translator, Waygo, iTranslate Voice. Speak and Translate.

(What I already Know)	(What I Want to find out)	(What I Learned)

1. **Google's free service instantly translates words, phrases, and web pages between English and over 100 other languages. How to Translate Online:**
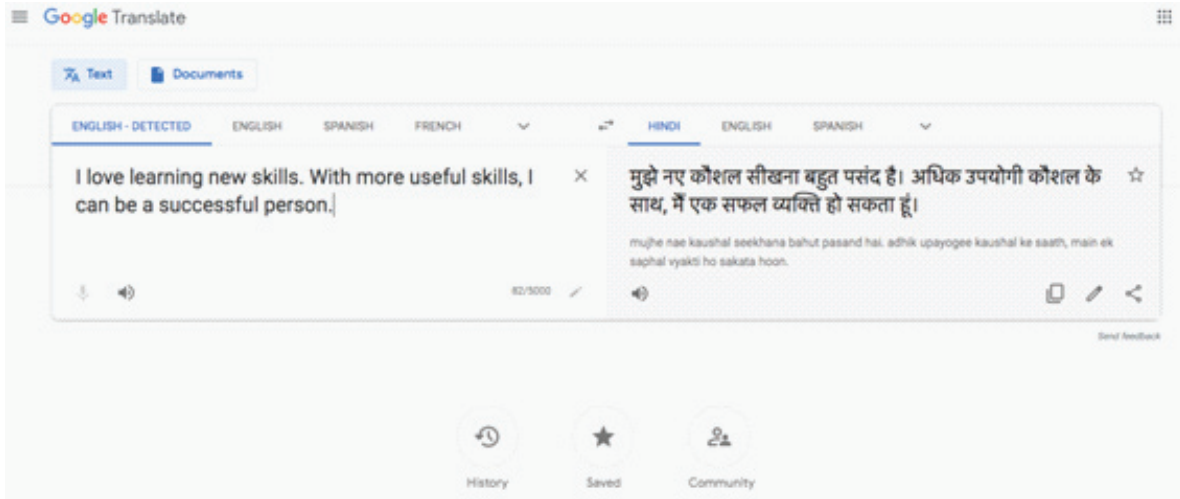
   i. Open an internet browser like Google Chrome.

   ii. Type google translate.

   iii. The window given above will open. Type Copy. Paste your content in the box on the left / Speak using the icon.

   iv. Select the target language – the language you want your content to be translated into.

   v. The document is saved automatically and linked to your Gmail account.

2. **Imagine you are working in a global company and receive a career hike to a position where you need to communicate with workers from other countries. Will you accept the offer? What will be some of the challenges? How will you use technology in this situation?**

   Think and share your views with a friend.

   _____
   _____
   _____

3. **Download two of the language translator apps given in the lesson. Compare which one is easier to use. Give your recommendation to the class.**

   _____
   _____
   _____

KWL

Complete the 'What I Learned' column in the KWL chart.

What are the uses of language translator apps?

Name a few language translator apps.

What are the uses of Google Translate?

https://www.ubuntupit.com/best-translator-apps-for-android/

https://www.digitaltrends.com/mobile/best-translation-apps/

https://www.slant.co/topics/5734/~voice-translator-apps-for-android

11. Language Translation – 2

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

• identify apps for voice to text/ text to voice translation
• translate voice to text using language translation application
• translate text to voice using language translation application.

Most of us use voice recognition technologies regularly. You may have noticed that GPS services are also available in several languages. We use tools which are actually objects using voice recognition technologies. The voice-control, voice-assistant revolution is pushing us to talking to objects at our homes and offices. Users began interacting more and more with their machines in the same way we interact with each other: by talking. Alexa, Cortana, Einstein, Google, Siri and Watson are already becoming valuable assistance and practically members of the family to some of us.

KWL

(What I already Know)	(What I Want to find out)	(What I Learned)

a. How to type with your voice

You can type and edit by speaking in Google Docs or in Google Slides speaker notes.

Note: This feature is only available in Chrome browsers.

1. **Here are a few apps for voice translation. Work in groups and download so that you can try out a few and give the two best recommendations chosen by your group.**

Think and share your views with a friend.

_____

_____

_____

_____

2. **Follow the instructions to type your biodata using voice typing. You may refer to the link which has subtitles as demo: https://www.youtube.com/watch?v=Hq6eLFnwzsI**

i. Turn on your microphone.

To use voice typing or voice commands, your computer microphone needs to be on and working. Devices and microphones vary. So check your computer manual for instructions. Microphone settings are typically in the System Preferences on a Mac or the Control Panel on a PC.

ii. Use voice typing.

To type ype with your voice, identify languages that work with voice typing. Add punctuation.

iii. Use voice commands.

After you start voice typing, you can use commands to edit and format your document. For example, "Select paragraph," "italics," or "Go to the end of the line.".

Complete the 'What I Learned' column in the KWL chart.

What is voice typing?

What are some uses of voice typing?

How can voice typing help in translation?

https://support.google.com/docs/answer/4492226?hl=en
https://www.techrepublic.com/article/pro-tip-how-to-speech-to-text-in-google-docs/

12. Customize & Use Online Resumes

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

• demonstrate an understanding of the online resume

• recognize its importance and uses

• identify the different resume templates online.

The Internet has become a part of our daily life and has given rise to the online job search process too. **Online resume** formats help freshers to write their own resume. An online resume is a digital version of your resume that includes your job history, contact information, education and relevant skills. There are a number of templates available for free which you can **customise** according to your need based on the information you wish to provide.

K W L

(What I already Know)	(What I Want to find out)	(What I Learned)

a. There are many free online resume makers that help to create a winning resume which increases your chances of landing a job. It Includes relevant and error-free information, saves time, helps to create online resume for free and builds a well-formatted resume based on your personal and academic details.

b. An online resume also helps you exhibit your best qualities and experience and improves your chances to be hired.

RESUME

KANNAN GR
11/163, C.R.Doss Street,
Paramakudi – 623 707
Ramanathapuram
Dist:Tamilnadu – India
E –mail ID : grajaramkannan@gmail.com

Post applied	:	Chief electrician (or) Maintenance Foreman
Experience details	:	15 years
Rig experience	:	10 years
Language	:	English, Tamil, Hindi, Arabic

OBJECTIVE

To provide value added and quality service and to acquire a challenging position that will expand my innovative knowledge and to be a master in acquired position

EDUCATIONAL QUALIFICATION

Degree	Year	Class Secured	%	University
Diploma in (Electrical Engr.)	1995	1st Class	75%	State Board (Tamil Nadu)
SSLC	1992	1st Class	73%	Tamil Nadu State Board.

EMPLOYMENT HISTORY

Nabors Drilling International (India, OFFSHORE)

Presently working as a Chief Electrician in Andra Pradesh HT well with GSPC field from June 2012 for the RIG 805 Mase, Canrig top drive, Ensco 3000 HP, Ensco Mud pump

Weatherford Drilling International (Kuwait)
Worked as a Project field foreman (for rig 870, 871) Upgrade on rig

Weatherford Drilling International (India)
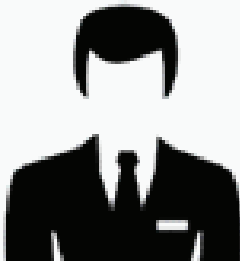
1. **Collect important information about yourself including your background, educational qualifications and any work experience. Organise the information in order and write it here.**

_____

_____

_____

_____

_____

_____

2. Here are a few templates for online resumes. Choose two that you would prefer to use. Discuss with your friend about your choice.

a.

Resume

Mr. Arpit Joshi

Gender: Male
D.O.B.: Aug/16/1988
Father's Name: Amit Joshi
Address: A-34 Mayur Vihar
Delhi
Mobile No.: 9999999999
Email: arpit@gmail.com

Objective:-

➢ To work in an environment which besides offering me challenging job, would provide me the opportunity to grow in the competitive market.

Experience :-

➢ 2 Year 3 Month
➢ software developer in ABC Company

Educational Qualification:-

Qualification	Year	Board & College	Percentage
10	2005	Central Board of Secondary Education	77
12	2007	Central Board of Secondary Education	66
BBM	2010	Delhi university	67
MBA	2014	Delhi university	83

Certification Courses:-

➢ Graphics Design

Computer Skills:-

➢ Web Design , Software Developer .

Hobbies:-

➢ Listening Music , Playing indoor games .

Decleration:-

I Solemnly declare that all the above information is correct to the best of my knowledge and belief.

Date: Signature:

b.

Mr. Arpit Joshi

Mobile No.: 9999999999
Email: arpit@gmail.com

Objective

> To work in an environment which besides offering me challenging job, would provide me the opportunity to grow in the competitive market.

Experience

- 3 Year 2 Month
- software developer in ABC Company

Education

Class	%	Board & College	Passing Year
10	77	Central Board of Secondary Education	2005
12	67	Central Board of Secondary Education	2007
BBM	66	Delhi university	2010
MBA	83	Delhi university	2014

Certification Courses

- Graphics Design

Computer Skills

- Web Design , Software Developer .

Hobbies

- Listening Music , Playing indoor games .

Personal Information

- Father's Name: Amit Joshi
- D.O.B.: Aug/16/1988
- Address: A-34 Mayur Vihar Delhi

Decleration

- I Solemnly declare that all the above information is correct to the best of my knowledge and belief.

Date:
Signature:

c.

AMIT SINHA
ACCOUNTS EXECUTIVE

PROFILE

Accurate and immensely motivated Finance student. Highly skilled at generating and analyzing financial reports, leading cash flow analysis, and refining tax plans.
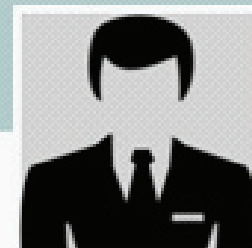
WORK EXPERIENCE

2020 - Present   **Jr. Accounts Executive**
Joy 4 Us Toys, Noida, UP

- Collect, interpret and review financial information
- Predict financial trends
- Reports for management and stakeholders

May-Dec, 2019   **Accounting Internship**
Tire Universe, Muzaffarnagar, UP, India

- Daily report preparation
- Target analysis and adjudication
- Department meeting initiations

EDUCATION

2017 to 2018   **MA in Economics**
Batch Topper (Gold Medalist & Rank 1), Northern University
CGPA: 9.4/10

2014 to 2016   **BSc Mathematics**
Batch Topper (Silver Medalist & Rank 2), Northern University
CGPA: 99%

CERTIFICATIONS

Chartered Financial Analyst (CFA) certification.
Financial Risk Manager (FRM) Certification.

CONTACT

Address
E2345, Cleo County, Noida

Phone
909 090 9090

Email
amit.sinha@abc.com

SKILLS

Languages
English, Spanish, German, Japanese

Interpersonal
Analytical mind, Negotiation skills, Ability to develop strong working relationships

Business
Commercial and business awareness, Good communication skills

Computer
Zoho books

ATnaukri.com Group Portal
Firstnaukri.com
A jobsite for campus hiring!

3. Use the following links to identify how to create online resume for free. Explore the templates and create a resume. https://resumebuild.com/
https://cvdesign.mobi/?gclid=Cj0KCQjw8rT8BRCbARIsALWiOvTC-nmDhVIKTXKbgHMnvSJbFUJjuIcLVTCP33FY6o 45R0eQqgxVyt0aAukwEALw_wcB

KWL

Complete the 'What I Learned' column in the KWL chart.

Why do you need to keep your resume ready?
How can you create resume using online resources?
What are the advantages of creating online resumes?

https://www.firstnaukri.com/resume-maker
https://www.cvdesigner.in/orders.html
https://resumod.in/

13. Customize & Use online CVs

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

- explore and learn the different ways in which CVs can be written
- learn to write customized cv
- practise to write CVs as per requirement using online CV templates.

There are many free websites where you can create your online CV. They offer a predesigned format in which you have to enter your details alone and make your professional CV. Just fill your basic details and your CV is ready. You can take print out and use it anywhere. If you want to email your CV, just save your CV in PDF and email. It is 100% free and fast. Whenever you go for interview in any company or organisation, you should go with a well—written professional CV.

K W L

(What I already Know)	(What I Want to find out)	(What I Learned)

CURRICULUM VITAE

CHANCHAL SHARMA
H.NO.- 23, GOPAL NAGAR,
NEAR NANAK PIOU, NAJAFGARH
NEW DELHI-43
Mobile No. 9968971278

CAREER OBJECTIVE

To build career in a growing organization, where I can get the opportunities to prove my abilities by accepting challenges, fulfilling the organizational goal and climb the career ladder through continuous learning and commitment.

ACADEMIC QUALIFICATION

- 10th Passed from C.B.S.E. Board.
- 12th Passed from C.B.S.E. Board.
- Pursuing Graduation B.A (Prog.) from Delhi University.

OTHER QUALIFICATION

- Basic knowledge of Computer.
- Diploma in Nursery Primary Teaching Training from Guru Nanak Dev Polytechnic.

EXPERIENCE

- Teaching from January 2009 in Natkhat Play School.
- Handling all the Cultural & Dancing activities in Natkhat Play School.

PERSONAL Skill

- Honesty
- Team Spirit
- Accepting Challenges

PERSONAL PROFILE

- **Father's Name**   Sh. Krishan Chander Sharma
- **Date of Birth**   08.08.1990
- **Sex**   Female
- **Marital Status**   Unmarried
- **Languages Known**   Hindi & English
- **Nationality**   Indian
- **Hobbies**   Listening Music, Dancing

DECLARATION

I solemnly declare that all the above information is correct to the best of my knowledge and belief.

Date:
Place: New Delhi

(CHANCHAL SHARMA)

Curriculum Vitae format

Name
Sex
Nationality
Date of birth

Contact Address
- Physical address: ....
- P.O. Box: ....
- Phone Number: ....
- Email: ....

Education Information
- o University Degree & Major, Date (if applicable to you)
    - Name and place of university
- o High School, Date
    - Name and place of high school
    - Subject combination (if applicable)

Employment Information (if applicable)
- o Job Title, Employer, Dates
    - Responsibilities
- o Job Title, Employer, Dates
    - Responsibilities

Public Service & Volunteer Work
- o Job Title, Organization, Dates
    - Responsibilities & Activities
- o Job Title, Organization, Dates
    - Responsibilities & Activities

Languages spoken and Ability
- o 1...
- o 2...
- o 3....

Other Relevant Information
- o Other professional or education experience that makes you interesting, such as any awards, professional memberships, special skills, etc

Referees:
- O ....
- O ....
- O ....

1. Go to **https://cvdesign.mobi/app/select-template. You will see a window as shown in the visual.**
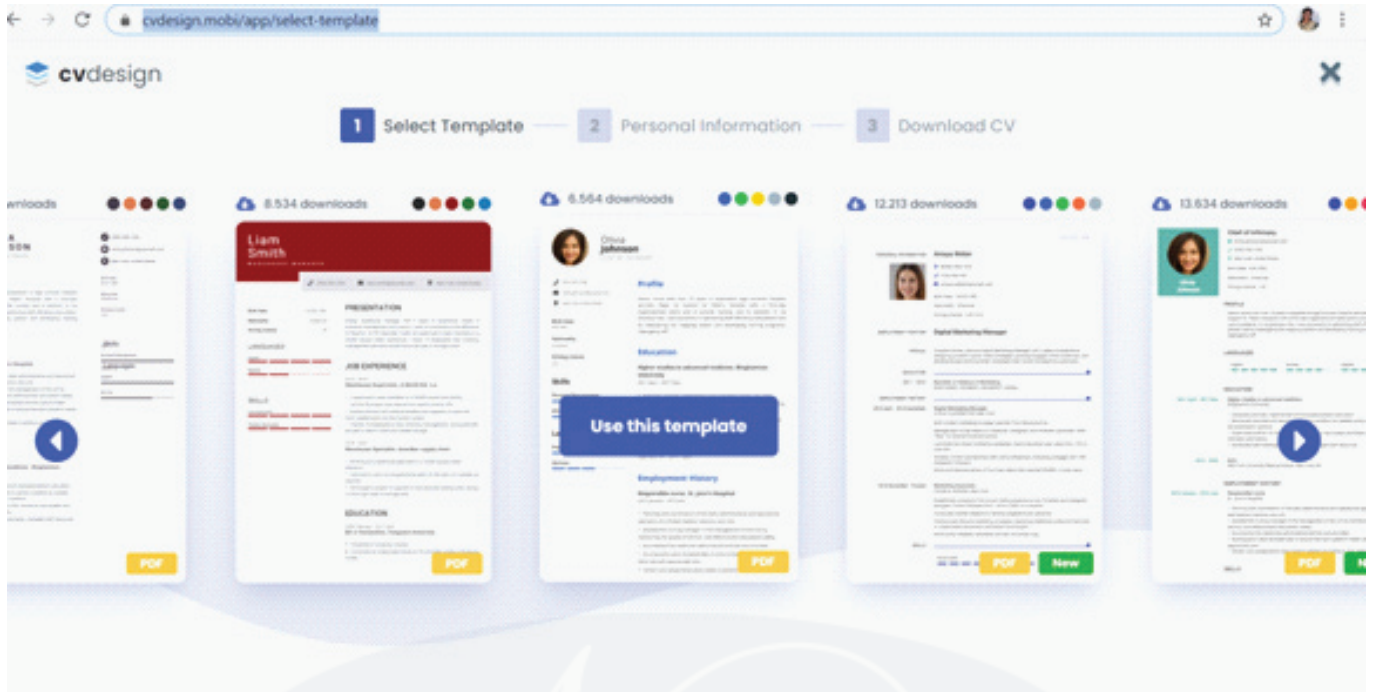
2. **Choosing a CV template and creating one online**

   i.   The visual in the previous activity shows different CV templates.

   ii. There is a pop up menu seeking you to choose a template – "Use this template."

   iii. There are buttons in the left and right. They allow you to scroll to choose a template.

   iv. Choose a template and click on it.

   v.   The window that will appear as shown in the visual will ask you to sign in using your google or Facebook account.
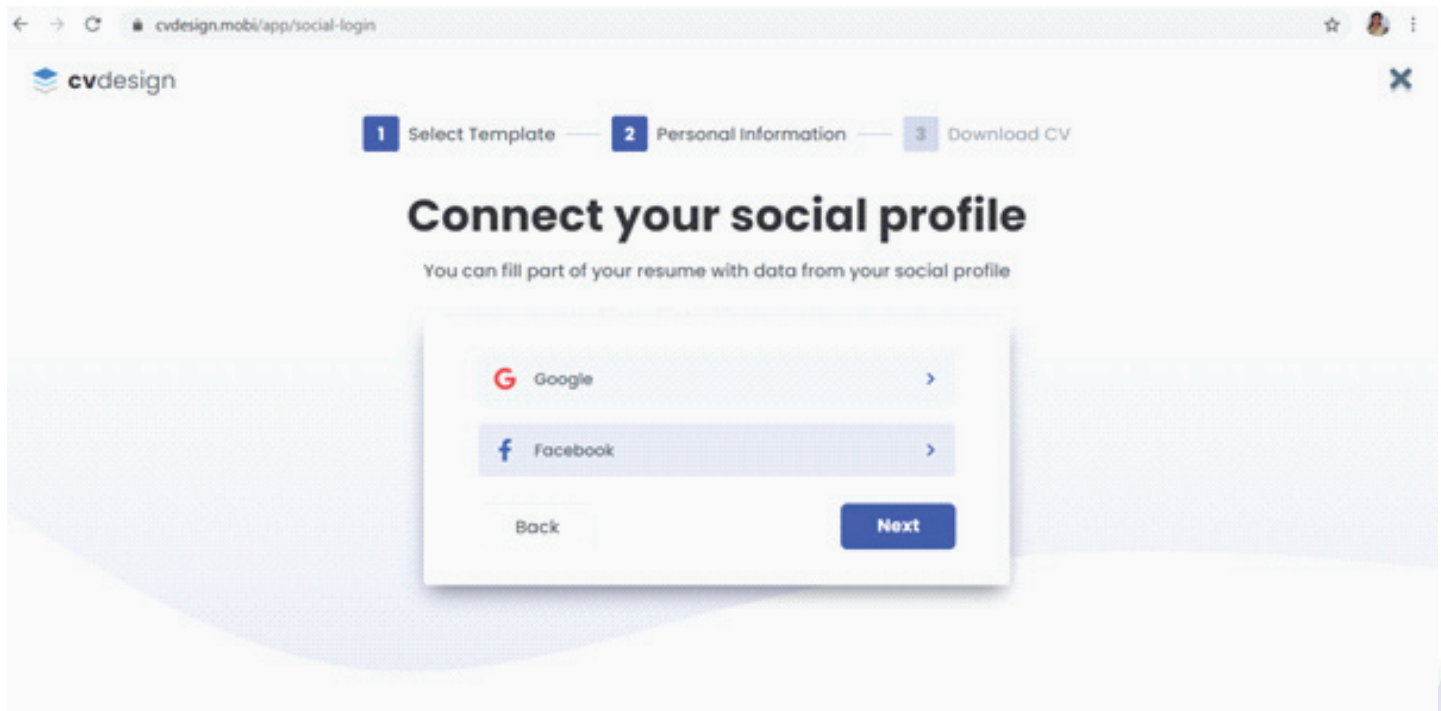
vi. When you choose to log in using your google account, the window will look like the one shown in the visuals.
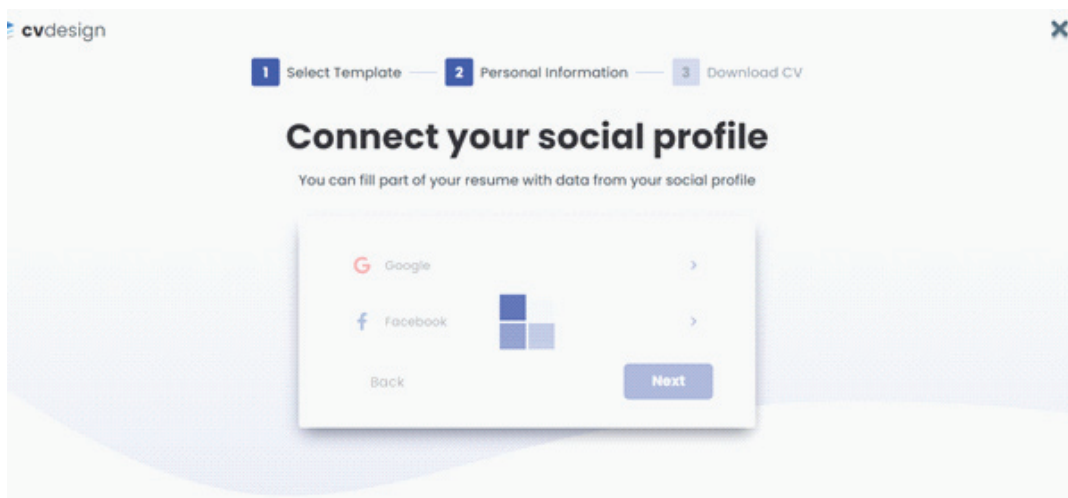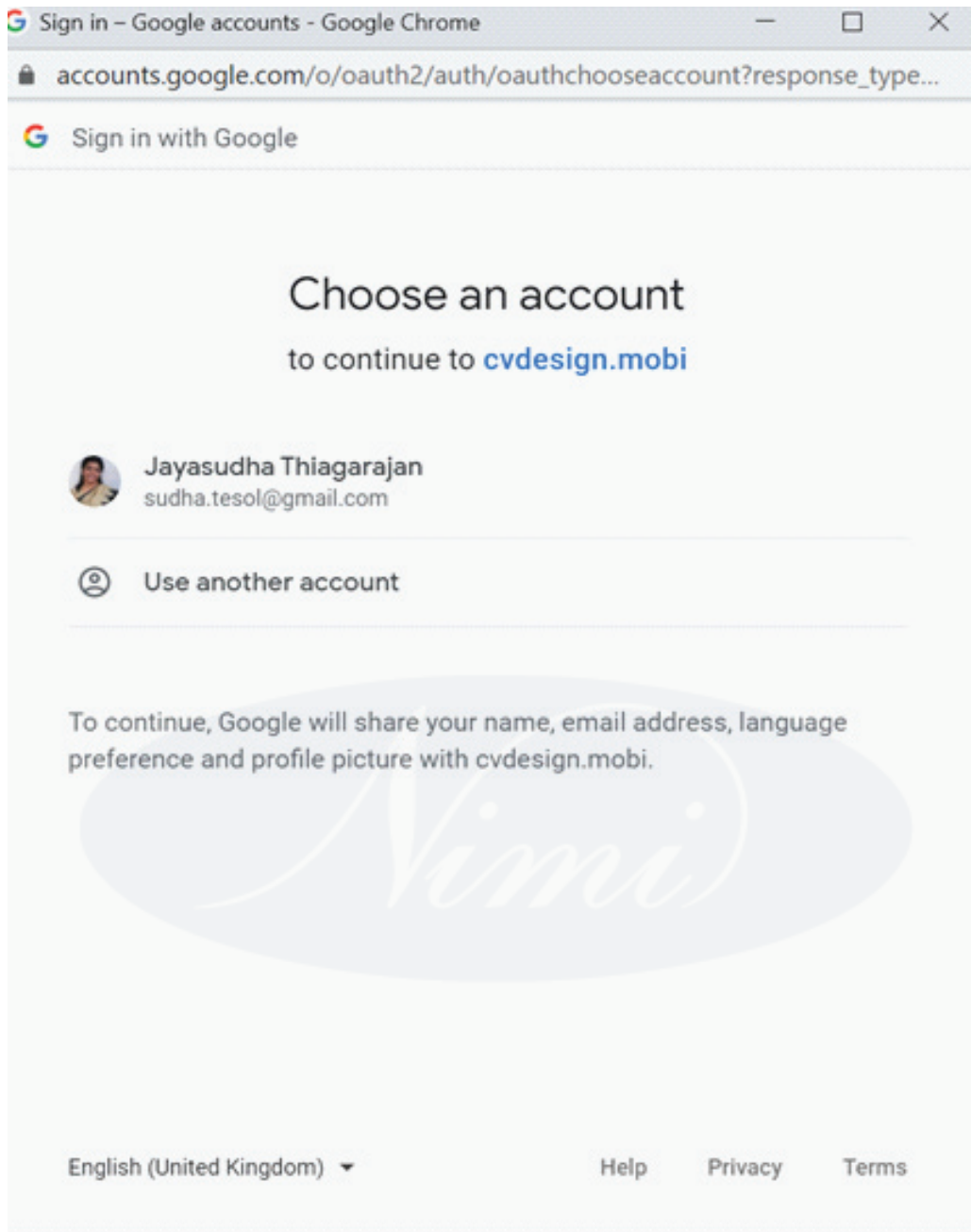
viii. Once you have connected your google account, the window shown in the visual will be seen. It will have all information about you that is available in your google account.

ix. Scroll down to fill the information in the sections shown.

x. Note that you can add skills, courses, languages, extracurricular activities, hobbies, etc. Once you have completed, download, save and print.

