

Secondary Stage



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9

CBSE

Employability Skills

(Common Book for All Skill Education Subjects)



FULLMARKS

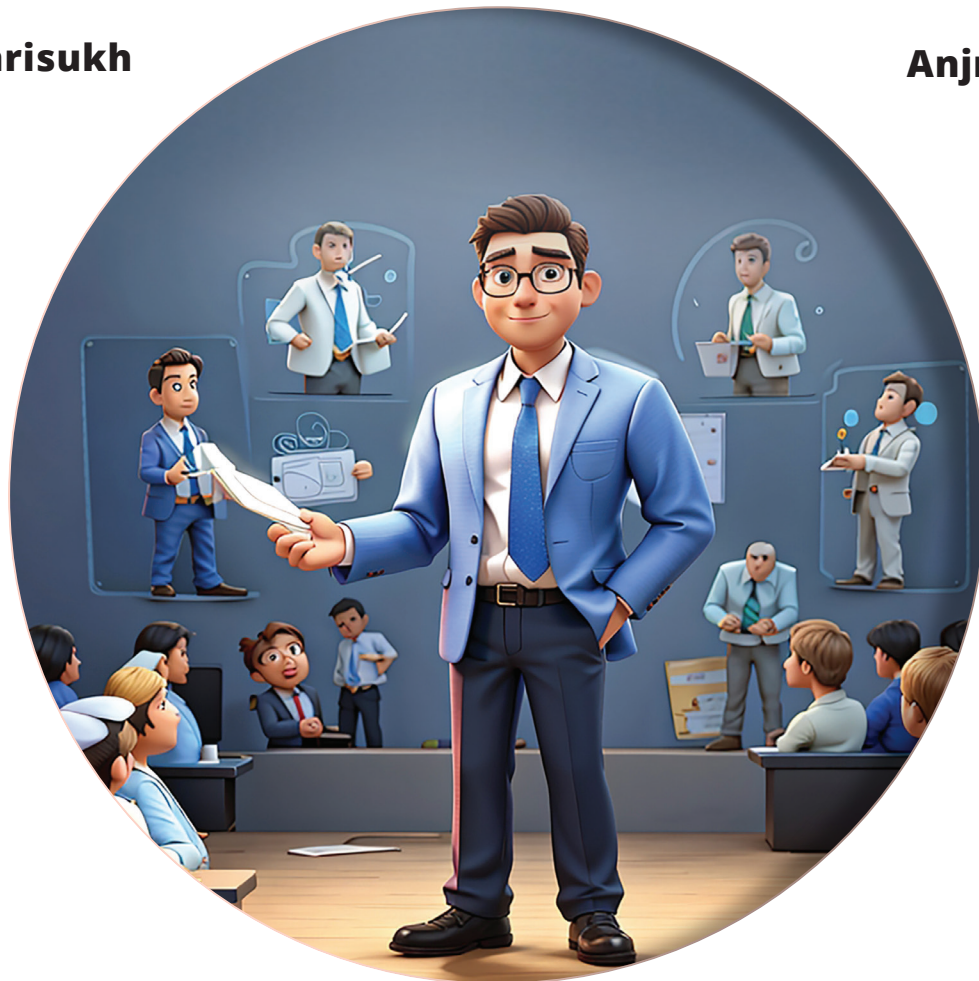
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CBSE

Employability Skills

(Common Book for All Skill Education Subjects)

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P R E F A C E

The exploration of employability skills is a crucial aspect of today's dynamic professional landscape. Employability skills, often regarded as essential soft skills, are qualities sought after by employers when evaluating potential candidates. These skills empower individuals to perform optimally in their roles, fostering client satisfaction and overall success. An exemplary instance is the ability to articulate thoughts clearly and concisely through written and spoken communication, enhancing client relationships. Moreover, effective self-management techniques are vital for navigating stress associated with deadlines, ensuring timely completion of tasks.

Collaboration, too, plays a pivotal role, requiring individuals to work seamlessly with diverse teams to achieve common objectives the organizations.. In the digital era, proficiency in basic information and communication technology is a prerequisite, enabling individuals to retrieve, produce, and exchange information collaboratively over the internet. Beyond conventional skills, students are encouraged to cultivate an entrepreneurial mindset, equipping them with the knowledge and skills to initiate their own ventures, transforming them from job seekers to job creators.

Additionally, the integration of green skills, encompassing technical proficiency and a commitment to sustainability, is imperative for addressing environmental and social challenges. This textbook on 'Employability Skills' focuses on communication, self-management, information and communication technology, entrepreneurial, and green skills. Developed in accordance with a learning outcome-based curriculum, these skills are embedded in the Qualification Packs for diverse job roles under the National Skill Qualification Framework.

This textbook is designed to offer a comprehensive learning experience through a blended approach, incorporating text and video-based interactive e-learning lessons. To facilitate this, access to a computer with an internet connection, a projector, and a sound system is essential. Teachers will guide students in active class participation, encouraging questions, discussions, and completion of exercises and activities. Embrace this educational journey, as it equips you with a diverse skill set to meet the demands of prospective employers or to embark on your entrepreneurial endeavors.

—Publishers

SYLLABUS

Unit 1: Communication Skills-I

- **Learning Outcomes**
 - Demonstrate knowledge of various methods of communication
 - Identify elements of communication cycle
 - Identify the factors affecting our perspectives in communication
 - Demonstrate the knowledge of basic writing skills
- **Theory**
 - Methods of communication
 - Verbal - Non-verbal - Visual
 - Meaning of communication
 - Importance of communication skills
 - Elements of communication cycle–
 - (i) sender, (ii) ideas,
 - (iii) encoding, (iv) communication channel,
 - (v) receiver, (vi) decoding, and
 - (vii) feedback
 - Perspectives in communication
 - Factors affecting perspectives in communication
 - Visual perception - Language
 - Past experience - Prejudices
 - Feelings - Environment
 - Writing skills related to the following:
 - Phrases - Kinds of sentences
 - Parts of sentence - Parts of speech
 - Use of articles
 - Construction of a paragraph
- **Practical**
 - Writing pros and cons of written, verbal and non-verbal communication
 - Listing do's and don'ts for avoiding common body language mistakes
 - Draw a diagram of communication cycle
 - Role plays on communication process related to the sector/job role
 - Group discussion on factors affecting perspectives in communication
 - Sharing of experiences on factors affecting perspectives
 - Sharing experiences on factors affecting communication at workplace
 - Demonstration and practice of writing sentences and paragraphs on topics related to the subject

Unit 2: Self-Management Skills-I

- **Learning Outcomes**
 - Describe the meaning and importance of self-management
 - Identify the factors that helps in building self-confidence
- **Theory**
 - Meaning of self-management
 - Positive results of self-management
 - Self-management skills
 - Factors that help in building self-confidence – social, cultural, and physical factors
 - Self-confidence building tips - getting rid of the negative thoughts, thinking positively, staying happy with small things, staying clean, hygienic and smart, chatting with positive people, etc.
- **Practical**
 - Identification of self-management skills
 - Strength and weakness analysis
 - Role play exercises on building self-confidence
 - Use of positive metaphors/ words
 - Positive stroking on wakeup and before going bed
 - Helping others and working for community

Unit 3: Information and Communication Technology Skills-I

- **Learning Outcomes**
 - Describe the role of Information and Communication Technology (ICT) in day-to-day life and workplace
 - Identify components of basic computer system and their functions
 - Demonstrate use of various components and peripherals of computer system
 - Demonstrate basic computer skills
- **Theory**
 - Introduction to ICT
 - Role and importance of ICT in personal life and at workplace
 - ICT in our daily life (examples)
 - ICT tools - Mobile, tab, radio, TV, email, etc.
 - Computer system - Central Processing Unit (CPU), memory, motherboard, storage devices

- Hardware and software of a computer system
- Role and functions of Random Access Memory (RAM) and Read Only Memory (ROM)
- Role and functions of Central Processing Unit
- Procedure for starting and shutting down a computer
- Peripherals devices and their uses – mouse, keyboard, scanner, webcam, etc. of a computer system
- Primary operations on a computer system – input, process, storage, output, communication networking, etc.

➤ **Practical**

- Discussion on the role and importance of ICT in personal life and at workplace.
- Preparing posters / collages for showing the role of ICT at workplace
- Connecting the cables and peripherals to the Central Processing Unit
- Starting and shutting down a computer
- Group discussion on the various aspects of hardware and software
- Identification of various parts and peripherals of a computer
- Demonstration and practice on the use of mouse
- Demonstration and practice on the use of keyboard
- Demonstration of the uses of printers, webcams, scanner and other peripheral devices
- Drawing diagram of computer system and labelling it
- Identification of the various input and output units and explanation of their purposes

Unit 4: Entrepreneurial Skills-I

➤ **Learning Outcomes**

- Identify various types of business activities
- Demonstrate the knowledge of distinguishing characteristics of entrepreneurship

➤ **Theory**

- Types of businesses – service, manufacturing, hybrid
- Types of businesses found in our community Business activities around us
- Meaning of entrepreneurship development
- Distinguishing characteristics of entrepreneurship
- Role and rewards of entrepreneurship

➤ **Practical**

- Prepare posters of business activities found in cities/villages, using pictures
- Discuss the various types of activities, generally adopted by small businesses in a local community
- Best out of waste
- Costing of the product made out of waste
- Selling of items made from waste materials
- Prepare list of businesses that provides goods and services in exchange for money
- Prepare charts showing advantages of entrepreneurship over wages
- Group discussions on role and features of entrepreneurship
- Lectures/presentations by entrepreneurs on their experiences and success stories
- Identify core skills of successful entrepreneur

Unit 5: Green Skills – I

➤ **Learning Outcomes**

- Demonstrated the knowledge of the factors influencing natural resource conservation
- Describe the importance of green economy and green skills

➤ **Theory**

- Introduction to environment,
- Relationship between society and environment, ecosystem and factors causing imbalance
- Natural resource conservation
- Environment protection and conservation
- Definition of green economy
- Importance of green economy

➤ **Practical**

- Group discussion on hazards of deteriorating environment
- Prepare posters showing environment conservation
- Discussion on various factors that influence our environment
- Discussion on the benefits of green skills and importance of green economy
- Prepare a Poster showing the importance of green economy with the help of newspaper/ magazine cuttings

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UNIT

1

Communication Skills-I



TOPICS COVERED

95%

- What is Communication?
- Factors Affecting Perspectives in Communication
- Methods of Communication
- Writing Skills
- What is a Sentence?
- Parts of Speech
- When no Articles are used
- Perspectives in Communication
- Effective ways of Communication
- 3P's of Public Speaking
- Phrases
- Construction of a Paragraph
- Use of Articles

Communication is an age old method to convey any information effectively. In this unit, we will discuss different ways of communication which is very useful for a student to learn. If a person has good communication skills, then, it becomes easy to convey a message in short and simple sentences. This develops confidence and helps a person survive in the vast ocean of Information Technology (IT).



