EMPLOYABILITY SKILLS

Student Workbook

Total : 60 Hours

Student Workbook Index

Acknowledgements

Request for feedback

How do you like this Student Workbook? What was your experience of reading it? How can we improve this Student Workbook?

Your views and opinions are very important to us. Please share your valuable feedback.

Please write to: esfeedback@nimi.co.in

Welcome Page

Dear Learner,

Welcome to the **Employability Skills Student Workbook**.
This workbook has been designed to help you understand:

1. What are Employability Skills?
2. How to learn Employability Skills.
3. How to use these skills to excel in the world of work.

In this book, you will learn many new and interesting topics which will help you get ready for employment. You will build knowledge and skills for developing your career path. The concepts are explained in simple language, along with examples and activities.

Use this workbook as a guide and a reflection journal, to share your thoughts and ideas. Remember, this book can help you become a self-learner and make you ready for your career!

All the best.
Happy learning!

Content Index

How To Use This Student Workbook

"If four things are followed – having a great aim, acquiring knowledge, hard work, and perseverance – then anything can be achieved."

– A.P.J. Abdul Kalam

Dear Learner,

This workbook was created keeping you in mind. It aims to support you with everything you may need to achieve success in your life and career.

This book will help you:

1. Learn new skills
    •   Become aware of new concepts
    •   Develop 21st century skills
    •   Discover a career mindset

2. Reflect on your learning
    •   By writing down your experiences
    •   Through activities
    •   By learning with your peers

3. Share your learnings
    •   Have discussions with your trainer
    •   Explore deeper learning with your family and peers
    •   Share your learnings through online platforms

Here are some tips to learn better:

1. Every lesson has space for you to think and write. Write in your own words, using simple English or whichever language you are comfortable with.
2. Every lesson consists of colorful images and illustrations. This is to make the lesson interesting and will help you learn better.
3. There are peer-learning and self-learning activities in each lesson. Do make use of them to share your learnings.
4. Each lesson has a similar structure. Refer to the sample lesson on the next page.

Sample lesson:

Name of the Lesson

In this lesson you will learn:
1. _____
2. _____

_____
_____ **Thinking Box**
_____
_____

Let's learn about _____
_____
_____
_____

Let's learn _____
_____
_____
_____

Activity Time!

_____
_____
_____
_____

What I learnt today:

Put a ✓ if you know this topic well.
1. ☐
2. ☐
3. ☐

This is the name of the topic. **For example,** 'Naming Words'.

This explains the subtopics which needs to be covered in the classroom session.

'Thinking Box' helps you reflect or recall what you already know about this topic.

You will be introduced to a new concept/topic here. This is the first learning objective.

You will further learn about a new concept or another concept is introduced. This covers the second learning objective.

This section has interesting classroom activities which will help you apply what you have learnt. Do these activities with your peers.

This section helps you recall the key learnings from the lesson.

You can learn in offline mode - through this workbook.And online mode - through digital lessons.

We hope that you will always be a 'learner' and keep up with the trends. Do your best to continue upgrading your skills, so that you can find success in your chosen field!

Why Do You Need Employability Skills?

Let us, first of all, understand the meaning of **'skill'.**

Skill is the ability to do something well. If you practice regularly, you can become skillful. **For example,** driving skills. We learn the technique of driving, and with practice we can become good drivers.

⚙️	1. Decide what skills you wish to learn.
📈	2. Set a goal.
📗	3. Search ways that can help you in learning the skill.
✏️	4. Practice regularly.

Today, the most important skills are soft skills. **Soft skills** refer to the ability to communicate and work with the team, or hard skills with a focus on technology. These are the skills that are in high demand and can make you a successful candidate when seeking a job or a promotion.

Employability is a combination of skills and traits required for almost every job. These are common skills that make one desirable for an organisation. Recruiting managers or employers are most likely looking for people with these skills.

These days, employers don't only hire 'workers'. They are looking for people who can contribute to the organisation and can grow to become leaders in their field.

They want people who can:
- Talk well (communication skills).
- Listen well (follow instructions properly).
- Respect and get along with colleagues (interpersonal skills).
- Take responsibility and initiative (leadership skills).
- Apply knowledge to solve problems (critical thinking).
- Keep up with new trends (upskill).

Through these lessons, we hope that you will be able to develop your personality, improve your attitude, and become a person who is highly employable and can achieve great success in any organisation!

Best Wishes to the 21st Century Learner

Dear Learner,

Thank you for undertaking this learning journey!

We wish you the best as you become a self-learner and join the workforce, equipped with 21st century skills.

Through the Employability Skills curriculum, we hope you are able to:

- Experience joyful learning
- Be a respectful and responsible citizen of India
- Practice inclusive and compassionate values
- Plan your career and life effectively
- Become a self-learner
- Get ready to be the future workforce of the country

All the very best!

1.1 Importance of Employability Skills

In this lesson you will learn :

1. What are employability skills
2. Importance of employability skills
3. How to become a self-learner with growth mindset

Thinking Box

You'll see many people around you who are in a job or business (parents, siblings (brother/sister), friends or teachers). Tick ☑ on qualities you think that helps them in their job or business.

☐ Good communication skills.

☐ Good typing skills.

☐ Good cooking skills.

☐ Good English writing skills.

☐ Problem-solving skills

☐ Quick-learner

☐ Fighting skills

☐ Teamwork

Let's learn about Employability Skills

Employ		**Ability**		**Skill**		
To be in a job or work for salary	+	To have the right skills, knowledge required to do something	+	The ability to not only know something, but also do it in action	=	**Employability Skills**
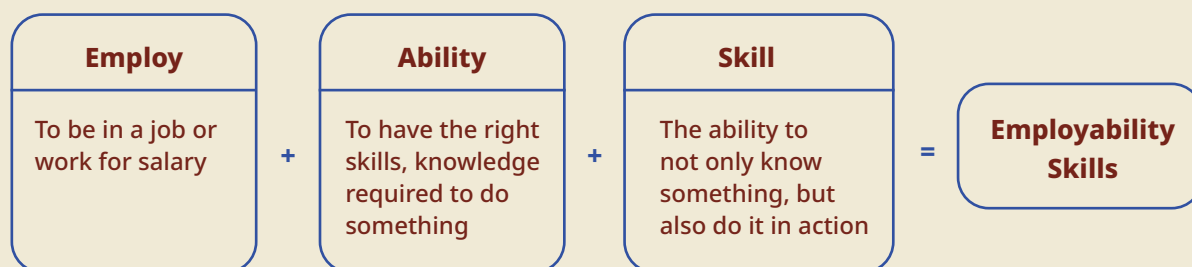
Employ: To be given a job by an employer or to have one's own business. A person is said to be employed when they get paid for their work on a regular basis.

Ability: To have the skills to perform a task well.

Skills: The ability to do something well.

Therefore, employability skills are a set of many skills which we need to be sucessfully employed. Employability skills not only help in our work life, but also help us lead a better life. For example, learning financial skills will help you manage your money for personal needs also.

In this book you are going to learn about many skills that help you in the short term and long term for work & personal life.

Q1: You have started a business of a car repair shop. Now you want to hire a full time employee to support you. You have received a number of resumes for interviews.

What skills set would you look for in an employee? Check the boxes.

☐ Identifies problems with cars   ☐ Repairing and replacing defective parts of cars

☐ Manages their house well   ☐ Good communication skills

☐ Use computers to make bills for the customers   ☐ Honesty and dedication towards the work

Q2: Sakina works in sales. She needs to call customers to share information about the latest products. She needs to be clear about what to say. What skills will help Sakina?

☐ Digital literacy   ☐ Money management skills

☐ Good communication skills   ☐ Time management skills

Let's learn about the importance of Employability Skills

In today's competitive job market, it's important to be unique. To get a good job & grow in our career we need two types of skills:

1. Technical Skills (Ex: Stitching, Carpentry, IT, Plumbing etc)
2. Employability Skills (Soft skills which will help you use your technical skills well & have a successful career)

Employability Skills can help you:

- Know how to behave in a professional environment
- How to work with a team
- Identify and solve problems
- Communicate well at work
- Gain digital literacy
- Find a meaningful career path
- Get hired for a job
- Learn how to use digital technology comfortably
- Speak English confidently
- Be confident as a person
- Present yourself well in the workplace

Lots of employers will final hiring decisions based on how well candidates have both kinds of skills!

Make a group of 5 people. Form an imaginary company (companies can be of any sector, like Retail, Information Technology, Manufacturing, Financial Service, Hospitality etc). List down the top 10 skills that you would like your employees to have.

_____

_____

_____

Let's learn about how to become a self-learner with a growth mindset

Self-learning is something we have been doing all our life! It is learning something on our own. We usually think we need teachers or elders to teach us something new. But, we can learn by ourselves also. We don't always need a school, classroom or a teacher to teach.

Self learning happens when you take responsibility for your own learning. It is a process in which you decide to learn a new thing in your own way. For example, as a self learner you get to decide the following:

- What to learn?
- Why to learn?
- How to learn?
- When to learn?
- How fast to learn?
- How do I test myself?

A self-learner is the one who:

- Believes they can learn
- Is curious
- Takes initiatives
- Explore independently
- Accept responsibility
- Manages time
- In order to be a successful self-learner you need one important thing - a growth mindset.

What is the Growth Mindset?

A growth mindset is the opposite of a fixed mindset. A person with a growth mindset is always willing to grow, change and learn. A person with a fixed mindset is rigid - they cannot change easily or allow new ideas to make them better.

To be a self learner, one needs to have a growth mindset. Because, when we learn something by ourselves we may make many mistakes, we may fail a few times also. Learning to keep on trying and not giving up till we succeed is what really helps us grow in life.

Growth mindset

- **I can do this**
- **Mistakes are normal**
- **I will learn from my mistakes**
- **I will try again**
- **I will work hard**
- **I can learn new things**
- **I am happy to change**
- **I am happy to accept if I am wrong**

Fixed mindset

- **I cannot do this**
- **Mistakes are unacceptable**
- **Mistakes are equal to failure**
- **If I fail once, I will always fail**
- **I cannot work hard**
- **I cannot learn new things**
- **I do not like to change**
- **I cannot be wrong**

Activity Time!

Which mindset do you think you have?
Do the activity below to find out!

Table 1	Table 2
☐ I'm a curious person. I google about many things that I want to know. ☐ I believe that by practice, I can improve myself. ☐ I believe that failures are learning. ☐ I accept challenges. ☐ When I see others succeed, it inspires me. ☐ I believe that feedback is an opportunity to learn.	☐ I should not waste my efforts in learning new things. ☐ I believe that most skills are god gifted and it can't be learned over time. ☐ I should not try anything new which can lead me to fail. ☐ I feel threatened by others' success. ☐ I should not take feedback from anyone.

If you selected most of the activities in Table 1, you may have a **Growth mindset.**
If you selected most of the activities in Table 2, you may have a **Fixed mindset.**
It is time for you to reflect on the above exercise you did for yourself.
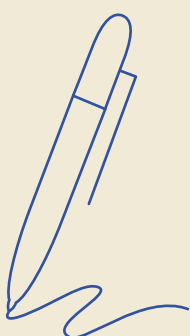
What I learnt today:

Put a ✓ if you know this topic well.

1. Employability skills are a set of many skills which we need to be sucessfully employed. ☐

2. Lots of employers will make final hiring decisions based on what other skills candidates can bring to the job apart from their technical trade based skills. ☐

3. Having self-learning skills help you achieve lifelong learning and opportunities to grow in your career. ☐

4. Growth mindset is important to be a self learner. ☐

1.2 Learning Employability Skills Online

In this lesson you will learn :

1. What is e-learning?
2. The benefits of e-learning
3. How to log into e-learning portals for Employability Skills

What do you know about online learning and its benefits?

_____

_____

_____

Thinking Box

Let's learn **what is e-learning**

The COVID-19 pandemic has changed how learning takes place all over the world. Many learners, like yourself, started learning online through online classes, YouTube videos, different apps etc.

Online learning or e-learning is education or learning received online, via digital devices such as:

• Computers
• Tablets
• Smartphones
• Any other devices that can be connected to the internet

Through e-learning, you can use educational materials at any time and from any place!

You can go beyond the limits of traditional books and classrooms, and learn through many sources. You may use formats like e-books, PDFs, audio, video, online lectures etc. You can learn trade skills as well as Employability Skills.

What are the top three things you want to learn online?

1. _____

2. _____

3. _____

Let's learn **about benefits of e-learning**

E-learning is not only for your college or education days! With online education you can learn skills which can help you do your job well. This can be a continuous process, throughout your career. In fact, if you keep improving your skills, your career growth is better.

Let's have a look at how e-learning can help you gain employability in the 21st Century:

- Practice and learn digital skills
- Develop in-demand job skills
- Explore new career pathways
- Get new skills at a lower cost
- Access to latest content
- Learn what you are interested in
- Career growth

Quick delivery of lessons

Increased learner engagement

Improved recall and retention

More resources and greater flexibility

Ease of access
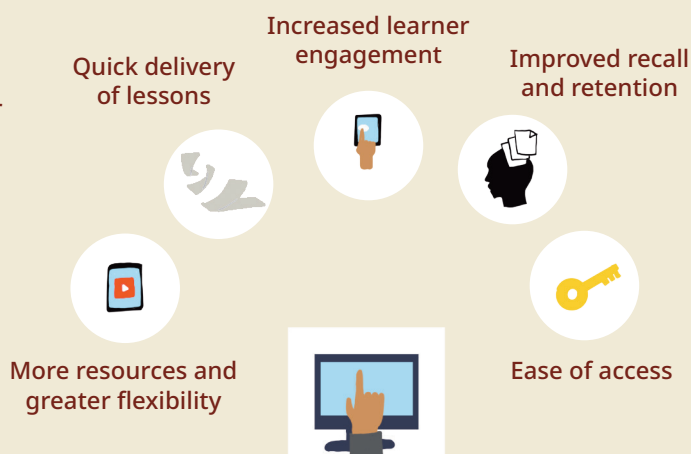
E-learning is changing the job market for employees all over the world. You will now have to learn continuously and gain new skills to grow in your career. Hence, as a 21st Century learner, you must explore the world of e-learning.

Q1. What kind of jobs are you looking for after your ITI course?

_____

_____

Q2. What skills can you learn online to help you get this job?

_____

_____

Let's learn **how to log into e-learning portals for Employability Skills**

An e-learning portal is a website that gives you access to online learning material. There are several websites to help you learn Employability Skills online. Here are some websites to get you started:

Employability skills portals	Web address	Purpose
Bharat Skills Portal	https://bharatskills.gov.in/	Discover online lessons and study material for trade skills and employability skills
eSkill India	https://eskillindia.org/	Gain access to free, certified online courses
ASEEM	https://smis.nsdcindia.org/	Help you find sustainable livelihood opportunities.

NSDC	https://nsdcindia.org/	Seek aid for funds to set up profitable training centers and vocational centers.
NIMI portal	https://nimi.gov.in/ver2_/	For instructional materials, e-content, Question Banks for the use of the trainees.
NAPS portal	https://www. apprenticeshipindia.gov.in/	Apply for apprenticeship opportunities relevant to your trade
Scheme portals	https://www.india.gov.in/ my-government/schemes	Get access to information about several welfare schemes of the Government

Activity Time!

There are many e-portals available to learn employability skills. You will demonstrate how to log into one. Let's explore one of the most useful portals for ITI learners, the Bharat Skills Portal.

Step 1: Check for internet connectivity.

Step 2: Open Internet Explorer (Chrome, Mozilla or Firefox) or launch google.com

Step 3: Type the web address/portal address **'bharatskills.gov.in'** then press the Enter key.
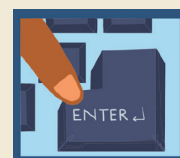
Step 4: The Portal dashboard will be displayed with course, training and notifications like in the image below.
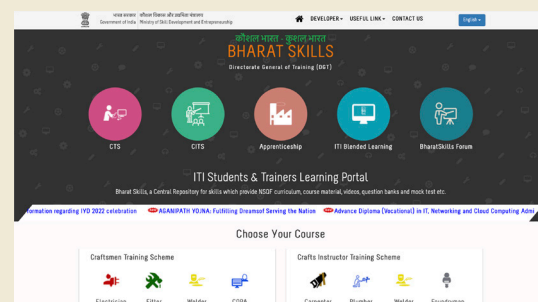
Step 5: To join training you can click on the interested training course.

Step 6: To learn trade related skills online, click on 'ITI Blended Learning' option.

SKILL TRAINING THROUGH BLENDED MODE
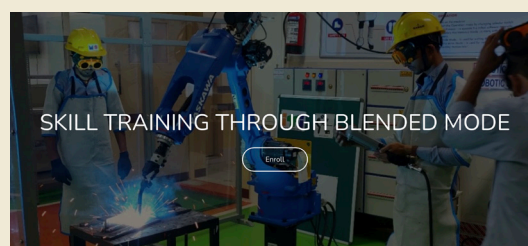
Step 7: To enroll and register yourself click on the enroll button.

Step 8: Enter your username in the Username field, your email address and enter your Portal Password, select 'Create new account'.

Step 9: The training login screen will appear as displayed below, enter the details and you would be able to access the training materials.

Step 10: Now to access study material for various courses, choose your course in the displayed list. You can now access study material, employability skills, mock tests and much more!

Step 11: You can also use OTP based login. At Bharat Skills portal, click on the 'useful links' menu. You will be directed to below link for OTP based login

http://employabilityskills.net/app/users/login

Tip for you:

Keep your password very simple to remember. Write down your login id and password here so you don't forget it:

Bharat Skills Login id: _____

Bharat Skills Password: _____
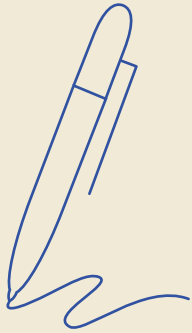
What I learnt today:

Put a ✓ if you know this topic well.

1. E-learning means learning received online, via digital devices such as: computer, smartphone, tablets etc. ☐
2. E-learning helps us in improving our digital skills, as well as in finding jobs ☐
3. E-learning helps us become a 21st century learner ☐
4. There are different e-learning portals to learn employability skills online such as Bharat skills, NSDC, NAPS, NIMI etc. ☐

1.3 Explore the Future of Work

In this lesson you will learn :

1. Exploring post-COVID job market
2. The future of work
3. What skills do you need for the future of work?

Pick the statement/s that you feel is true:

Thinking Box

1. World will never be the same again after the COVID 19 Pandemic.
2. We'll be back to normal in 2 years.
3. A new world, with new types of jobs, new working conditions will get created.

Let's learn about the post-COVID 19 job market

The COVID 19 pandemic brought the entire world to a halt. There was uncertainty all over the world at the start of the pandemic. Schools, offices, colleges and shops were closed. Many people lost their jobs and some even lost their loved ones.

Now as the world is slowly recovering, there are new trends, especially in the job market - in India and around the world.

Let's take a closer look at the post COVID 19 job market:

1. **Digitization or automation of jobs:**
   Many jobs are getting digitised. Machines and humans are replacing human beings in the workplace. For example, robots are being used to serve food instead of waiters in restaurants in Mumbai, Bangalore and Ahmedabad.

2. **Remote Working:**
   Many offices have closed down because staff are working from home. Big IT companies are making working from home the new working policy. This has helped women and caretakers to work better. At the same time, it has created additional pressure on them to manage office work and home work.

3. **Hiring from a wider pool of candidates:**
   Because people can work from anywhere, companies are willing to hire candidates from all over the country. For example, if an office is based in Bangalore, candidates from all over India can apply and work from their own home. This has increased the competition for good jobs.

4. **Need for digital skills:**
   It has become very important to have basic digital skills. Everyone from vegetable vendors, big supermarkets to small shops now use digital currency.

5. **Rise of platform economy:**
   Digital businesses such as Uber, Ola, Zomato, Big Basket, Swiggy have increased their business. Instead of having physical shops, products are displayed on a digital app or website.
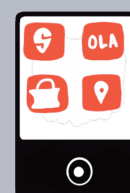
6. **Focus on Green Jobs:**
   This is a new job sector in the 21st century. Green jobs are jobs that help to reduce pollution, preserve the environment and the planet. Such jobs get additional support through subsidies from the Govt.

There have been many changes in the world of work during and after the COVID 19 pandemic. What are some changes that you have noticed?

_____

_____

_____

Let's learn about the future of work

In the past few years, there has also been rapid growth in certain industries in India. There are new kinds of job sectors that are coming up with new and exciting opportunities that we haven't seen before.

Jobs that have become outdated or reduced in demand in the past 5 years:

• STD booths
• Photo studios
• Audio cassette/ CD recording
• Scissors grinder
• Bicycle repair
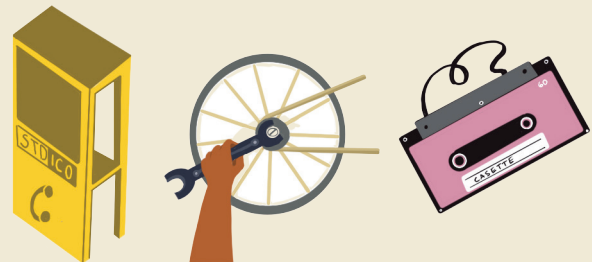
Jobs roles that exist now that were not present 5 years ago:

• Ola/Uber driving
• Swiggy/Zomato delivery
• Mobile repair
• Social media influencer, Youtuber
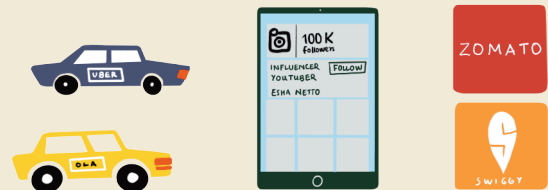
The following sectors are most likely to grow rapidly in the coming years:

• Online retail
• Healthcare
• Pharmaceutical
• Financial and banking
• Computers and IT
• Gig work sector (Online education, transportation services and caterers)
• Green jobs (Environmental Technician, Solar Installer, Recycling Worker)

Find out the new type of job opportunities available for your trade by searching online What are the different job roles available?

_____

_____

Let's learn about 21st century workplace skills

According to India Skills Report 2022 by Wheebox, only 48.7% of total youth in India is employable. This means almost 1 out 2 Indian youths are not employable. The study also says that about 75% of all the companies surveyed reported that candidates don't have the skills that employers need. Additionally, the job market will keep changing continuously (the way it changed during COVID 19). The skills we have today will not be of much use in the future. To stay employed, we need to keep on learning new skills.

How can young professionals stay competitive in this demanding and changing job market?

These 21st Century Skills will help you get employed and create a successful career path, even when the job market keeps changing continuously.

Tip: Use Google search to understand what these skills mean, if you don't understand them.

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                    ┌─────────────────────┐
                    │  21st Century Skills │
                    └─────────────────────┘
         ┌──────────────────┼──────────────────┐
┌─────────────────┐ ┌─────────────────┐ ┌─────────────────┐
│  Foundational   │ │   Competencies  │ │    Character    │
│    Literacies   │ │                 │ │    Qualities    │
└─────────────────┘ └─────────────────┘ └─────────────────┘
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Foundational Literacies	Competencies	Character Qualities
How students apply core skills to everyday tasks	How students approach complex challenges	How students approach their changing environment
• Literacy • Numeracy • Scientific literacy • ICT literacy • Financial literacy • Cultural and civic literacy	• Critical thinking/ problem-solving • Creativity • Communication • Collaboration	• Curiosity • Initiative • Persistence/grit • Adaptability • Leadership • Social and cultural awareness

Q1. What do you think the words "21st Century Skills" mean?

_____

_____

Q2. Which of the listed 21st Century skills do you wish to learn?

_____

_____

Activity Time!

21st Century Skill	Rate yourself	What can you do to improve your score?
Communication	___/10	
English Literacy	___/10	
Digital Literacy	___/10	
Financial Literacy	___/10	
Problem Solving	___/10	
Flexibility	___/10	
Creativity	___/10	
Entrepreneurship	___/10	
Career mindset	___/10	
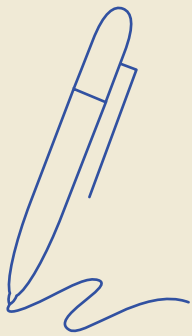
What I learnt today:

Put a ✓ if you know this topic well.

1. The COVID 19 pandemic had a great impact on the job scenario in India and across the world. ☐

2. Some jobs became obsolete (out of use) while a lot of new jobs emerged. ☐

3. 21st Century Skills will help you get good employment and create a successful career path. ☐

2.1 Our Constitution: Guiding Principles

In this lesson you will learn :

1. Introduction to the Indian constitution
2. Guiding principles of the constitution
3. Rights and duties as an Indian citizen

Republic Day of India is celebrated on 26th of January. Do you know why? Search on the internet (or ask someone) and write here.

_____

_____

_____

Thinking Box

Let's learn about our Constitution

Like every household, schools or sports has their set of rules similarly, every country has their own set of rules; we call it law.

The Constitution of India (Bhartiya Samvidhan) is like a rule book. It is made of laws and rules for the country. It also tells the rights and duties of its citizens. It helps to manage the country in a good and fair way. Did you know?

1. All countries have a Constitution.
2. The Constitution of India is the longest Constitution in the world.
3. Dr. BR Ambedkar was the chairperson of the writing team.

Preamble of the Indian constitution

The Preamble to the Constitution of India is a brief statement about the purpose and principles of the Constitution.

WE, THE PEOPLE OF INDIA, having solemnly resolved to constitute India into a **SOVEREIGN SOCIALIST SECULAR DEMOCRATIC REPUBLIC** and to secure to all its citizens:

It is a declaration that the people of India have defined themselves as free people (sovereign). That there is social and economic equality in this state and there will be no discrimination based on caste or gender. Everyone has equal rights and opportunities to get jobs and earn their livelihood.

The Constitution of India
PREAMBLE

We the people of India, having solemnly resolved to constitute India into a **[SOVEREIGN, SOCIALIST, SECULAR, DEMOCRATIC REPUBLIC]** and to secure to all its citizens:

JUSTICE, social, economic and political

LIBERTY of thought, expression, belief, faith and worship;

EQUALITY of status and of opportunity; and to promote among them all

FRATERNITY assuring the dignity of the individual and the [unity and integrity of the Nation];

IN OUR CONSTITUENT ASSEMBLY this twenty-sixth day of November, 1949 do **HEREBY ADOPT, ENACT AND GIVE TO OURSELVES THIS CONSTITUTION.**

Let's learn about the guiding principles of The Indian Constitution

The guiding principles in our preamble are the characteristics of country, they are:

India is a **SOVEREIGN** country: this means India can make its own decision. Other countries do not make or affect the rules and decisions of India.

India is a **SOCIALIST** country: this means the government should give equal access to resources and opportunities to its citizens from all caste, religion, gender and financial status. The resources can include access to food, healthcare, clean environment and quality education.

India is a **SECULAR** country: this means that people from all religions or no religions are treated equally in our country.

India is a **DEMOCRATIC** country: this means that everyone is allowed to have different opinions and make their own choices. It gives equal respect to everyones' opinions, thoughts and beliefs.

India is a **REPUBLIC**: this means that all the citizens have the freedom to vote for a leader who will represent them. One person, like a King or a Queen, does not hold all the power in a republic

Activity Time!

Discuss in your group about examples of each principle. Take help from your teacher or search online.

SOVEREIGN

Example: Choosing a Prime Minister or President of India. No other country effects this decision

SOCIALIST

SECULAR

DEMOCRATIC

REPUBLIC

Let's learn about the rights and duties of an Indian citizen

Rights: things that we are morally and legally allowed to do.

1. **Right to Equality** - Ex: Every citizen in the country is equal before law to each citizen irrespective of religion, language, age, caste, sex and gender.
2. **Right to freedom** - Ex: Freedom to practise any profession or to carry on any occupation, trade or business
3. **Right against exploitation** - Ex: Prohibition of employment of children
4. **Right to freedom of religion** - Ex: Every person is free to practice any religion
5. **Cultural and Educational Rights** - Ex: The citizens can conserve their culture, language or script
6. **Right to Constitutional Remedies** - Ex: A person can move to the Supreme court if he/she wants to get their fundamental rights protected.

Duties: Duty is a responsibility. You should do it for yourself and others. This makes you a good citizen.

Example: Parking your vehicle in the space given to you and not anywhere you want to, wearing a helmet while riding.

Activity Time!

Read the statement written in the middle of the column. Put arrow ⟵   ⟶ to the correct boxes of either Rights and Duties

Rights are the things we expect from our family, community and our country.		Getting quality education		**Duties are the things we do for our family, community and our country.**
		Paying taxes		
		Getting clean water		
		Marrying anyone of your choice		
		Practice any religion		
		Dropping waste at proper govt. authorized locations only		
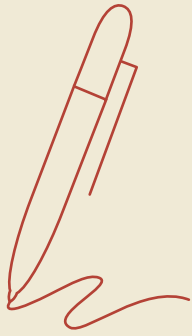
What I learnt today:

Put a ✓ if you know this topic well.

1. The Indian constitution is a set of laws and rules for our country which tells about the rights and duties of its citizens and helps the country run in a fair way. ☐

2. There are 5 guiding principles; **SOVEREIGN SOCIALIST SECULAR DEMOCRATIC and REPUBLIC** ☐

3. We as citizens of India have our rights (mentioned in the preamble also) and duties which we should be responsible for. ☐

2.2 Protecting Our Environment

In this lesson you will learn :

1. What is environmental crisis?
2. Need for maintaining a sustainable environment
3. How to develop a green lifestyle

Circle the type of pollution you know about

Water pollution   **Air pollution**   **Sound pollution**

Thinking Box

Let's learn about the causes of environmental problems

Have you ever wondered:

1. What happens to the garbage after it is collected by a garbage truck?
2. Where does the garbage I see in a river or on the beach go?
3. Is there a negative effect of cutting down trees?

The above problems lead to pollution. Pollution is when gases, smoke and chemicals enter the environment in large amounts and make it harmful for plants, animals and humans.

In recent times, these environmental problems of pollution have become very serious. As per scientific studies, the harmful effects cannot be changed. This has led to an environmental crisis.

Let's look at some of the major problems that have caused this environmental crisis.

Environmental problems		Causes
Land Pollution		Solid and liquid waste disposed of in landfills and chemical wastes that pollute the earth's surface.
Air pollution		Exhaust from vehicles and smoke from industries and factories, burning of fuels, etc.
Water pollution		Water gets polluted with paints, plastics and chemicals released from industries and other human activities.
Deforestation		Forests are destroyed by cutting trees for agriculture and housing purposes.
Soil erosion		When dirt or soil washes away by water, wind, and other natural forces.

What are some of the environmental problems in your region?

_____

_____

_____

Pollution has various negative effects on the health of plants, animals, people and the planet. Let's examine the major effects of environmental problems today:	
Ozone depletion	The thinning of the ozone layer is due to the release of poisonous gases like CFC's in the atmosphere. This causes severe damage to human health.

Global warming	Global warming happens when carbon dioxide (greenhouse gas) and other air pollutants collect in the atmosphere. This leads to a rise in earth's temperature
Loss of Biodiversity	Climate change, pollution, hunting of animals and destruction of their shelter results in death of many precious plants and animals
Long-term effects on human health	Humans are at increased risk of many diseases due to pollution - heart, diseases, lung congestion, cancer and lesser life expectancy.

We need to maintain our environment to create a safe life for all living beings on this planet; and for future generations.

What are the common effects of pollution in your locality?

_____

_____

Let's learn how to develop a green lifestyle

Protecting the environment is our responsibility. How can we adopt an eco-friendly lifestyle in our day-to-day life? Here are some green habits you can adopt to save the planet. In order to make simple changes to live a greener, sustainable life, We must:

	Use bicycles and public transportation.
	Avoid chemical pesticides and fertilisers.
	Save electricity by turning off appliances and lights.
	Reduce the amount of plastic waste.
	Carry reusable cloth/paper bags when shopping.
	Recycle cans, bottles, paper, books, and even utensils.
	Plant trees and encourage others to do so.

What are methods you will follow to adopt a green lifestyle?

_____

_____

_____

_____

Activity Time!

Geeta and Noor are good friends. They decided to grow a vegetable garden behind their houses. They found out that giving fertiliser would help the plants grow better. Geeta collected cow dung from a milkman. Noor went to a nearby shop to buy fertiliser. Both were happy to see vegetables in their garden.

Who do you think followed a more environmentally friendly method? Why?

_____

_____

_____
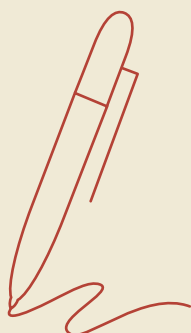
What I learnt today:

Put a ✓ if you know this topic well.

1. Pollution has negative effects on the health of plants, animals, people and the planet ☐

2. We need to maintain our environment to create a safe life for everyone ☐

3. We can reduce unnecessary waste by following - reduce, reuse and recycle ☐

4. We can save the planet by adopting green habits like - recycling, planting trees, saving water etc. ☐

3.1 21st Century Employability Skills

In this lesson you will learn :

1. Introduction to the 21st century
2. How to assess your skills?
3. Making a plan for your skill development.

Thinking Box

By now, you must have understood the term 'Employability Skills'. You might know that in cricket a batter scores 100 runs, which is called a 'century'. Similarly 100 years is also called a century. The period between the years 2000-2100 is called the 21st century.

What are the 3 main ways in which people learn differently in the 21st century?

1. _____
2. _____
3. _____

Let's learn about 21st century employability skills

What is industrial revolution?

Industrial revolution is the way in which major changes take place in the way manufacturing happens. Over different centuries, the process of manufacturing various goods has changed due to technology and scientific development. We may think this is a small change. But, it's not. Every time there has been an industrial revolution, people's way of life has completely changed.
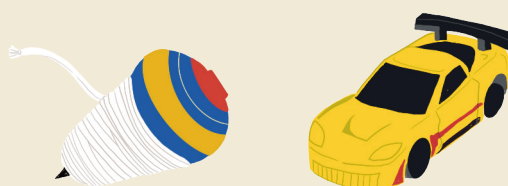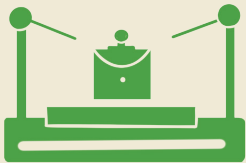
For e.g., Our grandparents, in their childhood, used to play with handmade toys. As time passed, few industries started making toys with the help of machines. Through machines, toys were produced in large quantities.

What types of toys did you or your friends have in your childhood?

☐ Handmade
☐ Machine made

Let us understand the 4 major industrial revolutions.

1ˢᵗ Industrial revolution	2ⁿᵈ Industrial revolution	3ʳᵈ Industrial revolution	4ᵗʰ Industrial revolution (also called Industry 4.0)
Started in 18th century.	Started in 19th century.	Started in 20th century.	Started in 21st century.
Things developed: Cotton mills, steam engines trains	**Things developed:** Electricity, mass production of clothes, cars & other goods	**Things developed:** Computers, Internet, machines for simple human jobs like ATM	**Things developed:** Robots for human jobs, Internet based jobs, Entire world connected through internet and technology
			We all are here

Select ✓ **the skills or tasks that are most relevant in the 21st century to be employable.**

Skills for job/task		Skills for job/task	
Typing skills	☐	Critical thinking and Problem-solving	☐
Hardware skills	☐	Computer programming languages	☐
Wood cutting skills	☐	Physical strength	☐
Needle work & weaving	☐	Logical reasoning	☐
Digital fluency	☐	Communication skills	☐
Basic computer skills	☐	Teamwork and collaboration	☐
Entrepreneurial skills	☐	Time management skills	☐
Creative thinking	☐	Data scientists	☐
Blacksmith	☐	Self-learning skills	☐

Let's learn about how to assess your skills

Regular checking or assessment of your skills is necessary for the growth of your career. Here are the different ways to assess your skills.

Step 1: Make a list of your hard and soft skills.   **Ex:**

Hard Skills	Soft Skills
60 words per minute typing speed	Quick Learner

Step 2: Identify gaps in your skillset.

Ex: I need to learn MS excel.

Step 3: Research on the skills which are in demand in your trade. You can do this by researching the big companies in your trade - understand what skills are trending today.

Ex: You can use online search engine (like Google) to search *"skills required for a civil draughtsperson's jobs"*

- Create your resume and do self-reflection
- Ask other people for feedback on your work
- Take an Online Behavior Test

Let's make a plan for your skill development

We usually think that a person can be intelligent or not intelligent.
We decide this based on marks in school or college. But that is not true! There are 8 types of intelligence or smartness!

Someone can be weak in mathematics, but can be very strong with physical skills (playing sports, weightlifting, yoga etc). Someone who is weak in language skills, maybe very good in musical skills. So, next time someone asks you your strengths, you can tell them based on these 8 types of smartness!
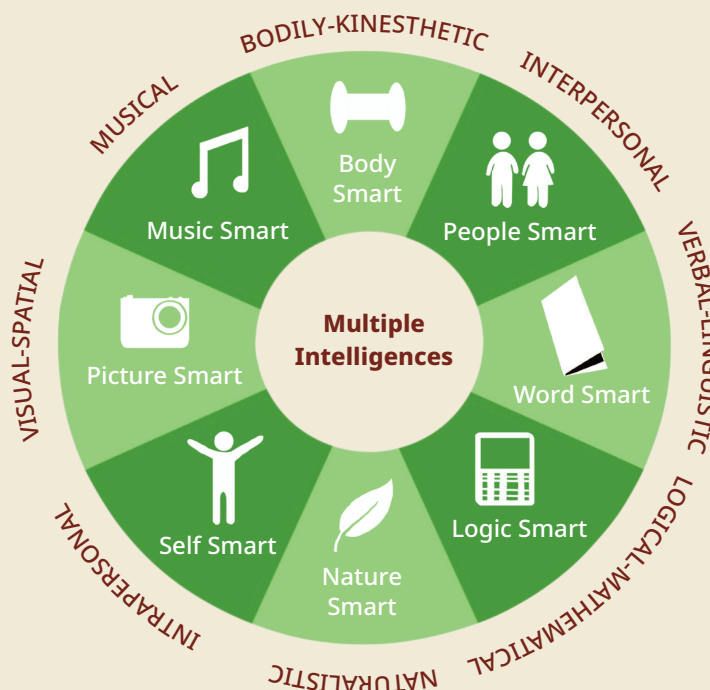
With the help of the statements below, you can check what type of intelligence or smartness you have. Select ✓ the statements which you relate with the most, in all the categories.

