Employability Skills

(Common Book for All Skill Education Subjects)

FULLMARKS

11
CBSE

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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–III

➢ **Learning Outcomes**
- Demonstrate knowledge of various methods of communication
- Identify specific communication styles
- Demonstrate basic writing skills

➢ **Theory**
- Methods of communication
  - Verbal   - Non-verbal   - Visual
- Communication styles- assertive, aggressive, passive-aggressive, submissive, etc.
- 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
- Observing and sharing communication styles of friends, teachers and family members and adapting the best practices
- Role plays on communication styles
- Demonstration and practice of writing sentences and paragraphs on topics related to the subject

Unit 2: Self-Management Skills–III

➢ **Learning Outcomes**
- Demonstrate impressive appearance and grooming
- Demonstrate team work skills
- Apply time management strategies and techniques

➢ **Theory**
- Describe the importance of dressing appropriately, looking decent and positive body language
- Describe the term grooming
- Prepare a personal grooming checklist
- Describe the techniques of self- exploration
- Describe the important factors that influence in team building
- Describe factors influencing team work
- Meaning and importance of time management – setting and prioritizing goals, creating a schedule, making lists of tasks, balancing work and leisure, using different optimization tools to break large tasks into smaller tasks.

➢ **Practical**
- Demonstration of impressive appearance and groomed personality
- Demonstration of the ability to self- explore
- Group discussion on qualities of a good team
- Group discussion on strategies that are adopted for team building and team work
- Game on time management
- Checklist preparation
- To-do-list preparation

Unit 3: Information and Communication Technology Skills–III

➢ **Learning Outcomes**
- Create a document on word processor
- Edit, save and print a document in word processor

➢ **Theory**
- Introduction to word processing
- Software packages for word processing
- Opening and exiting the word processor
- Creating a document
- Editing text
- Wrapping and aligning the text
- Font size, type and face
- Header and Footer
- Auto correct
- Numbering and bullet

- Creating table
- Find and replace
- Page numbering
- Printing document
- Saving a document in various formats

➢ **Practical**

- Demonstration and practice of the following:
  - ❖ Listing the features of word processing
  - ❖ Listing the software packages for word processing
  - ❖ Opening and exiting the word processor
  - ❖ Creating a document
- Demonstration and practicing the following:
  - ❖ Editing the text
  - ❖ Word wrapping and alignment
  - ❖ Changing font type, size and face
  - ❖ Inserting header and footer
  - ❖ Removing header and footer
- Using autocorrect option
- Insert page numbers and bullet
- Save and print a document

Unit 4: Entrepreneurial Skills–III

➢ **Learning Outcomes**

- Describe the significance of entrepreneurial values and attitude
- Demonstrate the knowledge of attitudinal changes required to become an entrepreneur

➢ **Theory**

- Values in general and entrepreneurial values
- Entrepreneurial value orientation with respect to innovativeness, independence, outstanding performance and respect for work
- Attitudes in general and entrepreneurial attitudes
- Using imagination/ intuition
- Tendency to take moderate risk
- Enjoying freedom of expression and action
- Looking for economic opportunities
- Believing that we can change the environment
- Analyzing situation and planning action
- Involving in activity

➢ **Practical**

- Listing of entrepreneurial values by the students.

- Group work on identification of entrepreneurial values and their roles after listing or reading 2-3 stories of successful entrepreneur.
- Exhibiting entrepreneurial values in ice breaking, rapport building, group work and home assignments.
- Preparing a list of factors that influence attitude in general and entrepreneurial attitude
- Demonstrating and identifying own entrepreneurial attitudes during the following micro lab activities like thematic appreciation test
- Preparing a short write-up on "who am I"
- Take up a product and suggest how its features can be improved
- Group activity for suggesting brand names, names of enterprises, etc.

Unit 5: Green Skills – III

➢ **Learning Outcomes**

- Describe importance of main sector of green economy
- Describe the major green Sectors/Areas and the role of various stakeholder in green economy

➢ **Theory**

- Main sectors of green economy- E-waste management, green transportation, renewal energy, green construction, water management
- Policy initiatives for greening economy in India
- Stakeholders in green economy
- Role of government and private agencies in greening cities, buildings, tourism, industry, transport, renewable energy, waste management, agriculture, water, forests and fisheries

➢ **Practical**

- Preparing a poster on any one of the sectors of green economy
- Writing a two-page essay on important initiatives taken in India for promoting green economy
- Preparing posters on green Sectors/Areas: cities, buildings, tourism, industry, transport, renewable energy, waste management, agriculture, water, forests and fisheries

Contents

COMMUNICATION SKILLS-III

Learning Outcomes

- Communication—An Introduction
- Factors Affecting Communication
- Communication Styles
- Parts of Speech
- Asking Questions
- Habits and Routines

- 7Cs of Communication
- Methods of Communication
- Basics of Pronunciation
- Greetings
- Discussing Family

You probably hear people talking about communication all the time. Everyone needs it and wants it, but what exactly is communication?

In this unit, we will learn about communication, methods of communication and different types of communication styles. Next, you will learn about basics of writing styles.

Communication—An Introduction

Communication is the 'sharing' of information between two or more people or within a group to achieve a common understanding. The word 'communication' comes from the Latin word 'communicare', which means to share. The ability to clearly communicate and share thoughts, feelings and ideas will help you in all your dealings with others. Speaking more than one language can help you communicate well with people around the world. Communication skills are required to:

- **Inform:** For example, announcing the latest assessment guidelines given by CBSE.
- **Influence:** For example, negotiating with a shopkeeper for a discount.
- **Express feelings:** For example, say that you are enthusiastic about your success or an assigned task.

The Communication Process

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

- **Sender:** Can be any person, group or an organisation that initiates the process of communication. The sender's knowledge, experiences and skills influence the quality of the message.
- **Ideas/Message:** This message can be in the form of an idea or any information a sender wishes to convey.
- **Encoding:** Sending a message in the form of text, signs, symbols or any other visual which the receiver has to decode to know its actual meaning.

Elements of Communication
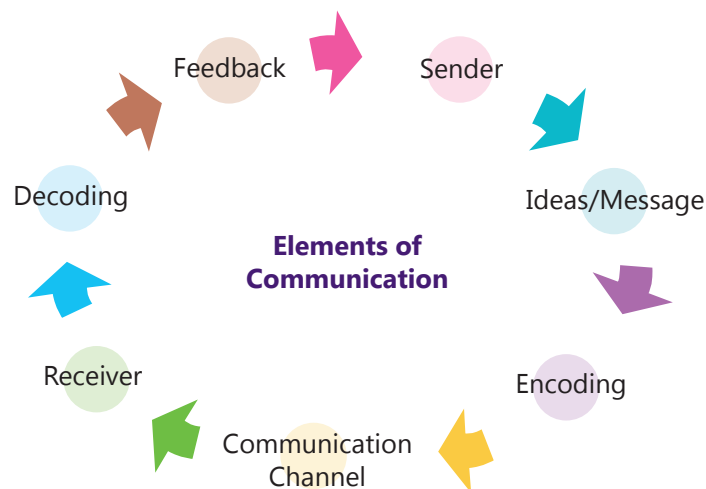
- **Communication Channel:** Is the medium used to deliver a message. So, now we can send messages through e-mail, voice mail, social websites, etc.
- **Receiver:** Can be any person, group or an organisation that interprets the message conveyed by a sender. Also a receiver needs to be smart enough to understand exact meaning of the message sent.
- **Decoding:** The receiver has to extract the meaning from the text, signs or symbols sent by the sender and find out its actual meaning.
- **Feedback:** It is the process in which the receiver and the sender are ensuring that they understood each other correctly.

7Cs of Communication

Communication is a two-way exchange of information, i.e. give and take. Speaking and writing to someone are examples of giving information. Reading and listening to someone are examples of taking information. Following the basic principles of professional communication skills will enable effective communication. Following are the 7Cs of effective communication:

Clear Avoid complex words & phrases	**Concise** Keep it to the point. Avoid filler words like 'basically', 'like', etc.	**Concrete** Be specific. Use facts & figures to support your message
Correct Use correct spellings, grammar and language	**Coherent** Use words that make sense. Stick to the main topic	**Complete** The message should contain all the information
	Courteous Be polite and respectful	

Factors Affecting Communication

There are several factors that affect communication too. Let's have a look at these.

Functional Relations

Positional Relations

Experience

Group Relations

Misunderstanding

Factors that Influence Communication

Educational Qualification

Hereditary Difference

Emotion & Feeling

Geographical Difference

Working Environment
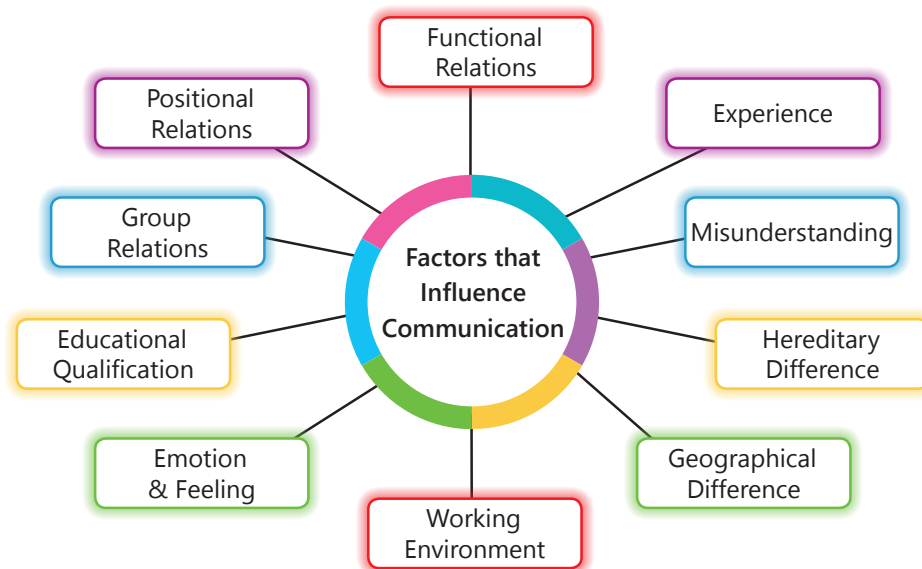
Methods of Communication

There are different methods of communication—Verbal, Non-verbal and Visual communication. Let us understand each one.

Verbal Communication

Verbal communication is the exchange of information using words. This is what most people use as a communication method. Verbal communication is important. If you don't use the right words, you'll be confused and you won't be able to convey your message. The types of verbal communication are:

- **Oral or Spoken Communication:** This type of communication takes place during face-to-face conversations, group discussions, telephone calls, and any other circumstances where spoken words are used to communicate your thoughts, present ideas and share information.
- **Written Communication:** It refers to the process of conveying your message through written language.

