

Secondary Stage



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**10**  
CBSE

# Employability Skills

(Common Book for All Skill Education Subjects)



**FULLMARKS**

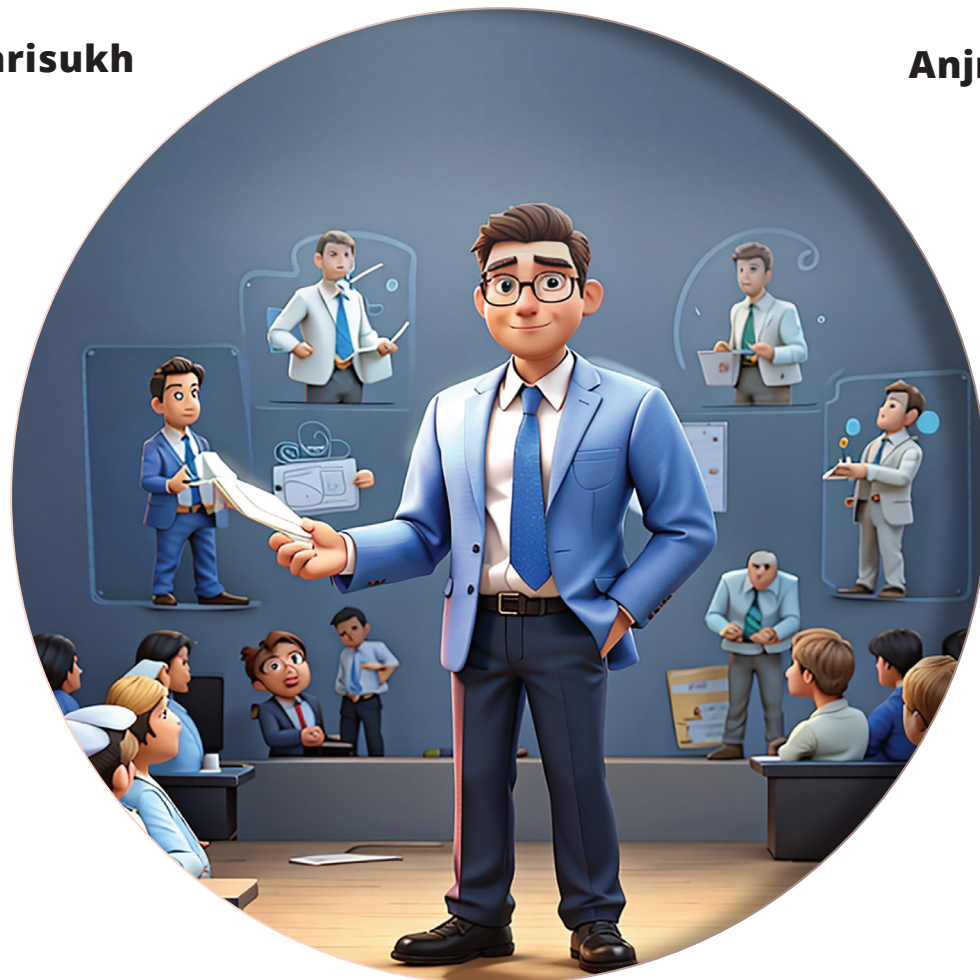
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# Employability Skills

(Common Book for All Skill Education Subjects)

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**Full Marks**

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# PREFACE

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–II

### ➤ Learning Outcomes

- Demonstrate knowledge of various methods of communication
- Provide descriptive and specific feedback
- Apply measures to overcome barriers in communication
- Apply principles of communication
- Demonstrate basic writing skills

### ➤ Theory

- Methods of communication  
Verbal      Non-verbal      Visual
- Communication cycle and importance of feedback
- Meaning and importance of feedback
- Descriptive feedback - written comments or conversations
- Specific and non-specific feedback
- Barriers to effective communication – types and factors
- Measures to overcome barriers in effective communication
- Principles of effective communication
- 7 Cs of effective communication
- Writing skills to the following:
  - Sentence                      - Phrase
  - Kinds of Sentences      - Parts of Sentence
  - Parts of Speech              - 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
- Constructing sentences for providing descriptive and specific feedback
- Enlisting barriers to effective communication

- Applying measures to overcome barriers in communication
- Constructing sentences that convey all facts required by the receiver
- Expressing in a manner that shows respect to the receiver of the message
- Exercises and games on applying 7Cs of effective communication
- Demonstration and practice of writing sentences and paragraphs on topics related to the subject

## Unit 2: Management Skills–II

### ➤ Learning Outcomes

- Apply stress management techniques
- Demonstrate the ability to work independently

### ➤ Theory

- Meaning and importance of stress management
- Stress management techniques – physical exercise, yoga, meditation
- Enjoying, going to vacations and holidays with family and friends
- Taking nature walks
- Importance of the ability to work independently
- Describe the types of self-awareness
- Describe the meaning of self-motivation and self-regulation

### ➤ Practical

- Exercises on stress management techniques – yoga, meditation, physical exercises
- Preparing a write-up on an essay on experiences during a holiday trip
- Demonstration on working independently
- goals
- Planning of an activity
- Executing tasks in a specific period, with no help or directives
- Demonstration on the qualities required for working independently

## Unit 3: Information and Communication Technology Skills–II

### ➤ Learning Outcomes

- Distinguish between different operating systems
- Apply basic skills for care and maintenance of computer

### ➤ Theory

- Classes of operating systems
- Menu, icons and task bar on the desktop
- File concept, file operations, file organization, directory structures, and file-system structures
- Creating and managing files and folders
- Importance and need of care and maintenance of computer
  - Cleaning computer components
  - Preparing maintenance schedule
  - Protecting computer against viruses
  - Scanning and cleaning viruses and removing SPAM files, temporary files and folders

### ➤ Practical

- Identification of task bar, icons, menu, etc.
- Demonstration and practicing of creating, renaming and deleting files and folders, saving files in folders and sub-folders, restoring files and folders from recycle bin
- Demonstration of the procedures to be followed for cleaning, care and maintenance of hardware and software

## Unit 4: Entrepreneurial Skills–II

### ➤ Learning Outcomes

- List the characteristics of successful entrepreneur

### ➤ Theory

- Entrepreneurship and society
- Qualities and functions of an entrepreneur

- Role and importance of an entrepreneur
- Myth about entrepreneurship
- Entrepreneurship as a career option

### ➤ Practical

- Writing a note on entrepreneurship as career option
- Collecting success stories of first generation and local entrepreneurs
- Listing the entrepreneurial qualities – analysis of strength and weaknesses
- Group discussion of self-qualities that students feel are needed to become successful entrepreneur
- Collect information and related data for a business
- Make a plan in team for setting up a business

## Unit 5: Green Skills–II

### ➤ Learning Outcomes

- Demonstrate the knowledge of importance, problems and solutions related to sustainable development

### ➤ Theory

- Definition of sustainable development
- Importance of sustainable development
- Problems related to sustainable development

### ➤ Practical

- Identify the problem related to sustainable development in the community
- Group discussion on the importance of respecting and conserving indigenous knowledge and cultural heritage
- Discussion on the responsibilities and benefits of environmental citizenship, including the conservation and protection of environmental values
- Preparing models on rain water harvesting, drip/sprinkler irrigation, vermin-compost, solar energy, solar cooker, etc.

# Contents

## **UNIT 1: Communication Skills-II ..... 7-32**

- Communication .....7
- Learning Objectives of Effective Communication .....7
- Communication Cycle .....8
- Different Methods of Communication.....9
- Impact of Body Language .....14
- Feedback.....15
- Effective Communication.....17
- Principles of Effective Communication.....17
- 7Cs of Effective Communication .....18
- Barriers to Effective Communication .....19
- Measures to Overcome Barriers in Effective Communication.....20
- Basic Writing Skills .....20
- What is a Sentence? .....21
- Parts of Speech .....23
- Use of Articles.....24

## **UNIT 2: Self-Management Skills-II..... 33-46**

- What is Stress? .....33
- Stress Causing Agents .....34
- What is Stress Management?.....34
- Need of Stress Management .....34
- Steps to Manage Stress .....35
- Stress Management Techniques .....35
- Working Independently.....37
- How to Become Self-Reliant .....38
- Time Management and Its Importance.....41

## **UNIT 3: ICT Skills-II ..... 47-68**

- Computer System Introduction .....47
- Operating System .....48
- Windows 10 Operating System.....49
- What is a File? .....51
- What is a Folder? .....52

- Creating and Managing Files and Folders .....52
- Computer Care and Maintenance .....54
- Cleaning Computer Components.....55
- Preparing Maintenance Schedule .....56
- Creating a Backup of Your Data.....57
- Increasing Computer Performance .....57
- Removing Spam Email from Your Computer 58
- Protecting Computer against Viruses .....58
- Protecting Your Data .....60
- What are Temporary Files? .....60

## **UNIT 4: Entrepreneurial Skills-II ..... 69-82**

- Entrepreneurship and Society.....69
- Work Done by an Entrepreneur .....71
- Qualities of an Entrepreneur .....72
- Functions of an Entrepreneur .....73
- Role of an Entrepreneur.....75
- Importance of Entrepreneurs.....75
- Myths/Misconceptions about Entrepreneurship .....76
- Entrepreneurship as a Career Option .....76

## **UNIT 5: GREEN SKILLS-II..... 83-92**

- What is Sustainable Development?.....83
- Importance of Sustainable Development.....84
- Problems Related to Sustainable Development .....84
- Challenges to Sustainable Development .....84
- Green Skills .....85
- Sustainable Development Goals— Agenda 2030 .....85
- Sustainable Development Initiatives in India.....87
- Our Role in Sustainable Development.....87



## UNIT

# 1

# Communication Skills-II



## TOPICS COVERED

95%

- Communication
- Communication Cycle
- Impact of Body Language
- Effective Communication
- 7Cs of Effective Communication
- Measures to Overcome Barriers in Effective Communication
- What is a Sentence?
- Use of Articles
- Learning Objectives of Effective Communication
- Different Methods of Communication
- Feedback
- Principles of Effective Communication
- Barriers to Effective Communication
- Basic Writing Skills
- Parts of Speech

Communication plays a very important role in the personal and professional development of a person. As a student an effective and good communication skill will bring confidence and help you to excel in all areas. No matter which language you choose, you need to be good in reading, writing and speaking skills. In this unit we will learn the different methods of communication which bring a positive impact in a student life.



## COMMUNICATION

The word 'Communication' is derived from the Latin word *communicare*, meaning 'to share'.

The dictionary meaning of the term 'Communication', is the act of sharing or exchanging information, ideas or feelings. Wikipedia defines Communication as the act of conveying meanings from one entity or group to another through the use of mutually understood signs, symbols, and semiotic rules.

Thus, Communication is defined as a process of exchange of information between two or more people by speaking, writing, signalling or using any other effective medium. Clear and concise communication is an important factor for meaningful interpretation of information.

There are three important parts of Communication:

- **Transmission:** The sender transmits the message to the receiver through a medium.
- **Receiver:** The receiver gets the message and interprets it into meaningful information.
- **Feedback:** The feedback of this meaningful information is conveyed back to the sender to complete the communication cycle.



## LEARNING OBJECTIVES OF EFFECTIVE COMMUNICATION

Effective communication skills help you deliver a clear and precise message without altering its actual meaning. It is a very important skill that helps you develop strong relationships with the people around you in your school and at home. Let us learn about main objectives of effective communication skills.

### Development of Interpersonal Skills

The skills which you use in your everyday life to communicate formally or informally with the people around you as an individual or as a group are called interpersonal skills. These skills play a very important role in effective communication. People with strong interpersonal skills build better and long-lasting relationships, both at home and at work. They help you to communicate with other people under different circumstances.





## Sending, Receiving and Understanding the Message or Information

Whether verbal or non-verbal, the message should be designed well by the sender. The receiver's job is to understand the message in such a way that it matches with the intention of the sender. The receiver shares responsibility with the sender to ensure an effective communication process.

### To Express Effectively with Maximum Efficiency

Avoid unnecessary words so that precise and meaningful information is delivered to the receiver. Facial expressions, eye movement, body posture and gestures are quite effective non-verbal signals that lead to maximum efficiency of effective communication.

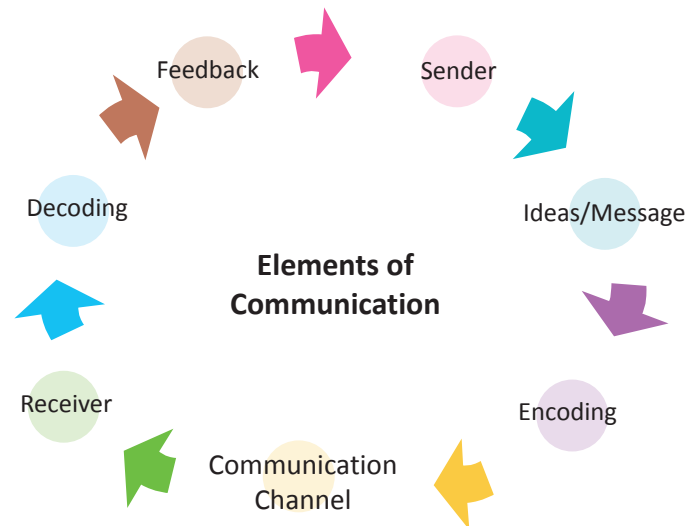


## COMMUNICATION CYCLE

Communication cycle is a process of sending and receiving of messages using verbal or non-verbal methods of communication for meaningful interpretation of the message when it passes through a chain of recipients. The timing and effectiveness of the communication cycle is based on how long it takes for feedback to be received by the initial sender.

The main elements in the communication cycle are:

- **Sender:** Sender is a person or entity who starts the communication process. He will convey a message with the purpose of passing meaningful information/ ideas to others involved in the communication cycle.
- **Message:** It is the information which the sender wishes to convey to the receiver. It is the subject with the actual content of the whole process of communication.
- **Encoding:** It is the process of converting the message into a form which only the intended receiver can understand by converting the actual message into symbols, words, actions, diagrams.
- **Communication Channel:** It is the media through which the sender passes the information to the receiver.
- **Receiver:** An individual or a group receiving a message is called receiver.
- **Decoding:** It is the interpretation of the message delivered by the sender.
- **Response/Feedback:** It is the response given with respect to the message received by the receiver. Feedback can be positive or negative, delayed or immediate. It marks the completion of the communication process.