Picture Smart	Word Smart	Logic Smart	Body Smart
Characteristics: ☐ Read and write for enjoyment	**Characteristics:** ☐ Remember written and spoken information	**Characteristics:** ☐ Have excellent problem-solving skills	**Characteristics:** ☐ Are skilled at dancing and sports

- ☐ Are good at putting puzzles together
- ☐ Interpret pictures, graphs, and charts well
- ☐ Enjoy drawing, painting, and the visual arts
- ☐ Recognize patterns easily

- ☐ Enjoy reading and writing
- ☐ Debate or give persuasive speeches
- ☐ Are able to explain things well
- ☐ Use humor when telling stories

- ☐ Enjoy thinking about abstract ideas
- ☐ Like conducting scientific experiments
- ☐ Can solve complex computations

- ☐ Enjoy creating things with their hands
- ☐ Have excellent physical coordination
- ☐ Remember by doing, rather than hearing or seeing

Music Smart

People Smart

Self Smart

Nature Smart

Characteristics:
- ☐ Enjoy singing and playing musical instruments
- ☐ Recognize musical patterns and tones easily
- ☐ Remember songs and melodies
- ☐ Have a rich understanding of musical structure, rhythm, and notes

Characteristics:
- ☐ Communicate well verbally
- ☐ Are skilled at non-verbal communication
- ☐ See situations from different perspectives
- ☐ Create positive relationships with others
- ☐ Resolve conflicts in group settings

Characteristics:
- ☐ Analyze their strengths and weaknesses well
- ☐ Enjoy analyzing theories and ideas
- ☐ Have excellent self-awareness
- ☐ Understand the basis for his or her own motivations and feelings

Characteristics:
- ☐ Are interested in subjects such as botany, biology, and zoology
- ☐ Categorize and catalog information easily
- ☐ Enjoy camping, gardening, hiking, and exploring the outdoors
- ☐ Dislikes learning unfamiliar topics that have no connection to nature

Activity Time!

Q1. So, which one (or more) is your area of smartness?

_____

_____

Q2. Can you think of careers where you can make use of your smart areas?

_____

_____

What I learnt today:

Put a ✓ if you know this topic well.

1. 21st century employability skills refer to the various skills that are critically important to be successfully employed in today's world. Example: Digital Skills, interpersonal skills, life skills and career skills. ☐

2. Regular assessment of your skills is vital for the furthering of your career. ☐

3. Developing our skills for the career we choose will help us grow in our jobs or business. ☐

3.2 Know Yourself

In this lesson you will learn :

1. What it means to 'know yourself'
2. What are strengths?
3. How to describe qualities, abilities and talents

Thinking Box

The top 5 things I do very well are :

1. _____
2. _____
3. _____
4. _____
5. _____

Let's learn about what is meant by "know yourself"

Knowing yourself is having a clear idea of your own self - your personality. It includes strengths, weaknesses, thoughts, beliefs, motivation, values and aspirations. It can shape our personal and professional life ahead. We can build on our strengths and also identify areas to improve.

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

TO GROW YOURSELF YOU MUST KNOW YOURSELF

knowing yourself is the BEGINNING of all WISDOM

Ability	Interest
• Things that we are good at doing • Things that other people recognize as our qualities • Things that people often ask us to help with	• Activities you like to do • Things that make you happy • Something that you do in your free time!

We can always acquire new abilities and interests. There are many things that we have never tried yet. As our life experience grows, our abilities and interests also grow.

My identity

Think about your life and answer the questions. You can choose to write about it, draw it out, create a poem about it, etc. Be as creative as possible.

1. **My name is** _____

2. **Sex** _____

3. **Age** _____

4. **What is the best quality about me?**

   _____

5. **What do I like to do in my free time?**

   _____

Let's learn about **what are strengths?**

Having a clear understanding of your strengths and weaknesses will help you create a life-goal. Strengths are qualities and skills that are considered positive. It helps you grow well in life and career. You could have got it naturally, or you could have cultivated and built it over the years, through your experiences.
For example, good memory, good communication, good mathematical calculation, kindness, politeness, friendliness are all personal strengths. Weaknesses are lack of strengths or an inability to do something well. Everyone has a set of weaknesses. With hard work you can learn to overcome your weaknesses and turn it into a strength.

What are your strengths and weaknesses?

My strengths and weaknesses

Observe yourself well and identify your personal strengths and weaknesses in the chart below. Also, write about how you will overcome these weaknesses.

My Strengths	My Weaknesses	How will I overcome my weaknesses?

Let's learn **how to describe my qualities, abilities and talents**

In most job interviews, you will be asked to describe your qualities, abilities and talents. You may follow the given tips to describe the qualities:

1. Prepare your answer before the interview
2. Note down a list of 5-6 abilities or skills you possess
3. Highlight the most important and relevant skills for the job
4. Mention qualities that make you unique
5. Provide examples to support the skills you mention

Activity Time!

Q1. Identify your strengths.

Tick/circle the qualities, talents or skills that you have. If you wish to add any skills to the list, write your skills in the blank space provided below.

Quality	Talent	Skill/Ability
Honest	A good painter	A good leader
Caring	A singer	A good cook
Hard Working	A magician	Use computer
Innovative	An actor	Speak English
Career Focused	A director	Drive well
Loyal	An artist	Play _____ (any sport)

Q2. Complete the following statements with your identified in previous activity.

1. **My name is** _____
    (Write your first name and last name.)

2. **I am** _____
    (Write 2 to 3 strengths from the list above, or something else)

3. **I am** _____
   (Write 1 or 2 weakness from the list above, or something else)

4. **I will** _____
   (Write 1 or 2 ways to overcome weakness from the list above, or something else)

What I learnt today:

Put a ✓ if you know this topic well.

1. Knowing yourself will help you find out your interests, abilities and the right career opportunities. ☐

2. Strengths are positive qualities and skills that will help you grow in your life and career. ☐

3. You can overcome your weaknesses with hard work ☐

4. Describing your strengths and skills is necessary during job interviews. ☐

3.3 Critical Thinking & Decision Making

In this lesson you will learn :

1. What is critical thinking?
2. How to make decisions
3. Practice decision making

Thinking Box

Which of the following statements are true for YOU :

Statement	Yes/No
I can solve all problems in my life easily	
I need the support of my family/friends to make decisions	
I can take decisions on my own	

Let's learn about What is critical thinking?

Critical thinking is a way of thinking to solve a problem. It helps us to find out if something told to us is the truth or not.

For example,

Imagine that your uncle tells you 'We can never learn without books'. You can do critical thinking about this by asking,

- Is that really true?
- How else can we learn?
- What happens if we learn without books?

This way, you can examine a particular problem based on facts. The best practice is to think critically by asking many questions, not just believing everything you hear or see.

The following are the steps we follow during critical thinking.

Let's look at another example. Imagine that you are a mechanic, a customer has called you to fix their car that has broken down in the middle of the road. Which of following things would you take with you to attend to the customer:

Critical thinking is the process of understanding information available, seeking answers and coming to a conclusion.

Why do you think critical thinking is important?

_____

_____

_____

Let's learn about **how to make decisions**

Decision making is a process of choosing between two or more options. We make a lot of decisions in our everyday life. Using a step-by-step decision-making process can help you make a thoughtful decision. Critical thinking can help you to make better decisions.

Steps followed in decision making:

Decision making

Identify problem

Generate options

Select best option

Implement decision

Evaluate and learn from decisions
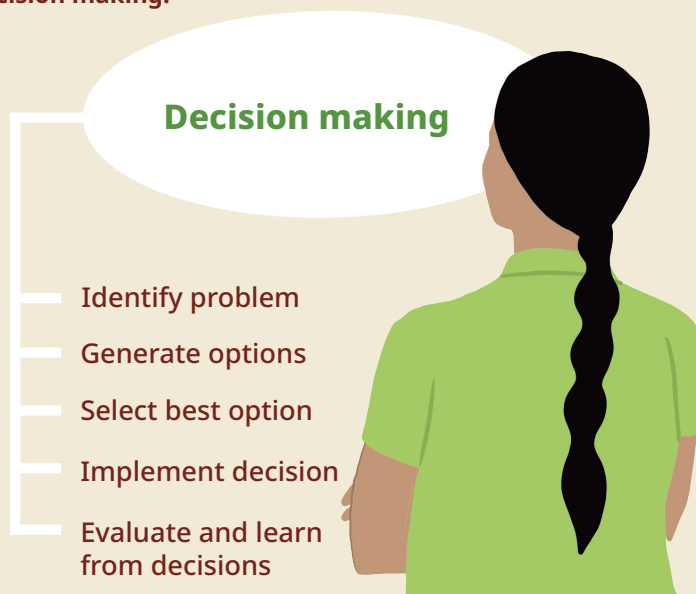
Let us look at how Priya makes her decision about her career.

I am confused about what ITI course to pursue. I like to draw and paint, it makes me very happy.

My uncle says that working in the field of computers is very good. You could learn data entry and programming, become an office assistant or learn Desktop Publishing.

I decided to pursue Desktop Publishing to become a graphic designer. It is the best option for me as I can learn digital art. This helps me follow my passions too.

How did you make a decision to pursue this course at your ITI?

_____

_____

_____

Let's practice decision making

After your ITI course, you get a job in a different state, your family is happy that you have a job but don't want you to move to a different state. **Now use the steps for decision making to find a solution to your problem.**

Step 1: Identify the problem.

_____

_____

Step 2: What are your options?

_____

_____

Step 3: What is the best option for you?

_____

_____

Step 4: How will you implement this option?

_____

_____

Step 5: What did you learn from this decision?

_____

_____

Activity Time!

Divide up into pairs and practice decision-making in different situations. Use critical thinking and logic to make decisions.

Problem 1: Should you take a job or continue studying after my your ITI course?

Problem 2: Which career pathway is best for you?

Problem 3: You have joined a new job and in the first week you feel like you don't enjoy the work. What will you do?

What I learnt today:

Put a ✓ if you know this topic well.

1. Critical thinking is the act of using logic to understand the truth. ☐

2. Decision making is a process of choosing between two or more options. ☐

3. The five logical steps to follow to make decisions are: ☐

- Identifying problems
- Generating options
- Selecting the best option
- Implementing decision
- Learning from decision

4.1 Motivation to learn English

In this lesson you will learn :

1. The importance of English
2. Simple and fun ways to learn English

Name the top 3 reasons why you want to learn or improve your English

Thinking Box

1. _____
   _____

2. _____
   _____

3. _____
   _____

Let's learn the importance of the English Language

Here are 4 reasons how learning English can improve your life:

1. **English is a common language**
   English is a global language used to communicate with people from different parts of the world. For example, at work, if you meet someone from Japan or Germany, or even a different state in India, English is a common language for communication.

2. **English can help you get a better job**
   In an interview, if you can communicate in English, you will have an advantage over others. International companies prefer to hire people who know English.

3. **Using internet and social media platforms effectively**
   These days all information and news is online, and all that is in English. Even Social Media platforms are in English. Of course, translation is available, but it does not always convey the message correctly. Knowledge of English can help you use the internet and social media platforms effectively.

4. **English can make life fun**
   Knowledge of English gives you access to a wonderful world of entertainment! You can watch English films, shows, news, videos, etc. and enrich your life.

Learning English is necessary for all of us. Communicating clearly and correctly is important in the classroom and at the workplace.

It helps us participate in a wide range of activities. So let's set a goal to learn English successfully!
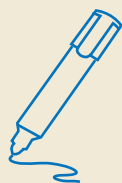
Goal - To communicate confidently in English

Every day is a chance to become better!

Make an attractive poster with this goal and keep it in your notebook or put it up at home.
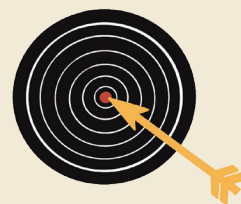
If you become better at speaking English, how will your life improve?

1. _____

2. _____

3. _____

Let's learn some simple and fun ways of learning English

Learning English is an opportunity to learn and grow. It is something to be proud of!

Here are a few enjoyable ways to learn English.

1. Listen to the English language. Watch English films or shows, and listen to English songs, podcasts, news, etc.

2. Find a friend to practice speaking in English. Set an 'English Only' rule when you speak to each other.

3. Read everything you see. If you look around, you will find that there are many things to read - from magazines to pamphlets to movie subtitles.

Hi, how are you?

I'm fine. How are you?

Don't be afraid to make mistakes. If you are struggling with complicated words, or a difficult sentence, look up Google for the meaning and pronunciation.

Keep practicing and you will surely succeed!

Activity Time!

Building confidence means recognizing what you are good at. Give yourself three compliments!

(For example, if someone asks your best friend what they liked about you, what would they say? Write that down)

1. _____
   _____

2. _____
   _____

3. _____
   _____

Wow! You are truly awesome!

Write 2 specific things you will do in the next 30 days to improve your English.

1. _____
   _____

2. _____
   _____
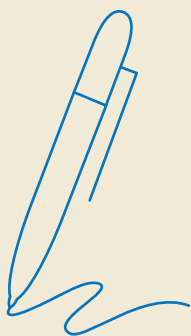
What I learnt today:

Put a ✓ if you know this topic well.

1. English is a global language for communication ☐
2. Knowledge of English is important to get a job ☐
3. English allows us to use the internet and social media effectively ☐
4. There are many fun ways of learning English ☐
5. Every day is a chance to become better ☐

4.2 Describing Objects, Surroundings and Processes

In this lesson you will learn :

1. How describing words adds more information to naming words.

2. Use describing words related to size, shape, texture and color in sentences

Do you know how to describe the things around you?

Thinking Box

_____

_____

_____

_____

_____

_____

Let's learn about Describing Words

Words that are used to **describe** things are called **adjectives**. We use them to give details about something or someone.

A red bus. A tall girl. In these sentences, red and tall are adjectives, because they describe the bus and the girl.

Adjectives add details to make sentences clearer or more interesting. Look closely at how adjectives are used in these sentences!

• A screwdriver is a **useful** tool

• Arjun is wearing a **yellow** shirt

• Radha lives in a **lovely** house
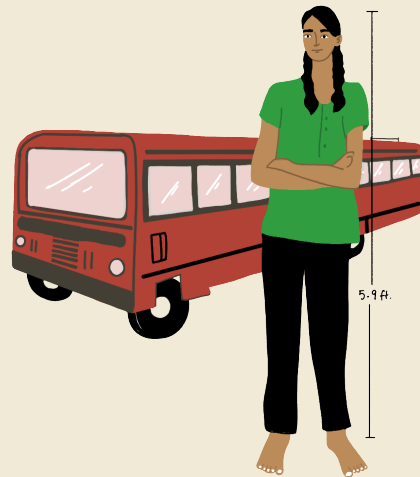
Read how Komal is describing her new sales office. Then, answer the questions!

> The new sales office is in a tall green building. There is a small beautiful park next to it.

What adjectives did Komal use to describe the new office?

1. _____

2. _____

Let's learn about a few words that are the same, but have different meanings

Adjectives can be used to describe COLOUR	Adjectives can be used to describe SIZE	Adjectives can be used to describe QUALITY
A **blue** uniform	A **long** bridge	A **happy** face
An **orange** balloon	A **large** pot	A **sharp** tool

What is the importance of adjectives in our everyday life?

1. Adjectives help to describe the size, shape, colour and even quality of things.
2. Using them correctly helps us to communicate better with people.
3. It helps to understand what we read, speak and write about.

Activity Time!

Write 3 sentences to describe your home. You can use any of these adjectives. Share your writing with your friends in class.

1.   **Size - big, small, long, large**   2.**Colour – White, yellow, green, black**
3.   **Quality - beautiful, quiet, clean, happy**

1.   _____

2.   _____

3.   _____
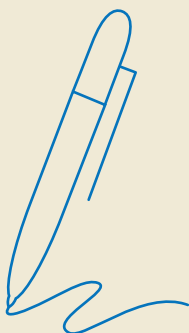
What I learnt today:

Put a ✓ if you know this topic well.

1.   Words that are used to describe things are called Adjectives ☐

2.   Describing words add details to make sentences clearer or more interesting ☐

3.   Describing the size, shape, colour and quality of things help us communicate better ☐

4.3 Listening

In this lesson you will learn :

1. The purpose and importance of listening
2. How to practise listening to follow instructions correctly

**We listen to many things in our daily lives!
Tick the things that you listen to regularly.**

- ☐ Music
- ☐ YouTube videos
- ☐ Voice notes
- ☐ Teacher teaching in class
- ☐ News
- ☐ Speeches
- ☐ Audiobooks

Thinking Box

Let's learn the purpose and importance of listening

Effective communication is being able to both speak well and listen well. When you are having a conversation with someone, it's important to listen carefully. This helps us understand the other person and contribute to the conversation.

Listening is an important skill to develop.
We listen for many purposes.

Listening for information

- Sometimes we listen to get information. When we listen to the news or listen to announcements in a train station- it is listening to get specific information.

Listening for instructions

- We must also learn to listen for **instructions.** In the classroom and in the workplace, many institutions are shared. If we don't listen carefully, it is hard to follow the instructions correctly. Listening for instructions and information are two of the most common purposes of listening.

Listening for relationships and entertainment

- Sometimes, our listening skills can also be useful in other ways. Listening to a friend helps us understand them and build a relationship. You can also listen to music, audiobooks and podcasts for entertainment and pleasure.

Think and recall everything that you did in the last 5 days. Write down 3 instances when you had to listen carefully for information or instruction.

1. _____

2. _____

3. _____

Let's learn how to practise listening to follow instructions correctly

Listening is like any other skill - you must practice to become good at it. Here are 3 simple things you can do to practise and improve your listening skills.

1. Spend 15 minutes every day listening to something like the news or a speech. Avoid distractions. Don't do anything else while listening.
2. When you listen to someone speaking or listen to a recording, summarise what you have heard. Try to use 2 or 3 sentences to recollect what the person has said.
3. While your teacher speaks and as you listen, try to write the words that you are hearing. This might seem difficult at first. But keep trying.

Activity Time!

Choose the correct answer to the question.

1. What is effective communication?
   a. To both listen well and speak well
   b. To only know how to speak to someone
2. Why is it important to listen carefully?
   a. To forget all the information given by someone
   b. To understand the information and instructions given by the speaker
3. What does it mean to summarize what you've listened to?
   a. To recollect everything you've heard in 2 or 3 sentences
   b. To type everything in a document
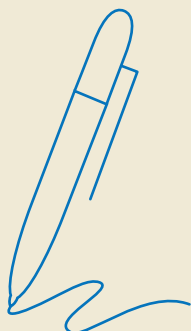
What I learnt today:

Put a ✓ if you know this topic well.

1. Listening is an important communication skill to get information and receive instructions from people. ☐
2. When listening, it is important to focus on the person who is speaking, write down the information and recollect what you have heard. ☐

4.4 Asking and responding to questions

In this lesson you will learn :

1. The differences between questions and responses.
2. How to ask and respond to questions using the correct phrases and expressions.

Thinking Box

Imagine that you are meeting the CEO of your dream company! What are 2 questions you would ask them?

_____

_____

Now they ask you these two questions. How would you respond? Write them below.

1. **"What is a new skill you would like to learn?"**

   _____

2. **"If you could begin a company or a business, what would it be?"**

   _____

Let's learn the differences between questions and responses

A question is when you ask someone something.
A question is a type of sentence that we ask or write to get further information. In written language, a question always ends with a question mark (?). In spoken language, we change the tone of our voice while asking a question.

Read these sentences out loud.
- I am going to the bank tomorrow.
- Are you going to the bank tomorrow?

While asking the question, the tone of your voice must become higher at the end of the sentence.

Often, but not always, question sentences begin with a few words that are used to ask questions, also called 'Question Words'.

For example:
How are you? Who is your class teacher? What is the time now?

Not all questions begin with these words though; there are many other alternatives that can be used to frame the structure of a sentence. For example:

Have you ever tried ice cream with dessert before? Do you have a pen?

Are you going to see the doctor tomorrow?

Questions usually require a response or an answer from the other person. A response or an answer is what another person says to address the question that is asked to them. Response sentences usually won't make sense on their own. You must know the question to fully understand the meaning of the response.

For example, see these responses. Do they make sense to you?

5 pm.

She will.

Not today.

But when we read it with a question, you will fully understand it.

Question	Response
What time is Reena coming?	*5 pm.*
Will Reena get my umbrella?	*She will.*
Are you taking Reena to watch the movie?	*Not today.*

Match the question to the response

Question	Response
Can we use this room?	Yes.
What time is the meeting?	Of course, you can!
Which fruit do you prefer?	I like grapes.
Are you going to class today?	It's at 4pm.

Let's learn how to ask and respond to questions using the correct phrases and expressions

There are many types of questions. Each type of question calls for a different type of response. Here we will look at two types of questions:

Wh- Questions

Wh- questions are questions that start with who, what, when, where ,why and how. The question gives a clear indication of the information that the person wants to know.

Yes or No Questions

These are questions for which the answer is usually either a yes or a no. When used in a formal setting, it is good to answer these questions in a full sentence. Avoid just saying "Yes." or "No." as a response.

When answering a yes or no question, you can also add some additional information that is useful.

Sometimes the answer to the question might not be a yes or a no. In that case, you can respond using some of the following phrases.

- I'm not sure.
- I don't mind.
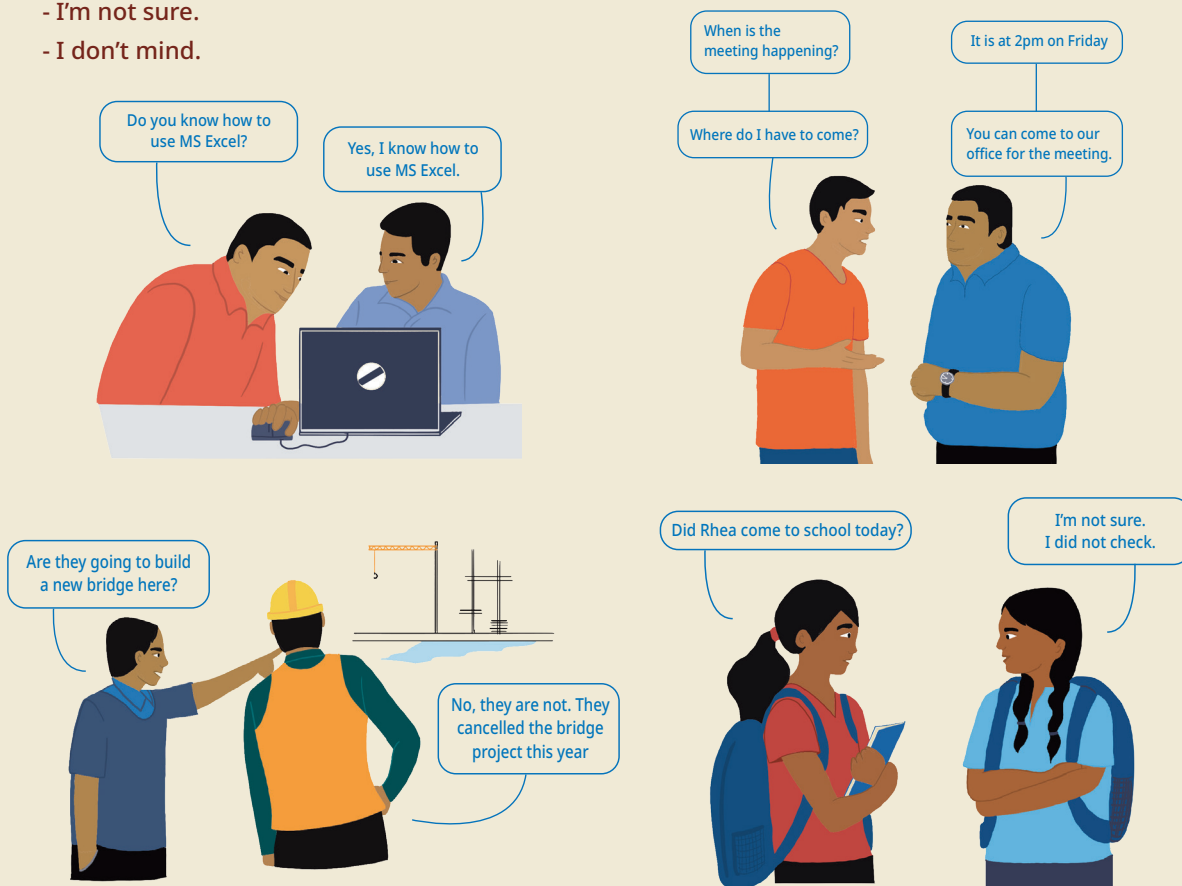
Mallika calls a restaurant to ask them about their timings, what food they have on the menu and if they have home delivery. The restaurant manager also asks for Mallika's contact details and her food order.

Write the conversation between the two of them. Make sure that each person asks at least one Wh- question and one yes-or-no question.

Activity Time!

_____

_____

_____

_____

_____

4.5 Speaking

In this lesson you will learn :

1. The appropriate expressions to use while speaking.

2. How to clearly communicate your views to others.

Thinking Box

If you could speak to any famous person in the world, who would you speak to? What would you ask them?

_____

_____

_____

_____

_____

_____

Let's learn the appropriate expressions to use while speaking

It is important to use words in a clear and correct way while communicating. But, good communication is more than just the right words. When we speak, people can hear the emotions in our voice and see our facial expressions.

The expressions of your voice

Can you remember a speech that you enjoyed listening to? Or a dialogue in a film by your favorite actor? What emotion was the person feeling during the speech? Were they angry or sad or happy?

The easiest way to convey emotion while speaking is through your voice. Avoid speaking in a single tone that does not share your emotions. Use a happy, excited voice to talk about things that excite you. Use a calm, lower voice to talk about topics that are serious or sad.

It's also important to be aware of the volume of your voice. When speaking to many people or in a crowded room, try to speak loudly and slowly so that everyone can hear you. Speak in a quieter voice when speaking to one or few people.

The expressions of your face
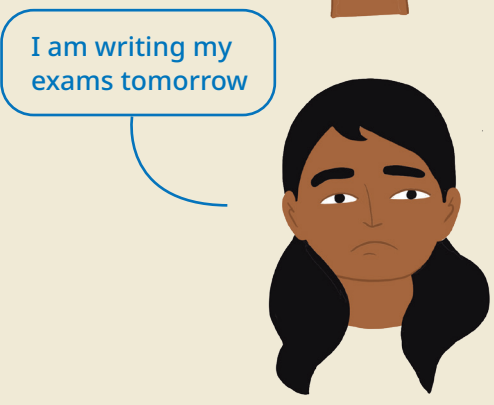
Why have video calls become so popular when we already have voice calls to speak to each other? It is because seeing each other's faces is an important part of communication for us. When you speak, people are usually using both their eyes and ears to focus on you. They can hear your voice and see your face.

Our faces naturally make expressions to show emotion. So while speaking, use your facial expressions to match what you are saying. Eye contact is the most important part of your facial expressions. It helps the people speaking feel connected. When speaking to a group of people, move your eye contact from one person to another. Speaking without eye contact shows that you are not confident about what you are saying.

Suitable facial expressions + Proper voice tone = Effective Communication

I am writing my exams tomorrow

I am writing my exams tomorrow

Pick a simple, popular story that you know from your childhood. Practice telling the entire story in front of a mirror.

Use voice expressions properly. When speaking in front of the mirror, do it by maintaining eye contact with yourself. It might feel strange at first. But it is great practice for speaking to other people.

Let's learn how to clearly communicate your views to others

"Apples contain Vitamin C."

This sentence is a fact. You can check if it is true or false. It does not change from one person to the other or from one place to another.

"Apples are better than bananas."

This sentence is not a fact. Suresh likes apples better than bananas. His sister Sangeetha likes bananas better than apples. This is an opinion.

During conversations, we sometimes state facts. Other times we share our personal opinion on something. The person that we are speaking to might have a different opinion on the same topic. We can use certain words and phrases to communicate our opinions during conversations.

Tip: It is normal and acceptable for you to have a different opinion from others. We always need to communicate respectfully, even if we do not agree with others.

Opinion phrases	Examples
I feel that	I feel that these yellow lights are too bright.
In my opinion,	In my opinion, Mrs. Sharma is the best teacher in the school.
Personally, I think	Personally, I think this house is too small.
I respectfully disagree	I respectfully disagree with what you are saying. Eating meat is normal for some and not normal for others. It is upto people to decide.

Activity Time!

Write 4-5 sentences about the place where you live. Use the opinion phrases that we just learnt.

_____

_____

_____

_____

_____
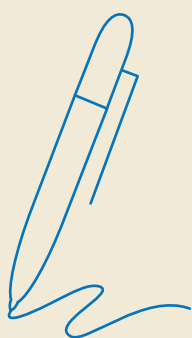
What I learnt today:

Put a ✓ if you know this topic well.

1. Facial expressions and voice expressions help us to communicate our thoughts clearly. ☐

2. Maintaining eye contact with the people we are speaking to helps us to communicate confidently. ☐

3. In a conversation, we can share our opinions with people by using phrases like "I feel that..." and "Personally, I think..." ☐

4.6 Kinds of Sentences - Introduction

In this lesson you will learn :

1. Different types of sentences
2. How to make sentences for different situations

Read these sentences out loud.

1. "Is this a mango tree?"
2. This is a big mango tree.
3. "Wow! This painting is so big!"

What are the differences you notice in sentence 1, 2 & 3?

_____

_____

_____

Thinking Box

Let's learn about the different types of sentences

Sentences are a group of words that convey a single idea. There are 4 different types of sentences based on what the sentence means.

I love my cat.
My new car is Red.
My dress is blue.

Declarative Sentence

A declarative sentence tells us some information, a fact or an explanation. This is the most common type of sentence that we use. (All the sentences in this section are declarative sentences.) They always end with a full stop.

I love my cat.
My new car is Red.
My dress is blue.

Exclamatory Sentence

An exclamatory sentence is a sentence which expresses a strong emotion - like anger, surprise, excitement or happiness. An exclamatory sentence always ends with an exclamation mark (!)

I'm so angry with her!
Oh no!
You did a great job!
Congratulations!

I'm so angry with her!

Imperative Sentence

An imperative sentence is a sentence which expresses a command or an instruction to someone. (Instruction manuals, recipe books, etc. are written like this)

Give me the keys.

Drive slowly, and take the next right.

Please bring me the jar from the kitchen.

Give me the keys.

Interrogative Sentence

An interrogative sentence is a sentence which asks a question. Did you know that an interrogative sentence always ends with a particular punctuation symbol? Do you know what it is? It is a question mark.

Is it raining outside?

Where did you keep the water bottle?

Does this shop sell clothes?

Where did you keep the water bottle?
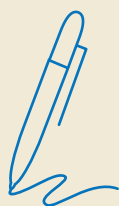
Read these sentences carefully. Rewrite them in the correct box according to the type of sentence.

1. Come to my office later.
2. I have a gray dress.
3. How do I open this box?
4. The car broke down yesterday!

Declarative Sentence	Exclamatory Sentence	Imperative Sentence	Interrogative Sentence

Let's learn about how to make sentences for different situations

The different types of sentences are meant to be used in specific situations. They help you communicate efficiently depending on the situation.

For example, you've visited a beautiful park in your neighborhood. You're writing a text to your friend telling them about your day.

To share your emotion in the best way to your friend, would you use a declarative sentence or an exclamatory sentence?

☐ The flowers in the park were beautiful.

☐ Wow! The flowers in the park were beautiful!

The exclamatory sentence is the best way to express your joy to your friend.

Let's look at another example.

You are sitting in a classroom and studying. Another student comes in to take some books and leaves. He forgets to close the door. What is the correct sentence to use to ask him to close the door?

☐ Close the door.

☐ Please close the door.

Using the imperative sentence 'Close the door' is giving the person a direction or a command. However, it is not polite to use a commanding sentence while asking someone to do something for us. It is more polite to ask them the question.

Activity Time!

Megha and Mohan are walking on the road. They are having a conversation about their day at school. Write a short conversation between the two of them.

Make sure to include at least one sentence of each of the 4 kinds of sentences in the conversation.

Megha: What an exciting day at school today!

Mohan: Yes, it was. Did you see _____?

Megha: _____

Mohan: _____

_____

_____

_____

_____
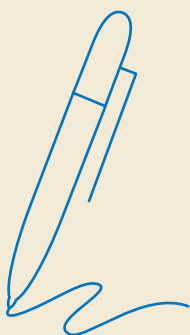
What I learnt today:

Put a ✓ if you know this topic well.

1. There are 4 types of sentences - declarative, interrogative, exclamatory and imperative. ☐

2. A declarative sentence gives information or states a fact. ☐

3. An exclamatory sentence is used to express a strong emotion - like anger, surprise, excitement or happiness. ☐

4. An imperative sentence expresses a command or a request. ☐

5. An interrogative sentence asks a question. ☐

4.7 Introduction to Punctuation

In this lesson you will learn :

1. The importance of punctuation marks
2. How to use punctuation marks correctly

Do you know the names of these symbols? Match the words given below to the correct symbol.

Thinking Box

•

,

?

!

question mark

full stop

comma

exclamation mark

Let's learn the importance of punctuation marks

Let's look at an interesting sentence.

"I love cooking my family and my pets."

What does this sentence mean? Does it mean that this man loves to 'cook' his family and his pets?

No! What the person is actually trying to tell us is that he loves 3 things: cooking, his family, and his pets.

Now let's use punctuation marks and correct the sentence.

"I love cooking, my family, and my pets."

This is why punctuation is important. The punctuation in this sentence makes the meaning clear to understand.

Here's another example to understand the importance of punctuation. Please read both the paragraphs aloud.

1. Oh wow congratulations when do you have to leave I'll tell everyone and we will have a small party for you before you go. Hey, guess what Anil has got a job and he has to leave for the city next week we are planning a farewell party for him will you all come.

2. Oh wow! Congratulations! When do you have to leave? I'll tell everyone and we will have a small party for you before you go. Hey, guess what? Anil has got a job and he has to leave for the city next week. We are planning a farewell party for him. Will you all come?

Which paragraph was easier to understand?

- The first paragraph was difficult to read and understand, wasn't it? This is because there are no punctuation marks. The second paragraph has punctuation, so it is much easier to understand, and it sounds better.

- When we speak to each other, our voice adds a lot to our words. We stop and pause at the end of sentences. We also ask questions in a particular tone. We use another tone when we are surprised or excited, so it is easy to understand what we're saying.

But when we write, we cannot use our voice. That's why we use punctuation marks.

Punctuation marks are symbols that we use while writing, to make a sentence clear and interesting.

Circle the punctuation marks in these sentences.

- Finally, Diwali has arrived! Anita, Mukesh and Shana are extremely excited. They can't wait to go to their favourite event of all time - the fireworks exhibition! They run down the stairs to go to the ground early. Where are the children's parents? They will join them later.

- The three siblings climb a tree - a tall mango tree - to get the best view. Wow! Look at the colours! There's red, green, yellow and blue - every colour they could imagine!

Let's learn the importance of punctuation marks

Full stop (.)

A full stop is a dot that is always placed at the end of a sentence.

Turn to any other page in this book and look at the sentences. All sentences will end with a full stop.

Capital letter at the beginning of the sentence

The first letter of a sentence is always written as a capital letter.

Again, turn to another page in this book. Observe the sentences. All sentences will start with a capital letter.

The word 'I' is also always in a capital letter, no matter which part of the sentence it comes in.

- When can I go to school?

Comma (,)

This symbol is called a comma.

The comma is used in a sentence to show a break within the sentence. A comma is used in a few situations.

1. It is used while making a list of more than 2 things.
   - The Indian flag is saffron, white and green.
   - The boy shouted, screamed and cried when he saw the clown.
2. It is used in sentences which have two parts that talk about two different things.
   - After we eat, we will take a nap.
   - The clothes were beautiful, but they were too expensive.

The indian flag is saffron, white and green

Tip: When typing sentences on a computer using MS Word, it will automatically suggest corrections when you make a mistake with punctuation.

Look out for a <u>red line</u> under the sentence when you make a mistake.

Activity Time!

Rewrite the following sentences with a full stop at the end and a capital letter at the beginning.

1. **the dog barked**
2. **i like to drive my car**
3. **my father will cook the rice**

1. _____

2. _____

3. _____
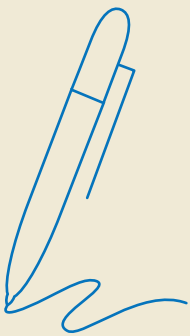
What I learnt today:

Put a ✓ if you know this topic well.