Advantages of Verbal Communication

Some of the advantages of verbal communication are:

- Saves a lot of time and money.
- This mode of communication is convenient to use since it is quick in obtaining feedback from receiver.

- In case of written communication, the information conveyed can be saved for future use such as for production of evidence.
- Good oratory skills are very useful for persuasion or for convincing especially in marketing business.

Disadvantages of Verbal Communication

Some of the disadvantages of verbal communication are:
- Verbal Communication becomes very difficult incase of language barrier or noise between sender and receiver.
- Incase of oral communication, long messages are difficult to memorise and it might become confusing. Although written communication may overcome this problem but it might become boring incase of long piece of text.
- It is necessary to think before you speak since words once spoken cannot be taken back. This might hurt sentiments of others.

Non-Verbal Communication

Non-verbal communication is the transmission of a message without using words. We send signals and messages to others through our expressions, gestures and body posture.

Advantages of Non-verbal Communication

Some of the advantages of non-verbal communication are:
- Non-verbal communication makes our message stronger.
- Proper gestures and postures help us work professionally.
- You can make your message more effective by using the correct gestures when speaking.
- Knowledge of non-verbal communication helps us understand the reaction of our audience and adapt our behaviour and communication accordingly.
- If the verbal message is blocked by noise, distance, etc., you can use the hand gesture to exchange the message.

Disadvantages of Non-verbal Communication

Some of the disadvantages of non-verbal communication are:
- Lack of formality
- Ambiguity
- Culture oriented
- Long conversations are not possible
- No explanation of messages

Brainy Fact

- We can tell a true smile, also called a Duchenne smile, from a fake by looking at a person's eyes.
- In the United States, it's normal to smile at a stranger; it is seen as a warm and welcoming sign. However, in India, this practice is not followed.

Visual Communication

Another important method of communication is visual communication, which involves sending and understanding the message through images or pictures alone. The main advantage of this type of communication is that you don't need to know a particular language to understand it. It's simple, easy to understand and stays the same in different locations. Examples of visual communication include charts & graphs, signs, movies, etc.
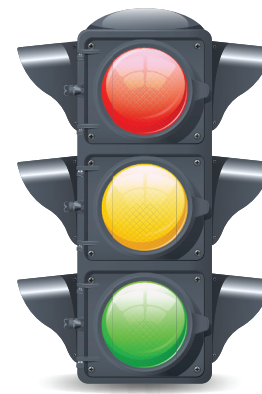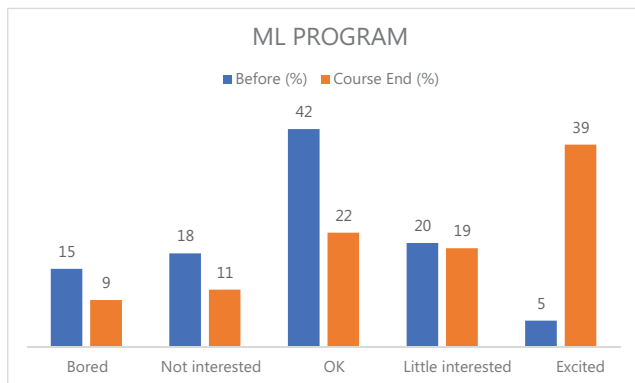
Advantages of Visual Communication

- Visual information immediately catches attention of audience.
- Visual communication increases the credibility of the message since "seeing is believing".
- Visual communication is free from language and cultural barriers. Therefore, it is effective for a diverse audience.
- Visual communication is easy to interpret and present since pictorial representation of data is easy to convey.

Disadvantages of Visual Communication

Some of the disadvantages of visual communication are:

- Methods of communication are costly.
- Sometime visual presentation of information becomes complex.
- This method of communication is considered as an incomplete method.

Task

Write a persuasive essay discussing the importance of environmental conservation and its impact on future generations.

_____

_____

Communication Styles

A 'style' of communication includes verbal as well as non-verbal skills. If you use the correct communication style, your communication will be more effective because others can clearly understand your words and answer you better. There are mainly four styles of communication:

Passive/Submissive	Passive Aggressive
Emotionally dishonest, indirect, denies self needs	Emotionally dishonest, self-enhancing at others' expense

Aggressive	Assertive
Inappropriately honest, blaming, attacking	Appropriately honest, expressive, self-confident
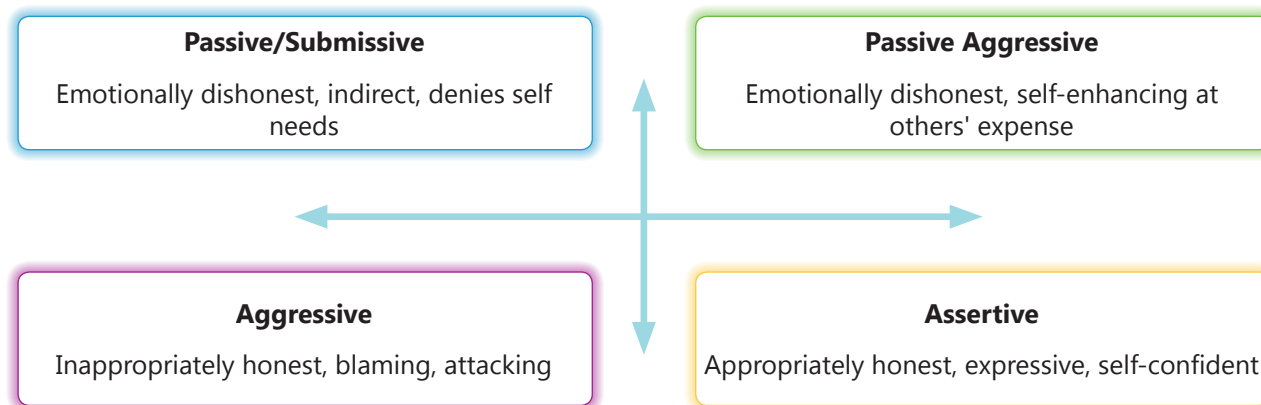
Let us learn bout them in detail.

Passive/Submissive Communication

This communication style is mostly practiced by introvert people. This involves:
- Being submissive and not expressing your opinion so as to avoid conflict.
- Staying quiet despite being criticised.
- Being apologetic even when not at fault.
- Uncomfortable body language depicting lack of confidence.

There are various **disadvantages** of being passive:
- Projects lack of confidence and self-esteem.
- Causes frustration and anxiety in the long run.
- Fail to express their feelings.
- Exhibits poor body language and no eye contact.

Aggressive Communication

This communication style involves:
- Using strong language and being hurtful to others.
- Blaming and not accepting your faults.
- Controlling and dominating others.
- Not caring for other's views and being disrespectful.

There are various **disadvantages** of being aggressive:
- Makes you verbally or physically abusive.
- Makes you intimidating and rude person.
- Prevents you from becoming mature, understanding and amiable person.
- You fail to listen to others, this breaks communication.

Passive Aggressive Communication

This communication style involves acting passive on the surface while showing aggression in a subtle way. Characteristics of such a communication style are:
- Muttering to oneself rather than telling or sharing the issue.
- Appearing sweet on the outside whereas in reality being resentful.
- Trying to get your own way without taking responsibility.
- Being sarcastic and untruthful.
- Your body language and facial expressions don't match with what you want to portray. Example, smiling despite being angry.

There are various **disadvantages** of being passively aggressive:
- Eventually not getting the desired results from your communication since real issues are never addressed.
- Struggle to voice your opinions despite being aware of them.
- Constant suppression of true emotions, thus feeling persistent unhappiness.

Assertive Communication

As you can see from the above figure, being assertive is the most effective communication style. This involves:
- Expressing your opinion and desires without ignoring others,
- Giving others due respect,
- Accepting others' opinions,
- Discovering a balance between your needs and others' needs.

There are various **advantages** to being assertive:
- Builds confidence and self-esteem,
- Prevents you from doing or saying something that you might regret later,
- Makes you and others feel optimistic,
- Makes it easy for you to help everyone express their thoughts,
- Enhances confidence and makes you a better communicator.

Practicing Assertive Communication

Assertiveness means effective communication. It's not just about using the right words; it's about making sure your body language conveys the right message. The central part of assertiveness is positive thinking. A self-confident person who believes in himself uses positive language, seeks positive results and respects the opinions of others. The following are tips you can use to increase your self-esteem and improve the image you are portraying and the language you use.

Ways to be Assertive

Take responsibility for your actions	Be an attentive listener	Don't be afraid to take a chance	Unknown needs
Learn to say 'NO	Ask for what you want	Listen to your intuition	Stand up for yourself
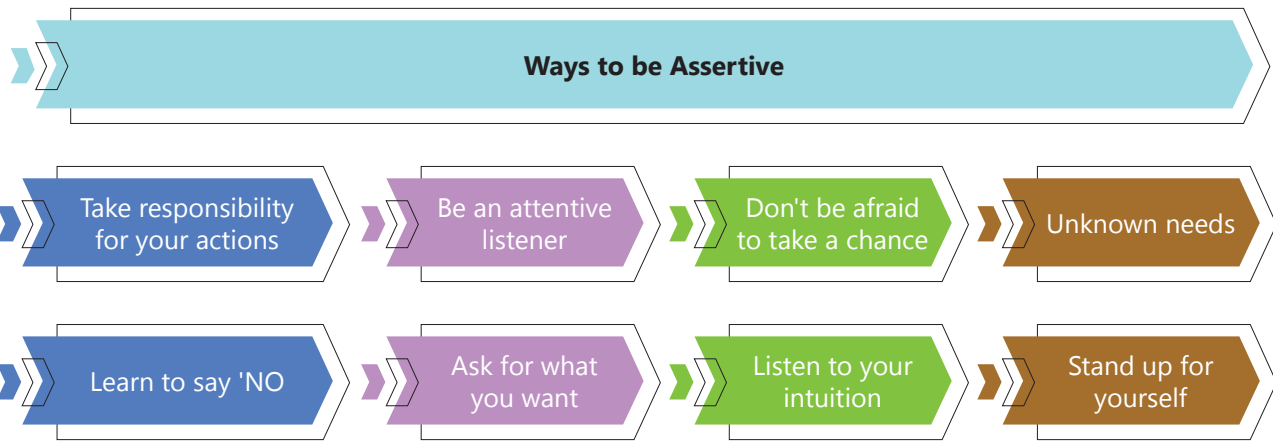
Learning to say 'NO'

One of the most important ways of being assertive is to learn to say 'NO' without offending the other person. Have you ever encountered a situation where you wanted to say 'No' but didn't do so, as you didn't want to sound rude or upset the other person? It is often difficult to say no to family, friends, colleagues, and bosses. This may be because of a variety of reasons:

- You may not want to annoy or offend the other person.
- You may not want to enter into an argument.
- You may fear being excluded from the group or team.