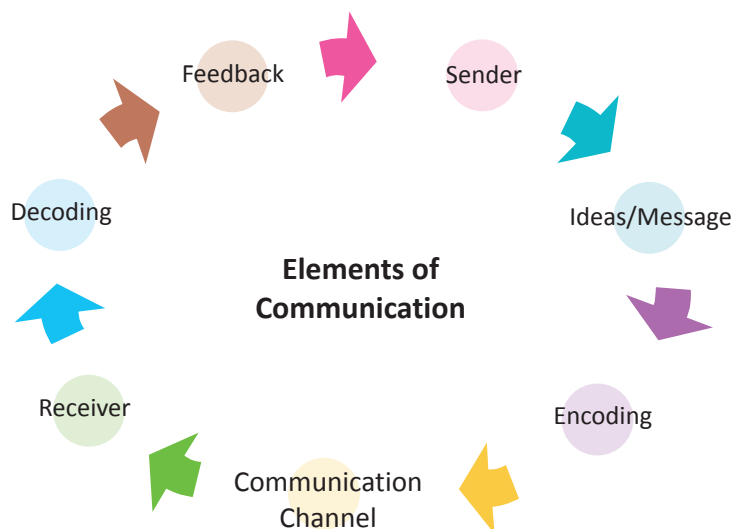
WHAT IS COMMUNICATION?

The word 'communication' is derived from the Latin word *communicare*, meaning "to share". It is defined as a way of conveying a meaningful message from one entity to another in the form of signs, symbols, behaviour using verbal and non-verbal skills. It is important that whatever we want to communicate is conveyed effectively.

Elements of Communication

Communication is the process of transmission of an appropriate message from a sender to a receiver through a transmission channel in a proper format. The communication process helps in sharing of a common meaning between the sender and the receiver. Let us study all these elements in detail.

- **Sender:** Can be any person, group or an organisation that initiates the process of communication. The sender's knowledge, experiences and skills influence the quality of the message.
- **Ideas/Message:** This message can be in the form of an idea or any information a sender wishes to convey.
- **Encoding:** Sending a message in the form of text, signs, symbols or any other visual which the receiver has to decode to know its actual meaning.
- **Communication Channel:** Is the medium used to deliver a message. So, now we can send messages through e-mail, voice mail, social websites, etc.

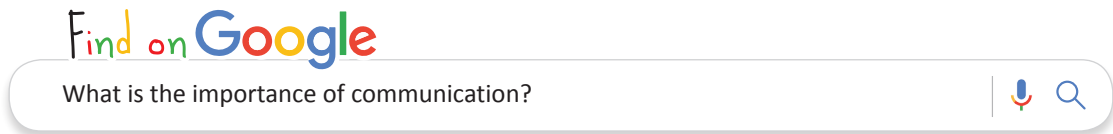


- **Receiver:** Can be any person, group or an organisation that interprets the message conveyed by a sender. Also a receiver needs to be smart enough to understand exact meaning of the message sent.
- **Decoding:** The receiver has to extract the meaning from the text, signs or symbols sent by the sender and find out its actual meaning.
- **Feedback:** It is the process in which the receiver and the sender are ensuring that they understood each other correctly.

Importance of Communication Skills

Communication is a two way process. It is an interchange of ideas or information from sender to receiver and vice versa. Communication is important for many reasons mentioned below:

- **Information:** Information is the most important reason for communication. Whenever there is a need to exchange ideas or information in a group or an organisation, it can be done through words, signals, signs, gestures etc. Information can also be gathered through personal interviews with prominent people. For example a teacher teaching in a class passes the information to the students in that class.
- **Motivation:** It energises a person towards the attainment of the desired goal. A teacher motivates a child using proper words and gestures to perform well in the exam. A manager motivates his team to meet their sales targets.
- **Persuasion:** It influences a person to perform a specific task. A mother persuades her child to work hard to score good grades in exams. A coach persuades his team to strongly face all the challenge in a match.
- **Brings clarity:** Verbal or non-verbal communication brings clarity to the message a sender wishes to convey.



PERSPECTIVES IN COMMUNICATION

Perspective is the fixed idea or thinking that affects our communication. It can be a sender or a receiver of the message affecting the interpretation of the message thus altering the intended meaning of it. Let us assume that a teacher wanting to teach a difficult topic in a simplified way is not understood by the students as the students assumed that the topic was too difficult to understand. This perspective of a student that the topic is difficult did not allow the student to understand despite the teacher's effort to make it simple.

FACTORS AFFECTING PERSPECTIVES IN COMMUNICATION

We face this problem of conveying and understanding the message due to some problems in our communication. Some of the factors that affect the perspectives in our communication are:

- **Language:** It is a very important factor that affects communication. Sometimes we are not familiar with the language we wish to communicate. Using wrong words at wrong places may alter the meaning of the message and thus do not solve the purpose of effective communication.
- **Visual Perception:** It is the ability of the brain to interpret the message received through our eyes. For example, solving the jigsaw puzzle based on the visual interpreted by our brain.
- **Past Experience:** Our past experience influences our communication both at the sender and at the receiver end. If a student scores bad grades in one test, he may lose his confidence and do not perform well in his next test.
- **Prejudice:** It is a preconceived idea which can be favourable or unfavourable towards a person or a thing.
- **Feelings:** A sender or a receiver's feelings are very important for effective communication. If a sender is feeling low, then, the person will not be able to deliver the message appropriately. In case a receiver is feeling out of the place, he will not be able to perceive a meaningful message.
- **Environment:** If the surrounding area of the communication is imbalanced, then, the impact of the communication will not be much. Fear, anxiety, aggression, etc. strongly affects the communication skills.
- **Culture:** Different cultures interpret common signs, symbols and words with different meanings thus altering the overall meaning of effective communication.



EFFECTIVE WAYS OF COMMUNICATION

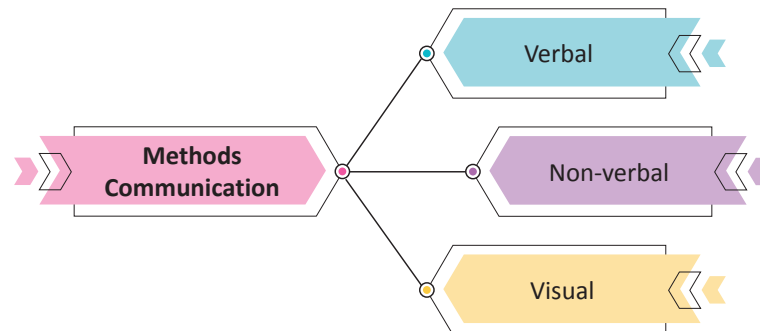
In order to ensure the communication in the most effective and engaging manner we need to have a clear vision of 7 C's as discussed below:

- **Clear:** The content of the message you wish to communicate should be straight and clear so that it is easy to understand and interpret correctly.
- **Concise:** The message should be short and precise. Instead of using long sentences or paragraphs we should focus on short sentences to convey our message.
- **Concrete:** The content should be clear in words with the direct focus on the message.
- **Correct:** Use of correct words, sentences, grammar of whichever language you follow to communicate is very important.
- **Coherent:** The content of the message should stick to the topic and should flow in a sequence that makes sense.
- **Complete:** The message should be complete with all the required information for a necessary action.
- **Courteous:** Messages should be ethically politely conveyed with no hidden insult tone and aggravated tone.



METHODS OF COMMUNICATION

There are mainly three methods of communication: verbal, non-verbal and visual. Let us discuss these in detail.



Verbal

Verbal Communication is using the words, sentences grammar of a specific language that can be spoken or written to share information with other people or an organization. It is the most common method of communication. Proper body language, voice modulation and polite tone enhance the impact of verbal communication.

Types of Verbal Communication

There are two kinds of verbal communication: oral and written.

Oral or Spoken Communication:

Oral communication is communication using spoken words in an interactive way to share ideas or information. It can be direct face-to-face conversation or telephonic conversation.

Doing a presentation in a conference, conversing across a round table conference or speaking to address the audience giving lectures by a teacher in a class are all examples of oral or spoken communication.



Following are the advantages of oral communication:

- Direct and interactive method of communication where the impact is spontaneous.
- It is time saving.
- Easy way to exchange ideas.

Following are the disadvantages of oral communication:

- It is less authentic as it is an informal way of communication.
- It is sometimes unproductive.
- If a common language is not a medium, then, using some words may have different meanings in different languages, which may alter the actual meaning of the message you wish to communicate.

Written Communication:

Written communication is communication using written words to share ideas or information. Sending short messages through phones, writing letters, sending emails, making notes or writing down speech to communicate, spreading information through books and magazines are a few examples of written communication.

Following are the advantages of written communication:

- It is an effective way of communication where the message can be stored for future references.
- It is impact-full and effective.
- It is easy to understand and interpret.

Following are the disadvantages of written communication:

- It is time consuming as feedback is not immediate
- Costs more in terms of resources and manpower.
- One needs to have a proper command over a written language.

Non-Verbal

Non-verbal communication is a method of communication through body language, gestures using signs and hand movements, eye contacts, facial expressions, etc. Remember 'how we say' is more important than 'what we say' for effective communication. Using the right gestures during a speech or an interview make our message more effective. For example: namaste or hand shake when you greet a person, smile when you want to show warmth, frown when you want to show anger. These gestures communicate different messages at different times.

Types of Non-Verbal Communication

There are different types of non-verbal communication which are:

- **Hand movement/body language:** One can express an idea or a meaning through waving hands during a speech, raising a hand to ask a question or to interrupt for a chance, raising a closed fist upwards showing a sign of victory, showing two fingers in a fight to show surrender, shaking hands to greet a person, banging a table or clapping both hands to applaud etc.



- **Facial expressions:** Facial expressions reflect a feeling of a person who is trying to communicate to give a proper meaning to a message. For example we smile to show our warmth and happiness, frown our brows to show anger, blush to shy and give a sad look when upset. There are a lot of facial expressions to show different moods of a person at the time of communication.



- **Eye contact:** In a conversation, our eyes serve the purpose to interpret people's movements, gestures and eye contact. A speaker can use his or her eye contact to determine if an audience is engaged, confused or bored and then adapt his or her message accordingly.