1. Punctuation is important so sentences are clear and easy to understand. ☐

2. A full stop is always used at the end of a sentence. ☐

3. The first letter of a sentence is always written in a capital letter. ☐

4. A comma is used to show a break within a sentence. ☐

4.8 Writing Simple Sentences

In this lesson you will learn :

1. The importance of word order in making sentences
2. To rearrange words correctly to create meaningful sentences

Look around the room that you are sitting in. Observe for a few minutes. Write 5 sentences about what you see and what people are doing.

_____

_____

_____

_____

_____

Thinking Box

Let's learn the importance of word order in making sentences

The little boy is hiding under the table.
What is this sentence about? It is about **the little boy**. 'The little boy' is the subject of the sentence.

Brazil is popular for the game of football.
What is this sentence about? It is about **Brazil**. 'Brazil' is the subject of the sentence.

Justice is quick and fair.
What is this sentence about? It is about **justice**. 'Justice' is the subject of the sentence.

Every complete sentence has 3 parts:

1. The Subject is what or whom a sentence is about.
2. The Verb (action word).
3. The Object tells us something about the subject.

Subject	Predicate	Object
The little boy	is hiding	under the table.
Brazil	is	popular for the game of football.
Justice	is	quick and fair

In an English sentence, the subject always comes first in a sentence. This is followed by the verb (action word) and then the object.

It's important to use the correct word order while forming a sentence. When the correct word order is not used, it is confusing to understand the meaning of the sentence.

Listen to the teacher **the students.** X

This sentence is wrong because the word order is wrong. The subject 'the students' should come at the beginning of the sentence. Let's write the sentence in the correct order.

The students listen to the teacher. ✓

Combine the two parts and write a full sentence.
Remember to always write the subject first.

1.

Verb and Object	Subject
fell down and broke.	The red jar

_____

2.

Subject	Verb and Object
Nicky's brother	is going to watch a movie.

_____

Let's learn to rearrange words correctly to create meaningful sentences

We learnt that the subject always comes first in a sentence. The action word or the verb of the predicate comes next. This is followed by the rest of the predicate (also called the object of the sentence).

You can remember this pattern using these colors.

Subject	Verb (action word)	Object
The cat	runs	across the road.
The students	listen	to the teacher.

You must always use the words in this order to write a correct, meaningful sentence.

Activity Time!

Rearrange these words to write a correct sentence. Use the colour pattern to help you.

Subject	Verb (action word)	Object

1. symbolizes / peace. / The colour white
2. the largest continent in the world. / Asia / is
3. walked / Neil Armstrong / on the moon.
4. in Australia. / Kangaroos / live

_____

_____

_____

_____
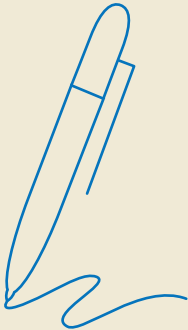
What I learnt today:

Put a ✓ if you know this topic well.

1. The words in a sentence must be written in the correct order. ☐
2. The subject of a sentence is what the sentence is about. ☐
3. The subject always comes first in a sentence. This is followed by the verb (action word) and then the object. ☐

4.9 Reading and understanding job descriptions

In this lesson you will learn :

1. What are job descriptions
2. How to relate your skills/education to a job description

Thinking Box

You want to start a business where you prepare pickles and sell them. You want to hire one person to help you with the business. You want to find the best person for the job. Write down 2 skills that the person must have.

1. _____
2. _____

Let's learn about job descriptions

A job description is a simple document which has all the details about a job. When a company wants to hire a person for a particular job, they create a job description. The purpose of a job description is to clearly explain the responsibilities and required skills for that particular job. A job description ensures that the right people apply for the job.

Not all jobs are a good fit for our personal skills and interests. A job description can help us understand if the job suits our preferences.

Here is an example.

Job Title- Office Assistant Location- Chennai	
Our small but growing company is looking for an honest, organized Office Assistant to manage the day-to-day administration of the office. The successful applicant must have a positive attitude, a desire to work efficiently, and excellent communication skills.	
Responsibilities and duties	• Answer calls as required • Maintain filing and storage systems in the office • Schedule travel arrangements for senior executives • Greet clients and vendors upon arrival and direct them to appropriate offices

	• Assist HR with sorting and collating documents • Handle all incoming mail
Qualifications and skills	• Bachelor's degree preferred • 2+ years experience in an administrative capacity compulsory • Typing speed: minimum 60 WPM with 90 percent accuracy • Familiarity with MS Office • Pleasant, friendly attitude • Strong interpersonal communication skills

How to apply?

Send us an email at xyz.hr@gmail.com with your resume.
Applications close on June 30th

Beena and Vinod both applied for the same job. Beena re-read the job description carefully before her interview. Vinod did not read the job description carefully at all.

Who do you think got the job offer? Why?

_____

_____

_____

Let's learn **how to relate your skills/education to a job description**

When we buy clothes or shoes, we make sure that we buy the correct size. This helps us to be comfortable while wearing them. So it's important to buy the right fit.

Similarly while applying for jobs, it's important to find the right fit. Job descriptions are an important tool that can help you to find the right fit.

A job description has different sections. Each part of the job description has information that can help you consider if it is a good fit for you. Read each part of a job description and ask the question **"Does this description fit me?"**

Job Title

The job title is the name of the role that you will be applying for. It conveys the purpose and scope of the job.

Summary

Some job descriptions have a short summary with details about the company and the job. This section can give you important information about the culture of the company.

Our small but growing company is looking for a reliable, organized Office Assistant to manage the day-to-day administrative aspects of running the business. The successful applicant must have a positive attitude, a desire to work efficiently, and excellent communication skills.

This summary tells you that it is a small company. So if you prefer to work in a large company, the summary helps you understand that this is not a good fit.

Responsibilities and duties

This section describes what the job will require you to do. It lists all the tasks and actions that you will be expected to complete in this role.

While reading the responsibilities and duties, ask yourself these questions.

Have I had similar responsibilities and duties before?

Would I enjoy working on these things?

Do I have some skills that can help me fulfill these duties well?

If you answered 'yes' to some of these questions, the job description helps you understand that it is a good fit.

Qualification and skills

This is a list of expectations that the employer has for the applicants. It sets the conditions for what is required of someone who is applying for the job.

Some qualifications are compulsory - if you do not fulfill that criteria, you cannot be considered for the job. However, sometimes the word 'preferred' is used. If you do not meet this condition, you can still apply for the job. If you have strengths in other required skills, the employer will consider you as a potential candidate.

Other details

A job description also includes other important details like job location and the steps to apply for the job.

Activity Time!

Read the above-mentioned examples of job descriptions carefully. Choose the correct answer to the questions.

1. **What is the location for the job?**
   a. Chennai
   b. Hyderabad

2. **What does 'Familiarity with MS Office' mean?**
   a. Having a college degree
   b. Knowing how to use MS Office application like MS Word or MS Excel

3. **A Bachelor's degree is compulsory for everyone applying for this job. True or false?**
   a. True
   b. False
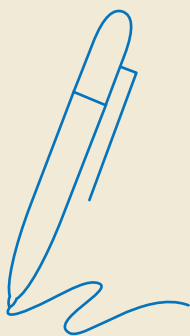
What I learnt today:

Put a ✓ if you know this topic well.

1. A job description is a simple document which has all the details about an available job. ☐

2. It can help us understand if a job is a good fit for us or not. ☐

3. It's important to read the different sections of a job description carefully, making note of important details ☐

4.10 Writing Applications & Cover Letters

In this lesson you will learn :

1. How to write job applications

2. The different types of cover letters

What details about yourself would you include in a job application?

_____

_____

_____

_____

_____

Thinking Box

Let's learn how to write job applications

A job application is usually the first step in applying for a job. Companies call for job applications to invite qualified people to be part of the hiring process.

There are different methods in which a job application can be submitted. It's important to check the job description document or the company website to know the type of job application they use.

In-person: In this type of job application candidates might have an in-person interview at the mentioned date and time in the advertisement.

Paper: Applicants might download and print the forms from an online source. They must fill in the mandatory areas in the document and post them to the mentioned address on the cover letter. Most of the government job calls will be in the paper format.

Online Job Application: Some companies have an online form that needs to be filled and submitted.

Here are a few common details required in an online job application.
- Name and contact details
- Education qualifications
- Your work experience - including full-time, part-time or volunteer work
- Your skills

Read the instructions carefully and ensure that all the details are correct.

Some job applications also include a question or a task that you have to respond with. The question is usually designed to test important skills that the job will require. Some examples of these are:
- How many years of MS Office experience do you have?
- Why are you a good fit for the role of training manager?

Take some time to work carefully on the task. Note any word limit or other conditions set for the example.

Email Job Application

Some companies ask you to send them an email to apply for a particular job. The email is read by a person who is in charge of choosing the best candidates for the job. The email is a chance for you to make a great first impression. So here's how you can write an effective application email.

1. **Subject line:** It's important to make it easy for them to find your email. Include your name and the job title you are applying for in the message's subject line.	**Eg.** Sruthi Roshan – Teaching Assistant Position
2. **Greeting:** If you know the name of the person, address your email to them specifically. If a name isn't available, you can open with	**Eg.** "Dear Sir/Madam".
3. **First paragraph:** Explain why the purpose of your email. Mention the specific job that you are applying for and where you saw the job posting.	**Eg.** Your job posting on Facebook for an Administrative Manager caught my interest. Your description of the work responsibilities matches my experience, and so I am excited to submit my resume to you for your consideration.
4. **Second paragraph:** Write a few sentences to explain to the person why you are a good candidate for the job. What can you offer the company? What skills do you have that can help you do the job well? What are your past achievements? Highlight your most relevant skills and accomplishments.	**Eg.** In my position as the student representative at ABC College, I managed student complaints and worked with the college administration to resolve them. I led a team of 5 other students to start a training programme for students.
5. **Last paragraph:** Thank the person for reading your email, and mention that your resume is attached. Thank them for considering your application. Ask about what the next steps are and offer to follow up.	**Eg.** My resume is attached. If I can provide you with any further information on my qualifications, please let me know.
6. **Closing:** Use a polite and formal closing like "Sincerely" or "Best" at the end of the email. Use your full name.	

Re-read and check your email mail for errors before sending it. Make sure to attach your resume to the email

If you could apply for any job in any company in the world right now, what would you apply for? Write an email application applying for the job. Remember to follow the 6 steps.

1. Subject Line
2. Greeting
3. First Paragraph
4. Second Paragraph
5. Last Paragraph
6. Closing

Let's learn the different types of cover letters

A cover letter is a letter or a special message written to a person while applying for a job. A cover letter is a document you send with your resume that provides additional information about skills and experiences related to the job you are applying to. A cover letter is usually the first thing someone sees or reads when you apply for a job. If the cover letter is clear and displays your strengths, the person is more likely to take a look at your resume.

If an employer requires a cover letter, it will be mentioned in the job posting. Even if the company doesn't ask for one, you may want to include one anyway. It will show that you have put some extra effort into your application.

Here are the 3 most common types of cover letters you might write:

1. **Application cover letters -** This is the most common type of cover letter and is used to apply for a job. Writing this is similar to the email application that we learnt about. You send this cover letter along with the job application.
2. **Referral cover letter -** This is a letter that you write when a person refers you for a job or introduces you to the hiring manager. Seeing the name of the person that they are familiar with in the cover letter makes it more noticeable.
3. **Prospecting cover letter/letter of interest -** If there is a company that you would like to work for, you can write a prospecting cover letter to them. This type of cover letter is used to ask them for more details about the company and information on job openings. This type of cover letter takes the initiative to let the hiring manager know your interest in working with them.

Choose the correct answer to the question.

Activity Time!

1. **What is a cover letter?**
    a. A letter of introduction
    b. A letter that tells someone why you are a good candidate for a job

2. **What details must be included in the cover letter?**
    a. Skills that will help you do the job well
    b. Both personal and professional details

3. **Roshan's cousin is friends with the hiring manager at Unlimited Inc. and gives him the contact details. What kind of cover letter will Roshan write?**
    a. Referral cover letter
    b. Envelope cover letter
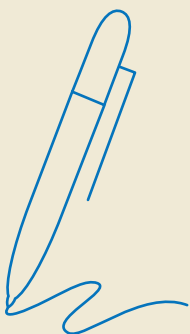
What I learnt today:

Put a ✓ if you know this topic well.

1. A job application must be filled to provide correct and relevant information about your skills and work experience to the employer. ☐

2. An email job application includes a cover letter in the body of the email. ☐

3. A cover letter is a document sent with your resume. ☐

4. Cover letter provides additional information about skills and experiences related to the job you are applying for. ☐

5.1 Importance of Communication

In this lesson you will learn :

1. Importance of communication
2. Characteristics of effective communication
3. Types of communication

We can communicate in different ways. Are these ways of communication? (Write 'yes' or 'no' next to each).

Thinking Box

1. **Talking**
2. **Writing a letter**
3. **Eating**
4. **Sleeping**
5. **Sending a Whatsapp message**

Let's learn about the importance of communication

Human beings are social animals. We live in society with other people. In the workplace, we have colleagues. In an institute, there are classmates. At home, we have our family. We are always surrounded by other people. And we communicate with them every day. Sometimes we communicate even without realizing that we are communicating!

Communication is important for three reasons:

1. **It helps us share our thoughts.**
   We think thousands of thoughts every day. Sometimes, we want to share these thoughts with the people around us. In an office, this could be discussing ideas for a new project. At home, it could be as simple as what to prepare for dinner, or how much money to save. In each of these situations, we need to communicate.
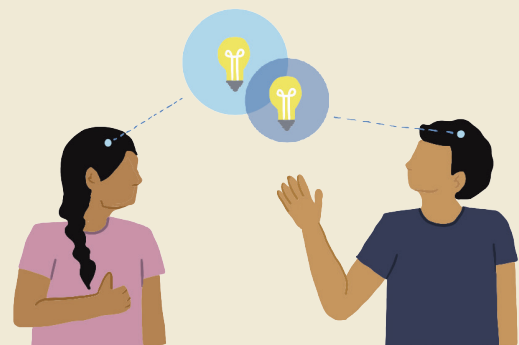
2. **It helps us describe our feelings.**
   Sometimes, we want to share our feelings with our friends and family. We may share our happiness, anger and worry - sharing emotions will always make us feel better! Sharing our feelings is an important part of communication.

3. **It helps us learn new things.**
   Communication also helps us learn better. When we ask questions or doubts, we are also communicating. This is particularly important in a workplace. Asking doubts helps us understand our work and be better at our job. Strong communication skills is an important professional skill.

Communication is important at the workplace because

_____

Fill in the blanks with the correct option.

1. It helps me discuss my ideas.
2. It helps me share my feelings.
3. It helps me go shopping.

Let's learn about the characteristics of effective communication

Effective communication is an important skill in the 21st century. Being able to communicate well will help us in our career as well as personal life. So what does effective communication involve?

Clarity

One of the most important parts of communicating effectively is being clear. We need to have a clear idea of what we want to communicate. Use simple words when communicating to the other person.

Let's look at an example. If you wanted to ask for extra time on an assignment at work, which would you choose?

"I am sorry, I have been unable to complete the assignment. I needed extra time to understand the project better. Can I please submit it next Wednesday?"	"You see, I was very busy and I was not able to understand the question. I am very sorry but because I did not understand it I did not do the task. I am working on it but it is not yet complete. Do you think it would be okay if I sent it to you sometime over the next week?"

The first example has the message (incomplete work), the reason (understanding the project better) and a suggested solution (submitting next Wednesday). It is clear.

Completeness

We communicate because we want to share some information. So an important part of communicating well is sharing the information fully! Make sure that message has all the details that we want to communicate. If our message is complete, it helps the listener understand us completely and correctly.

Look at the examples below. Which is a better way to set up a meeting with someone at the office?

"Can we have a meeting?"	"I would like to discuss the email I sent you yesterday. Can we have a meeting for 30 mins, at 4 PM today?"

In the first example, you are asking for a meeting without giving any more details. In the second example, you are describing what it is about, how long you'd like to speak and at what time. That is a complete message and is an example of effective communication.

Listening

An important part of communicating well is listening! It is not enough if we share our thoughts. We also need to listen when other people speak. Listening well shows the speaker that we are paying attention in order to understand them.

Here are two emails asking for leave from an employee to their manager. Read them and see which is an example of effective communication.

Email 1

New Message

To:

Cc/Bcc, From:

Subject:

Dear Ma'am,

Please grant me leave next Friday.

Regards,
Sheena

Email 2

New Message

To:

Cc/Bcc, From:

Subject:

Dear Ma'am,

I am writing to request one day leave next Friday, on December 23rd 2022. I am scheduled to undergo a minor operation and will be back in office on Monday, December 26th 2022.

Regards,
Sheena

Now, fill the table below with 'yes' or 'no'.

	Email 1	Email 2
Manager knows what day Sheena needs leave.		
Manager knows what date Sheena needs a leave.		

	Email 1	Email 2
Manager knows why Sheena needs a leave		
Manager knows when Sheena will be back in office		
Total number of YES		

The Email with all four marked 'yes' is an example of effective communication.

Let's learn about the types of communication

There are four important types of communication. It is important to know them so that you can be an effective communicator in each one!

Verbal communication

This is anything that we communicate when we speak to other people. Verbal communication can happen face to face, over the phone or via online platforms like Zoom or Google Meet. It can be in formal settings like office meetings or informal settings like when you spend time at a friend's house.

Non-verbal communication

When you are communicating with someone face-to-face, you need to pay attention to nonverbal communication as well. This includes facial expression, body language, posture and eye contact. Here are some common examples of non-verbal communication:

- Fidgeting, shaking your legs or picking at your nails when you are nervous
- Yawning when you are sleepy
- Sitting upright when you are focused

Written communication

This includes letters, emails and LinkedIn posts. Effective written communication involves short sentences, vocabulary that is easy to understand and a clear message.

Visual communication

Visual communication is using pictures or images to convey a message. This has become a very popular type of communication in the last few years. Posters, videos, pictures and movies are all examples of visual communication.

Activity Time!

Match the image to the type of communication it represents

Written communication

Verbal communication

Visual communication

Non-verbal communication

5.2 Verbal Communication: Writing

In this lesson you will learn :

1. Letter writing
2. Email writing
3. Resume writing

What do you use to write letters and emails?
Fill in the blanks with the correct answer.

Thinking Box

1. **I write an email using _____ (a pen/an electronic device).**
2. **I write a letter using _____ (a pen/an electronic device).**

Let's learn how to write a letter

A letter is a form of written communication between two people. We can write letters to our friends and family to keep in touch with them. Letters are also useful if we need to communicate with government officials or in workplaces. These letters are known as formal letters. Before the internet was invented, letters were used more commonly.

Writing a formal letter has seven steps. Let us learn what they are!

Step 1: Sender's address

Always start with the sender's address at the very beginning of a letter. This is how the reader knows who the letter is from! We must make sure to write our complete address so they know where to send their reply to!

Step 2: Date

Letters take some time to reach their destination. The date is a critical piece of information documenting when the letter was sent.

Step 3: Receiver's address

Just like you wrote your address, you also need to write the address of the reader! This helps make sure that the letter reaches the correct person.

Step 4: Greeting

We all say "hello" when we answer a phone call. It helps us start the conversation and greet the person we are speaking to. We need to write a greeting in our letter as well. Common greetings include "Hi," "Hello," or "Dear ___" where you write your reader's name.

Step 5: Subject

The next step is to tell the reader what the letter is about. We write this by adding "Reg." or "Sub." at the beginning of the line. These mean 'regarding' or 'subject'. Remember to keep the subject short and easy to understand.

For example, if you want to close a bank account, the subject can be "Reg. Closure of account number [insert your account number]" You do not need to include the subject in informal letters.

Step 6: Body

This is the fun part of the letter! This is the part where we get to say everything we wanted to. Letters are often used for official purposes like complaining to local government officials or communicating with banks. Whatever we want to talk about, write it in the body.

Step 7: Signature

When we are done writing everything we wanted to share, it is time to finish the letter. The last thing on any letter is our signature! There are many ways to end a letter. If we know the person well, we can end with "Love," or "Best wishes". If we do not know them well, we can end with "Yours Sincerely" or "Regards". We must remember to add our name at the end!

Once we complete all seven steps, our letter is ready to send.

Tip: Remember to put your letter in an envelope, write your address and the receiver's address on it, put the stamps it needs and drop it off in a post box! Once you do that, your letter is on its way!

You are writing a letter to your friend. Which one of the following will NOT be a part of your letter? Circle the odd one out.

Your address   **A greeting to your friend**   **Your phone number**

The date   **Your account number**

Your friend's address   **Your signature at the end**

Let's learn how to write an email

An email is a letter that we send through the internet using an electronic device. It is a lot faster than posting the letter! Today, emails are an important form of communication. People write emails for work and to their friends. Let us learn how to write an email!

1. First, to write an email, you need to log in to your email id.
2. Once you log in, you will see a "Compose" or "New Email" button on your screen. Click that and you are ready to get started!

Sending an email is a three-step process:

Step 1: Receiver's email id

Who are we sending the email to? Fill in their email id in the "To" box. This helps our email reach the right person. It is like the receiver's address in letters!

Tip: Remember to check the spelling of this email id carefully. If we make a mistake, we could send the email to the wrong person!

New Message

To: Receiver's email id

Cc/Bcc, From:

Subject: Subject Line

Email body

Step 2: Subject line

The subject line describes what our email is about. Let us look at some examples of subject lines:

1. There is a function in your family that you have to attend on November 24th. You are working in a company and need to apply for leave for that day. The subject line could be "Leave Application: November 24th"
2. Your uncle sent you new earphones as a birthday gift. You are sending an email to say thank you. The subject line could be "Thank you for the birthday gift!"

Tip: Remember to keep the subject line short and easy to understand. Keep the details for the body of the email!

Step 3: Email body

This is where we write everything we want to say. Just like a letter, we need to start with a greeting. If we are writing to someone we know well, we can use informal greetings like "Hi", "Hello", or "Hey". If we are writing to someone we do not know well, use a formal greeting. This is usually "Dear ___". The blank can be filled with their name or Sir/Ma'am.

After the greeting, we can write about what we wanted to share. We need to be clear with what we want our receiver to know. Keep the email short. Once we are done, we should remember to sign off our email just like a letter. Examples of formal endings are "Regards" and "Sincerely". At the very end, we must add our name and email address! For example, a formal email could end like this:

Regards,

Maria

Technician

ABC Pvt Ltd

mariaABC@email.com

Tip: Once you are done writing your email, don't forget to press 'Send'! Only when you click on 'Send' the email will leave your email id.

Which of these lines are good subject lines? Remember - subject lines should be short and easy to understand! Tick ✓ the ones that are correct.

☐ **Happy Birthday!**
☐ **Last Sunday, I went to watch a movie and I really liked it but I am still not sure who that actor was.**

Let's learn how to write a resume

Most job applications ask us to send in a resume. So what is a resume? A resume is a document that describes our education and experience. It is a quick and easy way to tell the company why we are the right person for the job. A well-made resume is very important to getting
a job. Today, we will learn what is included in a good resume.

Name

When we are introducing ourselves to someone, what is the first thing we tell them? Our name! It should be the first thing on our resume as well. Our name should be at the very top in large font and easy to read.

Contact details

If the company likes our resume, they will want to speak to us some more. They will want to contact us and schedule this conversation. To make it easy for them to reach us, we should include our phone number, email id and address at the top of our resume. Our address
is important because it shows which city we live in.

Education

In this section, we describe what we have studied. We should start from the most recent and include our Class 12 and Class 10 performance as well.

Experience

In this section, we should talk about any work experience we have. This could be full-time, part-time or volunteer work. We should remember to Include our role, the organisation's name, the time period we worked and a few lines about what we did.

Tip: Start from your most recent experience. If you are a fresher, do not be afraid to skip this section. It is okay - you are at the beginning of your journey!

Skills

The final section of our resume should talk about our skills. This can include languages we know and softwares (like MS Word and MS PowerPoint).

Remember: According to Indian law, employers cannot discriminate on the basis of age, gender or other identity markers. We do not need to provide these details in our resume.

Activity Time!

Every section on a resume has a specific purpose. Match the section to what it contains.

Purpose	Section
It says where I live.	Phone number
It says what I studied.	Address
It says how to call me.	Education

What I learnt today:

Put a ✓ if you know this topic well.

1. Letters are written with pen and paper. There are six steps to writing a letter. ☐

2. Emails are like letters but are sent on the internet using digital device. ☐

3. A resume is important when applying for a job. There are different sections in a resume for contact details, education, experience and skills. ☐

5.3 Non-Verbal Communication

In this lesson you will learn :

1. The meaning of non-verbal communication
2. The appropriate spatial distance for formal and informal communication
3. The importance of maintaining appropriate body movements and appearance

Identify if it is a verbal or non-verbal communication.

Thinking Box

_____

Let's learn about the meaning of non-verbal communication

Non-verbal communication is the process of sharing messages without the use of words - written or spoken. Any communication made between two or more persons through the use of facial expressions, hand movements, body language, postures, and gestures is called as non-verbal communication. It is said that as humans, we communicate more using non-verbal communication, than through words!

Non-verbal communication helps to stress upon what is said using words. For example, if a person needs to communicate that they are sad, he/she will say "I am feeling sad". When you see them,
you will also see them crying or with sad expressions. If you think carefully, you will react to emotions (crying, sadness etc), more than words (I am feeling sad). More than hearing words, when you see someone cry, you understand better. Therefore, non-verbal communication is a very effective way of communicating. Sometimes, it is more powerful than words!

There are 6 ways in which non-verbal communication takes place:

Expressions using our face: Our face shows how we feel, through expressions. It is a great way to communicate!

Body posture: The way we stand, sit or use our body shows how we feel about yourself and others.

Touch: We communicate a lot through touch. **For e.g,** a firm handshake can show confidence.

Space: Space is the physical distance between two people. Depending on the relationship between the two people, distance or space is maintained.

Eye Contact: This helps to understand what others are saying. It is a way to show respect to the other person. Making eye contact while talking shows confidence.

The tone: The tone, speed and volume of our voice communicates a lot. **For e.g,** shouting shows we are angry. Talking very slowly can mean we are thinking or sick or tired.

Why do you think non-verbal communication is very important to convey a message

_____

_____

_____

Let's learn about the appropriate spatial distance for formal and informal communication

When you meet another person, you maintain some distance between yourself and the other person. This is called spatial distance.

If you meet your friend, you will sit close to him/her. It is natural to be physically close with your brother/sister and family members. This is because these are close, **informal relationships.** It is fine to stay physically close to people who are close to you.

When you are in a formal environment, distance needs to be maintained between people. **For eg.,** in an office, you should not sit or stand too close to your manager, or co-workers because it is not professional. Such relationships are called **formal relationships.** You need to maintain a minimum distance of 4 feet between people in a formal relationship.

4 ft
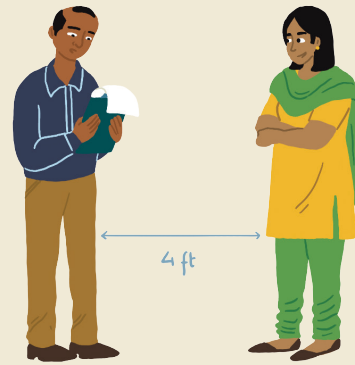
Why do you think it is good to maintain distance in formal relationships?

_____

_____

_____

Let's learn about the importance of maintaining appropriate body movements and appearance

It is very important to focus on our appearance - how we look, how we dress, how we sit, stand etc. The way we look helps a lot in our professional life. We need not wear expensive clothes, shoes and perfume. Maintaining cleanliness and having proper body movements helps to show that we are smart, clean and dependable. Let us learn how to do this!

Maintaining proper appearance

1. Wear clean clothes
2. Take a bath, keep yourself clean
3. Cut your nails and keep them clean
4. Comb your hair well
5. Carry your things neatly in a simple bag
6. Do not wear too much makeup or perfume
7. For men, shave properly

See the images below to understand how to sit and stand properly.

Imagine that you have to attend an interview in 1 week. Now, find a partner and make a list of ways in which you will prepare your appearance for the interview. All the best!

_____

_____

_____

What I learnt today:

Put a ✓ if you know this topic well.

1. Non-verbal communication is the sharing of messages without writing and use of words. ☐
2. Non-verbal communication takes place through facial expression, touch, eye contact and body language. ☐
3. It is fine to stay physically close to people who are close to you. ☐
4. We need to maintain a minimum distance of 4 feet between people in a formal relationship. ☐
5. Maintaining cleanliness and having proper body movements is very important. ☐

5.4 Practicing Effective Communication

In this lesson you will learn :

1. Identifying formal and informal communication
2. How to introduce yourself effectively

Who was the last person you spoke to? How did they show you that they understood you?

_____

_____

_____

Let's learn how to identify formal and informal communication

Communicating effectively means that the other person has fully understood what you are sharing. You can know if someone has understood you by the way they listen, respond and continue the conversation.

Identifying formal and informal communication is very important to communicating effectively. Knowing the difference between these two types of communication will help decide what words you use. It will also help you decide whether to communicate verbally or in writing. Here are some questions that will help identify if the communication is formal or informal.

Question	Formal	Informal
Who are you communicating with?	Colleagues & others in office, government officials, strangers	Friends & family
Where are you communicating?	In a workplace or official setting	At home or in other private settings
Will this communication be recorded or looked at again for important reasons?	Often, yes	Usually, no

Formal communication is used in official environments. Very often, verbal formal communication is followed by written communication. This helps record everything that was discussed in a meeting and helps people remember what was decided upon. Informal conversations are casual and do not need to be recorded for later.

Remember: Informal conversation does not mean disrespectful or rude conversation. It only means casual conversation with people you know well.

Who would you speak to formally and who would you speak to informally? Mark "F" for formal and "I" for informal next to each person.

1. **Your best friend** _____
2. **The local Panchayat official** _____
3. **The manager at your new office** _____
4. **Your favourite cousin** _____

Let's learn how to introduce yourself effectively

When we meet someone for the first time, we introduce ourselves. The person forms their first impression of us - based on our introduction.

When we introduce ourselves to a new friend, a teacher or an interviewer, they notice two things about us.
1. Our verbal communication - What are you telling them about yourself with your words?
2. Our non-verbal communication - What are you telling them about yourself without words, through other things like body language?

So when you introduce yourself, you must work on both your verbal and non-verbal communication.

Verbal Communication

1. Use the correct greeting for the situation. If it's a formal context, say "Good morning!" or "Hello! How are you?".
2. Tell the person your name. Share a little information about yourself like what you do and what kind of activities you do in your free time.
3. Speak in a clear and confident voice. Do not whisper or shout.

Non-verbal Communication

1. Maintain eye contact with the person you are speaking to.
2. Be mindful of your body language. If you are standing, stand straight. If you are sitting, sit up tall and straight. Do not play with any objects with your hands or shake your legs.
3. Give the person a firm handshake when you greet them.
4. Be dressed appropriately for the meeting. If it is a formal meeting, make sure to wear formal clothes and formal shoes.

Formal Dress Code

Neatly combed hair

Formal shirt

Formal trousers

Formal black or brown shoes with socks

Neatly combed hair

Minimal jewellery and makeup

Formal shirt & trouser

Simple, neutral-coloured footwear
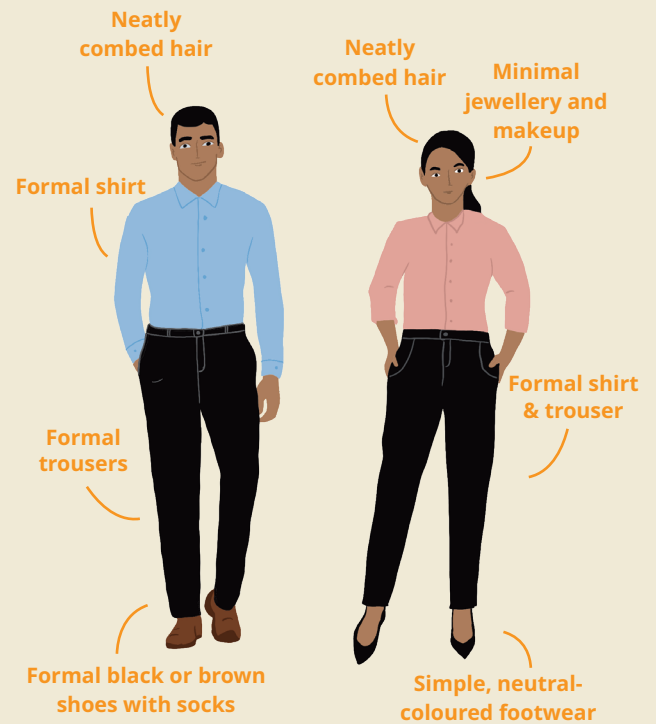
Activity Time!

Momin is going for an interview. Write down what tips she needs to follow when she meets her interviewer.

How to greet the interviewer	
How to sit during the interview	
How to talk during the interview	

What I learnt today:

Put a ✓ if you know this topic well.

1. We all spend time and communicate in two kinds of environments - formal and informal. ☐

2. Formal communication is for communication with colleagues and employers in the workplace. Informal communication is with friends and family. ☐

3. The communication guidelines to be followed are different in formal and informal settings. ☐

4. When we introduce ourselves to someone, we can make a good first impression. We must be mindful of our verbal and non-verbal communication. ☐

5.5 Workplace Communication: Introduction

In this lesson you will learn :

1. The importance of effective communication at the workplace

2. How to eliminate the barriers to effective communication

3. How to use text messaging for workplace communication

You are working in a travel agency. Your manager asks you to check with 2 other team members and schedule a meeting on Thursday. How would you do this?

Thinking Box

_____

_____

_____

Let's learn about the importance of effective communication at the workplace

Communication at the workplace happens through many channels. During meetings, we speak and listen to the people in the room. In emails and documents, we read and write to exchange information. We make phone calls and video calls to consult with each other. We also send short text messages and notes with each other.

When communicating at the workplace, you might be speaking or writing to a person. For your communication to be effective, follow the 6Cs of communication while forming your message.

1. **Is it clear?**
   Are you communicating the information and your views in a way that is easy for the other person to understand?

2. **Is it correct?**
   Is all the information you are sharing correct in every way? Is it free of grammatical errors, spelling mistakes and factual errors?

3. **Is it complete?**
   Have you included all the relevant information that the other person needs to understand? Have you provided all the answers to the other person's questions? For example, when you send a text message to a co-worker to inform them about a meeting on Thursday, you must also mention where the meeting will take place. Else, the communication is not complete.

4. **Is it concise?**
   Have you communicated your message in a short and precise manner? Have you been brief and to the point (concise)? Have you avoided discussing unnecessary details about other things?

5. **Is it considerate?**
   Have you been considerate of the other person's mindset, opinions and background in the way you communicate with them?

6. **Is it courteous?**
   Is your communication kind and polite? Have you said 'please' while asking for help and said 'thank you' when you received it?

Remember the activity at the beginning of the lesson.
You are working in a travel agency. Your boss asks you to check with 2 other team members and schedule a meeting on Thursday. Write an email to your team members to communicate this. Check your message with the 6Cs

New Message
To
Subject
Send

Let's learn how to eliminate the barriers to effective communication

There are specific things that can make it difficult to communicate in a workplace. It is good to be aware of these difficulties so that you can avoid them.

1. **Language differences:** A workplace often has people from different parts of the country. Think of a team with 10 people -
    7 people are from the same city and all speak Marathi. The other 3 people do not speak Marathi because they come from other places. It's good to avoid speaking in Marathi during meetings and group discussions because it cuts off communication for 3 people.
    In a workplace, check what is the preferred language and use that for all communication.

2. **Unfamiliar words:** There are some words that are used a lot that are unique to a particular industry or an office. You might not have heard these words or phrases in other conversations. But you might hear them often at work.
    You get an email from your team member which says "The due diligence for this project is pending. Let's table this for now and circle back when it's done." There are some words and phrases in this email that you might not know but are commonly used in the office.
    If you come across words like this, you can use the Internet to find the meaning. Or you can ask a colleague to explain it to you.

3. **Different styles of communication:** Communication can be done in different ways depending on the people and the workplace culture. Some organizations communicate mainly through emails, while some prefer to have conversations. In some organizations, everyone is required to communicate their work progress daily or weekly. In others, you only need to inform your boss when you finish a project or have problems with the project.

    Observe these differences carefully when you join a company. In your first few weeks, ask questions to colleagues and to your team leaders. They can help you understand what style of communication is followed there

> **Can you think of a time when you tried to explain something to someone but they could not understand you at all? Why do you think communication was difficult that day?**

_____

_____

_____

_____

Let's learn how to use text messaging for workplace communication.

The most common method of communication in most workplaces is email. Nowadays, workplaces also use text messaging for regular communication. Workplaces have a preferred app that they use for chatting and texting. Here are some of the popular chat apps used for texting in a workplace.

Whatsapp　　**Slack**　　**Microsoft Teams**　　**Google Hangouts**

Email can be used to communicate final decisions and for formal requests. You can use workplace chat to have regular conversations with your team, ask simple questions and make quick decisions.

It's important to remember that using chat at work is still formal and in a professional environment. We cannot send messages in the same way we text our friends and family.

Follow these tips while sending text messages for workplace communication.

1.　Send messages with correct spellings. Avoid using short forms and slang like "ur" and "omg".

2.　Avoid using too many emojis.

3.　Do not send texts outside of working hours.

4.　Use chat to discuss things that need a quick response. If you require a detailed answer or a long discussion, it's better to talk over a phone call or in a meeting.

5.　Reply quickly to people's messages. If you need more time to respond, send a message like "Hey! I need some time to find an answer to your doubts. Can you give me a day please?"