For Example:

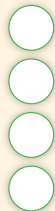
Suppose, a Science teacher is teaching the Importance of an Ecosystem. So, the teacher is the sender; the students in the class are the receivers; the lesson on the Importance of an Ecosystem is the message.

The teacher explaining the lesson using text, diagrams, symbols are the encoding components of the communication process. The digital presentation using white board is the communication channel to deliver the message. Students decode the message in their own ways and this can be checked through a feedback taken by the teacher in the form of a quick question and answer session before the class ends.

### I KNOW

Tick (✓) if you know this.

- ▶ The word 'Communication' is derived from the Latin word *communicare*, meaning 'to share'.
- ▶ The sender transmits the message to the receiver through a medium.
- ▶ Sender is a person or entity who starts the communication process.
- ▶ Communication Channel is the media through which the sender passes the information to the receiver.





## DIFFERENT METHODS OF COMMUNICATION

We are constantly using some or the other way of communication to deliver a message effectively. Choosing a right method will help us in building a strong-relationship with the people around us in our professional and personal lives. Some of the important methods of communication are verbal, non-verbal and visual communication. Let us learn about them in detail.

### Verbal Communication

Verbal communication is the most popular form of communication where the transmission of messages occurs with the usage of words that can be in oral spoken or written form. It includes sounds, words, and speech. It is often used during presentations, video or tele conferences, informal or formal telephone calls, discussions, lectures, public speaking, meetings, etc. Verbal Communication can be divided further as:

- **Oral or Spoken Communication:** Communication which involves speaking. It can be face-to-face conversation or talking on a phone.
- **Written Communication:** Communication which involves written or typed words. It can be writing letters, notes, email, etc.



Thus, language plays a very important role in this form of communication. Speaking with clarity, being short, simple and focussed are important tools that will help in the process of verbal communication. Verbal communication can be further classified into: interpersonal communication, written communication, small group communication and public communication.

### Interpersonal Communication

Interpersonal communication is a one-to-one formal or informal conversation between two individuals. There are less chances of misinterpretation of information in this type of communication. For example:

- Conversation between teacher and parent during parent-teacher meeting.
- A teacher clearing a doubt of a student on a specific topic during recess time.
- Two friends working on a class project.
- A telephonic conversation between two people.

### Written Communication

In this type of communication words are written in the form of letters, circulars, reports, manuals, SMS, social media chats, school notes, projects etc. Vocabulary and grammar of any language used should be good to have effective communication. It can be between two or more people.

For example:

- A student writing a leave application to the principal.
- A teacher giving written notes on a specific topic in the class.
- An email written to send birthday invites to all friends.



### Small Group Communication

It is an interactive communication amongst a group of people like in Press conferences, Board meetings, Staff Meetings, Interactive sessions between teacher and students in a class etc. For example:

- On the spot quiz based on the topic covered in a class.
- An interview of a candidate with a panel of people.
- Meeting of the principal with the teaching staff.



## Public Communication

In this communication an individual addresses a big crowd. For example:

- Students campaigning for annual student representative selection.
- Annual day celebration in a school.
- Interschool Debate competition.

## Advantages of Verbal Communication

Some of the advantages of verbal communication are:

- Clear and precise message is delivered to the receiver, so there are less chances of discrepancy in the delivered message.
- The information conveyed can be saved for future use by recording the verbal or written communication.
- The exchange of ideas and thoughts are straightforward, quick and saves a lot of time.
- It gives instant feedback when the sender's intended message is received properly by the receiver.
- It is quite interactive and the scope of seeking clarification is greater in a less formal atmosphere.



## Disadvantages of Verbal Communication

Some of the disadvantages of verbal communication are:

- Language has different dialects or speech tone that lead to difficulty for the receiver to understand the message conveyed by the sender.
- Lengthy messages (written or oral) are difficult to comprehend, is unsuitable and boring especially in a crowd.
- As messages are delivered instantly, there is no scope for rectification of wrong words used in oral or written messages.
- Great difficulty in communicating with people living in different time zones.
- The emotions of the sender have a strong impact in the delivery of the message to the receiver. If a teacher is upset or angry or tired, then despite all good efforts of hiding her emotions, she will not be able to deliver her lectures effectively.
- It works effectively only with the help of non-verbal communication like gestures, visuals, body language, otherwise alone it is incomplete form of communication.
- Verbal communication can be really expensive if you need to communicate in a language that you are not familiar with. Either you have to hire a person who works as a translator or install a software for your digital communication.

## Mastering Verbal Communication

Most of the students may be good in their verbal skills yet they face issues as they might not be comfortable in speaking in front of a big crowd or may get nervous in their oral skills. If a student focuses on a certain area, then it will help them master their verbal communication. Below are some points which will help them improve their verbal communication.

- The sender needs to have a friendly and warm tone. This will help in attracting the attention of the receiver and will build a positive and healthy environment around.
- Be sure of the information you wish to deliver. Avoid using repeated sentences. Think before you speak to avoid confusion as that may end up delivering wrong interpretations of information.
- Be concise and clear as nobody will spend energy and time to decode a lengthy and confusing message.
- Speak loudly with confidence at moderate speed and choose the right words.
- Maintain eye contact, stand straight and be attentive. Proper body language will bind the interest of the receivers and the information will be delivered with great impact.
- Be authentic in your communication. People are often attracted to someone who speaks from the heart and is genuine, transparent and real.
- Be a good listener and give your ear to your audience to know their viewpoint, as that will help you carry your conversation in a required direction.

## Non-Verbal Communication

Non-verbal communication is defined as communication through physical and physiological cues without using spoken or written words. The information is transmitted using body language, touch, facial expressions, symbols, signals, etc.



Most of our communication with the people around us throughout the day is non-verbal and most of the time we are not aware of it. It is helpful when trying to understand others' thoughts and feelings.

When you are not interested in what the teacher is teaching in the class, you start looking around, disturb the person sitting next to you, fiddle with a pen or paper and observe little things in the class. Without using words you are able to give the message to your teacher that lesson is very boring and you are not interested."

There are different types of non-verbal communication. Let us discuss about them.

### Facial Expressions

Facial expressions are a very powerful way of conveying different forms of feelings and emotions. For effective non-verbal communication you should smile when you meet someone, match your expressions with your words and nod while listening. Being aware of your own facial expressions is very important in a professional environment. In one of the studies, it was found that the most trustworthy facial expression involved a slight rise of the eyebrows and a slight smile. Six basic facial expressions are—anger, fear, happy, disgust, sad and surprise.



### Body Language and Gestures

Body language means position, gestures and movement of the body to convey and interpret the attitude and feelings of a person. Positive body language can help you get what you want if you know how to use it, whereas negative body language can make you miss out on opportunities or offend people you want to impress. One theory on the origin of human language is called the "Gestural Theory", which conveys that speech originated from gestures. Some of the common body languages and gestures are:

- Arms or legs across the chest
- Standing with your hands clasped behind your back
- Putting your head in your hands
- Rubbing or moving hands around
- Playing with your hair or nose



The first modern book on body language appeared more than 350 years ago.

### Eye Contact

Keeping a proper eye contact shows you are mentally present and actively involved in communication. The way you look at someone will reflect some of the strongest emotions and feelings during a social conversation. Rolling your eyes express displeasure or unhappiness with a situation. Eye contact helps you:

- Facilitate the connection with your audience in a meeting, conference, presentation, etc.
- Improve your concentration
- Give confidence and authority
- Retain the important points of conversation
- Express your emotions like sadness, happiness, surprise, fear, etc.



### Body Posture

Body posture is the position of the human body and its alignment and orientation with respect to non-verbal communication. During a conversation, the way you sit or stand and communicate your body postures to the others depends a lot on your attitude and emotional state. Before you start a conversation, standing straight and holding your head high will have a great impact on the crowd.



The correct body postures for effective non-verbal communication are:

- Keep your shoulders straight and body relaxed
- Sit straight while resting your hands and feet in a relaxed position
- While standing, keep your hands by your sides

### **Appearance**

Appearance includes our choice of colour, body cleanliness, properly dressed, hairstyles, etc. When you are speaking in public, you may be representing your organisation or just yourself. You should ensure that you are properly and neatly dressed. It also increases your self-confidence and you will definitely feel good about yourself.

### **Personal Space and Proximity**

Personal Space refers to the appropriate distance during a conversation or space surrounding each person. Factors like regional culture, gender, age, ethnicity, or topic of conversation affects a personal distance. While going in a lift, if a stranger enters, we feel uncomfortable and try making no eye contact and acting busy. Similarly, if a classmate sits on your seat, you will try your best to convince him to go to some other place as we have a claim of our own space and have a sense of control on it.

### **Paralanguage**

Paralanguage includes tone of voice, loudness, speed of speech, pausing, and even silence. This helps you understand the context and the meaning of the words used in the communication.

A cold tone of voice might suggest that you are actually not fine and don't wish to discuss it. A bright and happy tone of voice will reveal that you are happy with the things going around in your life. Silence or vocal pauses can communicate hesitation, the need to gather thought or serve as a sign of respect.

### **Haptics**

Haptics is the power of touch in communication. Each touch conveys emotions and feelings in a physical form with a unique message like fear, disgust, love, encouragement, gratitude, sympathy, anger, pain, violence etc. Studies have shown that it plays a very important role in the proper development of babies and in animals it works as a sign of love and care. You may begin your interaction with people by shaking hands and making casual conversation. This interaction can help establish trust before you start addressing your audience.

### **Advantages of Non-Verbal Communication**

Some of the advantages of non-verbal communication are:

- It is used as complimentary with verbal communication to enhance the effect of communication.
- Information can be easily presented in non-verbal communication through gesture, body language, etc. A teacher with a finger on the lips conveys not to talk and sit quietly to the whole class. A person addressing a crowd uses voice modulation to get the attention of the crowd. Sometimes nodding your head to say yes is enough to convey the message.
- Using gestures, facial expressions, eye contact, touch, etc. can be very helpful for the illiterate and physically challenged, especially with hearing and speaking problems.
- It is useful and easy method of communication where no common language is required to master.
- It is a fast method of communication as gestures have more impact than words.

### **Disadvantages of Non-Verbal Communication**

Some of the disadvantages of non-verbal communication are:

- Since it uses gestures, facial expressions, eye contact, touch, signs, sound, etc. for communication, there are chances of misinterpretation of the message required to be delivered.
- Different cultures use different ways of non-verbal communication. The difference in message can lead to negativity and offense. For example, people who speak less and are less interactive are considered cold and arrogant. However, the Japanese admire silence and consider it as a key to success.
- Non-verbal communication does not follow any rules or structures, therefore people unconsciously may engage in non-verbal movements which are considered offensive.
- It is not suitable for long and lengthy messages as the actual message may get lost in a lengthy and time-consuming conversation.
- Sometimes it is an incomplete form of communication and needs a support of verbal communication for effective and meaningful delivery of a message.
- Distant communication is not possible using non-verbal communication.



## Visual Communication

Visual Communication is the transmission and interpretation of information by using visual resources like photographs, videos, art, drawings, sketches, charts and graphs. Visuals enhance the process of communication during written or verbal communication for better understanding and a meaningful interpretation of the information.

It has a great impact on our day-to-day life. For example, traffic signals for stop, wait or go. To indicate 'danger' we use red colour sign, to indicate 'no smoking' we use an image showing a lighted cigarette with a cross mark on it, etc. Some of the common examples of visual communication in our day-to-day lives are:

	Horn Prohibited		No Parking
	Ladies and Gents toilet		No Left Turn
	Pedestrian Crossing		Railway Crossing
	Red light indicates Stop, Yellow light indicates Wait and Green light indicates Go		No Smoking
	Wifi		Under Construction
	No Pets allowed		No Entry
	Danger Warning		Radiation/Biohazard Warning
	Under CCTV surveillance		No Mobile Phones

### Advantages of Visual Communication

Some of the advantages of visual communication are:

- It enhances the other forms of communication for better understanding of the information conveyed.
- Sometimes it works as a better way of communication as it has been proven scientifically that pictures have more impact than spoken or written text. For example: for people who have difficulty in hearing and speaking, sign language is the most suitable way of communication. For instance a science teacher uses a picture of a heart in science to explain the circulatory system.



- When the content is lengthy and difficult to explain, then it can be easily handled through visuals in a shorter period of time.
- There is no prerequisite of learning a specific language and can be used by people in different geographical areas with different cultures.

### Disadvantages of Visual Communication

Some of the disadvantages of visual communication are:

- It is an expensive medium of communication as it requires the additional cost and time for designing and printing pamphlets, posters, pictures etc.
- It is a time-consuming process as designing and decorating takes more time than writing or conveying orally.
- Visuals alone are not a complete way of delivering meaningful information. It needs other forms like verbal and non-verbal to complete its communication.
- It is a specific skill which cannot be used everywhere and in all situations.



## IMPACT OF BODY LANGUAGE

Body Language is a very important part of non-verbal communication that reveals your true thoughts and emotions. It includes gestures, body postures, movements and expressions to convey our message in a group or to an individual.

Albert Mehrabian, Professor of Psychology at the University of California, did research on body language in the 1950s and he found that the total impact of a message is about 7% verbal (words only) and 38% vocal (tone of voice, pauses and other sounds) and 55% non-verbal using body gestures, body postures, movements and expressions. The five main elements of the body language are:

- Facial expression
- Eye contact
- Body movement and posture
- Touch
- Gestures

Positive and right body language creates a sense of confidence and helps you gain the attention of your audience even if you need to fake it initially. Learning this skill allows you to make positive changes in your behavior and this leads to better outcomes.

Let us now study some of the do's and don'ts for positive impact of body language on the people around us.

### Do's of Body Language

- Be relaxed, calm and confident when you walk-in for starting a communication.
- Keep smiling in between as it shows that the person is confident and trustworthy.
- Stand or sit with a relaxed posture and straight spine.
- Keep your arms open and by your side when not communicating.
- Do hand shake, bow or namaste before you begin with the conversation.
- Make eye contact occasionally to show your level of involvement.
- Be a good listener and nod in between while listening.
- A little movement is necessary if you are giving a presentation.
- Place your feet firmly on the ground while moving during your presentation or addressing a gathering.
- Give a positive facial expression and try to be natural with your gestures.