- **Touch:** The power of touch plays an important role in communicating different meanings in a conversation. Touch can be welcoming, threatening, or persuasive depending on the situation. A hug shows love and happiness or brings comfort to a friend at the time of sorrow. Pat on the back shows encouragement or appreciation to a subordinate or a child. Holding tightly or pushing away a person shows threat.
- **Body Posture:** Body posture is an orientation and positioning of our body to send various meanings. Bowing a little to greet a person, sitting on knees to pray, standing straight to show confidence, lowering head to feel ashamed.

Advantages of non-verbal communication are:

- It is used to complement verbal messages.
- They offer immense help to those who are physically challenged.

Disadvantages of non-verbal Communication are:

- It is often difficult to analyse a non-verbal message.
- It is difficult to have a long conversation and important explanations are often lost in non-verbal messages.

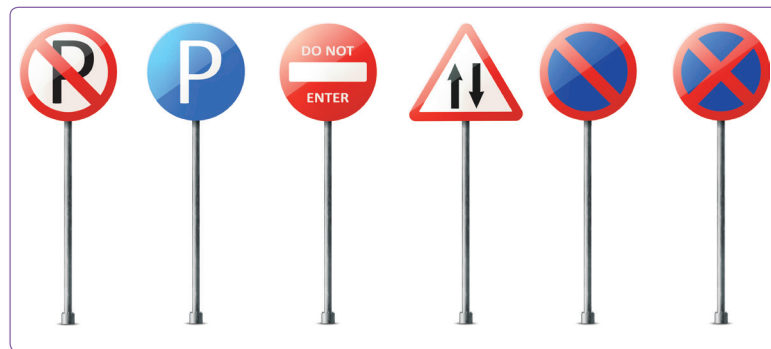


1. What is "written communication"?
2. Write the differences between verbal and non-verbal communication.
3. Write about the advantages of oral communication.
4. What do you mean by perspectives in communication?

Visual

Visual communication is the visual representation of information in the form of graphs, flowcharts, signs, symbols, images, mind maps, road maps etc. It does not require learning any language.

It is considered one of the easiest ways to communicate as the human brain understands and interprets images easier in comparison to a text.



I KNOW

Tick (✓) if you know this.

- ▶ Facial expressions reflect a feeling of a person who is trying to communicate to give a proper meaning to a message.
- ▶ Body posture is an orientation and positioning of our body to send various meanings.
- ▶ Language is a very important factor that affects communication.
- ▶ Written communication is communication using written words to share ideas or information.



3P's OF PUBLIC SPEAKING

Public speaking is speaking formally in front of a live audience. This can be giving a speech on a stage in front of a huge audience or giving a lecture in a class. It is a skill which you master only when you have a command over a language with pleasing personality and have an ability to engage your audience with proper voice modulation. Most of the people have anxiety and feel nervous before going on stage. Let us study the power of 3P's which will help us to overcome our fears and make us an effective speaker.



Prepare

Prepare the content of your speech. Think about what your audience is expecting you to speak and then plan your content. Make it interesting in such a way that your audience feel engaged and are full of praises for you.

Practice

Rehearse out loud your speech before your D-day. Work to control your voice modulation, make a list of few filler words and plan your body movement and hand gestures. Practice, pause and breathe. Use a clock to check your timings and allow time for the unexpected.

Perform

If you have done the preparation and practiced well, then, half of your battle is won. Just be confident of yourself and do not feel nervous.



WRITING SKILLS

Writing skill is an important part of communication. It is an ability to express your ideas or thoughts. A good writing skill uses perfect words to express the accurate meaning of the message with more clarity. For this, a good command over a language plays a very important role. Let us study about various aspects which are important for having writing skills.

Capitalization

Capitalization means writing the first alphabet of a word in uppercase. In English grammar, we cannot decide on our own to write anything in capital. We follow the rules of capitalization whenever we write anything. It gives emphasis on certain words used at different places. Some of the basic rules of capitalization which we all should remember in our basic writing skills are listed below:

- **Beginning of a sentence:** It is marked by capitalising the first letter in a sentence. For example:
 - ♦ My computer class is very interesting.
 - ♦ We are going for a movie today.
- **Proper Nouns:** Capitalise the first letter of a proper noun like name of a person, place or an organisation. For example:
 - ♦ New Delhi is the capital of India.
 - ♦ My friend Rohit loves to play cricket.
- **Days of week, months and holidays:** Always remember to capitalise the first letter of days of week like Sunday, Monday, etc., months like June, August, etc. and holidays/festivals like Republic Day, Diwali, etc. but not the seasons like winter, spring, summer, etc. Let us look at an example:
 - ♦ Every year Republic Day is celebrated in India on 26 January.
- **The Pronoun "I":** Pronoun "I" is a reference to yourself and should always be capitalised. For example:
 - ♦ Reema and I are going for a picnic.
 - ♦ I love to read books before I go to sleep.
- **Directions:** The directions like North, South, etc. are written in capital only when they are referred to as locations. For example:
 - ♦ I am heading towards South.
- **Titles that appear before names:** The titles like President, Principal, Mr., Captain, etc. that appear before names are written with the first letter in capital. For example:
 - ♦ Mr. Singh is a good man.
 - ♦ President Peter gave a wonderful speech.

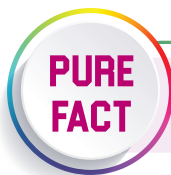
Punctuation Marks

These are the symbols used to help the reader understand the proper meaning of a sentence and where to pause or stop. Let us learn about some the punctuation marks in detail.

Full Stop or Period (.)

Full stop or period is used at the end of a sentence. We also use it to shorten a word to form an abbreviation. For example: Mr. for Mister, Col. for Colonel.





There are 14 punctuation marks in English Grammar.

Question Mark (?)

Question mark is used to mark the end of any question asked in a direct speech. For example:

- How are you?
- Why did you not call me again?

Exclamation Mark (!)

Exclamation mark is used in a sentence to strongly express a feeling of happiness, sorrow, love, surprise etc. For Example:

- Wow! Such a pretty dress.
- Oh! You got hurt badly.

Comma (,)

Comma is used to mark a pause in a sentence.

Any list of items mentioned in a sentence are separated by a comma. For example:

- I want a dress, shoes, watch and a box of chocolate for my birthday.

It is sometimes used to separate two adjectives in a sentence. For example:

- I have a brown, fluffy golden retriever.

A sentence with the location specified has a city separated by a comma from the state. For example:

- Mahatma Gandhi was born in Porbandar, Gujrat.

When somebody is addressed in a direct speech. For example:

- Hi Swati, how is your job going on?

Apostrophe (')

Apostrophe can be used to indicate the omission of some letters in a word. For example:

- I'm enjoying my friend's company.
- It's very hot outside.

It is used to show the possession of a thing. For example:

- Adrissa's eyes are blue in color.

I KNOW



Tick (✓) if you know this.

- ▶ Capitalization means writing the first alphabet of a word in uppercase.
- ▶ Apostrophe can be used to indicate the omission of some letters in a word.
- ▶ Writing skill is an important part of communication.



PHRASES

Phrase is a group of words together but not a sentence that forms a complete meaning. It lacks the subject and the object. For example:

- On the roof
- Sleeping now
- Cannot eat
- Trying hard

Find on Google

What is the use of Phrases?





WHAT IS A SENTENCE?

A sentence is a group of words arranged together and has a complete meaning. For example:

- I am reading a book.
- She went to school.
- My mother cooks good food.

Rules for Writing a Sentence

Following are the rules for writing a sentence:

- It begins with a capital letter.
- It ends with a full stop or exclamation mark or question mark depending on the type of a sentence.
- It must contain one subject and one verb with an independent clause.
- It should have a meaning.

Parts of a Sentence

The two most basic parts of a sentence are subject and a predicate. Let us study about them.

Subject

A subject refers to a person performing an action. It tells us what the sentence is all about. For example:

- Simmi loves cakes.
- My dog runs very fast.

Predicate

Predicate contains a verb that makes a statement about the subject. For example:

- My teacher marked me absent.
- Sweta dances very well.

Types of Sentences

There are four types of sentences as explained below:

- **Declarative/Assertive sentence:** A sentence which gives information and makes a bold statement. It may state a fact. Most of the sentences of English language are assertive sentences. For example:
 - ♦ Monalisa is a beautiful girl.
 - ♦ Kohli is an excellent batsman.
- **Imperative sentence:** A sentence that makes a request or gives an order, an advice or a command. For example:
 - ♦ Don't eat junk food.
 - ♦ Do not eat medicine on an empty stomach.
- **Interrogative sentence:** A sentence that asks a direct question and ends with a question mark(?). For example:
 - ♦ Are you hungry?
 - ♦ Where do you live?
- **Exclamatory sentence:** A sentence that shows an excitement or a strong feeling. It ends with an exclamation mark (!). For example:
 - ♦ Wow! You dance so well.
 - ♦ Your grades are excellent. Congratulations!

I KNOW



Tick (✓) if you know this.

- ▶ A subject refers to a person performing an action.
- ▶ Predicate contains a verb that makes a statement about the subject.
- ▶ A sentence is a group of words arranged together and has a complete meaning.
- ▶ Phrase is a group of words together but not a sentence that forms a complete meaning.





CONSTRUCTION OF A PARAGRAPH

A paragraph is made up of multiple sentences with a common theme. It begins with an introduction of a theme, followed by sentences describing the theme and ends with a statement supporting the common idea. For example: I love to travel. In the last two years I have visited many places in India and abroad. I feel that travelling rejuvenates your mind and soul. It also gives us a clear picture of different cultures and people all across the world.

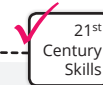
Rules for Writing a Paragraph

Following are the rules for writing a paragraph:

- It begins with a new line.
- The first line has an indentation.
- It focuses on a main theme.



1. What is the sentence?
2. How many parts of a sentence are there?
3. Write the rules for writing a sentence.
4. What is the use of the comma in the sentence?

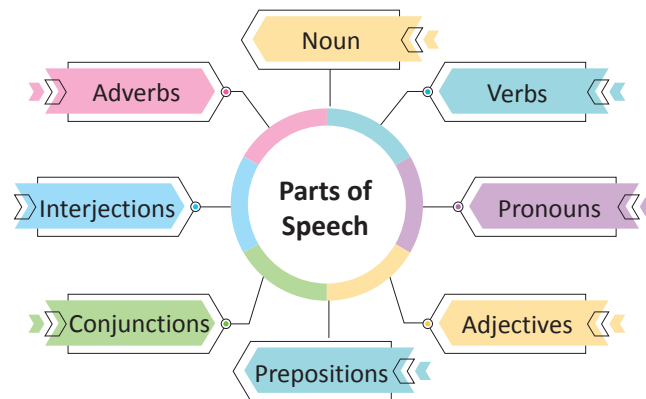


#Interdisciplinary
#Information Literacy



PARTS OF SPEECH

A sentence is made up of words. Every word has a specific function to play in a sentence to make it meaningful. It falls into different categories to play a different role in a sentence. These categories are called the Parts of Speech. It is important to learn these different parts of speech to understand the language well to help you construct good sentences for effective communication.