6.　Be careful about sending confidential information and documents over chat. Most workplaces have rules about what should not be shared on chat and must only be shared over email. Check these rules when you join a company and follow them.

Activity Time!

Azim and Priya are working on a presentation together. The client changes the meeting time from 10 to 11 am on Wednesday. Azim texts Priya to inform her. Write the chat conversation between Azim and Priya.

_____

_____

_____

What I learnt today:

Put a ✓ if you know this topic well.

1.　Communication at the workplace is important because that is how we exchange ideas and make decisions. ☐

2.　Communication at the workplaces must follow the 6Cs. It must be clear, correct, complete, concise, considerate and courteous. ☐

3.　Different companies have different communication styles. When we understand this, we make communication easier. ☐

4.　Workplace communication often happens through chat and text messages. We must remember to remain formal while sending text messages for work. ☐

6.1 Introduction to Digital Skills

In this lesson you will learn:

1. What is digital literacy?
2. How is digital technology used in everyday life?
3. The digital skills that are required in the world of work.

Circle the digital skills you already have:

Typing on a computer   **Searching for information online**

Downloading an app   **Sharing photos, videos with others**

Sending messages on a mobile   **Using email**

Thinking Box

Let's learn about digital literacy

When we are able to express our thoughts and understand others' thoughts through any language, it is called literacy. **For example,** if you can read, write and understand Hindi, you have Hindi literacy. Similarly, if you can use a computer and the internet comfortably, you have digital literacy.

Today, the internet is helpful to do many things - shopping, searching for information, booking tickets, sending messages, watching videos, etc. Any person who can use the internet on a computer, laptop, tablet or smartphone to do simple tasks is called a digitally literate person.

We do many activities every day, some require digital literacy, some don't require digital literacy. Read the following list of activities.

Do they need digital literacy? If they do, add a in the box below: ✓

Activity	Need digital literacy
Driving a car	☐
Creating a resume	☐
Calling customer care	☐
Cooking paneer butter masala	☐
Painting a wall	☐

Let's learn about how digital technology is used in everyday life

Tools such as computers, laptops, smartphones and tablets run on digital technology. To use some of these tools, we require special training. But, some digital technologies are easy to use. They are also part of our everyday life.

We use digital technology to do many things, as shown below:

1. Talking to a friend using chat
2. Sending pictures and videos to friends and family
3. Watching videos for entertainment
4. Listening to music
5. Find information on Google
6. Using calendar and address books
7. Using calculator
8. Sending information to a co-worker through email

Think about all the ways in which you have personally used digital technology. Write 3 things that you have done with digital technology.

1. _____

2. _____

3. _____

Let's learn about digital skills that are required in the world of work

Digital technologies are used in all types of jobs. Digital skills are important for the workplace today. A person with digital skills is able to easily use digital devices and the internet to complete all kinds of tasks at work.

If you use digital technology regularly in your life, you also already have some of the digital skills you need at work.

1. Here are some of the important digital skills required for work.
2. Communicating through emails and chat
3. Creating and editing documents and worksheets
4. Using and understanding worksheets

5. Finding information online
6. Using online websites and services
7. Being safe and responsible online

Activity Time!

What is your dream job? What digital skills do you need to be successful at that job?

_____

_____

_____

_____

What I learnt today:

Put a ✓ if you know this topic well.

1. Digital literacy is the ability to comfortably use different digital tools and the internet. ☐

2. Digital literacy is needed to stay updated in the world today. It is helpful to do many tasks quickly. ☐

3. Some common digital skills needed in everyday life are communication, searching information, using websites and services, and being safe and responsible online. ☐

6.2 Basics of Computers

In this lesson you will learn:

1. How to recognise and understand the parts of a computer.

2. About the functions of the important parts of a computer.

There are many parts in a computer or laptop.
Note down the parts which you know:

_____

_____

_____

Thinking Box

Let's learn to recognise and understand the parts of a computer

There are two common types of computers:
a desktop and **a laptop.**

A desktop

A desktop is a computer where all the different parts are separately connected to the power and placed together on a desk.
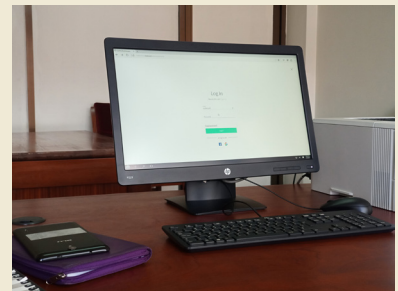
A laptop

A laptop is a computer that can easily be carried around and can be used for a brief period of time without being connected to a power source.

Many of the parts of a desktop and a laptop are the same, although they might look different.

Parts of a desktop computer:

• Monitor
• Keyboard
• Mouse
• CPU (Central Processing Unit)
• Web camera
• Speakers

Monitor
Web camera
Speakers
CPU (Central Processing Unit)
Keyboard
Mouse
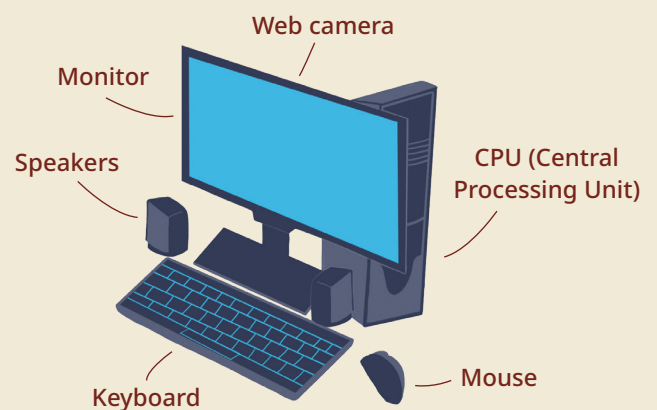
Parts of a laptop computer:

- Screen or monitor
- Keyboard
- Trackpad
- Web camera

Web camera

Screen
or monitor

Keyboard

Trackpad
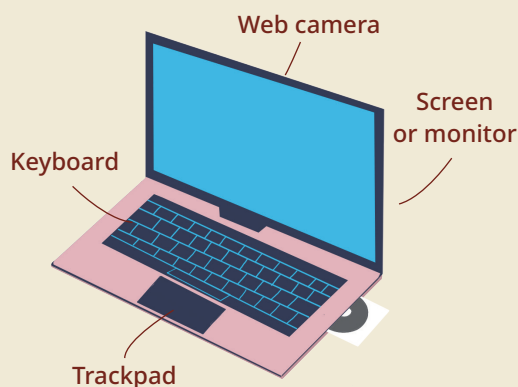
Name all the parts of the desktop shown below:

Let's learn about the functions of the important parts

All computers have 3 kinds of parts:

Input Unit → Central Processing Unit (CPU) → Output Unit
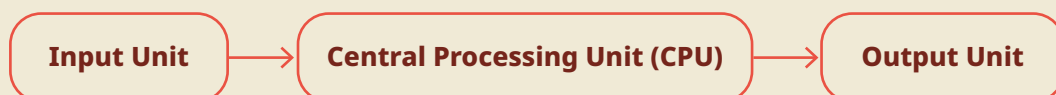
1. **Input Unit:** The input unit of any computer includes all the parts that you can use to tell the computer what to do and give the computer information. They are parts that you can use to send instructions from the outside into the computer.

- **Keyboard:** used to put text into the computer
- **Mouse:** used to move the arrow/pointer on the computer.
- **Microphone:** used to send sound into the computer.
- **Web Camera:** used to send video and pictures to the computer.
- **Track Pad:** The trackpad is found commonly on laptops and does the same thing as a mouse. It is also used to move the arrow/pointer on the computer.

2. **Central Processing Unit:** The CPU is the brain of the computer. The CPU understands your instructions correctly and completes the tasks that you ask it to. The CPU is where all the data and information are stored. The CPU for a desktop computer is usually a rectangular box that you use to turn on and off the computer. The CPU for a laptop computer is inside the laptop unit, usually under the keyboard section.

3. **Output Unit:** The output unit of any computer includes all the parts through which the computer displays and shows things to us.

- **Monitor:** When you type something on the keyboard, it is shown on the monitor. When you click on a video with the mouse, it is displayed on the monitor.
- **Speakers:** The speakers play the sound of any media file that you open on the computer or the sound from online meetings that you're attending.

Activity Time!

Answer the following questions:

1. **What part of the computer is used to type words?**
   a. Keyboard   **b. Monitor**

2. **What part of the computer is used to play sound?**
   a. Speakers   **b. Web Camera**

3. **What is the brain of the computer?**
   a. Printer   **b. CPU (Central Processing Unit)**

What I learnt today:

Put a ✓ if you know this topic well.

1. There are 2 common types of computers - a desktop and a laptop. ☐

2. The parts of a desktop computer are monitor, keyboard, mouse, CPU (Central Processing Unit), web camera, speakers. ☐

3. Parts of a laptop computer are screen or monitor, keyboard, trackpad and web camera. ☐

4. The main function of a computer is: Input Unit -> Central Processing Unit (CPU) -> Output Unit ☐

6.3 Basics of MS Word

In this lesson you will learn:

1. The basic features of MS Word.
2. The steps to create an MS Word file and save it.

What tasks can you perform on MS Word?

_____

_____

_____

Thinking Box

Let's learn how to create and save files

Here is an empty sheet of paper. Tick what you can use it for:

☐ Drawing pictures
☐ Writing a story
☐ Making a list
☐ Writing a letter
☐ Completing homework
☐ Creating a resume

MS Word is like a sheet of paper on a computer. You can use MS Word to do almost everything that you do on a paper.

1. Use the plain white space on the MS Word screen to type your text.

2. The MS Word sheet will display this symbol I

This is called the text cursor. It allows you to decide where to type on the page. You can use the mouse to move the cursor.
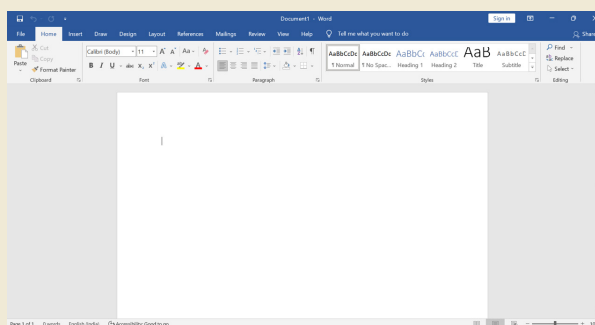
At the top of the MS Word screen, you will see a band. It is called the 'Menu Bar'. The menu bar has many features. You can use these options to make your text and page look different and attractive.
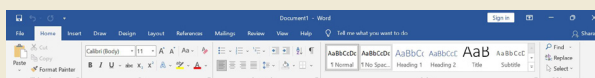
Let's look at some important features:

The 'Home' tab allows you to change the font, the size of the font and the colour of the font.
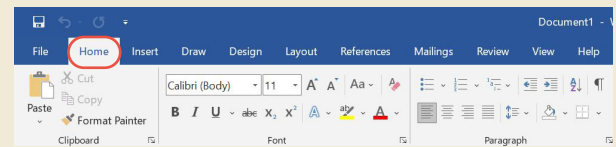
Bold $\boxed{B}$

Use this option to make the letters in your words thicker. **Like this.**

Italics $\boxed{I}$

Use this option to make the letters in your words slant to one side. *Like this.*

Underline $\boxed{U}$

Use this option to underline your words. Like this.

You can use these feature to make a list with numbers or bullet points:

Numbered List

Use this option to create a list with numbers.

Bulleted List

Use this option to create a list with bullet points.
You can even choose different types of 'bullet' styles.

We will discuss a few more interesting features of the 'Home' tab in the next lesson.

This is the 'Page Layout' tab. The main feature of this is to set the type of page you wish to use. If you click on 'Orientation', you will get an option of Portrait or Landscape.
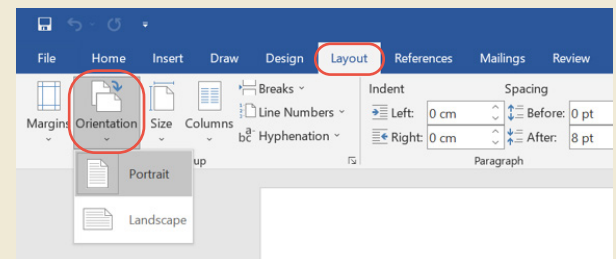
Portrait means a vertical sheet.
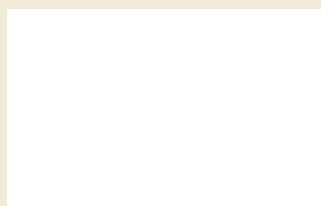
Landscape means a horizontal sheet.

Please note: The Portrait format is used for all official documents.

Let's learn the steps to create an MS Word file and save it

Create an MS Word file:

1. Find the MS Word application on your computer. Click on it.

2. Select 'New' on the left menu.

3. Double click on 'Blank Document'.
4. You can type using the keyboard.
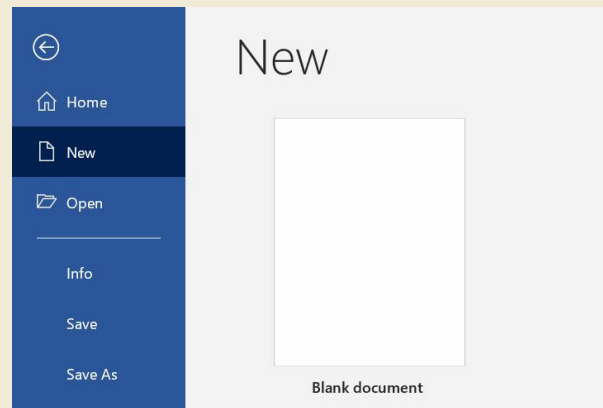
Save an MS Word file

1. Click on the Save icon found at the top left of the screen. Or press Ctrl and S keys on your keyboard at the same time.

2. Select the location where you want to save the file on your computer.
3. Type the 'name' of your file. Make sure that the file name is clear, so it is easy for you to find it.
4. Click Save.
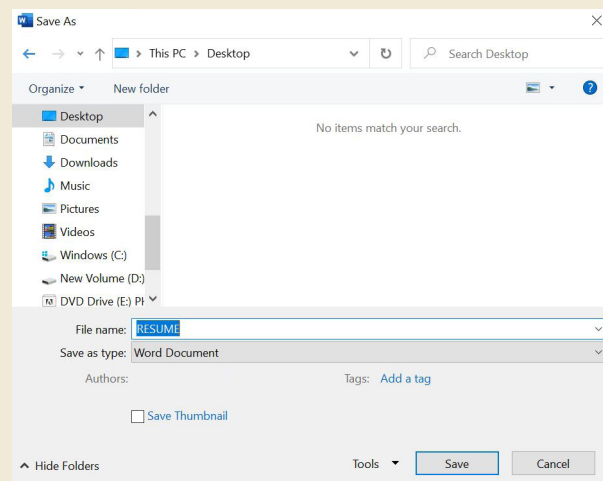
Activity Time!

Choose the correct answer to these questions:

1. What is this application?

a. MS Word   b. Windows

2. What can you do with MS Word?
   a. Write a story
   b. Buy a pencil

3. What will happen if you click on this button?
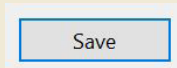
Save

a. The file will disappear.
b. The file will be saved.
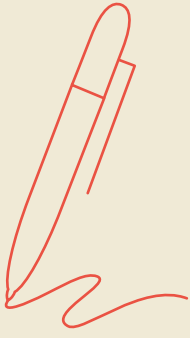
What I learnt today:

Put a ✓ if you know this topic well.

1. MS Word file can be used to write letters, documents, notes, etc.

2. The Home Tab has many options to change the format of the file as well as the words on the file.

3. Save an MS Word file - Ctrl + S.

4. Making the text bold- Ctrl + B.

5. Underlining the text - Ctrl + U.

6. Changing the text to italics - Ctrl + I.

6.4 Using Search Engines

In this lesson you will learn:

1. What are search engines?
2. About Google and a few other search engines.
3. How to use keywords to use search engines effectively.

Have you searched for anything online?
If yes, what were the last 3 things you searched for online?

_____

_____

_____

Thinking Box

Let's learn about search engines

Imagine walking into a very big library. The library has thousands of books. There are books on every topic - physics, geography, history, science, art, etc. There are popular books, and some unknown books too.

Now, if you want to find some information about the history of Greece. What will you do?

That's right! You will ask someone in charge over there, like the librarian. The librarian knows where the different books are kept. If there was no librarian to help, it could take years to find the one book that you are looking for!

Nowadays, we don't need to go to a big library like this in order to get information. We can get all the information online. All we have to do is type a few words and we get the information!

Let's understand how this works
All the information is stored on 'web pages'. These web pages are linked and are stored on the World Wide Web (www). We need an internet connection and a search engine to access the information on the web.

A search engine is like the librarian of the internet! You have to type out what information you are looking for, and the search engine will
look everywhere, and show you all the web pages that contain the words that you typed or the information that you needed.

Q1. What are 2 countries in the world that you would like to learn more about?

1. _____

2. _____

Q2. Who are 2 famous people that you would like to find out more about?

1. _____

2. _____

You can use a search engine to find information about these things!

Let's learn about some popular search engines

There are many search engines you can use to find pages on the internet. The most used search engine in the world is Google.
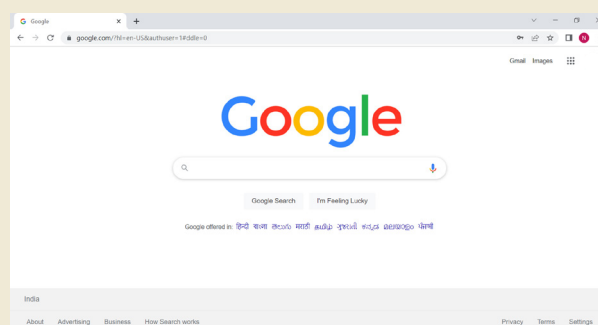
You can tell the search engine, Google, what you are looking for by typing the words in the search bar.
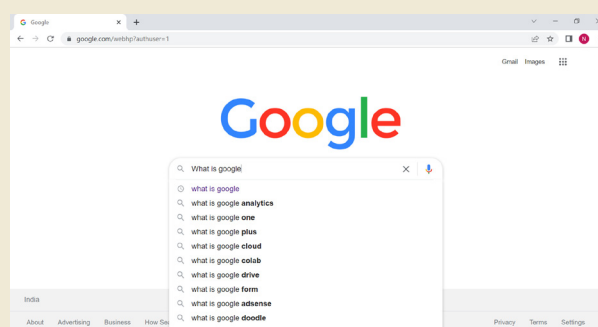
After typing the words, you must press or click on 'Google Search' on your screen or the 'Enter' key on the keyboard.

For example, if you want to find the capital city of France, you can type 'capital of France' in the search bar. Then, press 'Google Search' or the 'Enter' key. Google will search the internet and provide you with the right answer.

A few other popular search engines that you can use to find information on the internet are:

• Bing
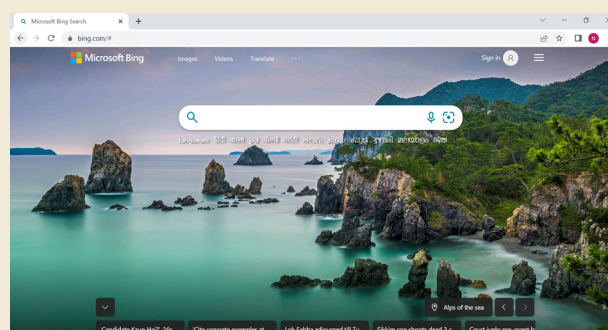
- Yahoo
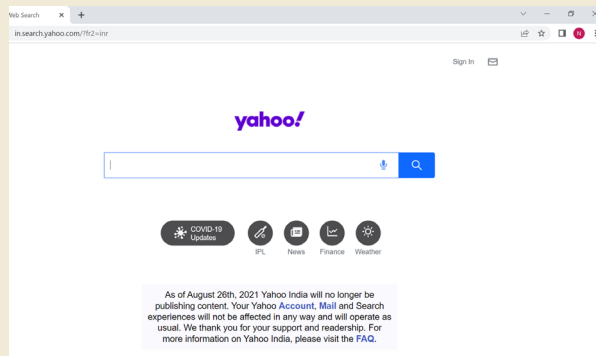
- DuckDuckGo
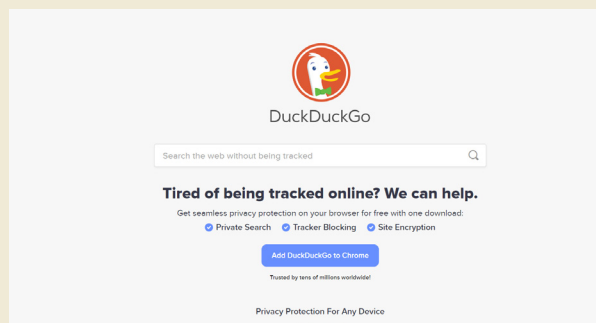
Find the answer to these questions using the Google search engine. Go to www.google.com on a computer or a phone.

1. **What is the capital of New Zealand?**

   _____

2. **Who is the Prime Minister of Canada?**

   _____

Let's learn how to effectively use keywords in search engines

It is very important to use the correct words to tell the search engine what to look for. These are called 'keywords'.

For example, we want to make butter paneer, and we want a typical Indian-style recipe.
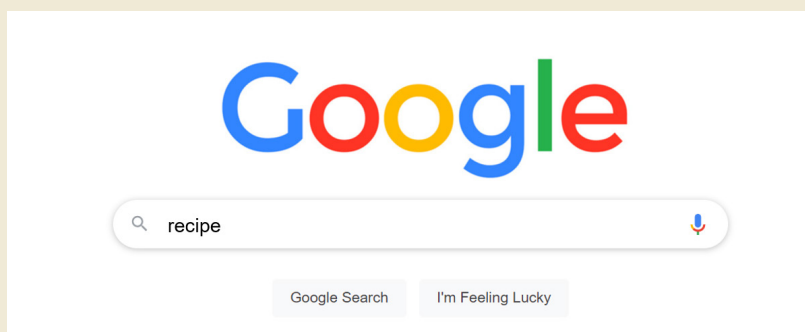
If we type the word 'recipe', do you think you will get the recipe?

No! Google will show us all the web pages that contain recipes. It will also have the recipe for butter paneer, but we will have to go through all the pages to find one recipe!
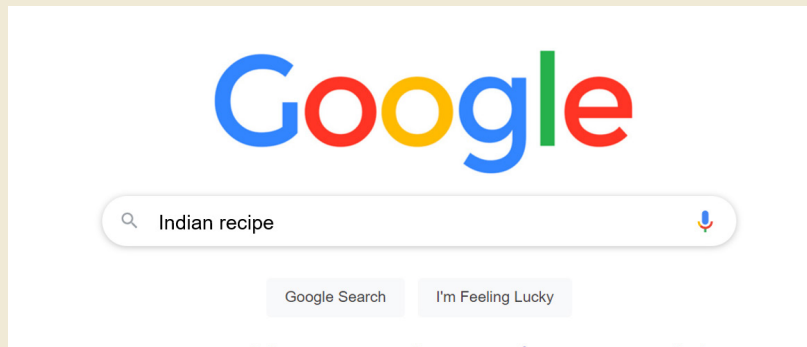
So let's refine our search, and type 'paneer recipe'.

Now, Google will show us web pages with all kinds of paneer recipes like kadhai paneer, paneer handi, paneer mutter, palak paneer, etc.

This search will also have the recipe for butter paneer, but we will have to go through all the paneer recipes to find out how to make butter paneer!

Let's type 'Indian recipe butter paneer'. Now, do you think we'll get the correct recipe?

Yes! Google will show us the pages with the recipe that we are looking for.

So we need to be very clear when we are looking for information. We need to type a few keywords that will help refine our search and help us get the correct information easily.

Activity Time!

Choose the correct keywords to search for this information:

Q1. **Birthday of the Prime Minister of India**
   a. Prime Minister of India birthday
   b. Current Prime Minister of India birthday
   c. Prime Minister of India

Q2. **Address of Hyundai factory in your town**
   a. Hyundai address
   b. Hyundai factory address
   c. Hyundai factory address, name of your town
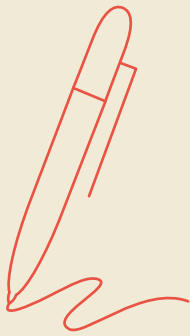
What I learnt today:

Put a ✓ if you know this topic well.

1. A search engine helps you find data stored in the World Wide Web (www). ☐

2. The search bar helps you find what you need when you type keywords. ☐

3. Bing, Yahoo, DuckDuckGo are a few search engines. ☐

4. The most used search engine in the world is Google. ☐

6.5 Social Media

In this lesson you will learn:

1. What is social media?
2. About social media profiles on WhatsApp, Telegram, Twitter, Facebook, LinkedIn, etc.
3. About the safety measures on social media.

Thinking Box

Which of these social media sites do you use?
Put a tick ✓ next to it.

☐ **WhatsApp**   ☐ **Instagram**   ☐ **Telegram**

☐ **Twitter**   ☐ **Facebook**   ☐ **LinkedIn**

Let's learn about social media

Social media is any application or app on the internet where we can share our thoughts with other people, virtually. It connects people from all over the world. We can share text messages, pictures, videos and links. Social media can be used by anyone having a mobile or a computer with an internet connection.

Different social media platforms have different uses. Some social media apps are used to speak directly to friends. Some are used to talk to strangers from different parts of the world. Some apps are used to share photos, videos, write personal stories, etc. Some apps are used especially for finding jobs.

Label the icons with the correct social media app names:

Telegram	Twitter
Instagram	LinkedIn
Facebook	WhatsApp

_____   _____   _____

_____   _____   _____

Let's learn about social media profiles on WhatsApp, Telegram, Twitter, Facebook, LinkedIn and more

A profile is a page that contains information about you. On social media apps, you can create your own profiles. On WhatsApp, you can create your profile by adding your photo, your name and 2 or 3 lines about you.

For example:
Profile picture: (An avatar picture can be added)
Name: Rajeswari
About: Student at ITI

Read this conversation between three friends, Sunita, Dinesh and Deepika.

Sunita: Hello Deepika! Did you have a good time at the cricket match yesterday?

Dinesh: How did you know that Deepika went to watch the cricket match?

Deepika: I posted some pictures and videos on Instagram from the match.

Dinesh: What is Instagram?

Sunita: Instagram is a social media app where you can post pictures and videos. You can also watch other people's videos.

Deepika: Yes! I create a profile with my picture and write a few lines about myself. Then I can 'Follow' my friends and they can 'Follow' me.

Sunita: Deepika has many followers. But did you know that Virat Kohli has almost 200 million followers on Instagram?

Dinesh: Wow! That's a lot of people. Is this the app where people post Reels?

Sunita: Yes, it is! Reels are short entertaining videos that people post on Instagram.

Dinesh: You know, Virat Kohli is also very popular on Twitter. His Tweets get a lot of likes.

Deepika: Tweets? What's a Tweet?

Dinesh: You share pictures and videos on Instagram right? Twitter is a social media app where people can share short text posts with their followers.

Sunita: I've read some of your Tweets, Dinesh! They're very funny.

Dinesh: Thanks Sunita! Yeah, some people share jokes. Others share information and news. It's even used by some government officials and celebrities nowadays to interact directly with people.

Sunita: People can like and share other people's Tweets too.

Deepika: Just like how we can like, share and react to people's posts on Facebook!

Dinesh: Yes, exactly like that. Of course, Facebook is one of the biggest and more popular social media apps in the world. Did you know that roughly 37% of all the people on earth use Facebook today?

Sunita: Woah! I use Facebook to connect with my schools friends from around the world. I can see their online activity and catch up with their lives.

Dinesh: I also use Facebook Messenger to chat with my friends.
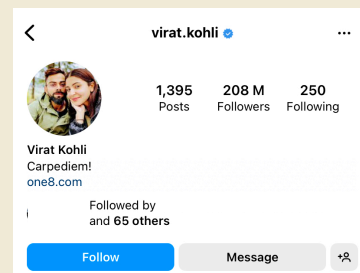
Sunita: I mostly use the WhatsApp app for sending messages. It's so easy to use.

Deepika: Yes, we can send text messages, images and files to anybody who has WhatsApp.

Sunita: It's also convenient to use WhatsApp for calls, video calls and group calls. My family uses WhatsApp to do group calls, and talk to each other often.

Dinesh: Do you both use Telegram too?

Sunita: No, I don't.

Deepika: What is Telegram?

Dinesh: Telegram is also a messaging app, like WhatsApp. You can send messages with text, photos, videos, etc. to people who have Telegram. You can also join groups where people share information on various topics.

Deepika: That's very helpful!

Dinesh: Yes, it is.

Sunita: The social media app that I use to get a lot of information is LinkedIn.

Deepika: Yes, of course. LinkedIn is an app where the focus is on professional, workplace-related interactions. So it's useful for learning about job opportunities and learning work skills. Dinesh, do you have a LinkedIn profile?

Dinesh: No, I don't. Should I get one?

Sunita: Yes, it will be useful for you. Your LinkedIn profile can show your education qualification, your skills and your work experience.

Deepika: Nowadays, many workplaces check our LinkedIn profile while considering us for a job.

Dinesh: So LinkedIn sounds important! I'll set my profile up today.

What is your favourite social media app to use? Why?

_____

_____

Let's learn safety measures on social media

While crossing the road or while leaving our house, we do things to be safe. Just like that, there are some things we must do to be safe while using social media.

Staying safe on social media is important, because many people misuse the platforms to cheat, harass and conduct human trafficking.

Here are some safety tips:
1.   Do not share information with people that you do not know.
2.   Do not meet up with or share your location with strangers on social media.
3.   Do not share important personal information like address, bank account number and passwords on social media.
4.   Do not open any links or files shared by people you do not know.
5.   Do not send rude or mean comments to anyone on social media.
6.   Do not share fake news.

Most importantly, do not be active on social media continuously. It can be an addiction, like alcohol or cigarettes. Many people stay on social media to get likes or comments. But this can be harmful because they lose touch with reality and their own family.

Activity Time!

Choose the correct answer for the questions:

Q1. What social media app is used for finding job opportunities?
    a. LinkedIn
    b. Google

Q2. What can you do to be safe on social media?
    a. Avoid sharing my password with anyone
    b. Send my address to a stranger on Facebook
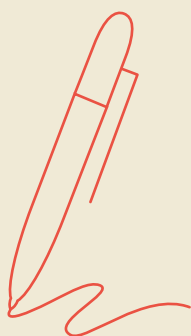
What I learnt today:

Put a ✓ if you know this topic well.

1. Social media is any application or app on the internet where we can share our thoughts with other people, virtually. ☐

2. Social media can be used by anyone having a mobile or a computer with an internet connection. ☐

3. There are different types of social media apps for different uses. ☐

4. Staying safe on social media is important, because many people misuse the platforms to cheat, harass and conduct human trafficking. ☐

6.6 Internet Safety

In this lesson you will learn:

1. The basics of internet safety.
2. The importance of SafeSearch.
3. Introduction to cyber crime.

Thinking Box

Mention 3 ways in which we can be safe on the internet:

1. _____

2. _____

3. _____

Let's learn the basics of internet safety

To be safe on the internet, we can follow these **SMART** tips:

S: Stay **Safe**	Don't give personal information to people you do not know. Do not share important details like address, ID number, bank details, etc. on social media. Do not share your passwords with anyone.
M: Don't **Meet Up**	You might interact with strangers on a social media app. After some time, you might want to meet them or share your contact details with them because they are your friend. Online friends are still strangers and may not be who they say they are. Do not meet with an online friend in person, even if you think that you know the person well.
A: Accepting Files	Do not accept any files or pictures from people you do not know. Avoid clicking on links that promise money, cryptocurrency coins, etc. These links can cause virus problems in your computer or phone and can be used to steal information from you.
R: Reliable	Always check information before you believe it. You must check internet articles and WhatsApp-forwarded messages. **Check:** ☐ Is the information true? ☐ Can the person sharing it or the website be trusted to deliver the correct information? ☐ Are there other sources on the internet which can confirm what you're reading?

T: Tell Someone	If someone or something is making you uncomfortable or scared, you must tell someone. Talk to a teacher or an adult in the family who can help you. If a person on social media seems dangerous or makes you feel uncomfortable, stop interacting with them immediately. You can block them from interacting with you on the platform.

Fill in the missing words. What must you do to be safe on the internet?

- S: Stay _____ by not sharing personal information on the internet.
- M: Don't _____ up with online connections.
- A: Don't _____ files from strangers.
- R: Is the information _____ ?
- T: _____ someone if you are uncomfortable.

Let's learn about Safe Search

Search engines like Google help us find interesting and helpful pages on the internet. But there are some pages on the internet that are dangerous and inappropriate to use.

SafeSearch is a tool that blocks unsafe pages when you are using a search engine. The tool can be switched on and off for any search engine by changing the settings.
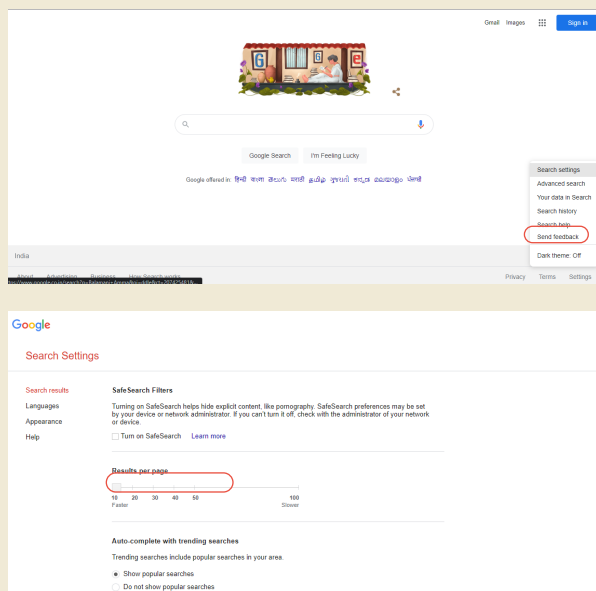
Why is it important to be safe while searching for information on the internet? Explain.

_____

_____

_____

_____

Let's learn about cyber crimes

There are laws set by the government that we must all follow. When someone breaks a law, it is considered to be a crime. Stealing money, attacking a person or making fake documents are crimes because they break the laws of the government. When a crime is committed, someone complains to the police department. The police find the person who commited the crime. The criminal is punished for their actions. They will be asked to pay a fine or sent to prison.

There are also laws for activities on the internet. They are called cyber laws. When a cyber law is broken, it is called a cyber crime.

Examples of cyber crimes:

1. Stealing and using other people's personal information.
2. Stealing card payment and financial details.
3. Bullying and threatening people online.
4. Sending viruses to other people's computers.
5. Selling and distributing illegal items and media online.

If someone steals your online information or makes you feel unsafe on an online platform, you can report the incident as a cyber crime. You can use the National Cyber Crime Reporting Portal.

1. **Log into www.cybercrime.gov.in to file a complaint online.**
2. **Call the cybercrime complaint number at 155260.**

Activity Time!

Shilpa finds suspicious activity in her bank account. Large amounts of money have been spent in an online shop that she did not use. Someone has stolen Shilpa's bank details online.

What must Shilpa do? Write down the steps that she must take.

_____

_____

_____

_____

What I learnt today:

Put a ✓ if you know this topic well.

1. SMART way to be safe on the internet - Stay Safe, Don't meet up, Don't accept files or links from unknown people, check for Reliability and Tell someone if you are uncomfortable. ☐

2. SafeSearch is a tool that blocks unsafe pages when you are using a search engine ☐

3. When a cyber law is broken, it is called a cyber crime. To report a cyber crime call 155260 or email www.cybercrime.gov.in ☐

6.7 Communication Using Email

In this lesson you will learn:

1. The definition and features of email.

2. The steps to create and use an email account.

3. How to attach files and use CC and BCC when sending emails.

What are the most common uses of email?

_____

_____

Thinking Box

Let's learn the features of email

An email is a message sent to a person through the internet. Email stands for electronic mail. It is similar to a letter or a package that is physically sent to someone. Email can be used to send letters, messages, files, pictures, links, etc.

You need a unique personal email ID to send and receive emails.

An email ID will usually be in this format:

1. uniqueID**@gmail.com** or
   uniqueID**@outlook.com**
   For example, johndoe@gmail.com

2. You will have an inbox where you can check the emails that you received. An inbox is the digital space where all the emails that are sent to you can be found and viewed.

3. When you get an email from someone, you can reply to the email.

I got an email from my team leader asking me to attend a meeting on Tuesday.

I replied to her email and informed her that I'm on leave on Tuesday.
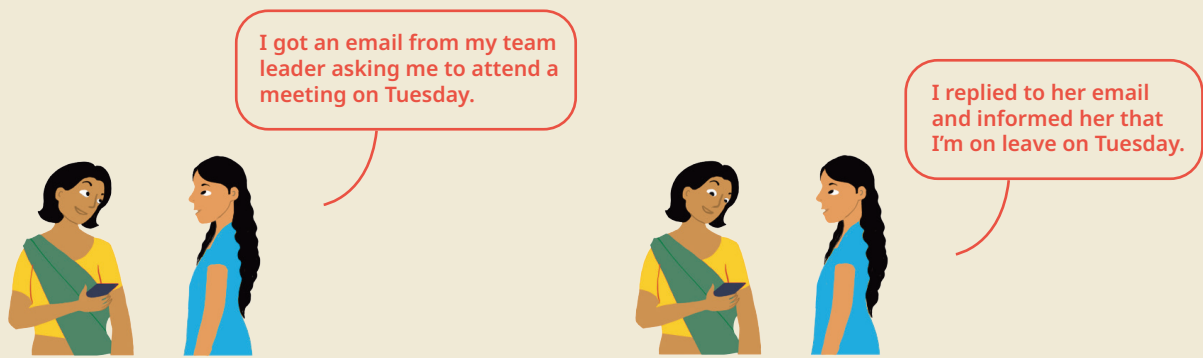
Which of the following tasks do you know how to do?