### Don'ts of Body Language

- Do not turn your back towards your audience.
- Do not sit with your arms and legs crossed. It shows you are not interested in the conversation.
- Don't be overconfident in your expressions and your tone.
- Do not lean on the wall or any other object near you.
- Do not lean forward or backward while sitting.



- Do not fidget with the objects like paper, pen, etc. around you. It shows you are bored and avoiding the conversation.
- Do not roll your eyes around or stare.
- Do not hold a book or anything in front to block the view.



## FEEDBACK

A communication cycle is incomplete and irrelevant without feedback. Feedback is a response of the receiver with respect to the message received from the sender. It works as an indicator for the successful transmission of the message thus making communication a two-way process. If there is no feedback, communication will be incomplete and ineffective. Feedback is not only giving answers in the class but also sharing new ideas related to the concept. Feedback is important in every communication because:

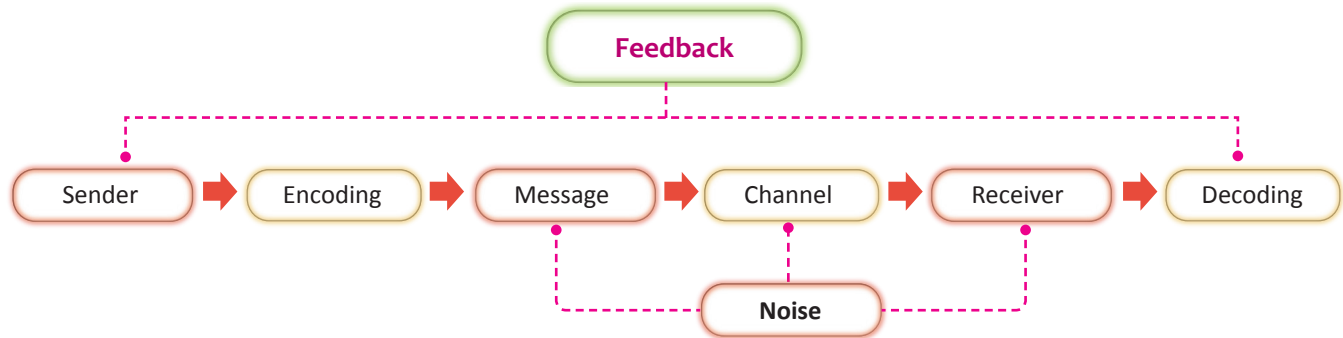
- it completes the whole process of communication where the sender sends the information and the feedback is the response of the receiver.
- it helps in evaluating the effectiveness of communication. Sender gets a clear picture through the feedback that the information intended to be understood by the receiver is a success or a failure.
- it is an important step that helps in the collection of information from the receiver.
- it helps the sender to make correct decisions based on the information gathered from the feedback received. Thus, an appropriate feedback will improve the process of communication.
- it builds a healthy environment at a workplace.
- it coordinates different activities in a proper way as the sender and receiver can know each other and accordingly they can decide their next course of action.
- it gives way to new ideas to improve the process of communication.

### Characteristics of Feedback

Feedback completes the whole process of communication. In order to achieve this, a good feedback should have the following characteristics:

- **Clear and Specific:** As general feedback and unwanted statements do not give a true picture of the effectiveness of the communication.
- **Timely:** Sometimes, instant feedback is quite helpful and in some situations may be after a period of time. But feedback loses its importance if given at “inappropriate time”.
- **Polite:** Offended language and tone should not be used.
- **Descriptive:** Focus on what message the sender wants to convey rather than evaluating the message.
- **Authentic:** A right form of response is important for giving genuine or authentic feedback to the sender.
- **Offering continuous support:** The sender should be available for support if needed to achieve the desired result in the process of communication.

For example, in a class after the explanation of a chapter is done by the teacher, she can take the feedback by asking questions like “Do you understand?” or “Do you have any doubts?” etc. At the same time, she must allow her students to express their views to complete this cycle of communication. This will help a teacher to evaluate the effectiveness of the lecture covered in the same terms as intended and planned by her.



The response of the receiver can be verbal or non-verbal. In the above example, a smile would be a positive feedback to convey “Yes, understood” whereas rolling your eyes and fidgeting with the objects around will indicate “not understood or not interested”. The teacher can also ask a question to know the status of the class and the feedback will be the answer conveyed orally or in written form.





The process of giving a feedback should follow the given steps:

1. The message should be clear, and interpreted properly by the receiver.
2. If the message is not clear, then clarify from the sender by asking questions.
3. Always refers to the original form of message to understand it clearly.
4. Convey the response in the form of feedback to the sender.

## Types of Feedback

There are different types of feedback given by the receiver depending on the type of information and the message that needs to be conveyed. Each type of feedback has its own features. Let us learn about different types of feedback in detail.

### Formal and Informal Feedback

**Formal** feedback follows a predefined format or blueprint to construct the structure of the feedback. It is also a time-consuming process. For example:

- “Congratulations! Keep it up.”
- “Sorry! No entry without a ticket.”

**Informal** feedback is most of the times spontaneous oral feedback that does not follow any specific pattern or predefined blueprint. For example:

- “Hi! Your son has done really well this time in exams.”
- “Listen, You people cannot go inside without a ticket.”

### Descriptive and Non-Descriptive Feedback

**Descriptive** feedback is a detailed analysis in written or oral that helps the learner understand strong and weak points. Descriptive feedback is a very powerful tool for students in achieving successful learning. It helps a student find out strong points in academic and non-academic areas, areas where they need to improve and steps to follow to improve their weak points. For example:

- A Science Teacher giving a descriptive feedback to the students by explaining the mistakes done by a student in his paper with detailed analysis and suggestions for each mistakes, “Question 3 and 4 are not written properly. You need to make a diagram along with the answer and elaborate on the points more related to the functions each part performs.”
- An Employer giving a detailed analysis of the project report submitted by its subordinate, “The report needs more focus on the marketing areas, data analysis charts with areas highlighted in terms of maximum and minimum sales made by you. Also, specify the scope of improvements and inputs required by the management”.

**Non-Descriptive** feedback is written or oral communication that provides meaningful information but does not contain detailed analysis and description of the feedback. For example:

- A Teacher explaining the number of mistakes done by a student in his paper but not giving any suggestion and detailed analysis of the mistakes, “Questions 3 and 4 are not written properly. Please write more.”
- An Employer giving a verbal feedback of the project report submitted to his subordinates but no detailed description. “The report needs more focus on the marketing areas and data analysis charts.”

### Specific and Non-Specific Feedback

**Specific** feedback focuses on the specific points of utmost importance and should be conveyed to the sender. Following are the specific feedback given by a teacher to her students:

- “The article you submitted for the school magazine is very well written and I like the way you portrayed the image of a girl child facing social injustice.”
- “You have not done well this time in questions related to Profit and Loss in maths.”

**Non-specific** feedback is a general feedback that does not focus on any specific point. For example:

- “The article you submitted for the school magazine is good.”
- “You have not done well this time in exam.”

### Positive and Negative Feedback

**Positive** feedback focuses on the sender's strengths, achievements or successes. It also takes care of the areas of improvement and creates a positive attitude for the sender. For example:

- “Nice work done by you.”
- “You were really good on stage but if you work more on your voice modulation, then you can do wonders.”



**Negative** feedback it highlights the weaknesses and problems of the information that the sender has conveyed to the receiver. It should be genuine or true to bring a positive change in the process of communication. For example:

- “You did not submit your assignment.”
- “You wrote your answers very badly.”

### I KNOW



Tick (✓) if you know this.

- ▶ Formal feedback follows a predefined format or blueprint to construct the structure of the feedback.
- ▶ Descriptive feedback is a very powerful tool for students in achieving successful learning.
- ▶ A communication cycle is incomplete and irrelevant without feedback.
- ▶ The response of the receiver can be verbal or non-verbal.

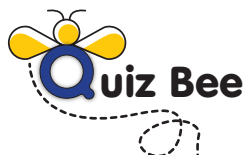


## EFFECTIVE COMMUNICATION

Effective communication is a two-way process of exchanging ideas and information between the sender and the receiver in such a way that the message sent by the sender is same as that received by the receiver.

Development of relationships, cultures, civilizations, etc. both at the micro and macro level depend on effective communication. To make an effective communication:

- Language of the message should be simple and clear
- One should develop healthy relationship with others
- Receiver should ensure proper feedback
- Message should be easy to understand
- The message should be close to its intended meaning



Answer the following questions:

1. In a telephone conversation, a person orders Pizza on the phone. Find out the main elements in this communication cycle.
2. Give example to all forms of communication.
3. “I liked your topic” is which types of feedback.
4. Write one advantage of public communication.



## PRINCIPLES OF EFFECTIVE COMMUNICATION

In order to have effective communication, the message should be clear and delivered on time. There are a few principles that must be kept in mind to have effective communication. These principles are:

- **Principle of Clarity in Ideas:** The sender should be clear as to what needs to be conveyed through the process of communication. The message should be clear and precise in an understandable form.
- **Principle of Appropriate Language:** The language of the message should be simple. There should be no hidden meaning. Avoid using inappropriate and symbolic words that may lead to miscommunication.
- **Principle of Attention:** The message should be designed in such a way that the receiver is not forced to pay extra attention. The content of the message should be made keeping in mind the interest of the receiver.
- **Principle of Consistency:** The message should be planned keeping in mind the objective of the whole process of communication. It should remain consistent throughout the process of communication, otherwise it might create confusion or chaos.
- **Principle of Adequacy:** The sender should be capable enough to send adequate and complete messages in all respects to have effective communication. Incomplete or vague messages may lead to misinterpretation of the message by the receiver.
- **Principle of Proper Time:** For effective communication, the message by the sender should be communicated in time and the receiver should also send the feedback spontaneously, otherwise the communication will lose its importance and may end up abruptly.

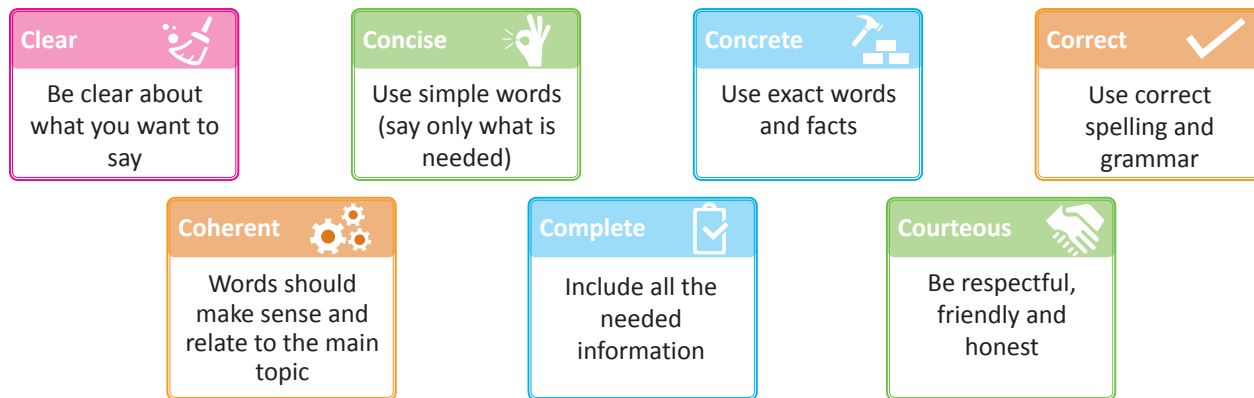


- **Principle of Feedback:** Communication is a two-way process where a sender sends a message and the receiver responds to it by sending a feedback. This feedback works as a confirmation for the sender that the message is interpreted in the correct way as intended by the sender.
- **Principle of Economy:** Communication should not be an expensive process. There may be other ways of communication which are less costly, so those methods should be adopted which are efficient and cost effective.



## 7CS OF EFFECTIVE COMMUNICATION

These are important tools that make your written as well as oral communication very effective. When your communication is clear, you are able to convey your thoughts more precisely. If any one of these is missing in your communication, then it may lead to either misinterpretation or incomplete information. Following are the 7Cs of communication:



### Clear

The message intended to be delivered through communication should be clear and in understandable format. Clarity in writing or speaking of the message plays a very important role in effective communication.

### Concise

The message must be conveyed by using only limited words. Avoid using fancy, unwanted or repetitive words or fillers otherwise the actual message intended to be conveyed may get lost in the long content.

### Concrete

The content of the message should use only necessary words with complete facts and figures to avoid misinterpretation of the message by the receiver.

### Correct

The message should be designed using the right level of language. There should be no spelling or grammatical mistakes for effective communication. Facts and figures should be correct and relevant to the message.

### Coherent

The words used should be relevant to the message intended to be sent. It should relate to the main topic of the message and the content should flow logically.

### Complete

The message should include all necessary information and should be complete in all respects for effective communication.

### Courteous

The content of the message should be respectful, friendly and honest. The sender should not hurt the receiver through the message and at the same time the feedback given by the receiver should not affect the feelings and sentiments of the sender.





## BARRIERS TO EFFECTIVE COMMUNICATION

There can be many barriers to effective communication. Sometimes the sender may not be using precise words and content, so the message delivered to the receiver may not be clear. Sometimes the message is misinterpreted or the feedback given by the receiver is not appropriate, thus leading to a gap in communication. Let us now study in detail the possible barriers to effective communication.

### Physical Barrier

Physical Barriers are due to geographical or environmental reasons. There are many factors in our surroundings which hinder the smooth process of effective communication.

- Sometimes the noise of the traffic, music playing around, some machines in a factory, Air Conditioner or cooler and other sounds may either interrupt the smooth delivery of the message or lose the interest of the receiver.
- If the temperature of the surrounding is either too hot or too cold, then the working environment will not be comfortable.
- Sometimes, different time zones will create problems in connectivity as one person may be in his working time zone and the other may be about to end his day or sleep or have dinner with his family.
- Sometimes, long-distance communication using e-mail, fax, telephonic conversation may not be functioning properly due to bad weather or internet connectivity issues.
- Working environment may not be comfortable due to unhealthy surroundings, poor infrastructure, untrained staff, etc. This also hinders the performance of the employees.