However, in many cases, it is important to learn to say 'NO'. Let us learn the steps of saying NO by using the '**AEIOU**' Model.

A-**Ask** questions about the importance of the task
E-**Express** your feelings. Be polite
I-**Inform** the other person your reasons for saying 'NO'
O-**Offer** other options
U-Reach a mutual **understanding**

Task

Play "Feelings Charades" game

Simply follow these steps:

- Make a list of various emotions on small pieces of paper.
- Fold the pieces of paper and drop them in a bowl or hat.
- One student should choose a piece of paper and act out the feeling without saying anything.
- The other participants must guess which emotion is being expressed.

Basics of Pronunciation

Pronunciation is how you say a word of a language. If we do not say (or pronounce) words correctly, others may not understand what we are saying. To communicate well when you speak, you must know how to pronounce words correctly. Using correct pronunciations of words will help you express yourself clearly and confidently. It will also help others to understand your words easily.

Phonetics

Phonetics is the study of human sounds and phonology is the systematic classification of sounds in one or more specific languages. Sounds can be divided into consonants and vowels. The first can be characterized by 1) place, 2) mode of pronunciation and 3) voice. The English alphabet has 26 letters from A to Z. However, each of these letters can be pronounced differently in different words. We write words in English language using 26 letters. However, while speaking English, more than 26 sounds are used. For this reason, the spelling of a word does not always match its pronunciation. Let us understand the sounds we use. All English words are made of three basic types of sounds—vowels, Diphthongs (combination sound of two vowels) and consonants. Let us see some examples:

vowel	diphthongs	consonants
sit	count	think
cat	cheer	pull

▶ Video Session

Scan the QR code or visit the following link to watch the video: 44 sounds in English alphabet | 44 phonemes | how to pronounce all English sounds | 44 phonics sound
https://www.youtube.com/watch?v=41m-igTNUkE

After watching the video, answer the following questions:

1. What are the different types of vowel sounds? Write their names.

    _____

    _____

    _____

2. What is the difference between consonants and diagraphs sounds?

    _____

    _____

    _____

Parts of Speech

The various words that we use in sentences are parts of speech. Let us look at the different parts of speech.

Parts of Speech	Purpose	Example	Sentence
Noun	name of person, place, or thing	mouse, Paris	The **mouse** ran up the **tree**. I am going to **Paris**.
Verb	action/doing words	crying, ran	The baby was **crying**. The dog **ran** after the cat.
Adjective	describes a noun	caring, big	The **caring** sister rocked the baby's cradle. I have a **big** house.
Adverb	describes the verb, adjective, or another adverb	loudly, quickly	He was snoring **loudly**. My cat drinks milk **quickly**.
Pronoun	replaces the noun	she, he, it, you	**He** is quite clever. **You** should not cry.

Along with the above main parts of speech, there are several words that support them. These are:

Parts of Speech	Example	Sentence
Articles	a, an, the	I ate **an** apple yesterday. **The** bus is late.
Conjunctions	connecting words—because, and, but, so	I was hungry, **so** I ate the apple.
Prepositions	show relation between words—of, between, for	The baby cried **for** a long time.
Interjections	words express strong emotions—alas, wow	**Wow!** What a beautiful necklace.

Sentences
A sentence is a group of words that make complete sense.

Parts of a Sentence
A sentence has different parts as shown below:

The cat	drinks	milk
Subject – the person or thing performing the action.	**Verb** – expresses what the action is.	**Object** – the receiver of the action.
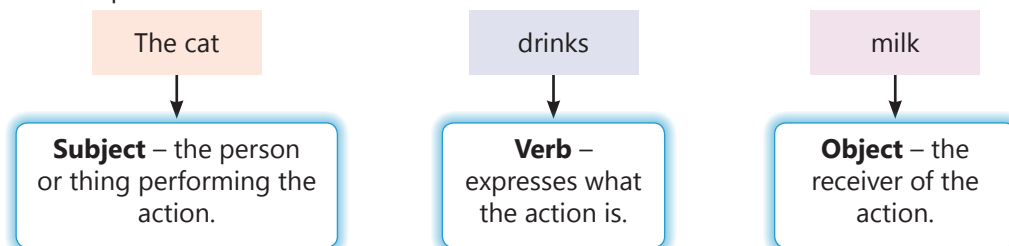
Phrase
A phrase is a set of words that operates as a single element of speech in a sentence. A phrase lacks a subject and a verb. You use phrases in your writing to:
- Describe to add more detail.
- Make your meaning clearer.
- Include extra details.

Examples:

To sleep late on Sunday
with blue strings
eating slowly

The meaning of a phrase is not always clear from the meaning of the individual words that comprise it. Phrases can be nouns, verbs, adjectives, or adverbs.

Rules and Points to Remember When Using Phrases

When utilizing phrases, there are a few things to keep in mind:
- Phrases are only a part of a sentence and cannot stand on their own.
- When taken out of context, they do not provide a whole meaning.
- They are mainly employed to offer additional information about a sentence's subject, object, or other components.
- A sentence can contain multiple phrases.
- Make certain that the term clarifies your sentence rather than simply adding information to it.

Task

Check you understanding by underlining the phrases in the following:
1. Aryan was playing games on his mobile.
2. The girl, in the blue dress, is my cousin.
3. We found an unowned car parked in front of our office.
4. That little girl is my friend's sister.
5. Arti found a white, furry rabbit in her backyard.

Types of Objects

The object in a sentence can be either direct or indirect. Let us understand both.

Direct object	• a noun or pronoun receiving the action
	• generally preceded by the verb
	• does not depend on the indirect object
Indirect Object	• a noun/pronoun that receives the direct object
	• generally preceded by prepositions
	• depends on the direct object

Let us understand using an example:

My brother gave new shoes to his friend.

Direct object   **Indirect object**
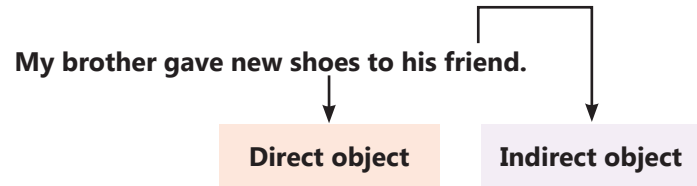
Reboot

1. Name any 3 Cs of effective communication.
   _____

2. _____ and _____ are two types of Verbal Communication.   (Fill in the blanks.)
3. You can make your message more effective by using the correct gestures when speaking.
   (State True or False)
4. Identify the subject and object in the following sentences:
   a. Tara opened the umbrella as it was raining.
   b. Manisha is buying a new car.
   _____
   _____

5. Identify the direct and indirect objects in the following sentences:
   a. Dad bought Mansi a new toy.
   b. The nurse read the patient a book at the hospital.
   _____
   _____

Kinds of Sentences—Active and Passive

We use both active and passive sentences while speaking. How to distinguish between the two?

Active Sentence
Subject + verb + object
The subject performs the action on the object.
Example: I sold the car.
Gargi painted the house.

Passive Sentence
Object + verb + subject
The subject is being acted upon.
Example: The car was sold by me.
The house was painted by Gargi.
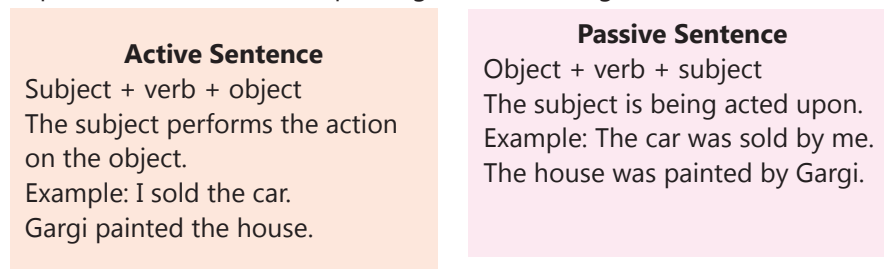
Sentences are also categorised based on purpose as follows:

Declarative Sentences
Factual Statements

Interrogative Sentences
Used to ask questions

Imperative Sentences
Used to give commands or instructions

Exclamatory Sentences
Used to express a strong emotion
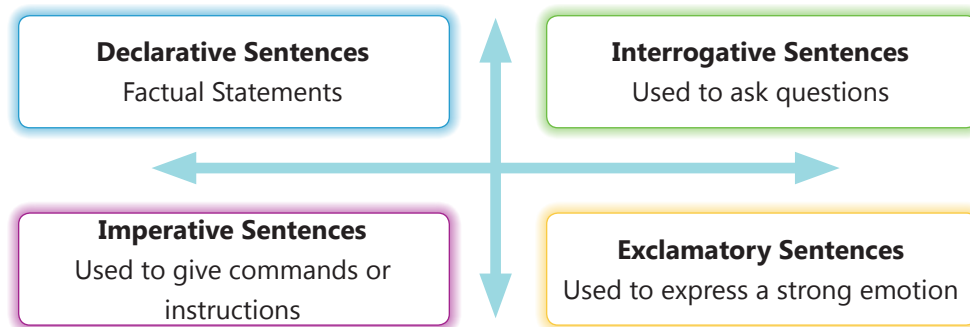
Examples:
Declarative Sentences
- We own a parrot.
- I studied during the day so that I could party later.

Interrogative Sentences
- Have you read this book?
- Why are you so quiet?

Imperative Sentences
- Wash your dirty clothes.
- Feed the dog.

Exclamatory Sentences
- Your dog is so big!
- Alas! We lost the game.

Paragraph

A group of sentences forms a paragraph. A paragraph works around a common idea. If you want to write for another idea, create a new paragraph. For example, if you're writing about colleges, the first paragraph may contain sentences referring to names, locations, and other details about different colleges in a particular city. In the next paragraph, you can describe what you like about a particular college.

Construction of a Paragraph

A paragraph is composed of three parts:
- **Topic sentence:** The paragraph's first phrase, which establishes the primary concept
- **Development and assistance:** Sentences that expand on the fundamental topic
- **Conclusion:** The paragraph's final sentence

To help you write a simple paragraph, here are a few tips:
- Select a primary point for the paragraph.
- Make a topic sentence.
- Explain the central idea
- Give examples
- Describe the examples
- Finish the paragraph.

Example: Write a paragraph on your favourite cartoon character.

Pikachu is the most awesome Pokémon ever! It's this adorable yellow electric mouse with rosy cheeks. What's more, guess what? It can zap other Pokémon with its powerful Thunderbolt attack - like, electricity powers! Pikachu is my Pokémon BFF, always eager to battle and have a good time. It's not big, but it has a lot of guts and never quits. The way Pikachu says "Pika Pika" is absolutely the cutest! It's shown in cartoons and video games, and anytime I see Pikachu, I feel transported to another world. Pikachu is really amazing!