☐ **Send an email**

☐ **Check your email inbox**

☐ **Share your email ID with a friend**

☐ **Reply to an email**

Let's learn the steps to create and use an email account.

Creating an email account:

The most commonly used email ID is Google Mail or Gmail. Let's look at the steps to create a Gmail ID.

1. Go to the Gmail account creation page - accounts.google.com
2. Click on 'Create account'. Choose 'Create an account for myself' to create your personal account.

3. The sign-up form will appear. Enter your details.

4. Choose a unique username for your account. The username must be easy to remember. For a professional email ID, it's best to have your full name as the username.
5. After choosing a username, enter a password. Type the password again to confirm. Click on 'Next' to continue.
6. Enter details of your mobile number, date of birth and gender and click 'Next'.
7. Finally, you will see the 'Terms & Conditions'. Click on 'I agree' to create your Gmail account.

Sending an email from your computer:

1. On your computer, go to www.gmail.com
2. At the top left, click on 'Compose.' 🖊
3. In the 'To' box, add the email ID of the person you want to send the email to.

New Message	_ ⤢ ✕
To	Cc Bcc
Subject	
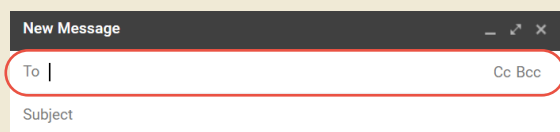
4. Add a subject for the email. The subject is a few words that can quickly tell the person receiving the email what the email is about.
5. Write your message.

Looking for a book on South Indian food _ ⤢ ✕

To priya@gmail.com ✕ Pakur@gmail.com ✕   Cc Bcc

Looking for a book on South Indian food

Hello everyone,
I'm doing a project for my class on South Indian food. I want to read a few books to find information for my project.
Can you share any book suggestions with me on this topic? It would really help!

Thank you!
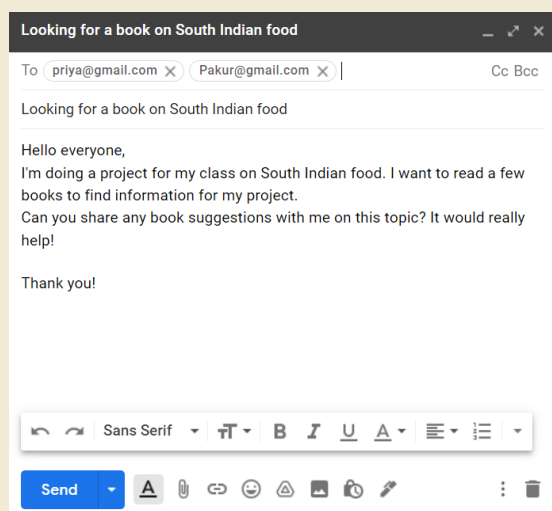
Q1. What is your email ID? Create a new ID if you don't have one already.

_____

Q2. Send an email to your classmate, telling them about something interesting that you learnt this week.

Let's learn to attach files and use CC and BCC when sending emails

Attaching files to an email:

You can type a message and send it in an email. You can also add or attach a file from your computer to the email and send it to someone else.

1. On your computer, go to www.gmail.com
2. Click on 'Compose." 🖊
3. At the bottom, click 📎 . It is a paper clip icon that helps to attach files.

Attaching files to an email:

You can type a message and send it in an email. You can also add
or attach a file from your computer to the email and send it to
someone else.

1. On your computer, go to www.gmail.com
2. Click on 'Compose."
3. At the bottom, click   . It is a paper clip icon that helps to attach files.
4. Choose the files you want to upload.
5. Click 'Open.'
6. Complete the email with the subject and the message.
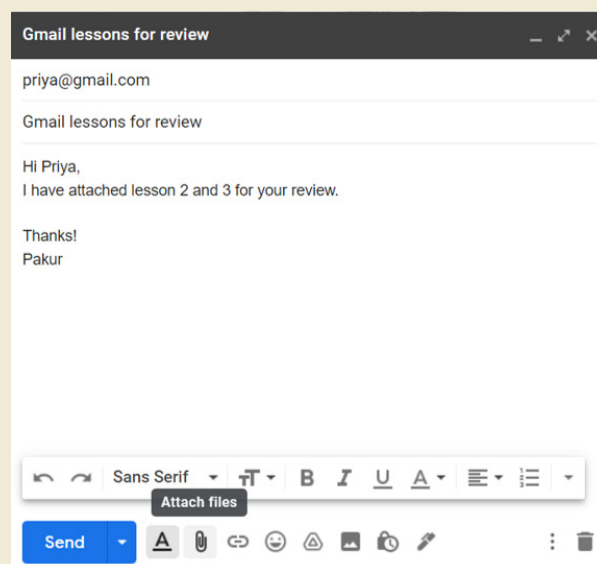
Using CC and BCC options while sending an email:

When you enter an email ID in the 'To' box, the email goes to their inbox. When you enter more than one email ID in the 'To' box, the email goes to all the email IDs.

You will find 2 other options, **CC and BCC.** In Gmail, CC means Carbon Copy, and BCC means Blind Carbon Copy.

CC is used when you send an email to more than one person at the same time. You would commonly use this if your email is written for one person, but you also want another person to see it. **For example,** if you're emailing your teacher, but you also want your project partners to see the email.

BCC is used to send a copy of an email to another person without the original receiver of the email knowing. You can also use BCC to send an email to many people without each person knowing the email details of the others.
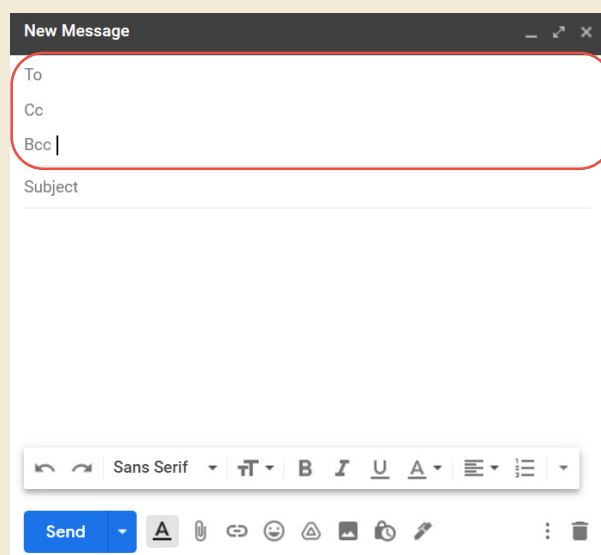
Activity Time!

Choose the correct answer for the questions:

Q1. How can a file be sent in an email?
   a. Attach the file to the email
   b. Write a thank you message in the email

Q2. What does CC stand for?
   a. Blind Carbon Copy
   b. Carbon Copy
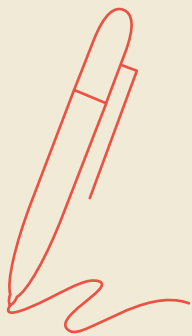
What I learnt today:

Put a ✓ if you know this topic well.

1. An email is a message sent to a person through the internet. ☐
2. Features of email include email ID, checking mails in inbox and sending emails, etc. ☐
3. Creating an email account and sending an email. ☐
4. Attaching files to an email by clicking the paper clip icon. ☐
5. CC means Carbon Copy and BCC means Blind Carbon Copy, and how to use them while sending emails. ☐

6.8 Introduction to Mobile Applications

In this lesson you will learn:

1. About the benefits of mobile applications.
2. Ways in which mobile phones can be used in learning.

Open the mobile phone which you use regularly. What mobile apps do you use the most on that phone? List the top 5 apps.

Thinking Box

1. _____
2. _____
3. _____
4. _____
5. _____

Let's learn about mobile applications

A mobile application or app is a software that is made to be used on a mobile device like a smartphone or a tablet. There are many mobile apps available for us to use for different tasks and activities.

Mobile devices are easy to use and common to find. Mobile apps are the most convenient way to do something online. You don't need access to a computer to do tasks like sending an email or creating a LinkedIn profile. You can do them on a phone through mobile apps.

List 5 things that you can do using a mobile app on a smartphone.

1. _____

2. _____

3. _____

4. _____

5. _____

Let's learn how mobile phones can be used in learning

Here are 4 ways you can use a mobile phone to help you learn and grow as a student:

1. **Watch interesting and educational videos.**
   The internet is a great place to learn new skills and discover new ideas. The most exciting way to learn is through videos that are made by experts. You can use YouTube to find videos about a topic of your interest. This way you can use YouTube for both entertainment and learning.

2. **Use a dictionary app**
   As a student, you will come across many things that are new to you and that you don't understand. Do not be worried or discouraged by them. With a mobile phone, you have the tools to understand new things. Use a dictionary app to find the meanings of words that you do not know.

3. **Use Google Search regularly**
   Use Google Search to look up topics that are unfamiliar and learn more about them.

4. **Be part of educational groups on social media**
   Social media apps like LinkedIn and Facebook have groups where people with common skills and industry experts share their thoughts. These groups can help you learn new information and read ideas that help you grow as a student. Remember to practice internet safety while participating in these groups.

Activity Time!

What is a topic that you wish to learn more about?

_____

Find a video of an interesting topic on YouTube.
Write 2 new things that you learned from the video.

1. _____

2. _____

What I learnt today:

Put a ✓ if you know this topic well.

1. A mobile app is a software that is used on a mobile device like a smartphone or a tablet. ☐

2. You can use a mobile app to help learn in many ways
For ex: Using YouTube to watch educational videos, using the Dictionary app to find the meanings of words, using Google Search to know about new topics and being part of educational groups on social media. ☐

3. It is important to practice internet safety while using mobile apps. ☐

6.9 Using Online Meeting Tools for Interviews

In this lesson you will learn:

1. How to use online meeting tools.
2. How to use Zoom.
3. How to use Google Meet.

How can you do online video meetings? List down the different ways.

_____

_____

_____

Thinking Box

Let's learn about online meeting tools

A meeting usually happens when people come together in a room and meet to discuss ideas and complete tasks together as a group.

Nowadays, interviews also happen online. An online interview happens through various video and audio platforms. We use special digital meeting apps to conduct such interviews. While using the most popular online meeting tools that are available, you will be able to do the following things:

1. You can share a link or an ID for your meeting for people to join the meeting.

2. Everyone who is a part of the meeting can speak to each other and hear each other.

3. Everyone who is a part of the meeting can see each other and turn on the camera on their own devices.

4. After the meeting, the online meeting can be closed and ended.

Choose the correct answers to the questions:

Q1. What kind of meeting is this?
   a. Online meeting
   b. Office room meeting

Q2. What do people need to join an online meeting?
   a. A certification
   b. The meeting ID or meeting link

Let's learn to use Zoom

Zoom is one of the most popular online meeting apps in the world. With Zoom, you can start and join video meetings.

Start and share a meeting:

1. Open the Zoom app and log into your account.
2. Tap the orange 'New Meeting' icon that appears on your screen. This will start an online meeting.
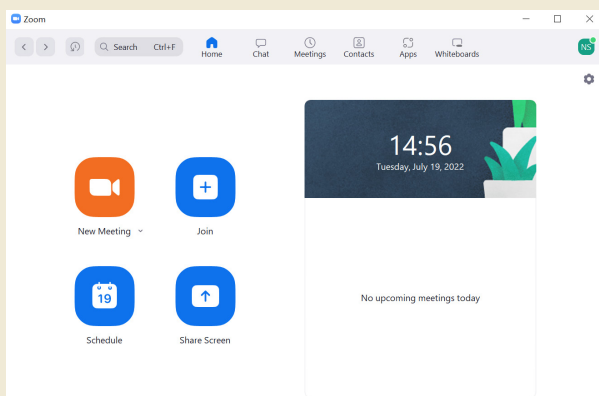
3. Click 'Participants' in the meeting controls found at the bottom of the screen.
4. Click 'Invite' at the bottom of the participants panel. Choose the option through which you want to share the meeting link with others. They can use the invitation to join the meeting.

Join a Zoom meeting:

1. Ask the person hosting the meeting to share the meeting link or the meeting details with you.
2. Click on the link to join the meeting **or** use the 'Join' option.
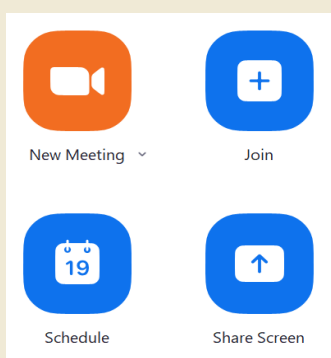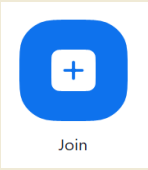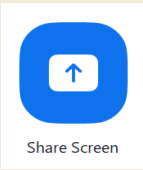
3. Type the meeting ID to join the meeting and click 'Join'.
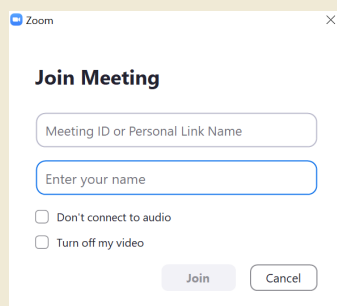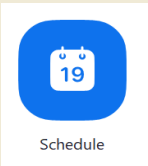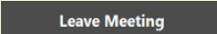
Choose the correct answers to the questions.

Q1. Which option must you use to join a Zoom meeting?

a. Join   b. Share Screen

Q2. Which option must you use to leave a Zoom meeting?

a. Schedule   b. Leave Meeting

Let's learn to use Google Meet

Google Meet is another popular online meeting app. For Google Meet, you can use the same login account details as your Gmail account.

Start and share a meeting:
1. Go to www.meet.google.com
2. Click on 'New Meeting'.
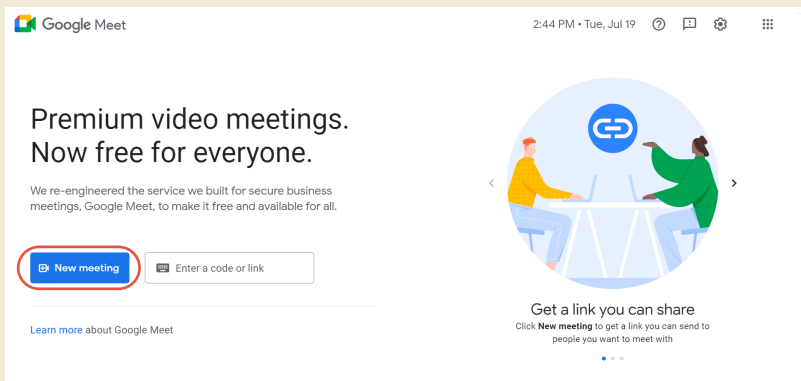
3. Select the option 'Start an instant meeting'. This creates a new meeting and starts the meeting directly.
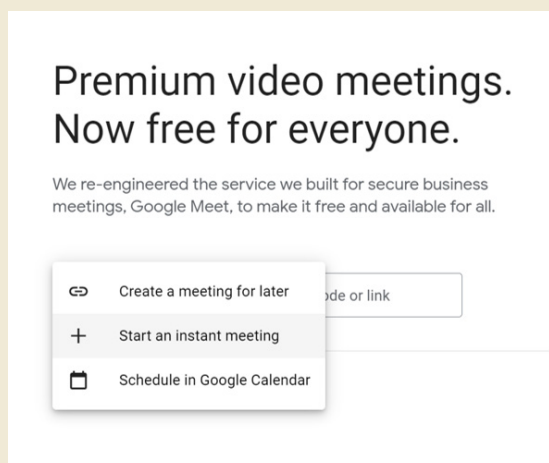
4. At the bottom right, click meeting details
5. Click 'Copy' on the joining information. ⓘ
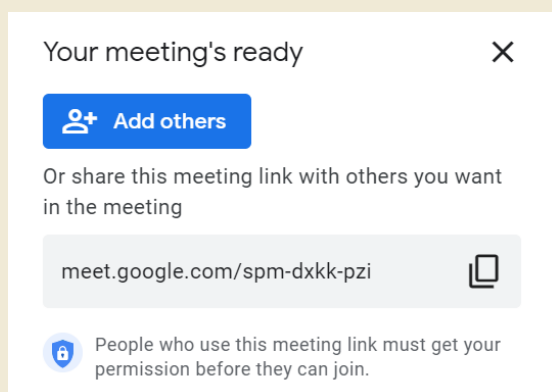
6. Paste the meeting details into an email, or another app.
    Send it to the people who have to join the meeting.

Activity Time!

Plan a Google Meet meeting with some of your friends. Start a Google Meet meeting and send them the invitation to join.

What I learnt today:

Put a ✓ if you know this topic well.

1. Meetings that happen online through the internet are called online meetings. ☐

2. You can use Zoom or Google Meet to do online/virtual meetings. ☐

3. You can create Zoom or Google Meet links to invite other people to join your meeting. ☐

6.10 Exploring Popular Sites for Learning and Career Growth

In this lesson you will learn:

1. About popular sites for learning and career growth.
2. The ways to use the internet for continuous professional development.

How can we use the internet for learning new things?

_____

_____

_____

Thinking Box

Let's learn about popular sites for learning and career growth

The internet has changed the way we learn. We can access a wide range of resources and materials for any topic you might be interested in. We can become a part of different groups of people to learn skills and connect for opportunities. **There are many websites on the internet that can help us with learning and career growth.**

1. **Khan Academy:** www.khanacademy.org
   This site has free online material on school subjects like economics, physics, algebra, etc.

2. **Coursera:** www.coursera.org
   This site has a large collection of courses and certifications offered by some of the best universities from around the world.

   Other similar sites:
   a. edX: www.edx.org
   b. Udemy: www.udemy.com

3. **MIT's OpenCourseWare:** www.ocw.mit.edu
   This website has free learning and classroom materials from one of the top universities in
   the world.

4. **NPTEL:** www.nptel.ac.in
   This is an online learning portal where the courses are created by IITs and IISc in India.
   It has courses on all topics taught by professors from all over India.

5. **Codecademy:** www.codecademy.com
You can use this website to learn specific computer coding skills for free.

6. **Duolingo:** www.duolingo.com
You can learn a new language for free using this website. They have over 100 language courses. You can download the mobile app to a smartphone and learn a new language by spending just 15 to 20 minutes every day.

Choose the most interesting website from all the websites recommended. Spend 5-10 minutes looking through the website and what it offers.

Write 2 things that you'd like to learn from the website.

1. _____

2. _____

Let's learn ways to use the internet for continuous professional development

To be successful in your professional life, you must always be open to learning and growing. Your opportunities to study and learn do not end inside the classroom. After you finish studying and when you get a job, you must continue to learn from the experts. The internet is the best place to be a lifelong learner.

Here are 4 ways you can use the internet for continuous professional development:

1. **Read on a regular basis**
Find websites and blogs related to your field of interest. Read news articles and blogs on the internet regularly.

2. **Attend various courses**
Spend time once or twice every year to complete a short online course where you can learn new skills.

3. **Develop diverse interests**
Try to learn things about topics that are new and unfamiliar to you. If you like fashion design, you can also explore coding and writing skills. If you like physics, you can also learn more about art and history.

4. **Set clear, specific goals for continuous development**
Decide on specific goals for yourself so that you can make a commitment to yourself to reach your goals.

Activity Time!

Let's set some clear goals for your continuous professional development. Fill in this table with your goals:

S. No.	What I want to learn	How long I will take to learn it
	Example: Photography	Example: 8 weeks
1.		
2.		
3.		
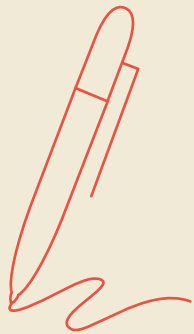
What I learnt today:

Put a ✓ if you know this topic well.

1. There are a lot of popular websites for learning, like Khan Academy, Coursera, NPTEL, etc. ☐

2. Even after finishing studies and getting a job, we must continue to learn from the experts. ☐

3. The 4 ways to use the internet for professional growth are to read on a regular basis, develop diverse interests, set clear, specific goals for continuous development. ☐

7.1 Diversity in Workplace

In this lesson you will learn :

1. Meaning of diversity in the workplace
2. Importance of diversity in the workplace
3. Barriers to diversity
4. How to overcome these barriers

Thinking Box

Read the questions below and pick your options:

Q1. When you meet people from a different city, state or country, what do you do?

☐ Talk to them / ☐ Curious to know more about them /
☐ Make fun of them / ☐ Dislike them / ☐ Respect them

Q2. When you meet people from a different gender or transgender persons, what do you do?

☐ Talk to them / ☐ Curious to know more about them /
☐ Make fun of them / ☐ Dislike them / ☐ Respect them

Q3. When you meet persons with different types of disability what do you do?

☐ Talk to them / ☐ Curious to know more about them /
☐ Make fun of them / ☐ Dislike them / ☐ Respect them

Let's learn the meaning of diversity

Diversity means that something is made of different types of units. Eg: A roll of Poppins candy has diverse colours and flavours whereas Polo is all the same.

Diversity in the workplace would refer to an organization where people of different sex, gender, caste, class, age, physical appearance, education, abilities and more work together. Diverse workplace is a place where employees from different backgrounds are hired and they work in a safe and respectful environment. Look around your classroom at your classmates and teachers. What kind of people are there in your classroom? Boys and girls? Tall people and short people? These are obvious differences.

Can you notice some more slightly less obvious differences?

Write down some more differences you can note below.... (Hint: Language, Economic Background, Skills etc)

_____

_____

_____

_____

Let's learn the importance of diversity in the workplace

Shaheen and Arun run a travel company. They are having a meeting regarding what travel packages to offer.

1. A diverse workplace brings together people with different perspectives. This increases creativity and innovation. This leads to more customers.

Suresh is on call with an international tech support helpline. His English is not very strong and he is not able to explain his problem well. The support person, Ryan, transfers his call to his colleague Leela who understands Hindi. Suresh explains his problem confidently and it gets solved. Suresh now recommends this company to all of his friends.

2. A diverse workplace not only increases the number of customers but also the chances for customer satisfaction. When a team is diverse the range of people they can connect with is wider.

Thanks for talking to our customer in Telugu Leela. It really helped us get a very good deal for South India.

You are welcome, Ryan. When we speak in the local language, customers show a positive response.

3. A diverse workplace increases productivity by ensuring the right person gets the right task.

A diverse workplace increases productivity by ensuring the right person gets the right task.

In the space below, write down some more advantages to having a diverse workforce. If you need help, try searching for 'advantages of having a diverse workforce' online.

_____

_____

_____

Let's learn about the various barriers to diversity

If there are so many advantages to having a diverse workforce, why don't all organizations have one?

There are many barriers or obstacles to having a diverse workforce. It is not easy for people to be comfortable with those who are different from them. This leads to conflicts which ultimately affect the work.

Barriers to diversity are due to lack of understanding and respect for others. **This happens because of:**

No.	Barrier	Reasoning
1.	Prejudice	People often discriminate against others who are different from them. Eg: For many years, certain communities practiced untouchability against other communities and would refuse to work, eat or interact with them.
2.	Cultural Differences	In India, we usually call each other Sir or Madam? In modern offices, everyone calls each other by name. Their age, status or position do not matter. This is a cultural difference and sometimes this leads to conflict.

3.	Additional facilities	A diverse workforce may require more infrastructure. Eg: hiring a person with disabilities or a person from the third gender may require construction of new washroom facilities.
4.	Communication/ Language	There are many languages in India. All of them are equally important. When the company only communicates or respects one language, it makes others feel excluded. Many people make fun of those who cannot speak in English or Hindi. This is another cause for conflict and pain.
5.	Generation Gap	People from different generations think differently. Older people may find technology hard to use. At such times they get discriminated against by youngsters. Similarly, youngsters in an office think and work differently than older employees. This can create issues.

Let's learn how to overcome barriers to diversity in the workplace

1. **Make diversity an organizational policy**
   What does this mean? Just like every workplace has a leave policy, it should also have a diversity policy. This policy should encourage hiring diverse people. After hiring, the policy should also explain how to work with different types of people from different backgrounds in a respectful way.

2. **Provide Training**
   It is natural for people to have difficulties in communicating with and accepting those who are different from them. The right training helps people to accept and respect others.

3. **Be vocal about being a diverse workplace**
   Make it clear that the organisation promotes diversity. This will encourage a greater pool of talented people to apply. It will also ensure that all employees have the right expectations.

4. **Lead from the top**
   The top most members of the organisation must also be diverse. This means that leadership positions are also filled by a diverse group of people - women, men, transgender people.

Activity Time!

Carefully observe your institute. Would you say that it is a diverse workplace?
☐ Yes ☐ No

Note down the various factors that support diversity and the factors that are a barrier to diversity in your institute.

_____

_____

_____

_____

7.2 Inclusion in the Workplace

In this lesson you will learn :

1. Meaning of inclusion in a workplace
2. Importance of inclusive workplaces
3. Creating inclusive workspaces

What do you understand by the words "inclusion" and "workplace"? Please describe in your own words below.

Thinking Box

_____

_____

_____

_____

_____

Let's learn **about inclusion in the workplace**

In the previous lesson, we discussed diversity in the workplace. We spoke about its importance and advantages. In this lesson, we take the discussion forward.

Inclusion simply means the act of including. For example, when you celebrate Eid, Christmas, Navorz or Diwali, you include all our neighbors from different religions. The practice of including people with respect and love is called inclusion.

Inclusion in the workplace has a few important rules. **Let's understand.**

> Company A and B are very keen on hiring women who have recently been on maternity break (break after childbirth). They actively hire such qualified candidates.
>
> But a majority of these employees from Company A left their jobs soon. The employees were asked why they left.
> They said that the company did not have any day care facilities for children. Therefore, it was difficult for them to take care of their children and they had to leave.
>
> When the CEO of company A found out about this, she said, "Childcare is not our business. They have to deal with that themselves"
> The CEO of Company B had created a day care center for babies in the office. This helped male and female employees with small children to manage their kids and jobs well.

Q1. Which of the two companies are diverse?

☐ A   ☐ B   ☐ Both

Q2. Which of the two companies are inclusive?

☐ A   ☐ B   ☐ Both

Both companies A & B are diverse, however only B is truly inclusive. Company A hired women to be diverse. But they were not inclusive in their practice and policy.

Inclusion in a workplace happens when every member of the company gets the same chances to grow in their careers. People with disabilities, women, transgender people, sexual minorities, people from lower class are usually excluded from the workplace. Inclusion means to actively include all the people by providing additional support systems for those who need them.

Inclusion in the workplace can even be from the smallest details such as language. **Eg:** Chairperson instead of Chairman or Chairwoman

Examples of inclusion:
1. A children's day care facility
2. For people with physical disabilities, the workplace must provide special facilities for transportation.
3. Special bathrooms for transgender persons

Can you think of some more such examples of active inclusion in the workplace?

_____

_____

_____

(Hint: Holidays, Prayer breaks, Braille)

Let's learn the importance of inclusive workplaces

In the previous chapter we discussed the advantages of having a diverse workforce.

Suresh is on call with an international tech support helpline. His English is not very strong and he is not able to explain his problem well. The support person keeps asking him to be clear. Suresh gets frustrated and hangs up. Suresh now tells all his friends not to use that company.

Later that day

Oh, you should have asked Leela to help. She knows Telugu.

I had a difficult client today who couldn't speak English at all. Seems like he only knew Telugu.

I doubt Leela could have solved the problem anyways. She has been hired just to add diversity of women to this team. Anyways the man should have known to speak English!

If an organisation is not inclusive, an atmosphere of respect will not exist. Employees may discriminate against each other. Employees may hesitate to speak up and share their ideas.

Inclusivity is the magic ingredient that can make a company truly diverse and alive. Think of diversity as a bulb. Inclusivity is the electricity necessary to make the bulb glow.

Finally for the employee, an inclusive workplace is essential for happiness and growth at work.

Let's learn how to create inclusive workplaces

Some of the steps that can be taken for an Inclusive Workplace are

1. **Inclusive leadership:** The leadership team at an organisation must be inclusive. This means that
   - they must be diverse
   - they must be inclusive themselves
   - they must understand the importance of an inclusive workforce

2. **Policies aimed at Inclusion:** Inclusion must be incorporated into every step of the organizations working
   - Hiring to be diverse and inclusive at all levels
   - Promotions and growth to be inclusive
   - Equal pay for equal work
   - Culture specific holidays

3. **Celebrate Diversity:** This could be through celebrating different festivals, sharing food etc.

4. **Training:** All employees at all levels should receive training on inclusion, its importance and how to support it

5. **Design:** Design your physical workplace to be sensitive to people's needs. Simple changes can make huge differences.
    A few examples are:
    - Use ramps instead of/along with stairs - accessible for elderly and wheel chair/crutch users
    - Make signboards large. Use multiple languages and contrasting colours - easy to use for visually challenged
    - Wide doors with lever handles that people can use even without full mobility in their hands
    - Adjustable tables and chairs for people of all sizes
    - Multi sensory safety alarms: **Eg:** a typical fire alarm siren
      would not be effective for a person with hearing difficulties.
      We may have to also include flashing lights.

6. **Constantly evaluate:** Check if your organisation is truly inclusive. Examples for this could be:
    - Are all employees sharing their ideas in meetings?
    - Do some employees cut off others while they are speaking?
    - Is work assigned fairly among all employees?
    - Are chances at leadership positions offered equally to all deserving employees?

Activity Time!

Observe your classroom for all of today. Is your classroom inclusive? Use some of the indications shared in the chapter to check. Write down your observations below.

_____

_____

_____

_____

_____
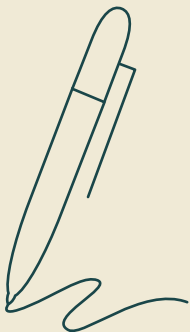
What I learnt today:

Put a ✓ if you know this topic well.

1. Inclusion in a workplace happens when every member of the company gets the same chances to grow in their careers. ☐

2. Inclusion means to actively include all the people by providing additional support systems for those who need them. ☐

3. If an organization is not inclusive, an atmosphere of respect will not exist. Inclusion is essential for happiness and growth at work. ☐

4. Some ways to create inclusion in workplace are: leadership, policy, cultural practices, mutual respect, office design etc. ☐

8.1 Introduction to Money Management

In this lesson you will learn :

1. What is Financial Literacy
2. The difference between needs, wants and luxuries
3. To calculate income and monthly expenditures

Circle on your top 2 goals with regard to money

Save more money   **Open a bank account**   **Earn well**

Buy something expensive for yourself   **Stop spending too much**

Buy a gift for someone close   **Invest money**   **Get a loan**

Help others save money   **Make a monthly budget & spending plan**

Thinking Box

Let's learn what is financial literacy

Financial literacy is knowing to manage money well. It is understanding the way money is saved, spent, and invested.

Financial literacy helps us to make wise decisions about money and improve our lives. A strong foundation of these financial skills will help in achieving various life goals:- education, work, retirement and even for emergencies. It also prevents us from getting tricked into spending more money.

Financial literacy is also an important skill for the workplace. All leaders and managers in companies must understand and manage budgets well.

Financial Literacy

Gopal earns Rs. 20,000 every month at his job. He spends Rs. 10,000 every month for rent and other bills. He spends Rs. 3000 every month on a gym membership, but he hardly uses it. He also uses the remaining Rs. 7000 on shopping and eating in restaurants.

Gopal does not have any money saved for emergencies. He is also not spending money on important things like insurance. Gopal needs to learn about budgeting, saving money, deposits and insurance. This will make him financially literate.

Here are some financial literacy skills. Mark the ones that you would like to learn.

☐ **Making a budget**

☐ **Using bank account facilities**

☐ **Using online banking**

☐ **Paying bills online**

☐ **Managing money/salary effectively**

☐ **Saving money for emergencies**

☐ **Saving money for the future**

☐ **Planning to handle loans**

Let's learn the difference between needs, wants and luxuries

Money can be spent on different kinds of things. The things we spend money on are called expenses. In the previous example, Gopal's expenses include rent, bills, gym membership, shopping and eating at restaurants. Like Gopal, many people don't understand the difference between needs, comforts and luxuries.

Let us understand 3 types of expenses we can keep track of.

1. **Needs:** Needs are things that we must have in order to live. Needs are things that all people must have in their lives to survive - like food, water, basic clothing, and a safe place to live. Needs are the most important expenses. While making a budget, the expenses for needs must be addressed first. These are the things that if we do not spend money on, can lead to an unhealthy or dangerous life.

    - Groceries for food
    - House to live in
    - Electricity bill
    - Drinking water
    - Clothes
    - Health and medical expenses

2. **Wants:** Wants are things that we would like to have in your life. These are things that we desire, but we don't need to live or survive. These things give us a more comfortable, improved, easier life. Wants are not as important as needs when making a budget. The expenses are budgeted based on how much money is available after spending on needs.

    - Going to the movies
    - Eating out in restaurants
    - Shopping for branded items
    - Traveling

3. **Luxuries:** Luxuries are things that are the most attractive and most expensive. Luxuries are very costly things that are not essential to our survival. They are expensive or difficult to purchase. While making a budget, luxuries are the last expenses to address. Money that is left over after needs and wants can be used for luxuries.

    - Designer clothes
    - Costly phones and gadgets
    - Luxury cars
    - Large houses, land

Sort this list of items into needs, wants and luxuries.

1. Groceries
2. Gym membership
3. A trip to Europe
4. Mobile phone
5. Diamond bangles
6. Rent for a house to live in

Needs	Wants	Luxuries

Let's learn to calculate income and monthly expenditures

Let's look at Sunitha's life.

Sunitha earns Rs. 7,000 every month at her regular job. Every Saturday, she also works as an assistant to a veterinarian. She gets Rs. 4,000 every month for that. Sunitha has a scooter that she rents out to tourists sometimes. She earns Rs. 2,000 to Rs. 3,000 there.

Sunitha pays Rs. 4,000 as rent in a shared apartment and Rs. 3,000 for monthly groceries. She spends Rs. 500 on her phone bill, Rs. 1000 on her electricity bill and Rs. 500 on her health insurance. She sends Rs. 1,000 to her brother. Sunitha pays Rs. 1,000 for French class. She spends Rs. 1,000 on movies and restaurants while hanging out with her friends. She saves Rs. 1,000 to Rs. 2,000 every month.

Let's calculate Sunitha's income.

Income	
Salary from regular job	Rs. 7000
Salary from assistant job	Rs. 4000
Income from scooter rental	Rs. 2000-3000
Total income	**Rs. 13,000-14,000**

Now let's look at Sunitha's expenditure.

Expenditure	
Apartment rent	Rs. 4000
Groceries	Rs. 3000
Phone bill	Rs. 500
Electricity bill	Rs. 1000
Health insurance	Rs. 500
Money sent to brother	Rs. 1000

French class	Rs. 1000
Movies and restaurants	Rs. 1000
Total expenditure	**Rs. 12,000**

The money that Sunitha saves is not included in expenditure because she still has the money. She has not spent it.

Activity Time!

Calculate Tariq's income and expenditure.

Tariq earns Rs. 10,000 salary every month. He also has an investment scheme with the bank where he gets Rs. 500 in his bank account every month. Tariq's mother sends him Rs. 6,000 every month. Tariq pays Rs. 5,000 for his hostel fees and Rs. 3,500 for monthly groceries. He spends Rs. 600 on his phone bill and Rs. 400 on his health insurance. He spends Rs. 2,500 to repay his bike loan. He spends Rs. 2,000 on a bike trip with his friends every month. He saves the rest of his money.

_____

_____

_____

_____

What I learnt today:

Put a ✓ if you know this topic well.

1. Financial literacy is understanding the way money is saved, spent, and invested. ☐

2. The things we spend money on are called expenses. ☐

3. Things needed to survive - Needs ☐

4. Things that we desire - Wants ☐

5. Costly things that are not essential to our survival - Luxuries ☐

6. All Income - All expenses = Savings ☐

8.2 Basics of Banking

In this lesson you will learn :

1. What is banking and types of Bank account

2. How to create bank accounts

3. How to make bank transactions using passbooks, cheques, debit, and credit cards

Tick the banking activities that you have done.

☐ **Visited a bank**
☐ **Opened a bank account**
☐ **Deposited money in a bank**
☐ **Used a debit card in a shop**
☐ **Used a debit card to withdraw money from an ATM**
☐ **Wrote a cheque**

Thinking Box

Let's learn what banking is and the types of bank accounts

A bank is an institution licensed by the government to keep our money safe and loan money to us. All financial activity can be done through a bank.

To use a bank, you need a bank account. You can open a bank account by going to the bank branch or website. We need to understand the types of bank accounts.

1. **Savings Account**
   A savings account can be opened by someone who wants to save money in the account.
   A savings account is used to deposit money. Anybody can have a savings account.

What can we do with a bank account?
- Save our money safely
- Withdraw cash
- Send money to people easily
- Take loans
- Use a debit/credit card.

2. **Current Account**

Business owners and entrepreneurs use a current account. They need to make and receive more payments than an average person.