### Linguistic Barrier

The inability to communicate using a language is known as a language barrier to communication. This inability may be due to lack of common language, inefficiency to use the language since it is not a mother tongue or speaking disability.

- An English person traveling to Japan will not be able to interact with Japanese if he doesn't know Japanese.
- Sometimes, people belonging to different places may be speaking the same language but have different pronunciation, dialect, meaning and interpretation which may lead to miscommunication, thus altering the overall process of communication.
- Sometimes, a specific organisation or industry uses certain technical words or symbolic words or jargons and slangs which make it easy to communicate. If a new employee joins or is transferred to a new environment, then the efficiency of the whole process may reduce due to lack of knowledge of these words.
- Some people may have language disabilities such as stuttering, dysphonia or hearing loss while others working with these people in an organisation may be spontaneous and grasp things easily which creates a lot of difficulty in communication.

There are an estimated 7,000 languages in the world today with Asia holding the title for the most languages in one continent with 2,200.

**PURE  
FACT**

### Interpersonal Barrier

Lack of will to communicate, social anxiety, poor self-esteem, not being willing to talk or express feelings will lead to interpersonal barriers to effective communication. The Change of thoughts, feelings, and emotional connection plays a major role to reduce this type of barrier in communication.

Interpersonal barrier to communication process may be due to:

- withdrawal or lack of being in touch for communication.
- strict rituals of people living in certain geographical area.
- more engaged in leisure activities that involve only self and not others.
- poor self-esteem or social anxiety.
- strict rules and regulations in certain working environments where the employees need to be less interactive and more formal.

All these above factors will lose the interest of the people to communicate which might be either misinterpretation or incomplete communication of information.



## Organisational Barrier

Inadequate flow of information amongst employees working at different levels of hierarchy may lead to organisational barriers. This may be due to:

- the restricted rules and policies of an organisation as the employees avoid getting into the hassle of sending or receiving any message. For example, if the company rule says that all communication should be in writing, then even a small message where time constraint plays a very important role in decision making may lead to delay in the transmission due to writing formalities and level of approval required from different people.
- a formal communication protocol is always followed when communication takes place between senior and his subordinate. In such situations, a subordinate employee will always have a fear, anxiety and withdrawal in communication.
- absence of certain facilities like a comfortable working environment, telephone, fax or internet connectivity, suitable temperature, sufficient tools, stationery and healthy relationships with the co-worker may affect the efficiency of employees and hinder the process of communication.
- poor coordination amongst the employees due to complex organisational structure will lead to filtering and misinterpretation of the information.

## Cultural Barrier

Culture is values and principles followed in the lives of people living in society. It is the sharing of customs, rituals, beliefs, ideas, art, knowledge, values, morals, ideals, etc. amongst people living in their own geographically restricted areas.

- As mindset of people of different cultures are different, so is their language, signs and symbols. This causes a barrier to communication.
- Culture also gives rise to prejudices and stereotypes. These become the societal norms, thus becoming a barrier to effective communication amongst people of different cultures.
- Different cultures adopt different ways of communication. For example, some cultures may be very open while others may be orthodox, thus affecting ways people communicate among various cultural sects. For example, in Arab countries it is considered to be a social crime to greet an opposite gender by shaking hands.



## MEASURES TO OVERCOME BARRIERS IN EFFECTIVE COMMUNICATION

After we are able to recognise the barriers in effective communication, we should focus on overcoming them. Removing barriers is one of the easiest ways to improve communication. Some of the important measures we should use to overcome barriers are listed below:

- **Clarify the idea before communication:** The sender should be clear with the main objective of the message to be communicated to the receiver.
- **Communicate according to the need of the receiver:** The structure and the content of the message should be prepared keeping in mind the actual requirement and the level of understanding of the receiver.
- **Be aware of language, content and tone of the message:** The language of the message should be simple and clear. The content should be designed keeping in mind the level of understanding the receiver and the tone should not hurt the receiver.
- **Keep in mind to take proper feedback:** Feedback ensures effective communication between a sender and a receiver. In verbal communication an oral or written feedback can be taken as a response from the receiver. In non-verbal communication it can be in the form of body language postures and gestures.
- **Be an active listener:** Try to have an active conversation and be attentive to the needs of the receiver. If the receiver is a good listener, then this helps him to understand the message of the sender. If the sender is a good listener, then this helps him to interpret the feedback of the receiver. This builds a good connectivity between sender and receiver.
- **Follow up the communication:** A regular follow up and review of the communication is important for appropriate actions. Such follow up helps in removing barriers in effective communication. Try to communicate in person as much as possible to avoid misinterpretation of the information.
- **Respect the cultural difference:** Do not impose your assumptions on culture, religion, or geography. Communication is to be done by respecting cultural diversities.



## BASIC WRITING SKILLS

Writing skills is the ability to use the language tools and knowledge in a most effective way into words that have some meaningful form. Writing skills allow people to connect without physically being present in a room. It is a part of verbal



communication that put your feelings and ideas on paper which can be in the form of letter, report, email, notes, articles, SMS, chat, blogs, books, project, etc.

Good writing skills will help you communicate your message with clarity to your audience. The usage of appropriate words, grammar, punctuation and spellings will decide how good you are in this skill.



## WHAT IS A SENTENCE?

A sentence is a collection of well arranged words in a meaningful form. It is an essential part of any language which helps you to express your thoughts, emotions in speaking and writing skills.

For example: Nimisha is going to school.

Sahil loves to sing songs.

Sneha is very good at her studies.

Phrase is a group of words with no perfect meaning and may be a part of a sentence.

For example: She went

She sings

I fell

## Rules for Writing a Sentence

- It should have a meaning.
- 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 begins with a capital letter.

## Parts of a Sentence

A sentence is made up of:

- **Subject:** A subject is a noun that refers to a person, place or thing.
- **Verb:** It is the action done by the subject.
- **Object:** It is a person, place or thing that receives an action and gets affected.



For example:

He drove a brand new car.

**Subject:** He

**Verb:** drove

**Object:** new car

My mother cooks wonderful food.

**Subject:** My mother

**Verb:** cooks

**Object:** wonderful food

I love ice creams.

**Subject:** I

**Verb:** love

**Object:** ice creams



Make as many sentences as you can using the given subject, verb and object:

Subject	Verb	Object
I	wash	pizza
Sneha	play	book
Teacher	study	car
Driver	swim	clothes
Cook	eat	water
Rishit	drive	newspaper
You	make	banana



## Types of Objects

There are two types of objects which are the basic building blocks of any sentence. These are:

- **Direct Objects:** Direct objects come after a verb and are directly 'acted on' by the verb. It answers the question "what?" or "who?". For example:

She sang on Annual day.

Peter doesn't like Maths.

- **Indirect Objects:** Indirect object is the recipient of the direct object. It answers the question "to whom?", "for whom?". For example:

She made a cake for her mother's birthday.

He wrote a letter to his friend.



Let us try finding direct and indirect objects in the given sentences.

1. The teacher gave answers to the students.
2. Meera made a beautiful painting.
3. Sneha doesn't like pizza.
4. She is writing a poem
5. She bought his daughter a new dress.

## Types of Sentences

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:

I have a beautiful dress.

My friend is an excellent badminton player.

- **Imperative sentence:** A sentence that makes a request or gives an order, an advice or a command. For example:

Don't spend too much time on the phone.

Please help me with this work.

- **Interrogative sentence:** A sentence that asks a direct question and ends with a question mark(?) For example:

Are you scared of dogs?

How will you come to my birthday party?

- **Exclamatory sentence:** A sentence that shows an excitement or a strong feeling. It ends with an exclamation mark (!). For example:

Wow! You won the badge.

You dance so well. Congratulations!

## Active and Passive Sentences

When the subject in the sentence has performed or received the action it becomes the voice of a verb in a sentence.

In an **active sentence** the action is performed by the subject. It is a strong and direct way of expressing a sentence. For example:

Shweta is eating chocolate.

In this example Shweta is a subject and the action is performed by her.

Few more examples are:

Rohin changed his phone cover.

Neha stitched her new gown.

In a **passive sentence** the action is received by the subject. In this form of a sentence the focus is on the action and not on the subject. For example:

The chocolate is eaten by Shweta.

In this example chocolate is a subject and it receives an action eaten.



## Paragraph

A paragraph is a collection of relevant sentences with a common theme. It begins with an introduction of a theme, followed by sentences describing a theme and ends with a statement supporting a common idea. For example:

Water is an essential component of our life. With its scarcity all across the world it is becoming a threat to the existence of life on earth. With rising levels of pollution, water resources are being depleted rapidly. The entire Earth consists of 71% water, out of which only a small percentage is drinkable freshwater. It is therefore very essential to save water, to save lives.

### Rules for writing a paragraph

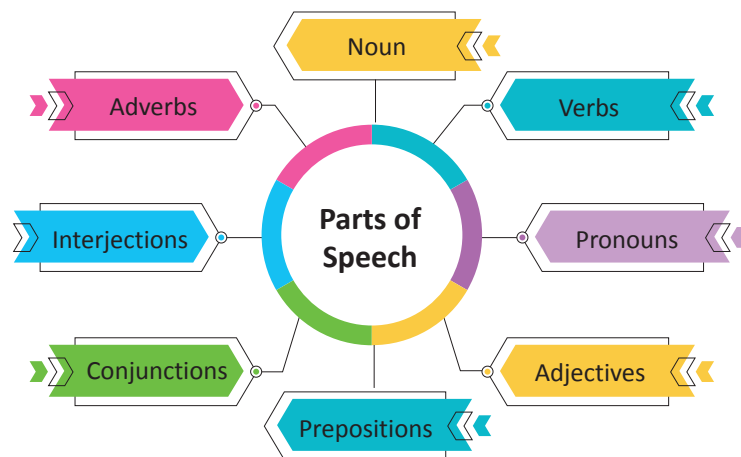
- It begins on a new line.
- The first line has an indentation.
- It focuses on a main theme.



## PARTS OF SPEECH

Collection of relevant and meaningful words following the rules of a language will form a sentence. Every word you use in a sentence has its own role to play. 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 to name a person, place, thing or an idea. For example:

Goa is a beautiful place.

My pen is broken.

### Pronouns

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:

Words are:

I, she, her, you, himself, some, we, you, each, who, which, that, mine, yours, his, her

#### Pronoun in a Sentence:

She likes to play in the sand on the seashore.

How can you drive yourself with an injured hand?

### 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:

Words are:

Read, dance, crying, running, play, begin, became, complete.

#### Verb in a Sentence:

Shruti danced to celebrate my victory.

She broke her leg in an accident.

### Adverbs

Adverb is a word that describes a verb, an adjective or another adverb. It also tells how an action was done. For example:

Words are:

Slowly, often, too, here, even, very, almost, quite, long, never





**Adverb in a Sentence:**

John never participated in conversation.  
Keep the book on the table placed there.

**Adjectives**

An adjective is a word that modifies a noun or a pronoun. For example:

Words are:

Small, big, beautiful, colourful, adorable, dirty, clever, intelligent

**Adjectives in a Sentence:**

My smart dog runs on a smooth road.  
My mother cooks delicious food.

**Conjunctions**

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:

Words are:

But, and, yet, neither, nor, either, or, for, whether

**Conjunction in a Sentence:**

I bought a pen, pencil and ruler for my exams.  
You have to buy me an ice cream or a chocolate today.

**Prepositions**

Preposition is a word that shows a relationship between a noun and a pronoun in a sentence. For example:

Words are:

Above, across, against, beneath, below, towards, under, until, upto, from, to, near

**Preposition in a Sentence:**

My cat is sitting under a dining table.  
We are ahead of that blue van.

**Interjections**

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 express a relationship between a word and a phrase in a sentence. Sometimes they are followed by an exclamation mark(!). For example:

Words are:

Cheers, alas, eureka, great, gosh, goodbye, oh, ouch

**Interjection in a Sentence:**

Alas! I am so lost without you.  
Great! You are coming with me.

**USE OF ARTICLES**

Articles 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. Let us study about them in detail.

**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.



## 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.

## 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, continents, islands, mountains and lakes' name. For example:  
I live in India.  
I love to go to Shimla in the summers.
- Before a sport/games names. For example:  
I like swimming.  
My friend plays tennis very well.

## REVISIT

- ▶ Communication is defined as a process of exchange of information between two or more people by speaking, writing, signalling, or using any other effective medium.
- ▶ The main elements in the communication cycle are sender, message, encoding, communication channel, receiver, decoding, response/feedback.
- ▶ Different methods of communication are Verbal, Non-Verbal and Visual Communication.
- ▶ Verbal Communication is the most popular form of communication where the transmission of messages occurs with the usage of words that can be in oral or in written form.
- ▶ Non-Verbal Communication is defined as communication through physical and physiological cues without using spoken or written words.
- ▶ Visual Communication is the transmission and interpretation of information by using visual resources like photographs, videos, art, drawings, sketches, charts and graphs.
- ▶ Body language is a very important part of non-verbal communication that reveals your true thoughts and emotions.
- ▶ Feedback is a response of the receiver with respect to the message received from the sender.
- ▶ A communication cycle is incomplete and irrelevant without feedback. It works as an indicator to ensure a successful transmission of the message.
- ▶ Formal Feedback follows a predefined format or blueprint to construct the structure of the feedback.
- ▶ Descriptive feedback is a detailed analysis in written or oral communication that helps the learner understand strong and weak points.
- ▶ Non-Descriptive feedback is written or oral communication that provides meaningful information but does not contain detailed analysis and description of the feedback.
- ▶ Specific feedback focuses on the specific points of utmost importance and should be conveyed to the sender.