Greetings

There are many ways to greet when you meet someone. Greetings differ when you meet your colleagues at work or meet friends. Similarly, there are many ways to say goodbye when leaving for the day. Greeting also depends on who we are talking to and even the time of the day. Overall, greetings help us start a nice conversation.

Types of Greetings

There are two methods of greetings as follows:

Formal Greetings: You formally greet someone if you do not know the person. It is used to greet an elderly person, or people with whom we have a formal relationship such as a teacher or a client. This is used more often in schools, colleges, offices, meetings, etc.

Informal Greetings: Informal greetings are used when you are talking to friends, family or when you know the person very well.

FORMAL	INFORMAL
☞ How are you?	☞ Hi!
☞ Good Morning	☞ Hey!
☞ Afternoon	☞ What's up?
☞ What are you doing?	☞ What's New?
☞ It's nice to meet you.	☞ What's going on?
☞ How are you doing?	☞ How is it going?
☞ It's nice to meet you.	☞ What's up?
☞ How are you doing?	☞ How is everything?
☞ Nice to meet you	☞ How's life?
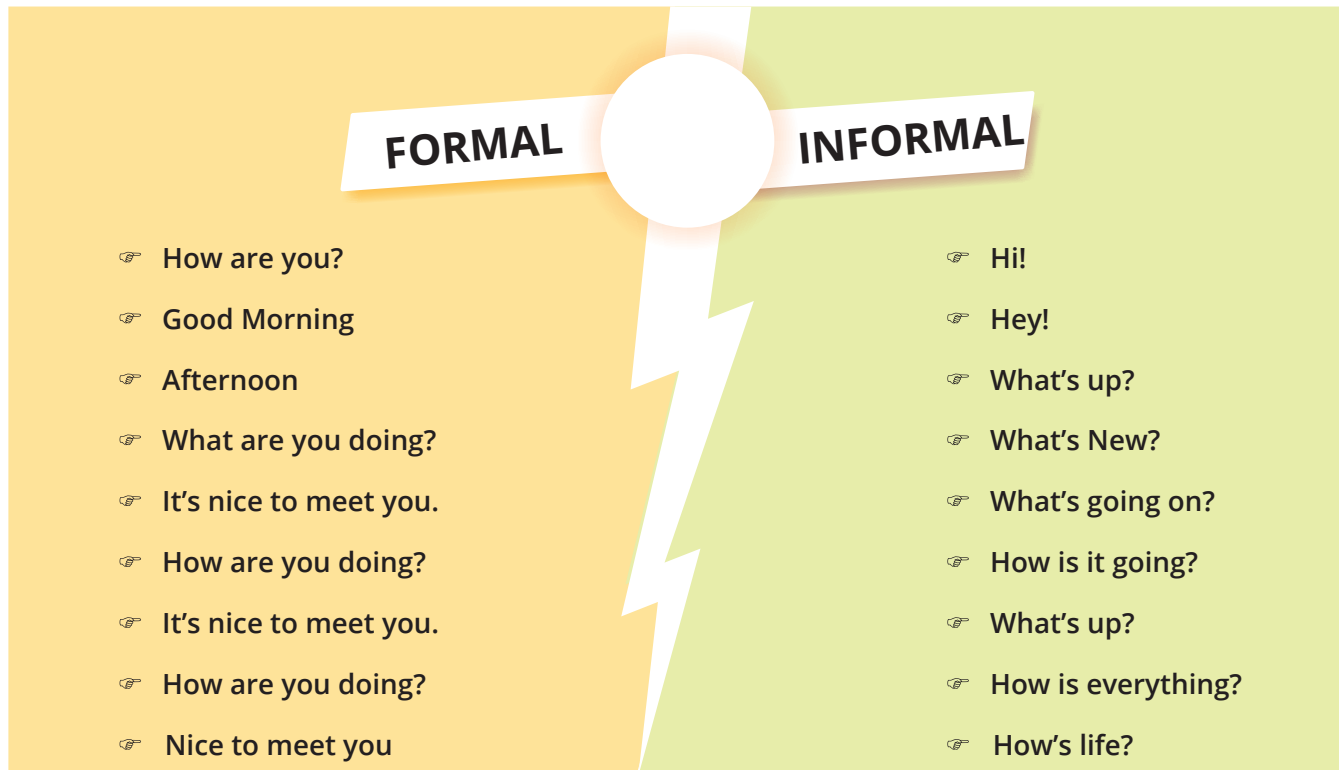
Introducing Yourself—Talking about 'Self'

When you first meet someone, they might want to know more about you. You will need to "introduce yourself" by telling them about yourself. You usually start by saying your name. Then you can talk about other things, such as what you do, your age, where you live, or even things or activities that you like or dislike. For all these sentences, you will use nouns and verbs.

Brainy Fact

In New Zealand, people greet each other by pressing their noses (and sometimes forehead). This is referred to as "sharing of breath" by New Zealand's indigenous Mori people. The greeting represents the sacred reception of a visitor into Mori culture and is used during *powhiri* (Mori welcoming ceremonies), though the honour is not offered to everyone.

Asking Questions

A question is a phrase or word that asks for information or is used to test someone's knowledge. We always use a question mark (?) at the end of questions. In our daily interactions with other people, we often have to ask questions to get information. Asking the right questions can help us get the information we want.

Questions that can be answered with 'Yes' or 'No' are called **closed questions**. This is because response options are limited or closed. For example, when we asked, "Are you hungry?", the answer can be 'Yes' or 'No'.

Sometimes when we ask a question, we expect a more detailed answer. For example, when we ask, "What do you want to eat?", the answer could be: "I want to eat a mango". These are called **open questions** because their answer options are neither limited nor closed.

Closed Questions   ## Open Questions

?   **?**   **?**   **?**

Objective   **Objective**   **Subjective**   **Speculative**
questions: **questions:**   **questions:**   **questions:**
To confirm facts   *To get facts*   *To get*   *For creative*
                                                  perspectives   *potential*

You can create a closed question by adding auxiliary verbs such as 'be', 'do', 'have', etc.. These give additional information such as time and mood. There are also other auxiliary verbs (called modal verbs) such as 'can', 'may', 'should', etc. which indicate the potential or need. One way to create a closed question is to take a sentence that does not contain the words above and put those words before the subject. For example, "Do you like eating ice cream?"

Some examples of close-ended questions with helping verbs are:
* She cooks lunch.   Does she cook lunch?
* He can draw a cartoon.   Can he draw a cartoon?

In some cases, the subject and verb positions in the sentence are swapped to create a closed question. You can use the above given method for sentences that already have auxiliary verbs. Examples:

They were sweeping the floor.   Were they sweeping the floor?
You can work with me.   Can you work with me?

Similarly, some questions are said to be open because the answer options are not restricted or closed. They need to be answered with more information than simply saying 'yes' or 'no'. You can create an open question using interrogative words, such as what, why, who, how, when, and where.

Open-ended questions	**Answer**
What did you do in the morning?	I went to school.
How did you travel?	I travelled by metro.

Discussing Family

How large or small is your family? What if someone asks about your family? Can you introduce all members of your family in English? Learn some words to help you introduce your family and how you relate to them.

In English,
* Mother's parents are called maternal grandparents (grandfather and grandmother).
* Father's parents are called paternal grandparents (grandfather and grandmother).
* Father's or mother's sister is called aunt.
* Father's or mother's brother is called uncle.
* All children of your aunt and uncle are called cousins.
* Members of the husband's or wife's family are referred to as 'in-laws'. For example, husband's brother and sister would be his wife's brother-in-law and sister-in-law respectively.
* Similarly, the wife's brother and sister would be brother-in-law and sister-in-law of her husband respectively.

Recall that the words that describe a noun or pronoun are called adjectives. The type of adjective that describes relationships or properties is called possessive adjectives. Possessive adjectives can be used to indicate the relationship between things and their owners. Examples:
* **My** skirt is blue.
* **Her** cat drank the milk.
* **Mr. Verma's** car broke down.

Observe these lines as Sonali talks about her family. Notice the relation words that have been underlined.

My name is Sonali. I have a large family. My mother is a banker. My father works in an IT company. My elder sister's name is Sonal and my younger brother's name is Aryan. I have two aunts and one uncle. Our grandparents stay in Mumbai. I love visiting them during the holidays. They have a dog named Bob.

Habits and Routines

Habits are the practices we follow, especially those that are very difficult to break or give up. For example, if you use the same road to travel to the office every day, then it is your habit.

A routine is a regular and orderly way to perform an activity at a set time. There are several phrases you can use to describe your routine. Some words like daily, normal (or general), always, sometimes, never, etc. can be used to describe our habits and routines.

At a Glance

- Communication is the 'sharing' of information between two or more people or within a group to achieve a common understanding.
- The ability to clearly communicate and share thoughts, feelings and ideas will help you in all your dealings with others.
- Communication is a two-way exchange of information, i.e. give and take.
- Speaking and writing to someone are examples of giving information.
- Reading and listening to someone are examples of taking in information.
- Verbal communication is the exchange of information using words.
- Verbal communication is of two types—Oral and written communication.
- Oral or Spoken Communication takes place during face-to-face conversations, group discussions, telephone calls, and any other circumstances where spoken words are used to express meaning.
- Written Communication refers to the process of conveying your message through written language.
- Nonverbal communication is the transmission of a message without using words. We send signals and messages to others through our expressions, gestures and body posture.
- Visual communication involves sending and understanding the message through images or pictures alone.
- To communicate well when you speak, you must know how to pronounce words correctly.
- A 'style' of communication includes verbal as well as non-verbal skills.
- Being assertive is the most effective communication style that involves expressing your opinion and desires without ignoring others or yourself.
- A self-confident person who believes in himself uses positive language, seeks positive results and positively respects the opinions of others.
- A sentence is a group of words that make complete sense.
- The various words that we use in sentences are parts of speech.
- A group of sentences forms a paragraph.
- A question is a phrase or word that asks for information or is used to test someone's knowledge.
- Questions can be closed or open-ended.
- The type of adjective that describes relationships or properties is called possessive adjectives.
- Possessive adjectives can be used to indicate the relationship between people and the owners of things.
- Habits are the practices we follow, especially those that are very difficult to break or give up.

