EMPLOYABILITY SKILLS

Student Workbook

Total : 120 Hours
Part 1: 62 Hours

Student Workbook Index

Acknowledgements

Request for feedback

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

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

Please write to: esfeedback@nimi.co.in

Welcome Page

Dear Learner,

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

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

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

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

All the best.
Happy learning!

Content Index

How To Use This Student Workbook

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

– A.P.J. Abdul Kalam

Dear Learner,

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

This book will help you:

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

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

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

Here are some tips to learn better:

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

Sample lesson:

Name of the Lesson

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

_____
_____   *Thinking*
_____   *Box*
_____

Let's learn about _____
_____
_____
_____

Let's learn _____
_____
_____
_____

_____   *Activity*
_____   *Time!*
_____
_____

What I learnt today:

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

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

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

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

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

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

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

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

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

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

Why Do You Need Employability Skills?

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

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

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

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

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

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

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

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

Best Wishes to the 21ˢᵗ Century Learner

Dear Learner,

Thank you for undertaking this learning journey!

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

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

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

All the very best!

1.1 Importance of Employability Skills

In this lesson you will learn :

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

Thinking Box

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

- ☐ Good communication skills.
- ☐ Good typing skills.
- ☐ Good cooking skills.
- ☐ Good English writing skills.

- ☐ Problem-solving skills
- ☐ Quick-learner
- ☐ Fighting skills
- ☐ Teamwork

Let's learn about Employability Skills

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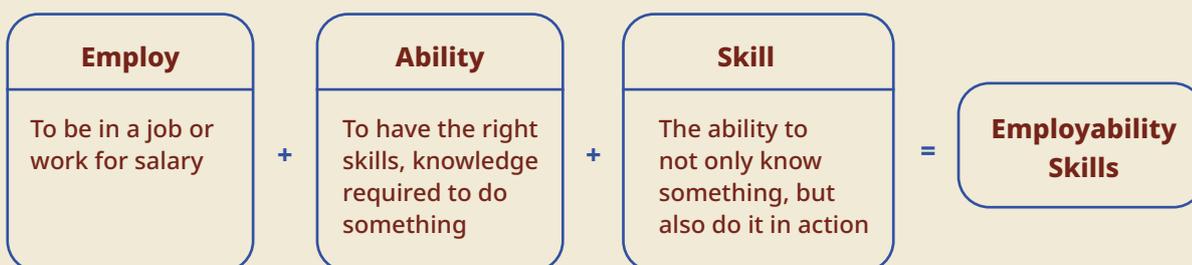
Employ: To be given a job by an employer or to have one's own business. A person is said to be employed when they get paid for their work on a regular basis.

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

Skills: The ability to do something well.

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

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

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

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

☐ Identifies problems with cars

☐ Repairing and replacing defective parts of cars

☐ Manages their house well

☐ Good communication skills

☐ Use computers to make bills for the customers

☐ Honesty and dedication towards the work

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

☐ Digital literacy

☐ Money management skills

☐ Good communication skills

☐ Time management skills

Let's learn about the importance of Employability Skills

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

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

Employability Skills can help you:

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

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

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

_____

_____

_____

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

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

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

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

A self-learner is the one who:

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

What is the Growth Mindset?

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

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

Growth mindset

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

Fixed mindset

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

Activity Time!

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

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

If you selected most of the activities in Table 1, you may have a **Growth mindset.**

If you selected most of the activities in Table 2, you may have a **Fixed mindset.**

It is time for you to reflect on the above exercise you did for yourself.
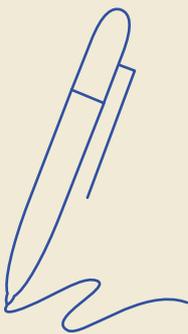
What I learnt today:

Put a ✓ if you know this topic well.

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

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

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

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

1.2 Learning Employability Skills Online

In this lesson you will learn :

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

What do you know about online learning and its benefits?

Thinking Box

_____

_____

_____

Let's learn what is e-learning

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

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

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

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

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

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

1. _____

2. _____

3. _____

Let's learn about benefits of e-learning

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

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

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

Quick delivery of lessons

Increased learner engagement

Improved recall and retention

More resources and greater flexibility

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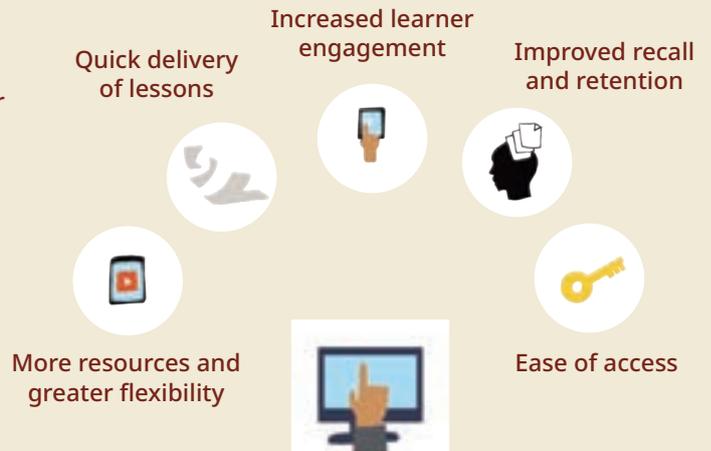
E-learning is changing the job market for employees all over the world. You will now have to learn continuously and gain new skills to grow in your career. Hence, as a 21st Century learner, you must explore the world of e-learning.

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

_____

_____

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

_____

_____

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

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

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

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

Activity Time!

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

Step 1: Check for internet connectivity.

Step 2: Open Internet Explorer (Chrome, Mozilla or Firefox) or launch google.com
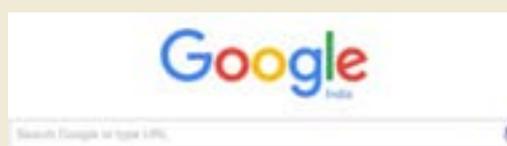
Step 3: Type the web address/portal address **'bharatskills.gov.in'** then press the Enter key.

Step 4: The Portal dashboard will be displayed with course, training and notifications like in the image below.

Step 5: To join training you can click on the interested training course.

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

Step 7: To enroll and register yourself click on the enroll button.

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

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

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

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

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

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

Bharat Skills Login id: _____
Bharat Skills Password: _____
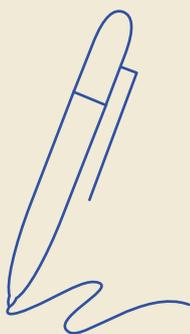
What I learnt today:

Put a ✓ if you know this topic well.

1. E-learning means learning received online, via digital devices such as: computer, smartphone, tablets etc. ☐

2. E-learning helps us in improving our digital skills, as well as in finding jobs ☐

3. E-learning helps us become a 21st century learner ☐

4. There are different e-learning portals to learn employability skills online such as Bharat skills, NSDC, NAPS, NIMI etc. ☐

1.3 Future of Work

In this lesson you will learn :

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

Pick the statement/s that you feel is true:

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

Thinking Box

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

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

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

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

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

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

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

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

5. **Rise of platform economy:**
   Digital businesses such as Uber, Ola, Zomato, Big Basket, Swiggy have increased their business. Instead of having physical shops, products are displayed on a digital app or website.

6. **Focus on Green Jobs:**
   This is a new job sector in the 21st century. Green jobs are jobs that help to reduce pollution, preserve the environment and the planet. Such jobs get additional support through subsidies from the Govt.

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

_____

_____

_____

Let's learn about the future of work

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

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

- STD booths
- Photo studios
- Audio cassette/ CD recording
- Scissors grinder
- Bicycle repair

Jobs roles that exist now that were not present 5 years ago:

- Ola/Uber driving
- Swiggy/Zomato delivery
- Mobile repair
- Social media influencer, Youtuber

The following sectors are most likely to grow rapidly in the coming years:

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

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

_____

_____

Let's learn about 21st century workplace skills

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

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

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

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

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

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

_____

_____

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

_____

_____

Activity Time!

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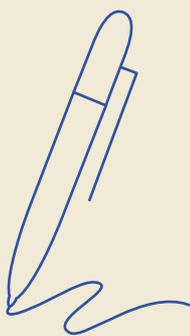
What I learnt today:

Put a ✓ if you know this topic well.

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

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

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

2.1 My Values and Ethics

In this lesson you will learn :

1. What are values & ethics
2. How ethics and values impact our behavior
3. Identify my personal values

**There are six basic values of our country.
Checkbox ✓ the one you know.**

Thinking Box

☐ Right to equality
☐ Right to freedom
☐ Right against exploitation

☐ Right to freedom of religion
☐ Cultural and educational rights
☐ Right to constitutional remedies

Let's learn about ethics and values

Ethics means to decide what is right and wrong for a human conduct. Ethics is necessary to have a good society, where everyone feels safe and respected. Ethics is usually the same for the whole of society.

Example 1: Someone has mistakenly left their mobile phone on the bus. You immediately run to them to return it. This shows that you have ethics of honesty. Hence, you did the 'right' thing.

Example 2: You see a man beating another person. You get angry and stop the man from beating. You scold the beater for being violent. Then the beater tells you that the other person is a robber. Now, did you do the right thing or not?

Sometimes it's not easy to know what is the 'right' thing to do. In such situations you can refer to the above six basic values of our country.

Values are the beliefs that guide or motivate our attitudes or actions. They show how a person thinks, feels and behaves at home, at work and in society. It desides the 'character' of a person. It is more personal than ethics.

For example, your value is to be punctual. You are always on time. But, there are times when you cannot be on time. Then, you feel bad for not living according to your values.

Every individual has their own values that are taught to them by their family, culture, religion etc. The values we have determine our behavior. If our value is to respect people - in our actions we will actually show respect to everyone irrespective of their gender, religion, caste, wealth, nationality etc.

Situation: A man and a woman are holding hands and walking down a street. A group of men started bullying them saying, "This is against our culture and we will not tolerate such activities in our society."
Discuss in a group, what is the right thing to do?

_____

_____

_____

Let's learn about how ethics and values impact our behavior

Our ethics and values form the pillars of our character. These are the six main pillars of character. The pillars of character support us just like pillars support our building and make it strong. This helps us make right decisions.

Trustworthiness	1. Be honest 2. Be reliable 3. Be loyal.
Responsibility	1. Be accountable. 2. Keep trying. 3. Always do your best. 4. Think before you act. 5. Use self control and be self disciplined.
Caring	1. Be kind and compassionate. 2. Show empathy. 3. Help others in need.
Citizenship	1. Respect public property. 2. Protect the environment. 3. Vote and abide by the law. 4. Act for the welfare of your society, country and the world.
Fairness	1. Be non-judgemental. 2. Make decisions based on facts. 3. Be open minded. 4. Do not spread fake news
Respect	1. Be kind and respect all those who are different from you despite their age, gender, sexuality, color, caste, religion or class. 2. Don't hurt other people's feelings.

Activity Time!

Against each action or behavior mention the category of the 'Pillar of Character'.

(Note – some actions can be written under more than one pillar.)

Action & behavior	Mention the category of 'Pillar of Character'	Action & behavior	Mention the category of 'Pillar of Character'	Action & behavior	Mention the category of 'Pillar of Character'
Don't forward fake news on social media. Verify from the right source.		Be considerate towards people with special needs.		Don't be judgmental.	
Do not play loud music or make noise in public places or at night.		Speak the truth		Don't threaten, hit or hurt anyone	
Keep your neighborhood clean.		Exercise your voting rights.		Follow the traffic rules	
Volunteer with an NGO		Respect the laws of the country.		Use the golden words (please, thank you, sorry, excuse me).	
Accept the other persons' point of view.		Respect differences in language, culture, religion etc		Forgive others	
Help elderly people/senior citizens		Be determined to complete your job in the right time.		Protect the environment	
Don't blame others or find faults with others.		Don't cheat anyone		Don't speak rudely	

Let's learn about ethics and values

Personal values are your beliefs that are very dear to you. Your personal values decide your day-to-day actions and guide you through your life.

Values define who we are. Personal values differ from person to person. You learn personal values from your culture, childhood, life experiences and other factors.

Steps to choose your personal values

1. Think of things that are most important in your life.
2. Remember the experiences where you felt very happy.
3. Imagine what you would like to hear about yourself from others when you turn 60.
4. Think of things that you admire in others to discover your values.

Make your personal value tree from the list of values given below

List of values

Achievement	Fun	Making a difference	Resilience
Ambition	Generosity	Motivation	Risk-taking
Caring	Growth	Optimism	Safety
Charity	Happiness	Open-minded	Security
Collaboration	Health	Passion	Self-control
Creativity	Honesty	Perfection	Service
Curiosity	Humor	Performance	Spirituality
Dependability	Individuality	Personal development	Stability
Empathy	Innovation	Popularity	Success
Encouragement	Intelligence	Power	Thankfulness
Enthusiasm	Intuition	Professionalism	Traditionalism
Ethics	Joy	Punctuality	Understanding
Excellence	Kindness	Quality	Wealth
Fairness	Knowledge	Recognition	Well-being
Family	Leadership	Relationships	Wisdom
Friendships	Learning	Reliability	
Flexibility	Love		
Freedom	Loyalty		

Activity Time!

What I learnt today:

Put a ✓ if you know this topic well.

1. **Ethics** is to decide what is right and wrong for a human conduct. **Values** are the beliefs that guide or motivate our attitudes or actions. They show how a person thinks, feels and behaves at home, at work and in society. It desides the 'character' of a person. ☐

2. Our ethics and values form the pillars of our character. The six main pillars of character. The pillars of character support us just like pillars support our building and make it strong. This helps us make right decisions. ☐

3. Personal values are your beliefs that are very dear to you. Your personal values decide your day-to-day actions and guide you through your life. ☐

2.2 Our Constitution: Guiding Principles

In this lesson you will learn :

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

Thinking Box

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

_____

_____

_____

Let's learn about our Constitution

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

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

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

Preamble of the Indian constitution

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

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

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

The Constitution of India

PREAMBLE

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

JUSTICE, social, economic and political

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

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

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

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

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

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

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

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

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

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

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

Activity Time!

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

SOVEREIGN

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

SOCIALIST

SECULAR

DEMOCRATIC

REPUBLIC

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

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

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

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

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

Activity Time!

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

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

What I learnt today:

Put a ✓ if you know this topic well.