# Exercise

## **Solved**

### SECTION A (Objective Type Questions)

#### A. Choose the correct option.

1. Which of the following is the person who transmits the message?  
 a. Receiver                      b. Sender                      c. Medium                      d. Channel
2. You need to apply leave at work? Which method of communication will you use?  
 a. e-mail                      b. Poster                      c. Newsletter                      d. Blog
3. The \_\_\_\_\_ of meaningful information is conveyed back to the sender to complete the communication cycle.  
 a. Sender                      b. Receiver                      c. Feedback                      d. Message
4. Which of the following is NOT an element of communication within the communication process cycle? [NCERT]  
 a. Channel                      b. Receiver                      c. Sender                      d. Time
5. Which of the following allows you to communicate your message clearly and easily to a large audience?  
 a. Good writing skills                      b. Communication                      c. Document                      d. None
6. Which of the following skills are essential for working in an organisation?  
 a. Stress                      b. Communication                      c. Good communication                      d. None
7. Which of the following are effective components of good feedback?  
 a. Detailed and time consuming                      b. Indirect  
 c. Specific                      d. Opinion-based
8. Which of these are examples of positive feedback?  
 a. Good work                      b. You can draw better  
 c. Some points are missing                      d. You need to work with dedication
9. Which of the following is an important step that helps in collection of information from the receiver?  
 a. Information                      b. Message                      c. Feedback                      d. Data
10. Which of the following feedback follows a predefined format?  
 a. Negative                      b. Descriptive                      c. Specific                      d. Formal
11. By which action can senders send their messages?  
 a. Gestures                      b. Speaking                      c. Reading                      d. Writing
12. Which is a word used to modify or describe a noun or pronoun?  
 a. Preposition                      b. Verb                      c. Conjunction                      d. Adjective

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

#### B. Fill in the blanks.

1. \_\_\_\_\_ is a word that replaces a noun.
2. The \_\_\_\_\_ transmits the message to the receiver through any medium.
3. \_\_\_\_\_ is the process of converting the idea into a language which a receiver can understand.
4. A smile and a nod are the examples of \_\_\_\_\_ .
5. In \_\_\_\_\_ communication, person interacts through visual aids.
6. A communication cycle is incomplete and irrelevant without \_\_\_\_\_ .
7. A \_\_\_\_\_ is a word placed before a noun or pronoun to form a phrase modifying another word in the sentence.
8. The response of the receiver can be \_\_\_\_\_ or \_\_\_\_\_ .
9. \_\_\_\_\_ gives way to new ideas to improve the process of communication.
10. A right form of \_\_\_\_\_ is important for giving genuine or authentic feedback to the sender.
11. Not understanding the customs or traditions of a speaker could mean there is a \_\_\_\_\_ .
12. \_\_\_\_\_ means respective and friendly in communication.
13. Speaking disability is an example of \_\_\_\_\_ .
14. Principle of Clarity in Ideas means that the message should be in \_\_\_\_\_ .
15. Communication is a two-way process where a \_\_\_\_\_ sends a message and the \_\_\_\_\_ responds to it by sending a feedback.



- Ans.** 1. Pronoun                      2. sender                      3. Encoding                      4. Non-verbal communication  
 5. Visual                              6. feedback                      7. preposition                      8. verbal, non-verbal  
 9. Feedback                          10. response                      11. cultural barrier                      12. Courteous  
 13. language barrier                      14. understandable form                      15. sender, receiver

**C. State whether these statements are true or false:**

1. Maintaining an Eye contact is a positive facial expression. \_\_\_\_\_
2. 7% communication is done using words. \_\_\_\_\_
3. Development of Interpersonal Skills is required for effective communication. \_\_\_\_\_
4. Avoid unnecessary words to express effectively with maximum efficiency. \_\_\_\_\_
5. Clear and Specific are effective components of good feedback. \_\_\_\_\_
6. Offering continuous support is not required in feedback. \_\_\_\_\_
7. Appropriate feedback improves the process of communication. \_\_\_\_\_
8. Feedback is not important for communication cycle. \_\_\_\_\_
9. The action in a passive sentence is received by the subject. \_\_\_\_\_
10. Poor self-esteem or social anxiety creates communication barrier. \_\_\_\_\_
11. Organisational barriers lead to inadequate flow of information amongst employees. \_\_\_\_\_
12. Clarity of idea is not important before communication. \_\_\_\_\_
13. Respecting cultural differences is not important in effective communication. \_\_\_\_\_
14. One needs to be an active listener for effective communication. \_\_\_\_\_

- Ans.** 1. True      2. False      3. True      4. True      5. True      6. True      7. True      8. False  
 9. True      10. True      11. True      12. False      13. False      14. True

**SECTION B (Subjective Type Questions)**

**A. Short answer type questions:**

1. Write down the different types of verbal communication. Give an example for each type.

**Ans.** Different types of verbal communication are:

- Oral or Spoken Communication: Communication which involves talking. Face-to-face conversation, Talking on a phone.
- Written Communication: Communication which involves written or typed words. Writing letters, notes, email, etc.

2. What is communication?

**Ans.** The imparting or exchange of information by speaking, writing, or using some other medium is known as communication.

3. Give any two measures to overcome barriers to effective communication.

**Ans.** Clarify the idea before communication: The sender should be clear with the main objective of the message to be communicated to the receiver.

Communicate according to the need of the receiver: The structure and the content of the message should be prepared keeping in mind the actual requirement and the level of understanding of the receiver.

4. What is a Cultural barrier?

**Ans.** Culture is values and principles followed in the lives of people living in society. It is the sharing of customs, rituals, beliefs, ideas, art, knowledge, values, morals, ideals, etc. amongst people living in their own geographically restricted areas.

5. Give three reasons for interpersonal barrier in the communication process.

**Ans.** Three reasons for interpersonal barrier are:

- a. Withdrawal or lack of being in touch for communication.
- b. Strict rituals of people living in certain geographical area.
- c. Poor self-esteem or social anxiety.

6. What is writing?

**Ans.** Writing is a form of communication that allows students to put their feelings and ideas on paper, to organize their knowledge and beliefs into convincing arguments, and convey meaning through well-constructed text.

7. What is Declarative/assertive sentence? Give examples.

**Ans.** A sentence which gives information and marks a bold statement. It may state a fact. Most of the sentences in the English language are assertive sentences. For example, My dog is very intelligent.

8. What is the purpose of an active sentence?

**Ans.** In an active sentence the action is performed by the subject. It is a strong and direct way of expressing a sentence. For example, Shweta is eating chocolate. In this example Shweta is a subject and the action is performed by her.

**B. Long answer type questions:**

1. Give any three important points to keep in mind related to body language for a positive impact in a School Appointment Interview.

**Ans.** Three important points to keep in mind related to body language are:

- Be relaxed, calm and confident when you walk in for starting a communication.
- Keep smiling in between as it shows that the person is confident and trustworthy.
- Stand or sit with a relaxed posture and straight spine.
- Keep your arms open and by your side when not communicating.

2. Explain any three main elements of the communication cycle.

**Ans.** The main elements in the communication cycle are:

- **Sender:** Sender is a person or entity who starts the communication process. He will convey a message with the purpose of passing meaningful information/ideas to others involved in the communication cycle.
- **Message:** It is the information which the sender wishes to convey. It is the subject with the actual content of the whole process of communication.
- **Encoding:** It is the process of converting the idea into a language which a receiver can understand. It can be through symbols, words, actions, diagrams etc.

3. Give any three characteristics of a good feedback.

**Ans.** Three characteristics of a good feedback are:

- **Clear and Specific:** As general feedback and unwanted statements will not give a true picture of the effectiveness of the communication.
- **Timely:** Sometimes instant feedback is quite helpful, and in some situations may be after a period of time. But feedback loses its importance if given at "inappropriate time".
- **Polite:** Offended language and tone should not be used.

4. Why is feedback so important in every communication?

**Ans.** Feedback is important because of the following reasons:

- It completes the whole process of communication where the sender sends the information and the feedback is the response of the receiver.
- It helps in evaluating the effectiveness of communication. Sender gets a clear picture through the feedback that the information intended to be understood by the receiver is a success or a failure.
- It is an important step that helps in the collection of information from the receiver.

5. Explain the steps followed in the process of giving feedback.

**Ans.** The process of giving a feedback should follow the given steps:

- The message should be clear and interpreted properly by the receiver.
- If the message is not clear then clarify from the sender by asking questions.
- Always refers to the original form of message to understand it clearly.
- Convey the response in the form of feedback to the sender.

6. Differentiate between formal and informal feedback.

- Ans.**
- **Formal Feedback** follows a predefined format or blueprint to construct the structure of the feedback. It is also a time-consuming process. For example, "Congratulations! Keep it up."
  - **Informal Feedback** is most of the time spontaneous verbal feedback that does not follow any specific pattern or predefined blueprint. For example, "Hi! Your son has done really well this time in exams."

7. Explain any two of 7Cs of Communication.

- Ans.**
- **Concise:** The message must be conveyed by using only limited words. Avoid using fancy unwanted or repetitive words or fillers otherwise the actual message intended to be conveyed may get lost in the long content.
  - **Concrete:** The content of the message should use only necessary words with complete facts and figures to avoid misinterpretation of the message by the receiver.

8. Give three important reasons for organisational barriers.

**Ans.** Important reasons for organisational barriers are:

- As mindset of people of different cultures are different, so is their language, signs and symbols. This causes a barrier to communication.
- Culture also gives rise to prejudices and stereotypes. These become the societal norms, thus becoming a barrier to effective communication amongst people of different cultures.
- Different cultures adopt different ways of communication. For example, some cultures may be very open while others may be orthodox, thus affecting ways people communicate among various cultural sects. For example, in Arab countries it is considered to be a social crime to greet an opposite gender by shaking hands.

9. What are the rules for writing a sentence?

**Ans.** Following are the rules for writing a sentence:

- It should have a meaning.
- 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.



10. Explain the types of barrier in Communication.

**Ans.** The process of communication has multiple barriers. They are as follows:

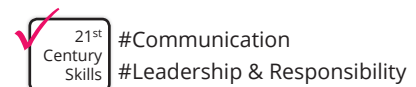
- **Physical Barrier:** This type of barrier refers to the interference to effective communication occurring in the environment. It can be the distance between people, a noisy source near a telephone, poor lighting, bad health, and other such factors.
- **Psychological Barrier:** This type of barrier in communication distracts the communicator or prevents them from paying attention to the message. Shrillness of voice, anxiety, mental fatigue, and pre-conceived notions are some examples of psychological barriers to effective communication.
- **Linguistic and Cultural Barriers:** A language is the expression of the thoughts and experiences of people in terms of their cultural environment. Each major region has its own language and culture. Lack of knowledge about the local language and culture can become a limiting factor to effective communication.
- **Mechanical Barrier:** This type of barrier is created by the channel or medium itself. Disturbances and interferences in the channel can prevent the flow of some of the elements of the message from reaching their destination smoothly.

11. How many elements are there in a paragraph?

**Ans.** There are many elements of a paragraph which are given below:

- **Unity:** Unity in a paragraph begins with the topic sentence. Every paragraph has one single, controlling idea that is expressed in its topic sentence which is typically the first sentence of the paragraph.
- **Order:** Order refers to the way you organise your supporting sentences. Whether you choose chronological order, order of importance or another logical presentation of details, a solid paragraph always has a definite organisation.
- **Coherence:** Coherence is the quality that makes your writing understandable. Sentences within a paragraph need to connect to each other and work together as a whole.
- **Completeness:** Completeness means a paragraph is well developed. If all sentences clearly and sufficiently support the main idea, then your paragraph is complete.

**C. Competency-based/Application-based questions:**



1. Your friend Sumit is going to France for a month as part of a student exchange program. She knows a little French but is not familiar with their culture. What are the things she should take care of while communicating with people.

**Ans.** Visual communication

2. Neelam has to participate in a script writing competition for the upcoming Literacy week in her school zonal competition. Suggest her some tips so as to improve her written communication.

**Ans.** Neelam must ensure that her script must be coherent, complete in sense, has a good flow and well engaging.

3. Ashmit has his interview for a job. List down a few don'ts that he must keep in mind during his interview.

**Ans.** Always think before you speak, maintain body language, eye contact, and be confident.



**SECTION A (Objective Type Questions)**

**A. Choose the correct option.**

1. Which of these is not a common communication barrier?
 

a. Linguistic barrier	b. Interpersonal barrier	c. Financial barrier	d. Organisational barrier
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2. Which of these are ways to overcome communication barriers?
 

a. Respecting cultural differences	b. Using a translator
c. Not communicating at all	d. Using your own language for comfort
3. In which communication, exact words and facts are used?
 

a. Clear	b. Concise	c. Concrete	d. Correct
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4. Physical barriers are due to \_\_\_\_\_.
 

a. Geographical reasons	b. Environmental reasons	c. Both a and b	d. None of these
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5. Which of the following can create Interpersonal Barrier?
 

a. Lack of being in touch	b. Strict rituals	c. Poor self-esteem	d. All of the above
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6. Incomplete or vague messages may lead to misinterpretation of the message by the receiver. Which principle is this?
 

a. Principle of Adequacy	b. Principle of Feedback	c. Principle of proper time	d. Principle of Economy
--------------------------	--------------------------	-----------------------------	-------------------------
7. The sender should be clear as to what needs to be conveyed through the process of communication. Which principle is this?
 

a. Principle of effective	b. Principle of Clarity in Ideas	c. Not needed	d. Feedback
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- 8. Sometimes different time zones will create problems in connectivity. Which type of communication barrier is this?  
a. Physical Barrier                      b. Linguistic Barrier                      c. Cultural Barrier                      d. All of the above
- 9. Which of the following is an interpersonal barrier?  
a. Social anxiety                      b. Poor self esteem                      c. Not willing to talk                      d. All of the above
- 10. The message intended to be delivered through communication should be clear and in understandable format. Which of the following is related to this statement?  
a. Measures to overcome barriers                      b. 7Cs in effective communication  
c. Feedback                      d. All of the above
- 11. Which of these is an imperative sentence? [NCERT]  
a. Switch off the fan.                      b. Sheila has gone to the market.  
c. Where are my pen colors?                      d. Oh no! I missed my flight.
- 12. Which of the following statement is true about communication? [NCERT]  
a. 50% of our communication is non-verbal  
b. 20% communication is done using body movements, face, arms, etc.  
c. 5% communication is done using voice, tone, pauses, etc.  
d. 7% communication is done using words.