Exercise

Solved Questions

SECTION A (Objective Type Questions)

Quiz

A. Tick (✓) the correct option.

1. Which of the following is definition of open questions?
   - a. Questions that lead to other questions ⃝
   - b. Questions that do not have answers ⃝
   - c. Questions with yes or no answers ⃝
   - d. Questions whose answers are not limited ⃝

2. Which of these is the correct way to convert the sentence "You are dancing" into a question?
   - a. You are dancing? ⃝
   - b. Dancing are you? ⃝
   - c. Are you dancing? ⃝
   - d. Dancing you are? ⃝

3. _____ greetings are used when you do not know the person.
   - a. Formal ⃝
   - b. Informal ⃝
   - c. Both of these ⃝
   - d. None of these ⃝

4. Which of these is NOT an example of oral communication?
   - a. group discussion ⃝
   - b. telephone call ⃝
   - c. video conferencing ⃝
   - d. Email ⃝

5. Which sentence out of the following is in Active voice?
   - a. The watch was repaired by Raj ⃝
   - b. The assignment was completed by Sheetal ⃝
   - c. Aarav ate five burgers ⃝
   - d. The room will be cleaned by me every morning ⃝

6. Identify the direct and indirect objects in the sentence "The teacher gave Khushi a chocolate".
   - a. Direct object – teacher, indirect object – chocolate ⃝
   - b. Direct object – chocolate, indirect object – Khushi ⃝
   - c. Direct object – Khushi, indirect object – gave ⃝
   - d. Direct object – Khushi, indirect object – chocolate ⃝

7. In the sentence "My grandmother gave me a precious coin", which of the following is an adjective?
   - a. grandmother ⃝
   - b. coin ⃝
   - c. gave ⃝
   - d. precious ⃝

8. One of the significant ways of being _____ is learning to say 'no' without upsetting others.
   - a. passive ⃝
   - b. assertive ⃝
   - c. passive-aggressive ⃝
   - d. aggressive ⃝

9. Which of these is a sign of good listening skills?
   - a. Staring hard ⃝
   - b. Nodding while listening ⃝
   - c. Furrowed forehead ⃝
   - d. Looking around the room ⃝

10. In the sentence "The teenager went indoors", which of the following is an adverb?
    - a. indoors ⃝
    - b. teenager ⃝
    - c. went ⃝
    - d. The ⃝

11. What is the purpose of communication?   [NCERT]
    - a. Inform (tell someone about something) ⃝
    - b. Influence (get someone to do something you want) ⃝

c.   Share thoughts, ideas, feelings

d.   All of the above

12.   Which of the following method is used to receive information from the sender?   [NCERT]

a.   Listening   b.   Speaking

c.   Telling   d.   Writing

B.   Fill in the blanks.

1.   We should use ＿＿＿＿＿＿ words when we communicate verbally.

2.   The purpose of ＿＿＿＿＿＿ is to share thoughts, feelings and opinions.

3.   Your aunt's children are your ＿＿＿＿＿＿.

4.   The communication process starts with a ＿＿＿＿＿＿.

5.   A ＿＿＿＿＿＿ is a regular and orderly way to perform an activity at a set time.

C.   State whether the following statements are true or false.

1.   Most of our communication is non-verbal.   ＿＿＿＿

2.   Being aggressive is the most effective communication style.   ＿＿＿＿

3.   Sometimes, the subject and verb positions in the sentence are swapped to create a closed question.   ＿＿＿＿

4.   Possessive adverbs can be used to indicate the relationship between people and the
     owners of things.   ＿＿＿＿

5.   An exclamatory sentence is used to express strong emotion.   ＿＿＿＿

D.   Match the following.

1.   Close-ended questions   a.   Builds self-confidence

2.   Being assertive   b.   Inappropriately honest, blaming, attacking

3.   AEIOU Model   c.   7Cs of effective communication

4.   Coherent   d.   Steps for saying 'NO'

5.   Aggressive behaviour   e.   'Yes' or 'No' answers

SECTION B (Subjective Type Questions)

A.   Answer the following questions:

1.   List the 7Cs of effective communication.

Ans.   Clear, Concise, Concrete, Correct, Coherent, Complete, Courteous

2.   Identify the noun, adjective, and adverb (if any) in the following sentences.

a.   Sumi's big cat had kittens.

b.   She had a yellow umbrella.

c.   Usha has been seriously injured in a road accident.

Ans.   a.   Sumi's big cat had kittens.

Noun – Sumi, cat, kittens   Adjective – big

b.   She had a yellow umbrella.

Noun – umbrella, Adjective – yellow

c.   Usha has been seriously injured in a road accident.

Noun – Usha, road, Adverb – seriously

3.   Change the voice of the following statements.

a.   The police arrested the thief.

b.   She has been invited to their party at the mall.

c.   The child recited the poem beautifully.

Ans.   a.   The thief was arrested by the police.

b.   They have invited her to their party at the mall.

c.   The poem was beautifully recited by the child.

4.   List any 3 advantages of being assertive.

Ans.   a.   Builds confidence and self-esteem,

b.   Prevents you from doing or saying something that you might later regret,

c.   Makes you and others feel optimistic.

5.   What is visual communication?

Ans.   An important method of communication is visual communication, which involves sending and understanding the message through images or pictures alone. The main advantage of this type of communication is that you don't

need to know a particular language to understand it. It's simple, easy to understand.

6. What are phonetics?

Ans. Phonetics is the study of human sounds and phonology is the systematic classification of sounds in one or more specific languages.

7. What are greetings? Define two types of greetings.

Ans. There are many ways to greet when you meet someone. Greetings differ when you meet your colleagues at work or meet friends. Similarly, there are many ways to say goodbye when leaving for the day. Greeting also depends on who we are talking to and even the time of the day. Overall, greetings help us start a nice conversation.
There are two methods of greetings as follows:
Formal Greetings: You formally greet someone if you do not know the person. It is used to greet an elderly person, or people with whom we have a formal relationship such as a teacher or a client. This is used more often in schools, colleges, offices, meetings, etc.
Informal Greetings: Informal greetings are used when you are talking to friends, family or when you know the person very well.

8. What is verbal communication?

Ans. Verbal communication is the exchange of information using words. This is what most people use as a communication method. Verbal communication is important. If you don't use the right words, you'll be confused and you won't be able to convey your message.

B.   Competency-based/Application-based questions:

Manju is teaching a class of differently abled students. Most have the ability to hear so have no problem understanding what Manju speaks. However, one child recently lost partial hearing capacity due to an accident. Now, he is not fully able to understand/comprehend what Manju speaks and has become withdrawn. What changes would you recommend Manju to make in her teaching?

Ans. Manju should include non-verbal communication too like gestures and sign language.

🔒 Unsolved Questions

SECTION A (Objective Type Questions)

Quiz

A.   Tick (✓) the correct option.

1. You can learn to say NO by using steps of _____ model.

   a.   AEIOU ⬤   b.   Five Factor ⬤

   c.   Smart ⬤   d.   3 Cs of effective communication ⬤

2. The receiver has to extract the meaning from the text, signs or symbols sent by the sender and find out its actual meaning. This step is called _____.

   a.   Encoding ⬤   b.   Decoding ⬤

   c.   Communication ⬤   d.   Feedback ⬤

3. Which of the following is NOT a factor that affects communication?

   a.   Experience ⬤   b.   Working Environment ⬤

   c.   Food ⬤   d.   Emotions ⬤

4. This type of communication takes place during telephone calls:

   a.   Non-verbal communication ⬤   b.   Written communication ⬤

   c.   Oral communication ⬤   d.   Visual communication ⬤

5. To communicate well when you speak, you must know how to _____ words correctly.

   a.   write ⬤   b.   gesture ⬤

   c.   emote ⬤   d.   pronounce ⬤

B.   Fill in the blanks.

1. One of the significant ways of being _____ is learning to say 'no' without upsetting others.

2. A group of sentences forms a _____.

3. _____ communication involves sending and receiving messages through images.
4. Questions can be _____ or _____.
5. _____ adjectives can be used to indicate the relationship between people and the owners of things.

C. **State whether the following statement is True or False.**
1. Staring hard at a person while talking is a positive facial expression. _____
2. A self-confident person who believes in himself uses positive language, seeks positive results, and positively respects the opinions of others. _____
3. An informal greeting is used if you do not know the person. _____
4. Phonetics is the study of fear. _____
5. Habits are the practices we follow, especially those that are very difficult to break or give up. _____

SECTION B (Subjective Type Questions)

A. **Answer the following questions:**
1. Name the four types of sentences giving an example for each.
2. Why do assertive people have more effective communication with others?
3. Differentiate between formal and informal greetings.
4. Briefly explain any two types of communication.
5. Name 3 factors that affect communication.
6. Explain Phonetics.
7. What is Passive Communication?

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

Kanchan studies fashion designing in a college in UP, India. She appears sweet to everyone but internally resents almost all students of her class. She is often found muttering comments about her classmates. She tells lies, does not like taking any responsibility but gets angry if her name is not included in the team. What is Kanchan's communication style?
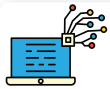
Lab Activity

Communication

1. Form two groups among your classmates. Each group can ask random questions from the other group. The other group need not answer those question but identify whether the question is a closed or open question. This could be a fun based activity wherein your teacher can mark the two groups to decide the winner. This will help the students to understand the concept of open and closed questions.

2. Make a presentation on Family Tree depicting three generations. Put images of your family and also mention your relation with him/her. Introduce all your family members in English through the presentation. This will help you understand the topic "Discussing Family".

Answers

Exercise (Section A)

A. 1. d   2. c   3. a   4. d   5. c   6. b   7. d   8. b   9. b   10. a   11. c   12. a
B. 1. simple   2. communication   3. cousins   4. sender   5. routine
C. 1. True   2. False   3. True   4. False   5. True
D. 1. e   2. a   3. d   4. c   5. b

SELF-MANAGEMENT SKILLS-III

Learning Outcomes

- Knowing Yourself
- Impressive Appearance and Grooming
- Team Work
- Self-Motivation
- Time Management

- Identity
- Self-Exploration
- Networking Skills
- Goal Setting

Have you ever wondered why you got good grades in one subject and not so good in another? Knowing what you are good at and what doesn't work for you, can help you turn your weaknesses into strengths and your strengths into extraordinary talents.

In this unit, we will learn about different techniques to know ourselves, how to identify our strengths and weaknesses and understand the difference between strengths and abilities. Next, we will learn about impressive appearance and grooming. Further, we will discuss about importance of teamwork and different types of motivation. At the end of this chapter, we will learn how to set a smart goal and different types of time management techniques.

Knowing Yourself

Knowing 'yourself' means you understand who you are, what you like or do not like, what your beliefs or opinions are, what is your background, what you are good or bad at. It is important to know who you are.

Analysing your strengths and weaknesses is helpful. An analysis of strengths and weaknesses begins with knowing and understanding yourself first. Let's understand some terms that help with this.