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

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

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

2.3 Protecting Our Environment

In this lesson you will learn :

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

Circle the type of pollution you know about

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

Thinking Box

Let's learn about the causes of environmental problems

Have you ever wondered:

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

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

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

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

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

What are some of the environmental problems in your region?

_____

_____

_____

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

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

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

What are the common effects of pollution in your locality?

_____

_____

Let's learn how to develop a green lifestyle

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

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

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

_____

_____

_____

_____

_____

Activity Time!

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

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

_____

_____

_____

What I learnt today:

Put a ✓ if you know this topic well.

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

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

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

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

3.1 21st Century Employability Skills

In this lesson you will learn :

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

Thinking Box

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

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

1. _____

2. _____

3. _____

Let's learn **about 21st century employability skills**

What is industrial revolution?

Industrial revolution is the way in which major changes take place in the way manufacturing happens. Over different centuries, the process of manufacturing various goods has changed due to technology and scientific development. We may think this is a small change. But, it's not. Every time there has been an industrial revolution, people's way of life has completely changed.

For e.g., Our grandparents, in their childhood, used to play with handmade toys. As time passed, few industries started making toys with the help of machines. Through machines, toys were produced in large quantities.

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

☐ Handmade

☐ Machine made

Let us understand the 4 major industrial revolutions.

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

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

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

Let's learn about how to assess your skills

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

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

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

Step 2: Identify gaps in your skillset.

Ex: I need to learn MS excel.

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

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

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

Let's make a plan for your skill development

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

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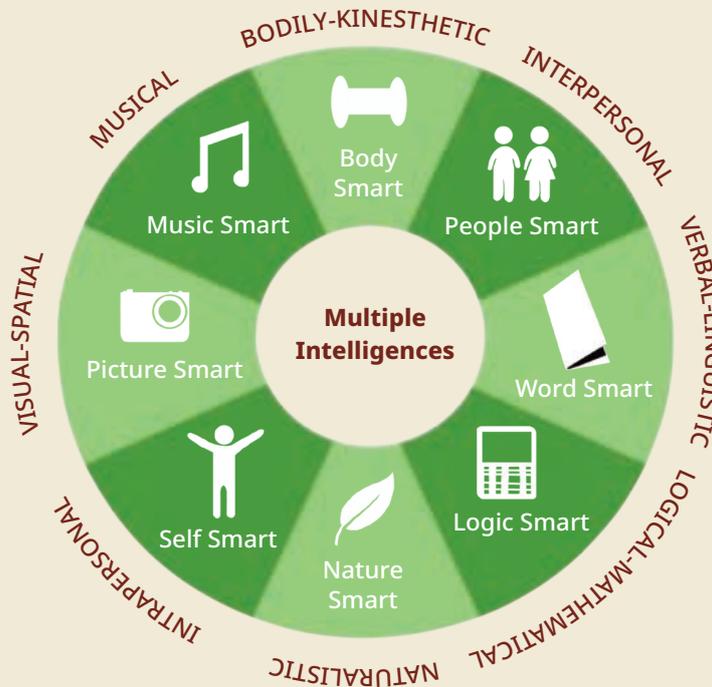
With the help of the statements below, you can check what type of intelligence or smartness you have. Select ✓ the statements which you relate with the most, in all the categories.

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

☐ Are good at putting puzzles together ☐ Interpret pictures, graphs, and charts well ☐ Enjoy drawing, painting, and the visual arts ☐ Recognize patterns easily	☐ Enjoy reading and writing ☐ Debate or give persuasive speeches ☐ Are able to explain things well ☐ Use humor when telling stories	☐ Enjoy thinking about abstract ideas ☐ Like conducting scientific experiments ☐ Can solve complex computations	☐ Enjoy creating things with their hands ☐ Have excellent physical coordination ☐ Remember by doing, rather than hearing or seeing
Music Smart	**People Smart**	**Self Smart**	**Nature Smart**
Characteristics: ☐ Enjoy singing and playing musical instruments ☐ Recognize musical patterns and tones easily ☐ Remember songs and melodies ☐ Have a rich understanding of musical structure, rhythm, and notes	**Characteristics:** ☐ Communicate well verbally ☐ Are skilled at non-verbal communication ☐ See situations from different perspectives ☐ Create positive relationships with others ☐ Resolve conflicts in group settings	**Characteristics:** ☐ Analyze their strengths and weaknesses well ☐ Enjoy analyzing theories and ideas ☐ Have excellent self-awareness ☐ Understand the basis for his or her own motivations and feelings	**Characteristics:** ☐ Are interested in subjects such as botany, biology, and zoology ☐ Categorize and catalog information easily ☐ Enjoy camping, gardening, hiking, and exploring the outdoors ☐ Dislikes learning unfamiliar topics that have no connection to nature

Activity Time!

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

_____

_____

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

_____

_____
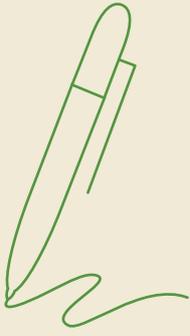
What I learnt today:

Put a ✓ if you know this topic well.

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

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

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

3.2 Know Yourself

In this lesson you will learn :

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

The top 5 things I do very well are :

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

Thinking Box

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

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

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

TO GROW YOURSELF YOU MUST KNOW YOURSELF

knowing yourself is the BEGINNING of all WISDOM

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

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

My identity

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

1. **My name is** _____

2. **Sex** _____

3. **Age** _____

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

_____

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

_____

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

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

> What are your strengths and weaknesses?

My strengths and weaknesses

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

My Strengths	My Weaknesses	How will I overcome my weaknesses?

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

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

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

Activity Time!

Q1. Identify your strengths.

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

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

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

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

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

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

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

What I learnt today:

Put a ✓ if you know this topic well.

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

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

3. You can overcome your weaknesses with hard work ☐

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

3.3 Behaviour and Attitude

In this lesson you will learn :

1. What are behavioural skills?
2. Developing a positive attitude.
3. Motivating yourself to do better.

Thinking Box

Sapna was walking towards her college. 3 boys teased Sapna in a bad way. Sapna got angry and slapped 1 boy. Mr. Raju was walking on the other side of the road and saw Sapna slap the boy. He thought "This girl has such bad behaviour."

Unlike Mr. Raju, you know the full story. Think and answer. What do you think is good behaviour and bad behaviour?

_____

_____

_____

Let's understand what behavioural skills are

Behavioural skills simply means the way we interact, manage and deal with our external environment. It includes how to act around people, places and situations.

Behavioural skills are understood by our actions. It can be seen by us and others.

Here are a few of the very important behavioural skills (these are also known as 21st century skills):

1. **Communication:** Includes speaking skills, listening skills, body language and writing skills. How we communicate can make or break our relationship with others.

2. **Self-Improvement:** Knowing our own self is very important to improve ourselves. Self-improvement is a skill we use to continuously make ourselves better at what we do. It helps us set high goals and achieve them.

3. **Time Management:** These skills can help you organize your work efficiently so you can complete your tasks on time.

4. **Conflict Resolution:** Conflict happens when two people do not agree or have a fight over something. The way we manage/solve the problem is called conflict resolution.

5. **Decision-Making:** When we have many good options, it is hard to decide. For example, deciding about your career path, deciding whom to marry can be big decisions in life. Learning how to decide big or small decisions can help in our behavior skills.

6. **Problem-Solving:** A person who can solve a problem well has a great gift in life! Solving problems can help with excellent behavior in personal life and the workplace.

Give marks to yourself on the 6 skills below. Out of 10, how well do you know these skills? Ask a close friend to also mark you, so you get an idea of how people see you! Here is an example to help you:

Example:

	You	Your friend
Communication	4/10	6/10

Activity:

	You	Your friend
Communication		
Self-Improvement		
Time Management		
Conflict Resolution		
Decision-Making		
Problem-Solving		

Let's understand **how to develop a positive attitude**

Behavioural skills are visible to others. But, attitude is in our minds. Attitude is what we think about something or someone. Our attitude plays a huge part in how we look at life. It shapes how we react to the things that happen to us. We can't control what happens to us. But we can develop a positive attitude to deal with the situations in your personal and professional life.

You can find various creative ways to keep a positive attitude. Here are a few suggestions:

- Enjoy small pleasures (eating something nice, looking at a beautiful flower, etc.)
- Try and adapt to change easily and quickly (what you cannot change, you accept.)
- Find the positive in negative situations (if you lose your purse, try to understand what you can learn from it.)
- Frame the problem in a positive way (You fell from your new bike. Bike is badly scratched and you are bleeding. Instead of thinking of it as a huge problem, you understand that things could have been worse. You could have had a fracture!)
- Value yourself and find inspiration (you have problems because you are capable of handling them! Find inspiration from how well you have overcome your problems in the past.)

Everyone has good days and bad days in life. Take your time and think back to a really good day you had and give a reason as to why it was a good day.

_____

_____

_____

Let's understand **how to motivate ourselves to do better**

We might have either heard or experienced the above mentioned things. This is a common problem we all face. We can request others to help us, but they can only help for a short period of time. The only solution to such a problem is - self-motivation.

Self-motivation or the ability to motivate yourself is an important skill. It pushes us to achieve our goals, feel more fulfilled and improve our overall quality of life.

Motivating yourself could start with few very simple tips:

- Just start: The secret of achieving big goals is, starting them!
- Break down tasks into small steps.
- Make a promise to yourself. Give yourself a prize when you achieve it.
- Be kind and loving to yourself.
- Make a pact with a friend to achieve goals together.
- Ask people to share their stories of growth.

I set my alarm for 6am everyday... But I don't get up!

I have set goals and love my goals... But I am not working towards achieving them

I have a proper list of all the things to do... But I am just not doing them!

What are a few steps you follow to keep yourself motivated?

_____

_____

_____

_____

_____

_____

_____

_____

Goals

Attitude

Success

MOTIVATION

Idea

Support

Performance

Activity Time!

You CANNOT learn behavioural skills by just reading or listening to good tips. Here are some ways to learn and practice these skills:

Tip: Search online to understand more about these skills and how to learn them.

Skill	What can YOU do to learn this?	How can YOUR Employability Skills FACILITATOR help?	How can YOUR FRIENDS help?
Communication			
Self-Improvement			
Time Management			
Conflict Resolution			
Decision-Making			
Problem-Solving			

What I learnt today:

Put a ✓ if you know this topic well.

1. The way we interact with others and respond to certain situations shows our behavioral skills. ☐

2. We can develop a positive attitude to deal with the situations in your personal and professional life. ☐

3. Motivation pushes us to achieve our goals, feel more fulfilled and improve our overall quality of life ☐

3.4 Critical Thinking & Decision Making

In this lesson you will learn :

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

Thinking Box

Which of the following statements are true for YOU :

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

Let's learn about What is critical thinking?

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

For example,

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

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

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

The following are the steps we follow during critical thinking.

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

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

Why do you think critical thinking is important?

_____

_____

_____

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

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

Steps followed in decision making:

Decision making

- Identify problem
- Generate options
- Select best option
- Implement decision
- Evaluate and learn from decisions
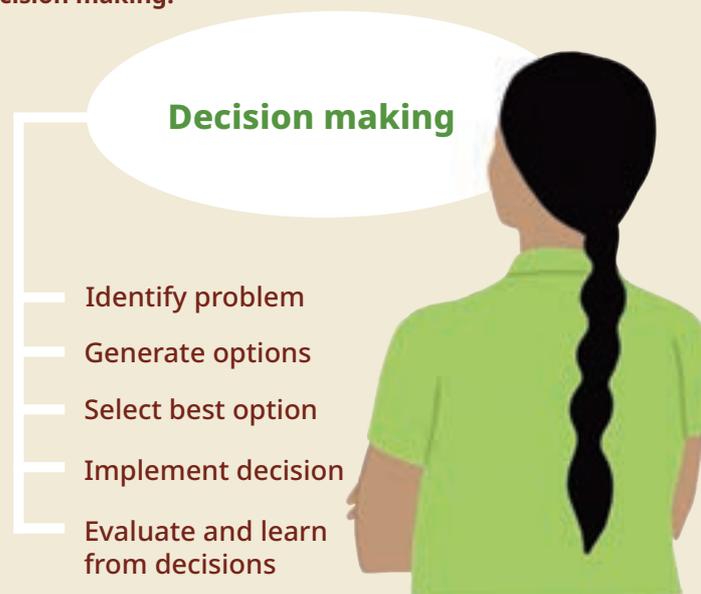
Let us look at how Priya makes her decision about her career.

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

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

I decided to pursue Desktop Publishing to become a graphic designer. It is the best option for me as I can learn digital art. This helps me follow my passions too.
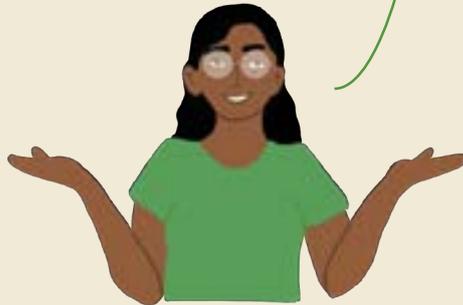
How did you make a decision to pursue this course at your ITI?

_____

_____

_____

Let's practice decision making

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

Step 1: Identify the problem.

_____

_____

Step 2: What are your options?

_____

_____

Step 3: What is the best option for you?

_____

_____

Step 4: How will you implement this option?

_____

_____

Step 5: What did you learn from this decision?

_____

_____

_____

Activity Time!

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

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

Problem 2: Which career pathway is best for you?

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

What I learnt today:

Put a ✓ if you know this topic well.

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

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

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

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

3.5 Time Management in the Workplace

In this lesson you will learn :

1. What is time management?
2. Why is time management important?
3. How to manage time in everyday life.

Thinking Box

Mark ✓ the time management tips that you follow.

I plan in advance	☐	I do the important tasks first	☐
I turn off my phone to focus on task	☐	I reward myself for completing tasks	☐
I take a break between task	☐	I create a to-do list every day	☐
I set weekly and monthly goals	☐	I set a time limit before I start any task	☐

Let's learn about time Management

Have you ever thought about:
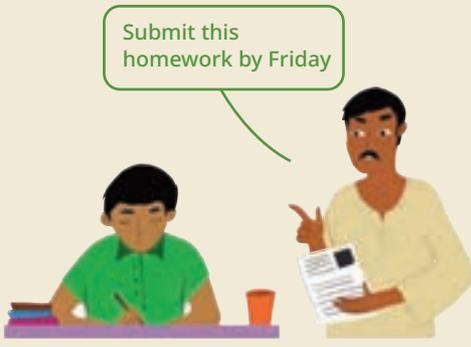
Why did you have a timetable in school to learn different subjects?