The basic parts of speech are:

- **Noun:** Noun is a word that names a person, place, thing or an idea. For example:
 - ♦ Sunil is going to a school.
 - ♦ Goa is a beautiful place.
 - ♦ My pen is broken.
- **Pronoun:** Pronoun is a word that replaces a noun. They are used to avoid the repetition of nouns so that the sentences are smoother and effective. For example:
 - ♦ She likes to play in sand on the seashore.
 - ♦ It is our duty to keep our city clean.
- **Verbs:** Verbs are “doing words”. It can be a word or a group of words that describes an action or a state of being. For example:
 - ♦ Shruti danced to celebrate my victory.
 - ♦ Gardener plucked the flower.
- **Adverbs:** Adverb is a word that describes a verb, an adjective or another adverb. It also tells how an action was done. For example:



- ◆ John never participated in conversation.
- ◆ Keep the book on the table placed there.
- **Adjective:** An adjective is a word that defines a noun or a pronoun. For example:
 - ◆ I have a beautiful dress.
 - ◆ My smart dog runs on a smooth road.
- **Conjunction:** Conjunction is a word that joins words, phrases, clauses or sentences together. There are different types of conjunctions. Some conjunctions may be used to make a list while some may be used to connect thoughts, ideas or actions. For example:
 - ◆ I bought a pen, pencil and ruler for my exams.
 - ◆ Neither this bridge nor that road is good to travel by car.
- **Preposition:** Preposition is a word that shows a relationship between a noun and a pronoun in a sentence. For example:
 - ◆ My cat is sitting under a dining table.
 - ◆ She jumped into the river.
- **Interjection:** An interjection is a word or a phrase that expresses a sudden or a strong feeling. Grammatically they are not related in a sentence but expresses a relationship between a word and a phrase in a sentence. Sometimes they are followed by an exclamation mark(!). For example:
 - ◆ Alas! I am so lost without you.
 - ◆ Great! You are coming with me.



USE OF ARTICLES

An article is a word that describes the noun. It is used before a noun to show whether it is specific or not. In English grammar there are three articles— A, An, The. They fall into the following two categories: definite and indefinite.

Definite— The

“THE” is a definite article which is used before a noun that indicates something clear or obvious. For example:

- The sun shines bright today.
- Give me the book on the table.
- The air quality is very bad in this place.

Indefinite— A, An

- ‘A’ and ‘An’ are indefinite articles which are used before a noun that are not specific or known before. “A” is used before a word beginning with a consonant (alphabets other than vowels) sound. For example:
 - ◆ A book (it can be any book)
 - ◆ A game (it can be any game)
- “An” is used before a word that begins with a vowel(a, e, i, o, u) sound. For example, an umbrella, an hour, an ice cream cone, etc.



WHEN NO ARTICLES ARE USED

- For common/general things. For example:
 - ◆ Fruits are good for health
 - ◆ Do not eat medicines without doctor’s prescription
- Before a country, continent, island, mountain and lake’ name. For example,
 - ◆ New Delhi is the capital of India.
 - ◆ Nagpur is famous for oranges.
- Before the name of any sport/game. For example:
 - ◆ I like swimming.
 - ◆ My friend plays tennis very well.



REVISIT

- ▶ Communication is defined as a way of conveying a meaningful message from one entity to another in the form of signs, symbols, behaviour using verbal and non-verbal skills.
- ▶ Language is a very important factor that affects communication.
- ▶ Verbal Communication is using the words, sentences grammar of a specific language that can be spoken or written to share information with other people or an organization.
- ▶ Non-verbal communication is a method of communication through body language, gestures using signs and hand movements, eye contacts, facial expressions, etc.
- ▶ Visual communication is the visual representation of information in the form of graphs, flowcharts, signs, symbols, images, mind maps, road maps etc.
- ▶ Correct grammar and spellings is the key to good written communication.
- ▶ Phrase is a group of words together but not a sentence that forms a complete meaning.
- ▶ A sentence is a group of words arranged together and has a complete meaning.
- ▶ A paragraph is made up of multiple sentences with a common theme.
- ▶ An article is a word that describes the noun.

Exercise



Solved

SECTION A (Objective Type Questions)

A. Choose the correct option.

- Who initiates the process of communication?
a. Feedback b. Sender c. Receiver d. Communication Channel
- Which of the following enhances the impact of verbal communication?
a. Hand movements b. Touch c. Voice modulation d. Hand shake
- Which of the following is an orientation and positioning of our body to send various meanings?
a. Body posture b. Sender c. Communication d. Communication Channel
- Which of the following is the process of sending a message in the form of text, signs, symbols which the receiver has to decode to find its actual meaning?
a. Feedback b. Communication c. Decode d. Encoding
- Who interprets the message conveyed by a sender?
a. Sender b. Receiver c. Audience d. Organisers
- What is the purpose of communication? [NCERT]
a. Inform (tell someone about something) b. Influence (get someone to do something you want)
c. Share thoughts, ideas, feelings d. All of the above
- Which of the following is a group of words arranged together having a complete meaning?
a. Language b. Sentence c. Phrase d. Paragraph
- Which of the following is a word or a phrase that expresses a sudden or a strong feeling?
a. Preposition b. Conjunction c. Interjection d. Article
- Which of the following is a word that replaces a noun?
a. Pronoun b. Verb c. Phrase d. Preposition
- A _____ is made up of multiple sentences with a common theme.
a. Phrase b. Sentence c. Paragraph d. Speech
- How do you receive information on phone? [NCERT]
a. Listening b. Speaking c. Reading d. Writing



12. Which one of these is used to mark a pause in a sentence?
 a. Punctuation b. Question marks c. Comma d. Exclamation mark
13. Why do we send emails? [NCERT]
 a. To reach on time b. To share documents and files
 c. To talk to each other d. To meet each other

Ans. 1. b 2. c 3. a 4. d 5. b 6. d 7. b 8. c 9. a 10. c 11. a. 12. c 13. b

B. Fill in the blanks.

- The _____ process helps in sharing of a common meaning between the sender and the receiver.
- _____ is the ability of the brain to interpret the message received through our eyes.
- _____ influences a person to perform a specific task.
- Body posture is an _____ and _____ of our body to send various meanings.
- _____ reflect a feeling of a person who is trying to communicate to give a proper meaning to a message.

Ans. 1. communication 2. Visual Perception 3. Persuasion 4. orientation, positioning 5. Facial expressions

C. Fill in the blanks with an appropriate article– A, An or The.

- What is _____ price of this book?
- I need _____ glass of water.
- I went to see _____ Red Fort.
- I want _____ apple.

Ans. 1. the 2. a 3. the 4. an

D. Identify the kind of sentence.

- What are you doing? 2. You are a nice boy.
- Get out of the class. 4. Please switch off the fan.
- Alas, I am ruined!

Ans. 1. Interrogative sentence 2. Assertive/Declarative sentence 3. Imperative sentence
 4. Imperative sentence 5. Exclamatory sentence

SECTION B (Subjective Type Questions)

A. Short answer type questions:

- Define the term Communication.

Ans. The word ‘communication’ is derived from the Latin word *communicare*, meaning “to share”. It is defined as a way of conveying a meaningful message from one entity to another in the form of signs, symbols, behaviour using verbal and non-verbal skills.

- Write any two advantages and two disadvantages of written communication.

Ans. Following are the two advantages of written communication:

- It is an effective way of communication where the message can be stored for future references.
- It is impact-full and effective.

Following are the disadvantages of written communication:

- It is time consuming as feedback is not immediate.
- Costs more in terms of resources and manpower.

- Write two differences between oral and written communication.

Ans. Differences between oral and written communication are:

Oral Communication	Written Communication
It is communication using spoken words.	It is communication using written words.
It can be direct face-to-face conversation or telephonic conversation.	It is a process of sending short messages through phones, writing letters, sending emails, making notes or writing down speech to communicate.

- Write the names of any three different types of non-verbal communication.

Ans. Facial expressions, Eye contact and Touch.

- What is a Phrase? Give an example.

Ans. A phrase is a group of words together but not a sentence that forms a complete meaning. It lacks a subject and the object. For example:

- Good luck • Hot lemon tea



6. What are punctuation marks?

Ans. Punctuation marks are the symbols used to help the reader understand the proper meaning of a sentence and where to pause or stop. There are 14 punctuation marks in English grammar.

7. What are articles?

Ans. An article is a word that describes the noun. It is used before a noun to show whether it is specific or not. In English grammar, there are three articles- A, An and The.

8. What is capitalization?

Ans. Capitalization means writing the first alphabet of a word in uppercase. In English grammar, we cannot on our own decide to write anything in capital. We follow the rules of capitalization whenever we write anything.

9. Rearrange the words to form questions.

[NCERT]

	
a. she / like / sing / Does / to	b. waiting / What / are / you / for?
	
c. play / like / football / Do / you / to	d. Fighting? / they / are / Why

Ans. a. Does she like to sing?

b. What are you waiting for?

c. Do you like to play football?

d. Why are they fighting?

B. Long answer type questions:

1. What is communication channel in communication?

Ans. Communication can be oral, written or visual. These days technology plays an important role in serving as an important medium of transmission of information. So, now we can send message(s) through email, voice mail, social websites etc.

2. Discuss any two factors that affect perspectives in communication.

Ans. Some of the factors that affect the perspectives in our communication are:

- **Language:** It is a very important factor that affects communication. Sometimes we are not familiar with the language we wish to communicate. Using wrong words at wrong places may alter the meaning of the message and thus do not solve the purpose of effective communication.

- **Visual Perception:** It is the ability of the brain to interpret the message received through our eyes. For example, solving the jigsaw puzzle based on the visual interpreted by our brain.

3. Discuss effective ways of communication.

Ans. In order to ensure the communication in the most effective and engaging manner we need to have a clear vision of 7 C's as discussed below:

- **Clear:** The content of the message you wish to communicate should be straight and clear so that it is easy to understand and interpret correctly.

- **Concise:** The message should be short and precise. Instead of using long sentences or paragraphs we should focus on short sentences to convey our message.