3. **Salary Account**

A salary account is a bank account opened by an employer through which they pay everyone who works for them. The salary for a person is sent to their salary account.

4. **Fixed Deposit Account**

This type of account is opened when a person wants to keep money in an account for some time and earn interest on the money. An amount of money is put into a fixed deposit account and kept there for a fixed period. Fixed deposit accounts are also commonly called FD Accounts.

5. **Recurring Deposit Account**

Recurring deposit accounts are commonly called RD Accounts. In a RD, a person regularly deposits a fixed sum of money. This can be every month or once a quarter. Unlike FDs, where you need to make a lump sum deposit, the sum deposited in a RD account is smaller and more frequent. **For ex:** You can deposit Rs. 500 every month for 2 years.

Choose the correct answer to the question.

1. **RD account is short form for** _____

- Fixed deposit account
- Recurring deposit account

2. **What kind of bank account is used by business owners?**

- Current account
- Savings account

Let's learn how to create bank accounts

1. **Visit Bank Branch or Apply Online**
   To open any bank account, go to the bank's branch. Or you can visit the bank's website to get the bank account opening form.
   This form requires you to fill in personal details - your name, permanent address, date of birth, names of your parents or spouse, and your signatures to commit to the basic terms and conditions of the bank.

2. **Submit correct documents.**
   Indian banks compulsorily need certain documents to be submitted for a new account to be opened. You need to submit mandatory documents such as an Aadhaar Card or PAN Card and submit two recent passport-size photos. Other documents will vary from one bank to another.

3. **Wait for Bank to Assess Documents**
   Banks usually take one to two days to approve an account request. You can wait for the bank to reach out to you for verification or clarifications.

4. **Collect Your Account Details, Debit Card, and Internet Banking Details**
   Once your bank approves the application, a new bank account is open. The bank gives you your bank account number and a customer ID to use for online banking. You will also get a debit card to start using the money in the bank account.

What you need to open a bank account:

1. Bank opening form

2. Aadhaar Card and PAN Card

3. Two recent passport-size photos

4. Money to deposit

What are the four steps to starting a bank account?

1. _____

2. _____

3. _____

4. _____

What documents do you need to start a bank account?

_____

_____

_____

_____

Let's learn to make bank transactions using passbooks, cheques, debit, and credit cards

With a bank account, there are many ways to do financial transactions. This includes using a passbook, cheque, and debit and credit cards.

Passbook

A bank passbook is a physical notebook you have when you have a bank account. It has important bank details like your account number and bank branch recorded on a page. The passbook is used to record on paper the details of your banking transactions. The details can be printed and recorded on the passbook when you withdraw and deposit money.

Cheque

A cheque is an official order by one person telling the bank to send their money to another account. A cheque is a physical paper where the details must be filled out correctly. The cheque has to be taken to the bank and deposited. The bank processes the cheque and makes the money transfer.

Here's how you can write a cheque.

1. **Date:**
    Write the date for when you want the money to be transferred. If you want the transfer to happen after 1 or 2 months, you can write that date.

2. **Name:**
    Write the name of the person or organization you want to send the money to in the 'Pay' line.

3. **Amount of money in words:**
    Write the amount of money in words. Write the word 'only at the end. (For example, for Rs. 10,000, write 'Ten Thousand Only.')

4. **Amount of money in numbers:**
    Write the amount of money in numbers.

5. **Account Number:**
    Write your account number clearly, without any mistakes.

6. **Signature:**
   Put your signature here.

7. **Cross the cheque:**
   Make two parallel lines in the top left of the cheque and write 'Account Payee' only. This ensures that the money is strictly transferred to an actual bank account of the intended person
   Crossing the cheque increases the security of the cheque. It prevents the cheque from being cashed by someone else.

Debit Card

A debit card is an official plastic card given by the bank. It can take money from the bank account without directly going to the bank. You can apply for a debit card when you have a bank account.

You will need a PIN to use a debit card. The PIN is a number that you can remember easily. You must not share your PIN with anyone.

Your debit card can be used in different ways.

- **To take cash from an ATM,**
  You can visit an ATM and use the debit card to withdraw cash. You insert your debit card into the machine and then use your PIN.
  You can follow the options on the screen and withdraw money.

- **To pay at the billing counter,**
  You can use a debit card to pay at a billing counter with a card payment machine. Make sure to check the amount in the payment machine. Then, use your PIN.

- **To pay on online websites,**
  You can use a debit card to pay online shopping and online ticket booking. Websites will have an option for you to select 'Debit Card' as the payment method. You can insert your card details on the website (like the 16-digit card number) and pay. Make sure to read the instructions on the website carefully.

Credit Card

A debit card allows you to pay using the money in your bank account. A credit card allows you to borrow money from the bank to make a payment. Money borrowed from the bank using a credit card must be paid back to the bank with an interest amount. You can apply for a credit card at your bank. Credit cards can also be used, like a debit card, to pay at the billing counter and to pay on online websites.

How to use a debit or credit card safely			
	Do	**Don't**	
	Report a lost or stolen card to your bank immediately.	Share your debit or credit card PIN with anyone.	
	Check how much money is in your account before using the debit card.	Give your debit or credit card details to suspicious websites.	

Activity Time!

Choose a correct answer to the question.

1. **What can you use to withdraw cash from an ATM?**
   a. Debit card
   b. Passbook

2. **You get a call on your phone. A person tells you that they are calling you from the bank. They ask you to share your debit card PIN with them. What must you do?**
   a. Share the PIN with the person
   b. Tell the person that you will not share the PIN with them

3. **Choose the correct way to write the amount on the cheque. (Note - the word 'Rupees' is already included in cheques.)**
   a. Two Thousand only
   b. Two Thousand Rupees
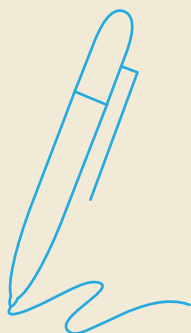
What I learnt today:

Put a ✓ if you know this topic well.

1. There are many types of bank accounts - savings accounts, current accounts, salary accounts, fixed deposit accounts, and recurring deposit accounts. ☐

2. To open a bank account, you need to visit the bank, fill in a form, and submit personal documents like Aadhaar and PAN card. ☐

3. Cheques, credit cards, and debit cards can be used to do financial transactions with a bank account. ☐

8.3 Online Banking and Digital Transactions

In this lesson you will learn :

1. What is Online banking
2. How to perform digital transactions

Thinking Box

Circle the words that you have heard before. If you know more about how to do this process, share it with your classmates.

Net banking   **Login ID**   **Electronic payment**

One Time Password   **Online transfer**

Let's learn what is online banking

What are some things we can do at a bank?

- Open a bank account
- Apply for a debit card
- Send money to someone else
- Get details of all your transactions (your bank statement)

All these bank activities can now be done online through online banking. Online banking is also known as net banking or web banking.

Benefits of online banking

Bank activity can be checked conveniently on a phone or computer.

Payments can be made easily.

Money can be transferred easily.

Loan applications can be processed quickly.

Look at the options from this online banking page. What actions can be done when these buttons are clicked?

1. **What happens in this online banking option?**
   - Shows all the transactions made in your bank account
   - Gives cash from the ATM

Account Statement

2. **What happens in this online banking option?**
   - You can transfer money to another account.
   - You can apply for a loan.

Payments/Transfers

Let's learn how to perform digital transactions

A transaction is the exchange of one thing for another thing. A financial transaction usually includes money.

Johny wants to buy a book. He can pay money and buy the book.
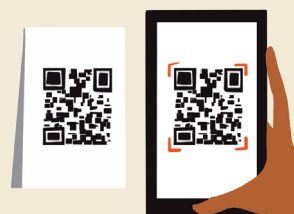
He can scan the QR code and buy the book.

Shwetha wants to book a train ticket. She can pay money at the railway station and buy the ticket.

She can use her debit card and book the ticket.

She can use net banking to book the ticket.

Financial transactions can happen in 2 ways - **digital transactions** and **cash transactions.**

- **Cash transactions** are when physical money is used during the transaction. For example, if you give cash to a shop or if your employer gives your salary as cash.

- **Digital transactions** are when money is transferred electronically and not through cash. When you use a debit card to buy clothes on a website, the money is transferred electronically. There are many ways in which digital transactions can happen.

1. Credit card
2. Debit card
3. Online banking
4. Digital wallets
5. UPI payments

The Digital India programme is a programme of the Government of India to transform India into a digitally empowered society. "Faceless, Paperless, Cashless" is one of the goals of Digital India, to help people to do cashless, digital transactions.

Activity Time!

Let's look at some financial transactions. Are they cash transactions or digital transactions?

1. **Divya needs to book bus tickets. But she doesn't have time to go and buy it at the ticket counter. So she buys the tickets on her mobile app using her credit card.**
   Is this a cash transaction or a digital transition?

2. **Rekha paid the restaurant bill with a 500 rupees note. She's waiting for the change.**
   Is this a cash transaction or a digital transition?

3. **Akash goes to the market to buy onions. He forgets to take his wallet, so he does not have any cash. But the vendor has a digital wallet. So Akash pays with his phone.**
   Is this a cash transaction or a digital transition?

What I learnt today:

Put a ✓ if you know this topic well.

1. Online banking helps us do banking activities on the internet. ☐

2. Online banking is easy and convenient to use. ☐

3. Digital transactions are financial transactions that are done electronically, without physical cash. ☐

8.4 Online Payments

In this lesson you will learn :

1. Making online payments through digital wallets
2. How to transfer money online using BHIM UPI, PayTM, Google Pay
3. The benefits of online payments

Tick the UPI App that you have used or seen someone else use.

Thinking Box

☐ Google Pay   ☐ PayPal   ☐ SAMSUNG Pay

☐ Paytm   ☐ PhonePe   ☐ MobiKwik

☐ amazon pay   ☐ BHIM BHARAT INTERFACE FOR MONEY

Let's learn about making online payments through digital wallets

Online payments can be done using many methods. One of the most convenient ways to make online payment is through the use of digital wallets.

A digital wallet is an online payment app that can be used on any mobile device. It securely stores your payment information and passwords. On a digital wallet app, you enter your credit card, debit card, or bank account information. When you are shopping, you can use the digital wallet app - you don't need to carry cash or cards!

When you use a digital wallet, you must follow certain safety measures.

1. Set a strong password for opening the app.
2. Do not share the password with anyone.
3. Do not use digital wallets when you are connected to public WiFi networks.
4. Always close the wallet app after you finish using it.

Why do you think apps that can store payment information and transfer money are called digital wallets?

Hint: Think about the uses of a normal wallet. Write how they compare to the uses of a digital wallet.

_____

_____

_____

Let's learn how to transfer money online using BHIM UPI, PayTM, Google Pay

Google Pay, Paytm and BHIM UPI are some of the most common digital wallets used in India. You can download them from the app store on your smartphone.

Here are a few ways in which these apps can be used to make payments or transfer money.

Using the phone number

You can enter the phone number of the person to whom you want to send the money in the digital wallet app. You must first check if they also use a digital wallet on their phone.

Using the QR code

A QR code is a square, black and white code that you can scan with the camera and use. Everybody who uses a digital wallet will have their own unique QR code. Anybody can scan the code and send the money.

At shops that accept payment through digital wallets, the QR code is displayed for us to scan and use.

Ask your friend for the QR code on their app to scan and send money to them.

Do you use Google Pay?

Yes I do!

Great! Give me your phone number? I can send the money to you.

Yes we do! You can scan this QR code.

Do you accept digital payment?

That was easy! Thank you.

Choose the correct answer to the question

Q1. What is this?
   a. QR code
   b. Phone number

Q2. Your cousin lives in another city. You want to send them some money. You both have BHIM UPI on your phone. You also know their phone number and address. What is the safest and easiest way to send them money?

a. Put money in an envelope and post it to them.

b. Send money using the BHIM app with their phone number

Let's learn the benefits of online payments

Digital wallets give us many benefits. Let's look at a few of them.

- It is more convenient and faster to use, compared to cash and debit cards.
- It helps you to easily keep track of expenses.
- It makes it easy to send money to friends and family.
- It is safer than using a physical wallet, which can be stolen and misused. Digital wallets have security features to stop others from using your digital wallet. Even if your mobile device is stolen, you can disable your digital wallet remotely.

Activity Time!

What are two ways in which using a digital wallet can make your life easier?

_____

_____
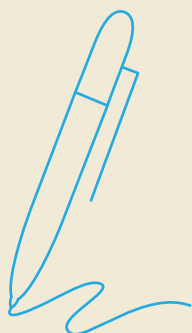
What I learnt today:

Put a ✓ if you know this topic well.

1. A digital wallet is an online payment app that you can use on any smartphone. ☐

2. We can use a phone number or a QR code to make payments on a digital wallet. ☐

3. Payments are easier, quicker and safer while using digital wallets. ☐

8.5 Savings

If you could save Rs. 500 for 10 months, what would you use the savings for?

_____

_____

If you could save Rs. 10,000 for 20 years, what would you use the savings for?

_____

_____

Thinking Box

Let's learn what savings are

Savings is an amount of money that is put aside without being spent. You can make savings in different amounts and for different reasons

Shana's monthly salary is Rs. 40,000. Let's look at her expenses.

Rent	10,000
Course fees	7000
Groceries	2500
Utilities	1000
Cell phone bill	500
Gas bill	1000
Eating at a restaurant twice a month	2000
Total expenses	**Rs. 24,000**

After her expenses, Shana has Rs.16,000 left of her money. She can choose what to do with the money.

Option 1: Shana can decide to increase her expenses:

- She can eat more often at restaurants.
- She can buy books instead of using the free library in her office.
- She can move to a bigger apartment with higher rent.

Option 2: Shana can plan her spending to get something important to her:

Shana has been wanting to buy a more comfortable bed for herself. The bed she likes costs Rs. 50,000. She does not get that amount of money every month. Shana also wants to save a little money every month for her retirement.

So what's the best thing for Shana to do with her Rs. 16,000?

She can save it.

She can split the savings into two sections. If she saves Rs. 10,000 every month for 5 months, she can buy her bed. She can also save Rs. 6,000 every month until she retires.

Savings can be small amounts of Rs. 10 every week or Rs. 100 every month. Savings can be for different purposes. They can be short-term like saving for a few months or years for buying an item for your house or purchasing a useful online course. They can also be for long-term like saving for 30 to 40 years for retirement.

Calculate the expenses and savings for Pandi and Sasha.

1. Pandi's salary is Rs. 16,000. He spends Rs. 4000 for rent in his shared apartment, Rs. 3000 for all his bills, Rs. 2000 for fuel expenses, and Rs. 3000 for groceries. He also spends Rs. 2000 on buying clothes every month and Rs. 2000 on his hobby.

Pandi's salary	
Pandi's total expenses	
Pandi's savings	

2. Sasha's salary is Rs. 16,000. She spends Rs. 4000 for rent in her shared apartment, Rs. 2500 for all her bills, Rs. 1000 for taking public transport and Rs. 2500 for groceries. She also spends Rs. 1500 for watching a few movies every month and Rs. 1000 on buying one video game.

Sasha's salary	
Sasha's total expenses	
Sasha's savings	

Let's learn the types of savings options

There are a few types of savings that a person can consider doing with their money. Imagine savings are different pots of money kept for different things. On each pot, you write what you're saving for.

You put some money in each pot whenever you can. And when the pot has enough money, you take it and use the money.

For a new bike

For buying a house

For an emergency

Let's look at a few types of savings pots that you can have.

Long-term Savings

A long-term saving or fund is money that is put aside for a big expense many years from now. When you are young, it is difficult to think about retirement or your child's college fund. These expenses seem very far away. They are also expenses that need a lot of money.

Long-term savings help us to prepare for big expenses in the future. We can do that by saving small amounts of money over a long period of time. The long-term savings pot is to be opened and used after many years.

Emergency Savings

Emergencies are problems that can arise suddenly without expectation. Some emergencies can be expensive. A medical emergency can suddenly require you to spend a large amount of money.

An emergency fund is money that is saved and put away to use in case of an emergency. It can make it easier to deal with emergencies.

When you have an emergency savings fund, it's important to know clearly what is an emergency and what isn't. It can be tempting to use an emergency fund for expenses like going on vacation or spending on a friend's wedding. When you set up an emergency fund, decide what kind of emergencies you will use it for. The emergency savings pot is to be opened and used during the time of an emergency.

Goal Savings

A goal savings fund is money that you save for a specific goal that you've set for yourself. A goal fund can be different things for different people - maybe you want to buy a new bike or go on a vacation trip or an expensive pair of shoes. The amount of time it takes to save a goal savings fund depends on how much money you need for the purchase.

If you want to buy a bike for Rs. 90,000 and you save Rs. 3000 every month, your goal savings fund is completed in 30 months. If you want to buy a new suit for Rs. 8000 and you save Rs. 3000 every month, you can buy the suit in 3 months.

You have Rs. 1000 to use for savings every month. How much money would you put into each of these savings pots? (You can write a goal for yourself in the goal savings pot.)
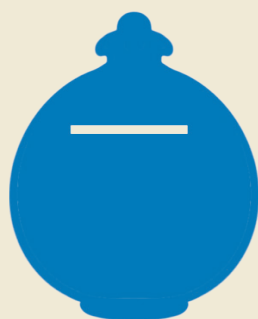
Long-term savings

Emergency savings
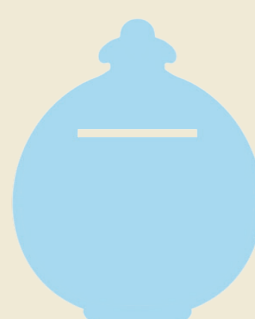
Goal savings

Let's learn how to save effectively

The habit of saving is an important habit to build - like exercising regularly and eating healthily. It's also important to note that not everyone can save all the time. Sometimes, we need our entire income to cover important expenses. Your budget is full of important expenses. Savings are for when there is money left for saving after covering important expenses.

Here are some tips to save money wisely and effectively.

1. Keep track of everything you spend money on. Write it in a notebook or record it on your phone.
2. Find simple ways to cut your spending. Avoid spending time scrolling on shopping websites, if you don't need to buy anything specific. Wait and think before buying non-essential things like clothes and devices.
3. Set a clear goal for your savings.
4. Put your savings money in a place where you can't easily spend it. For small savings goals, use an envelope or a box to put the money. For larger savings amounts, put your money in a deposit account or in another bank account.

Activity Time!

Set 3 savings goals for yourself to reach by the time you reach the age of 40. (Take a look at Rohith's goals for some ideas.)

Rohith's Goals
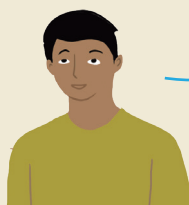
I want to save Rs. 500 every month for my retirement.
I want to save Rs. 80,000 to set up a painting studio.
And I want to save an emergency fund of 2 lakhs.
These are my savings goals for my 40th birthday!

My Savings Goals

1. _____

2. _____
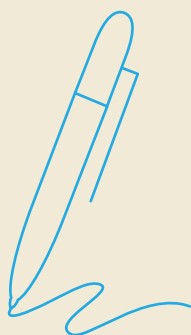
What I learnt today:

Put a ✓ if you know this topic well.

1. Savings is an amount of money that is put aside without spending it. ☐

2. The different options for savings are - long term, emergency and goal based savings. ☐

3. You have to develop the habit of saving for it to become a normal part of your life. ☐

8.6 Legal Literacy

In this lesson you will learn :

1. Policies given by Govt of India - Introduction to Legal Literacy Mission, RTI & Public Grievances

2. Basic employee rights

3. Minimum wages

Circle the words that you know the meaning of:

Legal | Justice | Contract | Courtroom | Law | Constitution | Fines | Illegal | Rights

Thinking Box

Let's learn some policies given by the Govt. of India for legal literacy

Legal literacy is being aware of the protection given to citizens by the law. Legal literacy is important because it helps us to receive all the benefits that the law gives us. If we do not understand anything about the legal process, we cannot participate in the good work of the law. The Government of India has special initiatives that help keep its citizens informed about the law.

Legal Literacy Mission is an initiative to educate people about the Constitution. It aims to give everyone the knowledge of the law. The Mission conducts camps, workshops and seminars for people across the country. They focus specifically on the most disadvantaged and disempowered people in the country who can benefit from understanding the law.

Right to Information (RTI) is an Act by the Government of India. It guarantees that any Indian citizen can request any information (that is supposed to be public knowledge) from any department of the state or central governments. The government must provide the correct information in 30 days. This ensures that we can have access to information from the government. This also gives us the ability to hold the government accountable when it does not follow the constitution.

Applying for RTI is a simple process. It can be done either offline or online through the official website of the RTI.

Public Grievances Portal is an online portal set up by the Government of India. Citizens can use this portal to make any complaints related to the working of the government. The complaints can be related to government schools, post services, roadways, etc. When you make a complaint on the portal, the complaint is checked and assessed. If it is a valid complaint, it is then addressed by the government.

Choose the correct answer to the question

Q1. What is legal literacy?
   a. Having knowledge and awareness of law-related things
   b. Having knowledge of numbers and letters

Q2. What is the full form of RTI?
   a. Roads to Interstates
   b. Right to Information

Let's learn what employee rights are

Legal literacy is being aware of the protection given to citizens by the law. Legal literacy is important because it helps us to receive all the benefits that the law gives us. If we do not understand anything about the legal process, we cannot participate in the good work of the law. The Government of India has special initiatives that help keep its citizens informed about the law.

1. **All employers and employees must follow the conditions given in the employment letter.**
   This is a contract that includes all the details of the working conditions you have agreed to - how much salary you will be paid, your work responsibilities, what are the consequences if you do not fulfill your responsibilities, etc. Insist on receiving an employment letter when you join a company for work. Read the letter carefully before signing it.

   An employment letter is a legally binding contract. So it must be taken seriously.

2. **Wrongful termination is illegal.**
   Wrongful termination is when an employer removes you from your job for an illegal reason. An employer must mention the reasons you can be removed from your job in the employment letter.

   If an employer terminates your employment for any reasons other than what is mentioned in the letter, it is called wrongful termination. For example, it is illegal to take someone's job away from them because of their age, gender, disability or religion.

3. **Leaves and other benefits must be provided to all employees.**
   Employers must provide their employees with allowances for taking leave. Every female employee is entitled to paid maternity leave for 26 weeks which can be used during pregnancy and/or after the delivery.

4. **Employers must ensure that the work place is a safe and free from sexual harassment.**
   Employers have an obligation to make sure that all employees, women employees in particular, are protected from harassment from the workplace. If you experience harassment in your workplace, you can send a complaint to the Internal Complaints Committee (ICC) in your company. All companies must have an ICC set-up.

Knowing our rights as employees is important for us to make sure that employers are providing us with all the required provisions for us to be dignified workers.

Choose the correct answer to the question

Q1. Why is it important to check the employment letter?
   a. Because it is a legally binding document
   b. Because it should not have spelling mistakes

Q2. What is wrongful termination?
   a. When someone takes leave for their job
   b. When someone is removed from a job for illegal reasons

Q3. "Female employees are entitled to paid maternity leave."
   True or false?
   a. True
   b. False

Let's learn about minimum wages

What are minimum wages?

Minimum wage is the least amount of money that an employer can pay someone, so that they can live a dignified life with basic needs. The minimum wage in India is not the same for everyone in the country. It is different in different States and cities.

The provision of minimum wages also ensures that all the work and labor of people is paid for fairly. It is illegal in India to bring a person into employment and not pay them for their work.

Minimum Wages Act, 1948

How can an Indian citizen get free legal services?

So what can we do if we require legal assistance for issues like wrongful termination or failure to pay fair wages? We can make use
of the National Legal Services Authority.

National Legal Services Authority (NALSA) provides free legal services to people from vulnerable (weaker) sections of society. NALSA offers many useful legal services for people. People can apply for legal aid or financial help for legal fees through NALSA. NALSA also helps to set up alternative forums where legal issues can be discussed and resolved quickly.

Who is eligible for free legal services?

- A member of a Scheduled Caste or Scheduled Tribe
- A victim of trafficking in human beings
- A woman or a child (under the age of 18)
- A person with disability
- A person who is a victim of hardships like mass disaster, caste atrocity, flood, drought, earthquake, etc.
- An industrial workman
- A person whose annual income is under a certain amount
  (This differs in each state. You can find more information on
  www.nalsa.gov.in)

Activity Time!

Rajesh and his family have been severely affected by the flood in his town. However, they have not received the compensation that is legally due to them.

How can Rajesh get free legal services?

_____

_____

_____

_____
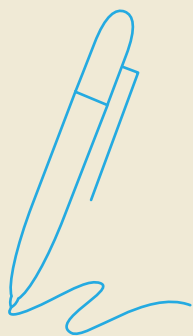
What I learnt today:

Put a ✓ if you know this topic well.

1. Legal literacy is being aware of the law and the protections that it gives its citizens. ☐

2. Employers are legally obligated to their employees, according to the conditions given in the employment letter. ☐

3. Employers must pay their employees fairly. ☐

4. National Legal Services Authority (NALSA) provides free legal services to people from vulnerable (weaker) sections of society. ☐

9.1 Introduction to the World of Work

In this lesson you will learn :

1. The difference between job and career
2. The difference between personal and professional life
3. How to prepare for the world of work

Name top 3 differences in how we need to behave in our personal and professional life

_____

_____

_____

_____

_____

Thinking Box

Let's identify the difference between job and career

Has anyone asked what you want to do when you grow up? They are asking about your career and not your job! Are you confused? Read further to understand.

Career means the kind of work a person does to reach their full potential. A career depends on a person's strengths, goals and aspirations, beliefs, qualifications. Career results from various decisions that we make throughout life. It is a lifelong process.

Career and job are different. Here are the differences between job and career:

S. No.	Job	Career
1.	A job has a definite starting point and ending point. **For ex:** Your job can be a teacher in a school.	Our career is the real progression of our professional life. It can include many different jobs over the years. **For ex:** In your teaching career, you can be a tuition teacher, school teacher, principal, trainer of other teachers etc

2.	Jobs are well defined and have a fixed title and salary.	Careers are broad and include a person's educational qualification, interests, abilities, skills, certification, and diplomas.
3.	The career is the connection between these multiple jobs.	A person's career may include multiple jobs

For example, let us observe the principal's career of your ITI. In their career, your principal could have had the job of being a trainer, a placement officer, or a deputy principal. Before becoming a principal, they would have undergone several training sessions and done many different tasks and jobs in the ITI. So in their career, they have done different jobs to reach their full potential.

Skills
Interest
Abilities
Certification
Job
Diplomas
Education Qualification
Job
Job

Career

What is the difference between a job and a career?

_____

_____

_____

Let's understand the difference between personal and professional life

Personal life consists of everything we do outside of your work. It can be our relationship, leisure time, time for us to rest, relaxation, entertainment, hobbies, family time, health and fitness, etc. Personal life is important as it enriches us and gives us time to rest/relax.

Professional life refers to our working life. It can be our career, our business, or our job.

It is important to separate your personal and professional life. It will help ensure that we can be there for our family, friends, etc. It will also help us get results in your professional life.

Here are some tips on separating your personal and professional life:

1. Have a specific time for work during which you only perform your tasks. Do not get distracted by talking to family members, social media, etc.

2. Take rests and short pauses to recharge yourself. Sitting in front of your computer desk the whole day will decrease your productivity.

3. Improve your skills from time to time. Read books, and attend seminars and workshops that will improve your skills.

4. Prioritize your work tasks based on how urgent and important they are.
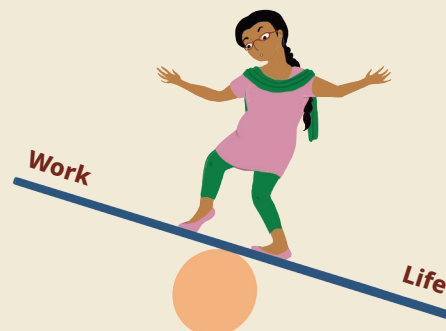
Work

Life

Why is it important to balance personal and professional life?

_____

_____

_____

Let's learn how to prepare for the world of work

The world of work is a place where people work or are employed. This can include finding a job, moving up in the job, finding new jobs, learning to be better at a job, etc. To grow in a job, we need to stay up-to-date about the latest skills and technologies.

To prepare for the world of work, you need to focus on building a few important skills. You can start learning about these skills now, and keep on developing them as you grow in your career.

These skills are:
- Communication skills
- Flexibility / Adaptability
- Critical Thinking
- Decision making
- Problem-solving
- Digital Literacy
- Soft Skills
- Self Learning

Tip: If you want to know the meaning of the skills mentioned above, search about it on Google.

Activity Time!

Many skills and qualities are needed to succeed at work. Few of the important skills are listed below.

Put a tick mark ✓ in one of the columns based on if you have already done this.

	I have done this	I will do this soon (mention by when you will complete this)
I know my interests and abilities		
I can introduce myself to others		

I have a career plan		
I have discussed my career plan with my family members		
I have a PAN card and an active bank account		
I have an email address		
I can search for jobs online		
I have a resume		
I have attended a mock interview		
I have conducted a Market Scan		
I have a plan to manage & save my money		

This is an individual activity. However, you can discuss it with a friend if you need some support.

What I learnt today:

Put a ✓ if you know this topic well.

1. Career and job are different. Job is short-term. A career combines the different jobs, qualifications, and roles one has in their entire professional journey. ☐

2. Personal life is what we do outside of work. Professional life is our life in the workplace. ☐

3. Work-Life balance is very important to have a healthy and happy life. ☐

4. The world of work is a place where people work or are employed. We need to keep our skills updated to be relevant in work. ☐

9.2 My Interests and Abilities

In this lesson you will learn :

1. Difference between interests and abilities
2. Identifying your own interests and abilities

Thinking Box

What are 3 things that you really like to do?

1. _____

2. _____

3. _____

What are 3 things that you do very well?

1. _____

2. _____

3. _____

Let's learn **the difference between interests and abilities**

S. No.	Interests	Abilities
1.	Interests are those that one is passionate about.	Abilities are activities that one is good at and can.
2.	These are the activities that we love doing, but we might not be good at.	These are the activities that we are good at but may not give us joy.

It is an interesting challenge to identify how we can match our abilities to fit into the areas we are interested in.

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

Assessing interest and abilities in choosing a career

Interests   Abilities

Career options
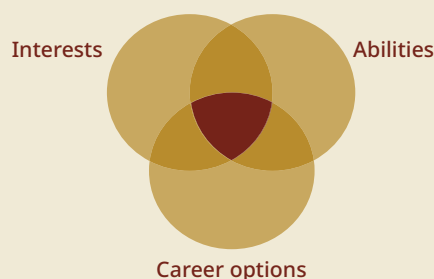
Q1. Zubia loves to draw. But she is good at singing.

Which of the following is Zubia's ability?
a) Drawing
b) Singing

Q2. Pakur is very good at cooking. He loves to dance.

Which of the following is Pakur's interest?
a) Cooking
b) Dancing

Let's learn how to identify your own interests and abilities

It is important to identify our interests while planning a career. Working on the activities of our interest gives us satisfaction and happiness. It is very important that an individual considers their strengths while choosing a career. Ability becomes an important aspect for an individual to succeed at a task. Having the ability to do the particular work helps the individual feel motivated. It also ensures that we deliver results at our workplace.

Let us now identify our interests and abilities. Think about your life and answer the questions.

Interests

Q1. If you had free time in the next 48 hours, what would you do with it?

_____

_____

Q2. What do you answer when people ask you "What is your interest?"

_____

_____

Abilities

Q1. What talents do your friends and family know you for?

_____

_____

Q2. What skills do people usually come to you for?

_____

_____

Why is it important to identify our interests and abilities?

_____

_____

_____

Activity Time!

Read The Given Paragraph And Answer The Questions.

Bishnoi is a successful fashion designer in Bombay. As a 15-year old boy, he used to love singing. He used to participate in many singing competitions. He went for a Talent Hunt auditions, but did not get selected. He felt sad, and decided not to sing anymore.

After completing school, he joined a diploma course in fashion design. He performed very well in theory and practical. He found out that he was very good at dress-making and embroidery. He completed the course with the top marks in his class.

Q1. What is Bishnoi's interest?

_____

_____

Q2. What are Bishnoi's abilities?

_____

_____

Q3. Was Bishnoi aware of his abilities?

_____

_____

Q4. How did Bishnoi become aware of his abilities?

_____

_____

What I learnt today:

Put a ✓ if you know this topic well.

1. Interests are those that one is passionate about. Abilities are activities that one is good at and can. ☐

2. I know how to identify my interests and abilities. ☐

3. I know my Interests and abilities. ☐

9.3 Building My Career Pathway

In this lesson you will learn :

1. Importance of career pathways
2. How to explore career pathways in different industries

What are the different career paths or routes open to you after completing your trade?

Thinking Box

1. _____

2. _____

3. _____

Let's learn about the importance of career pathways

Today we have a lot of career directions/ paths which were not available to earlier generations. On the one hand, it is exciting to have so many possibilities. But it can also feel stressful and confusing, if we have no sense of purpose or direction. We could waste precious time in low paying, unsatisfying jobs. Choosing a career path early can give us a good-start on a bright future.

A career path is a series of jobs that help you progress towards your goals and objectives. For example, if your goal is to become a principal, you'd typically start as a teacher. You can apply for promotions and also learn leadership skills to reach your goal.

After you complete studying, many career paths are available to you. You can choose any path, depending on your interests and abilities. Your career path is your decision, others can only influence or inform you!

Tip: In the 21st century, newer jobs and career paths are getting formed every 5 years. So if you decide on a career path today, there is no need to stick to it 5 to 10 years later. If a better career path opens up for you, be free to follow it.

The most important thing in choosing a career path is to balance between two things:
- Your interests, talent & ability
- Demands, trends & jobs available in the market

With a career path you will:
- **Have clarity on your future:** Your goals can be clear to you, helping you choose the right jobs
- **Learn the right skills:** Based on how you want to grow, you can choose the skills you want to learn
- **Be flexible:** You can choose your career path based on how the market demands are changing.

Why is it important to plan your career path?

_____

_____

Let's learn how to explore career pathways in different industries

Form a group of 3 people. Look at the posters given. These are career pathway posters for the following careers:
- Fashion designing
- Computer Operator and Programming Assistant (COPA)
- Cosmetology
- Stenographer

As a group, go through each of the posters in detail. After you have gone through the posters, answer the questions given at the end of each poster.

CAREER PATHWAY

FASHION DESIGN & TECHNOLOGY

SKILLS TAUGHT IN ITI

- Operate various types of conventional sewing machines
- Learn about different types of weaving techniques
- Sketch the human body based on eight head theory
- Know the importance of colour, colour scheme & colour wheel
- Learn about surface ornamentation techniques on textiles & use of different painting, printing and needlecraft techniques
- The knowledge of working with Computer Aided Design (CAD) in apparel

SKILLS NEEDED BY COMPANY

- Knowledge of stitching & neat finishing to make a garment
- Creativity to design and sketch patterns for fashion designing
- Knowledge of CAD software
- Specialization in pattern making, designing accessories for men, women & children

JOB OPPORTUNITIES AFTER ITI

- Workshop assistant in government ITIs
- Garment factories as tailor or sample maker
- OCF, Avadi as a tailor
- Designer in garment manufacturing units

CAREER PATHS FOR THIS TRADE

ENTRY LEVEL
Tailor, Apprentice, Semi-skilled Technician

MIDLEVEL
Tailor skilled grade – I, Special machine operator, Assistant designer

SENIOR LEVEL
Charge man – Ordnance Clothing Factory (OCF, Avadi), Self-employed, Entrepreneur.

UPSKILLING OPPORTUNITIES

- Apprenticeship (NAC Certificate)
- Apparel Training & Design Centre (ATDC) for advanced training in fashion technology
- ITI to learn surface ornamentation techniques & embroidery
- Crafts Instructor Training Scheme (CITS) to become an instructor in ITIs

Q1. What are some of the skills required to take up this career?

_____

_____

Q2. What is the starting salary one can expect in this career?

_____

_____

Q3. What are some new aspects that you learned about this career through this poster?

_____

_____

CAREER PATHWAY

COMPUTER HARDWARE & NETWORK MAINTENANCE

SKILLS TAUGHT IN ITI

- Knowledge of basic electronics
- Assemble and repair Personal Computers (PC) & laptops
- Hardware and software installation in PC & laptops
- Proficiency in MS Office (MS word, spreadsheet applications, and powerpoint presentation)
- Installation and configuration of different types of printers, plotters, & scanners
- Setting up and configuring networking systems using network devices
- Sharing resources and internet connection through the network
- Implementation of network security protocol
- Installation and configuration of Windows and Linux servers
- Browsing online and email communication

SKILLS NEEDED BY COMPANY

- Knowledge of working, upgrading, troubleshooting PCs and laptops
- Server installation and configuration to manage office network
- Network security
- Safe handling of data
- Knowledge of MS Office
- Setup and configuration of Local Area Network (LAN)
- Knowledge of internet usage

JOB OPPORTUNITIES AFTER ITI

- Jobs in central government like railways
- Jobs in state government like government ITI, polytechnics, and engineering colleges
- Private companies like Wipro, HCL, Dell,TVS Electronics, VI Microsystems, & Zebronics India Pvt. Ltd

CAREER PATHS FOR THIS TRADE

ENTRY LEVEL
Polytechnic Lab Assistant, ITI Workshop Assistant, Data Entry Operator, Network Trainee, Computer Service Assistant

MIDLEVEL
Senior Lab Assistant, Assistant Training Officer, Senior Data Entry Operator, Executive – Network Technician, Computer Service Technician

SENIOR LEVEL
Foreman, Training Officer, Data Processing Superintendent, Manager – Network Administrator, Computer Hardware Engineer

UPSKILLING OPPORTUNITIES

- Apprenticeship (NAC Certificate).
- Crafts Instructor Training Scheme (CITS) to become an instructor in ITI
- Network academy course to become a network administrator

Q1. What are some of the skills required to take up this career?