Submit this homework by Friday

Why do your teachers give you a timeline for homework submission?

These practices help you learn how to manage your time!

Time management is the process of organizing and planning your activities to make the best possible use of your time. Good time management helps you to work smarter. It is important to balance your time between different activities.

Time management helps you:

1. Complete tasks on time
2. Set and achieve daily goals
3. Reduce stress
4. Improve performance of tasks
5. Do more in less time

What do you understand from the word "time management"?

_____

_____

Let's learn **about the importance of time management**

Ram is pursuing an Interior Designing course from ITI Vivek Vihar, Delhi. He wants to learn painting by taking an extra course. However, he is not able to learn painting due to lack of time.
What should Ram do?

☐ **Leave painting classes**

☐ **Take out an hour by managing his time properly**

If Ram decides to leave his painting class, he is losing a good opportunity to grow his career. The reason we often say "I don't have time" is because we are too comfortable in our daily life or even lazy to work harder. Everyone has the same 24 hours. People with ambition and vision, MAKE time to achieve either goals.

Time management is one of the most important skills as a professional. In today's world of work, work pressure is high. We have to achieve high targets in a short period of time. Without time management, we cannot perform our job well.

By good time management in the workplace you can:

1. Learn more skills than others
2. Grow in your career
3. Support your team's growth
4. Improve your performance at work
5. Meet work deadlines
6. Achieve better work-life balance

What do you understand by the term work-life balance? Why do you think it is important?

_____

_____

_____

Let's learn **ways to manage time in our daily lives**

If you feel like you don't have enough time to do everything you wish to, better time management techniques may help you. These are a few tips for managing time in daily life.

🎯	Set a goal for yourself
📋	List out all the tasks to achieve this goal.

	Create a daily planner
	Give each task a time limit
	Set reminders for all your tasks
	Block out distractions
	Establish routine

Pomodoro Technique

Pick a task	**Set the timer to 25 minutes**	**Get to work**
A list should be planned ahead of time.	Although a mechanical timer is suggested, any type will do	No distractions allowed!
Stop when time is up	**Record Progress**	**Take a five-minute break**
This block of work time is called a POMODORO.	Make note of anything that could aid future improvement	Breaks keep you fresh
Get back to work	**After the fourth Pomodoro take a longer break** (15-30 minutes)	**Continue likewise until calling it a day**
And repeat previous steps	Squeeze in mindless chores for increased productivity	With such focus and flow, time is used more efficiently while reducing mental fatigue.

Activity Time!

Think about the past three days and fill in the activities that you commonly do in the given time! This is only for your own reflection. Write activities in as much detail as possible.

Time	Activities
7:00 AM	
8:00 AM	
9:00 AM	
10:00 AM	
11:00 AM	
12:00 PM	
1:00 PM	
2:00 PM	
3:00 PM	
4:00 PM	
5:00 PM	
6:00 PM	
7:00 PM	
8:00 PM	
9:00 PM	
10:00 PM	
11:00 PM	

1. If you had to save 2 hours (120 minutes) each day, which activities would you want to avoid? List them.

   _____

   _____

2. **What is the one new skill you will learn if you get 2 hours more time, daily?**

_____

_____

What I learnt today:

Put a ✓ if you know this topic well.

1. Time management is the process of organizing and planning your activities and tasks to make the best possible use of your time. ☐

2. Time management is important in your daily life and your workplace. ☐

3. The first step to managing your time well is setting goals for yourself. ☐

4. Pomodoro Technique is a simple time management technique of setting small goals and taking short breaks. ☐

3.6 Problem Solving

In this lesson you will learn :

1. Techniques of creative problem solving
2. Practicing problem solving

How would you define a problem in your own words?

Thinking Box

_____

_____

_____

_____

Let's learn about techniques of creative problem solving

Problem solving means finding a solution to any problem. All of us solve problems every day. Sometimes, we get confused about how to solve a problem.

Problem solving in day to day life

The following steps can be helpful!

1. Identify the problem

2. Break down the problem into parts

3. Find solutions to the different parts of the problem

4. Select the best set of solutions

5. Apply the solution and test what happens

6. As we solve more problems, we will get better at problem solving.

7. If the solution is not working, try another way

Problem solving

Why is problem solving important in day to day life?

_____

_____

_____

_____

Let's practice problem solving

Let's solve some problems together!

Step 1	Step 2	Step 3
Make a team with any 3 trainees from your class.	Together, decide a common problem that has been bothering you all for some time – it can be something in your institute, or about your studies or something in your town. **For example,** transport problems, low-speed internet, unclean toilets.	Think of the problem solving wheel. Make a plan to solve the problem. Follow up to step 6 of the problem solving process.

Step 1: Identify the problem

What is the problem that you will work on?

_____

_____

Step 2: Break down the problem into parts

What are the different problems within the problem? For example if your problem is - I don't know which job to choose. One part of the problem is, you do not know what you are interested in. Another part is, you do not have enough information about the jobs available for your qualification.

_____

_____

Step 3: Find solutions to the different parts of the problem

How will you solve all the parts of the problem? A problem has many parts and each part needs to be solved, to solve the problem as a whole.

_____

_____

Step 4: Generate solutions

Brainstorming time! Think of what you can do to solve this problem.

_____

_____

Step 5: Select the best solutions

Select the solution as a team.

_____

_____

Step 6: Plan implementation

How will you execute it!?

_____

_____

Activity Time!

**Identify a problem in your day to day life.
Now write down how you can solve that problem
using problem solving skills. All the best!**

_____

_____

_____

What I learnt today:

Put a ✓ if you know this topic well.

1. Problem solving means finding a solution to any problem. ☐

2. Identifying problems is the crucial step in problem solving. ☐

3. Breaking down the problem into parts helps to address the problem. ☐

4.1 Motivation to learn English

In this lesson you will learn :

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

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

Thinking Box

1. _____
   _____

2. _____
   _____

3. _____
   _____

Let's learn the importance of the English Language

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

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

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

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

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

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

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

Goal - To communicate confidently in English

Every day is a chance to become better!

Make an attractive poster with this goal and keep it in your notebook or put it up at home.

If you become better at speaking English, how will your life improve?

1. _____

2. _____

3. _____

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

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

Here are a few enjoyable ways to learn English.

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

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

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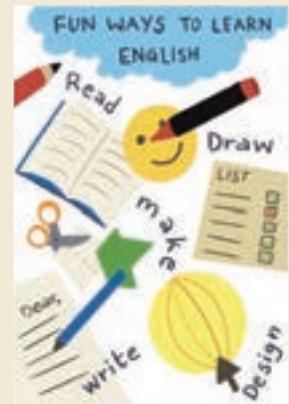
Hi, how are you?

I'm fine. How are you?

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

Keep practicing and you will surely succeed!

Activity Time!

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

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

1. _____
   _____

2. _____
   _____

3. _____
   _____

Wow! You are truly awesome!

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

1. _____
   _____

2. _____
   _____
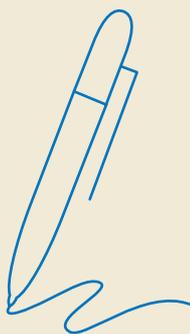
What I learnt today:

Put a ✓ if you know this topic well.

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

4.2 Naming Words

In this lesson you will learn :

1. The meaning of Naming Words or Common Nouns
2. Naming words that have different meanings

Circle everything that you may see in a market

Shops   Vegetables   A Dog   A Cat   Birds   Cycle

Auto rickshaw   Fruits   Fish   Shopkeeper

Thinking Box

Let's learn the importance of Naming Words

Imagine that you and I are going for a walk. We step out and we are walking on a nice, beautiful road.

Let's look at the picture and discuss what we see!

We see a wide road. There is a school, and next to it a bank. A bus drives past us. We see the bus driver wearing a brown shirt. There is a small boy in front of the school. He's playing with two cats. We look up at the sky. There are many clouds. We can also see a crow flying.

What did we see?

We saw people, places, animals and things. Then we pointed at them and named them! Here are the words that we used to name them.

Person	Place	Animal/Bird	Thing
bus driver	road	cats	bus
boy	school	crow	shirt
	bank		clouds

These are naming words. Any word that you use to name a person, place, animal or thing, is a naming word. They are also called 'Common Nouns'

Naming Words

name   thing   animal   place
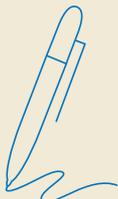
Here is a classroom. What people, places, animals and things can you see in the classroom? Write down their naming words.

Person	Place	Animal/Bird	Thing

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

There are some naming words which have two meanings. These words name two completely different things.

Let's look at a few examples

1. Bat

1. Bats fly at night.
2. Cricket bats are made with willow wood.

2. Date

1. What is the date today?
2. Dates are very nutritious.

3. Letter

1. There are 26 **letters** in the English alphabet.
2. I wrote a complaint **letter** to the office.

4. Feet

1. We should wash our **feet** before going to bed.
2. Suresh is 4 **feet** tall.

Activity Time!

Label the pictures using these naming words. There are two pictures that match each word.

1. **Nail**
2. **Wave**

_____   _____   _____   _____
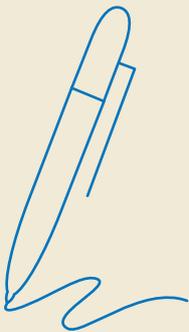
What I learnt today:

Put a ✓ if you know this topic well.

1. Naming words or common nouns are words given to people, animals, birds, places, and things ☐

2. Some naming words like bat, letter, feet, date, nail, wave have two different meanings ☐

4.3 Naming Words - Singular and Plural

In this lesson you will learn :

1. The difference between singular and plural forms of naming words
2. Using the singular and plural forms correctly

Thinking Box

Identify the following naming words as person, place, animal/bird, or thing :

Grandmother - _____

Basket - _____

Goat - _____

Pigeon - _____

Home - _____

Baby - _____

Computer - _____

Cabinet - _____

Delhi - _____

Let's learn the singular and plural forms of naming words

What is the difference between the word "cloud" and "clouds"?

Cloud is the naming word for one cloud. It is a singular naming word. The word clouds talks about more than one cloud. It is a plural naming word.

Singular words are used when there is one person, place, animal or thing to name. For example - teacher, park, puppy, dress **Plural words** are used when there is more than one person, place, animal or thing to name.

For example - teachers, parks, puppies, dresses

Draw some clouds

Now, draw a cloud

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Look at the picture. Check if the naming word is singular (one) or plural (many)
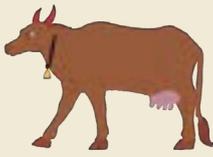
Singular (one) ☐
Plural (many) ☐

Singular (one) ☐
Plural (many) ☐

Singular (one) ☐
Plural (many) ☐

Let's learn the correct usage of singular and plural naming words

Let's look at some of the most common naming words - both the singular words and the plural words. For most naming words, we add 's' or 'es', to make it plural		Some words are spelt differently in the plural form. Here are a few common examples	
Singular Words (one)	Plural Words (many)	Singular Words (one)	Plural Words (many)
1. Bag	1. Bags	1. Person	1. People
2. Computer	2. Computers	2. Man/Woman	2. Men/Women
3. Class	3. Classes	3. Child	3. Children
4. Box	4. Boxes	4. Tooth	4. Teeth
5. Mango	5. Mangoes	5. Foot	5. Feet

While using these naming words in a sentence, think carefully if you're talking about one or about many.

1. Person/People

- There is a young **person** sitting in the classroom. '**Person**' talking about one - **singular**
- There are a few **people** waiting for me in the hall. '**People**' talking about many - **plural**

2. Year/Years

- It will take a **year** for me to finish this course. '**Year**' talking about one - **singular**
- The builders took around 20 **years** to finish the Taj Mahal. '**Years** talking about many - **plural**

3. Week/Weeks

- I have to go to the doctor next **week**. '**week**' talking about one - **singular.**
- I have three **weeks** to study for the test. '**weeks**' talking about many - **plural.**

4. Man/Men

- A **man** in the shop is buying some biscuits. 'Man' talking about one - **singular.**
- Five **men** walked into the bank. '**Men**' talking about many - **plural.**

5. Tooth/Teeth

- I have to see a dentist because my **tooth** is hurting. **'Tooth'** talking about one - **singular.**
- A dentist is a doctor who looks after our **teeth. 'Teeth'** talking about many - <u>plural.</u>

Activity Time!

Match the correct word to the correct picture.

Man (one)

mouse (one)

children (many)

men (many)

mice (many)

child (one)
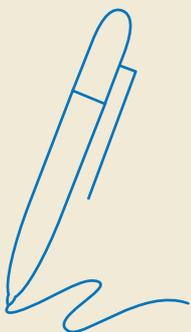
What I learnt today:

Put a ✓ if you know this topic well.

1. Naming words can be singular or plural ☐
2. Singular means one. Plural means more than one ☐
3. The plural form of naming words can be made by adding 's' or 'es' to the word ☐
4. Some plural forms of naming words are spelt differently, for example men, women, children, feet, teeth, people ☐
5. While using naming words in a sentence, we need to be careful, and use the singular or plural form correctly. ☐

4.4 Pronouns

In this lesson you will learn :

1. The need to use pronouns
2. The use of appropriate pronouns

Thinking Box

Write a sentence using these words

1. **He** _____
2. **She** _____
3. **They** _____
4. **We** _____

Let's learn the purpose and usage of pronouns

This passage is about a dog. Read the passage carefully and underline the naming words

The dog is 4 years old. **The dog** is brown. **The dog** has a black tail. **The dog** lives in our flat. **The dog** loves our family. **The dog** always plays with me. **The dog** loves to go for walk.

Read the passage out loud. The word 'dog' is repeated many times in the passage! How can we avoid this? We can use a pronoun. A pronoun is a word that is used instead of a naming word.

The dog is 4 years old. **It** is brown. **It** has a black tail. **It** lives in our flat. **It** loves our family. **It** always plays with me. **It** loves to go for walk. The pronoun 'it' is used instead of the naming word 'dog'.

What is a pronoun?

A pronoun is a word which is used in place of a naming word. Pronouns are used to avoid repetition of the same naming word.