- **Concrete:** The content is clear in words with the direct focus on the message.
- **Correct:** Use of correct words, sentences, grammar of whichever language you follow to communicate.
- **Coherent:** The content of the message should stick to the topic and should flow in a sequence that makes sense.
- **Complete:** The message should be complete with all the required information for a necessary action.
- **Courteous:** Messages should be ethically politely conveyed with no hidden insult tone and aggravated tone.

4. What is visual communication?

Ans. Visual communication is the visual representation of information in the form of graphs, flowcharts, signs, symbols, images, mind maps, road maps etc. It does not require learning any language. It is considered one of the easiest ways to communicate as the human brain understands and interprets images easier in comparison to a text.

5. What are the rules for writing a paragraph?

Ans. Following are the rules for writing a paragraph:

- It begins on a new line.
- The first line has an indentation.
- It focuses on the main theme.

6. Explain the different types of sentences.

Ans. There are four types of sentences as explained below:

- Declarative/assertive sentence:** A sentence which gives information and marks a bold statement. It may state a fact. Most of the sentences of English language are assertive sentences. For example: God is great.
- Imperative sentence:** A sentence that makes a request or gives an order, an advice or a command. For example: Don't use a pen to draw diagrams.
- Interrogative sentence:** A sentence that asks a direct question and ends with a question mark(?). For example: Did you get your lunch packed?
- Exclamatory sentence:** A sentence that shows an excitement or a strong feeling. It ends with an exclamation mark (!). For example: Wow! You are a graceful dancer.

C. Identify the type of communication in the following:

- SMS from school for class picnic.
- Class teacher announced the student of the month.
- Singing a birthday song of your best friend.
- Directions on the cover of your lego kit.

Ans. 1. Written 2. Oral 3. Oral 4. Written



SECTION A (Objective Type Questions)

A. Choose the correct option.

- When we communicate verbally, we should use _____ [NCERT]
 - difficult words
 - simple words
 - confusing words
 - abbreviations
- Which of these is not an appropriate non-verbal communication at work? [NCERT]
 - Putting an arm around a coworker's shoulder
 - Shaking hands firmly
 - Looking at the speaker with a smile
 - Standing with an upright posture
- Sometimes _____ communication is difficult to understand.
 - Non-Verbal
 - Verbal
 - Visual
 - None of these
- What is the process called when a receiver communicates his/her response back to the sender?
 - Encoding
 - Decoding
 - Feedback
 - Communication Channel
- Which of the following is used for effective non-verbal communication?
 - Avoid pointing at people with your finger.
 - Shake hands confidently.
 - Maintain a proper distance.
 - All of the above

B. State whether these statements are true or false:

- Communication is a two way process. _____
- Language is a very important factor that affects communication. _____
- Decoding is the process in which the receiver and the sender are ensuring that they understood each other correctly. _____



4. If a sender is feeling low, then, the person will not be able to deliver the message appropriately. _____
5. The content should not be clear in words with the direct focus on the message. _____

C. Write an appropriate kind of sentences for the following (Assertive, Imperative, Interrogation, Exclamatory):

1. How's the weather today?
2. It's a bright and sunny day.
3. Have you packed my lunch?
4. My favourite dessert is chocolate ice cream.
5. My hobby is baking.
6. Wow! This cake looks amazing.
7. Watch your steps in the staircase.
8. Get me a pair of scissors.
9. Please do the needful.
10. This is the latest edition of dictionary.

D. Write short notes on:

1. Interjection
2. Conjunction

E. Identify noun, pronoun, verb, preposition and adverb in the following sentences:

1. She went to the market to buy fruits.
2. I am scared of thunder and lightning.
3. Ankit, what's your opinion about this?
4. Teacher Sunita teaches Physics and Mathematics.
5. Priya and her friends are going on a picnic.

F. Writing a paragraph.

1. Aparna has to write a paragraph on "IT as part of the education system". Help her to do the same.
2. Pratima has to present her thoughts on the topic "Gratitude", for her class assembly. Help her to write a paragraph for the same.

G. Fill in the blanks.

1. _____ is an age old method to convey any information effectively.
2. _____ energises a person towards the attainment of the desired goal.
3. _____ influences a person to perform a specific task.
4. _____ is a preconceived idea which can be favourable or unfavourable towards a person or a thing.

H. Fill in the blanks with an appropriate article— A, An or The.

1. Donate _____ organ, save life.
2. _____ human body produces a natural frequency.
3. Get me _____ pair of trousers.
4. It's _____ honour to be part of _____ guest speaker program.
5. _____ Earth is round.
6. Can I have _____ glass of water?

SECTION B (Subjective Type Questions)

A. Short answer type questions:

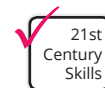
1. What is encoding in communication?
2. From where the term communication is derived?
3. How environment affects perspectives in communication?
4. What is the meaning of coherent in communication?
5. What is oral communication?
6. Name the type of sentences that use question marks.
7. What are indefinite articles? Give examples.

B. Long answer type questions:

1. What is written communication? Write any four advantages of it.
2. Discuss any two types of non-verbal communication.
3. What are 3P's of public speaking? Discuss any two.
4. What are adjectives? Give an example.
5. What is Apostrophe(')? Where are they used?

D. Competency-based/Application-based questions:

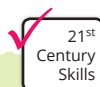
1. Sanchit has to write a paragraph on the topic 'Conservation of Water' for his assignment. He does not remember the assessment criteria for paragraphs. Help him outline the grading criteria of a paragraph.
2. Akash wrote a sentence, 'I bought an smartphone' in his English test, and the teacher marked it incorrect. Can you help him to write the correct sentence? Tell him the rules that he should follow while using articles in sentences.



#Interdisciplinary
#Leadership & Responsibility



LAB ACTIVITY

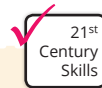


21st
Century
Skills

#Leadership & Responsibility
#Creativity

1. Suppose, you are a team leader in an organisation. You are asked to hire a candidate for your team. Create a Word document containing a list of qualities you want in the candidate. After creating the checklist, arrange an interview round in your class.
2. Write a paragraph about your plans for your birthday in MS Word document using simple sentences.
3. Write a story showing the conversation between a teacher and a student.

CLASS ACTIVITY



21st
Century
Skills

#Communication
#Collaboration

1. Paper folding activity – To understand the importance of all components of communication. [NCERT]

Step 1: Teacher distributes half a sheet of paper to all students.

Step 2: Teacher instructs them not to ask any questions or look at others what they are doing. Teacher gives few instructions, like fold the paper (without telling which way), tear a corner (without telling which corner upper right/upper left/bottom right/bottom left) make a small hole (without telling where and how big)

Step 3: After many incomplete instructions, teacher asks students to open the given papers.

Step 4: Students shall be surprised to see that all papers look different.

Conclusion- Students understand the importance of clear, precise and complete instructions for effective communication. They understand the importance of two-way communication, which allows the receiver to ask questions from sender for better clarity.

2. Let us play Dumb charades. To play this game, divide the class in two groups.

Rules of the Game are:

Team A will give a “Name of a Gadget” to Team B.

One member from Team B will have to enact the “Gadget name” without speaking to his team and the team members have to guess its name.

You can set up the rules for number of words, English/Hindi and so on. A member from Team B will have to enact these rules.

Identifying the “Gadget Name” will give 10 points to Team B.

While doing this activity, you will realise how without speaking a word and only with actions (Non-verbal communication) the message can be conveyed to others.



CAREER HERE

People who are experts in communication with other people may pursue their careers as Communications Executives, Counsellors, etc.





UNIT

2

Self-Management Skills-I



TOPICS COVERED

▶ 95%

- Self-Management
- Who am I?
- Steps for Building Self-Confidence
- Factors that help in Building Self-Confidence
- Self-Management Skills
- Self-Confidence
- Qualities of Self-Confident Person
- Self-Confidence Building Tips

We work hard every day to manage our personal and professional lives. Every day is like a small battle. Only when we plan our day, we can achieve our goals. Learning the skills of self-management is an essential task for students in the 21st century. Students with strong self-management skills arrive to class prepared, pay attention, follow directions and work independently with focus. Let us study now how we can learn this skill to achieve our short term and long term goals.



SELF-MANAGEMENT

In simple language, self-management means managing yourself. It's taking the responsibility of managing our own behaviour and actions. It is basically the ability to organise yourself with positive energy for the overall development in professional, personal and social life. After every exam we often say this to ourselves that next time I will study hard and do well.



Positive Results of Self-Management

Self-management helps you to have a good control on your strength and weakness. Nothing can make you sad or unhappy unless you allow your emotions to flow in that direction. It is the process of preparing for the future. We have the following positive impacts on us with strong self-management skills.

Let us study a few of them:

- It helps in the overall development of a person.
- It polishes your skills and enhances your employability with better career prospects.
- It makes you realise your potential and maximizes your productivity that helps you grow personally and professionally.



- It brings strong organisational skills that help you streamline your work.
- It helps you to have a good control on your good and bad emotions in such a way that your mind rules you and not your emotions.
- It is always result oriented.
- It helps you stay focused on your goals.
- It makes you a responsible person as you are accountable to yourself for your efforts and hard work.
- It develops strong competitive spirit so that we are able to handle it in a healthy manner.
- It develops self-confidence as we trust our own abilities.

I KNOW

Tick (✓) if you know this.

- ▶ Self-management means managing yourself.
- ▶ Self-management helps you to have a good control on your strength and weakness.