_____

_____

Q2. What is the starting salary one can expect in this career?

_____

_____

Q3. What are some new aspects that you learned about this career through this poster?

_____

_____

CAREER PATHWAY
BASIC COSMETOLOGY TECHNICIAN

SKILLS TAUGHT IN ITI
- Beauty therapy & knowledge about beauty products
- Epilating, manicure, pedicure, facial treatments, haircuts, hair styles, coloring, straightening, rebonding, & other hair treatments
- Demonstrate different types of makeup & perform basic correction makeup

SKILLS NEEDED BY COMPANY
- Knowledge of the newest trends in hair design, fashion, makeup, and skincare
- Commitment in keeping the work space clean
- Intuitive about color, style and cut
- Efficient customer service

JOB OPPORTUNITIES AFTER ITI
Hair stylist, nail expert, beautician, wedding and event stylist, makeup artist
Freelance makeup artist

CAREER PATHS FOR THIS TRADE

ENTRY LEVEL
Trainees in beauty parlour

MIDLEVEL
Sample Maker, Workshop Assistant in ITIs, Trainers in vocational centres to teach cosmetology, Self-Employed (Own beauty parlour, Conduct vocational courses in colleges)

SENIOR LEVEL
Hairdresser, Makeup Artist, Hair Stylist, Face Treatment, Film industry and SPA specialist in star hotels, Entrepreneur (Body Massage, Hairdresser, Own institute to run Cosmetology course)

UPSKILLING OPPORTUNITIES
- Apprenticeship (NAC Certificate)
- Craft Instructor Training Scheme (CITS) to become an Instructor in ITIs
- Courses in SPA treatments, aroma therapy, hair trichology, & skin analysis
- Advanced Diploma courses

Q1. What are some of the skills required to take up this career?

_____

_____

Q2. What is the starting salary one can expect in this career?

_____

_____

Q3. What are some new aspects that you learned about this career through this poster?

_____

_____

CAREER PATHWAY
STENOGRAPHY

IMMEDIATE SKILL REQUIREMENTS
- Typing speed- 25 words per minute for English, 30 words per minute for regional language with 95% accuracy
- Shorthand speed- 80 words per minute for English, 100 words per minute for regional language with 95% accuracy
- Communication Skills
- Credibility and trustworthiness as stenographers handle confidential legal documents and proceedings

PREFERRED SKILL REQUIREMENTS
- Proficiency in English speaking
- Grammar and intricacies of concerned language- English or regional language
- Knowledge of legal or medical terminology- basis of organization requirement

JOB OPPORTUNITIES AFTER ITI
Vacancies for stenographers are available from time to time at different Government Ministries and Institutions. They are advertised by SSC, UPSC for various departments and organizations. Apart from government institutions, there are plenty of opportunities in the private sector too.

Entry level	Mid-level	Senior level
Secretary, Personal Assistant/ Executive Assistant, Computer Operator, Data Operator, Typist	Company Secretary, Office Administration/ Coordination, Front Desk Executive	Executive Assistant to Director, Administrative Secretary

CAREER OPPORTUNITIES

Industry
- Finance and Accounts
- Office Administration/Management
- Hospitality
- Retail
- Book-keeping
- Front-Desk Operations

Upskilling
- Tally
- Modern Office Management
- Spoken English
- Accounts
- Modern Office Management

Q1. What are some of the skills required to take up this career?

_____

_____

Q2. What is the starting salary one can expect in this career?

_____

_____

Q3. What are some new aspects that you learned about this career through this poster?

_____

_____

Activity Time!

Continue with the same groups of 3 for this activity. As a group, decide on any one career path you want to explore (apart from 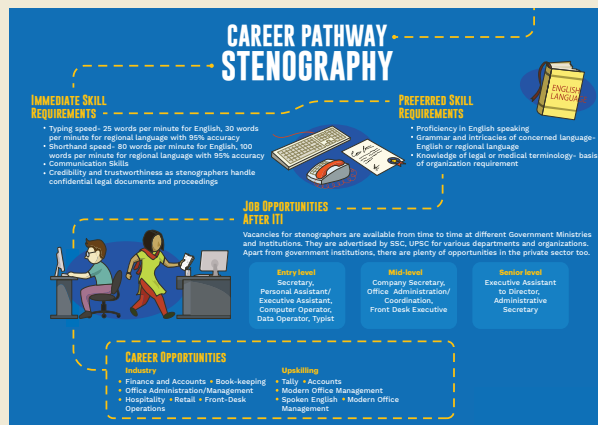the four careers mentioned in the last activity). Research on the career path that you choose. Try to collect information based on the headings given in the previous posters.
Once you have collected the information, write it in the space given.

_____

_____

_____

_____

_____

Share the information with the class at the end of the activity.

What I learnt today:

Put a ✓ if you know this topic well.

1. A career path is a series of jobs that help you progress towards your goals and objectives ☐

2. In the 21st century, newer jobs and career paths are getting formed every 5 years ☐

3. Choosing a career path is to balance between your interests, talent & ability + demands, trends & jobs available in the market ☐

4. Creating career pathway posters can give a lot of clarity on that career ☐

9.4 Job Market Research

In this lesson you will learn :

1. How to explore the world of work
2. How to conduct a market scan

What do you understand by the words "Job Market"?

_____

_____

How can you get information about the "Job Market"?

_____

_____

Thinking Box

Let's learn how to explore the world of work

We have already learned about the world of work and its importance in previous lessons. In this lesson let's learn how to explore it for the growth of our career.

1992   **2002**   **2022**

Over the past 30 years, workplaces in India have been transformed. Typewriters are replaced with computers and laptops. Landline phones have become mobile phones and so on. We have seen some of these changes happen in our homes and schools too. But have you ever thought of the jobs that have disappeared along with these changes? Are you aware of the new jobs that have been created?

With the example of the image above, think and make a list of jobs that have disappeared and jobs that have been created in the past 30 years

S. No.	Jobs that have disappeared or reduced	New jobs that have been created
1.	Typewriter repair person	Computer technician
2.	Postman or Postwoman	Youtube videomaker
3.		
4.		
5.		

The world of work is always changing. We must be fully aware of these changes. Only then we can plan our career pathway.

Market Scan

Market scan is a process by which we can understand the ever-changing world of work.

It helps us:

• Identify the different career pathways available for our interests and abilities

• Understand in more details about our chosen careers

• Learn the how to be successful in our careers

• Develop a plan to achieve our chosen career

• Get inspired by others in our field

Let's learn how to conduct a market scan

1. **Identify the career pathways you are interested in:** You already know the difference between a job and a career. While conducting a market scan, focus on a career and not just a job. **Eg:** Retail sales instead of a job at a supermarket.

2. **Identify Sources of Information:** Identify various sources where you can get information about your chosen career. **Eg:** Internet, industry visits, alumni, your teachers etc

3. **Make a list of the different kinds of information needed:** What are the various kinds of information you need to know about your career? **Eg:** educational qualifications

P **L**

SPECIAL EDUCATORS: BLIND, DEAF

CAREER

Special Educators teaching professionals teach physically or mentally handicapped children, young persons or adults, or those with learning difficulties, at a given level of education.

JOBS

+ Schools /Special Schools
+ Hospitals
+ Specialised Clinics
+ Non-Governmental Organization (NGO's)
+ Rehabilitation Centres

PATH

Complete class 12
+ Bachelors (B.Ed) in Special Education
+ Masters (M.Ed) in Special Education

OR

Complete Class 12
+ Bachelors (BA /B.Sc) in any stream
+ Post Graduate Diploma in Special Education

TASKS

Teacher for The Blind :
+ Teaches elementary middle and secondary school subjects to blind pupils using Braille system
+ Instructs students in reading and writing braille, using slate and stylus or braillewriter.
+ Adapts school curriculum to meet needs of pupils, teaching subjects such as mental arithmetic and music listening.
Teacher for the Deaf:
+ Teaches elementary middle and secondary school subjects to deaf or hard-of-hearing pupils using special skills,such as lip reading and teaches special skills.
+ Instruct pupils in formation and development of sounds for speech, using high-powered hearing aid or electrical amplifying equipment.

SPECIALISATION

+ Teacher for the Blind/Deaf/Dumb
+ Mental Retardation
+ Autism
+ Handicapped children
+ Cerebral Palsy

necessary, technical skills required, etc.

4. **Set targets and timelines:** Set a timeline for yourself on how long you will take to collect all the necessary information from all your sources

5. **Prepare a Career Card:** Bring together all the information you have collected about a particular career in one place.

6. **Share your knowledge:** Share your career card and your knowledge with your friends. Learn from and support each other so that all of us can grow together.

Are you clear about how to conduct a market scan? Let's talk about the various ways to collect data about a career in more detail.

1. **Internet:** You already know that not everything online is true or correct. So how can you make sure that you are getting the correct information?
   a. **Government Websites:** websites of the Ministry of Labour, Ministry of Human Resources etc have accurate information about various industries in the country. They can also help understand policies related to the industries. Policies can show trends of where the world of work is heading towards.
   b. **Private websites:** Trusted private websites such as career search websites (Naukri, timesjobs, Monster etc), and professional networking websites (**Eg;** Linked in) are all good sources to understand career options. They may also help you understand the requirements for a career option and talk to people already in that career.

2. **Newspapers and Magazines:** Many newspapers and magazines publish supplements or articles focused on career information. They contain information about existing or new career pathways, interviews with professionals or experts in the field, or even about upcoming job fairs.

3. **Career guidance agencies:** These are agencies that provide services to help you understand your career interests and possible pathways. They can be in person or online, paid or free.

4. **Discussion with Professionals:** One of the best ways to learn more about a career is to talk to someone who is already associated with work. You can ask them how they started their journey, what are their goals and expectations, what does their workday look like etc. You can also ask them about what they like most about their career and what is most challenging.

Activity Time!

Conduct a Market Scan

As per the steps provided above, conduct a market plan to help you identify and select the best career path for you. Make sure to use all the above methods to collect information. Share your career cards with each other and discuss them in the class.

Below is a sample table to guide you.

Question	Information
Name Companies/Organizations where you can find this type of work?	
What are the qualifications necessary?	

What are the additional skills required in this career?	
What does a day in the work life look like?	
What is the most exciting part of the work?	
What are some of the challenges faced in the career?	
What are the growth opportunities?	
What is the expected salary for a fresher?	
Any other information necessary	

What I learnt today:

Put a ✓ if you know this topic well.

1. Market scan is helpful in understanding the ever-changing world of work. ☐

2. Identifying the career pathways, source of information, target and timelines are crucial in market scan. ☐

3. We must collect various data about a career using the internet, newspapers, career guidance agencies and working professionals. ☐

9.5 Goal Setting for Your Career

In this lesson you will learn :

1. How to define your long-term and short-term goals

2. How to use SMART goals to prepare a plan for a job or career

Thinking Box

Mention the top 3 things you want to achieve in the next 1 year

1. _____

2. _____

3. _____

Mention the top 5 things you want to achieve in the next 5 years

1. _____

2. _____

3. _____

4. _____

5. _____

Let's learn how to define your long-term and short-term goals

You must have often heard the term goal. Your teachers, your parents, and your elders must have asked you "what is your goal". What do they mean by goal?

A goal is what you deeply desire or wish for from your life. It is something you select from many choices, make a plan to achieve it and take the right actions to achieve it.

Goal = Desire/Wish + Plan + Actions

A **long-term goal** is something you want to achieve well into the future.
Eg: Starting your own company.

A **short-term goal** is something you plan to achieve within a year. Usually, it is one more step towards achieving one of your long-term goals. Sometimes they are also called Milestones.
Eg: Identify 3 investors for your start-up.

> Oh that's a great goal. What are your steps towards it?

> I want to start my own company that produces low cost home appliances

> First, I have to finish college with a top rank. Then I have to get some experience in a home appliance company. After that I will start on the steps for my own company

Short-term goals	Long-term goals
Smaller and easier to achieve	Complex and harder to achieve
Timeline of weeks and months	Timeline of years
Larger in number	Fewer in number
Connected to your present situation	Uncertain and depends on achieving short term goals

Short Term goals:

A career goal refers to your vision of your career pathway.
Eg: You want to become a CEO at a manufacturing company or
you want to become an entrepreneur giving jobs to 100 people.
Career goals also are long-term and short-term.

Long term goal: Become CEO of a manufacturing company

CEO

Get promoted

Get a management degree

Get a job at a manufacturing company

Graduate from ITI

And a lot of other steps like this till you can finally achieve your long-term goal.

What is your career goal? What are the short-term goals that will help you achieve your career goal?

Career goal	Short-term goals

You can do the same exercise for your personal goals too.

SMART Goals

Rahul's goal is to score high marks in his 10th exams. He decides to study more in order to achieve his goal. When the results came, Rahul scored 60%. This was more than he had ever received before but Rahul and his family were all sad.

What do you think went wrong?

When we are setting our goals , we must be very clear about what we want. In the above example, 'high marks' is an unclear term. It can mean different things to different people. Similarly, what does study more, mean?

If we have to achieve our goal, we need to be very specific and clear about it. **SMART goals help us do this.**

SMART stands for

S	**SPECIFIC**	What exactly do you wish to achieve? **Eg:** I want to get at least 80% in my 10th exams.
M	**MEASURABLE**	It should be possible to measure whether you have achieved your goal and also if you are on your way to achieving your goal. **Eg:** I will study for 4 hours each day; I will take mock tests and check if I am close to my target.
A	**ACHIEVABLE**	Be realistic when setting your goals. **Eg:** If you are currently getting less than 50%, then aiming straight for more than 80% may not work out.
R	**RELEVANT**	Goals take time and effort. Make sure that your goals are useful for your personal and/or professional life. Make a list of why it is important to achieve this goal. **Eg:** Getting high marks in my 10th standard will help me get into my choice of subject for 12th or ITI.
T	**TIMED**	Have a specific timeline for your goal. **Eg:** This year's 10th exam.

When you set your goals to be SMART, you are also simultaneously planning to achieve your goal. SMART goals are designed to help you define your goal, plan how to achieve them and identify if you have achieved them.

Activity Time!

What is your career goal? Use the SMART goal method to detail your goal.

Goal:

S	SPECIFIC	
M	MEASURABLE	
A	ACHIEVABLE	
R	RELEVANT	
T	TIMED	

What I learnt today:

Put a ✓ if you know this topic well.

1. A goal is the desired result that one purposefully selects, plans for and commits to achieve. ☐

2. A **long-term goal** is something one wants to achieve well into the future and that will take significant time. ☐

3. A **short-term goal** is something one can achieve within a quick time frame. ☐

4. Milestones are the steps towards achieving long-term goals. ☐

5. The **SMART goals** help us to be Specific, Measurable, Achievable, Relevant, and Time-Bound. ☐

10.1 Customer Service and Relationship Building

In this lesson you will learn :

1. The importance of customer service and interaction
2. The need to build customer relationships
3. How to build good relationships with customers

What do you think is the meaning of customer service? Give 2 examples.

_____

_____

_____

_____

_____

Thinking Box

Let's learn about the importance of customer service and interaction

Customer is a person who buys a product or service. Customer service is the service that we give a customer before, during or after a purchase.

For example when you go to a departmental store, the sales person near you volunteers to find the products and helps you with. When you go to buy a mobile phone, the sales person identifies your needs and starts giving you more options for mobile phones that you might want to buy. These are a few examples for customer service.

Why is customer service important?

1. When customer service is good, customers will come to the shop to buy products and services again and again. This means that the business will grow.
2. Happy customers will talk to others about the products and service. So more new customers are created.

5 Simple ways by which good customer service/ interaction can be achieved.

1. Smile and greet customers.
2. Help them with patience.
3. Clear the customers' doubts wherever necessary.
4. Talk to them, understand their needs and support them accordingly.
5. You can share your goodwill by informing them about offers, discounts and new launches too.

Here is a list of good and bad ways to provide customer service.
Tick ✓ the good and bad ones from the checklist.

	Good	Bad		Good	Bad
1. Patience	☐	☐	7. Complaints	☐	☐
2. Smile	☐	☐	8. Follow up	☐	☐
3. Product Knowledge	☐	☐	9. Delay in service	☐	☐
4. Rude	☐	☐	10. Dishonest	☐	☐
5. Ignore the customer	☐	☐	11. Not knowing your customer	☐	☐
6. Pushing to buy ignore	☐	☐	12. Disrespect	☐	☐

Let's learn about the need to build customer relationship

The need for customer relationships is beyond putting a smile on the customer's face. It is needed to:

1. **Create a Positive Relationship:** By understanding and resolving the concerns of the customer.
2. **Retain Customers:** By making customers come back again and again to buy the products/ service.
3. **Ensure Customer Satisfaction:** A fully satisfied customer becomes an Ambassador of the business. So one must work towards customer satisfaction.

What will happen if we don't develop a good relationship with customers?

_____

_____

_____

_____

Let's learn about how to build good relationships with customers

Good relationships with customers can be built with time, effort and trust.

The 4 C's to create good customer relationship

Connect

Identify your customers. Let your customers understand your product or service. Connect with your customers through social media, ads etc.

Create

People never forget how you made them feel, so create a unique experience for your customers.

Confirm

The unhappy customers are the greatest source of learning. Get feedback regularly and confirm the quality of your service.
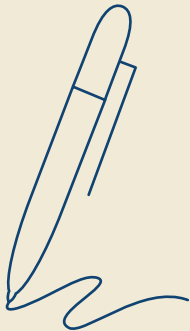
Commit

Keep up the promise and respect your customers' time.

Activity Time!

Visit a couple of shops alone or with your friends. Do a keen observation of their customer service right and rate them on the basis of the checklist shared earlier. Come back and discuss your experiences with each other.

What I learnt today:

Put a ✓ if you know this topic well.

1. Customer service is the service that we give a customer before, during or after a purchase. ☐

2. The growth of a business is based on how we treat and interact with our customers. ☐

3. Create a positive relationship, retain customers, ensure customer satisfaction is important in maintaining customer interaction ☐

4. We must practice 4 C's to build good relationships with customers ☐

10.2 Types of Customers

In this lesson you will learn :

1. Who is a customer
2. Different types of customers
3. How to communicate with the different types of customers

What are the different ways through which customers can help a business grow?

_____

_____

_____

_____

_____

Thinking Box

Let's learn about who is a customer

1. A customer is a person who buys a product or service from a seller or vendor through a financial transaction.
2. Customers bring the revenue for a business. So they are very important for small businesses as well as for big businesses.
3. Customers have the choice to choose their products / brands / services. All businesses have to compete with each other to attract customers with their new ideas and offers

As a customer, write down your favorite products or services.

Products	Services

Let's learn about different types of customers

Identifying the different types of customers helps us to deal with them effectively.

There are 5 types of customers:

1. **New Customers** – A customer who buys a product / service for the first time
2. **Loyal Customers** – A customer who repeatedly buys a product or service.
3. **Dissatisfied Customers** – A customer who is not happy with the product or service and has complaints towards it.
4. **Researching Customers** – Customers who do a lot of analysis, comparisons and reviews before buying or using any product or services. You may need to engage with them several times.
5. **Bargaining Customers** – A customer who looks for offers / best deals / discounts or additional benefits in their purchase and argues for the same.

New Customers

Dissatisfied Customers

Loyal Customers

Researching Customers

Bargaining Customers

Recall an incident when you were an 'angry customer'. How could the customer service be better to not make you angry?

_____

_____

_____

_____

Let's learn about how to communicate with different types of customers

Best ways to handle the different types of customers

1. **New Customers**
   - The good thing about this type of customer is they have already finished their research and are very close to buying a product/ service.
   - Guide them with more options.
   - Keep the customer well informed about the product or service details.
   - In short, be ready to answer all their queries.
2. **Loyal Customers**
   - Show appreciation to such customers.
   - Provide them with additional benefits & special offers.
   - A well-written thank you note along with some discounts can also make them feel happy.

3. **Dissatisfied Customers**
   - Show them empathy in the first place.
   - Make them understand that you are eager to solve their problem.
   - Act very quickly.
   - Do not hesitate to apologize.

4. **Researching Customers**
   - Ensure to provide maximum details.
   - Talk about testimonials and user feedback.
   - Provide them with comparison against competitors.
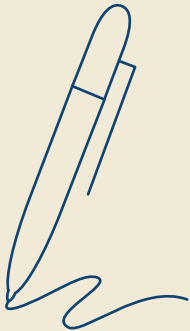   - Allow them to use samples and show them demonstrations.

5. **Bargaining Customers**
   - Make them understand the value they gain from customer service. Treat them specially.
   - They will be attracted to huge deals and sales.
   - Fix the right price.

Activity Time!

As a customer, what will be your 3 most important expectations?

1. _____

2. _____

3. _____

What I learnt today:

Put a ✓ if you know this topic well.

1. A customer is a person who buys a product or service from a seller or vendor. ☐

2. Customers have the choice to choose their products / brands / services. ☐

3. Identifying the different types of customers helps us to deal with them effectively. ☐

4. Keeping customers well informed about the product, solving problems, attracting them on huge deals and sales will promote business. ☐

10.3 Probing to Identify Customer Needs

In this lesson you will learn :

1. Recognize the importance of understanding customer needs & expectations
2. How to identify customer needs
3. Practice probing with customers

What questions can you ask to understand customers' needs?

_____

_____

_____

_____

_____

Thinking Box

Let's learn about the importance of understanding customer needs & expectations

Let's imagine that you are growing a tomato plant. What will ensure that your plant grows big, red tomatoes?

Firstly you need to understand the needs of the plant. Next you provide proper care for the plant. If you grow plants with love, care and passion, you will be rewarded with a rich harvest. Isn't it?

The same logic applies to customers too!

Knowing and understanding customer needs is the key of every successful business. **Caring for customers is key to growing your business!**

The basic reason to understand the customer's needs is to provide them with what they need. That makes the customer happy. Customers who love your product/service are likely to promote you to similar customers in the market.

Only if a business can understand its customer needs and expectations, it can achieve the following:

Repeated Sales

Stay Updated

Building Trust

Be a Competitor

Imagine that you are a regular and happy customer of a vegetable shop near your home. How will you help the vegetable business to grow?

_____

_____

_____

_____

Let's learn about how to identify customer needs

Identifying customer needs is simple. Check about the following five areas with customers:

Price - What is the price range customers have.

Quality – What kind of quality do the customers need

Choice – What kind of product or service does the customer like. For ex., colors, material, feel which customers like

Experience - What kind of customer service will make the customer feel good?

Convenience – What kind of use is the customer looking for? For ex., do they want a shoe to walk in rainy season or football shoes?

Think and write down from your experience as a customer How your need was identified and fulfilled while buying a product or service?

_____

_____

_____

_____

Let's learn how to practice probing with customers

Probing is a way to understand the customer's needs and emotions by asking the right questions and to deliver a better service. To practice effective probing with customers, we can follow funnel technique.

1. Open Questions

Ask questions that help to understand the feelings, thoughts and opinions of a customer. This will help to continue the conversation further.

Ex: What are you looking for? Are you buying for yourself or is it a gift?
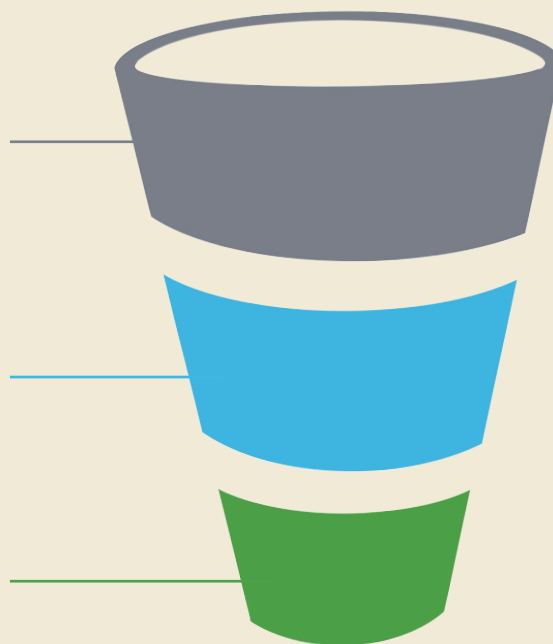
2. Probing Questions

These questions help us to go deeper into the conversation and give more clarity on the customer needs and expectations.

Ex: What is your budget range? What is the age of the person you are buying for?

3. Closed Questions

These questions are asked to get particular information or a specific detail.

Ex: Will this product suit your needs? Do you think your friends will like this product?

Activity Time!

You are a customer in the National Clothes Center. You are buying a dress for your sister. Your classmate is the salesperson of the dress shop. Practice probing questions. Enact in front of your class. Write down the various questions you will use in the role play.

_____

_____

_____

_____

_____
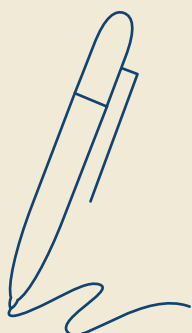
What I learnt today:

Put a ✓ if you know this topic well.

1. Understanding customer needs is the key to a successful business. ☐

2. Understanding customer needs will help in sales, building trust and staying updated with market trends. ☐

3. Identify customer needs by checking about - price, quality, choice, convenience, experience. ☐

4. Probing is a great way to check customer needs. ☐

5. Probing: Open questions ->Probing questions -> Closed questions ☐

10.4 Simple Techniques for Communicating with Customers

In this lesson you will learn :

1. Importance of using selling techniques
2. Using simple selling techniques: FAB & Cross Selling
3. Selling to Customers

Thinking Box

Put a ✓ on the correct option. The selling technique should be based on:

☐ Customer needs
☐ Our choice

Let's learn about the importance of using selling techniques

All businesses require some type of selling. Customers can sense if a salesperson is dishonest or not confident. That is why it is important to earn their trust and build a relationship.

You must practice your voice tone, body language(maintaining eye contact) and closing a sale after making your pitch.

Selling techniques help us in building a relationship with the customer and making sure that they make a purchase.

We should practice a few things to be able to make a successful sale. Put a tick ✓ for the correct options:

☐ Voice tone
☐ Cooking
☐ Eye contact
☐ Body language
☐ Chatting with friends

Using simple selling techniques

Here are two simple selling techniques every salesperson should know and practice:

FAB

Cross Selling

FAB: FAB is a logical approach that helps a customer to discover the product or service.

Features	Advantages	Benefits
The characteristics of a product or service, which can be Technical, Physical or Descriptive	The actual functionality of features in a product or service	The usefulness and the improvement that customer can get it by using the product or service

1. Provides a clear idea on the benefits of the product or service.
2. Helps customers make better choices.
3. Increases the sales and profit for the business.

Let's learn how to practice FABing.

By identifying FAB of the product or service we can start writing the FAB statement for our sales. It has 3 easy steps.

List down all the features of a product or service.
Write down one or two advantages of each feature.
Get into customers' shoes and write a benefit statement.

Product Name: Smart Phone

Features	Advantages	Benefits
• 4000 mAh battery • Fingerprint sensor • 120 megapixel camera • Wireless charging • 64 GB RAM & 2.0 GHz processor	• Long lasting battery • Security • Good pictures • Handy charging • Fast processing	• More power storage • Personalized lock • Capturing more image • Charge battery without cable and plug • Running apps to store their data & processing speed

The FAB statement for the above smartphone.

"The long lasting battery with 4000 mAH will help you to use the mobile for whole day with just one time wireless charging. The fast processor allows you to use multiple applications at same time. You can take beautiful pictures with 120 mega pixel camera. 64 GB RAM supports you with more storage capacity".

Identify a product/service around you and write down a FAB statement for it

Product Name:

Features	Advantages	Benefits

Your FAB Sales Statement

Let's learn about cross selling

Cross Selling is a sales technique that aims to market additional products to the customers.

Why cross selling
1. Adding value to the customer
2. Increasing the overall revenue
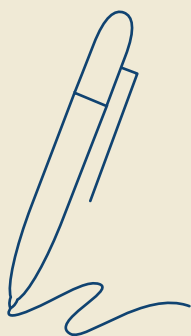3. Customer Engagement

How to do Cross Selling
1. Identify related products and services suitable for cross selling.
2. Identify suitable customers to cross sell the products and services.
3. Develop a cross selling promotions and suggestion plans.

Visit any nearby shop/market. Make a list of products or services that are sold using cross selling technique.

_____

_____

_____

_____

What I learnt today:

Put a ✓ if you know this topic well.

1. You must practice voice tone, body language and closing a sale for making a successful sale ☐

2. Selling techniques help us in building a relationship with the customer and making sure that they make a purchase. ☐

3. A FAB Statement helps in explaining the **F**eatures (facts & specifications), **A**dvantages (usefulness), and **B**enefits (functionality) of a product or service. ☐

4. Cross Selling is a sales technique that aims to market additional products to the customers. ☐

10.5 Closing Sales and Customer Feedback

In this lesson you will learn :

1. Importance of closing a sale or service

2. How to close a sale or service

3. Customer feedback and Satisfaction

What do you think the words "closing a sale" means? Use Google and find out more!

_____

_____

_____

_____

Let's learn how to close a sale or service

Closing a sale means the process of completing a sale.

Closing is the stage where the buyer commits to buy the product or service.

Closing techniques is an essential skill to become a better salesperson.

There are 2 major opportunities to close the sale. They are:

The battery life is longer than my previous phone

You can also get 5% discount upon return of your old phone

Select the statements which show closing the sale. Here are two statements

☐ What are the features of this product?

☐ I will buy this phone, it looks good.

Let's learn how to close a sale or service

There are many closing sales techniques. The 3 most important closing sales techniques are:

Now or never closes:

The sales person tells an exclusive benefit and creates a sense of urgency and moves the customer to make a decision to buy.

Example: "This offer exists only for today"

Summary closes:

The sales person keeps reminding the value and benefits of the product or the service in order to close the deal. Help the customer to visualize the points discussed by an impressive summary.

Example: " So we have the SmartTV with wider screen, 5 years guarantee and with accessible service centers. When would be the good time to deliver?"

Question closes:

The sales person closes the sale in the form of a question. The question aims either for a closure or more information to understand the reason for not closing the sales.

Example:

Does this offer meet your expectations?

Is there a specific expectation that is not being met with this offer?

Do a Google search to find more closing sales techniques and write it below.

Closing Sales Techniques

_____

_____

_____

Let's learn about customer feedback and satisfaction

The easiest way to find the happiness and satisfactory level of a customer is by getting their opinion. Customers sharing their experience and opinion about a product or service is called customer feedback.

The performance of a business is directly connected to customer satisfaction. So it is important that customers are happy to use the products or services delivered.

Customer feedback is important for the below said reasons:
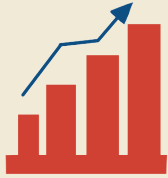
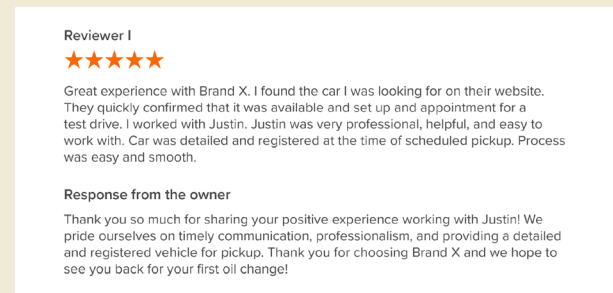| Serves as a guide for the business	Improve products and services	Sign of valuing customer

Simple and effective ways to collect feedback from customers.

1. Ask for review on social media

← **Tweet**

···

I bought my new car at brand x and it was a great experience.Jagan at brand x is really helpful and made the entire process very easy and smooth. 100% recommend their service" use hashtags #greatservice #brandX

3:58 PM · Jul 4, 2022 · Twitter Web App

⧉ View Tweet analytics

3. Customer testimonial

Reviewer I

★★★★★

Great experience with Brand X. I found the car I was looking for on their website. They quickly confirmed that it was available and set up and appointment for a test drive. I worked with Justin. Justin was very professional, helpful, and easy to work with. Car was detailed and registered at the time of scheduled pickup. Process was easy and smooth.

Response from the owner

Thank you so much for sharing your positive experience working with Justin! We pride ourselves on timely communication, professionalism, and providing a detailed and registered vehicle for pickup. Thank you for choosing Brand X and we hope to see you back for your first oil change!

2. Customer feedback survey

[Template] Customer satisfaction (CSAT) survey

Questions marked with an * are required.

How would you rate the [support/onboarding/product/etc] experience? *

○ Good

○ Bad

What's the main reason for your score? *
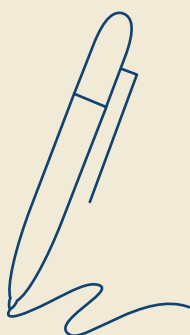
Please type here...

Is there anything you'd like to add? We love feedback. *

Please type here...

SEND

Activity Time!

Have you ever done online shopping? Go to any online shopping portal (amazon/myntra/flipkart) and choose any item. Check out customer feedback in the reviews section and note down key experiences shared by customers.

What I learnt today:

Put a ✓ if you know this topic well.

1. Closing sales technique is an essential skill for a salesperson. ☐

2. The 3 important closing techniques- Now or never close, summary close, question close. ☐

3. Customer satisfaction is the key to business growth. ☐

4. Feedback helps us to understand the expectations of the customer. ☐

5. Simple and effective ways of getting feedback- review through social media, customer surveys, and customer testimonials. ☐

11.1 Personal Grooming and Hygiene

In this lesson you will learn :

1. Importance of personal grooming
2. Maintaining personal hygiene
3. How to groom yourself

What do you do to maintain your personal hygiene?

_____

_____

_____

_____

Thinking Box

Let's learn about the importance of personal grooming

When in school, you had to wear a uniform every day. Your teachers told you to wear the clean, ironed uniform and shoes. They may have also told you to tie your hair neatly and cut your nails regularly. This is called grooming.

Grooming is the process of taking steps to look neat and presentable. This includes how you take care of yourself and your appearance. This is necessary especially when you go for an interview and join a new job.

Personal grooming has an influence on:

1. How you feel about yourself
2. How other people see you

Why is Grooming important?

• Creates a positive first impression

• Helps you feel confident

• Indicates that you are a professional

• Shows self-discipline

• Improves people's opinion of you

You need to make a good first impression in your new job. How will you present yourself? Write down top 5 points.

_____

_____

_____

_____

Let's learn about maintaining personal hygiene

Good personal hygiene means keeping all parts of your external body clean and healthy. It is important to maintain both physical and mental health. People with poor personal hygiene, the body provides an environment for germs to grow, and could make you fall sick easily.

Let's have a look at some good practices to maintain personal hygiene:

	Wash your hands regularly with soap and water before eating, after using the toilet, after returning home from public places, etc.
	Brush your teeth twice a day.
	Shower everyday and wash your hair at least once a week.
	Do not share personal products like earphones, toothbrushes, cobs, etc.
	Keep your nails of your fingers and toes clean at all times.
	Maintain good menstrual hygiene when you have your period. Wash yourself properly every time you change your pad.
	Keep your surroundings like your home and work desk clean and organized at all times.

Your family and teachers have taught you good, personal hygiene habits from a very young age. Mention 5 good habits that you follow regularly.

1. _____

2. _____

3. _____

4. _____

5. _____

Let's learn the steps to groom yourself

When going for an interview or an industrial visit, you are required to dress neatly in formal attire. Let's have a look at what this means.
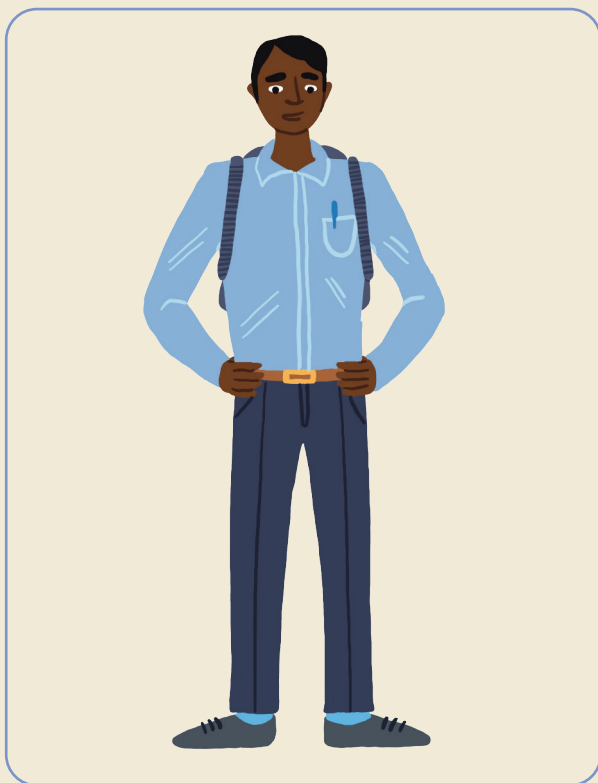
For men:
- Wear a shirt and pants with formal shoes.
- White or light coloured shirts are best.
- Make sure your clothes are ironed well.
- Wear matching socks.
- Shave and get a haircut or if your hair is long.
- Avoid wearing strong perfume and deodorant.
- Carry your resume and documents in a folder or a bag.
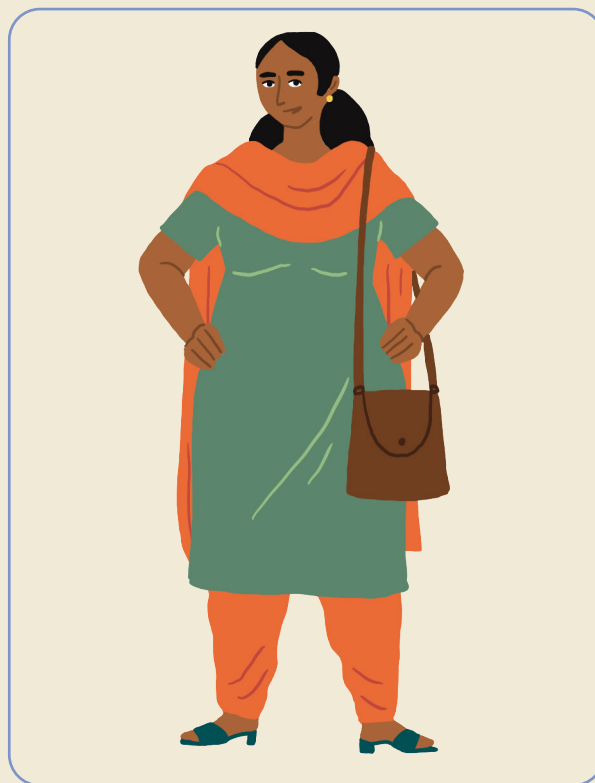
For women:
- Wear a shirt and pants; or a kurti and salwar.
- Make sure your clothes are ironed well.
- If you're wearing heels do not wear very high heels.
- Keep your makeup light and natural.
- Don't wear strong perfume.
- Hair should be neatly styled or tied back.
- Carry your resume and documents in a folder or a bag.