Likes
Dislikes
Beliefs
Who am I?
Opinions
Values
Background
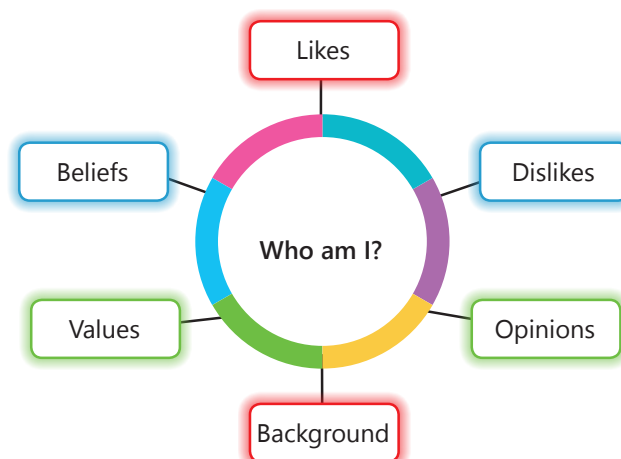
Belief
A belief is a sense of confidence that something exists and is true, with no particular evidence. For example, belief in God or any superstition.

Values
Values are the principles or standards of action; your own judgment about what is important in your life. They have a great influence on a person's behaviour and attitude. They also serve as a general guideline in all situations. Some good values are honesty, equality, community service, etc.

Likes
It refers to the activities you enjoy or love doing, for example, swimming, playing computer games, etc.

Dislike
These are activities you don't enjoy or love doing like you may dislike people who mistreat their servants, you may not enjoy studying maths.

Opinions
It means the outlooks and judgments formed about something or someone, and this may not necessarily be based on actual facts. For example, opinion about a person's pet choices.

Background
This denotes a person's experiences, training, and education. Background may develop from the kind of childhood, education, or family a person has.
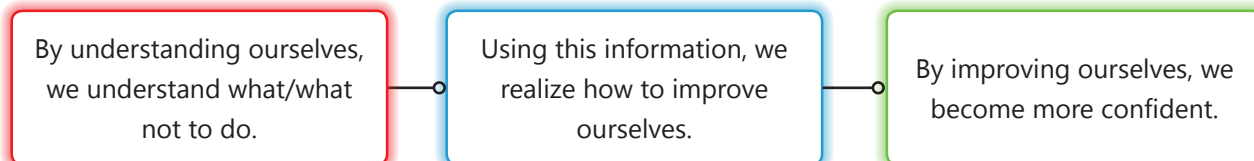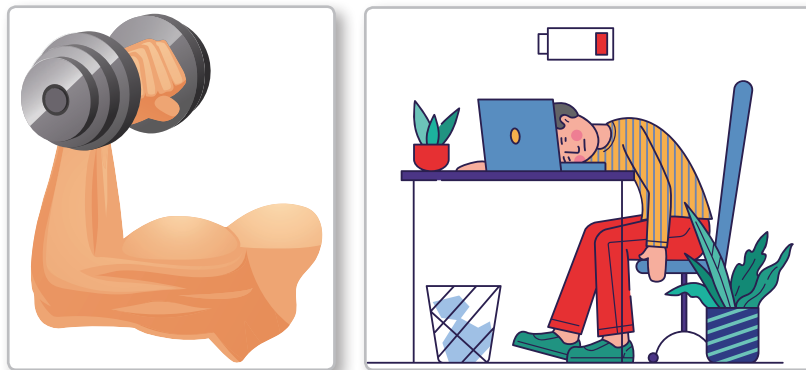
Identity

Identity is a set of behavioural or personal characteristics by which an individual is recognized as a member of a group. Identity can emerge from a person's citizenship, religion or caste. A person's identity is a total of his/her opinions, beliefs, values, likes, dislikes, religion, etc. It is important to know who you are because only then you can measure your strengths and weaknesses.

Strengths and Weaknesses
Strength or ability is what you do well and are good at. Everyone has strengths. For example, one person can be good at solving mathematical equations, another has good cooking skills, etc.

Weakness, also known as "area for improvement" is what you don't do well and what you're not good at. Everyone has some weaknesses. For example, a person cannot draw well or panics in a difficult situation, etc.

| By understanding ourselves, we understand what/what not to do. | Using this information, we realize how to improve ourselves. | By improving ourselves, we become more confident. |

Identifying Your Strengths and Weaknesses
To identify your strengths and weaknesses, think about the activities you enjoy/dislike doing.

Find Your Strengths

- Spend time thinking about what you do well
- Think about what you've always done well
- Think about what others appreciate about you

Find Your Weaknesses

- Identify areas where you have difficulty and things you find difficult to do
- Critically analyse the comments you receive about yourself from other people
- Be open to feedback and accept your weakness without feeling bad. Think of it as an area for improvement

Difference Between Interests and Abilities

Interests are the things we love to do. Interests could be

- activities that you enjoy doing in your spare time that make you happy.
- activities that interest you or you would even do if no one asked you.
- activities you want to learn or want to do in the future

Sometimes interests may not match abilities. In these cases, you can improve your skills or go a different route. For example, you may like badminton (interest), but you may not be good at the game. In this case, you can play just for fun, not aim for a badminton career.

Impressive Appearance and Grooming

Impressive appearance means having or tending to have a strong effect on the mind or emotions; eliciting wonder or admiration. Grooming is the process of giving oneself a neat and clean appearance. Proper grooming and impressive appearance can send a message that you are a confident and smart person. These two qualities reflect our preparedness to handle the world around us. You give respect and care to yourself; others will also give importance to you.

Importance of Dressing Appropriately, Looking Decent and Positive Body Language

When one dresses appropriately and keeps oneself neat, he/she conforms to generally acceptable standards of respectable and decent looks. Dressing appropriately, looking decent and positive body language is important because:

- It helps us look well-presented and clean.
- It gives a good impression on others.
- It boosts self-confidence.
- It speaks before your words.
- It draws the right kind of attention and sends the right message.

Brainy Fact

- Crossing one's arms over one's chest is a defensive posture. It demonstrates that you are locked off and hesitant to engage in conversation with someone.
- When someone crosses their legs at the ankles during a conversation, it can imply dishonesty or insecurity, which may cause the person with whom they are speaking to have difficulty trusting them or believing what they are saying.

Personal Grooming Checklist

Following are some basic guidelines for personal grooming:

- Wear clean, neat and well-ironed clothes.
- Always wear clean socks and polish your shoes regularly.
- Avoid using flashy accessories.
- Brush your hair well.
- Get your hair cut regularly.
- Wash your face periodically.
- Boys should be clean shaven or have well-trimmed beards or moustaches.
- Keep your nails trimmed.

Self-Exploration

Self-exploration means to know one's calibre by analysing intellectual and spiritual capacities. It helps you to choose your profession for life by developing a clear understanding of self-interests and needs. It also helps in achieving the goal of life that we want to pursue. Let us learn about some approaches that may help people to self-explore.

Learning Formal and Informal/Self-Directed Learning

Formal learning means learning to develop skills from traditional educational institutions like school or university. For example, knowledge gained through classroom learning. On the other hand, informal learning can be defined as the method of learning from every day activities. For example, learning during trips organised by schools to historical places, learning during summer camps, inter or intra school competitions like debate, etc.

Each type of learning whether formal or informal, helps to acquire some skills. Out of these skills, some may be preferred skills, and may guide us shape our career. An attitude of continuous learning helps us to update ourselves with the required skill set that keeps changing with the time.

Career Counsellor/Computerized Career Information Systems

They can help individual with information on trending courses that can boost our career.

Self-reflection/Inquiry

Self-reflection/Inquiry can be defined as a process of introspection where people discover themselves by going through past experiences and observing patterns of their own behaviour.

Feedback

The suggestive input given by peers, family and mentors on our action is called feedback. It helps us identify our hidden talents and strengths.

Team Work

A team is a group of people who work together to achieve a common goal. Each team has goals to achieve. The process of working together in a group is teamwork. Everyone in the team plays an important role. Each individual in the team is called a team member. Each team member needs to understand his/her role in the team.

Experiential Learning

▶ Video Session

Scan the QR code OR visit the following link to watch the video: The Power of Teamwork

https://www.youtube.com/watch?v=4duPBWzf46E

After watching the video, answer the following question:

What do you understand from this video?

_____

_____

Benefits of Teamwork

After watching the video, can you list some benefits of teamwork? Here are a few:
- There is no individual pressure to succeed because everyone has a role to play in the team.
- All members have a support system to help correct mistakes made by any team member.
- You feel good when the team succeeds and this helps to build your confidence.
- Work gets done faster.
- Teamwork means collective effort, thus generating better results.

- In team, you get to learn a lot from others. This is essential for your growth.
- Team helps you to boost your confidence as when you are loosing your faith, your team mates will motivate you to regain your confidence.

Tips for Working in a Team

Following are some of the tips to work in a team:

Engage all team members in conversations, ideas, etc.	Discuss often	Ask about the problems/difficulties	Help as much as you can	Brainstorm to solve problems quickly

Task

1. What do mean by a team?
2. What is the benefits of teamwork?

Important factors that influence Team Building

There are numerous factors that can have an impact on team building:

Leadership

The leader establishes goals, assists members in overcoming obstacles, and makes decisions.

Communication

Team members communicate knowledge with one another.

Trust

Helps to resolve dispute and improves the quality of decisions.

Teamwork

Team building exercises can assist team members recognize the strengths and shortcomings of one another.

Factors influencing Team Work

A work team's performance can be affected by a variety of reasons. Among these are:

Explicit Goals

Diversity

Complimentary Skills

Effective Team

Trust

Good Communication

Effective Leadership

- **Explicit goals and objectives:** It is critical for work teams to have clear, well-defined goals and objectives that everyone knows and strives for. This helps to keep team members focused and motivated, as well as to provide the team with a feeling of direction and purpose.
- **Complimentary Skills:** Work teams are often made up of persons with a variety of skills and expertise. This enables the team to approach problems and projects from several perspectives, which can lead to more effective problem-solving and decision-making. For example, if a team is working on a new product development project, it may comprise people with marketing, engineering, and financial skills. Each of these people may bring their own set of talents and perspectives to the table, allowing the team to develop more imaginative and successful solutions.
- **Good Communication:** Effective teamwork requires good communication. Team members should be able to freely share ideas and criticism, as well as collaborate to overcome obstacles and achieve their objectives. Active listening, clear and straightforward communication, and the capacity to give and take constructive feedback are all required. Furthermore, successful communication is being open and transparent with team members and keeping everyone up to date on the team's progress.
- **Effective Leadership:** Work teams frequently have a designated leader or group of leaders who are in charge of guiding and directing the team. Good leaders can assist in keeping the team engaged and on track, as well as address issues and challenges that may emerge. They may also contribute to team bonding and developing a healthy team culture.
- **Trust:** Effective cooperation requires trust and respect among team members. Team members that trust and respect one another are more likely to collaborate and work effectively together. Respecting one other's thoughts and viewpoints, being open to feedback, and being willing to assist one another can all contribute to this.
- **Diversity:** Work teams that are varied in terms of age, gender, colour, and other demographic factors can bring a diverse set of viewpoints and ideas to the table, leading to more imaginative and successful solutions. Diversity can also contribute to a positive team culture by fostering a sense of inclusivity and respect among team members.