SELF-MANAGEMENT SKILLS

Self-management skill is the ability to regulate your feelings and actions to achieve your goals independently and helps in the development of a strong personality. Some of the important self-management skills are discussed below:

- **Self-Awareness:** It is the awareness of your own personality. It is the ability to notice your feelings, your physical sensations, your reactions, your habits, your behaviors, and your thoughts. It enables you to learn about yourself in a way no one else can ever teach you. For example, as an individual, we are aware of artistic skills. If, I am good at fine arts, I will surely volunteer to participate in drawing competition.
- **Self-Confidence:** It is the trust in your own abilities, qualities and judgment. Some people are born with it and some learn to build up after facing the challenges of life. When you learn how to be confident, you can use it in your everyday life to tackle all of your goals. You can do any task that is given to you and not scared of taking risks. For example, it's a sense of self-confidence that takes a person on stage to speak in a public gathering.
- **Self-Motivation:** It is the force that drives you to do the things. Everything we do is motivated by some combination of conscious and unconscious needs or desires. Staying motivated is not something that happens naturally all the time. You should be ready to take challenges and open to positive learning. Remember that Impossible itself says 'I am Possible'. For example, it's only self-motivation that makes a good sportsperson.
- **Self-Control:** It is the ability to manage your impulse, emotions and behavior. Know yourself so you can manage your emotions and impulses. It acts as a force to have a more successful and satisfying life. For example, Indian system of fasting is an excellent example of self-control. Fasting restricts a person from eating specific food.
- **Self-Commitment:** It is the state of being committed to yourself and being loyal to your actions. This is the first step to becoming conscious as you start looking at things in a more objective manner. Be who you are and stop fearing what others will think of you. For example, not eating junk food whatever the situation is. Completing your School Project on your own without any help.
- **Problem Solving:** It is an analytical skill that helps identifying a problem and finding a possible solution to it. It requires a person to be creative and intuitive. You should be confident in your approach as you learn which processes are most effective to overcome obstacles, which solutions may fail or could even create additional problems. For example, A teacher has to find on her own how she can improve the performance of her students.
- **Positive Thinking:** It is the optimistic approach to handle different situations in life. Rather than getting upset and blaming others for terrible situations, positive thinking will control the situation with logical reasoning. Remember that it's your response that truly determines the outcome. For example, A student securing bad marks will reason out with positive thinking that his efforts were not upto the mark.
- **Stress Management:** It is the technique to handle the levels of stress in day to day life by taking charge of your emotions, efforts, thoughts and surroundings. We all have stress— at home and at work. No single method works for everyone or in every situation, so experiment with different techniques and strategies. Focus on what makes you feel calm and in control. Don't let stress get in the way of your success. For example, Shifting to a new house with things scattered all over brings a lot of stress.



- **Time Management:** It is the method of planning and balancing your time to meet your everyday targets. It deals how effectively you utilize your time to achieve your goals. Staying organised can help you prioritize your activities based on their urgency and importance. Focus on your abilities to complete your work in an effective way. For example, Meeting the deadline of the project assigned in a class.
- **Organisational Skills:** It is the ability to plan and organise a given task in an effective manner. Good organizational abilities will prevent difficulty in your work and disorder in your daily life. For example, A student needs to have necessary material for the assigned activity, stay in their seat, and finish required work before going to the next assignment.

I KNOW

Tick (✓) if you know this.

- ▶ Self-Awareness is the awareness of your own personality.
- ▶ Self-Confidence is the trust in your own abilities, qualities and judgment.
- ▶ Self-Control is the ability to manage your impulse, emotions and behavior.



WHO AM I?

When you have a better understanding of yourself, you learn to manage with good self-management skills and then it becomes easy to find out your strong and weak points. Think about things you enjoy doing, especially when asked to do it. You may enjoy sitting alone close to nature or making food for the family or lead a conversation in a group task or love to participate in a school cultural programme. This process of knowing yourself is the most challenging job. By putting time and effort you can take advantage of your strength and work on your weaknesses to overcome them. Let us see how we can handle this.

Knowing Yourself

Being aware of the purpose in life is very important to make your own existence feel. Knowing yourself helps you understand your own identity. It is important to know yourself in order to achieve success in life. It gives you purpose, direction and a true sense of well-being. In this process of knowing yourself, it is important to know our:

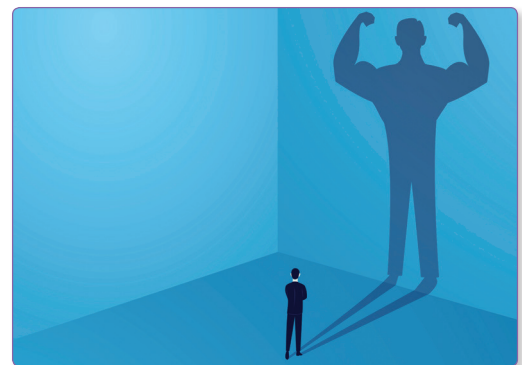
- Body and physical challenges
- Personality in private and public moments
- Morale and principles
- Strengths and weaknesses
- Temptations and frustrations
- Likes and dislikes
- Beliefs and opinions
- Background and relationships
- Positive and negative emotions
- Tolerance and understanding of others
- Creativity and interests
- Limits and boundaries

Knowing Your Strengths

Strength is the quality or the state of being physically and mentally strong. Assess your skills to identify your strengths. Your strengths will help you move forward on a path that's right for you. It helps you to identify what all things are good for you and which path to choose to outshine yourself. You need to work on this and introspect yourselves so that you can use them, try them out and practice them.

Examples of strengths are:

- Good in specific sports like cricket, basketball, swimming, football
- Focused in life
- Emotionally very strong
- Have strong self-control
- Not afraid of darkness
- Very innovative
- Disciplined
- Respectful
- Versatile
- Good interpersonal skills
- Healthy eating habits
- Good communication skills



We all have strengths but we are not aware of them sometimes. Anything that energises you and gives you inner contentment brings out the true side of your personality. Identifying your strengths is a very time consuming process and if you are not honest in your introspection, then, you may not succeed in this mission.

Steps to Identify Your Strengths

Following are the steps to identify your strengths:

- Identify your strengths by talking to a few people close to you. Listen to them honestly what they have to say good about you. Ask them:
 - ♦ What do you think I am good at?
 - ♦ What are my strengths?
 - ♦ How can I use my strengths to choose my career?
 - ♦ Which task can I do for hours without getting tired?
- List down the good things conveyed to you by these people, sit alone and introspect.
- If you want to be doubly sure, then, you can also take a personality test by going to a professional.
- Feel your strength with these good points and what others have appreciated in you.
- Use your strength in choosing the correct path for your overall development.

Knowing Your Weaknesses

Weaknesses are the areas of improvement in your personal and social life. It is very important to know your weaknesses along with your strengths so that they don't end up hurting you.

If you are able to identify your traits that hold you back, then, it becomes easy to find a solution to overcome your weakness. You have to honestly start painting an accurate picture of yourself, so that you can actively use it to improve on your overall personality.



Examples of weaknesses are:

- Stage Fear
- Negative attitude
- Conservative personality
- Lazy and laid back attitude
- Insecurity
- Rigid
- Unhealthy habits
- Lacking presentation skills

Steps to Identify Your Weaknesses

Follow the given steps to identify your weak points:

- Identify your weaknesses by asking these questions from yourself:
 - ♦ What types of tasks do you leave incomplete?
 - ♦ What type of tasks make you feel bored and useless?
 - ♦ In what types of tasks do you seek help from others?
 - ♦ When did you feel unsatisfied and unhappy with your behaviour?
 - ♦ In what types of tasks others do better than you?
- Take the feedback from your friends, family and colleagues to help you identify weaknesses correctly.
- Take the criticism in a positive way.
- Use your strengths to improve on your weaknesses.
- Feel confident by overcoming your weaknesses.





SELF-CONFIDENCE

Self-confidence in simple language means believing in yourself. It is respecting yourself by believing in your own abilities, strengths and judgments. With your self-confidence you are more energized and motivated to take action and achieve your goals. You will devote your resources to try new things. If a speaker has confidence in his abilities he will communicate well on stage in front of his audience. Similarly if a student is prepared well, he will attempt his paper with full confidence.

Find on Google

Why is self-confidence important?"



STEPS FOR BUILDING SELF-CONFIDENCE

Confidence helps you express the most beautiful version of yourself. A confident person is always focused in life and learns from his mistakes. If you compare yourself with others, you might struggle to concentrate and feel low in self-esteem. Instead of focusing on your work, you will be more worried about what others think of you. So let us now learn what steps we need to take to build our self-confidence:

- **Focus on your achievement and learn from your failures:** The first and the foremost step in building your confidence is to focus on your strengths. Let your failures inspire you to do better. In the games field, you will find sportspersons seeing the replay of their own performances so that they can improve on their game and correct their mistakes.
- **Think of your abilities and strengths:** A self-confident person always tries to sharpen on his strong points. Be aware of your abilities and strengths to overcome hurdles in your life.
- **Develop a positive attitude:** Remember that you can control your attitude. Try to introspect, if you face negative thoughts, turn it around to make it into a positive one. The saying of half empty and half-filled glass is an old one. As of today, the thought that we have glass and water should be good enough to make us feel positive.
- **Set a goal for yourself:** Always try to set an achievable goal for yourself. Think of something that you want to do and try to work towards it. Plan the steps you must take to realize your goals, it boosts up your confidence.
- **Act confidently:** It is a trait, all confident people possess. It is only you who can point out your mistakes. Your body language should show your confidence.



QUALITIES OF SELF-CONFIDENT PERSON

Confidence comes with knowledge and attitude. It is an age-long process of knowing yourself. If you are aware of your tasks, there will be very less chances of failure and this force is big enough to motivate you. There are lots of other good qualities a self-confident person should possess to make his own identity in this world. Let us now study those qualities of a self-confident person:

- **Hardworking:** A hard working person is always more confident. He is aware of the fact that if nothing else, his hard work will be able to make him sail through the most difficult situation.
- **Positive attitude:** A positive attitude causes a chain reaction of positive thoughts, events and outcomes. It is a catalyst and adds to the confidence of an individual.
- **Self-belief:** When we feel confident in ourselves, we are able to trust in our abilities, qualities and judgment. When you believe in yourself, you're more confident to try new things.
- **Committed:** When you are committed to doing something, you accept no excuses, it's only results. Your confidence level will automatically increase with your commitment.
- **Focused:** It's only when you begin to focus, you transform, change and grow. If you stay focused, you will grow up to be a more confident person.
- **Knows your strengths and weaknesses:** Our strengths and weaknesses make our character. A confident person always focuses on his strengths and not on weaknesses.





Fill in the blanks.

1. A hard working person is always more _____ .
2. A _____ attitude causes a chain reaction of positive thoughts, events and outcomes.
3. Confidence comes with _____ and attitude.



FACTORS THAT HELP IN BUILDING SELF-CONFIDENCE

People who lack confidence have excuses, whereas people with confidence have ambition to grow and rule the world. There are various factors that influence our self-confidence. Let's take a closer look at some of these factors.

Physical

Physical factors will influence the personality of a person. It includes your:

- Body language
- Good health
- Non-verbal signs and gestures
- Speaking style and accent
- Physical appearance
- Personal hygiene and grooming
- Mood swings

Good personal hygiene with a healthy physique boosts self confidence in a person. This will bring a positive mood and a great sense of happiness. People around you will treat you well. With this positive public image you will easily achieve your goals in life. For example:

- Wearing appropriate interview attire will help make the best first impression.
- A student with good oratory skills will always perform better in a class debate than a participant who is unexpressive.