Note: Choose templates that are free as many templates are available only on payment.

KWL

Complete the 'What I Learned' column in the KWL chart.

How can you create an online CV?
What are some of your reasons for choosing a format for online CV?
How does an online CV help?

https://shriresume.com/
https://cvmkr.com/
https://www.visualcv.com/

14. Artificial Intelligence

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

- identify what artificial intelligence (AI) is
- recognize the purposes for which AI may be used
- recognize the latest technology-based model of AI or simulated software.

Artificial intelligence (AI) is wide-ranging branch of computer science. It is concerned with building smart machines capable of performing tasks that typically require human intelligence. AI is an interdisciplinary science with multiple approaches. Advancements in machine learning and deep learning are creating a paradigm shift in virtually every sector of the tech industry.

K W L

(What I already Know)	(What I Want to find out)	(What I Learned)

Top AI Use Cases

Customer Experience — Predictive Analytics
Supply chain — Real-time Operations Management
Human Resources — Customer Services
Fraud Detection — Risk Management & Analytics
Knowledge Creation — Customer Insight
Research & Development — Pricing & Promotion

Source : WinWire via @BrianJohnson_01
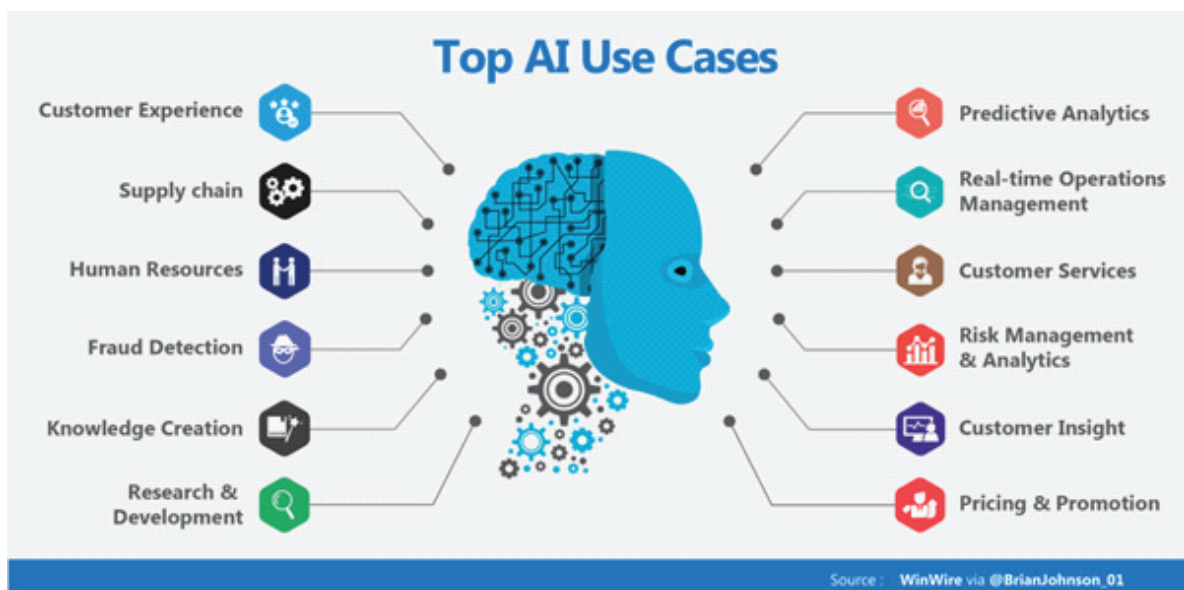
a. Artificial Intelligence – Examples

- Smart assistants (like Siri and Alexa)
- Disease mapping and prediction tools
- Manufacturing and drone robots
- Optimized, personalized healthcare treatment recommendations
- Conversational bots (internet or web robots) for marketing and customer service
- Robot-advisors for stock trading
- Spam filters on email
- Social media monitoring tools for dangerous content or false news
- Song or TV show recommendations from YouTube, Spotify and Netflix

1. **Search the internet for movies that have featured a robot with artificial intelligence. What are the various activities the robot did? Did you like everything about the robot? Think and discuss your views with your friend.**

_____
_____
_____
_____
_____

2. **Explore the website https://openai.com/resources/**

It has a number of resources that can be used in simulators and other applications. Gather some basic information that interest you.

_____
_____
_____
_____
_____

3. **Choose a partner to discuss how AI may help in your specific trade. For example, robots can be used to align wheels in cars, assemble the parts, etc., in the automobile sector.**

_____
_____
_____
_____
_____

Complete the 'What I Learned' column in the KWL chart.

What is Artificial Intelligence?
Name a few applications of Artificial Intelligence.
How can AI help?

https://youtu.be/_19pRsZRiz4
https://www.u-planner.com/en-us/blog/how-artificial-intelligence-simulation-software-improves-higher-education
https://www.goodai.com/brain-simulator/

15. Recall

1. There are several Apps that can be used

    a. for translation   b. to translate spoken language
    c. to translate written language d. all of the above

2. How can we help people understand different languages?

    a. enabling language translation using Apps   b. appointing interpreters
    c. ignore understanding other languages as it is a waste of time d. none

3. Some documents that are to be translated include

    a. website content   b. marketing materials and product manuals
    c. training documents   d. all of the above

4. Some language translation Apps that can be used are

    a. Google Translate, b. Itranslate   c. Jibbigo and Vocre d. all of the above

5. Some fields that require language translation are

    a. law   b. engineering IT   c. healthcare   d. all of the above

6. Suppose you get an opportunity for internship in Germany in a big company, you will

    a. explore the ways to learn German   b. learn the basics of German
    c. use speaking and writing translation Apps to learn German d. all of the above

7. Technology used in GPS services when we use Google maps to follow directions to reach a place is called

    a. voice over b. voice maker c. voice assistant   d. none

8. Some applications / devices that work by recognising human voices are

    a. Siri   b. Alexa   c. Cortana   d. all of the above

9. When we want to type using our voice, we are using

    a. voice recognition feature b. voice of Google c. voicing technique d. none

10. To type your biodata using the Google, you need to

    a. use a microphone   b. select voice typing feature of Google
    c. give voice commands   d. all of the above

11. Online job search has become very popular because of

    a. job history   b. the internet   c. engineers   d. all of the above

12. An online resume is a digital version of

    a. your history   b. contact information c. education relevant skills d. all of the above

13. An impressive resume

    a. is not necessary   b. increases your problems
    c. increase your chances of getting a job d. none

14. Online resume makers help to

    a. provide error-free information b. save time
    c. create a well-informed resume d. none

15. Generating online CV is useful as it is

    a. fast   b. 100% free   c. well-written   d. all of the above

16. Artificial Intelligence deals with

    a. normal machines b. smart machines capable of performing tasks with human intelligence

    c. process   d. all of the above

17. Artificial Intelligence

    a. has brought changes in the industry   b. is an interdisciplinary science
    c. has multiple approaches to perform tasks with human intelligence   d. all of the above

18. Artificial Intelligence is useful for

    a. knowledge creation   b. real-time operations management
    c. research and development   d. all of the above

19. Siri and Alexa are called

    a. machines   b. smart assistants   c. predictors   d. none

20. Manufacturing and drone robots, spam filters on email, song recommendation from YouTube are examples of

    a. Artificial Intelligence applications   b. Cloud applications
    c. server types   d. all of the above

21. Social media monitoring tools for dangerous content or false news use

    a. cloud   b. resume   c. Artificial Intelligence   d. none

ENTREPRENEURSHIP

Preface

ITIs are viewed as institutions for upskilling eager minds on particular trades. Trainees who pass out of ITIs look for jobs and apprenticeships, but there are some that choose to start their own venture. The idea behind the entrepreneurship module is for trainees to experientially learn about starting a business.

Chaitanya Jain was a former trainee of the COPA trade, who decided to start his own ITI after graduation. While capturing his entrepreneurial journey in a Skill India video*, he speaks of how his ITI helped him in his overall development and how he wishes to do the same for his trainees. This module focuses on a similar, crucial concept of entrepreneurship – an entrepreneurial mindset.

An entrepreneurial mindset is a way of thinking – it is the attitude of taking responsibility for one's life and making decisions to work towards success. This mindset is applicable in any path of life and is very important in the success of a person at work, whether as an employee or an entrepreneur.

Apart from developing an entrepreneurial mindset, this module shall help to

- articulate one's dreams and goals and identify the decisions made towards achieving them
- analyze multiple sources for identifying business opportunities
- identify and collect information about the relevant customer segment
- identify the value that a business idea offers to customers
- experiment with a pitch for the business
- practice networking for the business
- create one's marketing plan
- identify resources in one's business
- reflect on one's journey of entrepreneurship and identify key learnings.

(Source Credit: Success Story of Chaitanya Jain - https://www.youtube.com/watch?v=bdQa4JA22Ew)

1. What Makes an Entrepreneur?

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

• identify the importance of entrepreneurship

• identify the qualities of the mindset of an entrepreneur

• articulate your dreams and goals to identify decisions made to achieve them.

The future belongs to those who believe in the beauty of their dreams. – Eleanor Roosevelt

Dreaming is a beautiful part of being human. Working towards our dreams and seeing them come true gives our life a true purpose. An important step in that journey is making decisions and working hard towards achieving the dream. Taking this initiative is what sets successful people apart from others. This lesson explores how successful **entrepreneurs** make those decisions.

(What I already **K**now)	(What I **W**ant to find out)	(What I **L**earned)

1. **Read the story in pairs and discuss the questions that follow:**

Godavari Satpute's 'Godavari Akashkandil'

Godavari Satpute is a 38 year old woman whose family land was affected by drought (lack of rain/ shortage of water). Thus, they had to move to Pune from their village. Earning money was difficult and the men did different jobs to earn – sell vegetables and drive a school bus. Godavari wanted to help her husband earn money, but did not know what job to do because she was not educated enough. One day, she saw a paper lamp (kandil) being made in the market. She realized that she could easily make them. She had always been good at drawing and stitching. Godavari approached banks, but no bank agreed to give her a loan. So, she decided to ask her family for a loan. With an interest free loan from her family, she started her paper lamp manufacturing business Godavari Akashkandil in 2009.

Today, the business has a revenue of Rs. 30 lakh per year and she makes more than 5 lakh kandils a year. They sell it across Maharashtra, Surat and Goa and employ over 75 women.

Source credit: Godavari's home-grown venture bag award in London

http://archive.indianexpress.com/news/godavari-s-homegrown-venture-bags-award-in-london/1156917/

a. What problems did Godavari have to face to start her business?

_____

_____

_____

_____

b. Godavari won the Woman Entrepreneur of the Year award at the Youth Business International Awards 2013. After reading her story, what do you think makes her a successful entrepreneur?

_____

_____

_____

_____

c. How did she achieve her dreams with the skills and resources that she had?

_____

_____

_____

_____

Most successful entrepreneurs have one special quality – an entrepreneurial mindset. It is the attitude of taking responsibility for their lives and making decisions to work towards success.

An entrepreneurial mindset can be built by working on the following 4 qualities:

- **Self Awareness** – knowing what you are good at, what you need to improve on, what you like and do not like doing and knowing your goals in life.
- **Self Belief** – believing that you have the capability to achieve your dreams.
- **Independent decision making** – taking decisions on your own, after carefully thinking about them.
- **Grit** – working hard to achieve your goals and not giving up when you face failure

    Godavari showed qualities of an entrepreneurial mindset in her business and in her life. The author John C Maxwell once said, "Dreams do not work unless you do". People with an entrepreneurial mindset make their dreams happen by working on them!

2. River of Life

Follow the instructions given to think about your life and draw it.

Imagine that your life is like a river. Imagine that you are at the river's starting point and your dreams and goals in life are the river's end.

People go through life in different ways. It depends on the decisions one makes at important points. Write down the decisions you have made towards achieving your dreams and goals.

Like there are rocks, crocodiles and other things that stop people travelling in a river, draw or write 3 obstacles you have faced in your path to your dreams.

Life jackets, ropes and courage help people save themselves from troubles in a river. In the same way, think of the strengths and skills you have to help you get past the obstacles to reach your goal. Also, add the skills that you do not have but will have to learn to achieve your goal.

In the final part, think of the people in your life who are your support system. On the side of the river, draw/write the names of the people who encourage and support you in what you do.

Use this space to draw your River of Life. Use colours and paint. Make your drawing as personal as you want to.

Congratulations on completing your river of life!

a. What decisions did you make in life, even if they were difficult to make?

_____

_____

_____

b. What helped you make those decisions?

_____

_____

_____

c. Have you shown any qualities of an entrepreneurial mindset? Write them below.

_____

_____

_____

You must have realized that everyone already has some qualities of an entrepreneurial mindset in them! Everyone has some skills they are good at, and some that they have to learn. But, the most important point to remember is our attitude towards learning. If we think we are a lock, we will be closed to learning anything new. But, if we think we are like a flower, we will be open to learning. We will grow and get better with time!

So, what do you want to be – a lock or a flower?

Complete the 'What I Learned' column in the KWL chart.

a. What is a very important factor in being an entrepreneur?

b. What are the qualities in having the mindset of an entrepreneur?

c. Can you make connections between your life story and Godavari's story? Which mindsets did she show that you also have?
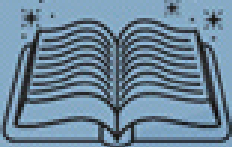
a. Read about how ITI Cuttack developed robots to battle COVID -19 here:

https://www.thehindu.com/news/national/other-states/iti-cuttack-develops-low-cost-robots-to-combat-covid-19/article31463832.ece.

Watch the video here:

https://www.youtube.com/watch?v=fR_d9d6kW7c.

b. What qualities of an entrepreneurial mindset do the trainees who built this robot show?

c. Talk to an entrepreneur who you find inspiring. Ask him/her about his/her journey and how these mindsets have come up in their lives. Record your conversation in the illustration below.

AN ENTREPRENEUR'S JOURNEY

NAME OF THE ENTREPRENEUR

_____

Their Life Story

Their Entrepreneurial Mindset

2. Opportunities are Everywhere

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

- analyze multiple sources to identify business opportunities
- identify and collect information about the relevant customer segment
- examine multiple criteria while selecting a business idea.

Every problem is a gift – without problems we would not grow. – Anthony Robbins

A business exists because it solves someone's problem and makes life easier for its customers. It can be an earthen fridge by Mitticool which does not require electricity but keeps water cool, or an app like WhatsApp that helps people stay connected. Businesses thrive and run because they fulfill a need (gap) or want (aspiration) in the market. This lesson aims to discuss the process to identify business **opportunities** in a market.

KWL

(What I already Know)	(What I Want to find out)	(What I Learned)

Business Opportunity Generation Ideas

Identify a problem and build a product/service to solve it

Find a customer need that is not fulfilled

Create a customer demand for your business idea

Adapt an already existing business idea to a new market

1. **So Many Ideas!**

   Play the following activity in groups of 4. If possible, play it as a whole class for more fun!

   Each person thinks of a funny or weird problem in their lives which is different from general problems and writes it on a piece of paper. For example, being scared that there are ghosts under the bed, forgetting to bathe on weekends, etc. Remember to <u>not write your name</u> on the chit!

   Once all the chits have been collected, one person reads out one problem aloud. The class gets 1 minute to come up with maximum ideas to solve the problem. The ideas have to come fast and aloud because once the minute is over, the next problem will be read. Record the number of ideas called out for each problem on the board. The game is won only if by the end of the list, the class together has come up with 300 ideas!

   a. Was the class able to come up with 300 ideas? Yes/No

   b. What were the ideas that came up? Did people come up with good and usable ideas to solve the problem?

   _____

   _____

   _____

   The problems might not have been real or directly solvable, but the ideas that came up would be smart ideas. Now, imagine what would happen if the problems were actually real world problems being faced by people?

2. **Read the case studies in the illustration in pairs and discuss the questions:**

   After the spread of coronavirus has decreased the capacity of people to spend, companies have increased production of smaller packets (5/10 INR) of biscuits shampoos and other products to target the rural market.

   The Nirma detergent soap was invented when the founder saw that there was no cheap and good alternative to the expensive soaps being sold in the market in 1990.

   BUSINESS OPPORTUNITY IDENTIFICATION

   People who want to wear designer clothes for weddings but cannot afford it, can rent those designer clothes at an online store called Flyrobe.

   People living in cities can use the Dunzo app to get anything delivered, from documents to food to groceries, anytime, anywhere in the city, for a small amount!

   a. How was the business opportunity identified in each case?

   (Hint: Make connections to the illustration given at the start).

   _____

   _____

The Nirma founder saw the cost of detergent powder being a problem in the market and created a cheaper product to solve it.

Till Flyrobe came into the market, people did not really think about renting designer clothes. The company created a demand for its idea.

People in the country are now finding ways to take the Dunzo delivery system idea to smaller cities.

Each of these business opportunities was identified in a certain way.

3. Business Ideas

   In groups of 4, discuss and write business ideas for each type of question.

Identify a problem around you and think of business ideas to solve it. (Hint: Has the COVID situation/ any local health issue created problems that you can solve?)	What are some needs of the people around you that are not getting fulfilled?

Is there an idea for which you can create a demand in the market? (Hint: Can you start a business by using the skills you have?)	Are there ideas from another market that you can introduce to your market?

The Startup India website has an 'Idea Bank' where you can find a list of multiple problems faced by the country right now, for which you can come up with business ideas and submit to the ministry.

https://www.startupindia.gov.in/content/sih/en/idea_bank.html

4. Market Survey

Now that you have a list of ideas to choose from, it is time to understand the customers for your ideas. The best way to research your customers is by doing a survey. A survey allows you to understand what is in the mind of your customer and if your idea will be helpful for them. Surveys can be done 1-to-1 or in small groups of 3-5 called focus groups.

COMMUNICATION AND LEADERSHIP QUALITIES

LISTEN   OBSERVE

LEARN
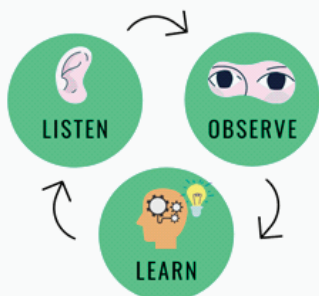
Communication is a key skill to use while conducting a survey. While asking the right questions is the best way to gather information, another important aspect is to:

- **Listen** with an open mind, to what the other person is saying
- **Observe** their body language – when do they smile, when do they stop to think
- **Learn** their patterns – are there things they are not saying? Are there places where you should ask more questions?

Your communication with your customers can be effective if you ask good questions and listen well.

Some things to remember while conducting the survey are:

- Go prepared with the questions that you want to ask.
- Speak to at least 20 people to get data from which you can find patterns.
- Go in-depth into the answers you get. Ask more questions to the answers you get from the customers.
- Have practice conversations with your friends before you go for the actual interaction.

Use the table given to record your conversations and surveys with customers:

MARKET SURVEY TEMPLATE	
Questions	Person's Name
<Introduce yourself and why you are doing the survey>	
Name Gender Age	
Location Occupation	
What do you do during the day?	
What is a problem in your life that you would like to get solved?	
Is there a product/service that you want in the market?	
If there is an idea like _____ in the market, would you buy it? Why?	

5. My business Idea

Your final business idea is a combination of the ideas you had at the start and the information you heard from the market and customers.

Use the following checklist to select the business idea that you wish to work on:

- Is my idea solving a problem or completing a need? Can I create demand for my idea?
- Do I have a customer group who will buy my idea?
- Do I have data to support that my customer group will buy my idea?

- Does my idea solve a problem they have? Or, does my idea give them something that they are not getting from any other idea in the market?
- Do I have an interest in working on this idea?

a. Write your final business idea here:

_____

_____

KWL

Complete the 'What I Learned' column in the KWL chart.

a. What are the different ways in which business opportunities can be generated?

b. What is a survey?

c. What are 3 important elements to remember while doing a survey?

A Business Plan is a written document that outlines all the elements that a business plans for when they start. A business plan is a constantly evolving document. Entrepreneurs keep going back to their business plans as they do more business and learn from their mistakes.

At the end of every lesson, after learning a new concept, you will come back to the business plan and fill in the learning you have had in a particular box.

For now, fill in your business idea and the things you have learnt about your customer group after talking to them.