Let's learn the important pronouns

Types of naming words	Pronouns you can use to replace the naming word
Write your name here. _____	I Me My (belonging to me)

| A person you are speaking to | — | You
Your (belonging to you) |

A person who is a man (singular) — He
Him
His (belonging to him)

A person who is a woman (singular) — She
Her (belonging to her)

Many people (plural) — They
Them
Their (belonging to them)

You
Many people, including yourself (plural) — We
Us
Our (belonging to us)

An object or an animal or a place — It
Its (belonging to it)

Let's look at some examples.

1. My name is write you name here. I am a student.
2. Ahmed is a doctor. He works at the hospital.
3. The cab will pick up Sonali. She is coming from the train station.
4. The students are going on a trip. They are going to the zoo.

Choose the pronoun to fill in the blank.

1. **Akash and Johnny are writing on the board.**
   _____ are writing on the board.

   a. They   b. It

2. **The box is very heavy.**
   _____ is very heavy.

   a. It   b. I

3. **Ria and I drank some juice.**
   _____ drank some juice.

   a. We   b. He

Let's learn to use pronouns accurately to improve your communication

Pronouns are used to help us communicate without repetition and without confusion. So it is important to use the correct pronoun when writing or speaking. To use the correct pronoun in a sentence, you must ask two important questions. The answers to the questions will help you use the correct pronoun.

> Is the naming word singular or plural? → What naming word is the pronoun replacing?

The answers to the questions will help you use the correct pronoun.

Is the naming word singular or plural?

Singular

What naming word is the pronoun replacing?

My own name	One person that I am speaking to	A person who is a man	A person who is a woman	An object or animal
I	You	He	She	It
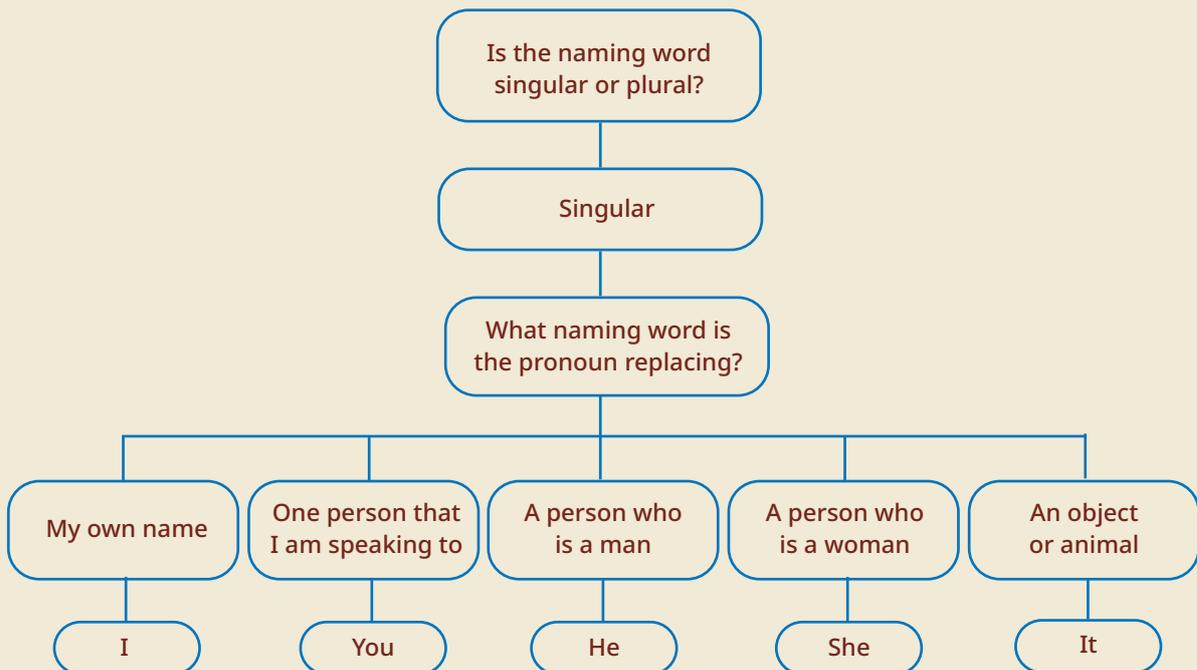
Let's look at an example.
Deepika is excited.

1. Is the naming word singular or plural?
   Deepika is one person.
2. What naming word is the pronoun replacing?
   Deepika is a person who is a female.