Social

Social factors include our society and people around us. It can be the people in our classroom, family at home, friends in our colony, colleagues in our workplace, strangers on the street. Each one of us needs a push to start working harder, all of us want to be motivated by loved ones around us. The pressure of society has a very strong impact on the self-confidence of a person and will affect the performance of a person to a certain level. For example:

- Michael Jordan, the famous basketball player, was told in high school that he did not have the skill and felt dejected during his childhood.
- Dr. Seuss, the famous author of children's literature, was rejected by nearly 27 publishers early in his career.

Cultural

Cultural impact is the behavioural characteristics of people based on their surroundings, religions, traditions, customs and festivals. We need to be sensitive to people belonging to different backgrounds. It shapes how we see ourselves and others in our society. Also a family's cultural values shape the development of a child. Young children may describe themselves based upon their family's values. For example, some cultures do not allow women to step out of the house and earn a living. She is expected to be dependent on a male member. Children are expected to be sober and quiet in front of elders. While in other cultures all are treated equally and have full right to live the life they want. The influence of culture shapes a person and has a great impact on self-confidence. For example:

- A female speaker in a saree may not feel confident in a conference where all are dressed up in western formals.
- A student belonging to a tribal community will not feel confident in a class presentation in his boarding school.



Fill in the blanks.

1. _____ factors will influence the personality of a person.
2. _____ factors include our society and people around us.
3. Good personal hygiene with a healthy physique boosts _____ in a person.





SELF-CONFIDENCE BUILDING TIPS

Self-confidence shapes your thoughts, feelings and actions. When your self-confidence is low, you struggle in your relationships and at work, you don't feel happy, you don't cope well with stress and you probably lack energy and motivation. So let's work on some tips that help a lot in building self-confidence:

- **Get Rid of Negative Thoughts:** Thinking about negative things is a dangerous habit. Try to get rid of the negative thoughts by trying to change the focus of your thoughts. Go out and play, dance, talk to your friends, take a nap, bake a cake— doing such kinds of activities will help you to drop negative thoughts.
- **Think Positively:** When there's positivity in your thoughts, automatically it will show in your actions. Count your blessings, start your day on a positive note. Reboot your mind and body. That's why every school day starts with a morning prayer. It helps to remove negative thoughts and adds positivity.
- **Stay Happy with Little Things:** Happiness always comes in small packages. Try to appreciate the smallest of things that you have and make the most of it. Show gratitude.
- **Stay Clean and Hygienic:** An individual's personal hygiene is very important. It is one of the biggest reasons of acceptance or rejection by your peer group. It not only builds confidence in you, but it also keeps you healthy.
- **Chat with Positive People:** Having conversations with people who have a positive approach towards life is like reading a motivational book. Their words help us in many ways; we get motivated after learning from their experiences. They act as a guide in our life, which encourages us to do well. It also works as a stress buster and enhances confidence to a great extent.
- **Know Yourself:** Knowing yourself is the beginning of all wisdom. You are empowering yourself when you introspect. The better you know about yourself, the better is your relationship with the rest of the world.
- **Set a Goal for Yourself:** Dream enormously big and then work towards achieving your goals. True success is all about working towards meaningful goals and dreams. Goals need not be achieved always, but it leads you to move closer towards them.
- **Use your Experience:** Apart from academics, the only source of knowledge is experience. "Experience is the teacher of all things".
—Julius Caesar.

REVISIT

- ▶ Self-management is basically the ability to organise yourself with positive energy for the overall development in professional, personal and social life.
- ▶ Self-awareness is the awareness of your own personality.
- ▶ Self-confidence is the trust in your own abilities, qualities and judgment.
- ▶ Self-motivation is the force that drives you to do the things.
- ▶ Self-control is the ability to manage your impulse, emotions and behavior.
- ▶ Self-commitment is the state of being committed to yourself and being loyal to your actions.
- ▶ Problem solving is an analytical skill that helps identifying a problem and finding a possible solution to it.
- ▶ Stress management is the technique to handle the levels of stress in day to day life by taking charge of your emotions, efforts, thoughts and surroundings.
- ▶ Time management is the method of planning and balancing your time to meet your everyday targets.
- ▶ Strength is the quality or the state of being physically and mentally strong.
- ▶ Weaknesses are the areas of improvement in your personal and social life.
- ▶ Physical factors will influence the personality of a person.
- ▶ Social factors can be the people in our classroom, family at home, friends in our colony, colleagues in our workplace, strangers on the street.
- ▶ Cultural impact is the behavioral characteristics of people based on their surroundings, religions, traditions, customs and festivals.



Exercise



Solved

SECTION A (Objective Type Questions)

A. Choose the correct option.

- Which of the following helps you to have a good control on your strength and weakness?
a. Motivation b. Self-management c. Self-control d. Management
- Which of the following is not a self-management skill?
a. Polishing your skills b. Learning new skills c. Managing your desk work d. Assembling a lego kit
- Which of the following is the quality or the state of being physically and mentally strong?
a. Strength b. Weakness c. Ability d. Management
- Which of the following is not an example of strengths of a person?
a. Leadership b. Artist c. Stage fear d. Graceful dancer
- Which among the following is the state of being committed to yourself and being loyal to your actions?
a. Self-Awareness b. Self-Motivation c. Self-Commitment d. Self-Control
- Which of the following impacts is the behavioral characteristic of people based on their surroundings, religions, traditions, customs and festivals?
a. Social b. Political c. Cultural d. Natural
- Which of the following brings a positive impact on your physical and mental health?
a. Socializing b. Positive thinking c. Singing d. Over protection
- _____ include our society and people around us.
a. Social factors b. Financial factors c. Geographical factors d. None of the above
- Which of the following is not a self-management skill? [NCERT]
a. Problem solving b. Bargaining c. Understanding self d. Confidence building
- Which of the following will influence the personality of a person?
a. Nature b. Physical factors c. Weather d. All of the above
- Grooming is a term associated _____. [NCERT]
a. time management b. problem solving c. neat and clean appearance d. self-management
- Which of the following is not a quality of a confident person?
a. Focused b. Extravagant c. Positive attitude d. Committed
- Dressing and grooming are important because they help us to look _____. [NCERT]
a. smart b. untidy c. shabby d. All of the above

Ans. 1. b 2. d 3. a 4. c 5. c 6. c 7. b 8. a 9. b 10. b 11. d 12. b 13. a

B. Fill in the blanks.

- _____ helps you to have a good control on your strength and weakness.
- _____ is the force that drives you to do the things.
- _____ is the method of planning and balancing your time to meet your everyday targets.
- Apart from academics, the only source of knowledge is _____.
- Being aware of the _____ in life is very important to make your own existence feel.
- _____ has a great impact on our lives, our personality, our health and even on our career.
- _____ is the behavioral characteristics of people based on their surroundings, religions, traditions, customs and festivals.
- A _____ causes a chain reaction of positive thoughts, events and outcomes.
- A self-confident person always tries to _____ on his strong points.
- _____ is the quality or the state of being physically and mentally strong.

Ans. 1. Self-management 2. Self-motivation 3. Time management 4. experience 5. purpose
6. positive thinking 7. Cultural impact 8. positive attitude 9. sharpen 10. Strength



C. State whether these statements are true or false:

1. Use your strengths to improve on your weaknesses. _____
2. This process of knowing yourself is the most easy job. _____
3. Self-management is not always result oriented. _____
4. Take the criticism in a negative way. _____
5. Use your strengths to improve on your weaknesses. _____
6. Negative thinking will strengthen your confidence and boost your self esteem. _____
7. Find goodness in every word, in everything you see around you. _____
8. Positive thinking brings a positive impact on your physical and mental health. _____
9. It is not important to know yourself in order to achieve success in life. _____
10. Try to get rid of the negative thoughts by trying to change the focus of your thoughts. _____

Ans. 1. True 2. False 3. False 4. False 5. True 6. False 7. True 8. True 9. False 10. True

SECTION B (Subjective Type Questions)

A. Short answer type questions:

1. What is self-management?

Ans. Self-management in simple language means managing yourself. It's taking the responsibility of managing our own behaviour and actions. It is basically the ability to organise yourself with positive energy for the overall development in professional, personal and social life.

2. What is an ability?

Ans. Ability refers to someone's 'Knowledge', 'skills' or 'talents' to achieve a result. It is the power to do things naturally with less effort. Not every ability is supported by an interest. If ability matches well with the areas of interests, then, it becomes the strength of a person. Eg: An ability of a person to bake a cake like a professional.

3. What is self-motivation? Give an example.

Ans. Self-motivation is the force that drives you to do the things. Everything we do is motivated by some combination of conscious and unconscious needs or desires. Staying motivated is not something that happens naturally all the time. You should be ready to take challenges and open to positive learning.

For example: It's only self-motivation that makes a good sportsperson.

4. What is time management?

Ans. Time management is the method of planning and balancing your time to meet your everyday targets. It deals how effectively you utilize your time to achieve your goals. Staying organised can help you prioritize your activities based on their urgency and importance.

5. Define the term self-confidence.

Ans. Self-confidence in simple language means believing in yourself. It is respecting yourself by believing in your own abilities, strengths, and judgments.

6. Name any four importance of positive thinking.

Ans. Stress free environment, Increases the efficiency, Better health, Improves relationships.

7. Mention any two self-confidence building tips.

Ans. Get rid of negative thoughts, Think positively.

8. Name any two ways that can be used to improve relationships.

Ans. Give positive comments, Plan picnics together.

B. Long answer type questions:

1. Give Steps to identify your weaknesses.

Ans. Following are the steps to identify your weaknesses:

- Identify your weaknesses by asking these questions from yourself:
 - ♦ Which task have you left incomplete?
 - ♦ Which task makes you feel bored and useless?
 - ♦ When do you ask for help to complete a specific job?
 - ♦ When did you felt unsatisfied and unhappy with your behaviour?
 - ♦ Which task others do better than you?



- Take the feedback from your friends, family and colleagues to help you identify them correctly.
- Take the criticism in a positive way.
- Use your strengths to improve on your weaknesses.
- Feel confident by overcoming your weaknesses.

2. Discuss any three self-management skills.

Ans. Following are three self-management skills:

- **Positive thinking:** It is the optimistic approach to handle different situations in life. Rather than getting upset and blaming others for terrible situations, positive thinking will control the situation with logical reasoning. Remember that it's your response that truly determines the outcome. For example, A student securing bad marks will reason out with positive thinking that his efforts were not upto the mark.
- **Stress Management:** It is the technique to handle the levels of stress in day to day life by taking charge of your emotions, efforts, thoughts and surroundings. We all have stress— at home and at work. No single method works for everyone or in every situation, so experiment with different techniques and strategies. Focus on what makes you feel calm and in control. Don't let stress get in the way of your success. For example, Shifting to a new house with things scattered all over brings a lot of stress.
- **Time Management:** It is the method of planning and balancing your time to meet your everyday targets. It deals how effectively you utilize your time to achieve your goals. Staying organised can help you prioritize your activities based on their urgency and importance. Focus on your abilities to complete your work in an effective way. For example, Meeting the deadline of the project assigned in a class.