Business Idea	Learning about my customer group	My Value Statement	Feedback from prototyping
My Business Pitch	**BUSINESS PLAN**		Networking Ideas
My resources	Marketing Strategy	Source of Finance	Learning about entrepreneurship
Profit Goals		Customer Goals	

3. The Business Offering

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

- identify the value your business idea offers to customers
- create prototypes for your business idea
- practise to give and receive feedback.

- *It takes months to find a customer, seconds to lose one! – Vince Lombardi*

Customers are at the centre of any **business.** Thus, it is important to constantly know their changing problems and needs. It is also important to keep communicating with them to understand what they think about our business idea.

This lesson focuses on how the journey from an idea to a final product/service is dependent on the customer. It depends on the value the customers get from the product/service and the feedback they give about it.

K W L

(What I already Know)	(What I Want to find out)	(What I Learned)

Business Value Offering

For (my target customers)

Who (are unhappy with)

Our idea is (details of the idea)

That gives (the problem it solves/ the need it fulfills)

1. **Read the following case study in pairs.**

   Joseph graduated as a welder from an ITI. He used to do welding jobs, which was not different from the work that other welders did. After work, he would make objects using the material that was remaining from his welding job. He once made a clothes hanging rack from old iron rods that he had.

   He wanted to start his own business and so he started talking to the people in his community. While talking to his customers, he found that many of them were looking for objects to decorate their houses with. They wanted unique and attractive pieces that were not expensive. Joseph now started bigger versions of the objects he would make from the scrap material. His work was precise and neat. He would give the objects a fine polish. Since they were made from scrap material, the price of his products was also not high. He would make the objects according to his customer's wishes and give good customer service. They were very happy with his work and told their friends about it. This is how Joseph's business started.

   a. Why were Joseph's customers happy with his products?

   _____

   _____

   _____

   b. What did Joseph provide to his customers that other businesses did not?

   _____

   _____

   _____

2. **Think of your favourite restaurant. Why do you like it?**

   Most people like a restaurant because either the food, the setting or the service is great. Or, it is all of the three! Their favourite restaurant gives them something that other restaurants are not able to.

   Every business that is successful creates some value for its customers. It makes their lives better in some way. It gives them something they need, that they do not get anywhere else. This is called a value offering.

   It is important for every business to have a value statement. **Think what value your business idea is creating for its customers and fill in the box below to write your value statement:**

   Business Value Offer Statement

   For (my target customers) _____

   Who (are unhappy with) _____

   Our idea is (name of the idea) _____

   That gives (the problem it solves/the need it fulfills) _____

   Thinking about the value offering of your business idea also gives you the time to reconfirm the idea you have chosen. At this stage, if you feel that your idea does not offer the value that would make it different from your competitors, you can always go back to rethink your business idea. You may also talk to more customers to find out what their problems and needs are.

3. Idea Prototyping

After your business idea is final, it is time to visualize it!

The process of creating the first version of a product or service is called a prototype. If your idea is a product that can be built or made, make it. If not, then utilize the box below to make a drawing of your product! Add in as much detail as possible.

If it is a service, design the operation of how the service will be delivered.

The class can hold a prototyping exhibition at the end of this activity, for everyone to see what ideas other people have come up with. This can be a space for each business to get feedback. It can also be a space to get inspiration for ideas from friends!

4. The Feedback Process

The voice of the customers is one of the most powerful tools a business can use to improve its products. The most important aspect of creating a prototype is listening to what its customers have to say about it. Feedback is the process of collecting information about the reactions to an idea. Customer feedback is a way to listen to the voice of your customers.

You can ask your customers the listed questions to listen to their thoughts about your prototype.

(Hint: Try asking your friends and classmates for feedback on your prototype before you ask your final customers. They will be able to give you ideas to improve your prototype before you take it to your customers.)

Questions	Answers
Which of the following options describes our idea?	1. Has many problems 2. Fine but has issues 3. Fine 4. Great 5. Life-saving!
How well does our idea meet your needs?	1. Badly 2. Fine 3. Well 4. Very well

Which features according to you, are the 3 most important ones?	
What are the 3 features that we are missing?	
If you could change one thing about our idea, what would it be?	
How would you rate the product in terms of value for money?	1. Bad 2. Regular 3. Good
In comparison to our competitors, what is the quality of our product?	1. Better 2. Worse 3. The same
On a scale from 0 to 10, how likely are you to recommend the product to someone?	
How likely are you to buy again from us?	

Nowadays, you can use the internet to create a form with these questions and get more information from your customers. Websites and apps like Google Forms and Survey Monkey will help you do this.

Remember the lock and flower example in the first lesson?

Learning from the feedback process is like that. It will be difficult to hear things that are not okay with your prototype. But remember to be the flower – remember to be open to learning. Feedback is meant to help you improve your business idea – so keep an open mind about what you hear!

Remember to go back to your business plan and update it with your value statement and the feedback received from the idea trial!

KWL

Complete the 'What I Learned' column in the KWL chart.

a. What is a business value offering? Why is it important?

b. What is a prototype?

c. Why is collecting feedback important?

d. What is important to remember while getting feedback?

Watch the following videos and think about how these entrepreneurs identified their business opportunities. What value are they creating for their customers?

Cardboard Furniture - https://www.youtube.com/watch?v=y5-Z9lY6iuw

Source Credit: History TV18

The Paper Artist - https://www.youtube.com/watch?v=70V2mLvdT50

Source Credit: History TV18

Jugaad Man - https://www.youtube.com/watch?v=fCtCvs1Jtzk

Source Credit: BBC News

4. Set Up, Get Ready, Go!

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

- experiment with a pitch for your business
- state the sources for raising finance early in the business
- explore the process for registering a business.

The journey of a thousand miles begins with a single step. − Lao Tzu

Entrepreneurs who start a business look at it from the long-term perspective – kind of like a long journey. Thus, it becomes important to prepare for that journey well at the start, for it to run smoothly.

This lesson explores some important steps to take while **setting up** one's business.

(What I already Know)	(What I Want to find out)	(What I Learned)

PITCHING POINTERS

Simple ideas go viral
Craft the concept of the business in one sentence. Do not fill in too many details.

What value does it create?
Talk about why the idea is important. How is the idea improving the lives of its users

You are a storyteller!
Create the same excitement and connection that the movie trailer creates. Talk about your business like a story – with emotions.

The advantage
Mention what is the takeaway for the people backing the business – why should they invest in the business.

1. Conduct the following activity in groups of 4.

Think of any movie trailer. Why are movie trailers made? What comes to your mind when you think of a good trailer? Discuss with your team and write your thoughts below.
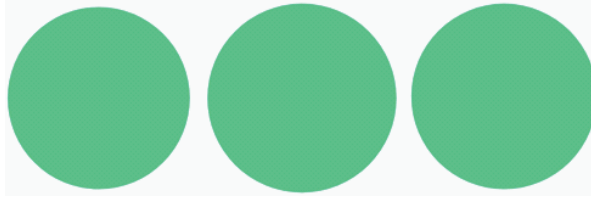
A trailer is a short version of the movie. It tells us what the movie is about and generates our interest to watch it. If the trailer is good, we share it with our friends and immediately book our tickets to go and watch the movie in the theatre!

Till this point, the entrepreneur has come up with a unique idea, conducted the market research to validate the idea and sampled the idea with potential customers to get feedback. For the business to grow, people must know what the business is doing. Businesses attract customers for the story they tell – what the business has done and what it wants to build in the future. Talking about the business story is creating a pitch for the business.

A pitch is like a trailer of your business. It is important to learn to talk about the journey of the business. Practice time! Create a 5-minute business pitch for your idea and pitch it to your team. Ask feedback from the team to make the pitch better and write it in the clipboard here. Before you create your pitch, read the illustration in the beginning of the lesson about things to remember while pitching.

SOURCES TO RAISE FINANCE

Self Funding

Putting in your own money - this is the easiest and quickest way to get the money for your business. The profits and risks, both, are yours!

Inner Circle Funding

Your trusted family and friends circle is another source to raise money for your business.

Government Loans

Credit support can be gotten through the government's Pradhan Mantri Mudra Yojana (PMMY). Loans up to Rs 10 lakh are provided to non-corporate, non-farm small enterprises by Commercial banks, Cooperative Banks etc.

Competitions and Events

Locally held as well as Government initiated (Ministry of MSMEs) Business plan competitions have prizes that can be a source of funding.

2. Fundraising

The business pitch is very powerful when it comes to looking for finance for the business. The process of finding money for a business to run and grow is called fundraising. Read on to find some common sources for finding finance for new businesses:

Pitch your business idea to your inner circle – talk to your friends, family, close relatives about it. Not everyone will be convinced with your idea and it will be difficult to face rejection. But remember – for every 5 people who do not believe in your idea, there will be 1 person who will. You can slowly, but surely, raise finance for your business! 🙂

Raising finance at the start of the business is possible, if the idea is good and the entrepreneur is hard working. However, the business will grow and attract more finance only if it is managed well. Keeping track of money is as important as raising the money. Entrepreneurs must remember to keep track of their accounts.

Registering a business allows it to be a legal entity, thereby helping to avail schemes funded by the Government. Therefore, an important step in setting up a business is registering it.

3. Read the following pointers to understand the process of registration of the business.

Most small businesses and new entrepreneurs in India register their businesses as a sole proprietorship or partnership firm.

After registration is done, some tax registrations to be obtained. It includes the PAN Card, TAN Registration, Shops and Establishment Registration, Professional tax registration and GST Registration.

Udyog Aadhaar has been introduced by the Government of India to make the process for registration of small businesses easy. The Udyog Aadhaar registration would help to access the schemes introduced by the Government. This will help to promote and support small businesses. The online registration process for Udyog Aadhaar asks the business to certify its existence, bank account, business activity details, etc. Entrepreneurs can register their business here:

https://udyamregistration.gov.in/Default.aspx.

Remember to go back to your business plan and update it with your pitching ideas and chosen source of finance!

Complete the 'What I Learned' column in the KWL chart.

a. Why is having a business pitch important?

b. What are some points to remember while preparing a pitch?

c. What source of business finance would you choose? Why?

d. What could be some other business elements that an entrepreneur has to set up before he/she starts his/her business?

1. Read more about opening a small business here:
   https://www.indiafilings.com/learn/how-to-open-small-business-in-india

2. Read about the process for Udyog Aadhaar Registration here:
   https://www.indiafilings.com/learn/online-udyog-aadhaar-registration/

3. Read about the government's schemes for loans for startup entrepreneurs here:
   - MUDRA - https://www.mudra.org.in/
   - MSME - https://msme.gov.in/all-schemes
   - If you wish to compare loan schemes provided by MSME, read about them here: https://www.lendingkart.com/blog/government-loan-schemes-for-small-businesses/

5. Recall

1. An important aspect of being a successful entrepreneur is:

    a. Having an entrepreneurial mindset   b. Earning money
    c. Serving the society   d. Expanding to as many markets as possible

2. Knowing what you are good at and what you need to improve on is the quality of:

    a. Self-awareness   b. Self-belief

    c. Independent decision making   d. Grit

3. Taking decisions on your own, after carefully thinking about them is the quality of:

    a. Self-awareness   b. Self-belief

    c. Independent decision making   d. Grit

4. Grit means:

    a. Taking decisions on your own, after carefully thinking about them.

    b. Knowing what you are good at, what you need to improve on, what you like and do not like doing, and knowing your goals in life.

    c. Working hard to achieve your goals and not giving up when you face failure.

    d. Believing that you can achieve whatever you decide. Believing that you have the capability to achieve your dreams.

5. What are the important elements to remember while doing a customer survey?

    a. Talk and talk more   b. Talk and listen   c. Listen, observe and learn

6. What factors must one consider before finalizing a business idea?

    a. My Interest   b. Market Need or Demand   c. If the idea solves a problem   d. All of the above

7. A business plan is made once and then never looked at while running a business.

    a. True   b. false

8. Some sources of NOT finding business finance are:

    a. Your own money   b. Bank loans   c. Government loans   d. None of the above

9. What is a business value offering?

    a. The value of money.
    b. The value that the business idea creates for the customers – how it makes its customer's lives better.

    c. The price of the product/service.

    d. None of the above

10. What is a prototype?

    a. The business idea   b. Typing the product/service in the business plan

    c. Selling the product/service   d. The first version of a product/service

11. Feedback is:

    a. Collecting information about the reactions to an idea

    b. Telling the business idea to the customer

    c. Asking the customer to buy the product

    d. None of the above

6. Let's Network!

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

• state the definition of networking and its benefits

• identify your super team

• practise networking with your classmates.

Giving connects two people, the giver and the receiver, and this connection gives birth to a new sense of belonging.
— Deepak K. Chopra

Has there been a time when you started talking to a new person, found something common with them, and felt like you have known them for a long time?

We meet new people every day. But, we make friends with new people only when we make a connection with them. And, connections can be made only by having a conversation! That is the concept of **networking.**

In the business world, networking is a way for entrepreneurs to make connections with other businesses and customers to grow their business and share knowledge.

In this lesson, you will practise networking for your business idea.

(What I already Know)	(What I Want to find out)	(What I Learned)

TIPS FOR NETWORKING

FOCUS ON LEARNING

KNOW YOUR UNIQUE STRENOTHS

IDENTIFY YOUR SUPER TEAM

TALK TO DIFFERENT TYPES OF PEOPLE

KEEP IN TOUCH WITH CONTACTS

1. **Networking can be scary in the beginning! Here are the tips mentioned in the illustration, to help you network well.**

   Focus on learning – It is difficult to talk to new people, but remember that this is a chance to learn new things – learn something from them and also share some of your knowledge.

   Know your unique strengths – Knowing what you are good at and what you can offer to the person you are talking to, always helps!

   Identify your Super Team – Your super team is those people who have similar interests and customers as your business. By finding common things, you can find opportunities to work together. Your super team can grow in number as you meet more people.

   Talk to different types of people – When you speak to people from different professions, you increase your chances of having a variety of connections in your network.

   Keep in touch with contacts – One important rule to network well is to regularly keep in touch with your connections. If they remember who you are and what you do, they will think of you first when there is a business opportunity.

2. **Read and discuss the following case study in groups of 4 about creating a super team.**

   Amira is an electrician who runs her small business. She wants to grow her business, but does not know how to. One day, while starting a project on the building of a shopping complex, the builder tells her that he is looking for more people to complete the project on time. He says that he will give her a bonus if she finds the right people required for the project because it will save him time. Who all can Amira find for the project and get the bonus?

   a. Who are other people apart from an electician required for the project? For example, a plumber for piping the building. Make a list of all the people required to construct a building.

   _____
   _____

   b. These people will form Amira's Super Team. What business deal can she make with them that will be helpful to everyone's business?

   _____
   _____

   If Amira, who is an electrician, forms a super team with a plumber and carpenter, they can all find building contracts together. They would help each other get business and grow it.

   Now, think of your business to identify supporting businesses which could be a part of your super team and fill it in the illustration below.

My Super Team

You

Member 1

Your common customer

Member 2

Member 3

3. Try networking!

You know who to network with. Now, it is time to practise that conversation.

Find a partner and take turns to practise making connections. In the illustration given, you shall find some ways and questions to start the conversation with them.

Record your observations from the conversation in the table below. After thinking through the conversation with the 1st person, try networking with another person.

Observations	Person 1	Person 2
What is their business?		
What was interesting about their business?		
How can you work together on a project?		

Author Bob Burg once said that the single greatest "people skill" is an authentic interest in the *other* person. In any conversation, showing that you are listening and are interested in talking to the other person helps you earn their trust. Earning that trust will help form a connection and future relationship.

Remember to go back to your business plan and update it with your learning from making conversations and networking!

KWL

Complete the 'What I Learned' column in the KWL chart.

a. What is networking according to you?

b. Are there benefits in forming a Super Team?

c. How can you use the internet to connect with people and businesses?

d. What are your strengths that will help you network better? What are some skills you will need to learn?

Here is a 7-Day Networking challenge! In this lesson, you learned how important networking and making connections is for your business. Try to talk to one new person every day for the next 7 days. Record their name and one learning from each conversation. The learning can be about working with that person on a business opportunity or about your own networking skills. You can also extend this activity beyond a week. Good luck!

My Networking Challenge!

Monday
Name -

Learning -

Tuesday
Name -

Learning -

Wednesday

Name -

Learning -

Thursday
Name -

Learning -

Friday
Name -

Learning -

Saturday
Name -

Learning -

Sunday
Name -

Learning -

7. Marketing Madness!

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

- identify and list different marketing strategies
- recognize brands that have used these marketing strategies successfully
- create your own marketing plan using some of the strategies mentioned.

Content builds relationships. Relationships are built on trust. Trust drives revenue. − Andrew Davis

We all like some brands and products more than others. It could be for their quality, the way the product looks, or because their ads and promotions are everywhere! In order to increase your customer base and stay fresh in people's memories, it is important to promote your business and keep reminding customers about your product/service.

Sometimes, **marketing** does not need a lot of money or resources. There are many ways to promote your business in creative and inexpensive ways.

KWL

(What I already Know)	(What I Want to find out)	(What I Learned)

1. Name that strategy!

See the following pictures and read the case studies. In groups of 3, identify the marketing strategy shown/talked about. (Hint: It is one of the 5 mentioned in the illustration!)
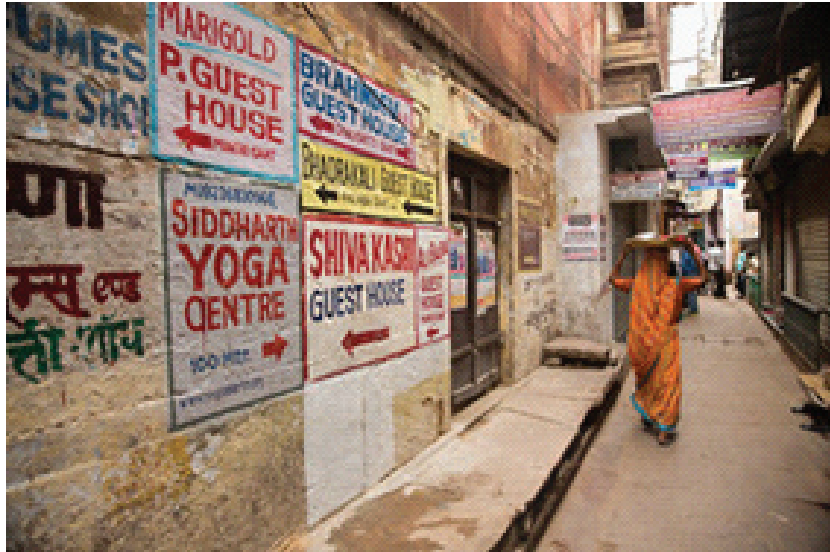
Source credits: Maier & Maier Photography, www.flickr.com

a. Name of the strategy _____

b. Why is this a successful strategy?

_____

Geeta was a house help from Pune. She lost her job and her employer decided to help her find new jobs in a unique way. With Geeta's help, she designed business cards for her and made 100 copies of it. Geeta distributed these cards to local watchmen and told them to give it to their building residents. Within 24 hours, Geeta was getting hundreds of calls and job offers! Her story became famous on the internet too. This was possible because she found a creative solution to her problem.
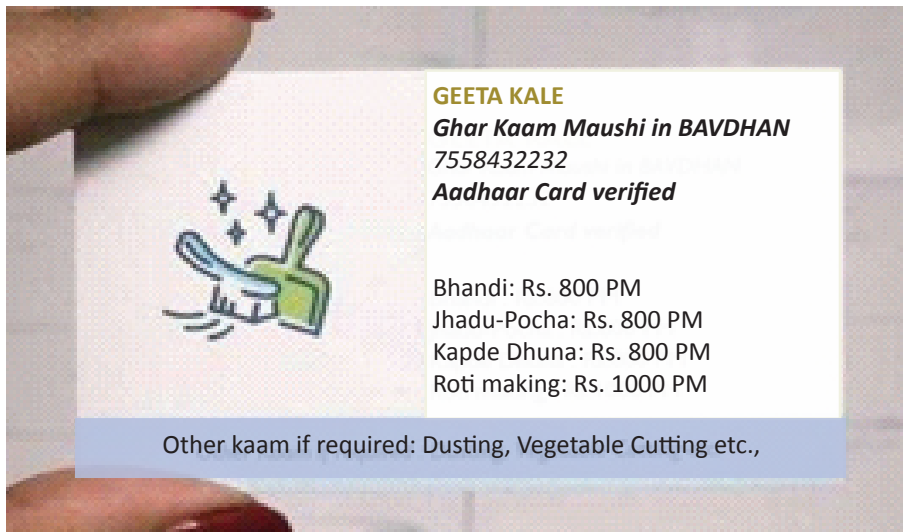
Source credits: 'Here's how a viral visiting card made this domestic help from Pune's Bavdhan a trending story', https://punemirror.indiatimes.com

a. Name of the strategy _____

b. Why is this a successful strategy?

_____

Pooja recently completed her COPA trade course from an ITI in rural Gujarat. She was finding it difficult to find a job. So she decided to start coaching classes for computer applications. She told her friends to spread the word and used local posters to promote her classes. But, she did not get many trainees. One day, she saw a post on Facebook for a local store and got an idea. She made a Facebook page for her tuition classes and started promoting the classes via Facebook. She also put some videos of her teaching topics on the page. Soon, she started getting many requests from trainees and her business started to grow. She also made a Youtube channel to put up all her videos.

a. Name of strategy _____

b. Why is this a successful strategy?

_____

_____

Source credits: Pankaj Shodhe, https://twitter.com/BShodhe/status/1123087808237727744

a. Name of strategy _____

b. Why is this a successful strategy?

_____

Source credits: 'B'luru Folk Help 25 Street Vendors Ditch Plastic Bags & Straws, Keep Profits Intact', by Gopi Karelia, The Better India, https://www.thebetterindia.com/187780/bengaluru-woman-initiative-shop-vendors-ditch-plastic-bags-india/

a. Name of strategy _____

b. Why is this a successful strategy?

_____

Shyam was a local paan seller in Allahabad who came to Mumbai in 1977. He continued his father's paan business and today he is India's richest paan seller. His small shop is very famous for the many different unique varieties of paan offered, such as chocolate, raspberry and pineapple. For his customers who live far away from his shop, he has also opened a website where he takes online orders. Many Bollywood celebrities have also visited his shop and enjoyed his paan!

a. Name of strategy _____

b. Why is this a successful strategy?

_____

2. Some ways to market your business is as follows:

Make a unique tagline: Unique and sometimes funny taglines or slogans make it easier for customers to remember your product.

Go online: Today, everything has become digital. Using the internet and social media to promote your business is a great way to get more customers.

Make an eye catching poster: Making attractive posters and images will get more people to come to your store or want to know more about your business.

Promote a Social Cause: Showing your customers that you believe in a social idea such as environment-friendly products will build trust in your business.

Make business cards: Making business cards that give customers relevant contact information about your business is a simple way to do quick promotions for your business.

3. My Marketing Strategy

Pick the top 2 you would like to try out for your business to create your marketing plan:

My Marketing Plan

Name of strategy:

Marketing idea using strategy:

Name of strategy:

Marketing idea using strategy:

a. How would you apply the strategy/ idea you have picked? Write it here.

_____

_____

_____

_____

_____

Remember to go back to your business plan and update it with your choice of marketing strategies!

KWL

Complete the 'What I Learned' column in the KWL chart.

a. What are some marketing strategies that you liked the most?

b. How did you select marketing strategies for your business?

c. Can some of these strategies be used to promote oneself as a job applicant?