**B. Fill in the blanks.**

- 1. \_\_\_\_\_ is the act of sharing or exchanging information, ideas or feelings.
- 2. The \_\_\_\_\_ gets the message and interprets it into meaningful information.
- 3. \_\_\_\_\_ communication happens in the absence of written or spoken words.
- 4. \_\_\_\_\_ plays a very important role in the personal and professional development of a person.
- 5. \_\_\_\_\_ is the interpretation of the message delivered by the sender.
- 6. \_\_\_\_\_ works as an indicator to ensure a successful transmission of the message.
- 7. Feedback completes the whole process of \_\_\_\_\_ .
- 8. \_\_\_\_\_ feedback is a very powerful tool for students in achieving successful learning.
- 9. \_\_\_\_\_ feedback does not contain detailed analysis and description.
- 10. The inability to communicate using a language is known as a \_\_\_\_\_ barrier.

**C. State whether these statements are true or false:**

- 1. We should use Acronyms and Jargons for verbal communication. \_\_\_\_\_
- 2. Body language is a very important part of non-verbal communication. \_\_\_\_\_
- 3. Facial Expression is not important for effective communication. \_\_\_\_\_
- 4. Be a good listener and nod in between while listening. \_\_\_\_\_
- 5. Visual Communication is time consuming process. \_\_\_\_\_
- 6. Offended language and tone should not be used in feedback. \_\_\_\_\_
- 7. Feedback gives way to new ideas to improve the process of communication. \_\_\_\_\_
- 8. Feedback makes communication a two-way process. \_\_\_\_\_
- 9. Feedback has to be instant for an effective communication. \_\_\_\_\_
- 10. Formal feedback is a very fast process. \_\_\_\_\_

**SECTION B (Subjective Type Questions)**

**A. Short answer type questions:**

- 1. What do you understand by verbal communication? Give examples where it is more effective.
- 2. Explain any three skills for mastering verbal communication.
- 3. What is feedback? Give proper examples.
- 4. Differentiate between negative and positive feedback.
- 5. Give two important features of specific feedback.
- 6. Why is feedback important in communication?
- 7. What is informal feedback? Give two examples.
- 8. What is the difference between direct and indirect objects?
- 9. Why Parts of speech play an important role in English language?
- 10. Differentiate between a noun and a pronoun.



**B. Long answer type questions:**

1. Communication skills are very important for any business. Explain any two elements of a communication process. [CBSE Handbook]
2. Write down the common communication barriers you may come across when you move to a new school in a new country.
3. Explain any three principles of effective communication.
4. Give two examples of Physical barriers.
5. What are organisational barriers? Give two examples.
6. Explain these Cs for effective communication: 'Complete' and 'Courteous'.
7. Draw and write in short about any five common signs used for Visual Communication.
8. Differentiate between (Give examples also):
  - a. Encoding and Decoding a message
  - b. Verbal and Non-Verbal Communication
9. Give two advantages and disadvantages of:
  - a. Verbal communication
  - b. Non-Verbal communication
  - c. Visual communication
10. What are the three parts of the sentence? Explain with examples.
11. What is a paragraph? What are the rules for writing a paragraph?

#Communication  
#Leadership & Responsibility

**C. Competency-based/Application-based questions:**

1. Rakesh is studying in class 10. In the parent-teachers meeting, Mrs Verma, Rakesh's class teacher, tells his parents that Rakesh fails to adhere to the instructions given in the class. Rakesh's parents feel that this can be because of some communication barriers. List down the factors responsible for internal barriers.
2. Rahul helps his younger brother in schoolwork. Recently, he observed that his brother is not taking the corrections and suggestions that were given by Rahul in a serious manner. He is not sure if he is communicating with his brother correctly. Suggest any effective communication method to Rahul to help him solve his problem.
3. Abhishek is speaking for the first time in a seminar. Give some tips which he should follow while addressing the audience. Also suggest how he can use body language to complement his speech.
4. Why is it important to have good communication skills?

**Previous Years' Questions**


1. \_\_\_\_\_ are a group of words that work together to communicate an element of speech. [2020]
2. Explain four types of sentences in English. [2020]
3. We really enjoyed \_\_\_\_\_ on the trip to Manali last month. (us/ourselves) [2019]
4. My house is a \_\_\_\_\_ two-bedroom flat in Mayur Lok. (spaceful/spacious) [2019]
5. What do you mean by prepositions? Write any two examples of prepositions. [2019]
6. You cannot park your car anywhere \_\_\_\_\_ this building for security reasons. [2018]
  - a. from
  - b. around
  - c. like
  - d. for
7. The teacher has given a new set of \_\_\_\_\_ the students on schools. [2018]
  - a. from
  - b. to
  - c. on
  - d. around
8. Sandeep is doing his job \_\_\_\_\_ well. [2018]
  - a. very
  - b. vary
  - c. much
  - d. good
9. Alice asked \_\_\_\_\_ students if they had seen her new orange bag. [2018]
  - a. some
  - b. a little
  - c. little
  - d. any
10. You have recently attended a Cyber Safety Workshop in your school. You are excited to share the information with your mother. How would you describe the event? [2018]

GROUP DISCUSSION

#Communication

Separate your friends into groups of two and ask one person from each group to non-verbally enact the word given by another group to guess. The word can be a movie name.






## Video based question

Watch the video and answer the question.

- ▶ What is verbal communication?
- ▶ Write the 7C's of communication.

Scan the QR Code



LAB ACTIVITY


21<sup>st</sup>  
Century  
Skills
#Leadership & Responsibility  
#Creativity

Imagine your school is planning to take your class for a picnic. Your friend refuses to go as his parents may not allow him. On a telephone you wish to convince his father, so that he allows your friend for the picnic. Write this one-to-one telephonic conversation and do the role play in the class.

1. Silent-movie actor-Charlie Chaplin was the pioneer of body-language skills and has done wonderful movies. Watch any one of his silent movies and write a summary of it. Also name at least two other actors and their famous silent movies of that time.
2. Ask a group of 3 students to do a role play of any famous Shakespeare play for 10 minutes in front of the whole class. The rest of the class as an audience will make a list of verbal, non-verbal and visual communication done through this role play.
3. Write a feedback to be submitted to your class teacher on the Annual Day Celebration which occurred last week.
4. Your project partner did not do his part of the project whose deadline is approaching. Write a feedback to be submitted to your teacher on how he/she should do his/her time management for timely submission of the project. The feedback should be descriptive and positive. (20 words)
5. Write a paragraph in MS Word on "Saving the Environment". Keep the principles of effective communication in mind while writing the paragraph.
6. Make a presentation on the Do's and Don'ts for elderly to combat Covid-19.

CLASS ACTIVITY


21<sup>st</sup>  
Century  
Skills
#Social Interaction  
#Communication

1. **Career Help:** Students will work together to brainstorm a list of as many occupations as they can. Once they have completed their list, have the two students write a dialogue which includes as many requests as possible. Each dialogue should feature one of the careers they listed in their brainstorming session and should use a variety of methods for making polite requests. [CBSE Handbook]
2. Class projects can be an excellent way to focus the whole class and get them working together towards a common goal. Taking some 'time out' from regular classes and doing something completely different can really help group dynamics and you may also give quieter or less able students a chance to shine. Making a class magazine is a project that will appeal to most groups as it allows individuals to work on what interests them.

**Planning**

\*Bring in some magazines. Let the students have a look through them. The teacher will a class survey on magazines at this stage or simply converse with the class about the type of magazines they like.

On the board brainstorm the different sections that magazines have. Try to include as much variety as possible so there's something for everyone. (Horoscopes, sports pages, film reviews, cinema news, fashion, photo stories, comic strips, puzzles, technology pages, music, interviews with famous people, recipes, jokes, problem pages etc.) Making a class magazine should be an enjoyable experience for the students. This will improve their writing skills and simultaneously help them to express and know each other better. [CBSE Handbook]



# UNIT

# 2

# Self-Management Skills-II



## TOPICS COVERED

▶ 95%

- What is Stress?
- What is Stress Management?
- Steps to Manage Stress
- How can Students Manage Stress?
- How to Become Self-Reliant
- Stress Causing Agents
- Need of Stress Management
- Stress Management Techniques
- Working Independently
- Time Management and Its Importance

Self-management skills play a very important role in a person’s life. It is an art of managing your thoughts, feelings, and actions that helps you achieve your goals in life.

Some of the best examples of stress management in a student's life are:

- Managing the submission of the science project on time.
- Practicing in the evening for two hours for an inter-state Badminton tournament coming up.
- Making a timetable to plan the hours of studies for upcoming final exams.

Self-management skills help you stay on track and create a path of success for yourself. This skill teaches you how to handle stressful situations in life.

In this unit, you will be learning self-management skills, which will help you further enhance your employability skills.



## WHAT IS STRESS?

Stress is a short term or long-term response of the body due to physical,emotional or psychological changes in us. It triggers fight or flight response to handle different situations in our life. It can be due to illness, exam pressure, loss of job, fight with somebody, stage fear,public performance etc.

Most of the time you feel:

- Stress of not getting good marks in exams.
- Stress of not being selected for inter school events.
- Stress of deadlines approaching and work not complete.



The experience and the effect of stress varies from person to person. Some of the common signs of stress are:

- Lack of sleep
- Restless and anxiety
- Frequent headaches
- Frequent mood swings
- Loss of appetite
- Loss of interest and focus
- Memory loss
- Social withdrawal or isolation
- Feeling overloaded and depressed

We all face good stress and bad stress in our lives. Good stress also known as “eustress” occurs when we are excited. Our heart beats faster and we feel a rush of hormones in our body but it is not dangerous for us. We also feel this good stress before a public performance, ride in water parks, when the exam result is declared. This kind of stress keeps us lively and excited in life. So in the short term, stress can have a positive impact on us and our behaviour.



It motivates us to achieve more but when the duration of stress increases for a long time then it takes the shape of bad stress which may cause physical or mental health problems. For example, stress of exams is good for you as it help you being awake and prepare for your exams but a prolonged stress may create health issues that you lose your focus and increased anxiety can get you headaches, loss of appetite or you may faint in exam. So managing your stress plays a very important role in life.

## I KNOW



Tick (✓) if you know this.

- ▶ Self management skills help you stay on track and create a path of success for yourself.
- ▶ Good stress also known as “eustress” occurs when we are excited.
- ▶ The experience and effect of stress vary from person to person.



## STRESS CAUSING AGENTS

Stress is inevitable in life. Since you can't avoid it then the only way to get rid of it is to work on the agents that causes stress:

- **Mental:** When you are unable to cope up with the mental pressure then it causes mental stress. For example, you may face a situation when you are not prepared for a stage performance, etc.
- **Physical:** Issues related to general well-being and health of an individual can lead to low self-esteem and cause stress.
- **Social:** Stress related to some important relationships in life. It may also be related to the social status of a person. Sometimes not having healthy relationships with the people around you.
- **Financial:** Stress related to money or unplanned saving and expenditure of your income. This can be lack of money to buy things of your choice, worried about more expenses made, don't have money to buy comforts or luxuries of life.



## WHAT IS STRESS MANAGEMENT?

Stress Management is a method or a technique used to make changes in your lifestyle, thoughts, emotions that help you relax your mind and body to minimise the effects of stress. If the stress is too much in life then it may lead to serious health issues so effective stress management techniques can help you overcome these issues and manage your long term and short term goals of life effectively.

To manage all types of stress in life remember the ABC of stress management originally created by psychologist, Dr. Albert Ellis. This technique helps you analyse the three aspects of a situation that causes stress:

- A:** Adversity or the stressful event.
- B:** Beliefs or the way you respond to the event.
- C:** Consequences of actions and outcomes of the event.

Whenever you face a stressful event you respond to it by developing sometimes thoughts and beliefs about the situation. These thoughts which can be negative or positive will lead to different consequences. So, it is in your hands to handle a stressful situation by controlling your thoughts which will control your reaction that will affect you and the people around you.



## NEED OF STRESS MANAGEMENT

Too much stress in life is not good for health. It may affect your immune system, digestive system, circulatory system and many others. It affects your ability to think clearly, function effectively, and make justified decisions in life. All these



factors may affect your relationship with the people around you in your personal and professional life which may lead to depression. Thus, stress management becomes very important.

Some of the basic need for stress management are:

- To Maintain good health.
- To Improve efficiency at home and in the professional place.
- Balance your mood swings to maintain good mental health.
- Boost up your immune system to protect vital systems of the body.
- To have healthy relationships with people around you.



## STEPS TO MANAGE STRESS

Following are the steps to manage stress:

- Step 1: Know about yourself that you are stressed:** In this step look for the signs and symptoms of stress in yourself. Symptoms like you do not feel like going out and meeting people, having anxiety, mood swings, headaches, sleeplessness etc. If you are able to acknowledge your stress then you will be working in the direction of managing it.
- Step 2: Figure out the root cause of stress:** Once you are aware of your stress then in this step you find out the root causes of giving you stress. It can be due to exam pressure, fighting with somebody close, the illness of a person close to you, not being selected for some competition etc.
- Step 3: Adapt stress management techniques:** After identifying the root causes of stress in this step, you focus on the important tools for managing your stress. It can be learning good time management techniques, relaxing by spending quality time with the people you love, going out for picnics on weekends, or relaxing mind and body with exercise and yoga.



Answer the following questions:

1. What are the common signs of stress?
2. What do you mean by stress?
3. What is the basic need for stress management?



## STRESS MANAGEMENT TECHNIQUES

Whether you are facing good stress or bad stress, it is important to learn some stress management techniques to minimise the negative impact on mind and body.

Some of the good stress management techniques are:

### Time Management

When you feel that there is too much to do and not enough time then you start getting panic attacks, lose focus and make errors in your work. Good time management techniques will help you prioritize your task and manage your commitments. Make a list of the work in terms of urgent, important, and not important. This will put you in control of your situation and help you increase your productivity.



### Physical Exercise and Fresh Air

Physical exercise in the fresh air increases the flow of blood and oxygen in the body. This will help in releasing good hormones and will make a healthy mind and body. It can be in the form of going out for a walk, being physically active at home by helping in the household chores, walking uphill, jogging or running, aerobics, etc.



## Meditation

Meditation is an age-old practice that produces a deep state of relaxation and helps you focus on one thought and clear the others. It works to reverse the effects of stress by providing the rejuvenation and repair of the mind and body. Thus, preventing further damages from the physical effects of stress.