Deepika is excited. -> **She** is excited.

```
            ┌─────────────────────┐
            │ Is the naming word  │
            │ singular or plural? │
            └─────────────────────┘
                     │
            ┌─────────────────────┐
            │       Plural        │
            └─────────────────────┘
                     │
            ┌─────────────────────┐
            │  What naming word is│
            │ the pronoun replacing? │
            └─────────────────────┘
         ┌───────────┼───────────┐
 ┌─────────────┐ ┌─────────────┐ ┌─────────────┐
 │ Myself, along│ │Many people that│ │ Many other  │
 │with other people│ │I am speaking to│ │   people    │
 └─────────────┘ └─────────────┘ └─────────────┘
        │              │              │
   ┌────────┐     ┌────────┐     ┌────────┐
   │   We   │     │  You   │     │  They  │
   └────────┘     └────────┘     └────────┘
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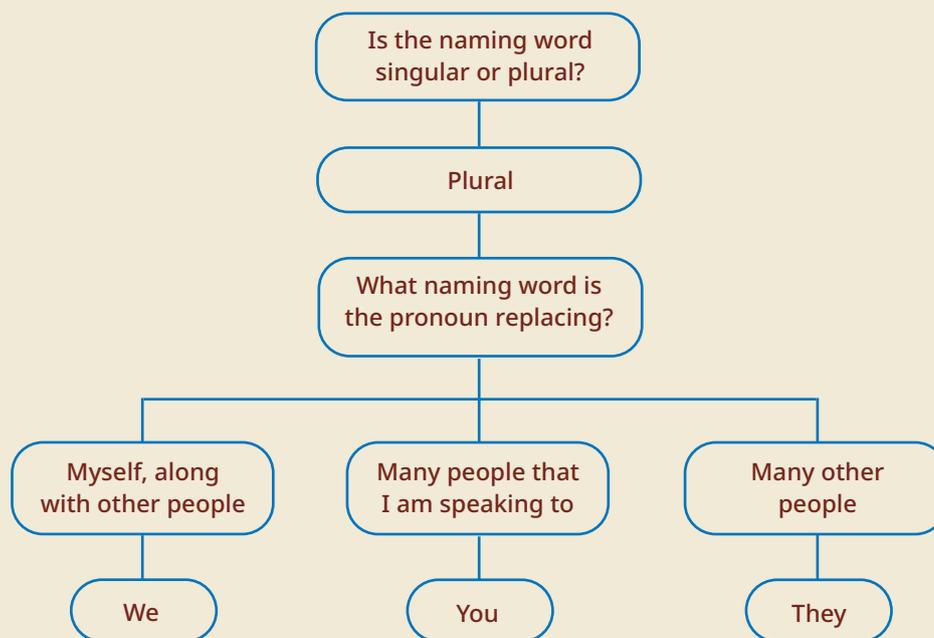
Let's look at an example.
Pradeep and I are friends.

1. Is the naming word singular or plural?
   Pradeep and I are two people. It is more than one person.
2. What naming word is the pronoun replacing?
   'Pradeep and I' refers to myself, along with another person

Pradeep and I are friends. -> **We** are friends.

Activity Time!

Let's make this passage better by replacing the naming word with pronouns.

Ayesha is my sister. Ayesha is 17 years old. Ayesha goes to college. Ayesha likes to play football and basketball. Ayesha's friends like Ayesha because Ayesha is smart and fun-loving.

Ayesha is my sister. _____ (She/It) is 17 years old. _____ (She/Ayesha) goes to college. _____ (She/He) likes to play football and basketball. _____ (Her/Your) friends like _____ (her/Ayesha) because _____ (she/they) is smart and fun-loving.
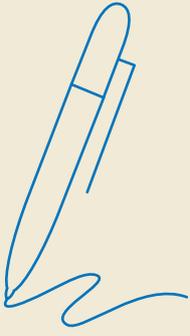
What I learnt today:

Put a ✓ if you know this topic well.

1. A pronoun is a word that is used in place of a naming word, to avoid repetition of the same naming words. ☐

2. To use the correct pronoun in a sentence, you must ask two important questions - which naming word are we replacing? Is the naming word singular or plural? ☐

3. Singular pronouns are - I, you, he, she, it ☐

4. Plural pronouns are - we, you, they ☐

4.5 Action Words

In this lesson you will learn :

1. Action words (verbs) and their connection to naming words

2. How to use action words correctly in sentences

What do you use for the following actions? Write the words in the appropriate column

See | Sing | Kick | Clap | Eat | Talk | Read | Listen | Type | Jump | Cook | Run | Look | Hear

Thinking Box

Hands	Feet	Mouth	Eyes	Ears

Let's learn action words and their connection to naming words

- Who/What is shown in the picture?
  A boy
- What is he doing?
  Throwing a ball

- Who/What is shown in the picture?
  A kite
- What is it doing?
  Flying in the sky

- Who/What is shown in the picture?
  Doctor
- What is she doing?
  Thinking

Naming Words	Action Words
boy	throwing
kite	flying
doctor	thinking

As we can see, the action words tell us what a person or object is doing.
An Action Word or Verb is used to show an action connected with a person, an animal/bird or a thing.

| What are Verbs?		
Verbs express:		
1. Physical actions	2. Mental actions	3. States of being
To Jump	To Think	I am cold To Be

Circle the action word. The naming word is highlighted. Please underline the action word (verb)

1. The **cat** ran across the road.
2. **Sejal and I** travel by bus everyday.
3. **Mohan** is helping me with my homework.
4. The **children** will play in the evening.

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Let's learn to use action words correctly in sentences

Since the action word tells us more about a naming word, it appears near the naming word.

We need to keep in mind that the form of the action word or verb depends on the time of the action.
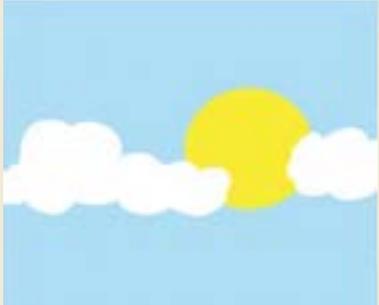
Past	Now	Future
Whether the action happened in the past	**Whether it is happening currently**	**Whether it will happen in the future**
The action has happened in the past (Eg. Rohit **studied** yesterday).	The action is happening in the present (Rohit **is studying** now).	The action will take place in the future (I **will study** tomorrow).

- The action could be happening on a regular basis (Seema **studies** every day after college)
- The action is a fact (The sun **rises** in the east)

As we can see, depending on past, present or future, the form of the action word will change, however, the meaning of the action word/ verb remains the same

Let's look at some more examples:

Last year it **rained** a lot ('Last year' is in the **past**)

I **will return** your book next week ('next week' refers to the future)

We **are playing** hockey now (This action is happening currently 'now')

My mother **works** in a factory (This is a fact)

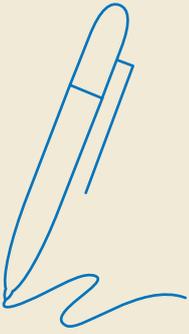We **celebrate** Children's Day on 14th November every year
(An action that happens 'every year' on a regular basis).

Activity Time!

Fill in the gaps using the correct action word from the box.

jumped   is driving   will watch   have   fly

1. Shilpa _____ the car now.
2. Birds _____in the sky.
3. I _____ TV at night.
4. The cat _____ over the wall
5. Every week, we _____ a test

4.6 Describing Objects, Surroundings and Processes

In this lesson you will learn :

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

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

Do you know how to describe the things around you?

_____

_____

_____

_____

_____

_____

Thinking Box

Let's learn about Describing Words

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

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

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

•   A screwdriver is a **useful** tool

•   Arjun is wearing a **yellow** shirt

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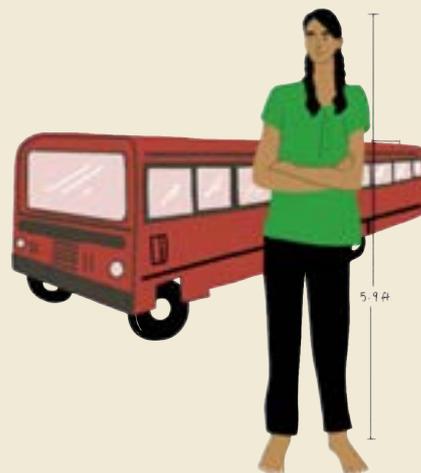
Read how Komal is describing her new sales office. Then, answer the questions!

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

What adjectives did Komal use to describe the new office?

1. _____

2. _____

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

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

What is the importance of adjectives in our everyday life?

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

Activity Time!

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

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

1. _____

2. _____

3. _____
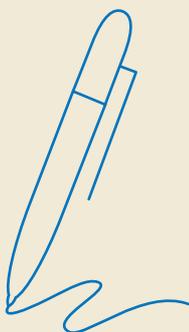
What I learnt today:

Put a ✓ if you know this topic well.

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

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

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

4.7 Introduction to Punctuation

In this lesson you will learn :

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

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

Thinking Box

●
question mark

,
full stop

?
comma

!
exclamation mark

Let's learn the importance of punctuation marks

Let's look at an interesting sentence.

"I love cooking my family and my pets."

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

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

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

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

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

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

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

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

Which paragraph was easier to understand?

- The first paragraph was difficult to read and understand, wasn't it? This is because there are no punctuation marks. The second paragraph has punctuation, so it is much easier to understand, and it sounds better.
- When we speak to each other, our voice adds a lot to our words. We stop and pause at the end of sentences. We also ask questions in a particular tone. We use another tone when we are surprised or excited, so it is easy to understand what we're saying.

But when we write, we cannot use our voice. That's why we use punctuation marks.
Punctuation marks are symbols that we use while writing, to make a sentence clear and interesting.

Circle the punctuation marks in these sentences.

- Finally, Diwali has arrived! Anita, Mukesh and Shana are extremely excited. They can't wait to go to their favourite event of all time - the fireworks exhibition! They run down the stairs to go to the ground early. Where are the children's parents? They will join them later.
- The three siblings climb a tree - a tall mango tree - to get the best view. Wow! Look at the colours! There's red, green, yellow and blue - every colour they could imagine!

Let's learn the importance of punctuation marks

Full stop (.)
A full stop is a dot that is always placed at the end of a sentence.
Turn to any other page in this book and look at the sentences. All sentences will end with a full stop.

Capital letter at the beginning of the sentence
The first letter of a sentence is always written as a capital letter.
Again, turn to another page in this book. Observe the sentences. All sentences will start with a capital letter.
The word 'I' is also always in a capital letter, no matter which part of the sentence it comes in.
- When can I go to school?

Comma (,)
This symbol is called a comma.
The comma is used in a sentence to show a break within the sentence. A comma is used in a few situations.

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

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

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

Activity Time!

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

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

1. _____

2. _____

3. _____
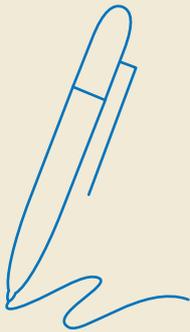
What I learnt today:

Put a ✓ if you know this topic well.

1. Punctuation is important so sentences are clear and easy to understand. ☐
2. A full stop is always used at the end of a sentence. ☐
3. The first letter of a sentence is always written in a capital letter. ☐
4. A comma is used to show a break within a sentence. ☐

4.8 Kinds of Sentences - Introduction

In this lesson you will learn :

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

Thinking Box

Read these sentences out loud.

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

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

Let's learn about the different types of sentences

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

Declarative Sentence

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

I love my cat.

My new car is Red.

My dress is blue.

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

Exclamatory Sentence

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

I'm so angry with her!

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

Imperative Sentence

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

Give me the keys.

Drive slowly, and take the next right.

Please bring me the jar from the kitchen.

Give me the keys.

Interrogative Sentence

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

Is it raining outside?

Where did you keep the water bottle?

Does this shop sell clothes?

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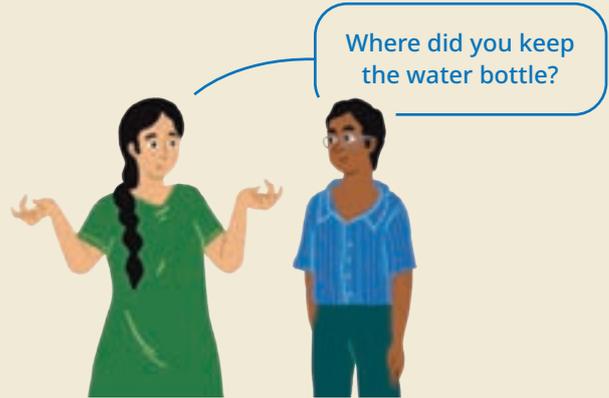
Read these sentences carefully. Rewrite them in the correct box according to the type of sentence.

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

Declarative Sentence	Exclamatory Sentence	Imperative Sentence	Interrogative Sentence

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

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

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

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

☐ The flowers in the park were beautiful.

☐ Wow! The flowers in the park were beautiful!

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

Let's look at another example.

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

☐ Close the door.

☐ Please close the door.

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

Activity Time!

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

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

Megha: What an exciting day at school today!

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

Megha: _____

Mohan: _____

_____

_____

_____

_____
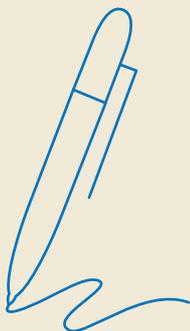
What I learnt today:

Put a ✓ if you know this topic well.

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

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

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

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

5. An interrogative sentence asks a question. ☐

4.9 Writing Simple Sentences

In this lesson you will learn :

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

Thinking Box

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

_____

_____

_____

_____

_____

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

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

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

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

Every complete sentence has 3 parts:

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

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

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

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

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

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

The students listen to the teacher. ✓

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

1.

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

_____

2.

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

_____

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

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

You can remember this pattern using these colors.
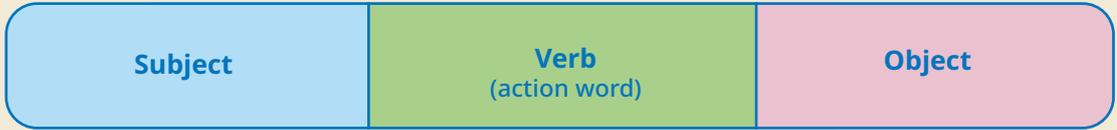
Subject	Verb (action word)	Object
The cat	runs	across the road.
The students	listen	to the teacher.

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

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Activity Time!

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

Subject	Verb (action word)	Object

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

_____

_____

_____

_____
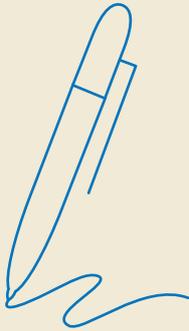
What I learnt today:

Put a ✓ if you know this topic well.

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

4.10 Reading Activity

In this lesson you will learn :

1. Strategies to become a better reader
2. Read and get information from posters and signs

**What was the last thing that you enjoyed reading?
What was it about?**

Thinking Box

_____

_____

_____

_____

_____

Let's learn strategies to become a better reader

Reading is an activity that we do throughout the day. We read road signs. We read words and instructions while using our mobile phone. We read the news, text messages and emails.

We read mainly for three reasons.

1. **Reading for information.**
   Reading is the most effective way to get information and grow in knowledge. When we read books and articles, we learn new things that improve our skills. We read on the internet to find information about anything in the world.

2. **Reading for instructions.**
   When we fill out a form, how do we know what details we need to write? We read the words on the form! Reading carefully can help us complete many tasks correctly. Instruction manuals, user guides, road signs, etc. are all meant for us to read and follow instructions.

3. **Reading for entertainment.**
   Reading is one of the most productive and healthy activities we can do in our free time. We can discover many interesting characters and funny stories through reading.

**10 ways to become
a better reader**

1. Read
2. Read
3. Read
4. Read
5. Read
6. Read
7. Read
8. Read
9. Read
10. Read

Reading is a very important skill to practice and perfect. Reading can seem difficult and boring, if you are not used to it.

Here are a few things you can do to become a better reader.

1. Read everything you can see. Read the newspaper, posters, magazines, online articles, etc.

2. Dedicate 20 minutes every day to read something that you enjoy. Choose something that fits your interests. Find books, short stories or newsletters on a topic that you like.

3. Read with a pencil in your hand. Underline important words or points as you read. You can also underline words that you do not know the meaning of. Use the Internet to find the meaning of these words.

Let's decide to read more! Fill in the blanks to set your goals.

1. I will read _____ books this year. (Write a number)

2. I will read from _____ to _____ every day. (Choose a time)

Let's learn to read and gain information from posters and signs

Understanding posters

A common way to share information is through posters. Posters present information by using images and colours.

While reading a poster, first take a look at the title. This will tell you what the poster is about. Then, read the highlighted points. This will give you a summary of the information given in the poster. Finally, read all the details under the highlighted points.

This will help you understand all the information.
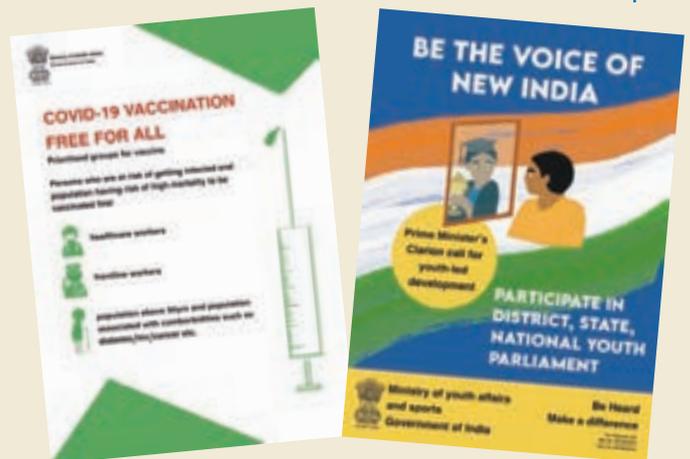
**Understanding signs and symbols**

Another way to give information through images is through symbols. There are some common symbols that we see around us.