Identify a local business who you could suggest one of these marketing strategies to. Help them develop the idea and try it out. Record the change in business numbers, in terms of the increase in the number of customers and increase in profit after deploying the new marketing strategies.

8. Make the Most of What You Have

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

- define and distinguish resources and resourcefulness
- identify characteristics that make you resourceful
- identify resources in your business.

If you look at what you have in life, you will always have more.   *– Oprah Winfrey*

Many times, we think we cannot start our business because we do not have an idea or money or the time to do it. But guess what? We may never have all the resources we want to start our business with! We need to try and make **our own resources** by using what we have or find other means for what we do not have! This mindset of trying to be creative and innovative with limited resources is called being resourceful. It is one of the most important qualities of a successful entrepreneur.

(What I already Know)	(What I Want to find out)	(What I Learned)

RESOURCES	VS	BEING RESOURCEFUL
1. PHYSICAL RESOURCES		1. OPEN MINDEDNESS
2. HUMAN RESOURCES		2. BELIEF IN ONESELF
3. INTELLECTUAL RESOURCES		3. IMAGINATION
4. FINANCIAL RESOURCES		4. PROACTIVENESS
5. TIME		5. PERSISTENCE
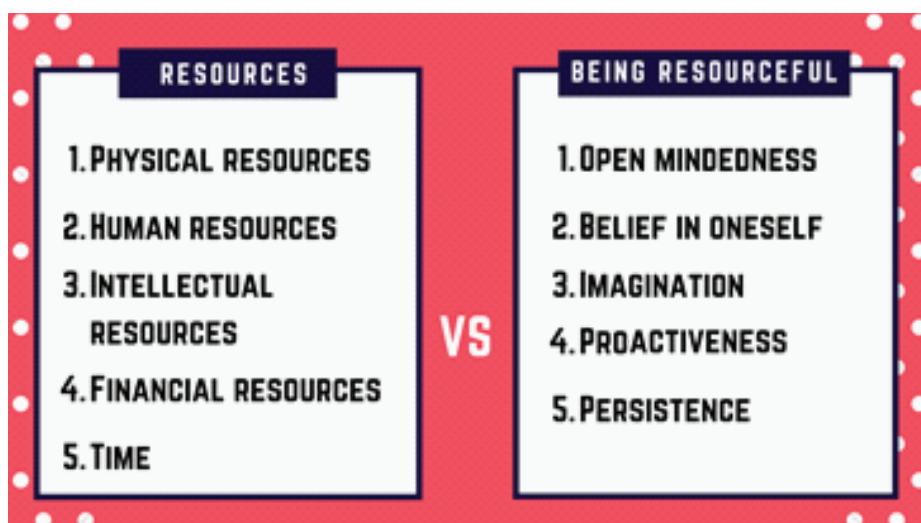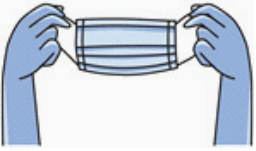
1. **Read the following case study in groups of 3 and answer the questions that follow:**

The Coronavirus disease hit the world in December 2019 and has changed how we live, forever. However, life did not stop and soon, people started going back to their general lives. The administration at ITI Ambala in Haryana wanted to keep their strength of over 17000 people safe. So, the staff and trainees of the ITI came together to build a sanitization chamber at the entrance gate of the college. Built within a 15-hour time span, the chamber has a built-in sensor that identifies a person entering it and soaks them with sodium hydrochloride for 10 seconds and then automatically stops. Apart from buying the sanitizer liquid, the materials and machines used in the construction of the chamber were sourced from the ITI. The research on the chamber was done by the trainees on the internet by reading similar models built in Gujarat. The entire cost of the machine is 15000 INR. The team wants to do better and build more machines, so that they improve the design as well as reduce the cost per machine.

You can hear the story in detail here:

https://www.youtube.com/watch?v=Ilc5fv7aFJE&feature=youtu.be

Source credit: Youtube, Ambala News Updates

a. What materials and machines did they have? Could they have made a better machine if they had access to more resources?

_____
_____

b. Did the trainees have to build the chamber? If they did not have to, why did they build it?

_____
_____

2. **'Having resources' and 'Being resourceful' are different things. Let us see the difference.**

The different types of resources you can have in your business are:

- **Physical resources:** Raw materials to make your products (For example, tea, sugar and milk for a tea business), any vehicles, transportation and storage for the business

- **Human resources:** Staff, employees, helpers who are working in the business

- **Intellectual resources:** Unique ideas, an innovative idea, brands, copyrights, customer databases. For example, in a food business, these would be the recipes.

- **Financial resources:** Money put into the business and the earnings, cash and credit

- **Time:** Time spent in trying to build and grow the business!

- But, sometimes we don't have all the resources we would like to have before we start our business. In such cases, our resourceful mindset can help us start and grow our business. In a lot of Indian cultures, this mindset is called 'jugaad'. It is the ability to do everything you can with whatever you have!

The characteristics of a resourceful entrepreneur are:-

- **Open Mindedness:** By listening to different people, ideas and opinions, you can try new and creative things for the business.

- **Belief in oneself:** If you start by trusting that you have the potential to find the solution, there are higher chances that you will look at problems closely.

- **Imagination:** Let your mind run free! The best ideas lie in thinking outside the box.

- **Proactiveness:** Good things come to those who don't wait, but venture into doing things! If you have an idea, try it out immediately.

- **Persistence:** Being resourceful is tough, but it is important that you are persistent to keep trying.

a. After reading about the types of resources and what it means to be resourceful, can you identify what resources the ITI Ambala trainees had? What characteristics of being resourceful did they have? List them below with your reasons for each point.

_____

_____

_____

b. If the trainees want to turn this idea into a business but cannot raise the finance for it, can you give them some innovative ideas to resolve this problem?

_____

_____

_____

3. **Resourcefulness Cooking Challenge!**

We see street-side vendors every day. They are the most resourceful people we will find. They run successful businesses with their limited resources, hard work and initiative. Here is a chance to learn from their experience. In groups of 4, get only 5 items to make any dish and sell it in the ITI <u>without using gas!</u> The team in the class that uses the least amount of items and makes the maximum money wins the challenge!

Record your experience in the table below.

a. How was the experience of the activity?

b. What ingredients did you use?

c. Were there situations when you were resourceful? How?

d. What did you learn from this activity?

4. It is time to think of your business! Identify the resources you have and ideas you have for the resources you do not, and write it in the space provided.

MY RESOURCES AND RESOURCEFULNESS

Use your resourcefulness to list resources you have and think of ideas for resources you do not have yet.

PHYSICAL RESOURCES	
HUMAN RESOURCES	
INTELLECTUAL RESOURCES	
FINANCIAL RESOURCES	
TIME	

Remember to go back to your business plan and update it with a problem you are facing and how you can use the resources you have to solve it!

KWL

Complete the 'What I Learned' column in the KWL chart.

a. What is the difference between having resources and being resourceful?

b. What according to you are some qualities that make you resourceful?

c. What are some ways in which you can be more resourceful in your business?

d. In what other areas of your life can you use a resourceful mindset?

Mr. M. P. Ahamed, from a small town in Kerala, used his resourceful mindset to start a famous Indian jewellery brand and become one of the most successful businessmen in India. Listen to his story here - https://youtu.be/hItGyxoP4Vs.

Think about what resources he had when he started and what qualities of a resourceful mindset he had.

9. Learning Does Not Stop

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

- recognize the importance of being a lifelong learner
- identify ways of becoming a lifelong learner
- reflect on the journey of entrepreneurship and identify key learnings.

Education is the kindling of a flame, not the filling of a vessel. – Socrates

Do you think learning stops after you finish studying? Do you think learning happens only in the classroom? Think again! Learning happens everywhere and it is a lifelong journey. You revisited your business model many times during this module. It shows that you learned something new every day and made changes to the business model accordingly. We all are living in a fast-paced world where, with technology and innovation, new knowledge and information is shared every minute! If we want to be updated, we will have to keep growing by adding to our knowledge. This lesson will discuss the importance of **lifelong learning** with tips on how you can do it.

(What I already Know)	(What I Want to find out)	(What I Learned)

BENEFITS OF LIFELONG LEARNING

Success at work: Confidence to come up with multiple solutions and adapt to the new situations

Informed decision making: Analytical knowledge and skills gained

Becominf a better leader: Getting new ideas and supporting others to do the same because of the focus on learning and growth

1. Conduct this activity as a whole class.

Each person writes down a new and very different activity that can be done in the class. The activity can be anything that has not been done in the class before – juggling, giving a 1 minute speech, singing in front of the class, rapping, making origami – the list is endless! Everyone puts their chits in a box. Each person picks up one chit and has to do what is written on it!

a. Did you do something new? Yes/No

b. How did it feel to do something new? _____

c. Do you think it is important to keep doing and learning new things?

_____

2. An important quality of a lifelong learner is always doing new things. Read Aditya's and Naila's stories with a partner and discuss the questions that follow:

"I got a job making furniture for a manufacturer through the placement drive at the ITI. I specialised in making tables, and continued in that department for many years. Two years ago, my department had to be shut down because of some financial problems and I lost my job. I tried very hard to find another carpenter job, but failed since I am only good at making tables.. I am still trying to find a new job. "

ADITYA

I also got a job at the same company and department as my friend Aditya. While I made tables, I also was interested to learn how to make bookshelves and wall cabinets, so I asked a fellow carpenter to teach me. When our department shut down, the company offered me another position in the bookshelf department because of my skills and knowledge. I continued to work there for one more year. I also took a wood carving course in my free time. Last year, my wood carving teacher offered me a very good position in his company. I have been learning many new techniques and skills at my new job under my teacher's guidance.

NAILA

a. Who do you think shows qualities of a lifelong learner – Aditya or Naila?

_____
_____

b. What makes her a lifelong learner? What did she do differently? List down some actions of a lifelong learner.

_____
_____

3. **How does one become a lifelong learner? Here are some ideas:**

   • Expand your skills by asking friends who know another skill to teach it to you, or do an apprenticeship.

   • Find and observe people with more experience – find a mentor like Naila and ask them questions and discuss ideas with them.

   • Do an online course to learn skills – find courses at Swayam (https://swayam.gov.in/) and Udemy (https://www.udemy.com/).

   • Follow pages of your interest and connect with other people in your profession on Facebook, Instagram and Twitter.

   • Keep updated with the news in your trade – read about conferences being conducted that you can participate in, and try to get new ideas.

   Write some more ideas for your trade in the box given.

   ┌───┐
   │   │
   │   │
   │   │
   │   │
   │   │
   └───┘

4. **We hope you become lifelong learners! Think about the entrepreneurship module and fill out the following illustration with your learnings.**

MY LEARNING JOURNEY

THINGS I STILL WANT TO LEARN
2

THINGS I LEARNT
3

THING I WILL DO STARTING TODAY
1

Remember to go back to your business plan and update it with ways in which you will continue to be a lifelong learner!

KWL

Complete the 'What I Learned' column in the KWL chart.

a. What are some benefits of lifelong learning?

b. What are some things that you are already doing that you think make you a lifelong learner?

c. What are some techniques of becoming a lifelong learner that you will try out?

Another way that Naila could be a lifelong learner was by finding a mentor for herself. A mentor guides a person and advises them when they face challenges. Generally, a mentor is someone who is doing something professionally that you also want to do one day. They are your inspiration and role model.

Identify someone who fits that description and ask them if they would like to be your mentor. You can apply your networking skills in this conversation!

Record your conversation in the illustration given.

A MENTOR INTERVIEW

Name   Date

What topics do you wish to disscuss with them?

Who is your mentor? Why did you choose them?

Write about the conversation you had with them here.

Some tips to remember:

1. Set a time for your first meeting with them.

2. Clearly describe the help/guidance you want from them.

3. Show dedication and willingness to learn from them and do what they ask you to do.

4. Thank them for sparing time to help you in your journey, it is not compulsory for them to say yes.

5. Value all the time you get with them and give them the respect they deserve.

10. Recall

1. A Super team is
   a. a group of superheroes
   b. your employees in your business
   c. group of entrepreneurs who have similar business interests or customers
   d. all the local entrepreneurs with the same business

2. One important rule to network effectively is
   a. talk to the same people
   b. keep in touch with your contacts
   c. focus on selling your product
   d. identify your competitors

3. One way to start a networking conversation is
   a. Hi! My name is____ and I have _____ business. What do you do?
   b. I like to eat _____ what do you like to eat?
   c. I am in _____ business. Do you want to work for me?
   d. I know you have _____ business. Can you give me your customer phone number list?

4. Networking is
   a. making new enemies
   b. identifying your competition
   c. making connections with other businesses and customers
   d. joining a social network

5. A tagline is
   a. a plastic tag you attach to your product
   b. a meme making fun of your business
   c. a description of your business
   d. a joke

6. If you want to give people relevant information about you and your business in an easy way, you will
   a. write it on a piece of paper and give it to them
   b. verbally tell them when they ask
   c. ask them to search on Google
   d. give them your business card

7. Anitha started an instagram page for her crafts business. She used _____ marketing strategy
   a. online marketing
   b. taglines
   c. poster
   d. networking

8. Human resources are
   a. your neighbours
   b. your staff, employees and other helpers
   c. your customers
   d. your competitors

9. Which of the following is not a resource
   a. raw materials
   b. customer database
   c. profit earned
   d. your bed

10. When you have confidence in your own abilities and trust in yourself, you have
    a. open mindedness
    b. Proactiveness
    c. belief in yourself
    d. optimism

11. You are a lifelong learner if you
    a. get a PhD
    b. make a lot of money
    c. live for a long time
    d. keep growing and adding to your knowledge

12. One of the benefits of being a lifelong learner is
    a. becoming a better decision maker
    b. becoming famous
    c. making lots of friends
    d. staying physically fit

1.Future of Work

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

- identify the meaning of sustainable careers
- explore present work scenario and future of work
- learn and explore upcoming advancements in the industry.

The **Future of Work** is influenced by rapid change in technology. As technology develops, the way we work also changes. For example, 20 years back if you filled petrol to 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 get updated because the future of work will demand us to be aware of technology and developments in the job market.

K W L

(What I already Know)	(What I Want to find out)	(What I Learned)

Source: Future of Jobs report, World Economic Forum
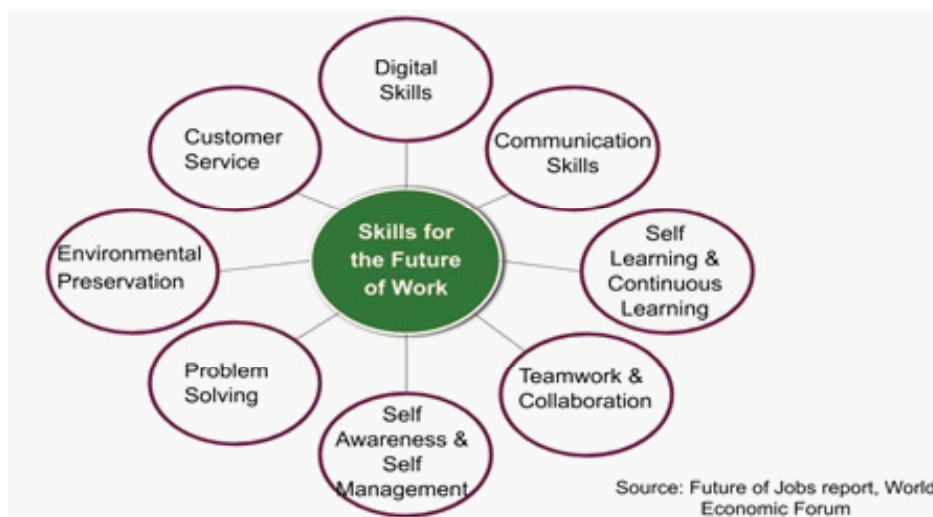
a. The term sustainable refers to maintaining the quality and ability of something at a certain level. For example, sustaining a river means that we maintain the river in its present form, without letting it get polluted further. Sustainable is an important concept in the 21st century because the world is changing very fast and the environment is getting destroyed rapidly.

b. A simple way to understand the concept of Sustainable Career includes:

    • building the skills and mindset needed to develop your career in this fast changing world

    • imbibing key practices to keep our environment green and clean

    • being open to change and developing oneself as technology and economy change the job market.

c. When you grow in your career or start a business or become self-employed, it is very important to keep in mind the skills needed to sustain your career as well as the environment of the world. For your career growth and sustainability, you need to build new skills; to sustain the environment, you need to be a responsible citizen and professional.

1. **Future of Work: 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, Uber drivers	
Career growth: According to company rules	Career growth: As per performance & skills	
For example, a person can get promotion only based on their qualification and years of experience.	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 market demand and change in technology	
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.	

2. **Advancements in the Industry:** Look at the images given carefully. All of them represent ways in which industry is advancing in the 21st century. Discuss and write what these changes could be and how it will impact your work life.

Where the parts of an iPhone 6s come from

LTE Modem
China (Qualcomm)
Connects your iPhone to your carrier's LTE network

Storage
Japan (Toshiba)
Where the iPhone stores iOS, apps, music, photos, and videos

Battery
China (Huapu Technology)

Camera
Japan (Sony)

WiFi Module
China (Universal Scientific Industrial)

Display
Japan (Asahi)

Radio frequency transceiver
China (Qualcomm)
Sends and receives radio signals for calls and data.

RAM
Korea (Samsung)
The short term memory where your iPhone stores your most recently used apps so you can open them faster

Chassis
China
The iPhone's body

Rare minerals
California, China
For multiple parts, like colors for screen, phone circuitry, speakers, vibration unit

A9 processor
Korea (Samsung)
Taiwan (TSMC)
Runs iOS and your apps

THEN

Culture of utility

We provide you with the tools to do your job

Culture of productivity

Optimisation and lean processes

NOW

Culture of engagement

What makes our employees happy at work

Chief Happiness Officer

Employees are more productive

NEXT

Culture of meaning

- Asking why do we go to work?
- How can this provide us with meaning?
- Leading to a deeper level of happiness, higher productivity and deeper engagement
- We care, so we want this organisation to thrive

KWL

Complete the 'What I Learned' column in the KWL chart.

What is the meaning of sustainable career?

What are some important skills that you need to build for your career growth?

Name three ways in which you adapt to changes and advances in the industry.

To know more about this topic, do or explore this:

Visit the https://bharatskills.gov.in/ portal or the Quest App and view the lessons on 'Future of Work' to get a very good idea on how industry will change in your trades.

2. Changes in Industry

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

- identify why industries undergo changes
- recognize how it shall impact your job
- learn to track changes in the industry.

The way we work continues to change with time. The tools and techniques are always changing. For example, most of the manual work in an automobile industry has shifted to machine work. The way we work today will no longer be the same in future. Thus, it becomes very important for us to evaluate how work will be done in future. Once we have an idea about it, the next step is to prepare ourselves for those **changes in industry**.

K W L

(What I already **K**now)	(What I **W**ant to find out)	(What I **L**earned)

Successful change strategies typically combine technical and human aspects

Technical side → Design Develop Deliver

| Current | Transition | Future |

People side → Accept Adopt Utilize
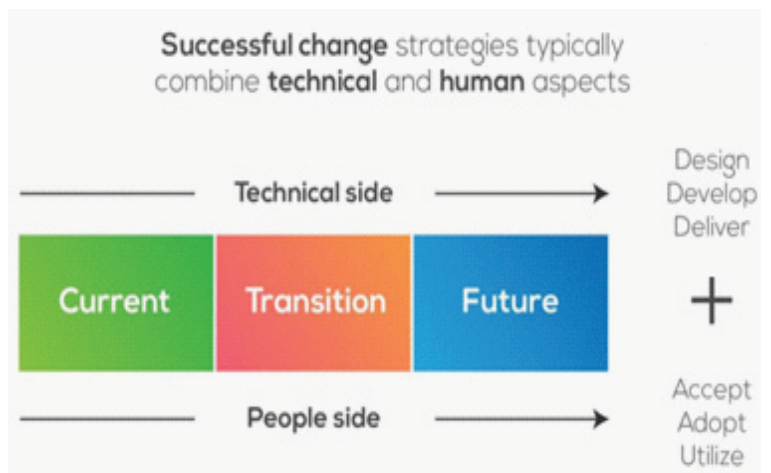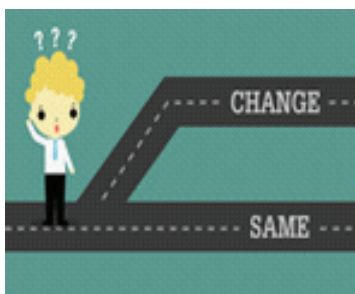
4 disruptive technology-driven trends ...

... raducally changing the mobility industry

Electrification

Connectivity

Autonomous driving

Diverse mobility
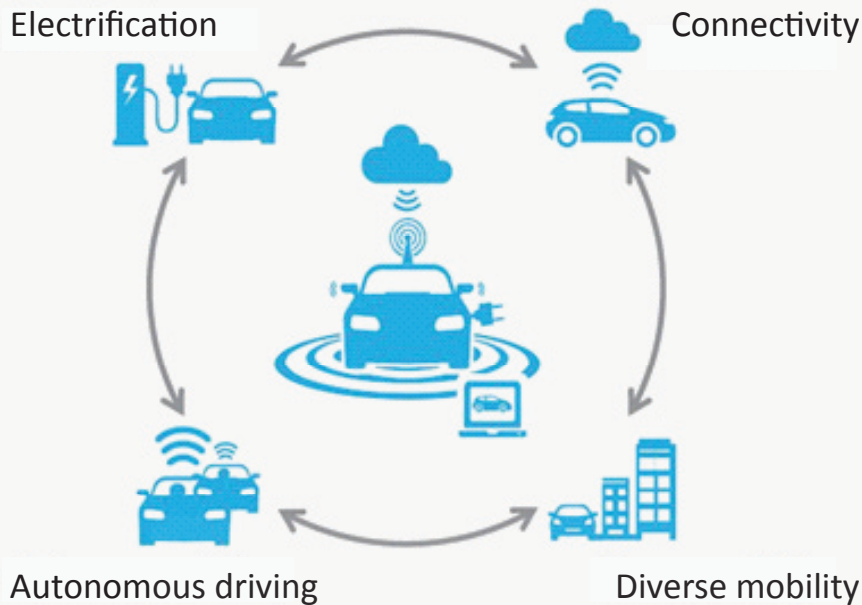
Shifting markets and revenue pools

Changes in mobility behaviour

Diffusion of advanced technology

New competition and cooperatin

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

1. **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)		
Sl. No.	Changes	Reasons for the change

2. **Pick a topic from your trade. Ask your instructor / find out on the internet how the application of the concept is going to change in the next five years and note it down in the table below.**

Changes in my trade (Future)	
Change	Reasons for the change

3. **What are the tools you think can be used to understand the industrial changes in future? For example, Information from Newspaper can be one such tool. (You may take help of your instructor to find out the answer.)**

KWL

Complete the 'What I Learned' column in the KWL chart.

- Technology keeps on changing and you must keep track of changes.
- Keep learning new skills to stay relevant in the changing times.
- Get to know the latest trends by talking to experts in the field.

https://youtu.be/-8SE5LVfglM
https://youtu.be/Yi4AXjbSVDk
https://youtu.be/4Vb870FX6d8

3. Career Planning

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

• define and differentiate job and career
• recognize the importance of career planning
• learn how to plan your career.

After completing our studies, we want to apply our knowledge by doing some work and get paid for it. The work that we do is called our job. Any task or piece of work for which you get paid for is called a **job.** For example, a carpenter makes a wooden chair and gets money for making it.