## Yoga

The practice of yoga involves stretching the body and forming different poses while keeping breathing slow and controlled. This will relax the body and energize it at the same time. Some of the good yoga exercises to relieve stress are Sukhasana (Easy pose), Standing Forward Bend (Uttanasana), Prasarita Padottanasana, Rabbit Pose (Sasangasana), Side stretch, etc.

## Healthy Diet

Eating healthy balanced food will reduce the negative impact of stress on your mind and body. Start your day with a good breakfast, do not skip your meals, avoid eating junk food, and drink lots and lots of water. Keeping these little things in mind will help your body function normally and plays an important role in reducing stress.



## Positivity

Always look for something good in every move you take in life. Negative thoughts reduce good hormones and bring depression and anxiety. It has also been proven scientifically that you should always smile no matter what the situation is. Even a fake smile will help to reduce heart rate and blood pressure during stressful situations. For example, instead of feeling upset over scoring less in exams or for not getting selected in an inter school event, try to maintain a positive thought and work on the ways to score better next time.

## Good Sleep

A good sleep helps you manage your stress you had through a tough day. It rejuvenates the mind and body, improves your concentration power, regulates your mood swings and sharpens your brain for better decision-making power. Sleep is so important that irregular sleeping patterns or slight sleep deprivation can bring irritation in your behaviour and cause severe mood swings.

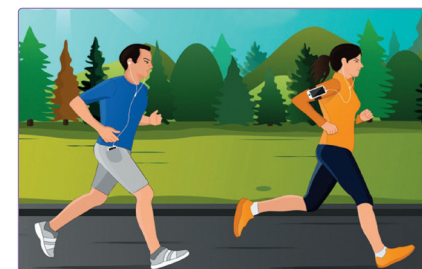


## Holidays with Family and Friends

Going out on holidays gives you a break from your daily routine. It gives you an opportunity to spend time with your family and friends. This will work as a wonderful medicine for de-stressing yourself, thus lowering the risk of heart attack. You will experience less loneliness and so will help you cope up with stress. Being physically present with loved ones creates a strong emotional support to face all the challenges of life.

## Nature Walks

Being in nature's lap is like being in heaven. Taking a walk in park or garden full of trees, increases oxygen level and blood circulation in our body. It recharges ourselves and releases our stress. Breathing fresh air and taking sun rays especially during dusk decreases stress and evolves us with more positivity.





Answer the following questions:

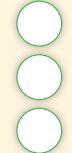
1. Name any two stress management techniques.
2. Explain how yoga is helpful in stress management.

### I KNOW



Tick (✓) if you know this.

- ▶ Good time management techniques will help you prioritize your task and managing your commitments.
- ▶ Physical exercise in the fresh air increases the flow of blood and oxygen in the body.
- ▶ A good night's sleep helps you deal with the stress of the day.



## WORKING INDEPENDENTLY

Sometimes you work in a group and sometimes you get a chance to work all alone on a project assigned. So depending on the situations, your inner qualities need to be polished and used to the best of your capabilities.

Working independently is the ability of a person to work with full efficiency on assigned tasks without any interference or supervision. Every person is blessed with some ability that gives them the power to exist independently.

Some can sing well, others are good at sports, some are good in logic and mathematics, and some may become good actors. Everyone is special in their own ways.

To realise your own abilities it is important to work independently. Try to do the assigned task independently by utilising all your abilities and work with your maximum productivity to accomplish the given task with great success.

Working independently means:

- You take ownership of the work.
- You become self-aware of your strength and weaknesses.
- You learn to monitor your skills and if needed can be self-correcting.
- You know the objective of the task assigned.
- You take the initiative rather than waiting to be told by others.
- You are sure of your skills to do the work without any supervision.
- You use the best of your abilities to complete the assigned task in stipulated time and with intended objective.
- You are aware of your working pace and utilising it effectively.
- You take the ownership of your mistakes without looking for excuses.
- You have no scope for doubting your abilities.
- Having the ability and the will to learn continuously.
- You do not let your past experience affect your present assigned task.

### Advantages of Working Independently

Some of the advantages of working independently are:

- **Increased Focus:** Since you are accountable for your work without any supervision then there are less chances of competition and outside distractions. The result of your efforts is more important than your methodology to complete the assigned work. All these points increase your efficiency and you can easily focus on your task.
- **Making Progress on Assignments:** The progress of the assignment is totally a transparent process for you. If you plan well and with the best of your abilities you can easily monitor the progress of your assignments.
- **Working at Your Own Pace:** You can set the pace of working on assignments by focussing on short term and long term goals separately.



- **Can Work Remotely:** Since you are not working under any supervision then working hours can be flexible and the place of your work can be remote or any other that helps in increasing your efficiency.
- **Better Job Satisfaction:** Since this kind of working is your choice so you show your full productivity and with the positive results you get better job satisfaction.

### Ability to Work Independently

Abilities to work independently means that you believe in doing the job by yourself with minimum support and supervision from others. You have the ability to manage your own time, priorities, and resources to get the work completed. This will help you :

- In becoming self-aware, self-motivated, and self regulatory.
- Build good problem-solving skills.
- Build the ability to make decisions and act on your own.
- Plan and set your short term and long term goals.
- Face the challenges in your work without any supervision.
- To always act consistently or sensibly.
- Being trusted and likely to do what people expect.
- Take the initiative rather than being told what to do.
- Acknowledge your mistakes without blaming others.
- By keeping your knowledge or required skills up to date.

### Qualities to Work Independently

The qualities of those person who work independently are:

- They are self-aware, self-monitored and self-correcting.
- They take the initiative rather than being told what to do.
- They have the ability to learn continuously.
- They recognize their own mistakes.



Answer the following questions:

1. What is the Good Sleep technique of the stress management techniques?
2. How does meditation assist people in dealing with stress?
3. What are the advantages of working independently?



## HOW TO BECOME SELF-RELIANT

The abilities to Work Independently can be enhanced by some specific qualities like:

- Self-Awareness
- Self-Motivation
- Self-Regulation

Let us now study these important qualities in detail.

### Self-Awareness

Conscious knowledge of your own understanding, beliefs, character and behaviour is called self-awareness. It is all about knowing yourself like your values, interests, skills, talents etc. It can be practiced and cultivated to understand your strengths and weaknesses. It allows you to see things from the perspective of others so that you become accountable for your own actions. It helps you:

- Improve your skills by recognizing your passion and your commitments in life.
- Channelise your energy in your favour with full productivity.



- Focus on your weakness.
- By giving you happiness with the credibility of your work.
- Bring good leadership qualities at the workplace.
- Manage your emotions and behaviour to strengthen your relationships in personal and professional life.
- Decrease your stress level by identifying your likes and dislikes related to tasks.

So to become self-aware you need to know yourself including your strengths and weaknesses.

### Know Yourself

You might choose to do things that society wants you to do. Sometimes you indulge in an activity just to make your family happy without even thinking whether you want it or not.

Knowing your strengths, weaknesses, values, interests, skills, and abilities will help you transform your thoughts, feelings and actions into a life full of peace and happiness. It is very important to learn about your true self and identify the qualities that make you unique.

The answer to the most important question “Who am I” will help you identify your true self. This can be done by finding out about:

- Your beliefs that control your thoughts and feelings.
- Your background and past experience will shape your decision in future.
- Your opinions about yourself will shape your personality and will give you clarity and understanding about your life.
- Your likes and dislikes will help you prioritize your activities and will keep you emotionally healthy.
- Your values that persuade your choices you make in life.

### Strength and Weakness

Strength is a positive trait that enhances your knowledge, skills, talent and brings confidence in what you do. They are the talents and abilities that uniquely identifies you. It helps you believe in your capabilities and use them efficiently to achieve your goals.

Weakness is a negative trait that brings unhappiness and sometimes pulls away from the path of success in life. It is also sometimes associated with pain, trauma, and negative emotions.

Knowing about your strengths and weakness will help you:

- Understand what you can do and what is difficult for you.
- To work on turning your weakness into your strength.
- To gain confidence and achieve your goals in life.



Answer the following questions:

1. What are your top four qualities or strengths? List them.
2. How do you use them in your school life?
3. Mention your one strength which you used recently to get good grades in your project.
4. Which negative trait in you gives you pain and disturbs you mentally?

### Difference between Interests and Abilities

Interest is something you prefer to do and you enjoy doing it. It provides you a direction to develop your habits and skills. If you are interested in anything then motivation comes automatically. On your own you will put extra time and efforts to complete an assigned task. Learning what you enjoy will help you develop your skills in it so that you can pursue it as a career in future. You may be good at playing guitar so give more time to it, enjoy exploring it and may pursue it as a career in future.

Ability comes naturally without any effort. It is your talent that you acquire naturally. It is a key for your happiness in life. It enables you to do a particular task efficiently with full confidence and good results.

### Self-Motivation

Self-motivation is the force that drives you to do things to achieve your goals. It is a life skill and must be necessarily developed to keep you going even in the times of set-backs and look for new opportunities in every move of life.





Self-motivation helps you:

- Push yourself to face the challenges of life.
- Survive the tough competition in personal and professional life.
- By giving you happiness.
- By improving your quality of life.
- To withstand setbacks and grow as an individual.
- To believe in yourself and convince yourself to do things as and when put to you.

Shristi wakes up at 4 am in the morning to practice for badminton. Her father takes her for coaching in the morning from 4 to 6:30 am then from there she changes for school and reaches school at 7:30 am.

After school she goes back straight home and no outings with friends as she has to do her homework and cope up with her studies. Also eating healthy food and sleeping on time will help her wake up on her own early morning for practice. Nobody tells her to do this she does on her own and her self-motivation keeps her going to fulfill her dreams to be an international badminton player one day.



### Types of Motivation

It is important to understand that we all are different and our motivational needs vary from person to person. There are two broad categories of motivation. Let us learn about them.

#### Internal/Intrinsic Motivation

Intrinsic motivation is related to what we want to do. It is doing something with fun which makes you happy and is totally interesting for you. It gives you pleasure and feel good. For example, doing gardening, taking part in inter school debate, going for a morning walk, playing with the kids in the park, and doing painting in your free time.

#### External/Extrinsic Motivation

Extrinsic motivation is related to what we have to do. It is doing something that gives you rewards or avoids getting punishments. The reward can be money, post, marks, goodwill, etc. For example, doing a part time job to earn money, going everyday for coaching to clear an upcoming competitive exam with good results.

### Qualities of Self-Motivated People

Self-motivation is an essential tool that makes you do something not because someone told you to do it but because you wanted to do it to achieve the goals of your life. A self-motivated person should possess the given qualities to succeed in life.

They know what they want from life.

- They are quite focussed to working hard to achieve their dreams.
- They know what is important for them.
- They are totally dedicated to fulfill their dreams.
- Steps for Building Self-Motivation

### The four steps to building self-motivation are:

- **Find Your Strengths:** Understanding who you are and finding your strengths will help you build confidence. You will understand yourself better and reasons for likes and dislikes. Find out what makes you happy. For example:
  - ♦ You love doing painting in your free time.
  - ♦ You enjoy taking part in extempore.
  - ♦ You love to go out with your friends.
- **Set and Focus on Your Goals:** Consider what you want to achieve, set that as your goal, be focused with all your energy and hard work to achieve your goal. For example : my goal is to become a doctor
- **Develop a Plan to Achieve Your Goals:** With a plan you have a clear picture of how to get where you want to go, what it will take to get there, and how you'll find the motivation to keep driving forward. So planning a list of activities and setting timelines to achieve your goals is very important. For example, to become a doctor I have to study hard and get good grades. Also after school attend coaching to clear my competitive exams to get into medical college.
- **Stay Loyal to Your Goals:** Hard work, constant dedication will help you stay loyal to your goals.



Achieving something never comes easy and requires a lot of struggle to make it to the milestone. For example, if I don't clear my entrance, I will try again next year with full dedication and hard work because I have to fulfill my dream of becoming a doctor.

## Self-Regulation

Self-regulation is the ability to keep your emotions and your behavior in check and think reasonably before putting it into action. It leads to responsible and value driven behaviour by keeping in mind the long term consequences of your uncontrolled behaviour. It has been proven through research that self-regulation in children works as an important predictor of their academic abilities.

Self-regulation helps you:

- Manage your energy levels.
- Understand your emotions and behaviour.
- Balance your thoughts and emotions.
- Understand your long term goals.
- React in a positive way in difficult circumstances.
- To be happier by controlling your emotions.



## TIME MANAGEMENT AND ITS IMPORTANCE

Time management is the ability to utilise your time effectively so that you are able to do the required task at an appropriate time. It helps you focus better on important tasks, which leads to better efficiency. It gives you a feel that you are never running against time. You are able to finish your work with less effort and make the most of the limited time you've got.

Understanding the importance of time management and making it a part of your lives will help you to:

- Finish your work on time.
- Not waste time doing unwanted things.
- Put efforts to achieve them.
- Make short term goals.
- Measure your goals.

## Four Steps for Effective Time Management

Manage your time wisely to be in tune with the pace of your studies and your classes in school. If you follow four steps for effective time management then this will help you achieve your short term goals and long term goals in life.

- **Organise:** Systematic arrangement in your work will help you save time in looking for misplaced things. It is always a pleasure to work with no clutter on the desk at all times. This will help you track your data and work related to it in an organised manner. Some people are born with this skill and some have to put an effort to plan day to day activities to avoid last minute hassle.
- **Prioritise:** Everything cannot be important at the same time. So arrange your list of work in the order of their importance. This will align your work well and will bring confidence in your performance. Write down the deadlines for projects, or for tasks that are part of completing the overall project. Check your submission deadlines and start working on the assignment whose deadline is close.
- **Control:** Having control of your time spent on different types of activities will help you live the life of your choice. If you plan your day well it will improve your productivity. Do not waste time on things which are of no importance and will mislead you from achieving your day to day targets.
- **Track:** Keep a track of your time you spend in your daily life. This way you will waste less time on unwanted activities. You will be able to analyse the level of achieving your short term and long term goals at the end of the day.