Activity Time!

Your ITI is taking you for an industrial visit. Your trainer has asked you to wear your uniform and groom yourself well. Pick the steps you will follow:

☐ **Make sure the uniform is clean and ironed**
☐ **Wear high heels**
☐ **Have a bath in the morning**
☐ **Wear bright coloured socks**
☐ **Not carry a bag and id card**
☐ **Forget to comb your hair**

What I learnt today:

Put a ✓ if you know this topic well.

1. Grooming is the process of taking steps to look neatly and presentable. ☐

2. Maintaining hygiene is important for good health. ☐

3. Formal dressing should be followed when going to an interview or industrial visit ☐

11.2 Building My Resume

In this lesson you will learn :

1. Identify the key components of a resume
2. Practice writing your own resume
3. Check your resume for common mistakes

Have you made a resume before?

☐ Yes   ☐ No

What details should be mentioned on a resume?

_____

_____

_____

Let's identify the key elements of a resume

To apply for jobs after your ITI course, you will be asked for a resume. A resume is your first mode of introduction to a potential employer. In many cases, your resume is the first document an employer will look at when reviewing your job application, and therefore is a "first impression." It's important to put time and effort into developing and maintaining an updated resume while looking for jobs.

The key elements of a Resume are:

- Personal information
- Career objective
- Education qualification
- Work / Internship experience
- Achievements / Extra-curricular activities
- Hobbies
- Skills

Let's practice writing your own resume

Contact Information

Full Name: _____

Current address: _____

_____

_____

Mobile number:

_____

Email address:

_____

Hobbies

Activities you involve in your free time
Examples: Reading books / Listening songs / Painting / Playing sports

1. _____
2. _____
3. _____

Skills

Soft skills
Example: Your strengths like – Responsible, Hardworking, Adaptable etc.,

1. _____
2. _____
3. _____

Hard skills
Example: Your technical skills like – Computer skills and other skills

1. _____
2. _____
3. _____

Personal Information

Father's or Mother's Name:

_____

Date of Birth: _____

Languages Known: _____

_____

Career Objective

In one or two short sentences summarize the goal for your job search.
The goal statement should be related to the specific position and skills for which you are applying.

Example 1:
To use my knowledge of circuits, wiring and computers to contribute to the growth of this company as an Electrician

Example 2:
To document and organize all the company documentation through my skills as a Typist.

_____

_____

_____

Education Qualification

(Start with the highest qualification to the lowest qualification)

1. Diploma in _____ from _____ in the year ____ .
   Overall percentage: ____
2. HSC in _____ from _____ in the year ____ .
   Overall percentage: ____
3. SSC in _____ from _____ in the year ____ .
   Overall percentage: ____

Work and Internship Experience

Part-time jobs, Internships, Volunteer work
Intern at company name (00 month-00 month 2019)

Key responsibilities:

1. _____
2. _____
3. _____

Achievement / Extracurricular activities

Academic / Athletic and or other recognition. (Include the name of the award/honor, who awarded it, and when it was awarded.)

1. _____
2. _____
3. _____

Finally add your Date / Station / Your signature

Let's check your resume for common mistakes.

✅ Dos while making a resume:	❌ Don'ts while making a resume:
• Your resume has to be one or two pages. • Make your resume error free. Seek someone's support to proofread it for you. • Use a simple, easy to read font style, 10-14 points. • Keep it in a neat folder. • Different formats of resume can be found online, choose simple and suits you best. • Mention all trade related and technical skills in detail • Provide information about your past work experience and your role	• Put an incorrect phone number or email id on your resume • Lie on your resume about any information • Using an unprofessional email address • Write anything negative in your resume. • Mention salary expectations on your resume

Activity Time!

1. **Prepare your own resume in a word document using the above information you have noted and and take a print out.**

2. **Let us Review.**

Step 1	Step 2	Step 3
Team up with one student in your class.	Exchange each other's resumes and use the checklist given to check each other's resumes.	Share feedback with your partner!

What I learnt today:

Put a ✓ if you know this topic well.

1. A resume is your first mode of introduction to a potential employer ☐

2. The key elements of a Resume are personal information, career objective, education qualification, work / Internship experience and skills. ☐

11.3 Preparing for an Interview

In this lesson you will learn :

1. What are interview skills?
2. How to prepare for an interview
3. How to follow up after the interview

How do you prepare for any interview? Share 3 tips.

1. _____

2. _____

3. _____

Thinking Box

Let's learn about interview skills

An interview is a conversation between two or more people (the interviewer and the interviewee). Interviews are done by employers to check if the candidate is suitable for the job. Many candidates are interviewed before the final candidate is chosen.

Interview skill is your ability to convince the interviewer that you are suitable for the job role

The important interview skills are:

• Clear communication
• Positive body language
• Active listening
• Confidence
• Preparing for interview questions

True or False?

Q1. Employers interview only 1 person for a job
   ☐ True/ ☐ False

Q2. HR manager conducts the interview
   ☐ True/ ☐ False

Q3. Interview is a casual conversation between two people
   ☐ True/ ☐ False

Let's learn **how to prepare for an interview**

There are 3 stages to the interview process:
Before, During and After

Before	During	After
1. Prepare on questions related to the resume 2. Eat and rest well 3. Reach the interview location on time 4. Read the job description clearly	1. Speak slowly and clearly 2. Maintain eye contact while speaking 3. Listen to the interviewer 4. Answer the questions asked by the interviewer clearly 5. Dont get into unnecessary debates and discussions 6. Ask questions to the interviewer 7. Thank the interviewer	1. Take the interviewer's email ID and phone number 2. Be patient to hear back from the interviewer 3. Call back after a week to follow up on your results 4. Ask the interviewer for feedback on how you can do better

What to take to the interview?

☐ Multiple copies of the resume

☐ Original & photocopies of the educational qualification certificates

☐ Photographs

☐ ID proofs

☐ Experience certificates of previous organizations, if any

What to wear to the interview?

• Neatly ironed, formal clothes

• Be tidy and maintain personal hygiene

• Comb your hair well and away from your face

• For Men: Shirt & trouser with well-polished shoes

• For Women: Salwar kameez, saree or shirt & trouser

Here are some important things to do in the interview process. Write what needs to be done before, during and after the interview.

Things to do	When to do? - Before, During or After
Research about the company	
Keep eye contact	
Thank the interviewer for taking your interview	
Answer the question that was asked	
Make a few copies of your resume	
Shake the interviewer's hand	

Follow up the company/interviewer through phone call or email to check your progress	
Prepare and practice for the questions you may be asked	
Set your goals and be clear about them	
Be confident when answering (even if you don't feel confident), be positive and bold	

Let's learn about how to follow up after the interview

Before leaving the interview, politely ask about the next steps with Employer.

If the results were not announced and the interviewer asked you to stay in touch, do wait for a few days. After waiting a few days, if there is still no communication from the Employer, you can follow up with the Employer.

How to follow up?
You can follow up through a telephone call (If you have the number) or an E-mail (If you have email address)

Follow up in Phone call

Step 1: Greet them

Step 2: Thank them for their time and patience

Step 3: Express your interest on the job role

Step 4: Politely, do let them know, you are keen to know the results

Step 5: Close the call with a thank you note and act as per their instruction.

Follow up in E-mail

Step 1: Write the simple subject line

Step 2: Start with proper salutation

Step 3: Thank you for the interview opportunity

Step 4: Request for the interview result politely

Step 5: End with thank you note

Reflect on how well you are prepared for an interview. Put a tick if you have that point ready. Else, put a star if you need to prepare for that point. Add more points for interview preparation too!

Points for interview preparation	Ready	Yet to prepare or get
Resume	☐	☐
Names of companies I want to apply to	☐	☐
Formal dress for the interview	☐	☐
Email ID of the HR manager	☐	☐
Location of the interview	☐	☐
	☐	☐
	☐	☐
	☐	☐

What I learnt today:

Put a ✓ if you know this topic well.

1. Interviews are done by employers to check if the candidate is suitable for the job ☐
2. Interview skill is your ability to convince the interviewer that you are suitable for the job role ☐
3. Preparation for interview is extremely important ☐
4. Follow up with the interviewer after the interview in a polite manner ☐

11.4 Decoding Interviews

In this lesson you will learn :

1. Do's and don'ts of facing an interview
2. Common questions asked in an interview

Thinking Box

Tick ✓ the skills you think that help during an interview:

☐ **Good communication skills**
☐ **Driving skills**
☐ **Being on time**
☐ **Listening**
☐ **Dancing**
☐ **Good appearance & hygiene**

Let's learn about do's and don'ts of facing an interview

Let us understand the expectation of an interviewer while conducting an interview.

The interviewer will be looking for candidates with:

- Suitable technical skills
- Good soft skills
- Ability to work along with other people
- Flexibility
- Ambition to learn and grow in the career
- Hardwork & dedication

✔ Do's of facing an interview	✖ Don'ts in facing interview
• Prepare well - research about the company • Make a good impression - Arrive on time, dress neatly • Bring a copy of your resume • Listen & respond carefully • Talk about your skills and strengths • Prepare questions to ask the interviewer	• Do not give false information • Do not interrupt the interviewer • Do not speak negatively about your previous company • Do not leave the interview without asking for next steps • Do not give an answer in one word like "Yes" or "No", unless required • Do not use your mobile during the interview process and keep it in silent mode

Which of the following is an example of a good interview?

☐ **Panel A**

☐ **Panel B**

Let's learn **about common questions asked in an interview**

Interview process is like a discussion between an Employer and an Employee to understand how both of them can benefit mutually.

The discussion involves the possible questions as below, be prepared to answer it.

1. Tell me something about yourself.
2. What are your strengths?
3. What would you call your biggest weakness?
4. Why do you want to work for this company?
5. What do you know about this company?
6. Why should we hire you for this job?
7. Are you willing to relocate or travel?
8. What are your salary expectations?
9. Where do you see yourself five years from now?
10. Do you have any questions for me?

Activity Time!

Choose 3 questions from the list on the previous page, prepare your answers and write it below.

_____

_____

_____

_____

_____

What I learnt today:

Put a ✓ if you know this topic well.

1. There are many do's and don'ts we should follow while appearing for an interview ☐

2. Being well dressed and arriving on time makes a good impression in an interview ☐

3. We should prepare for some commonly asked questions before an interview ☐

11.5 Handling Rejection and Failure

In this lesson you will learn :

1. To identify failure as the stepping stone of success

2. How to handle rejection and failure in a positive manner

What do you do if you fail at something?

- **Give up**
- **Continue to work hard**
- **Complain to others**
- **Feel very bad**
- **Learn from your mistakes**

Thinking Box

Let's learn how to identify failure as the stepping stone of success

Failure means lack of success in a goal or a task. When you set a goal, but cannot achieve it, it is a failure. If something is not accepted by someone it is called **rejection.**

We all experience failure and rejection many times in our life. To be more successful in the future, we need to learn to handle failure and rejection with a positive attitude.

Failure and rejection can make us sad or frustrated. But in reality,
they are the best opportunity for us to learn something new. By learning from failure, we can discover our weaknesses and work on our strengths.

Nila has been preparing for an interview for 1 week. She was very sure that she would get the job. On the day of the interview she got nervous. She was not able to answer some questions and got rejected. What should Nila do? Tick the right answer:

☐ **Keep thinking about her failure**

☐ **Practice her interview skills more**

Amala took a test to get her two wheeler license. But she could not ride the two wheeler properly, and failed the test.

What should Amala do? Tick the right answer:

☐ **Stop riding two wheeler**

☐ **Practice riding properly and take the test again**

Let's learn about how to handle rejection and failure in a positive manner

Thomas Alva Edison failed 10,000 times before inventing a proper electric bulb. When he was asked how he did it even after so many failures, he replied **"I have not failed. I have just found 10,000 ways that do not work".**

Another example is of Dr. APJ Abdul Kalam. He was the Project Manager for India's first Satellite Launch Vehicle. The first attempt was a failure because the rocket crashed into the sea. He did not stop working on it. Exactly one year later, the launch was successful in the second attempt.

From the above two examples, we can easily understand:

- It is common to fail or get rejected
- We all need to learn how to handle failure and rejection positively
- When handle failure and rejection positively, our chances to success are more

Failure or rejection does not mean we cannot try again.

How can you learn from failure and achieve success?

1. **Think about it:** Note down all the steps you took. Find out what you could have done differently
2. **Stay focused:** Do not lose focus from your goals
3. **Take a break:** Take a small break to think about your next steps
4. **Don't give up:** Do not stop even if you don't succeed at first. Continue to set goals for yourself
5. **Take support:** Take inspiration and support from people around you
6. **Believe in yourself:** Even if things do not work out, believe in your abilities

Identify a person who inspires you (can be a friend, family member or a professional). Ask them the below questions to understand how they handled failure or rejection.

Share their answers in the space below.

Q1. Have you experienced failure or rejection?

_____

Q2. How did you overcome the feeling of failure or rejection?

_____

_____

Q3. How did you change your approach to succeed?

_____

_____

Q4. What are the 3 things you learnt from this experience?

1. _____

2. _____

3. _____

What I learnt today:

Put a ✓ if you know this topic well.

1. Failure means lack of success in a goal or a task. ☐

2. We need to handle failure and rejection with a positive attitude ☐

3. By learning from our failures we can know our weaknesses and work on our strengths. ☐

4. We can learn from our failure if we follow these **tips:** analyze, stay focused, Take a break, Don't give up, take support, believe in yourself ☐

11.6 Industry Visit: 1

Industry visit or Exposure visit helps you experience the real world of work and give you a chance to talk to the experts.

Request your institute will organize an industry visit to a nearby company.

It is always good to prepare a few questions before going on an industry visit. Make a list of 5 questions you will ask professionals during your industry visit:

1. _____

2. _____

3. _____

4. _____

5. _____

11.7 Reflection after Industry Visit

Activity Time!

Tick the points you focused upon during your industry visit:

☐ **I spoke to experts and professionals**

☐ **I learned about how a workplace functions**

☐ **The visit helped me make decisions about my career**

☐ **I understood that I need to build the right attitude for a workplace**

☐ **I found internship opportunities**

Share you experience of industry visit with your family members:

_____

_____

_____

_____

_____

11.8 Introduction to Platform-Based Jobs

In this lesson you will learn :

1. What are platform-based jobs

2. To explore portals such as Urban Company, Helpr

3. How to register on portals

Which of these apps are you familiar with? Put a tick next to them.

Thinking Box

☐ **Urban Company**   ☐ **Helpr**   ☐ **Dunzo**

☐ **Ola**   ☐ **Uber**

Let's learn about platform-based jobs

Because of the Internet, we don't always have to find a company to hire us. Platform-based jobs are a great way to create self employment. Platform-based jobs can help us earn well too!

Platform-based jobs are jobs that you find by being part of a particular online platform or an app. **For e.g,** drivers can find many customers by using the Ola or Uber app in big cities.

Different types of work opportunities and jobs can be found through such websites and apps. Platform-based jobs connect workers in two main ways:

1. **Worker to Customer**
2. **Worker to Company**

1. **Worker to Customer:** Jobs for plumbers, electricians, delivery people can be found through apps such as Urban Company, Helpr, Dunzo, Swiggy etc

2. **Worker to Company:** Some apps help you find work with the companies directly. These jobs include writing, editing, designing etc.

If you sign up to do platform-based jobs, you get the choice and flexibility to choose how often you will work. How many hours a week would you work? What timings would you choose?

- I would like to work as a _____ in a platform-based job.
- I would like to work _____ hours per week.
- I would like to work from _____ a.m/p.m to _____ a.m/p.m.

Let's learn to explore portals such as Urban Company, Helpr

Here are some of the most popular websites for platform-based jobs in India.

Urban Company

Helpr

Dunzo

Ola

Uber

Zimmber

Swiggy

These platforms usually have two parts in their websites - one part for the customers to use and another part to be used by people who want to use it to find jobs. They invite people to be partners with them or to sign up as professionals.

Urban Company is a platform where people look for electricians, plumbers, beauticians and other services. If you offer any of the services that fit in Urban Company, you can find jobs on the portal.
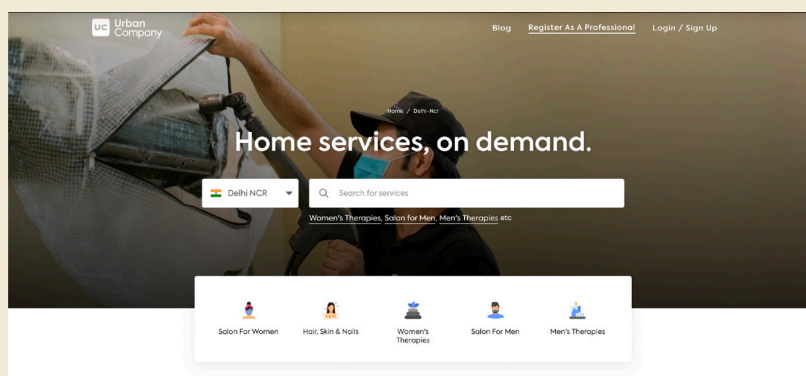
Helpr is another popular portal for all kinds of household work - pest control, cleaning services, electrical services, plumbing and relocation services.
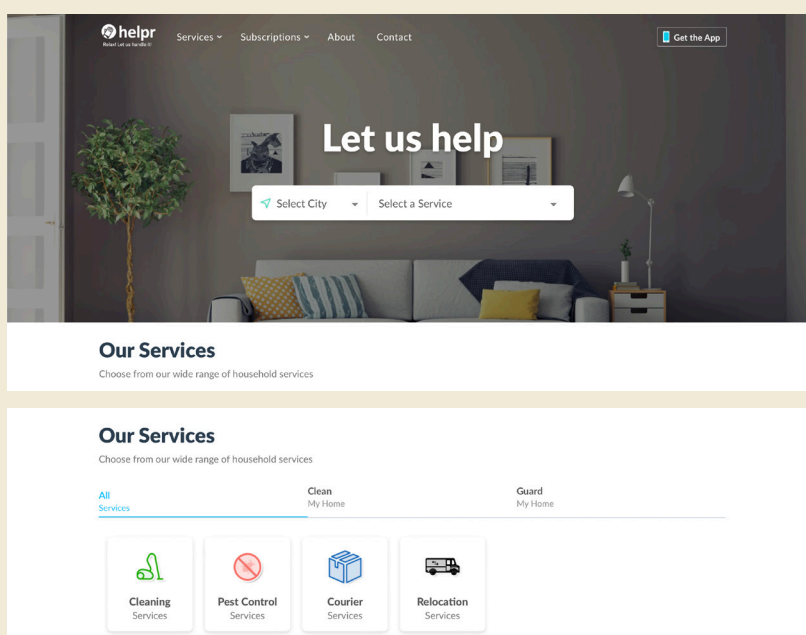
Take a look at this image of the jobs available on Urban Company. Make a list of the jobs that a person can find on the portal.

Salon For Women	Hair, Skin & Nails	Women's Therapies	Salon For Men	Men's Therapies
Appliance Repair	Home Painting	Cleaning & Pest	Disinfection	Home Repairs
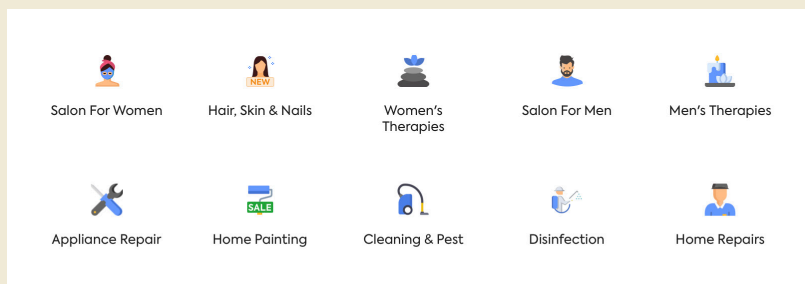
1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

Let's learn how to register on portals

Portals that offer platform-based jobs could open up many opportunities for you to work. If you would like to explore using these portals, spend some time doing some research about them on the Internet. Read and watch videos about other people's experiences. Read the information given on the portals carefully.

1. Find the 'Sign Up' or 'Register With Us' option on the website.

Start earning straight away. Share your details and we'll reach out with the next steps.

Name	**Your phone number**	**Email**	**What do you do?**
_____	_____	_____	_____

Get in touch.

2. Share your basic details like name, phone number and email address.

3. You might also be required to share certain documentation with the platform to be approved for the jobs - like driver's license, Aadhar card, your degree or ITI certificate. Scan and share the required documents.

4. Think carefully and write a list of questions that you have about the conditions set by the company that runs the platform.
    Contact a support staff or your assigned representative and ask your questions.

5. Once your application is approved, read the terms and conditions very carefully before accepting the final contract

Activity Time!

Explore the Urban Company and Helpr websites.
Write 2 advantages of using these sites to find jobs.

1. _____

2. _____

What I learnt today:

Put a ✓ if you know this topic well.

1. There are online apps that connect us directly with people who want to hire us for jobs. These jobs are called platform-based jobs. ☐

2. Urban Company and Helpr are two of the most common platforms for these jobs. ☐

3. We can apply to be a partner or a professional on these platforms. ☐

11.9 Applying for Jobs through Online Portals

In this lesson you will learn :

1. What are job search engines?
2. How to find and apply for jobs online.
3. How to find various job roles available for technicians.

What do you need to apply for jobs on online job portals?

☐ **Education Certificates**

☐ **Valid Email ID and Phone Number**

☐ **Bank Account and Debit Card**

☐ **Resume**

Thinking Box

Let's learn about job search engines

Job search engines are also called job portals. They are websites where companies share details of jobs which are available. You can search for jobs as per your skills and interest.

Companies share a job description which helps you understand if you are a good fit for the job. It has details of the role, job location, qualifications required to help you apply for the job. This way, job search engines make it much easier for us to find work that fits our training and skills.

Here are some popular job portals in India:

Portals like Naukri and Indeed have all kinds of jobs. Specialized portals are designed to find jobs in very specific categories.

For example,

- Freshersworld is a portal specifically for freshers - people who have just finished studying.
- Jobs For Her is a portal specifically for women to find jobs.

Write the names of any 3 popular job search engines you have heard of

1. _____

2. _____

3. _____

Let's learn how to find and apply for jobs online

You can find jobs online by using job search engines. You can create your profile on multiple portals for wider reach.

Step 1: Profile Creation

Create a profile on the website. Share your basic details, your education and training and details of any other work experience.

Step 2: Resume Upload

Upload a full, updated pdf of your resume to your profile. Your profile is now complete.

Step 3: Job Search

You are ready to search for jobs. Use specific keywords to search. Use the filter options to set your preferences for location of the job. Read the search results carefully.

Step 4: Apply for Jobs

Read the job description and find some information about the company. Once you click the apply button, your resume will be shared with the organization or you will be redirected to the company website to apply.

Step 5: Application Status

Check the job portal regularly for new job postings and updates on your applications.

Sometimes, job portals have job postings that are fake or trying to trick you. Avoid these postings or interacting with anyone from those companies.

How to identify fake jobs?

1. Companies do not usually ask money to apply for jobs
2. Do not share personal financial information - like bank account number, debit card number, PIN number
3. If they offer to pay a lot of money for very little work, its suspicious
4. If they offer you the job without checking your skills or doing an interview
5. Check company reviews online and on websites like Glassdoor before interviews

BEWARE OF FAKE! JOB OFFERS

Choose the correct answer to the question.

Q1. **What can be included while creating a profile on an online job portal?**
a. Your resume
b. Your debit card number

Q2. **How can you apply for a job that you find online?**
a. Call customer care
b. Follow the application instructions given in the job description

Q3. **Which is the best search term to find a job as a medical technician in Hyderabad?**
a. 'hospital technician hyderabad'
b. 'technician job India'

Let's learn to find job roles available for technicians

When looking for technical/ trade related job roles, it may sometimes be difficult to find jobs online through job portals. In such cases one can take a different approach as well. You can follow the below steps to search for trade specific jobs:

1. **Make a list of companies.**
   Search for companies you would like to work for. You can make this list based on your skills and a market scan/ talking to people in the similar field.

2. **Search using relevant job titles.**
   Using the correct words to search for a job is very important. Companies have different titles for the same job role. You can use key skills to look for jobs too.
   For example, using the word 'computer technician' will give you better results than using the word 'technician'

3. **Search in the correct portals.**
   You can search on job portals like Naukri.com or the company website of the company you're interested in. Find the 'Careers' page on their website and search for jobs.

4. **Use various filters.**
   When looking for jobs on the internet, you can set filters as per your years of experience, technical skills, preferred location.

5. **Contact companies directly**
   If you are unable to find a careers page or job listings online, look for an email id or contact number online and reach out over mail with your resume or call on the listed number and ask if they are hiring for positions you are interested in.

Activity Time!

Write a list of 2 or 3 people who are working in your field. They can be alumni or friends and family.

1. _____

2. _____

3. _____

Have a conversation with these people about what is the best way to find job opportunities in your line of work.

11.10 Enrolling for Apprenticeships

In this lesson you will learn :

1. About the NAPS portal.

2. How to register on the NAPS portal.

3. How to apply for jobs on the NAPS portal.

What is the meaning of apprenticeship training? Explain in your own words.

Tip: If you do not know about apprenticeships, ask the placement officer or ES trainer in your institute.

Thinking Box

_____

_____

_____

Let's learn about the NAPS portal

National Apprenticeship Promotion Scheme (NAPS) is a scheme by the Government of India to provide apprenticeship training through employers. An apprenticeship is a one-year training program in a specific industry for ITI students. Any person who has completed 14 years of age, is physically fit and has minimum qualifications can undergo apprenticeship training. The training includes basic, practical training that is helpful in a workplace. A monthly stipend amount is also given.

Benefits of Apprenticeship Training

- On the job training
- Earn while studying
- Operate advanced machinery
- Learn industry best practices
- Certificate on completion

The NAPS portal is the online portal where you can find all the required information about apprenticeship training. It has a list of all the apprenticeship opportunities provided by different companies across the country.

The website is **www.apprenticeshipindia.gov.in.**

Visit the www.apprenticeshipindia.gov.in website. Explore the following options on the screen.

1. Register
2. Apprenticeship Opportunities
3. Get Started > Candidate User Manual

Let's learn how to register on the NAPS portal

Do you have all the requirements to register on the NAPS portal?

1. Any ITI certificate (original)
2. Age 14 to 60
3. Valid mobile number and email ID
4. Aadhar card, photo, digital signature & ITI certificate for registration in portal (jpeg or png format)

How to register on the NAPS portal

1. Go to the link www. apprenticeshipindia.gov.in
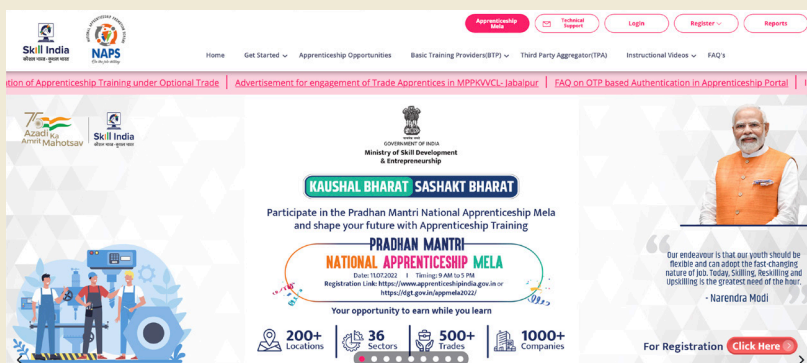
2. Click on 'Register' on the top right part of the screen. Select 'Candidate'.
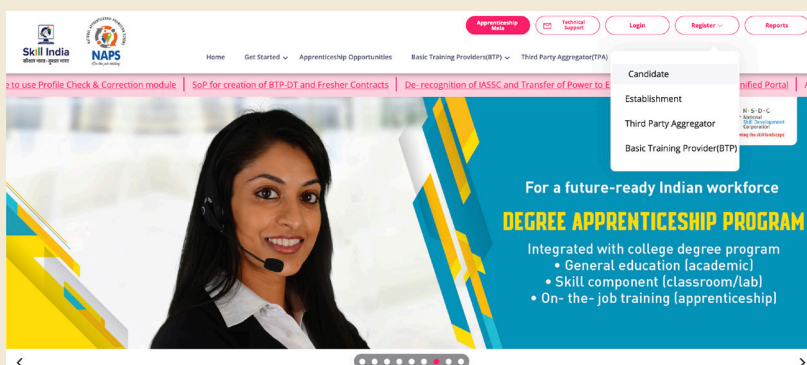
3. Fill in your Personal Details and click the Submit button.
   - The name entered here should match the name on your Aadhar card.
   - Add the correct 10 digit Mobile Number and valid Email ID as registration will be activated through them
   - Ensure your password is easy to remember. You can also note it down.

4. Make note of your registration number for future reference. You will also get an email from Apprenticeship India to validate your Email ID and activate your account.
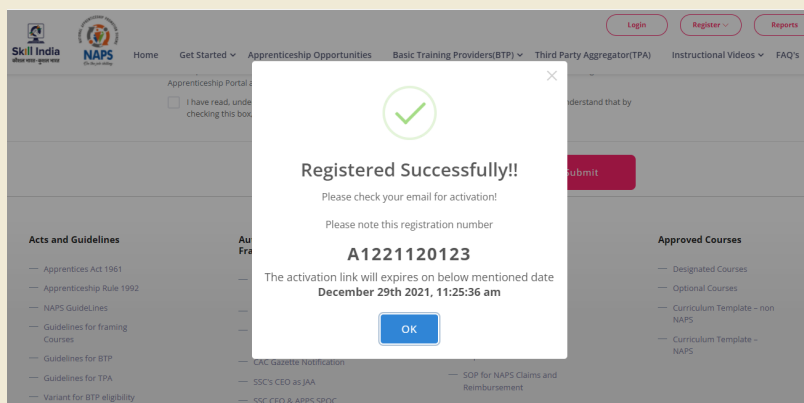
5. Go to your email. Open the verification mail and click the Activate button.
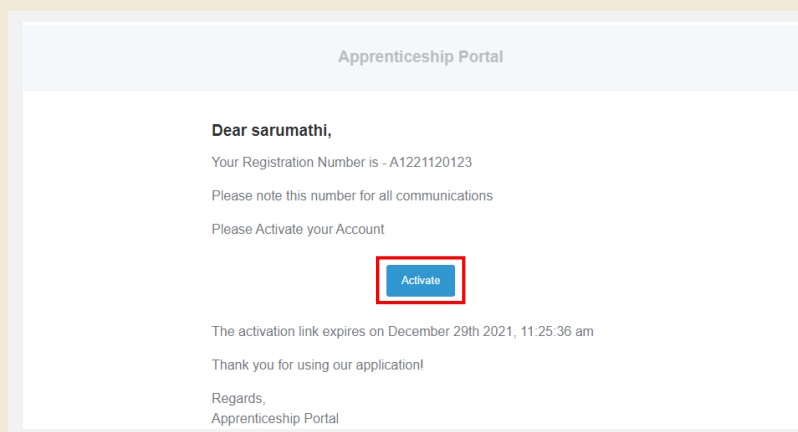
How to complete your profile

1. Once logged in, you will have to click on the button 'Complete Your Profile.' You will not be able to apply to any apprenticeship opportunities without completing your profile.

2. Start by clicking the 'Edit' button to complete your 'About Me' section and contact details.
(Note: you will have to upload your date of birth ID proof and digital signature. Keep soft copies ready before you start updating the About Me section.)
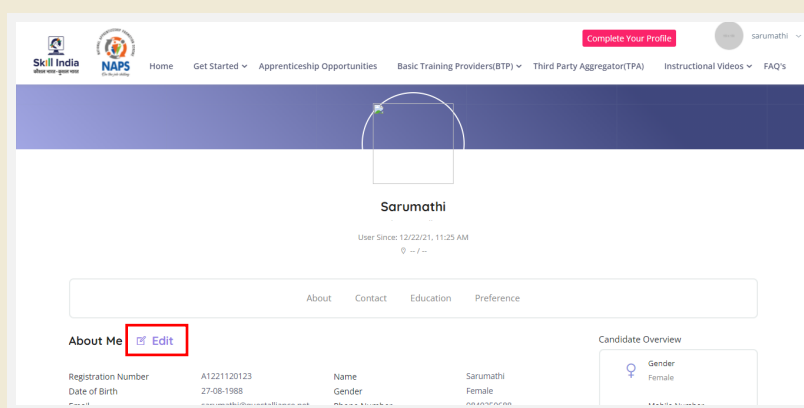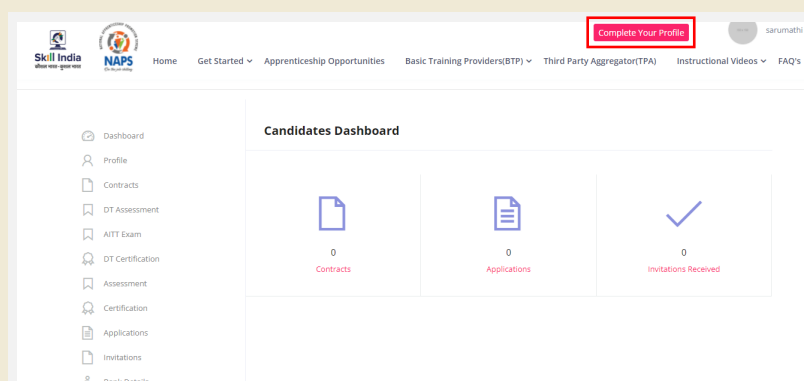
3. Click the 'Add Education' button and submit details about your qualifications.

4. Select 'Education Qualification' under 'Qualification Type'.

    -   Select 'ITI' from the 'Qualification' drop down
    -   Under 'Category/Sector' choose either 'NCVT' or 'SCVT'.
    -   Under 'Specialization' enter your trade name.
    -   Enter your ITI Name in the Institute section *(Do not use any characters like: - , . * when entering the ITI name).*

5. Click 'Choose File' to upload your ITI certificate and click 'Update.'

6. Edit the 'Preferences' and select your preferred trade.

7. Click 'Aadhaar Verification' and enter your Aadhaar number.

Fill in this form as required on the NAPS portal.

Let's learn how to apply for jobs on the NAPS portal

Candidates Dashboard

There are 3 sections on the Dashboard.

1. **Contracts:** This shows any contract that you have signed with a company. Many companies can send you a contract but you can only sign one.
2. **Applications:** This shows all the applications that you have completed.
3. **Invitations Received:** Sometimes, a company might see your profile and invite you to apply to their company. These invitations can be seen here.

How to apply for opportunities

1. Click on the 'Apprenticeship Opportunities' on the top menu to view all available opportunities.

2. Select preferred location, course, industry and qualifications by using filters.

3. Search using relevant keywords that fit your needs.

4. Click on the 'Apply' button when you find an opportunity that is a good fit.

    After you apply, the company will review your profile and invite you for an interview. If the company selects you, they will issue a contract.

Activity Time!

Choose the correct answer to the question.

1. **What can you do on the NAPS portal?**
    a. Apply for NAPS apprenticeship opportunities
    b. Apply for any job in any company

2. **How can you find relevant opportunities on the NAPS portal?**
    a. Checking your email
    b. Searching with keywords

3. **How many contracts can you sign at one time, on the NAPS portal?**
   **a. One**
    b. Five

What I learnt today:

Put a ✓ if you know this topic well.

1. National Apprenticeship Promotion Scheme (NAPS) allows us to apply for apprenticeship training in different companies. ☐

2. The NAPS website has all the relevant information. ☐

3. The NAPS portal is where we can create a profile and apply for apprenticeship training opportunities. ☐

YOU CAN LEARN EMPLOYABILITY SKILLS ON THE BHARAT SKILLS PORTAL

Scan to start learning
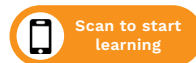
Visit: **www.employabilityskills.net**