Often your parents ask you to build your career or focus on your career. Have you ever wondered what it means and how it is different from a job. When you take up a job, you learn a lot of things. After working for some period of time, you either get promoted to take up higher responsibilities or switch jobs for better opportunities. These jobs undertaken by you for a period of time is called your **career**. For example, after completing your studies, you started working as an assistant technician, gained experience for a year. Later you got promoted as senior technician, worked for the next two years. After gaining three years of experience, you joined another company as Lead Technician. Now your work is to supervise a team of junior technicians. You did three different kinds of jobs in these years. This is an example for career.

You must know what you want to do in your professional life and what skills and knowledge are required to do it. The act of identifying these is called **career planning**. For example, if you want to become an electrical engineer, you need to know about the concepts of electricity, power generation and distribution and various kinds of motors, etc. For this purpose, you need to do an engineering course. It is possible that your interest may change over time or the job of your interest may no longer be relevant due to technological progress or change in market conditions. In such a situation, you will have to re-identify the work you want to do and enable yourself to do it. In other words, you will have to re-plan your career. Another example is of an automobile engineer who is very good in making BS IV engines. Now due to the change in government regulations, the automobile companies have started using BS VI engines. So, the automobile engineer must learn about the concepts and working of BS VI engines to stay in the job.

KWL

(What I already Know)	(What I Want to find out)	(What I Learned)

5 Steps to Plan Your Career

Assess Yourself | Research Career Paths | Make Decisions | Take Action | Manage Your Career

1. **Identify five topics of your interest from your trade. Use internet to find out the following:**

   i. Five companies where you can apply the knowledge obtained from those topics/ concepts.

   ii. Name of any latest technology or tool used to implement those concepts.

My Choice			
Sl. No.	Area of Interest (Favourite Topic)	Companies where my favourite topic is applied	Latest technology/tool used
1.			
2.			
3.			
4.			

2. **In the previous question, you have selected five topics of your interest. Give reason (one for each topic) for why you like these topics.**

I like these topics because		
Sl. No.	Name of Topic	Reason for liking it
1.		
2.		
3.		
4.		
5.		

3. **Watch an internet video about the latest developments in your trade and note down five things that you did not know earlier.**

Five interesting things I learnt from the video	
1.	
2.	
3.	
4.	
5.	

4. **Think of what you want to do in your life. What are the things you want to achieve in the next five years? Take help of your instructors, seniors and family members to understand how you will achieve your goals**

My Goals – My Life
List down what you want to do in the next five years.
1st year
2nd year
3rd year
4th year
5th year

K W L

Complete the 'What I Learned' column in the KWL chart.

- Why is Career Planning important?
- Mention the difference between job and career.
- What is the importance of making a five-year plan?

4. Growing in your Career

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

- identify how to plan your career
- learn to build career alternatives
- identify how to grow in your career.

A career can be compared to a long train journey. You may have many stations, many stops, many changes in routes. It is important to note that your career journey takes you to your dreams and goals. If your career goal is to be a senior manager or start your own business, you will have to hop on to your train and travel for 20-30 years! A job is one of the ways to reach your career goal. If you start your career as a tailoring assistant, after 4 years you can be a senior tailor. After 7 years you can be a master and designer. 10 years later, you can start your own shop and even hire junior tailors. Hence, if we want to grow in our careers, we need have 3 things:

- clear career goal
- planning and patience
- career alternatives.

K W L

(What I already Know)	(What I Want to find out)	(What I Learned)

An example of changing industry and growing technology.

1. **Planning your career: Let's watch a video on Quest App 'Career Plan'. Try these Reflective questions after watching the video:**

    i. How did Meera plan her journey to New Delhi?

    ii. What are the three important features to focus on in order to plan your career?

    It is important to plan your career like you would plan a trip. Plan your career according to this simple example shared on Quest App.

    Learn more about these features to develop your own career plan on Quest App. This career plan will help you break your goals into smaller and manageable tasks.

For your reference

Milestones (What are the individual tasks you need to perform to achieve your goals?)	Descriptions (Describe the task you have listed in the previous column.)	Resources (What information or resources will you need to perform each task?)	Timelines (By when should you complete each task?)	Status (What is the current status of each task?)	Comment/Note (Any other additional information)

Let's talk about some of the most important features while making a career plan.

Milestones: It is realistic targets, requirements that you will set for yourself.

Timelines: It is important to put dates or timelines for completing each milestone.

Resources: Identify what materials or support you would need to complete your milestones within the set timelines.

Sample Career Plan

Zara is 18 years old and a trainee of Computer Operator and Programming Assistant (COPA) in an ITI. She is inspired by women working in big technology companies wearing professional suits. She aspires to become an independent woman, meet new people and travel across the world. She talks about her aspiration in front of her trainer. Her trainer suggests some of the professions that can help her achieve her dreams. Zara has finally decided to become a corporate trainer. But, she has no clue on what she is required to do. Hence, she researches on the internet and starts making her career plan. Let's see!

Career Plan: **Corporate Trainer**

Qualification: 12th and ITI

Career Timeline: 5 years

Milestones	Descriptions	Resources	Timelines	Status	Comment/Note
Improve my English communication Skills	I am good at English writing skills but I need to practice more to improve my speaking skills.	I can learn English communication skills on Quest App and other e-learning platforms. I would also need to find opportunities to practice it with others and ask for feedback.	Before completing my final year. July 2020	Work-in-progress	
Build my brand	I need to have a good digital footprint. Improve my LinkedIn profile. Create an impressive resume.	I will need to update my LinkedIn profiles and share relevant posts and activities. I also need to know MS-Word and other design apps to create my resume.	Before completing my final year. July 2020	DONE	

Start a job	I'm 12th pass and will soon have a degree in COPA. There are job positions in ITES, Business Process Outsourcing (BPO) which will lead towards my dream job.	I need to do market scan and find jobs on LinkedIn and other job portals.	Aug-Sep 2020	Work-in-progress	
Develop professional attitude and sustain in my job	Once I start working, I need to make sure that I am able to do a good job and build a healthy professional relationship with my colleagues, team leads and managers. This will lead to my professional development.	Once I'm in the company, I'll have a better chance to apply for internal job postings.	Sep 2020 onwards	Awaiting	

Note: Based on the progress made and milestones achieved, it is important to revisit your career plan from time to time and update it (if need be). Remember it is a slow process. You need to believe in yourself no matter what others think of it. Having patience and a growth mindset will go a long way!

2. **Career Alternatives: To start with, watch the lessons on Career Alternatives on https://bharatskills.gov.in/ or http://questapp.in/. Imagine your goal is to see the Taj Mahal. Your plan is to travel from Delhi to Agra by bus. But, there is a bandh going on and all bus services are closed. What will you do? Write 3 options in the space provided.**

Option 1 _____

Option 2 _____

Option 3_____

The 3 options you wrote are called 'alternatives', meaning a different option or path to your main plan. In life, many of our plans do not work. In such cases, we choose or find alternatives. Similarly, when we create career goals, we may also be open to find different paths to meet our goals. Many times, our career goals may also alter. That is completely fine.

Here are 2 examples of Safar and Reshma.

Example 1: Alternative career path

Safar wanted to own a business as a tailor. Safar wanted to study fashion designing. But he did not get admission into the course. He joined as a fitter in an ITI. After completing his course, he started working as a fitter in a nearby factory. During weekends, he assisted his uncle who was a tailor. Once the machines in the tailoring shop stopped working. Safar watched many YouTube videos and repaired the machine. He realized that he had a lot of talent in repairing tailoring machines. He soon started visiting many tailor shops in his town to repair. After 7 years, he started his own business in selling and maintaining tailoring machines. He also started tailoring during that time!

Example 2: Alternative career goal

Reshma's goal was to be an automobile engineer. She loved the automobile industry. She wanted to work for 2 years after ITI and then pursue engineering. She started her career as a junior automobile sales assistant. After 2 years in her job, she realized that she was very good in sales. She was promoted as a sales assistant. She decided to alter her goal to be an automobile salesperson. She did a certification course in sales and marketing. Now, after 7 years, she is the manager of Sales at Kalyani Motors, Bangalore.

3. **Now, think of your career goal and career alternatives and write it in this table. You can write up to 2 goals and 2 alternatives for each goal. All the best!**

   Career alternatives are important because:

   • market trends may change and we may be forced to change our path or goal.

   • our life situation may change, due to which we may have to find an alternate job.

   • we may learn new skills and hence we may get new career opportunities.

   • when we have career alternatives, we will be able to grow in our career despite changes or problems.

My Career Goals	My Career Alternatives
	1. 2.
	1. 2.

Remember, plan your career in such a way that you have career alternatives. Always do a Market Scan before you take any big decisions regarding your job and career. Find good role models in your area of work.

KWL

Complete the 'What I Learned' column in the KWL chart.

What are some career options that you want to explore for yourself?

Why are career alternatives important?

How was the experience of planning your career?

Go through videos called 'Know the Job' on https://bharatskills.gov.in/ or http://questapp.in/

You can view stories of ITI professionals who have grown in their career by creating their career plans and alternatives.

Project: Market Scan

Recall the Market Scan you did in year 1 and answer the following questions.

How was the experience of visiting a company for a market scan/ interview?

_____

_____

What will you do differently next time?

_____

_____

Were you able to identify any skill gap?

_____

_____

What will you do to upskill yourself?

_____

_____

5. Upskilling for Career Growth

At the end of this lesson, you shall be able to:
- identify what upskilling is and its importance
- map the skills needed for career growth in your trade
- analyze a real-life case study.

After 3 to 5 years of starting your career, you will usually get the opportunity to move to higher positions. You may get promoted, you may decide to move to another company, start your own business or even change your career path. For example, if you start off as an automobile valuer, you may get promoted as automobile sales executive and later on as automobile sales advisor too.

Upskilling for career growth is the process of learning new skills in order to improve your current skills. If you know how to stitch a garment by hand, learning how to do it using a machine is called upskilling. Upskilling has many benefits such as career growth, better earning, promotion, innovation, becoming a leader or role model in your field, etc. Many companies provide upskilling opportunities through on-the-job training (OJT), certification courses, etc. Hence, understanding the benefits of upskilling is an important step towards making this a part of your career.

(What I already Know)	(What I Want to find out)	(What I Learned)

a. We live in the 21st century, a very different time in history because of a number of reasons. Most importantly, 21st century is defined by three things:

   i. high speed in the development of technology

   ii. internet connectivity for many people in all parts of the world

   iii. development of private sector and entrepreneurship opportunities.

These factors have resulted in major changes in the way we work. Additionally, due to COVID 19, many industries have also changed the way they worked previously. Unlike 10 years ago, the workplace today requires candidates who can continuously develop themselves and stay up-to-date with technology. The internet is our best guide to learn, explore new ideas, share our work and create many work opportunities. Hence, if we want to grow in our career today, we must be ready to continuously learn and upskill ourselves so that we are always ready for new changes and development in the workplace.

b. The most important skills you will need to develop in the 21st century are:

   i. Communication Skills

   ii. Collaboration – Working well with others

   iii. Innovation – Trying new things and finding new ways to do old things

   iv. Self-Awareness – Understanding yourself well

   v. Critical Thinking – Thinking in a smart way by questioning the information you receive so that you are not fooled by fake news.

   vi. Adaptability – Ability to adapt to fast changes

   vii. Negotiation – Communicating in a proper way so that you can reach a profitable, healthy compromise

   viii. Resilience – Being strong to face any kind of challenge or problem.

1. **Industry Case Study: Read the following real-life story. Then, answer the questions that follow carefully:**

5 years ago, after completing ITI, Jabil joined TVM Manufacturing company as a Machinist. His team used to produce gear parts used in JCB, cars and tractors. His main job was to manufacture gears by using hobbing and milling operations on manual machines such as slotter machines, milling machines and shaping machines.

Last year, a machine to automate gear manufacturing, called Computer Numerical Control (CNC) machine was launched in his company. This machine could do the job that Jabil was doing more efficiently. Due to that, Jabil was about to lose his job.

The company now needed a new type of Machinist who could operate the CNC machine. Jabil had no idea how that machine worked. He did not want to lose his job. So instead of worrying, Jabil did a 3-month short-term course on 'CNC operator and programming'. After completing the course, he started working with the new CNC machine.

Now, Jabil has understood that such type of changes may happen again in the future. A new robotic machine may replace the CNC machine after a few years. He is ready to learn new skills and upgrade himself regularly so that he can keep on working and also get promoted. Jabil now believes continuous learning and upgrading his skills, is his superpower!

Questions to think about:

   i. Why was Jabil afraid of losing his job?

   ii. What makes Jabil a capable candidate for the 21st century job market?

   iii. How is continuous learning and upgrading of skills, a superpower for Jabil?

2. Trade-wise Upskilling Map

Before you start this activity, you can go through the lesson called "Know the Job" on Bharat Skills Portal or Quest App. The videos are about a few jobs related to particular trades. So even if you are from another trade, watch the videos to understand the concept of Upskilling. The lessons are available in Hindi, Kannada and Tamil.

In this activity, you will learn about the different upskilling trends in the 21st century. Identify 3 people who work in different jobs (If they are related to your trade, it will be very good.) and ask them the questions given in the table.

Politely request the speakers to share their career experiences with you to help you learn. After filling the table, answer the questions based on your observations.

Upskilling Map

Name	
Job Role or Designation	
Job Description (what do they do in their job?)	
What are the 5 skills you have learnt in your job that has helped you grow?	
How did you learn new skills in your job?	
What has the benefit of learning new skills been?	
How can we learn continuously using the internet and technology?	

Your Observations:

i. According to you, did upskilling help the speakers in their career?

ii. What are the different ways in which different speakers upskilled themselves?

iii. What would have happened if the speakers did not learn new skills?

KWL

Complete the 'What I Learned' column in the KWL chart.

What is the meaning of Upskilling?

How will Upskilling benefit you? _____

What are the key skills that you need to upskill in the 21st century job market?

How will you upskill yourself after you start working?

6. Upskilling & Reskilling

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

- identify growth vs stalled mindset
- recognize what upskilling, reskilling are
- identify when upskilling/reskilling is needed and plan for it.

Humans have always wanted to work in an efficient manner. This has led to creation of new technologies. People have learnt new skills to use those technologies. From the way communication happens to the methods of welding technology has significantly changed everything over time. Thus, irrespective of one's job, learning new skills is critical for everyone.

You have a growth mindset if you believe in learning new things related to your career and try to keep yourself up-to-date with latest industrial developments. A person who does not take necessary steps to learn new skills even when the market demand for his existing skills are slowly decreasing is said to have a stalled mindset.

The process of learning a completely new set of skills to perform a different nature of task is called **Reskilling**. For example, an electrician learning how to weld. While learning a new skill to do fundamentally the same nature of task is called **Upskilling**. For example, a woodcutter who has so far used simple axe now learns to use an electric axe.

(What I already **K**now)	(What I **W**ant to find out)	(What I **L**earned)

Learning how to use electric saw when axe becomes obsolete
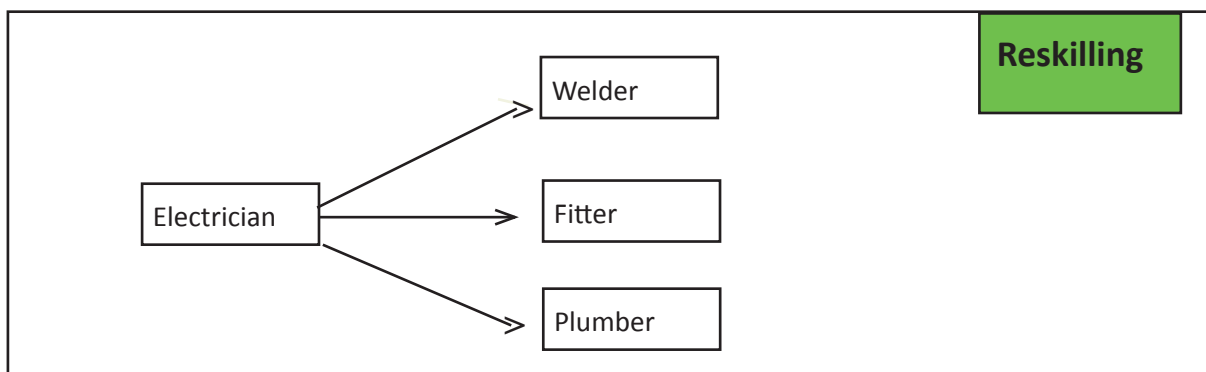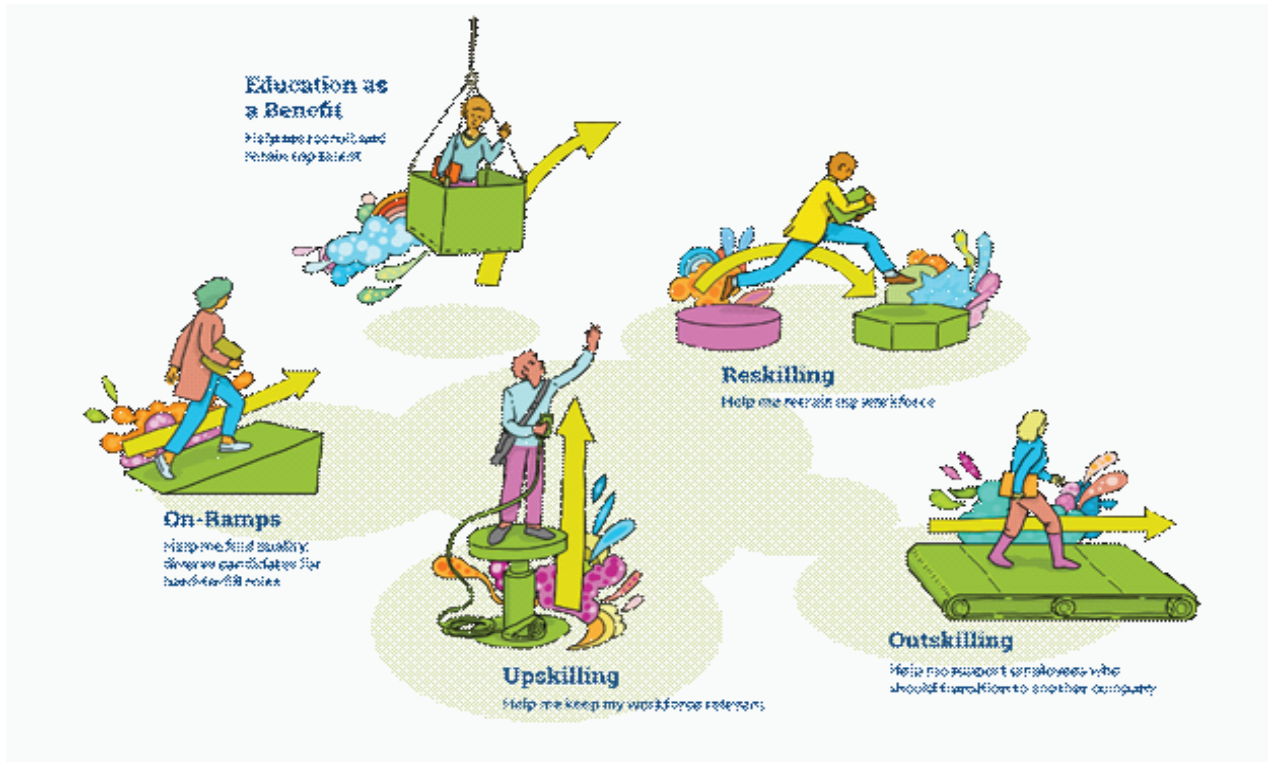
Up skilling

What are other words for reskilling?

retraining, re-education, reequipping, requalification, reinstruction, rehabilitation, reorientation, re-educating

1. **Talk to your parents, siblings or relatives and identify any person who has either reskilled or upskilled.**

Name of the person		Why did he/she learn the new skill
Old Skill		
New Skill		

2. **Think about the skills that you have learnt in your trade and make a list of all the skills.**

- Apply correct adhesives, sealants
- Appliance installations
- Installing pipe systems
- Soldering skill

My Skills- Use the space below to write your skills relevant to your trade.

3. **Think of two other trades (other than your current trade) that you are interested in and list down five important skills required in those trades in the table below. You can also talk to your friends studying in those trades.**

Reskilling Time	
Trade 1 Name	Trade 2 Name
Skills required	
1.	1.
2.	2.
3.	3.
4.	4.
5.	5.

4. **With the help of internet do a small research in which you have to find out the three latest technology/ methods used in your trade. Prepare a 10-day plan to learn any one of the identified technologies/methods. Don't worry if your 10-day plan does not make you an expert. Just focus on maximizing your learning in these 10 days. You can implement the plan when you have holidays.**

Upskilling Time	
Three latest technology / skills required in my trade	1.
	2.
	3.
Select one of the technologies from above and write what you want to learn each day during a 10-day period.	
My 10-day Upskilling plan	Technology Chosen
Day 1	
Day 2	
Day 3	
Day 4	
Day 5	
Day 6	
Day 7	
Day 8	
Day 9	
Day 10	

K W L

Complete the 'What I Learned' column in the KWL chart.

- You can Upskill or Reskill at any point in your career.
- You are reskilling if you are learning a new skill to enter or a take up a different career.
- You are upskilling if you are learning a new skill to grow in your current career.

7. Understanding Market Trends

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

- identify and explore market scan (advanced)
- create career pathway posters for your chosen trade as per the template
- explore upskilling opportunities through career pathway posters.

Market trends tell us about the job trends in an economy. Information like what kind of jobs will be in demand at a particular time is based on the economy. For example, because of Covid-19, there has been increased hiring in the health and technology sector. Many employees now work from home. Hence, many companies also started hiring for jobs that can be done remotely. These are all indicators of market trends. Market trends are important to consider in planning one's career because they help us identify the kind of jobs that will be in demand. For example, Shorthand was a very important skill in the pre-computer era. But now, skills in computer usage is required.

In this lesson, we shall explore the different kinds of opportunities that exist for ITI trainees along with the requirements for the particular work.

K W L

(What I already Know)	(What I Want to find out)	(What I Learned)

The nature of work is rapidly changing. There are developments happening across different industries. It is a good idea to keep up with employers and hiring trends, especially, if you are starting a career or changing your job. Online Market Scan is a very powerful process to identify the trends and changes in the world of work.

a. **Online Market** scan is a process by which you identify your skills, make a note of what is available in the market, apply for jobs and also communicate with employers online. By using the internet and technology, you can recognize the various market trends for your trade.

b. Purpose of Online Market Scan

• Identify hiring trends and expectations in the job market.

• Collect a lot of information about multiple organizations and job roles related to your trade.

• Prepare to face interviews and become more confident in interactions with future employers.

• Through market scan, more companies get to know about potential candidates.

1. **You have studied about Market Scan in your 1st year. Online Market Scan is a more advanced and online version of conducting market research. Read Ankita's story to understand the process.**

This is Ankita. She is doing her online market scan.

Step 1: Identify your top 3 skills. (This can be your trade-specific skills, interest-based, or ability-based.)

Skill 1: Typing

Skill 2: Internet surfing

Skill 3: Communication skills

Step 2: Using these skills as keywords, find job opportunities online. (Use platforms like LinkedIn or other job portals.)

Job 1: I found a job as a Front Office Executive at PVR.

Job 2: I found another job as a Personal Assistant at Usha Fabs Pvt. Ltd.

Job 3: I found one more job as a Customer Support Executive at Swiggy.

Step 3: Research about the company. (Check for reviews on glassdoor, google reviews, consumer complaints, etc.) Once you have found the company to be genuine, read the job description (JD) carefully.