Overall, there are numerous aspects that can influence a work team's performance. Organizations may help to establish effective work teams that are better able to achieve their goals and objectives by understanding and addressing these aspects.

🤖 Reboot

State True or False

1. The process of working together in a group is teamwork.   _____

2. It is not necessary to wash our clothes.   _____

3. Interests must always match our abilities.   _____

4. It is important to know who you are because only then you can measure your

   strengths and weaknesses.   _____

5. Good health helps to lead a better life.   _____

🤖 Networking Skills

Networking means getting to know people, staying in touch over time and using knowledge or skills to help each other. The networking skills include two very important skills:

a.   Listen in good faith and   b.   Ask thoughtful questions

Listening carefully shows that you respect what others are saying. When you ask a thoughtful question, you show that you are interested in the opinions of others and you are building trust in your relationship. Both parties must gain to maintain a good relationship (individual or business).

Advantages of Networking

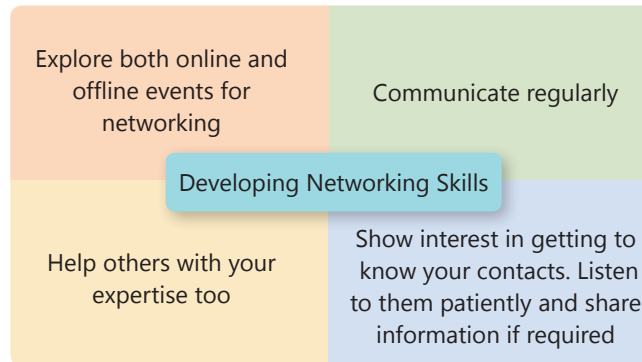Following are the advantages of networking:
- Networking helps you find trusted friends.
- Sharing your expertise and skills can help a friend or neighbour to prepare for an interview.
- Networking makes it easy to seek help during difficult times-For example, you can ask a friend to help you complete a school project or accompany you to the hospital for a medical test.

- Networking helps notify and be notified of new opportunities- for example, you can ask your neighbours/parents' friends to help you find a part-time summer job at their workplace.

How to Develop Networking Skills

To develop networking skills:

Explore both online and offline events for networking	Communicate regularly
Developing Networking Skills	
Help others with your expertise too	Show interest in getting to know your contacts. Listen to them patiently and share information if required

Self-Motivation

Have you heard the story of the hare and the tortoise? The tortoise won this race even though it was slow. This is because it remained motivated even when it was quite slow and very much behind the hare. Self-motivation is simply the motivation within you that drives you to do things. Self-motivation is what drives us to achieve our goals, makes us feel happy and improve the quality of our lives. In other words, it's our ability to do what needs to be done without someone or something influencing us.
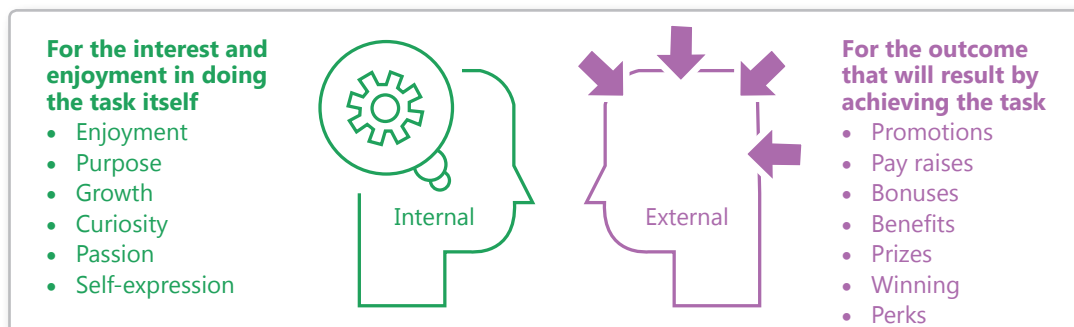
Types of Motivation

There are mainly two types of Intrinsic/Internal and Extrinsic/External motivation. Let us learn about them in detail.

Intrinsic/Internal Motivation

We do things that interest us and give us enjoyment, e.g. Joyita loves to read novels. Inspite of her busy schedule, she takes out 30 mins every day to read a book.

Extrinsic/External Motivation

We do things because it gives us a reward like money, fame, etc. For example, Rohan practices playing chess every day because he wants to win the year-end chess championship.

For the interest and enjoyment in doing the task itself
- Enjoyment
- Purpose
- Growth
- Curiosity
- Passion
- Self-expression

Internal

External

For the outcome that will result by achieving the task
- Promotions
- Pay raises
- Bonuses
- Benefits
- Prizes
- Winning
- Perks

Qualities of Self-Motivated People

Following qualities can be easily recognised in self-motivated people:
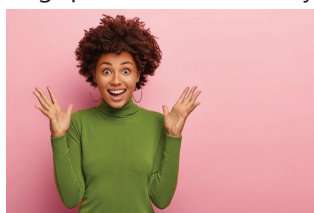
Energised	Focused	Understand what is important	Want to fulfill their dreams

How to stay self-motivated?

▶ **Video Session**

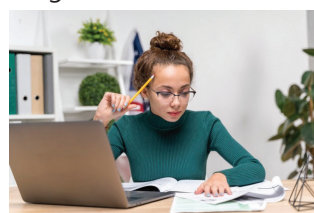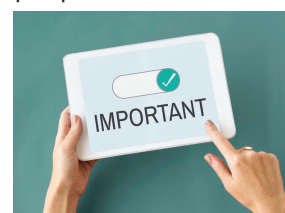Scan the QR code or visit the following link to watch the video: 5 tips – How to stay self-motivated (Personality development and Motivational skills video)

https://www.youtube.com/watch?v=cGneNpvdwnc

After watching the video, answer the following question:

Which tips given in the video do you practice to stay motivated?

_____

_____

🤖 Goal Setting

Goal setting is a very important factor in your personal and professional life. The process of setting goals in your life helps you decide how you want to live your life, where you want to be and what you want to be in the future.

Goals can be related to several things like money, health, family, education, career, etc. Goals are constantly changing. We meet old goals and then establish a new set of goals to achieve. Goals are a set of dreams with an achievable deadline. For example, during the second covid wave, many people arranged oxygen cylinders for the covid patients in their local areas. Goal setting is finding and listing your goals and then planning how to achieve them. Goal setting helps you focus. It enables you to succeed in your career and personal life.

Goal

Reach Goal

Stick To It

Get To Work

Make Plan

Set Goal
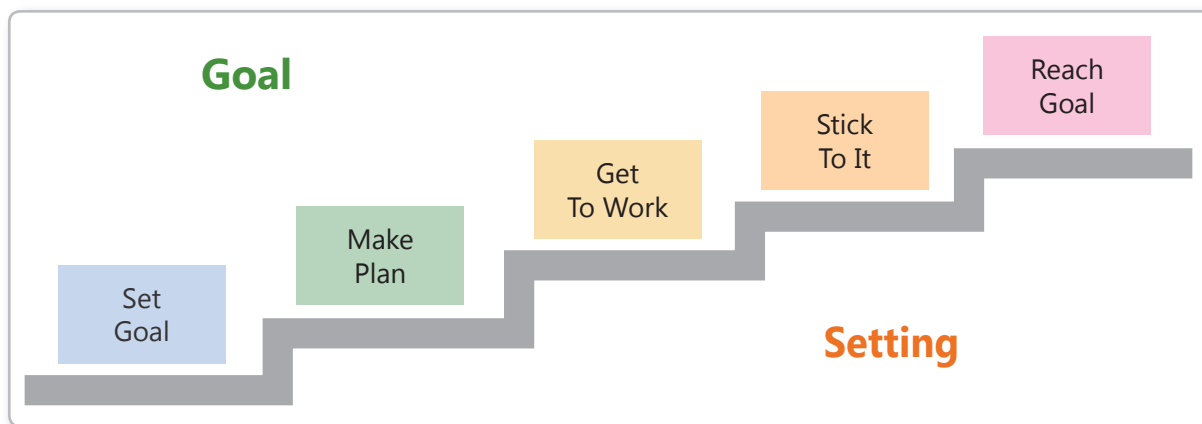
Setting

The Procedure of Setting Goals

Goals can be set using the SMART model, which refers to:

S	**Specific:** Define a clear, specific goal.
M	**Measurable:** To ensure you can track progress.
A	**Attainable:** Create a goal that is realistic.
R	**Relevant:** Ensure your goal aligns with your organization.
T	**Time-bound:** Assign a target date to keep accountability.

Task

Create a Vision Board

A vision board is a great way to help a student visualize their goals. Here's what to do:

- Cut out those pictures from old magazines that represent your hopes and dreams. If you are unable to find pictures, you can print images from the Internet.
- Next, paste these pictures onto a piece of poster board. You can also decorate with colours, glitter, feathers, etc.
- When it's finished, hang the vision board somewhere in your bedroom, where it will frequently remind you of your aspirations.

Making the vision board helps you think through your goals, and it also serves as a powerful visual reminder of everything that you would like to achieve.

Time Management

Anita has always been lazy. Her mother has tried several times to explain the importance of time. However, Anita never listens. One day, Anita won an online coding competition and was asked to collect her prize from the organiser's office the same day. She, however, didn't bother and only went to collect her prize the next day. Alas! It was too late, the prize had no value for her. The value for prize was only equivalent to movie tickets the previous day.

Time management is the ability to plan and control how you spend your time well and do whatever you want. An example of good time management skills is to finish your homework immediately after school so that you can watch TV later or play with your friends.