3. What is strength? How it helps you? Give some examples of strength.

Ans. Strength is the quality or the state of being physically and mentally strong. Assess your skills to identify your strengths. Your strengths will help you move forward on a path that's right for you. It helps you to identify what all things are good for you and which path to choose to outshine yourself. You need to work on this and introspect yourselves so that you can use them, try them out and practice them. Examples of strengths are:

- Good in specific sports like cricket, basketball, swimming, football
- Focused in life
- Emotionally very strong
- Have strong self-control
- Not afraid of darkness
- Very innovative

4. Name the physical factors that will influence the personality of a person.

Ans. Physical factors will influence the personality of a person. It includes your

- Body language
- Physical appearance
- Good health
- Personal hygiene and grooming
- Non-verbal signs and gestures
- Mood swings
- Speaking style and accent

5. What are the qualities of a self-confident person?

Ans. Let us now study those qualities of a self-confident person:

- **Hardworking:** A hard working person is always more confident. He is aware of the fact that if nothing else, his hard work will be able to make him sail through the most difficult situation.
- **Positive attitude:** A positive attitude causes a chain reaction of positive thoughts, events and outcomes. It is a catalyst and adds to the confidence of an individual.
- **Self-belief:** When we feel confident in ourselves, we are able to trust in our abilities, qualities and judgment. When you believe in yourself, you're more confident to try new things.
- **Committed:** When you are committed to doing something, you accept no excuses, it's only results. Your confidence level will automatically increase with your commitment.
- **Focused:** It's only when you begin to focus, you transform, change and grow. If you stay focused, you will grow up to be a more confident person.
- **Knows your strengths and weaknesses:** Our strengths and weaknesses make our character. A confident person always focuses on his strengths and not on weaknesses.

6. Discuss any two tips to build self-confidence.

Ans. Following are the two tips to build self-confidence:

- **Stay Happy with Little Things:** Happiness always comes in small packages. Try to appreciate the smallest of things that you have and make the most of it. Show gratitude.



- **Stay Clean and Hygienic:** An individual's personal hygiene is very important. It is one of the biggest reasons of acceptance or rejection by your peer group. It not only builds confidence in you, but it also keeps you healthy.

7. List any 05 self-management skills?

[NCERT]

Ans. Self-management skills include the following:

- Self-awareness: Every individual should know their values, likes, dislikes, strengths and weaknesses
- Self-control: One should be able to control one's behaviour, discipline, habits etc.
- Self-confidence: To Believe in oneself, in one's own capability to do any task that is given to you and fearlessly taking risks
- Problem solving: Analysing and Understanding a problem and then finding a solution using step-by-step method
- Self-motivation: Completing tasks on your own without any external motivation or being forced to do so.
- Personal hygiene and grooming: Keeping means oneself clean, healthy and smart thus more active.
- Positive thinking: Accepting feedbacks with positive approach expressing certainty or affirmation even in tough situations. Also to take a stand and face risks.
- Team work: Working together with people or teammates to accomplish the tasks or shared goals.
- Time management: Scheduling and planning a task to reach the target keeping time in mind.
- Goal setting: Set the target to be achieved .It involves planning concrete goals to be accomplished within a set timeframe.

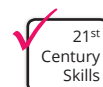
8. What are the factors that affect self-confidence?

[NCERT]

Ans. The factors that affect self-confidence are given the following:

- Social Factors: It is pre-evident that man is a social animal. We experience positivity and confidence when people appreciate our effort and respect us. It can be understood simply that when a man is in a comfortable, friendly environment, he forgets his weaknesses, flaws and incapacities, rather he generates self confidence and starts using his qualities more rationally and takes more interest in social issues too. Hence, social factor plays an important role in confidence building as he takes positive inputs from the society around him and gives back the same.
- Cultural Factors: In this scientific era, where technology has excelled so much, we Indians still haven't forgotten our culture, family values and ethics. Our traditional culture holds important position in our lives. Keeping or sticking to cultural habits or traditional ethics, a strong value system or self recognition is felt in personality of a person and such feeling gives more of self confidence.

C. Competency-based/Application-based questions:



#Communication
#Leadership & Responsibility

1. You have noticed that your classmate does not wear appropriate clothes to school. You have to educate him about the dressing and grooming standards. What would you tell him?

- Ans.**
- Clothes should be clean, neat, and ironed
 - Shoes should be clean and polished
 - Change socks every day and always wear clean socks
 - Hair should be washed regularly to keep clean
 - Simple hair style and well-combed hair gives a smart look

2. Two of your classmates often get into fights and damage school tables. As you are the class representative, you need to talk to them to make them realise their mistake and learn how to improve upon them. What qualities and abilities do you need to do this?

[NCERT]

Ans. Leadership qualities are as follow:

- | | |
|--------------------------|-----------------------------|
| • Rational Thinking | • Self Confidence |
| • Motivating | • Good communication skills |
| • Problem Solving Skills | • Positive Thinking |



Unsolved

SECTION A (Objective Type Questions)

A. Choose the correct option.

1. Which of the following is a factor that increases self confidence?
 - a. When we think we can do a particular work.
 - b. When we keep thinking of our past mistakes and feel bad about them.



- c. When we expect to be successful at the first attempt itself and do not try again.
 d. When we are surrounded by people who have a negative attitude, which is reflected in their speech.
2. Rahul gets feedback on his project work from his class teacher. Which of these options demonstrate a positive attitude in this situation? [NCERT]
- a. Rahul ignores the feedback.
 b. Rahul takes the feedback but does not use it.
 c. Rahul tells others that the teacher is wrong.
 d. Rahul learns from the feedback and makes his project work better.
3. What can you do to get rid of negative thoughts or feelings? [NCERT]
- a. Meditate to calm down and feel positive.
 b. Ignore them and move on in life.
 c. Act based on negative thoughts or feelings.
 d. Talk to a friend and share all your negative
4. _____ inculcates confidence within an individual to face and handle different situations in life.
- a. Self hatred b. Self care c. Freedom d. Self management
5. Which of the following means putting off your immediate comfort and wishes in favour of long-term success?
- a. Determination b. Confidence c. Self discipline d. Stress management

B. Fill in the blanks.

1. _____ factors can be the people in our classroom, family at home, friends in our colony, colleagues in our workplace, strangers on the street.
2. _____ impact is the behavioral characteristics of people based on their surroundings, religions, traditions, customs and festivals.
3. When your _____ is low, you struggle in your relationships and at work, you don't feel happy, you don't cope well with stress and you probably lack energy and motivation.
4. _____ will influence the personality of a person.

SECTION B (Subjective Type Questions)

A. Short answer type questions:

1. What is self-control? Give an example.
2. What are organisational skills?
3. Lack of self-confidence often lands a person in unwanted situations. Comment.
4. What is the advantage of having a good hygiene?
5. What is the role of experience in building up self-confidence?
6. Prepare a note of positive affirmations for yourself. Keep in mind your aim, you wish to achieve and the things which are obstructing your success.
7. Do you judge yourself on the basis of other people's standards or expectations or your own views?

B. Long answer type questions:

1. List any four positive results of self-management.
2. Write the steps to identify your strengths.
3. Why it is important to know yourself? Write some important points that help you in the process of knowing yourself?
4. How do social factors help in building self-confidence?
5. What is the difference between attitudes of people with low and high self-confidence?
6. List three things you will do for personal grooming in each of CARE, WASH and AVOID to keep clean. [NCERT]

C. Write the self-management skill that is represented by the following:

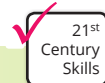
1. Your study table is cluttered. Your mother asked you to stack your books properly.
2. Your friend instigated you for a fight. You kept your calm.
3. Everyday morning you get up at 5:00 am for Yoga.
4. You are allowed to eat chips only on Fridays.
5. You volunteered for a role play in the class.

D. Competency-based/Application-based questions:

1. Ankit is working in an organization. He works in an unorganized way and never accomplishes his tasks/targets in time. You are his officemate. What one piece of advice would you give him to so that he learns about goal setting, scheduling, planning and self-discipline?
2. Do you judge yourself on the basis of other people's standards or expectations or your own views? Elaborate.



LAB ACTIVITY



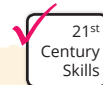
#Initiative
#Experiential Learning

1. Create an Excel sheet and fill the strengths and weaknesses of yours. Highlight the weaknesses that you want to improve.
2. Prepare the following table in MS Word and tick in the blank cells accordingly:

Task	Yes	No	Sometime
Participate in class activities			
Ready to take challenges			
Grab the opportunities			
Ready to help others			
Discuss with teachers and classmates			
Ready to learn new Things			

3. Write the names of some topics on paper slips and ask the students to pick a slip. Student need to take 5 minutes and prepare a speech on the given topic. Ask each student to present the speech in front of the class.

CLASS ACTIVITY



#Leadership & Responsibility
#Creativity

1. Activity- Interests and abilities. [NCERT]

Materials required:

Student textbooks, pen, worksheets

Procedure:

Each student has to complete two worksheets, each containing a list of statements. First worksheet is for interests and the second is for abilities. Each student has to be real and honest when marking the statements in the two worksheets if he/she is not real and honest, they will get incorrect results about their own interests and abilities.

2. Activity- Building confidence through positive words. [NCERT]

Materials required:

Pen/pencil, notepad or sheets of paper

Procedure:

Make a list of feel-good sentences that you will say to yourself every day when you wake up in the morning and before you go to bed. For example, you can think of:

- a. something that you are really proud of,
- b. a compliment you have received from someone that day or the previous day,
- c. a learning that you had after reflecting upon your failure.



About the Book

Employability Skills is a crucial aspect of today's dynamic professional landscape. These essential soft skills are qualities sought after by employers when evaluating potential candidates. These skills empower individuals to perform optimally in their roles, fostering client satisfaction and overall success. Beyond conventional skills, students are encouraged to cultivate an entrepreneurial mindset, equipping them with the knowledge and skills to initiate their own ventures, transforming them from job seekers to job creators.

This textbook on 'Employability Skills' focuses on communication, self-management, information and communication technology, entrepreneurship, and green skills. Developed in accordance with a learning outcome-based curriculum, these skills are embedded in the Qualification Packs for diverse job roles under the National Skill Qualification Framework.

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