For example, arrows are one of the most used symbols. When arrows are used in road signs, they are telling us which direction we should go in.

When arrows are used in posters or presentations, they are telling us to focus on a particular thing.
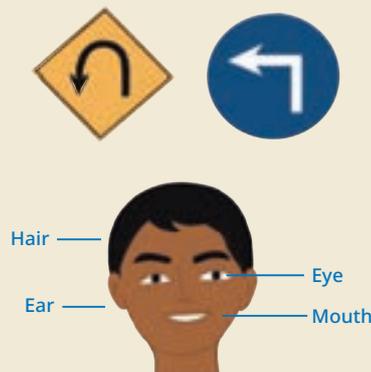
Here are some more commonly used signs and symbols.

- **Red colour:** When the colour red is used in any symbols, it usually means that something must not be done.

- **Yellow colour:** When the colour yellow is used, it means, it means that you must be careful. You must pay special attention because there is some risk.

- This is the **Recycle symbol.** If you see it on any objects, it means that the object can be recycled. If the symbol is on a dustbin, it means you must use that bin for recyclable items.

- This is the **special access symbol**. It is used to indicate when something is designed specifically for use by people with disabilities. Some public spaces have a ramp access, reserved parking facility or a special bathroom for people with disabilities. You will see this symbol in such places.

- This symbol is used to indicate the place where you can exit a building or a room.

Digital symbols

- When using an app or a website, you will see this symbol on the screen. Clicking this will open the menu which shows you all the available options.

- This is the power on/off button. You will find this on remotes and devices like the TV, mobile phone etc. You can even find it on the computer screen. Clicking this will turn on or turn off the device.

Activity Time!

Match the following:

1. **Power on and off**
2. **Be careful**
3. **Menu**
4. **Recycle**

CAUTION ⚠	
♲	
⏻	
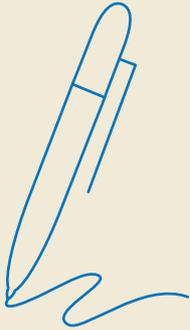
What I learnt today:

Put a ✓ if you know this topic well.

1. We read to gain information, to get instructions and for entertainment. ☐
2. Posters are a way to convey information in a visually appealing manner. ☐
3. There are commonly used symbols that have particular meanings ☐

4.11 Speaking

In this lesson you will learn :

1. The appropriate expressions to use while speaking.
2. How to clearly communicate your views to others.

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

Thinking Box

_____

_____

_____

_____

_____

Let's learn the appropriate expressions to use while speaking

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

The expressions of your voice

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

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

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

The expressions of your face

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

> I am writing my exams tomorrow

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

> I am writing my exams tomorrow

Suitable facial expressions + Proper voice tone = Effective Communication
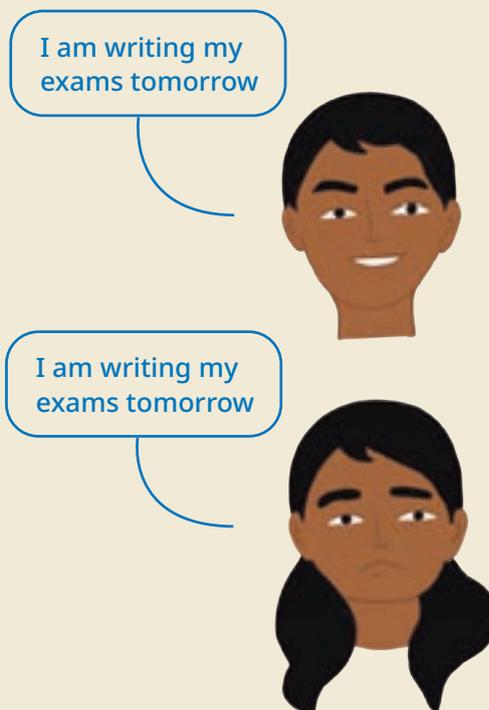
Pick a simple, popular story that you know from your childhood. Practice telling the entire story in front of a mirror.

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

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

"Apples contain Vitamin C."

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

"Apples are better than bananas."

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

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

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

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

Activity Time!

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

_____

_____

_____

_____

_____
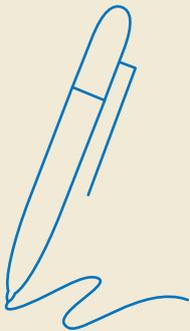
What I learnt today:

Put a ✓ if you know this topic well.

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

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

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

4.12 Listening

Thinking Box

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

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

Let's learn the purpose and importance of listening

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

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

Listening for information

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

Listening for instructions

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

Listening for relationships and entertainment

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

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

1. _____
2. _____
3. _____

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

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

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

Activity Time!

Choose the correct answer to the question.

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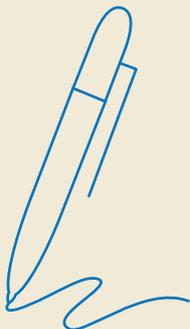
What I learnt today:

Put a ✓ if you know this topic well.

1. Listening is an important communication skill to get information and receive instructions from people. ☐

2. When listening, it is important to focus on the person who is speaking, write down the information and recollect what you have heard. ☐

4.13 Talking about Likes and Dislikes

In this lesson you will learn :

1. The difference between likes and dislikes
2. How to share our likes and dislikes
3. How to talk about others' likes and dislikes

Thinking Box

What are two things that you like to eat? What are two things that you do not like to eat? Write them below.

_____

_____

_____

_____

Let's learn the difference between likes and dislikes

This is Naresh. He likes to eat cake. He enjoys playing football. He loves his puppy.

He does not like the taste of pizza. He does not like being around cats. He dislikes eating apples.

These are Naresh's likes and dislikes!

Likes are things or activities or places that we enjoy. They are things that we feel a positive emotion of joy or excitement towards. Dislikes are things that we do not like. They are things towards which we feel a negative emotion of hatred or fear or boredom.

Different people can have different likes and dislikes. You and your friend might like many of the same things. However, you might also dislike some of the things that they like. Our likes and dislikes are one of the things that makes us unique.
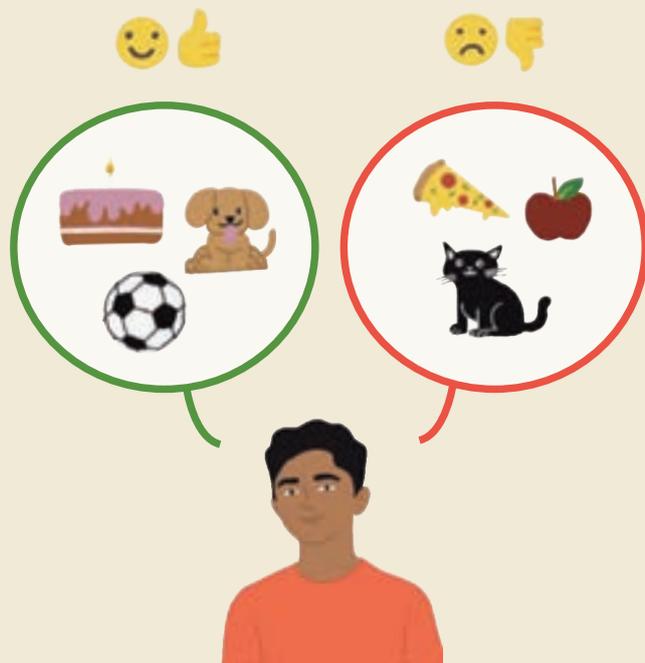
This is Samvita. Take a look at her likes and dislikes. Write them down.

Samvita's Likes	Samvita's Dislikes

Let's learn **how to share our likes and dislikes**

We can use particular phrases to talk about our likes and dislikes. Let's learn which are the best phrases to use.

Talking about likes	
I like...	**I like** eating ice cream.
I love... Use this phrase to express a strong liking towards something.	**I love** my friends.
I adore... Use this phrase to express a strong admiration of something or someone.	**I adore** the paintings made by my sister.
I enjoy... Use this phrase to talk about an activity that you like to do.	**I enjoy** swimming in the ocean.
I'm crazy about... Use this phrase to express a strong liking towards something.	**I'm crazy about** football.

I'm fond of... Use this phrase to talk about a person that you like a lot.	I'm fond of my English teacher.

Talking about dislikes	
I don't like...	I don't like driving.
I hate... Use this phrase to express a strong dislike towards something.	I hate watching the news.
I detest... The word 'detest' is a very strong negative word. Use this phrase to express a strong hatred towards something.	I detest cooking in a dirty kitchen.
I can't bear... Use this phrase to talk about an activity or a thing that you don't like to spend time on.	I can't bear to clean my cupboard.

While we may like and dislike many things, there are some things that we don't have a positive or negative feeling about. To talk about things that you neither like nor dislike, use this phrase.

- **I don't mind...**
- **I don't mind** studying physics.

Write sentences about your own likes and dislikes. Use the phrases given below.

I'm fond of _____

I hate _____

I don't mind _____

Let's learn to talk about others' likes and dislikes

You can also use these phrases to talk about others' likes and dislikes.

- She is fond of her little sister.
- Sonya is crazy about cricket.
- The teacher can't bear untidiness in the classroom.
- Pandi doesn't mind eating apples or oranges.

While talking about likes and dislikes, we can also use these two phrases to add to the meaning of the sentence. Using these phrases adds an emphasis to how much you like or dislike something.

1. a lot
2. very much

It's important to place them in the correct part of the sentence.

1. She likes her car a lot.
2. The little girl loves her puppy very much.

To talk about others' likes and dislikes, we must first ask them. We must ask them what they like and dislike so that we know more about the person. Here are some questions you can ask to find out what someone likes or dislikes.

Questions to ask someone about their likes and dislikes
What kind of movies do you like? What kind of food do you like to eat?
Do you enjoy being a teacher? Do you enjoy dancing?
What is your favourite subject? Who is your favourite sportsperson?
What do you like about your city? What do you dislike about this house?

Naveen is at home. His sister Sherin comes in. Notice how they express their likes and dislikes.

Naveen: Hi Sherin! Would you like to watch a movie tonight? I enjoy going to the theater.

Sherin: Oh, no! I don't feel like watching a movie tonight. Why don't we go out to eat at a restaurant?

Naveen: Sure. I adore the new Chinese restaurant. Or shall we go to eat biryani?

Sherin: I don't mind Chinese food.

Naveen: Yes, I don't want to eat biryani today either. Great! Let's go.

Activity Time!

Let's look at some more things that Sherin and Naveen like and dislike. Look at the chart carefully. Write 5 or 6 sentences about what the siblings like and dislike.

	Playing video games	Their neighbour	Cricket	Drinking soda
Naveen	X	☺	X	☺
Sherin	☺	☺	X	X
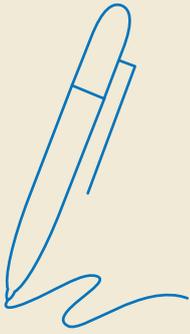
What I learnt today:

Put a ✓ if you know this topic well.

1. All of us have different likes and dislikes - things that we enjoy and things that we don't. ☐

2. We can use different phrases to communicate our likes and dislikes in different ways. ☐

3. We can ask other people questions to understand what their likes and dislikes are. ☐

4.14 Greetings and self-introduction

In this lesson you will learn :

1. The appropriate expressions to greet people in formal and informal situations.

2. How to introduce yourself to others effectively

A new teacher comes to your classroom. They ask everyone to introduce themselves. What would you say? Write it down.

Thinking Box

_____

_____

_____

Let's learn the appropriate expressions to greet people in formal and informal situations.

When we begin speaking with someone or addressing many people, we first greet them. There are many different kinds of greetings. They must be ued appropriately in the right context.

You use a formal greeting when you're speaking to a person of authority. Formal greetings are also for conversations in formal contexts like workplace, conferences, business meetings, etc. You can also use a formal greeting when you don't know the person.

Here are a few greetings you can use when you are starting a formal conversation.

Formal Greetings
Hello!
Good morning.
Good afternoon.
Good evening.
Hello! How are you?
It's nice to meet you.

Hello! Good morning.

Hello! How are you?

Informal greetings are greetings we use while speaking to friends and family. It is for people with whom we have casual conversations, outside a professional setting.

Informal Greetings
Hi!
Hey!
What's up?
What's going on?
Long time, no see!

Take a look at these situations. Which greeting is appropriate for Sheila to use?

1. Sheila meets her best friend from school at a wedding. They are in touch on WhatsApp and Instagram. They have not met each other in a while. What should Sheila say?
      a. Good evening.
      b. Long time, no see!

2. Sheila wants to join an internship. Her teacher introduces her to an office manager who has more details about the internship. Sheila walks into a meeting room to meet the office manager. What should Sheila say?
      a. How are you? It's nice to meet you
      b. Hey! What's up?

Let's learn how to introduce yourself to others effectively

In the last activity, Sheila met two people. When she meets her friend, her friend already knows her. Sheila does not need to introduce herself. They can begin a conversation because they know each other well. However, when Sheila meets the office manager to talk about the internship, the first thing she has to do is to introduce herself.

We introduce ourselves to people in different situations to give them some basic information about who we are and what we do. The way we introduce ourselves depends on the situation in which we are asked to introduce ourselves.

- While introducing yourself in a classroom, it's relevant to share information about what you're studying.

- While introducing yourself in a job interview, it's relevant to share information about your job skills and experience.

- While introducing yourself to a new friend, it's good to talk about your likes and dislikes.

When we are asked to introduce ourselves, we can sometimes feel nervous because we don't know what to say. A good practice is to prepare 5 or 6 sentences of an introduction. You can use this prepared introduction with some small changes. That way you will not feel nervous to introduce yourself!

Let's look at Shamini's introduction and learn how to form our own introduction.

Hello everyone! My name is Shamini, and I am a student at Ashoka University. I am studying to be a librarian. I chose my course because I enjoy reading. I also would like to help small kids read more.

I'm also a basketball player. I go to the park thrice a week to teach some kids to play basketball. The happiest part of my day is when I spend time with children. I'm a patient teacher and a good listener.

Shamini's introduction can be split up into 6 parts. Using these 6 simple parts, you too can write your own introduction!

1	**Your name**	Hello everyone! My name is Shamini,
2	**What you do primarily - as a student or for work**	and I am a student at Ashoka University. I am studying to be a librarian.
3	**Some personal or interesting information to add to the previous point**	I chose my course because I enjoy reading. I also would like to help small kids read more.
4	**Another activity that you do or interest that you have**	I'm also a basketball player. I go to the park thrice a week to teach some kids to play basketball.
5	**Something that you like doing**	The happiest part of my day is when I spend time with children.
6	**A personal strength or a positive attribute that you have**	I'm a patient teacher and a good listener.

It's time to write your own introduction! Follow the 6 steps. Write 1 or 2 sentences to fit into each step of an introduction.

1	**Your name**	
2	**What you do primarily - as a student or for work**	
3	**Some personal or interesting information to add to the previous point**	
4	**Another activity that you do or interest that you have**	
5	**Something that you like doing**	
6	**A personal strength or a positive attribute that you have**	

You've written your own introduction! Now practice it out loud. Stand in front of a mirror and practice your introduction.
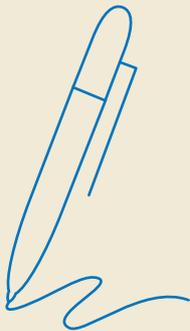
What I learnt today:

Put a ✓ if you know this topic well.

1. We use greetings to begin a conversation. In formal situations, we must use formal greetings. While speaking to friends and family, we can use informal greetings. ☐

2. We introduce ourselves when we meet someone new to give them more information about us. ☐

3. Introductions include basic information about myself and also tell the person more about who I am as a person ☐

4.15 Asking and responding to questions

In this lesson you will learn :

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

Thinking Box

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

_____

_____

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

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

_____

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

_____

Let's learn the differences between questions and responses

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

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

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

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

For example:

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

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

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

Are you going to see the doctor tomorrow?

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

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

5 pm.

She will.

Not today.

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

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

Match the question to the response

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

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

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

Wh- Questions

Wh- questions are questions that start with who, what, when, where ,why and how. The question gives a clear indication of the information that the person wants to know.
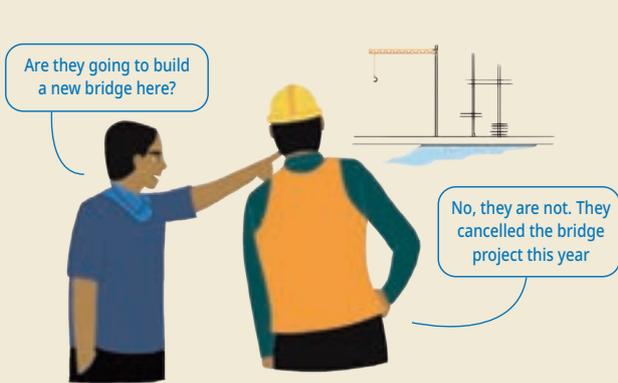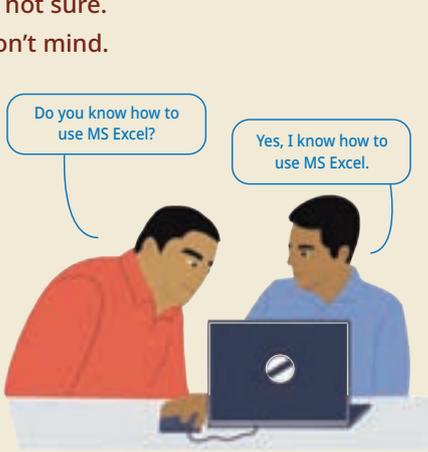
Yes or No Questions