Importance of Time Management

Time management is a thinking skill that helps you:

- get things done on time
- make a daily schedule
- accurately estimate how long it will take to complete chores
- submit assignments and do homework before or on time
- don't waste time postponing activities

Following steps help in effective time management:

Time Management Tips

1. Set goals correctly
2. Prioritize wisely
3. Set a time limit
4. Take breaks between tasks
5. Organize yourself
6. Remove non essential tasks
7. Plan ahead

At a Glance

- Analysing your strengths and weaknesses is helpful.
- An analysis of strengths and weaknesses begins with knowing and understanding yourself first.
- Values are the principles or standards of action; your own judgment about what is important in your life.
- Knowing 'yourself' means you understand who you are, what you like or do not like, what your beliefs or opinions are, what is your background, what you are good or bad at.
- Strength or ability is what you do well and are good at.
- Weakness, also known as "area for improvement" is what you don't do well and what you're not good at.
- Grooming is the process of giving oneself a neat, orderly and clean appearance.
- The way you dress and groom can send a message that you are a confident and smart person.
- Personal hygiene is the habit or practice of keeping clean.
- Cleanliness helps us maintain our health and spirit.
- A team is a group of people who work together to achieve a common goal.
- Networking means getting to know people, staying in touch over time and using knowledge or skills to help each other.
- Self-motivation is what drives us to achieve our goals, makes us feel happy and improve the quality of our lives.
- Goals are a set of dreams with an achievable deadline.
- Goal setting is finding and listing your goals and then planning how to achieve them.
- Time management is the ability to plan and control how you spend your time well and do whatever you want.

Exercise

Solved Questions

SECTION A (Objective Type Questions)

Quiz

A. Tick (✓) the correct option.

1. How does tracking your time help you?
   - a. We stay focused
   - b. We can show everyone that we are hard-working people
   - c. We can understand where we are spending our time and better manage our time if required
   - d. None of the above

2. Kunal completes his work on time without anybody cheering for him. He is _____ .
   - a. self-confident
   - b. rational
   - c. Either a or b
   - d. self-motivated

3. Each individual in a team is called a _____ .
   - a. team member
   - b. community member
   - c. colleague
   - d. None of these

4. Which of the following is NOT an advantage of networking?
   - a. Find trusted friends
   - b. Share expertise and skill
   - c. Ask for help during difficult times
   - d. Set deadlines

5. Listing your goals and then planning how to achieve them is called _____ .
   - a. Trend-setting
   - b. Goals
   - c. Goal setting
   - d. Time management

6. Anita is going out to meet friends socially. Which of the following is a best choice of clothes?

   a. School uniform ○   b. Formal shirt and pants ○

   c. Casual shirt and jeans ○   d. Salwar kameez ○

7. Which of the following images show the appropriate dressing when going to office or workplace? [NCERT]

   a. ○   b. ○

   c. ○   d. ○

8. Ravi works hard to get the best student award at the end of the year. What type of motivation is this? [NCERT]

   a. Internal ○   b. External ○

   c. Both internal and external ○   d. Not any specific type of motivation ○

9. Your family has moved to a new home. Your next-door neighbour pays a visit. What should you do? [NCERT]

   a. Tell them you are in the middle of shifting and cannot speak right now

   b. Get irritated and tell them that they have dropped in without informing

   c. Give them an insincere smile and ask them to leave

   d. Welcome them, introduce your family and thank them for coming

10. Kavita is collecting donations in her neighbourhood to help an old age home fix their water issues. What should she do while asking strangers to donate money? [NCERT]

    a. Narrate the whole story of old age home

    b. Directly ask for the donation money

    c. Start a small conversation and then talk about the project which needs donation

    d. All of the above

11. Radha wants to grow her hair and she applies a lot of hair oil. She does not wash her hair for days and sometimes it smells bad too. What would be your suggestion to her? [NCERT]

    a. She can leave it on at night and wash her hair every day before leaving home

    b. She can leave the oil in her hair, after all it helps her hair to grow

    c. She should not apply oil at all

    d. She can apply the oil and pour a little water on her hair before leaving home to reduce the smell

12. In SMART goals, what does 'R' refer to?

    a. Required ○   b. Relevant ○

    c. Replaceable ○   d. Replicable ○

13. What makes you complete your work or studies without others cheering you? [NCERT]

    a. Self-motivation ○   b. Self-confidence ○

    c. Communication ○   d. Self-esteem ○

14. Personal hygiene became an important aspect during the Covid-19 pandemic because:

    a. It keeps us healthy ○   b. It prevents us from getting infected ○

    c. Both a and b ○   d. None of these ○

15. Which of the following is a way of finding your weakness?

    a. Pay attention to the feedback you receive from others about yourself

    b. Think of what others appreciate about you

    c. Think of activities you always do well

    d. None of these

16. _____ is the ability to plan and control how you spend your time well and do whatever you want.
    a. Self-confidence
    b. Time management
    c. Self-motivation
    d. Self-management

B. Fill in the blanks.

1. _____ are a set of dreams with an achievable deadline.
2. The two types of motivation are _____ and _____.
3. 'A' in SMART goals stands for _____. This means setting goals that are _____.
4. _____ is the process of giving oneself a neat and clean appearance.
5. _____ may develop from the kind of childhood, education, or family a person has.

C. State whether the following statement is True or False.

1. Time management is simply the motivation within you that drives you to do things. _____
2. Goals are constantly changing. _____
3. Everyone in the team plays an important role. _____
4. The way you dress and groom is not important. _____
5. Networking helps you find trusted friends. _____
6. Dressing and grooming does not affect your overall impression on others. [NCERT] _____

D. Match the following.

1.	Extrinsic Motivation	a.	Planning well
2.	Knowing yourself	b.	Finding goals
3.	Time management	c.	Knowing your beliefs & opinions
4.	Goal setting	d.	Area for improvement
5.	Weakness	e.	Reward

SECTION B (Subjective Type Questions)

A. Answer the following questions:

1. Why are grooming and personal hygiene important?

Ans. Grooming and personal hygiene are important because:
   - both help us look well-presented, clean and stay healthy.
   - gives a good impression on others, including customers/boss.

2. List any four effective steps of time management.

Ans.
   i. Create a to-do list.
   ii. Prioritize your work.
   iii. Add variety to your tasks to stay interested.
   iv. Take a break between tasks.

3. Differentiate between Intrinsic and Extrinsic Motivation.

Ans.

Intrinsic (Internal) Motivation	**Extrinsic (External) Motivation**
1. Driven from within	1. Driven by external factors
2. loving the process	2. focus is on the end-result
3. generally, aligns with our values/attitudes	3. effects only the present scenario
e.g. learning to play music because one likes it	e.g. learning to play music to win a competition

4. List the qualities of a good team leader.

Ans.
   i. Is caring for the team
   ii. Excellent communicator
   iii. Is not biased—gives all team members a fair chance
   iv. Is emotionally strong
   v. Possesses skills—analytical and problem solving

5. Explain the meaning of goal setting.

Ans. Goal setting is finding and listing your goals and then planning how to achieve them. Goal setting is a very important factor in your personal and professional life. The process of setting goals in your life helps you decide how you want to live your life, where you want to be and what you want to be in the future.

6. What is time management?

Ans. Time management is the ability to plan and control how you spend your time well and do whatever you want. An example of good time management skills is to finish your homework immediately after school so that you can watch TV later or play with your friends.

7. What is grooming? Give few grooming tips.

Ans. Grooming is the process of giving oneself a neat and clean appearance. Following are some basic guidelines for personal grooming:

- Wear clean, neat and well-ironed clothes.
- Always wear clean socks and polish your shoes regularly.
- Avoid using flashy accessories.
- Brush your hair well.

B. Competency-based/Application-based questions:

Tara is a lazy girl. She did not submit her work on time and lost crucial marks in her practical exam. Now Tara feels bad for what she did. What steps should she take to avoid such occurrences in future?

Ans. Tara should learn time management. Some of the steps that she can take are:

- make a daily schedule
- accurately estimate how long it will take to complete chores
- submit assignments and do homework before or on time

🔒 Unsolved Questions

SECTION A (Objective Type Questions)

Quiz

A. Tick (✓) the correct option.

1. When you are under _____ for a prolonged period of time, it can cause health problems and mental troubles as well.

    a. Stress ⭕　　　　　b. Discipline ⭕

    c. Timeliness ⭕　　　d. Go ⭕

2. If you are aware of your own values, likes, dislikes, strengths, and shortcomings as an individual, it denotes that you are _____.

    a. Self-Confident ⭕　　b. Self-Control ⭕

    c. Self Motivated ⭕　　d. Self-Aware ⭕

3. _____ are the principles or standards of action; your own judgment about what is important in your life.

    a. Opinions ⭕　　　　b. Likes ⭕

    c. Values ⭕　　　　　d. Dislikes ⭕

4. _____ is the ability to plan and control how you spend your time well and do whatever you want.

    a. Stress Management ⭕　b. Time management ⭕

    c. Work Management ⭕　　d. All of these ⭕

5. Goals are a set of dreams with an achievable _____.

    a. work ⭕　　　　　　b. data ⭕

    c. deadline ⭕　　　　d. journey ⭕

B. Fill in the blanks.

1. _____ is the habit or practice of keeping clean.

2. The 'T' in SMART goals refers to _____.

3. _____ carefully shows that you respect what others are saying.

4. A _____ is a sense of confidence that something exists and is true, with no particular evidence.

5. We do things because it gives us a reward like money, fame, etc. This type of motivation is called _____.

C. **State whether the following statement is True or False.**

1. There is no individual pressure to succeed because everyone has a role to play in the team. _____
2. Strength, also known as "area for improvement" is what you don't do well. _____
3. Good health helps to lead a better life. _____
4. Background may develop from the kind of childhood, education, or family a person has. _____
5. An analysis of strengths and weaknesses begins with knowing and understanding your boss/friends first. _____

SECTION B (Subjective Type Questions)

A. **Answer the following questions:**

1. What do you understand by SMART goals?
2. How can you develop networking skills? List two ways.
3. List four qualities of self-motivated people.
4. Define opinions and values.
5. Differentiate between interests and abilities.
6. What do you understand by teamwork?
7. Why is self-exploration necessary? Explain any two approaches that may help people to self-explore.

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

Soumya attended a career counselling camp. In order to know about her career choices and preferences, the counsellor at the camp gave her a self-reflection sheet. The questions in the sheet made Soumya think of her likes, dislikes, strengths and weaknesses. What is this called?

Lab Activity

1. Divide your class into groups of two and conduct a debate on the following topics: **Communication**
    a. Slow and Steady wins the race.
    b. Hard Work v/s Smart Work.
2. Discuss with your classmates a list of positive affirmations that you can tell yourself to boost your confidence and self-motivate.
3. Work in groups. Using a chart paper, each group will create a poster that has information about any one of the following topics: **Creativity**
    a. Planting saplings to save the environment
    b. Sharing responsibility at home
    c. Playing a game
    d. Disaster management
    e. Children standing around a ring and holding it with finger. [NCERT]

Answers

Exercise (Section A)

A. 1. c   2. d   3. a   4. d   5. c   6. c   7. b   8. b   9. d   10. c
11. a   12. b   13. b   14. c   15. a   16. b

B. 1. Goals   2. internal and external   3. attainable, realistic   4. Grooming   5. Background

C. 1. False   2. True   3. True   4. False   5. True

D. 1. e   2. c   3. a   4. b   5. d

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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