I have found that these 3 companies listed above are genuine, have good reviews and are famous too. They are currently hiring for these positions mentioned. I have also read their job description and I feel I am ready to take up all the tasks and responsibilities enlisted in the JD.

Step 4: Now, fix an appointment with the company by calling on the number (s) provided or by emailing them your cover letter and resume. (Be prepared with the script, notepad before making the call.)

Hello Sir/Ma'am, Good morning! My name is Ankita and I am interested to work as a customer support executive in your company.

Is the position open? _____

When can I come for the interview? _____

Who should I meet when I reach there?_____

Thank you so much. See you! Bye!

Step 5: Once the appointment is fixed, dress up formally and make a visit to the company with a few copies of your resume. Remember, this can also be a chance for an interview. Hence, keep your questions and elevator pitch prepared (refer to chapter on self-introduction).

Ankita might get selected for this role. And even if she couldn't make it this time, she has a growth mindset and she will prepare herself for the next opportunity.

Now that you know the importance of Online Market Scan, let us do the activity.

Step 1: Identify your top 3 skills. (This can be your trade-specific skills, interest-based, or ability-based.)

Skill 1 _____

Skill 2 _____

Skill 3_____

Step 2: Using these skills as keywords, find job opportunities online. (Use platforms like LinkedIn or other job portals.)

Job 1: _____

Job 2: _____

Job 3: _____

Step 3: Research about the company. (Check for reviews on glassdoor, google reviews, consumer complaints, etc.) Once you have found the company to be genuine, read the job description (JD) carefully.

Step 4: Now, fix an appointment with the company by calling on the number (s) provided or by emailing them your cover letter and resume. (Be prepared with the script and notepad before making the call.)

Step 5: Once the appointment is fixed, dress up formally and make a visit to the company with a few copies of your resume. Remember, this can also be a chance for an interview. Hence, keep your questions and elevator pitch prepared, (refer to chapter on self-introduction).

Key points to remember

a. Within the same market scan activity, you can explore both jobs and self-employment opportunities.

b. Apart from face – to – face interaction, market scan can be conducted in the following manner:

a. Online – using email/audio-video calls

b. Telephonic – calling up potential employers and collecting information by using a questionnaire.

a. Career Pathways are a small group of jobs within a career. For example, if you graduate as an automobile mechanic, the career pathways for you can be automobile advisor, automobile sales assistant, etc. In each trade, you will have a few options or paths that you can take based on your skills and interest. Following a career pathway makes it easier for you to identify career choices. Career pathways can help you develop a plan on how to prepare for your chosen career.

b. Importance of planning your career path

Having a career path is like having a professional insurance policy. With a career path you will:

i.   Have a broader skill base: You will have identified and learned the skills necessary to make you more attractive to a wider range of employers.

ii. Make logical job transitions: You will know what skills and responsibilities to look for in the next job. So when you move from one job to another, you will be able to grow in the same path or job role.

iii. Have more responsibility: You will have identified and gained the skills and training you need in order to take on more responsibility.

iv. Have a broader perspective: You will be able to understand where a specific job or responsibility fits into your overall career path.

v. Make decisions easier: You can look at a situation within a larger context and evaluate your options in an informed manner.

vi. Be more satisfied: You will be moving in a career direction that is designed to meet your skills, interest and financial goals.

c. What constitutes a career pathway?

i.   Skills taught in ITI – It refers to the trade-specific skills taught at the institute.

ii. Skills needed by the company – It refers to the skills required by companies for hiring in a specific trade.

iii. Job opportunities after ITI – According to the market and employment trends, job opportunities are available for people with specific qualifications.

iv. Career paths at different levels – Career opportunities at entry, middle and senior levels.

v. Upskilling opportunities – There are opportunities to gain advanced skills through courses, diplomas and apprenticeships offered by technical institutes.

2. **Look at the career pathway poster for Information technology. Based on the sample given, answer the questions that follow.**

CAREER PATHWAY
INFORMATION TECHNOLOGY

SKILLS TAUGHT IN ITI

- Knowledge of basic electronics
- Assembly, troubleshooting, and upgrading computers
- Hardware and software installation
- Proficiency in MS office skills such as – word processing, spreadsheet applications, image editing, powerpoint presentations, database management
- Knowledge of desktop publishing software like PageMaker, CorelDraw, and Photoshop
- Knowledge of Javascript, VBscript, PHP and My SQL software
- Knowledge in networking concepts
- Web-designing and internet concepts
- Knowledge in Adobe Illustrator, Flash, Premier Pro, and 3Ds Max

SKILLS NEEDED BY COMPANY

- PC maintenance
- Data entry skills
- Desktop Publishing (DTP) skills
- Image editing and graphic designing
- Editing video and audio
- Creating graphics & animation
- Web designing
- Internet applications
- Programming assistant

JOB OPPORTUNITIES AFTER ITI

- Workshop Assistant in Government ITIs
- Lab Assistant in government polytechnic and engineering college
- Government sectors like post offices, railways, and private industries
- E-Seva centres, Internet browsing centre, DTP centre, and photo editing centre

CAREER PATHS FOR THIS TRADE

ENTRY LEVEL
Workshop Assistant in ITIs, Lab Assistant in engineering colleges and polytechnics, Computer operator, Data Entry Operator, Desktop Publishing Operator, Network Assistant, Assistant Programmer

MIDLEVEL
Junior Training Officer in ITIs, Assistant Training Officer in ITIs, Junior Software Engineer, Domestic IT Help Desk Attendant, Web Designer, Graphic Designer

SENIOR LEVEL
Training Officer in ITIs, Data Communication Analyst, Senior Web Developer, Network Administrator

UPSKILLING OPPORTUNITIES

- Craft Instructor Training Scheme (CITS) to become an Instructor in ITIs
- Diploma courses in polytechnic colleges.
- Advanced Diploma (vocational) courses on IT, networking and cloud computing
- Short term courses like Cisco Certified Network Associate (CCNA)

QUEST ALLIANCE

Directorate of Employment and Trainining

iTi Industrial Training Institute

i. What is the starting salary that one can expect in this career?

ii. What are some new aspects that you learned about this career through this poster?

iii. List some skills required to take up this career.

_____

_____

iv. What upskilling opportunities are available in this career?

KWL

Complete the 'What I Learned' column in the KWL chart.

Why is understanding market trends important?

How do you think conducting an online market scan will help you grow in your career?

Create a career pathway for your trade.

Go through Quest app video on 'Career information'.

7a. Recall

1. -------------------------------- has drastically changed the world of work.

    a. dimensions   b. beauty industry   c. technology and internet   d. all of the above

2. Money transactions include

    a. cash payment   b. card payments   c. online transfer through BHIM UPI Apps   d. all of the above

3. A cashier who had 15 years ago accepted cash payments, had to learn about

    a. card payments   b. PayTM   c. Google pay & Phone Pe. etc.   d. all of the above

4. As technology advances, the way we work shall ------------------------

    a. last   b. undergo changes   c. remain as it is   d. refuse to change d. none

5. We need to update because

    a. of the demands of the future of work   b. of technological advancements
    c. developments in the job market   d. all of the above

6. Maintaining the quality of something at a certain level is called

    a. communication   b. problem solving   c. sustainability   d. none

7. Sustaining a river means

    a. to build a dam
    b. to pollute the river with industrial waste
    c. to maintain the river in its present condition without further polluting it
    d. all of the above

8. Why is sustainability important?

    a. world is changing rapidly   b. environment is getting destroyed
    c. air pollution has increased   d. all of the above

9. The concept of sustainable career helps to

    a. build skills and mindset in a changing world
    b. imbibe key practices to keep the environment clean and safe
    c. be open-minded to accept change and update
    d. all of the above

10. For career growth and --, we need to build ----------------------------

    a. skills, sustainability   b. skills bridges   c. sustainability, dams   d. sustainability, new skills

11. If we want to sustain the ------------------------------------, we should not --------------------------------- it.

    a. pollute, sustainable   b. environment, pollution
    c. environment, pollute   d. environment, sustainable

12. A person can get promotions based on their ------------------------ and -------------------------------------

    a. environment, experience   b. example, qualifications
    c. qualifications, experienced   d. none

13. Learning can be done by anyone, anytime and anywhere. To gain more skills, you

    a. can learn through company sponsored programmes   b. can update through online courses

    c. get certifications   d. all of the above

14. The future of work is always going to

    a. be in the change mode   b. use the latest tools
    c. use the latest technology   d. all of the above

15. Most of the --------------------------- work in the automobile industry has shifted to -------------------

a. machine, manual   b. manual, machine   c. manual, learning   d. all of the above

16. Only when we learn to -----------------------how work will be done in the future, can we ----------------
ourselves for those changes.

a. prepare, predicted   b. predicted, prepared   c. predicted, prepare   d. predict, prepare

17. Successful change is a combination of --------------------------- and -------------------------- aspects.

a. technics, future   b. future, designing   c. designing, deliver   d. technical, human

18. The jobs undertaken by a person for a period of time is called

a. job   b. career   c. planning   d. expert

19. Any task or piece of work for which a person gets paid for is called a

a. career   b. projection   c. job   d. plan

20. When a carpenter makes a wooden chair and gets paid for it, it is his

a. plan   b. joy   c. job   d. career

21. When you want to know what to do in your professional life, what skills and knowledge are required to do it, you are actually doing

a. job   b. career   c. career role   d. career planning

22. Career is like a long train journey where ----------------------- are the many stations, many stops, many changes in routes.

a. plans   b. jobs   c. grows   d. dreams

23. A ---------------- is one of the ways to reach your ----------------- goal.

a. job, career   b. career, job   c. patience, career   d. train, career

24. --------------------------- are realistic targets that you will set for yourself in order to achieve your career goal.

a. resource   b. status   c. descriptions   d. milestones

25. The materials and support that you need to complete your milestones on time is called

a. timelines   b. resources   c. status   d. descriptions

26. Setting up date for completing each milestone is called

a. descriptions   b. resource   c. timeline   d. none

27. We need to have ------------------------------------- when market trends change or when our current job no longer exists.

a. career paths   b. models   c. alternative careers   d. payment

28. What does upskilling mean?

a. learning new skills   b. improving current skills
c. learning more skills for career growth   d. all of the above

29. When you know how to stitch a garment by hand, learning how to do it using a machine is called

a. career   b. employment   c. upskilling   d. none

30. There are many benefits in upskilling like

a. career growth   b. better earning   c. promotion, innovation   d. all of the above

31. Many companies provide upskilling opportunities through

a. On the job training (OJT) & certification courses   b. wages   c. payment   d. trade

32. High speed in the development of technology, internet connectivity in all parts of the world and development of private sector and entrepreneurship opportunities are the main features of

a. ITI   b. career path   c. 21 st century world   d. all of the above

33. The 21 st century requires employees who

  a. can work continuously to develop themselves   b. are open-minded
  c. stay up-to-date with technology   d. all of the above

34. When new upskill, we can be always

  a. ready for new changes and development   b. lazy not bothering about anything
     in the workplace

  c. afraid of others   d. none

35. 21 st century skills include

  a. communication and collaboration skills   b. innovation, self-awareness and critical thinking

  c. adaptability and negotiation skills   d. all of the above

36. Trying new things and finding new ways to do old things is called

  a. negotiation   b. collaboration   c. innovation   d. communication

37. We ------------------------------------ in a proper way so that we may reach a profitable and healthy compromise.

  a. collaborate   b. negotiate   c. innovate   d. elevate

38. Thinking in a smart way by questioning the information you receive so that you are not fooled by fake news is called

  a. negotiation   b. innovation   c. career   d. critical thinking

39. The ability to adapt to fast changes is

  a. innovation   b. negotiation   c. collaboration   d. adaptability

40. When we work with others, it is called

  a. innovation   b. career   c. collaboration   d. decision-making

41. Continuous learning and upgrading our skills, can help to

  a. retain jobs   b. get promotions   c. be prepared for the future   d. all of the above

42. New technologies have changed the way we work. Hence, irrespective of one's ----------------------, learning ---------------------------- is important to work in an ---------------------- manner.

a. efficient, job. new skills   b. new skills, efficient, job
c. job, efficient, new skills   d. job, new skills, efficient

43. A person who learns new things related to his/her career and is up-to-date with latest industrial developments has

  a. stalled mindset   b. growth mindset   c. collaboration   c. communication

44. A person who does not take necessary steps to learn new skills even when there is threat of losing his/her job is

  a. open-minded   b. not open-minded   c. adaptable   d. all of the above

45. The process of learning a completely new set of skills to perform a different type of a job is

  a. upskilling   b. reskilling   c. ITI   d. none

46. If a woodcutter who so far used simple axe learns to use an electric axe, the woodcutter is

  a. reskilling   b. career   c. critical   d. upskilling

47. When an electrician learns welding, fitting or plumbing, the electrician is

  a. upskilling as it is not a different nature of task
  b. reskilling as it involves a different nature of task
  c. communicating
  d. none

48. Information like what kind of jobs are in demand is known through

a. economy of the world   b. market trends based on the economy   c. pre-computer era   d. career

49. Due to COVID outbreak, many companies are hiring people who can work from remote locations. This is an example of

a. job market trend at a particular point in time   b. economics subject
c. information   d. all of the above

50. Market trends are useful to plan one's career because they help to

a. identify property   b. recognize jobs that are and will be in demand
c. increase   d. remotely work

51. We can identify the trends and changes in the world of work through

a. multiple   b. potential   c. online market scan   d. none

52. Online market scan is a process by which you

a. identify your skills
b. note what is available in the market
c. apply for jobs and communicate with employers online
d. all of the above

53. The purpose of online market scan is to

a. identify hiring trends and expectations of employers
b. collect information about job roles in your trade
c. prepare and face interviews confidently
d. all of the above

54. Career pathways means

a. potential employers   b. small groups of jobs within a career
c. interesting market   c. responsible market

8. Aptitude Tests

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

- identify the meaning and importance of aptitude and aptitude tests
- recognize the types of relevant aptitude tests
- practise some important aptitude questions.

Aptitude is a person's natural ability to do something. It can also be defined as how quickly you can learn something. For example, some trainees find Mathematics very easy, while others do not. Some trainees are very good in drawing, but others are not.

Organizations conduct **aptitude tests** to know whether a person is suitable for a job or not. For example, when an organization is recruiting for a customer service job, they would want a candidate who is pleasing, polite and has good communication skills. On the other hand, an organization recruiting an engineer would want to test the numerical and reasoning ability of the candidate. In this lesson, we shall learn about the aptitude tests for technical jobs.

K W L		
(What I already Know)	(What I Want to find out)	(What I Learned)
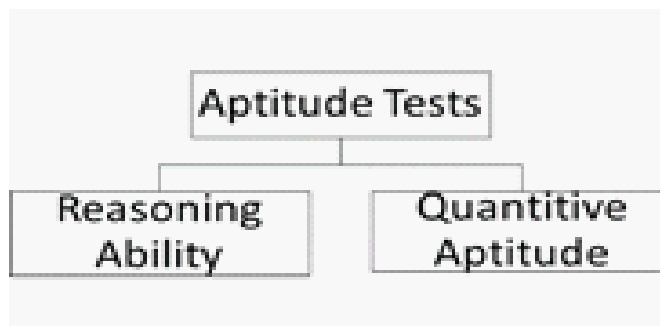
1. **Inequalities is a very important topic in reasoning. Let's solve the example.**

   Based on the statement given below, find out which conclusion is correct:

   U > Y ≥ W ≤ K; W = X ≥ Z

   Conclusion:

   I. U > K

   II. Z ≤ K

   Options

   a. Only I is correct

   b. Only II is correct

   c. Both I and II are correct

   d. Both are wrong

   Answer B

2. **Numeric series: In these types of questions a series of numbers is given. You need to fill a number in the blank by understanding the pattern of the series.**

   Example: Fill the number in the place of question mark:

   47   48   51   60   87   ?

   Options

   a. 152

   b. 168

   c. 172

   d. 144

Correct Option: B

Series Pattern   Given Series

47	47
47 + 1 = 48	48
48 + 3 = 51	51
51 + 9 = 60	60
60 + 27 = 87	87
87 + 81 = 168	168

3. **Syllogism: In these types of questions you have to draw a conclusion based on the information given. Let's look at an example.**

   Statements:

   No apple is a plum.

   All plums are oranges.

   All oranges are mangoes.

   Conclusions:

   I. All plums are mangoes.

   II. At least some mangoes are oranges.

Options

a.   Only I is correct

b.   Only II is correct

c.   Both options are correct

d.   Both options are wrong

Answer C

4. **Blood Relations: In these types of questions, you have to identify the relation between any two people on the basis of given information. Let's look at an example.**

Q is father of A and B. X is mother of K, N is son of A. N is the only brother of K. X is daughter-in-law of P. P has only one daughter and one son.

How is X related to B?

Options

a.   Sister

b.   Daughter

c.   Mother

d.   Mother-in-law

e.   None

Answer C

5. **Simplification: In these types of questions, you have to calculate the simplest form of an equation. Let's look at an example.**

$7878 \div 26 \times 13 - 333 = ?$

Options

a.   3806

b.   3636

c.   2406

d.   3606

Answer D

6. **Speed Distance and Time: In this type of questions, you have to find out the value of speed distance or time on the basis of given information. Let's look at an example.**

A man can reach a certain place in 40 hours. If he reduces his speed by 1/15th, he goes 5 km less in that time. Find the total distance covered by him.

Options

a.   60

b.   85

c.   75

d.   52

e.   None

Answer C

Let Distance = D km, Speed = S km/h

$$\text{Time} = \frac{\text{Distance}}{\text{Speed}}$$

$$\textcircled{1} = \frac{\text{Distance}}{\text{Speed}} \text{-------(1)}$$

After reducing speed, Distance = Distance – 5 km, Speed $= Sx\dfrac{4}{5}$ km/h

$$\text{Time} = \frac{\text{Distance}}{\text{Speed}}$$

$$\textcircled{1} = \frac{(\text{Distance} - 5}{\text{Speed} \, x \dfrac{4}{5}} \text{-------(2)}$$

After solving equation 1 and 2

$$\frac{\text{Distance}}{\text{Speed}} = \frac{\text{Distance} - 5}{\text{Speed} \, x \dfrac{4}{5}}$$

7. **Solve the problem: A person travelled 132 km by auto, 852 km by train and 248 km by bike. It took 21 hours in all. If the speed of train is 6 times the speed of auto and 1.5 times speed of bike, what is the speed of train?**

   Options

   a.   78 kmph

   b.   84 kmph

   c.   96 kmph

8. **Percentage: Lets solve the example.**

   3 is what percentage of 3000?

   Options

   a.   10%

   b.   5%

   c.   1%

   d.   0.1%

   Answer D

9. **Profit Loss: Lets solve the example. A man bought a lamp for Rs 100 and sold it for Rs 120. How much profit did he make? What is the profit percentage?**

   Options

   a.   Profit Rs 10; Profit percentage 40%

   b.   Profit Rs 20; Profit percentage 20%

   c.   Profit Rs 20; Profit percentage 10%

   Answer B

KWL

Complete the 'What I Learned' column in the KWL chart.

- Aptitude is your natural ability to do or learn something.
- You can do those things easily in which you have strong aptitude.
- All the companies conduct Aptitude Tests nowadays.

9. Interview Preparation

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

- recall the interview process and preparation (test)
- identify and explore online interviews
- practise online interviews.

After completing your education, you will get an opportunity to appear for job interviews. During these interviews, your ability to communicate about yourself will also be assessed. Through an interview, the employer is able to find out if the candidate:
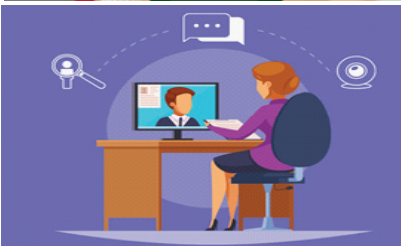
- has the ability to perform the job
- is reliable, honest, and trustworthy
- will fit in with the team and organization.

(What I already Know)	(What I Want to find out)	(What I Learned)

a. Browsing job portals to apply for jobs followed by applying for jobs with a resume is the first step in getting prepared for the world of work. The next step is to practise and rehearse on how to conduct oneself during the interview through mock interviews. The feedback given by peers during the mock session will help trainees improve their performance based on the suggestions. This will help them perform better in real interviews.

b. Stages of an interview: There are 3 stages to interview preparation.

Pre Interview	Interview	Post interview
Apply for the right job. Check the required qualifications.	Greet the employer with a smile!	Write an email to HR. Thank them for the opportunity.
Prepare a folder with your resume, identity cards and mark sheets.	Maintain eye contact.	Wait for a week or longer for the response.
Reach 15-20 minutes before the scheduled time.	Speak clearly and loudly.	If you are selected, reply confirming your willingness to join.
Groom yourself.	At the end of the interview, thank the employer for the opportunity.	If you are not selected, reply thanking the employer for this opportunity.

c. Mock interviews help to get prepared for the real interviews. Since, the candidate gets an opportunity to practise before, during and after the interviews in the mock sessions, it gives confidence. Mock interviews help in performing well in real interviews and boost the candidate's self-esteem to a large extent.

1. **Discuss with friends and prepare answers to the given questions.**

   i.   Tell us about yourself.
   _____
   _____
   _____

   ii. Tell us a little about your city.
   _____
   _____
   _____

   iii. Apart from studies, what other interests did you pursue during your study at the ITI?
   _____
   _____
   _____

   iv. Why did you choose this trade and what have you learned from it?
   _____
   _____
   _____

   v.   Why have you applied for this job?
   _____
   _____

2. **Imagine you have applied for the post of a service mechanic in Larsen and Toubro Ltd. (You may also pick a post and company relevant to your trade.) You have been one among the shortlisted candidates called for the interview. Organize a mock interview in the ITI.**

i. Discuss and share feedback after the mock interview.

_____

_____

a. **Online interview** is an interview conducted through a chat video/audio platform. Employers can conduct online interviews using different methods. Before your interview, make sure to ask if the call will include audio, video or both. Additionally, make sure you know what online platform the interview will be on (For example, Skype, Zoom, Google Meet, etc.) During a video call, the interviewer will be able to converse with you like they would during an in-person interview.

b. The key to a successful video call is preparing thoroughly ahead of time. Here are some important tips for an online interview:

   i. Select the Proper Location for the Interview: The ideal scenario for your interview location is a secluded room in which you can shut out distractions (and noises), control the lighting, and have a neutral background. You should also have a location in which you can be seen on camera from about the waist up.

   ii. Keep all necessary things at hand: Have a copy of your resume ready, as well as a pen and diary for writing important notes. Having a glass of water ready is also recommended.

   iii. Test all the Technology: Test your internet connection for speed, check camera, lighting, sound and video programme. Make sure you understand how it all works. And test it all again right before the interview commences.

   iv. Schedule at least One Mock Interview: If possible, schedule an interview with a friend, colleague or family member.

   v. Pay attention to appearance: Wear clean, ironed clothes, brush your hair and have a good posture.

   vi. Don't forget to nod and smile!