Tips for Practicing the Four Steps for Effective Time Management are:

- Plan your activities to avoid any delay or postponement of assigned tasks.
- Organise your work. Keep your desk clean. Put everything in place at home and in school. Put the books back on the shelves.
- Find a place with minimum disturbance so that you are able to complete your assigned tasks.
- Make a reasonable 'To do' list.
- Prioritize your task based on its importance.
- Spend your time efficiently.
- Look for activities that save you from waiting time on insignificant activities.



## REVISIT

- ▶ Self management skills help you stay on track and create a path of success for yourself.
- ▶ Stress is a short term or long-term response of the body due to physical, emotional or psychological changes in us.
- ▶ Stress Management is a method or a technique used to make changes in your lifestyle, thoughts, emotions that help you relax your mind and body to minimise the effects of stress.
- ▶ Working independently is the ability of a person to work with full efficiency on assigned tasks without any interference or supervision.
- ▶ Conscious knowledge of your own understanding, beliefs, character and behaviour is called self-awareness.
- ▶ Self-motivation is the force that drives you to do things to achieve your goals.
- ▶ Self-regulation is the ability to keep your emotions and your behavior in check and think reasonably before putting it into action.

## Exercise



### Solved

#### SECTION A (Objective Type Questions)

##### A. Choose the correct option.

1. Which one of the following is a sign of good stress?  
 a. Excited                      b. Pain in body                      c. Fever                      d. Irritating nature
2. Why does a good sleep plays an important role?  
 a. Spend quality time with family                      b. Rejuvenates body  
 c. Motivates you                      d. All of these
3. The self-management skills of an employee are very important at the workplace to acquire \_\_\_\_\_ .  
 a. Driving skill                      b. Maintenance skill                      c. Self-confidence                      d. Physical strength
4. Which one of the following is increased by healthy eating and physical activities which are extremely important in self-management skills?  
 a. Mind and body power                      b. Weight                      c. Speaking power                      d. Driving skill
5. Which one of the following you should look for in every move you take in life?  
 a. Positive Thought                      b. Negative thought                      c. Stress                      d. Emotional dis-balance
6. Which of the following are types of motivation?  
 a. Internal                      b. Intermediate                      c. External                      d. both a and c
7. What comes naturally without efforts?  
 a. Ability                      b. Interest                      c. Painting                      d. Reading
8. Which is not correct for working independently?  
 a. Self-awareness                      b. Self-motivation                      c. Self-regulation                      d. Self-support
9. Which one of the following self-motivation helps you in?  
 a. To be dependent on others                      b. To care for others  
 c. To help others                      d. To improve your quality of life
10. Extrinsic Motivation is reward in terms of:  
 a. Money                      b. Post                      c. Punishment                      d. All of these

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

##### B. Fill in the blanks.

1. \_\_\_\_\_ is an art of managing your thoughts, feelings, and actions that helps you achieve your goals in life.
2. Response of the body due to physical, emotional or psychological changes in us is called \_\_\_\_\_ .



3. \_\_\_\_\_ is an important sign of stress in our body.
4. \_\_\_\_\_ is an important stress management technique.
5. Meditation is an age-old practice that produces a deep state of \_\_\_\_\_.
6. \_\_\_\_\_ is the ability of a person to work with full efficiency.
7. Your \_\_\_\_\_ about yourself will shape your personality.
8. \_\_\_\_\_ are also sometimes associated with pain, trauma, and negative emotions.
9. Your \_\_\_\_\_ helps you give more attention to your passions.
10. \_\_\_\_\_ provides you a direction to develop your habits and skills.

**Ans.** 1. Self-management skills      2. Stress      3. Loss of appetite      4. Time management  
 5. relaxation      6. Working independently      7. opinions      8. Weaknesses  
 9. strengths      10. Interests

**C. State whether these statements are true or false:**

1. Self-management skills teaches you how to handle stressful situations in life. \_\_\_\_\_
2. We can have good stress or bad stress. \_\_\_\_\_
3. Bad stress is good for health. \_\_\_\_\_
4. Yoga is not needed to relieve your stress. \_\_\_\_\_
5. Vacationing with loved ones is always good for health. \_\_\_\_\_
6. Every person is blessed with some ability that gives him power to exist independently. \_\_\_\_\_
7. Self-regulation is not important for good time management. \_\_\_\_\_
8. To realise your own abilities it is important to work independently. \_\_\_\_\_
9. It is not necessary to set up the pace of your assigned task. \_\_\_\_\_
10. A person should have the ability to learn continuously. \_\_\_\_\_

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

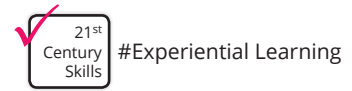
**SECTION B (Subjective Type Questions)**

**A. Short answer type questions:**

1. How can we enhance the ability to work independently?  
**Ans.** Ability to work independently can be enhanced by being self-aware, self-motivated and self regulated.
2. What are the factors that affect self-confidence?  
**Ans.** Following are the factors that affect self-confidence:
  - a. When we think we cannot do a particular work.
  - b. When we keep thinking of our past mistakes and feel bad about it.
  - c. When we do not put effort into learning new things.
  - d. When we expect to be successful at the first attempt itself and give up on trying again.
  - e. When we get affected by negativity around us.
3. What do you understand by "Ability to work independently"?  
**Ans.** Abilities to work independently means that you believe in doing the job by yourself with minimum support and supervision from others. You have the ability to manage your own time, priorities, and resources to get the work completed.
4. What are the advantages of working independently?  
**Ans.** Following are the advantages of working independently:
  - Increased focus.
  - Making progress on assignments.
  - Working at your own pace.
  - Can work remotely.
  - Better job satisfaction.
5. How is Self-Awareness helpful in enhancing your ability to work independently?  
**Ans.** It helps you:
  - Improve your skills by recognizing your passion and your commitments in life.
  - Channelise your energy in your favour with full productivity.
  - Focus on your weakness.
  - By giving happiness with the credibility of your work.
  - Bringing good leadership qualities at the workplace.
  - Manage your emotions and behaviour to strengthen your relationships in personal and professional life.

**B. Long answer type questions:**

1. What is stress? Give an example.  
**Ans.** Stress is a short term or long-term response of the body due to physical, emotional or psychological changes in us. It triggers fight or flight response to handle different situations in our life. It can be due to illness, exam pressure, loss of job, fight with somebody, stage fear, public performance etc.
2. What is the need of stress management?  
**Ans.** Some of the basic need for stress management are:
  - To maintain good health.
  - To improve efficiency at home and in the professional place.
  - Balance your mood swings to maintain good mental health.
3. What are the three steps of stress management?  
**Ans.** Following are the steps of managing stress:
  - Know about yourself that you are stressed.
  - Figure out the root cause of stress.
  - Adapt stress management techniques.
4. How can healthy food be a good technique to manage stress?  
**Ans.** Eating healthy balanced food will reduce the negative impact of stress on your mind and body. Start your day with a good breakfast, do not skip your meals, avoid eating junk food, and drink lots and lots of water. Keeping these little things in mind will help your body function normally and plays an important role in reducing stress.
5. What are the steps to manage emotional intelligence at work?  
**Ans.** Following are the steps to manage emotional intelligence at work:
  - Understand Your Emotions: Observe your behaviour and note the things you need to work on. You can then work on the things you need to improve.
  - Rationalise: Do not take decisions abruptly; be rational in your thinking.
  - Practise: Do meditation and yoga to keep yourself calm.



**C. Competency-based/Application-based questions:**

1. Anaya was working on a project independently with 2 other subordinates. She has a lot of work to do but she has little time and she also needs to take care of the her family. Suggest what she should do in order to achieve her timeline.  
**Ans.** She should first communicate the project guidelines to her team and create an action plan according to her priorities to achieve the deadline.
2. Vimal works in the office because he has to repay his loan and look after his family he gets no satisfaction from his job. There is no chance of promotion either. What type of motivation does Vimal possess?  
**Ans.** External-motivation.



**SECTION A** (Objective Type Questions)

**A. Choose the correct option.**

1. What makes you complete work or studies without others cheering you? [NCERT]
  - a. Self-confidence
  - b. Communication
  - c. Self-motivation
  - d. Self-esteem
2. Sneha works hard to get the best speaker award in the school annual day event. What type of motivation is this?
  - a. Internal
  - b. External
  - c. Both internal and external
  - d. Not any specific type of motivation
3. What is intrinsic motivation?
  - a. Doing gardening
  - b. Reading books
  - c. Cooking in the kitchen
  - d. All of these
4. What is important for building self-motivation?
  - a. Finding your faults
  - b. Copying others
  - c. Focus on goals
  - d. Take it easy
5. Which of the following are types of motivation?
  - a. Internal
  - b. Intermediate
  - c. External
  - d. Both a and c
6. Ravi works hard to get the best student award at the end of year. What type of motivation is this? [NCERT]
  - a. Internal
  - b. External
  - c. Both internal and external
  - d. Not any specific type of motivation

**B. Fill in the blanks.**

1. \_\_\_\_\_ is a short term or long term response of the body.
2. \_\_\_\_\_ is an important symptom to show you are in stress.



3. Another word for good stress is \_\_\_\_\_ .
4. Stress causing agents related to money or unplanned saving \_\_\_\_\_ .
5. \_\_\_\_\_ relax the body and energize it at the same time.
6. Weakness is a \_\_\_\_\_ trait that brings unhappiness.
7. Your \_\_\_\_\_ and \_\_\_\_\_ will help you prioritize your activities.
8. \_\_\_\_\_ , \_\_\_\_\_ and \_\_\_\_\_ are the qualities to work independently.
9. To realise your own abilities it is important to work \_\_\_\_\_ .
10. \_\_\_\_\_ help you manage your own time, priorities, and resources to get the work completed.

**C. State whether these statements are true or false:**

1. Good stress keeps us lively and excited in life. \_\_\_\_\_
2. A good sleep helps you manage your stress. \_\_\_\_\_
3. Emotional intelligence mess up things when we are stressed and under pressure. \_\_\_\_\_
4. Negative stress can create mental and physical problems. \_\_\_\_\_
5. Different people react differently to stress. \_\_\_\_\_
6. You might choose to do things that society wants you to do. \_\_\_\_\_
7. Self awareness helps you focus on your weakness. \_\_\_\_\_
8. Your beliefs control your thoughts and feelings. \_\_\_\_\_
9. Strength is a negative trait. \_\_\_\_\_
10. Your weaknesses help you find out things which are difficult for you to do. \_\_\_\_\_


**SECTION B (Subjective Type Questions)**

**A. Short answer type questions:**

1. What is stress management? How do you manage your exam-related stress? Give two methods.
2. Explain the ABC of stress management?
3. Why is yoga practiced?
4. List five symptoms of stress in our body.
5. What are the advantages of self-regulation?

**B. Long answer type questions:**

1. Sometimes stress can be useful. Explain.
2. List your favorite stress management technique and elaborate why you find it the most effective. [NCERT]
3. Why is it important to be self-aware?
4. Compare internal and external motivation.
5. What is time management and how can you manage your time? [NCERT]
6. How can tracking your time help you?

 #Communication  
#Leadership & Responsibility

**C. Competency-based/Application-based questions:**

1. Neha is preparing a lecture for her students on self-motivation. Which skills should she highlight to help the students become self-motivated and take charge of their learning?
2. Do you judge yourself/your worth on other people's standards or expectations or your own views/performance?
3. Your friend Sohan is always stressed during exam time. He is a sincere and studious student, but the thought of exams creates anxiety in him. What are some stress management techniques that you would suggest to help him?
4. Tarun is preparing a lecture for her students on self-motivation, which skills should she highlight to help the students become self-motivated and take charge of their learning?

**Previous Years' Questions**

1. To perform well at work and life in general, you must be able to manage and improve yourself in various skills. Which of the following skills helps you to prioritize the things you have to do to remove waste and redundancy from work? [2022]
  - a. Responsibility
  - b. Time management
  - c. Self-awareness
  - d. Adaptability

- \_\_\_\_\_ refers to focusing human efforts for maintaining a healthy body and mind capable of better withstanding stressful situations. [2020]
- Having conscious knowledge of your own self, capabilities, feelings and one's own character is called as \_\_\_\_\_. [2020]
- List any two factors that affect self-confidence. [2020]
- Time management is the act of planning to stay organised that will result in increased \_\_\_\_\_ and \_\_\_\_\_. [2020]
- You are planning a day out with your friends. Make a list of at least 4 points which you will take care of to make your trip memorable. [2018]

### Video based question

21<sup>st</sup>  
Century  
Skills

#Media Literacy

Watch the video and answer the question.

Why is self-awareness important?

Scan the QR Code

LAB ACTIVITY

21<sup>st</sup>  
Century  
Skills

#Leadership & Responsibility  
#Creativity

- Make a group of five and take a project related to any topic assigned by the teacher. Write down in word processor file about your contribution in the project when working independently.
- Make a list of your short term and long-term goals to achieve the dream profession of your life.
- The teacher will facilitate these activities by showing you the e-learning module for this lesson via [http://www.psscive.ac.in/Employability\\_Skills.html](http://www.psscive.ac.in/Employability_Skills.html). The module will include videos and e-content for the above topics as well as detailed instructions for some activities below. [NCERT]

**Initial Thinking Activity**

- After watching the initial video in the e-learning lesson for this topic why do you think that Shyam was unable to complete his work?
- Also, watch the video on 'Becoming Self-motivated and Commitment' in the e-learning lesson and discuss how Nikhil motivated Sheela using the Hare and Tortoise story.  
Discuss your learnings in the class.

- Asking students to prepare a write-up/essay on word processor file about experiences during a holiday trip.

CLASS ACTIVITY

21<sup>st</sup>  
Century  
Skills

#Initiative  
#Flexibility

**Lets' Do It !!** [CBSE Handbook]

- Doing a yoga session/ meditation and discussing with students about their experiences.
- Asking students to present a talk on "what I Wish to become and what I do about it".
- Planning of an activity in groups for creating a plan for school fest/ any event in school/ class party and demonstrating how individual members contributed, discuss about the qualities required for working independently as well as in a team. Try to list out the qualities shown by all team members during accomplishment of the task.
- Make a list of your short term and long-term goals to achieve the dream profession of your life.



## 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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