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

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

Sometimes the answer to the question might not be a yes or a no. In that case, you can respond using some of the following phrases.
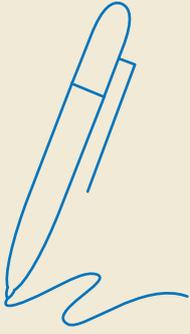
- I'm not sure.
- I don't mind.

Do you know how to use MS Excel?

Yes, I know how to use MS Excel.

When is the meeting happening?

It is at 2pm on Friday

Where do I have to come?

You can come to our office for the meeting.

Are they going to build a new bridge here?

No, they are not. They cancelled the bridge project this year

Did Rhea come to school today?

I'm not sure. I did not check.

Activity Time!

Mallika calls a restaurant to ask them about their timings, what food they have on the menu and if they have home delivery. The restaurant manager also asks for Mallika's contact details and her food order.

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

_____

_____

_____

_____

_____

_____

4.16 Group discussion on simple topics

In this lesson you will learn :

1. How to express your thoughts clearly in a group discussion

2. Useful expressions to use while participating in a discussion

What is the meaning of a group discussion? Describe it in your own words.

Thinking Box

_____

_____

_____

_____

_____

Let's learn how to express your thoughts clearly in a group discussion

A conversation is when two or three people are speaking to each other. However, in some situations, topics are discussed among a bigger group of people. Many people give their thoughts and views on a topic. This is called a group discussion.

A group discussion is beneficial as it helps you:

•   Learn more about a topic

•   Solve big problems

- Discuss new ideas
- Understand different people's views
- Find strengths and weaknesses of an idea
- Develop self-confidence

Group discussions can make you nervous. You may feel like you can't explain what's on your mind clearly. You may not get an opportunity to share your thoughts unless you speak up clearly.

Here are a few tips to keep in mind that will help you express yourself well in a group discussion.

Understand the purpose of the group discussion
Think carefully about the purpose of the discussion. Find what and how you should participate. Stick to the point discussed.

Be prepared
Write down some notes on what you would like to share. Do some research on the topic using the Internet. Write your own personal thoughts and opinions.

Speak confidently
Use a clear and firm voice during group discussions. Share thoughts and opinions that are important for the discussion.
Avoid using fillers like "um" and "I feel..." while expressing facts and information that you know to be true.
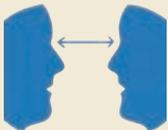
Keep eye contact while speaking
Making eye contact is important. This helps you to grab the attention of every member in the room.

Listen attentively to others
Listening to what others in the group are sharing can help you understand and gather new information about the topic.
Avoid being distracted or doing other tasks when someone else is talking.

Do not interrupt others
Avoid interrupting someone while they are speaking. Raise your hand if you want to contribute and wait till you have a chance to speak.

Group Discussion Benefits

- Learn more about a topic
- Solve big problems
- Discuss new ideas
- Understand different people's views
- Find strengths and weaknesses of an idea
- Develop self-confidence

Your institute is having a discussion: Should a computer lab be set up that is open for 24 hours for students to use for studying?

You are invited to be part of the discussion. Write 3 or 4 things that you can contribute to the discussion. (They can be facts/information or they can be your personal opinions.)

1. _____

2. _____

3. _____

4. _____

Let's learn useful expressions to use while participating in a discussion

During a group discussion, you respond and contribute in different ways. You can use these expressions to form appropriate sentences.

Expressing your opinion

Your opinion is your unique point of view on a topic or an issue. Opinions can change from one person to another.

Phrases to use	Example
In my opinion...	**In my opinion,** there are too many students in the classroom.
It seems to me that...	**It seems to me that** students need more space to work on their art projects.

Sharing facts and information

In group discussions, it's good to also talk about facts and information that you have. Make sure that the information is accurate. It's also a good idea to tell the group how you got the information.

Phrases to use	Example
We must keep in mind that...	**We must keep in mind that** there are 70 students and only 2 classrooms.
The fact is that...	**The fact is that** the average classroom size across the world is 24 students in each class.

Agreeing with someone

In a group discussion, you don't always have to contribute a new thought. You can agree with what someone else has said and add to their views.

Phrases to use	Example
I agree with...	**I agree with** Latha.
You are absolutely right.	**You are absolutely right.** It is difficult to manage the schedule.

Disagreeing with someone

Sometimes, you might disagree with someone's views. You would want to talk about an alternative perspective and help them reconsider their views. It's important to do this in a polite and respectful way.

| Phrases to use	Example
I don't quite agree...	**I don't quite agree** with what you're saying.
I'm not convinced that...	**I'm not convinced that** the files need to be printed. Sending emails is more convenient.

Activity Time!

Let's recap the group discussion from earlier in the lesson.

Your education institution is having a discussion to consider if they should set up a computer lab that is open for 24 hours for students to use for working and studying. You are invited to be part of the discussion.

Write sentences to use during the group discussion using these expressions.

- In my opinion... _____
- We must keep in mind that... _____
- I'm not convinced that... _____
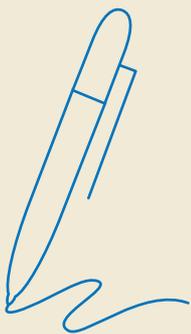
What I learnt today:

Put a ✓ if you know this topic well.

1. Group discussions are a great way for people to talk together, exchange ideas and solve a problem. ☐

2. During a group discussion, it is important to be well-prepared, confident and attentive when others are speaking. ☐

3. We can use different expressions to express our opinions, to agree with others and disagree with them. ☐

4.17 Telephone Skills

In this lesson you will learn :

1. Three phases of a telephone call
2. How to use correct phrases to make telephone calls in a professional manner

Name the top 3 differences between making a formal call (call for official or professional purpose) and an informal call (call for personal reasons, to friends & family).

1. _____
2. _____
3. _____

Thinking Box

Let's learn about three phases of a telephone call

Telephone calls are an important method of verbal/spoken communication. In other words, communication that is taking place between two people with the help of a Telephone/phone. Telephone calls can happen in personal and professional contexts. In a personal context, we can speak freely and communicate in a casual manner. Professional phone calls need to be formal, clear and effective. When speaking to a junior or senior, we have to maintain a few simple norms in the workplace.

Let's learn more!

- Caller: A person who makes the call
- Receiver: A person who receives the call
- On hold: When a call is kept waiting with a purpose
- Engaged: The person you are trying to call is speaking to someone else

There are 3 phases to a telephone call:

Beginning	Middle	End

Observe the table on the next page.

Steps of a Telephone Call

Beginning	Greet the person	Good morning Sir/ Madam
	Introduce yourself	I am Rahim from ITI, Guindy. I am trainee in the electrician trade.
Middle	Say why you are calling	I am calling to find out if I may come for an internship in your company.
	Discuss what should be done	If there is a chance, please let me know. My contact number is 9999922222.
End	Thank the person.	Thank you Sir/Madam. Have a nice day.
	Say goodbye.	Goodbye, Sir/Madam.

Speak politely. Use short sentences. Take notes about important information.

You need to call your friend to share about a job opening near your ITI. Tell your friend about the job title, office location, salary, interview date and other important details.

Complete this table with what you will say in each step of the phone call.

Beginning	Greet the person	
	Introduce yourself	
Middle	Say why you are calling	
	Discuss what should be done	
End	Thank the person.	
	Say goodbye.	

Let's learn about how to use correct phrases to make telephone calls in a professional manner

Different phone calls have different purposes. During formal phone calls for professional purposes, there are some phrases you can use in the conversation. Let's learn some of them.

1. **Making a call**
   When you call a friend, they might have your number saved on their phone or they might recognize your voice. So you might not introduce yourself. When making a formal call, it's important to introduce yourself clearly. You can also include information about yourself that might help the person connect with who you are.

   • **Hi, it's [your name] from [company name].**

2. **Asking for somebody**
   It's important to check if you're speaking to the right person.
   • **Am I speaking to [person's name]?**
   • **I'd like to speak to [person's name], please.**

3. **Giving the reasons for calling**
   Use these phrases to explain to the person why you are calling them.
   • **I'm calling to discuss…**
   • **I just wanted to ask…**
   • **Could you tell me…?**

See the example on the right.

4. **Asking when somebody will be available**
   Sometimes when you call someone, they might not be available to talk at that moment. So it's good to check with them. You can also ask when you can call them again.
   • **Is it a good time for us to talk now?**
   • **When is a good time to call?**

5. **Asking the person to repeat information**
   Sometimes, we might not hear the person clearly. You can ask them to repeat what they said. Make sure to do this politely, by asking it as a request. You can also repeat the information and check if you've understood them correctly.
   • **Could you please repeat that? I couldn't hear you very well.**
   • **Could you spell that for me, please?**
   • **Let me see if I got that right. [repeat the information]**

Example of a professional telephone conversation

"Hello, my name is Soham, I am calling from MM company. Can I speak to Jisha?"

"Hello, yes, this is Jisha speaking"

"Hello Jisha, I'm calling to discuss about the New Year discount in our company"

"I am interested. Please tell me more"

The most important thing to remember in professional conversations is to speak politely and respectfully.

Activity Time!

You need to call a HR manager to ask for details about an internship. You want to know information about how you can apply, what are the responsibilities and the dates of the internship.

Complete this table with what you will say in each step of the phone call.

Use at least 3 of the professional phrases we've learnt.

Beginning	**Greet the person**	
	Introduce yourself	
Middle	**Say why you are calling**	
	Discuss what should be done	
End	**Thank the person.**	
	Say goodbye.	
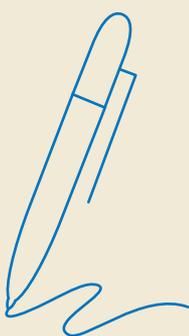
What I learnt today:

Put a ✓ if you know this topic well.

1. There are 3 phases in a phone call. In the beginning, you greet the person and introduce yourself. In the middle, discuss the purpose of your call. In the end, you thank the person. ☐

2. Informal telephone calls that we make to friends and family are different from formal telephone calls that we make for professional reasons. ☐

3. It's important to be polite during formal telephone calls and use certain phrases. ☐

4.18 Reading and understanding job descriptions

In this lesson you will learn :

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

Thinking Box

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

1. _____
2. _____

Let's learn about job descriptions

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

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

Here is an example.

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

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

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

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

Who do you think got the job offer? Why?

_____

_____

_____

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

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

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

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

Job Title

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

Summary

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

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

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

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Responsibilities and duties

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

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

Have I had similar responsibilities and duties before?

Would I enjoy working on these things?

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

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

Qualification and skills

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

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

Other details

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

Activity Time!

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

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

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

3. **A Bachelor's degree is compulsory for everyone applying for this job. True or false?**
   a. True
   b. False
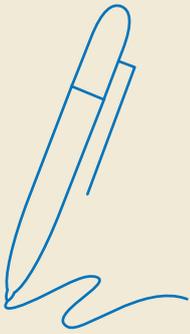
4.19 Speak and Share Information about Workplace

In this lesson you will learn :

1. How to share specific information about a job or a workplace

2. How to communicate your views and opinions about a workplace

Thinking Box

What are the different words used to describe a workplace? Select all the options which you think are correct.

Office / Organization / Company / Shop / App / Building / Employee / Loan / Bank / School / Plumber

Let's learn how to share specific information about a job or a workplace

During conversations, we might be required to share information about a job that we are currently doing. A team leader can ask you to share details of a project that you are working on. A friend who is applying for a job in your company can ask you questions about your role. A potential customer can ask you for information about your company and your role in the company.

A conversation about your job can begin if someone asks you one of the following questions.

1. What do you do?
2. What do you do for work?
3. What line of work are you in?

Here's how you can respond to these questions.

STEP 1 Share the name of your job	**Step 1 - Share the name of your job** • I'm a teacher. • I'm a nurse. • I'm an office assistant.
STEP 2 Tell them where you work	**Step 2 - Tell them where you work** If you work for a large and popular company, you can simply share the name of the company. • I'm an office assistant at Wipro. • I'm a nurse at Apollo Hospital. If your company is not easily recognizable, it's good to share what kind of company it is or what they do. You can also talk about which city you work in. • I'm a sales manager for a company that sells printers. • I'm a teacher at a play school called A-Z School.
STEP 3 Share some information about your responsibilities	**Step 3 - Share some information about your responsibilities** If the person is interested, you can share some more information about what you do at work. You can tell them what kind of work you do or what projects you work on. • I teach maths and art to the children. • I take photographs for the website. • I take care of the office files and documents.

Vikram is a plumber at a small, local company. A potential client asks him "What do you do?" Write down Vikram's introduction.

Step 1 - Share the name of your job	
Step 2 - Tell them where you work	
Step 3 - Share some information about your responsibilities	

Let's learn how to communicate your views and opinions about a workplace

Now you know how to share basic details about a job! But what if someone asks for your personal opinion on your workplace? How can you talk about how you feel about your job and your workplace? **Let's find out!**

There are two important things you can talk about while sharing your opinions on a job.

Talking about the work that you do

The words that you use to describe your work can be positive or negative, depending on how you feel about it.

Positive words to talk about work	Negative words to talk about work
Exciting	Boring
Engaging	Stressful
Rewarding	Challenging

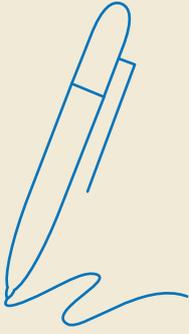**Talking about the people that you work with and workplace culture**

Here are a few phrases you can use while talking about the people that you work with.

- I love the team I am working in.

- My colleagues/coworkers are great.

- I work with some great people.

- I like the job flexibility.

- I enjoy taking on challenges at work.