5 TOP ONLINE INTERVIEW TIPS

Make an Impression from a Distance

| Look directly into the camera and not at the screen or monitor to make good eye contact | Don't be afraid to ask for a question to be repeated if you have not heard it properly. It is better to clarify | The sound system can be less than perfect so speak clearly and avoid mumbling or rushing your words | Be aware of your facial expressions and posture - they ar a large part of your message online | Pause before answering a question to be sure the interviewer has finished speaking |

3. **Practice online interview: Invite your friend to interview you online. After the interview is over, ask your friend to give you a score in each of the categories in the given in the table. Identify the suggested areas of improvement and work on them!**

Your Name:

Parameters	Score	Indicators
Introduction	0: Did not greet. 1: Greeted without eye contact or without a smile. 2: Greeted with eye contact and with a smile.	
Voice clarity	0: Was not audible. 1: Mumbled or talked too fast. 2: Talked slowly and clearly.	
Resume	0: Incomplete or no resume. 1: Complete resume but answers not completely aligned to the resume. 2: Well-structured resume and answers aligned to the resume.	
Introduction	0: Introduction had only a few lines. 1: Introduction had clarity on Who and Why. 2: Introduction had clarity on Who I am, Why I want this job and How I will be a good fit.	
Strengths	0: Could not tell about his/her strength. 1: Could tell about a strength, but could not give relatable example. 2: Could tell about a strength and could give relatable example from recent past.	
Subject knowledge	0: Could not answer any subject-related questions. 1: Could give only incomplete answers. 2: Was able to give complete answers.	
Comfort with online platform	0: Not comfortable at all. 1: Very comfortable.	
Body language (Non-verbal cues like posture, facial expressions, etc.)	0: Bad posture, without smile, seemed uncomfortable. 1: Good posture, smiling, seemed relaxed and confident.	

KWL

Complete the 'What I Learned' column in the KWL chart.

What are the stages of an interview?

What are the key tips to keep in mind while preparing for an online interview?

Give 2 examples of good non-verbal communication skills in the workplace.

To learn more, go to https://bharatskills.gov.in/ or http://questapp.in/ and watch these lessons:

-   Interview preparation

https://www.themuse.com/advice/the-ultimate-interview-guide-30-prep-tips-for-job-interview-success

10. Resume

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

- identify what a resume is and its importance
- recognize the various parts of the resume in detail
- create an interview-ready resume.

When you apply for job, you must let the employer know about your skills, education and experience. The opportunity to meet the employer in person comes very late. In the beginning, you must send your important documents that share details about you. One document that can help you here is your **resume**.

Resume contains your educational, work-related and personal information. It is the most important document required by all the companies to select people for jobs. Your resume is an opportunity for you to make a positive impact on employers.

(What I already Know)	(What I Want to find out)	(What I Learned)

a. Career objective is the part in Resume that tells what you want to do in your career. Points to note:

    i. Frame your career objective in such a way that it tells how you can meet the need of the organization.

    ii. Make your career objective suitable for the job you are applying for.

    iii. Keep it within two sentences.

    Example: Seeking senior technician position at a reputed firm where I get to utilize my knowledge of BS VI emission standards.

b. Another important section is your hobbies and strengths. Hobbies are those important things that you like to do in your free time such as reading novels, newspapers, writing blogs, teaching, etc. Avoid writing hobbies which do not have any value for the employer.

    A good example of hobby: A carpenter can mention that he likes exploring various techniques of wood cutting.

    A bad example of hobby: A car

    penter mentions that he likes to fly kite in his free time.

c. Strengths are the things that you are naturally good at. Some people have ability to learn things quickly, while some can focus well on their work. Some people can find out details in the work and never miss out even small details. All things mentioned are your strengths.

d. Skills are the tools and techniques that you learn to make your task easier and work efficiently. Some examples of skills are your proficiency in using a tool related to your trade or software such as MS-Word, MS-Excel.

1. **Think about what skills and experience you have and write your own career objective.**

2. **Think and write any three hobbies in the box.**

3. **Think about things that you are naturally good at and mention them in the box. Write only those things that can help you in your career.**

4. **Think about your skills and mention them in the box.**

5. **Let's design your resume now. Here we will arrange all the parts of the resume and make a simple resume for ourselves. Follow the given order and arrange the information.**

Note: In the personal information section, write your name, father and mother's names, your date of birth, your address.

Name
Contact Number
Email
Career Objective
Educational Details
Experience
Skills
Strengths
Hobbies
Personal Information

Complete the 'What I Learned' column in the KWL chart.

- What are the parts of a resume?
- What are some hobbies that you should avoid mentioning in your resume?
- What are some strengths that you may highlight in your resume?

11. Applying for Government and Private Jobs

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

- identify what NAPS portal is
- recognize why you should register on the NAPS portal
- explore different career websites and learn to apply for jobs online.

Apprenticeship is a paid period of training that allows you to learn a particular skill or set of skills while you work in the industry. National Apprenticeship Promotion Scheme (NAPS) is a new scheme of Government of India to promote apprenticeship. Its main objective is to promote On-the-Job Training/Practical Training of the youth in the industry.

K W L

| (What I already Know)	(What I Want to find out)	(What I Learned)

a. Registering on the NAPS portal

i.   It provides an opportunity to put skills into practice to gain confidence in a work environment.

ii. It provides wonderful industrial exposure which would make easier transition from training to the workplace.

iii. It provides a "Learn while Earn "opportunity.

iv. It gives career recognition with a government recognized certificate.

v.   As now we have understood the benefits of registering ourselves on the NAPS portal, let's understand the registration procedure.
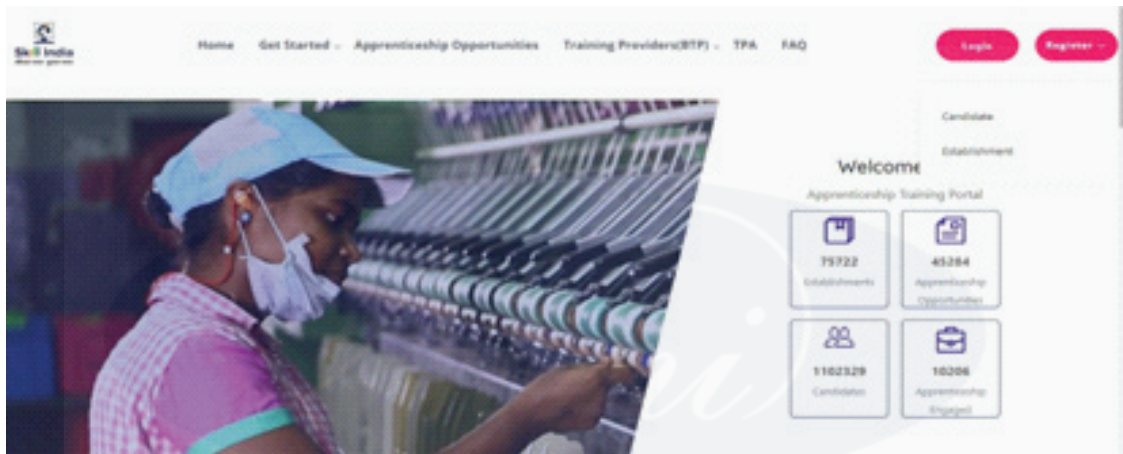
1. Steps to register on the portal

Step 1 Click on this registration link https://apprenticeshipindia.org/candidate-registration.
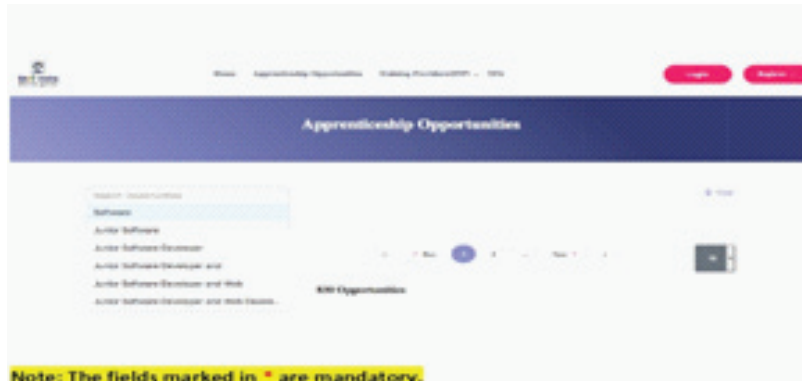

Step 2 Short Registration form will open up. You would be required to fill your Basic, Family, and Basic details and click on continue.


Note: Please enter your valid email ID as the activation link will be sent through a mail to that ID. Also, remember the password as you would be using it to log into your account on the apprenticeship portal.

Step 3 After submitting, you will get a registration number which notifies your account creation. Then you will receive an activation email on the registered Email address.
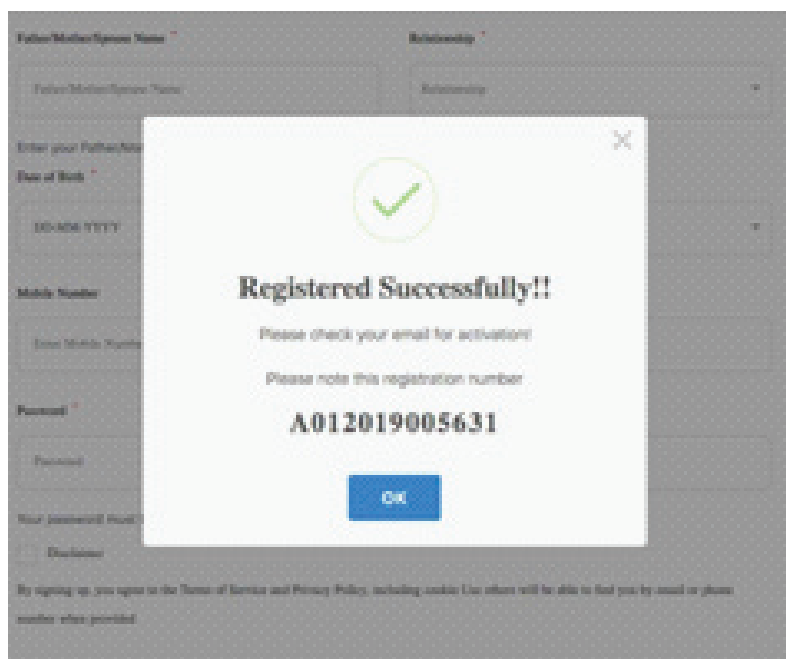
Step 4 Open your email and open the mail from NAPS. Click on the ACTIVATE button.
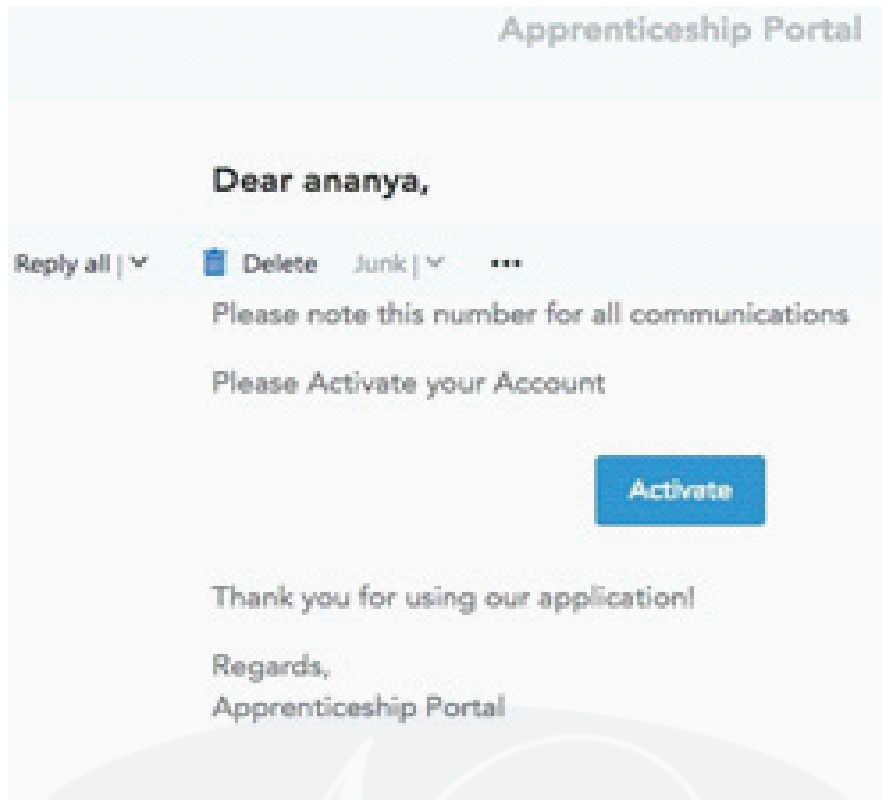
Step 5 Once you click on the activate button, the screen will automatically redirect you to the login page. Type your registered email ID and password (the email ID and Password should be the same you mentioned during registration) to log in.
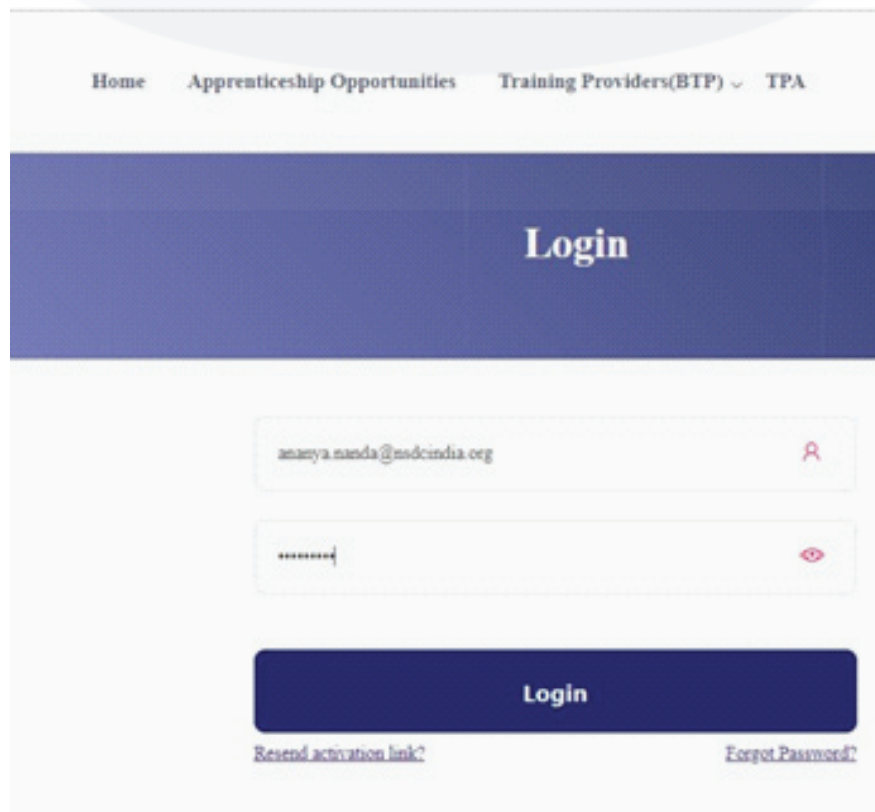
Step 6 Once you have logged in, click on the button " Complete your Profile". You will not be able to apply to any apprenticeship opportunity without completing your profile.
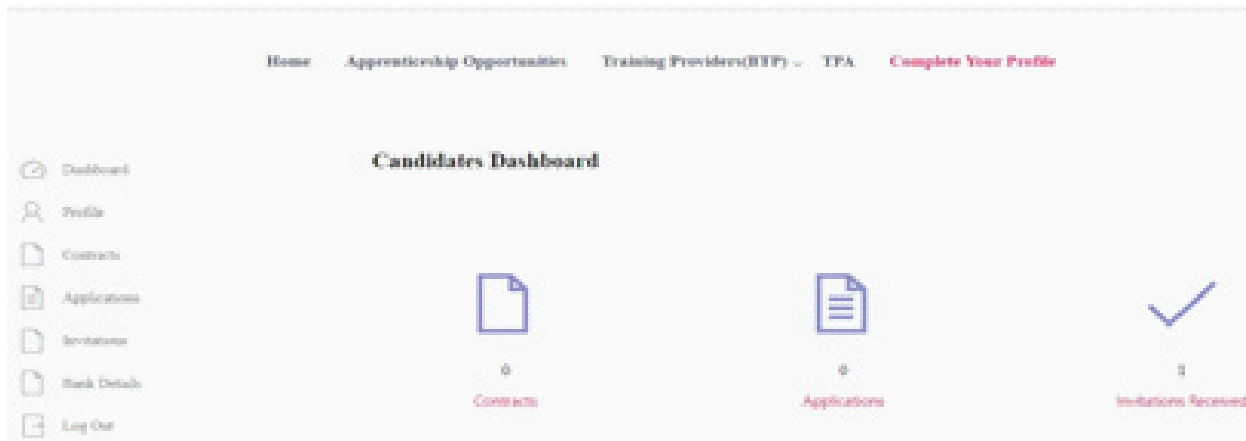
Step 7 Start by clicking the Edit button (encircled below) to add your "About Me" and Contact details. In the Edit section, the fields marked as**are mandatory need to be filled up.

2. **Read the following statements carefully and find out the wrong statements.**

   i.   Profile completion requires uploading your profile on the NAPS portal …………….

   ii. Activation code will take you to the registration page………….

   iii. Profile completion is not required to join the NAPS portal ……….

   iv. Every trainee gets the registration number ………….

a. How to search for a job online?

   Gone are days when an individual had to visit different companies to drop their resume or to make several calls to explore job opportunities. The digital world has made the job searching process easier and fast.

b. Career Websites on the internet are a great way to find jobs and apply for jobs that suit you. It provides you the basic information regarding salary, technical skills required, roles and responsibilities and job location. Post your resume on the site for the position that might be of interest to you. Afterwards, companies that have access to your resume and find you a suitable candidate for their requirements will approach you.

c. Some of the well- known career sites are:
   - www.timesjobs.com
   - www.monsterindia.com
   - www.shine.com
   - www.careesma.in
   - www.babajob.com
   - https://in.linkedin.com

d. Steps to apply for a job on any career site
   i. Search for the reliable job site.
   ii. Search for a specific job. Not just once, or twice, but many times.
   iii. Set up your online profile on the job site.
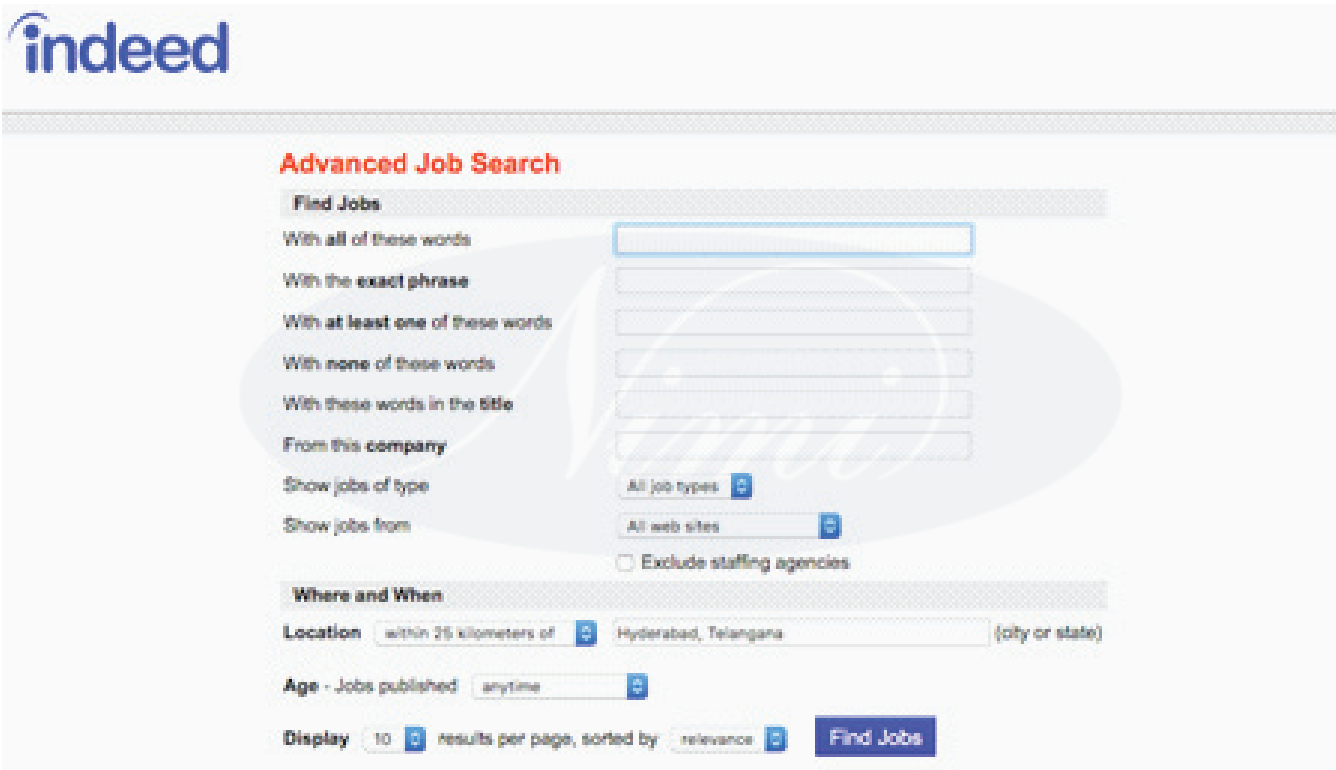
iv. Post your resume and click on Yes under the apply column.
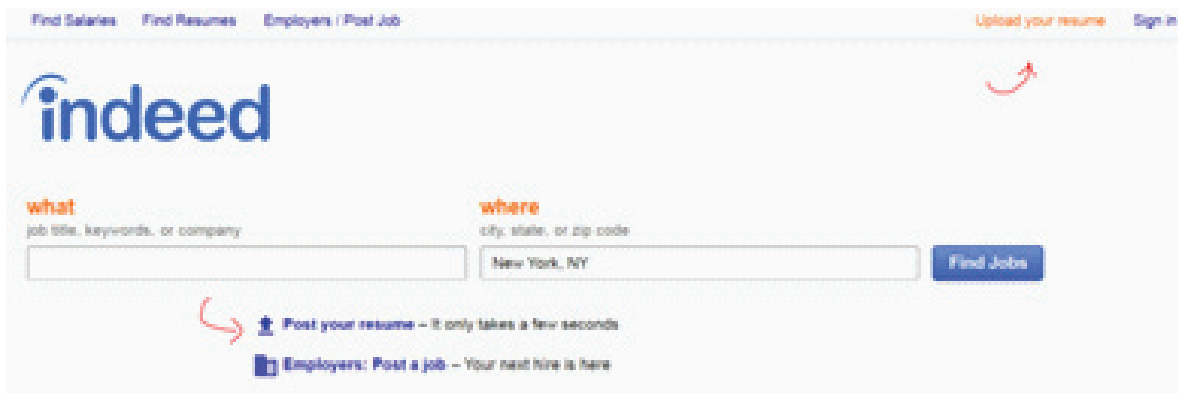
3. **Creating Job application spreasheet**

   i. Create a Job application spreadsheet. It would help you to stay organized during job search.

   ii. Complete the required fields and click on Create Alert. As a result, you will get an email notification in your registered email ID whenever a job matches your search preferences.

   iii. If you get a call from a company, congratulations! Start preparing for an interview. If not, do not be disheartened, keep exploring and continue applying for jobs.

Complete the 'What I Learned' column in the KWL chart.

What is the full form of NAPS?

State some well-known career websites.

What are the key components of the Job tracker spreadsheet?

Why should I register myself on the NAPS portal.

To know more about this topic, explore some other ways to explore job opportunities.

LinkedIn Create your LinkedIn profile and update it properly. Your profile allows you to expand your professional network bigger. It is more likely that you will find out new job opportunities. After creating a profile, start checking the companies you aspire to join and follow them. This is one of the best ways to stay on the top to understand recent market trends and employers' expectations.

Job Fairs Be open-minded and prepared to participate in various placement events organized either by the institute or by companies.

Company Websites Visit the career section of the company's website you aspire to join. If you find that the opportunity matches your skillsets and interest, Apply!

12. Getting Ready for Job – 1

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

- identify important information to succeed in campus placements
- recognize benefits other than salary that companies offer
- prepare to apply for jobs.

After completing ITI training, the next step is to get a decent job. Many trainees get selected in campus placements but a lot of trainees are unable to succeed. You must be prepared to take on the challenge of getting a job on your own. Hence, you must be aware of ways to make your job search and attainment successful.

To make an effective job search you must know what kind of job you are looking for, where you can locate such job opportunities, what documents you need to keep ready. You must also be able to understand what if the job opportunity is good for you. You should know – the benefits (salary, work-life balance, healthcare, PF, etc.) associated with the job and whether they are right as per the industry standards.

KWL

(What I already Know)	(What I Want to find out)	(What I Learned)

Anil and Deepa are in the final year of their course and their studies are going to get over in a couple of months. Let's see what they are thinking right now.

What Kind of Job will I get?

What will be the salary?

Who can help me in job search at my ITI?

Which Websites I can use for job search?

When do companies visit my ITI for campus placement?

What are the other benefits (other than salary) offered by companies?

1. **Often it is observed that trainees are not aware of placement activities in their campuses. Due to this, many trainees miss out on important job opportunities. It is time now to collect important information on placement related information.**

    Do the following activities in your ITI:

    a. Find out the person who handles the placement related activities – Joint Apprenticeship and Placement officer (JAPO) in your ITI.

    b. Find out the month when companies come to your ITI for placement activities.

    c. Collect the name of any three companies and the job profile they offered at your ITI last year. What was the range of salary offered?

    d. Try to get an idea of the selection procedure these companies followed and the kind of questions asked during the selection process.

    The first one has been done as an example:

Know your Campus placements- KYC				
Name of APO/JAPO	**Companies that came for placements**	**Month of campus placement**	**Salary offered**	**Selection process**
Mr. Ratan SIngh	**Tata Motors**	**June**	**Rs. 14,000**	**Written Test, Group Discussion, Personal Interview**

2. **You have gathered some important information regarding campus placements in your ITI. Now you must know that there are certain preparatory steps that you need to take to be able to appear for campus placement and succeed. Let us make a checklist of all these things. This checklist will help you remember all the important things before campus placement.**

Campus Placement readiness		
My Resume is ready	Yes	No
I know what kind of questions are asked in the written test.	Yes	No
I know what kind of questions are asked in the interview.	Yes	No
I have kept formal clothes ready for the campus placement.	Yes	No

3. **If someone does not get selected in campus placement, it's not a problem. One should not worry. Instead, one must get ready to get a job on his own. Nowadays, almost every company places the vacancies on their websites and other job-related websites. So, it is important that you make your profile on these websites.**

   With the help of the internet and your JAPOs/APOs, search five websites that display jobs for freshers and make your profile on them. In the given table, write down the names of the five job websites.

Websites that display jobs
1.
2.
3.
4.
5.

4. **With the help of government / private job advertisement available on the internet, newspapers etc., make a list of various benefits that the companies offer to their employees. Some examples of such benefits are house rent allowance, casual leave, opportunities for higher studies. Write as many benefits as you can find in the given box.**

KWL

Complete the 'What I Learned' column in the KWL chart.

- Campus placement is the first opportunity to get a job. Always know the JAPO/ APO (Apprenticeship and Placement officer) in your ITI.
- It is important to know which companies selected trainees from your ITI in the past and the salary offered.
- It is important to make your profile in websites that display jobs and be ready to grab a job on your own.

13. Getting Ready for Job – 2

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

- identify important things to remember while applying for job
- recognize the steps to apply for a job
- practise applying for jobs.

It is the dream of every trainee to do the job of his/her interest. We all have different interests. Some of us want to take up a government job, while some of us want to make career in the private sector. Both choices are equally good and the path you choose, depends upon your area of interest. To be successful, it is important that you are aware of the preparatory steps when you are applying for job.

An important document required for applying for jobs is your job application. In this document, you tell the employer why you want to do the job, why you are the right person for the job. A job application also gives you a chance to showcase your previous experience and learnings and how you will apply it in the job that you are applying for.

K W L

(What I already **K**now)	(What I **W**ant to find out)	(What I **L**earned)
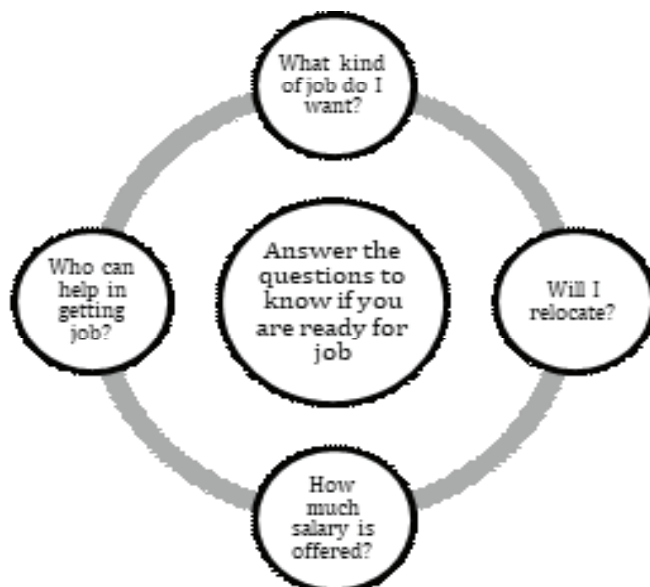
There are few common things that you must take care of when you write the application.

a. Make your Job Application error-free

When you apply for a job, you need to submit a job application. Your application must have:

i.   complete and crisp information regarding your education, skills and experience

ii.   no spelling mistakes

iii. no grammatical errors

iv. no wrong information.

b. Steps to apply for a job

i.   Decide what kind of work you want to do.

ii.   Search for the companies that offer the work of your interest.

iii. Be flexible to relocate (move to the city where the job is being offered).

iv. Always keep realistic expectations (Know how much salary companies offer for the work of your interest, the cities where your favourite job is offered, what are the skills and experience that companies look for).

v.   Keep important documents such as Resume, Mark sheets and extra-curricular certificates ready.

vi. Resources that you can use for getting a job are:

- Companies visiting your ITI for placements. This is the easiest opportunity for you. So make the best use of it.
- Take help from your ITI placement heads (Apprenticeship and Placement officers), seniors and relatives who are working in industries. Never hesitate to ask for help.
- Use Job-related websites and Apps. Make your profile on at least 5 good websites. Actively search for jobs every day. Subscribe the newsletter and emails from these websites. Update your profile whenever you learn a new skill or complete a certification.

vii. Send your application and other required documents to the concerned people as soon as possible. Never wait till the last moment.

viii. Be careful of fake jobs. Never pay any amount for job offers. If you receive a job offer from a company and in the email you are asked to make a payment, verify the same from either the official website or any genuine person. only fake job offers ask for money.

1. **Imagine that you have finished your course and now it is time to apply for your dream job. Take help of your instructors and the internet, write a job application or a cover letter describing your education, skills, reason for applying for the job and why you should get the job. Keep a maximum of three paragraphs. Attach your Resume/ Biodata with the application.**

2. **Talk to your seniors who are working in the industry. Try to find out how they got their first job. You may use the given questions to gather information:**

    a. How did you get your first job after finishing studies?

    b. What preparation did you make to get the job?

    c. Where was the job location? Was it in your hometown or some other place?

    d. How much salary did you get?

3. **Make your profile on a job portal/ website. Search for a job of your interest and apply for it. You may take the help of your instructors. Note down your experience in this process and the challenges you faced in the box.**

My Job application experience

KWL

Complete the 'What I Learned' column in the KWL chart.

- Both the government and private jobs are good options. You are free to take your own decision.
- Avoid silly mistakes such as spelling or grammatical errors in your job application.
- Make your profile on job portals and apply while you are still studying. This will help you to practise.

14. Safety Policy at Workplace

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

- identify how to develop Professional Attitude
- identify the Sexual Harassment at the Workplace Act
- recognize prohibition and redressal of Sexual Harassment.

In your first year, you studied about workplace safety in the module 'Occupational Safety, Health and Environmental Education'. In this lesson, we shall discuss about women safety at the workspace. In India, it is a big challenge for women to access good education and safe jobs. It is the duty of the entire company – employers, colleagues and supervisors to ensure that safe and healthy work environment is always present for women to work in.
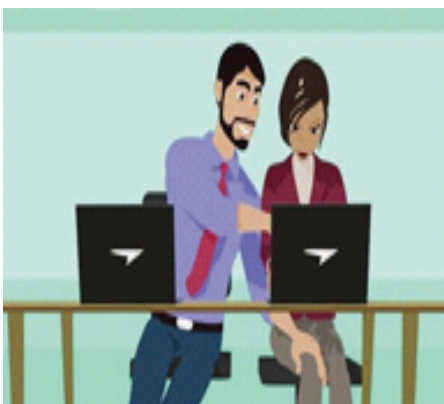
Workplace safety is important regardless of the size of the company. All companies need to incorporate safety in their workspaces. It is the right of all employees to have a safe work environment.

(What I already Know)	(What I Want to find out)	(What I Learned)

Safety Hazards   Biological Hazards   Physical Hazards   Ergonomic Hazards   Chemical Hazards

a. Sexual harassment at a workplace creates an insecure and hostile work environment. It discourages women participation in work, thereby adversely affecting their social and economic development. Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act 2013 also known as POSH (Prevention of Sexual Harassment) Act safeguards women rights and safety.

b. What is considered as a workplace?

All offices and facilities (such as parking lots and café) that are found in the compound.

A workplace would cover visiting client sites including the transportation to make such visits be it a car, train or an airplane.

Any official gathering such as social, business or other functions/occasions.

Any work done or interaction with fellow employees or third-party on electronic platforms.

c. What is sexual harassment?

Sexual Harassment means any unwelcome conduct of sexual nature, which makes a person feel offended, humiliated and/or intimidated.

It involves one or more incidents and actions constituting harassment. It may be physical, verbal or non-verbal.

This may happen offline or online at the workplace.

1. **Let's explore to identify what can be constituted as sexual harassment.**

   Divide the class into 4 groups. Each group takes up one category to discuss. In your groups, discuss what according to you is an example of sexual harassment. Once you have finished, present your findings in the larger group.

Physical	Verbal	Non-verbal	Online
For example, unwelcome physical contact	Sexual comments, stories and jokes	Flashing, winking, any form of sexual physical gesture	Any form of sexual harassment via electronic medium, which includes phone, computer, laptop, email or social media platforms.

If you encounter any form of sexual harassment at the workplace, it is important to report it to an Internal Complaint Committee.

a. What is an ICC (Internal Complaint Committee)?

The ICC is the initial in-house body. It is an obligation under the Act to be adhered to by an employer of a workplace with more than ten employees. The major functions of the ICC involve implementing the policy relating to the prevention of sexual harassment, resolving complaints by the aggrieved and recommending actions to be taken by the employer.

b. ICC constituted by an employer should comprise three categories of members with certain eligibility criteria as follows:

i. Presiding Officer: Is the chairperson of an ICC and shall be a senior-level female employee.

ii. External Member: The ICC should include an external member who is familiar with issues relating to sexual harassment and has legal knowledge.

iii. Employee Members: The ICC should also include two or more members from its employees, preferably individuals with legal knowledge, experience in social work or committed to the cause of women empowerment.

Note: For any action to be taken by ICC, the reporting of sexual harassment by the aggrieved is to be made in the written format only. It is the responsibility of an ICC to maintain full confidentiality.

2. **Read the scenario carefully. Think whether this falls under ICC and tick the appropriate box.**

Scenario	YES	NO
You work for a company as a trainee and due to some personal reasons, you missed a project deadline. Your team leader Mr. Ali calls you in his office and criticizes you for not completing the work on time.		
You study in a college. You were sick and couldn't score passing marks in a subject. Your instructor Mr. Prakash offers to give good marks in exchange for having lunch with him.		
You have started your own boutique. You have hired tailors at your workplace. You notice that one of your male tailors, touches the customer inappropriately while taking her measurements.		
You work in a company as a customer service associate. You have lots of other colleagues working in the same position as yours. Your boss Mr. Sudhir is very impressed by your good and timely work and hence promotes you. You came to know that your colleagues are gossiping about your sexual relationship with your boss.		
You work in a company as a receptionist. Occasionally, due to late meetings with external clients, your boss Mr. Nayar asks you to stay till late hours for coordination purposes and often drops you home in his car.		

3. **Recall the safety lesson in your trade or first year of Employability Skills. Look at the given visual. Identify the safety equipment to be used in a construction site and mention its name and purpose in the given table.**

Safety Equipment	Purpose

4. **Identify the different types of hazards in the given visual. Clue: Chemical, Physical and Biological hazards. You may work in pairs and get the help of the instructor, if required.**

KWL

Complete the 'What I Learned' column in the KWL chart.

What is the POSH Act?

How does the ICC help you at the workplace?

When will you have to report to ICC, in case of sexual harassment?

To know more about this topic, go to https://bharatskills.gov.in/ or http://questapp.in/ and watch the module on Sexual Harassment at the Workplace Act. Refer to 'Labour Welfare' in Quest App.

Search on the internet about safety in the workplace and types of hazards. Prepare a chart with images and description to display in the ITI.

15. Hygiene and Ethical Use of Organizational Resources

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

• identify the importance of personal and community hygiene
• recognize the need for responsible and ethical usage of workplace resources
• follow hygienic and ethical practices in the workplace.

Cleanliness is next to Godliness. This is an old saying that highlights the importance of maintaining cleanliness around us. **Hygiene** is the practice of keeping yourself and your surrounding neat and clean. It also includes having clean and fresh food. By maintaining hygiene, you can keep your mind and body healthy, avoid falling ill and save others from diseases such as diarrhea and pneumonia. You can maintain hygiene at the personal and community levels.

K W L

(What I already Know)	(What I Want to find out)	(What I Learned)

Help Prevent the Spread of COVID-19
Practise Physical Distancing

2m   2m

When possible, maintain 2 metres (6 feet)
distance apart from others.

>1M

a. The term personal hygiene refers to your taking care of your health and cleanliness around yourself. Some examples of personal hygiene are maintaining trimmed and clean nails, brushing teeth twice a day, washing hands before and after eating food.

b. Community hygiene refers to the taking care of and cleanliness of the environment around us. Some examples of community hygiene are keeping your home and surrounding areas clean by using garbage cans to dispose of wastes, avoid spitting in public places.

c. Some resources are very important for your professional life. Its only when you manage them properly, can you be successful at work. Such resources are called organizational resources.

d. The most important organizational resource is Time. There are certain points related to time that we must keep in mind:

• Whatever work we take up needs to be delivered on time.

• Arrive at office on time. Take care that you are never late for the meetings. Always fix the meeting time in advance and come prepared for the meeting so that time of other people involved is utilized properly.

• If someone else is delaying a task or scheduled meeting, then he/she needs to be reminded politely about the delay

e. In the professional world, we work as a team. Hence, it is important that work is divided properly among all the team members. For this, you can make a list of all the tasks that are to be done to get the work finished. Then distribute the work based on strengths of each team member. Some team members may require help to finish their task. So you need to be ready to cooperate with them. While you do all the mentioned things, you must not forget that you have your personal life too. Always focus on your work during your office hours, but remember to take out time for your hobbies and spend good time with your family. This way you can maintain worklife balance.

1. **Look at the picture given. These are some hygienic habits that we are taught since our childhood. Try to think about a usual day in your life and note down five activities that come under the category of good hygiene and make another list for all the activities that you think you need to improve (those activities which reduce your hygiene levels).**

Me and Hygiene	
Activities that are hygienic	**Activities where I need to improve**

2. **Make a list of five diseases that are caused due to poor hygiene and how you can prevent them. You may use your skill in searching on the internet.**

Name of disease	Method of prevention

3. **Imagine that you are the owner of a restaurant. Write any five points that you will keep in mind to maintain hygiene.**

Name of disease	Method of prevention

4. **Once you finish your ITI course, you will join a company to work. Write down five habits that will help you in becoming better employee.**

Habits that can make me better employee

5. **Look in the internet for information on personal hygiene and community hygiene to be safe from COVID-19. You may use the information in the visual in the illustration section, if required. List the safety measures to be followed to prevent getting infected by COVID-19.**

_____

_____

_____

_____

KWL

Complete the 'What I Learned' column in the KWL chart.

- What is meant by community hygiene?
- How should one maintain personal hygiene during COVID-19 epidemic?
- What is meant by Organizational resources?

15a. Recall

1. The natural ability of a person to do something and how quickly he/she can learn something is called

    a. upskilling   b. reskilling   c. career path   d. aptitude

2. Why do organizations conduct aptitude tests?

    a. to know whether they have vacancies   b. to know if ITI trainees are available

    c. to know whether a candidate is suitable for a job or not   d. all of the above

3. An organization that wants to recruit candidates

    a. calls for applications from eligible candidates   b. conducts aptitude tests

    c. interviews candidates   d. all of the above

4. What do aptitude tests test?

    a. reasoning ability   b. quantitative aptitude

    c. numerical or arithmetic ability which is a part of quantitative aptitude d. all of the above

5. Identify the relation on the basis of given information. Q is father of A and B. X is mother of K, N is son of A. N is the only brother of K. X is daughter-in-law of P. P has only one daughter and one son. How is X related to B?

    a. Sister   b. Daughter   c. Mother   d. Mother-in-law

6. Based on the statement given below find out which conclusion is correct: U > Y ≥ W ≤ K; W = X ≥ Z Conclusion: I. U > K II. Z ≤ K

    a. Only I is correct   b. Only II is correct   c. Both I and II are correct   d. Both are wrong

7. A series of numbers is given. You need to fill a number in the blank by understanding the pattern of the series. Fill the number in the place of question mark: 47   48   51   60   87?

    a. 152   b. 168   c. 172   d. 144

8. Draw a conclusion based on the information given. Statements: No apple is a plum. All plums are oranges. All oranges are mangoes. Conclusions: I. All plums are mangoes. II. At least some mangoes are oranges.

    a. Only I is correct   b. Only II is correct   c. Both options are correct   d. Both options are wrong

9. A man can reach a certain place in 40 hours. If he reduces his speed by 1/15th, he goes 5 km less in that time. Find the total distance covered by him.

    a. 60   b. 85   c. 75   d. 52

10. A person travelled 132 km by auto, 852 km by train and 248 km by bike. It took 21 hours in all. If the speed of train is 6 times the speed of auto and 1.5 times speed of bike, what is the speed of train? Options

    a. 78 kmph   b. 84 kmph   c. 96 kmph   d. none

11. 3 is what percentage of 3000?

    a. 10%   b. 5%   c. 1%   d. 0.1%

12. A man bought a lamp for Rs 100 and sold it for Rs 120. How much profit did he make? What is the profit percentage?

    a. Profit Rs 10; Profit percentage 40%   b. Profit Rs 20; Profit percentage 20%

    c. Profit Rs 20; Profit percentage 10%   d. none

13. During an interview, you

    a. can prove your ability to introduce yourself   b. may demonstrate your talent in communication

    c. get the opportunity to showcase your skills and knowledge   d. all of the above

14. Through an interview, the employer is able to find if the candidate

   a. has the ability to perform the job   b. is reliable, honest and trustworthy
   c. will fit into the organization   d. all of the above

15. Identify the steps to be followed while applying for jobs.

   a. browsing job portals to apply for jobs   b. applying for jobs with a well-written resume
   c. practise and rehearse on how to behave   d. all of the above
      during the interview

16. During an interview, one should

   a. greet the interviewer with a smile   b. maintain eye contact, speak clearly and loudly
   c. when the interview is over, thank the employer.   d. all of the above

17. Rehearsing or practice sessions before an interview is called

   a. pre-interview   b. amateur rehearsal   c. post interview   d. mock interview

18. Mock interviews help to boost the candidate's self-esteem and confidence.

   a. True   b. False

19. Online interviews are conducted

   a. in person   b. through video or audio platform   c. in the job market   d. none

20. Before attending an online interview, it is important to

   a. select a location where there will be no disturbance or noise with proper lighting
   b. keep resume, pen, notebook for writing notes and a glass of water ready
   c. test the internet connection, microphone, web camera
   d. all of the above

21. A resume lets the prospective employer know about the candidate's

   a. skills   b. education   c. experience   d. all of the above

22. Resumes help to make a positive impact on employers.

   a. True   b. False

23. Career objectives should be

   a. modified to meet the need of the   b. suitable for the job applied for
   organization
   c. brief   d. all of the above

24. Activities that one does during free time such as reading, gardening, writing blogs are called

   a. experience   b. hobbies   c. qualifications   d. objectives

25. When a person is naturally good at doing something, it is his/her

   a. weakness   b. family   c. strengths   d. none

26. Tools and techniques used to make one's task easier to work efficiently and mentioned in resumes are called

   a. software   b. reading   b. examples   d. skills

27. A paid period of training that allows you to learn a particular skill or a set of skills while you work in the industry is called

   a. crafting   b. opportunity   c. entrepreneurship   d. apprenticeship

28. Government of India promotes apprenticeship through

   a. NAPS   b. entrepreneurship development   c. internet   d. webcasting

29. It is important to -------------------------------------- on the NAPS -------------------------- to apply for apprenticeship.

   a. portal, registered   b. register, portal   c. registered, portal   d. register, portals

30. Identify the professional networking platform from the given options.

    a. Facebook   b. Instagram   c. Linked   d. LinkedIn

31. To make effective job search, you must

    a. know the kind of job you are looking for   b. where you can locate such job opportunities
    c. what documents you need to keep ready   d. all of the above

32. Job benefits that an individual can benefit from when employed

    a. salary   b. healthcare or insurance   c. PF   d. all of the above

33. Jobs are available in --------------------------------- and private ---------------------------------.

    a. sector, government   b. government, sector   c. governed, private   d. none

34. An error-free application means an application with

    a. no spelling mistakes   b. correct grammar
    c. all relevant and correct information   d. all of the above

35. _____ safety is very important. All companies need to incorporate -------------- in their workspaces.

    a. safety, workplace   b. workplaces, safe   c. workplace, safety   d. workplaces, safest

36. POSH mandates safety of ------------------------ and -------------------------------- of sexual harassment in the workplace.

    a. woman, prevention   b. women, prevention   c. woman, prevented   d. woman, prevent

37. -- means any unwelcome conduct of sexual nature, which makes a person feel offended or humiliated.

    a. harassment   b. domination   c. sexual harassment   d. safety

38. ICC with respect to POSH and sexual harassment means

    a. Internal Cricket Committee   b. International Compliant Committee
    c. Internal Company Committee   d. Internal Compliant Committee

39. Internal Complaint Committee of an organisation according to POSH Act shpuld have

    a. presiding officer   b. external member   c. employee members   d. all of the above

40. -------------------------------- means the practice of keeping yourself and your surroundings neat and clean.

    a. health   b. safety   c. community   d. hygiene

41. Some examples of ------------------------------- hygiene are maintaining trimmed and cleannails, brushing teeth twice a day, washing hands before and after eating food.

    a. community   b. organisational   c. personal   d. personnel

42. Takin care of the environment around us is called ---------------------------- hygiene

    a. community   b. organisational   c. personal   d. personnel

16. Project: Market Scan

Recall the Market Scan you did in year 1 and answer the following questions.

How was the experience of visiting a company for a market scan/ interview?

_____

_____

What will you do differently next time?

_____

_____

Were there any skill gaps that you identified?

_____

_____

What will you do to upskill yourself?

_____

_____

Solution Available on Anil Sir ITI YouTube Channel