We must be careful about if it is appropriate in a particular conversation to talk negatively about our job, our workplace and our coworkers. It is alright to do so while talking to friends and family. If you are specifically asked for feedback or criticism by someone in your workplace, you can share your negative opinions in a respectful way. However, it's not appropriate to speak negatively about your workplace during office conversations or in job interviews.

Activity Time!

Write 3 sentences about your experience as a student. (Write 2 positive opinions and 1 negative opinion.)

_____

_____

_____

4.20 Writing Applications & Cover Letters

In this lesson you will learn :

1. How to write job applications
2. The different types of cover letters

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

_____

_____

_____

_____

_____

Thinking Box

### Let's learn how to write job applications

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

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

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

Paper: Applicants might download and print the forms from an online source. They must fill in the mandatory areas in the document and post them to the mentioned address on the cover letter. Most of the government job calls will be in the paper format.
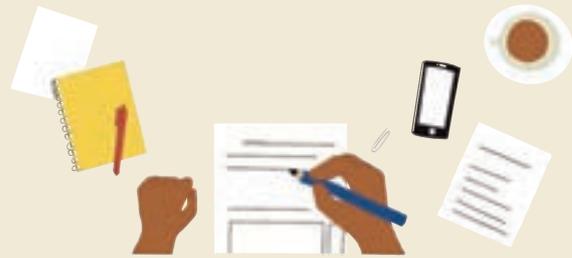
Online Job Application: Some companies have an online form that needs to be filled and submitted.

Here are a few common details required in an online job application.

- Name and contact details
- Education qualifications
- Your work experience - including full-time, part-time or volunteer work
- Your skills

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

Some job applications also include a question or a task that you have to respond with. The question is usually designed to test important skills that the job will require. Some examples of these are:

- How many years of MS Office experience do you have?
- Why are you a good fit for the role of training manager?

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

Email Job Application

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

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

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

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

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

Let's learn the different types of cover letters

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

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

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

1. **Application cover letters -** This is the most common type of cover letter and is used to apply for a job. Writing this is similar to the email application that we learnt about. You send this cover letter along with the job application.

2. **Referral cover letter -** This is a letter that you write when a person refers you for a job or introduces you to the hiring manager. Seeing the name of the person that they are familiar with in the cover letter makes it more noticeable.

3. **Prospecting cover letter/letter of interest -** If there is a company that you would like to work for, you can write a prospecting cover letter to them. This type of cover letter is used to ask them for more details about the company and information on job openings. This type of cover letter takes the initiative to let the hiring manager know your interest in working with them.

Choose the correct answer to the question.

Activity Time!

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

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

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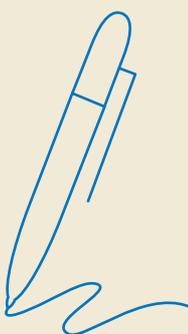
What I learnt today:

Put a ✓ if you know this topic well.

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

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

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

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

5.1 Importance of Communication

In this lesson you will learn :

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

Thinking Box

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

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

Let's learn about the importance of communication

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

Communication is important for three reasons:

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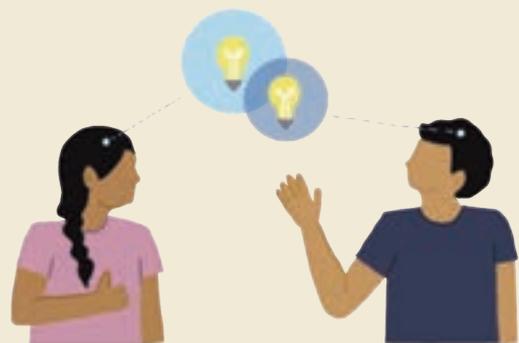
2. **It helps us describe our feelings.**
   Sometimes, we want to share our feelings with our friends and family. We may share our happiness, anger and worry - sharing emotions will always make us feel better! Sharing our feelings is an important part of communication.

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

Communication is important at the workplace because
_____

Fill in the blanks with the correct option.

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

Let's learn about the characteristics of effective communication

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

Clarity

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

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

"I am sorry, I have been unable to complete the assignment. I needed extra time to understand the project better. Can I please submit it next Wednesday?"

"You see, I was very busy and I was not able to understand the question. I am very sorry but because I did not understand it I did not do the task. I am working on it but it is not yet complete. Do you think it would be okay if I sent it to you sometime over the next week?"

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

Completeness

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

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

"Can we have a meeting?"

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

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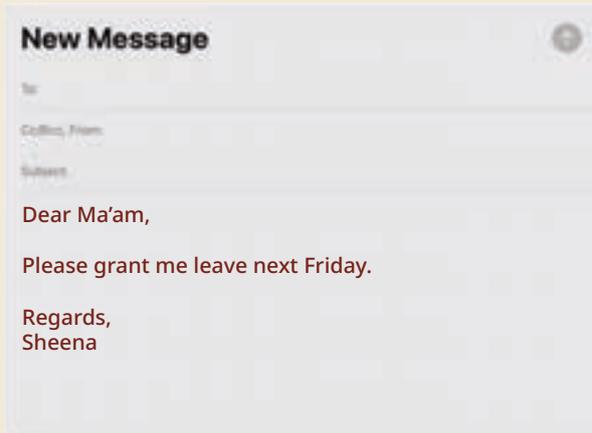
Listening

An important part of communicating well is listening! It is not enough if we share our thoughts. We also need to listen when other people speak. Listening well shows the speaker that we are paying attention in order to understand them.
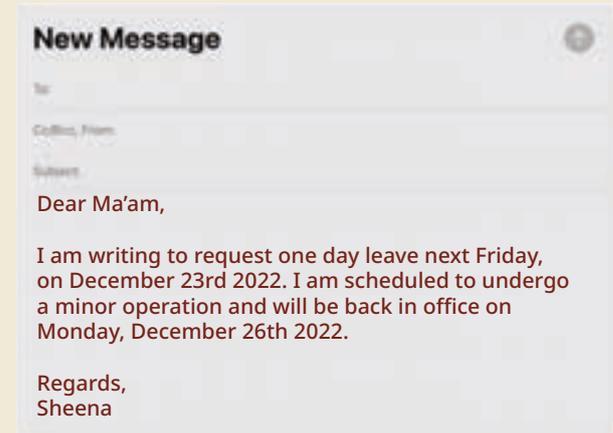
Here are two emails asking for leave from an employee to their manager. Read them and see which is an example of effective communication.

Email 1

New Message

To:

CcBcc, From:

Subject:

Dear Ma'am,

Please grant me leave next Friday.

Regards,
Sheena

Email 2

New Message

To:

CcBcc, From:

Subject:

Dear Ma'am,

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

Regards,
Sheena

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

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

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

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

Let's learn **about the types of communication**

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

Verbal communication

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

Non-verbal communication

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

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

Written communication

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

Visual communication

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

Activity Time!

Match the image to the type of communication it represents

 Written communication

 Verbal communication

 Visual communication

 Non-verbal communication

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What I learnt today:

Put a ✓ if you know this topic well.

1. Communication is important to share our thoughts, ideas and feelings.   ☐

2. Effective communication needs to be clear and complete.   ☐

3. Listening is also an important part of effective communication.   ☐

4. There are different types of communication - verbal, non-verbal, visual and written.   ☐

5.2 Verbal Communication: Speaking

In this lesson you will learn :

1. What is verbal communication

2. Difference between spoken and written communication

3. Importance of good verbal communication

How do you communicate most of the time?

_____

_____

_____

_____

Thinking Box

Let's learn about verbal communication

Verbal communication is the **use of words** to share information with others. We can use any language to conduct verbal communication. **For example,** anything spoken in Hindi, Tamil, Kashmiri, Assamese etc can be verbal communication. Similarly, anything written in Hindi, Tamil, Kashmiri or Assamese is also verbal communication.

Verbal communication can be successful when we choose the right words to share our message. Depending on who we are talking to, it can be done in many ways.
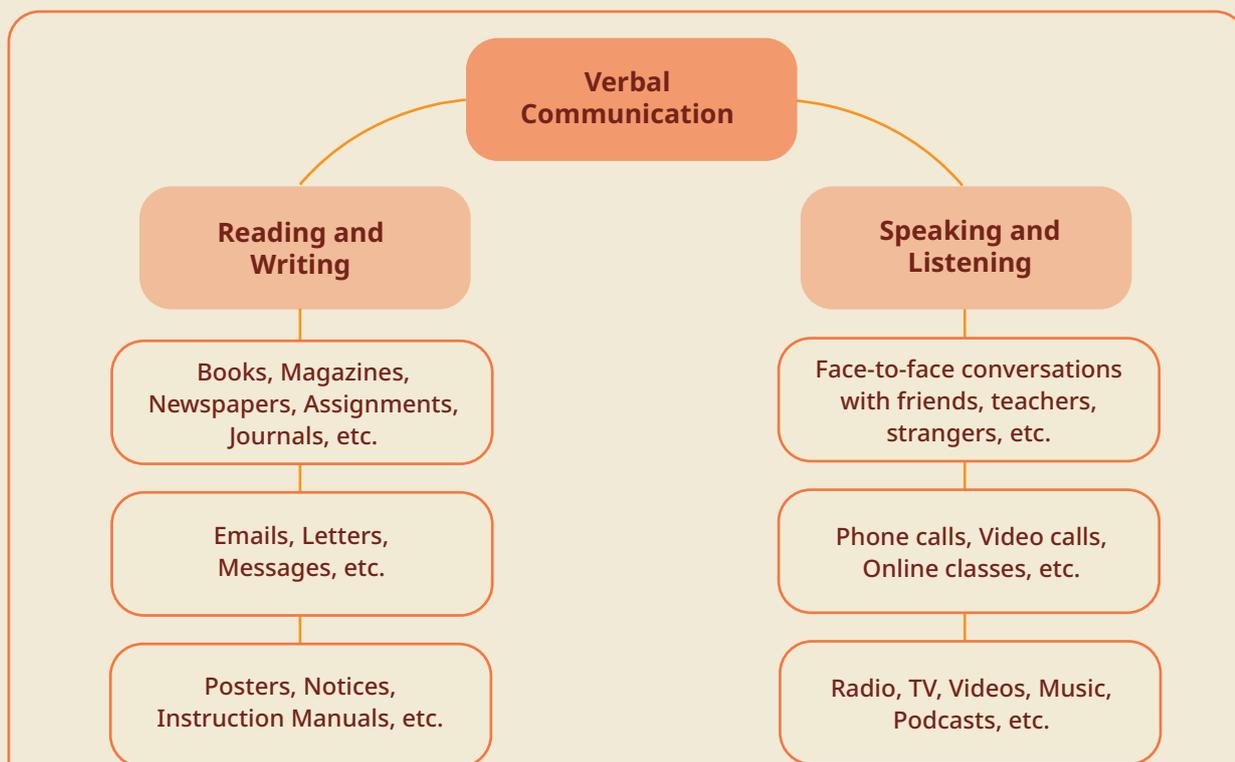
Communicating to yourself

One person to a group

Hi, how are you?

I am fine, thank you

Person to Person

How do you usually communicate with yourself? Pick options which you use:

1. **Talk to myself**
2. **Write in a daily book**
3. **Other ways (** _____ **)**

Let's learn about the difference between written and spoken communication

Verbal Communication

Reading and Writing

Books, Magazines, Newspapers, Assignments, Journals, etc.

Emails, Letters, Messages, etc.

Posters, Notices, Instruction Manuals, etc.

Speaking and Listening

Face-to-face conversations with friends, teachers, strangers, etc.

Phone calls, Video calls, Online classes, etc.

Radio, TV, Videos, Music, Podcasts, etc.

Communication always requires two parties to make the communication successful. When speaking, we need a speaker to share the message, and a listener to understand the message. When writing, we need a writer and reader.

The success of verbal communication depends on three main components:

1. The way we communicate
2. The words we use to communicate
3. The way we are understood by others

What type of verbal communication are you better at - Writing or Speaking? How can you improve yourself?

_____

_____

_____

Let's learn **about the importance of good verbal communication**

Verbal communication, be it through speaking or writing is very important to share information between people. Good verbal communication leads to good relationships between people. It also has a very strong impact on work culture, employee happiness and successful business.

In any workplace, clear communication leads to faster work. It helps employees do their work well. It also helps the employers to share important information with employees. When verbal communication is simple and clear, it results in minimal confusion.

Let us look at a few examples to understand the power of simple and clear communication.

I will be on leave next week. Please deliver this parcel to Ms.Reena before 4pm on Tuesday.

Ok, I will do that. Enjoy your leave.

Give 3 tips to your friend to have simple and clear communication.

1. _____

2. _____

3. _____

Activity Time!

You need to communicate about your dream job to your family. But they are not ready to listen to you. How will you find a way to communicate with them successfully?

_____

_____

5.3 Verbal Communication: Writing

In this lesson you will learn :

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

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

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

Thinking Box

Let's learn how to write a letter

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

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

Step 1: Sender's address

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

Step 2: Date

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

Step 3: Receiver's address

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

Step 4: Greeting

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

Step 5: Subject

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

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

Step 6: Body

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

Step 7: Signature

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

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

Tip: Remember to put your letter in an envelope, write your address and the receiver's address on it, put the stamps it needs and drop it off in a post box! Once you do that, your letter is on its way!
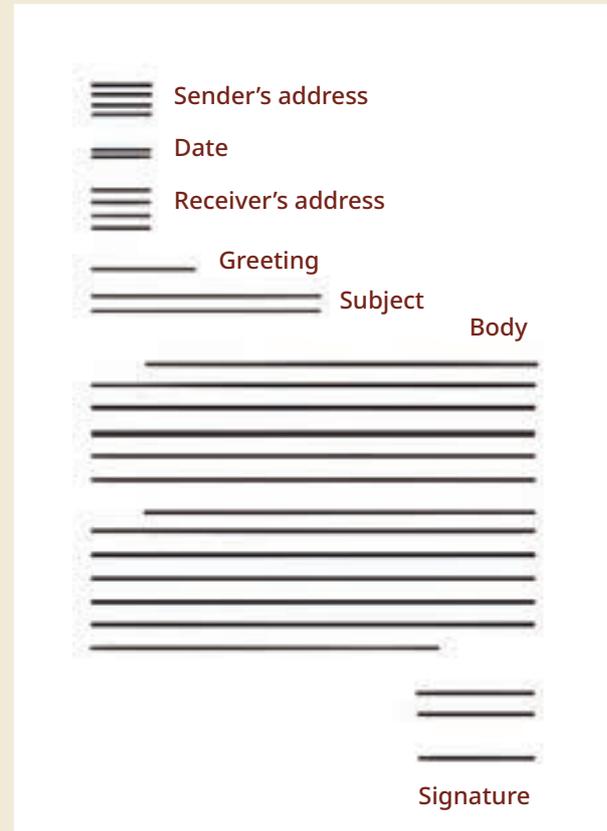
You are writing a letter to your friend. Which one of the following will NOT be a part of your letter? Circle the odd one out.

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

The date　　　　**Your account number**

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

Let's learn how to write an email

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

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

Sending an email is a three-step process:

New Message

Receiver's email id

Subject Line

Email body

Step 1: Receiver's email id

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

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

Step 2: Subject line

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

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

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

Step 3: Email body

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

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

Regards,

Maria

Technician

ABC Pvt Ltd

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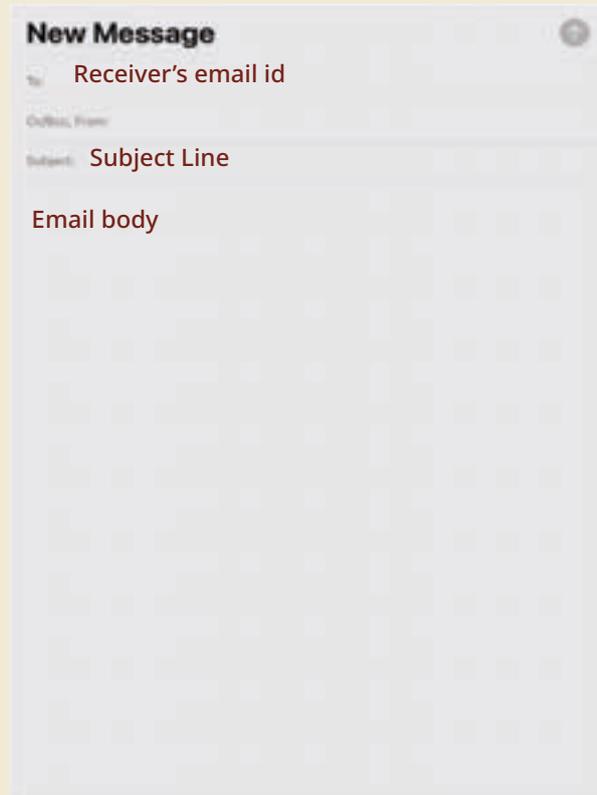
Tip: Once you are done writing your email, don't forget to press 'Send'! Only when you click on 'Send' the email will leave your email id.

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

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

Let's learn how to write a resume

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

Name

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

Contact details

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

Education

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

Experience

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

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

Skills

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

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

Activity Time!

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

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

What I learnt today:

Put a ✓ if you know this topic well.

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

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

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

5.4 Non-Verbal Communication

In this lesson you will learn :

1. The meaning of non-verbal communication

2. The appropriate spatial distance for formal and informal communication

3. The importance of maintaining appropriate body movements and appearance

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

Thinking Box

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

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

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

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

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

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

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

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

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

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

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

_____

_____

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

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

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

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

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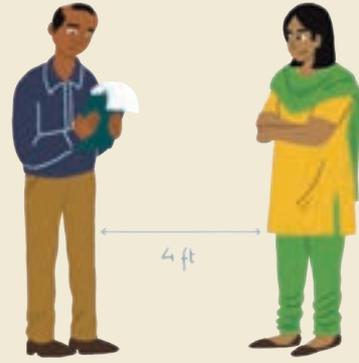
Why do you think it is good to maintain distance in formal relationships?

_____

_____

_____

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

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

Maintaining proper appearance

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

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

Activity Time!

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

_____

_____

_____

What I learnt today:

Put a ✓ if you know this topic well.

1. Non-verbal communication is the sharing of messages without writing and use of words. ☐

2. Non-verbal communication takes place through facial expression, touch, eye contact and body language. ☐

3. It is fine to stay physically close to people who are close to you. ☐

4. We need to maintain a minimum distance of 4 feet between people in a formal relationship. ☐

5. Maintaining cleanliness and having proper body movements is very important. ☐

5.5 Practicing Effective Communication

In this lesson you will learn :

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

Thinking Box

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

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Let's learn **how to identify formal and informal communication**

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

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

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

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

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

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

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

Let's learn **how to introduce yourself effectively**

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

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

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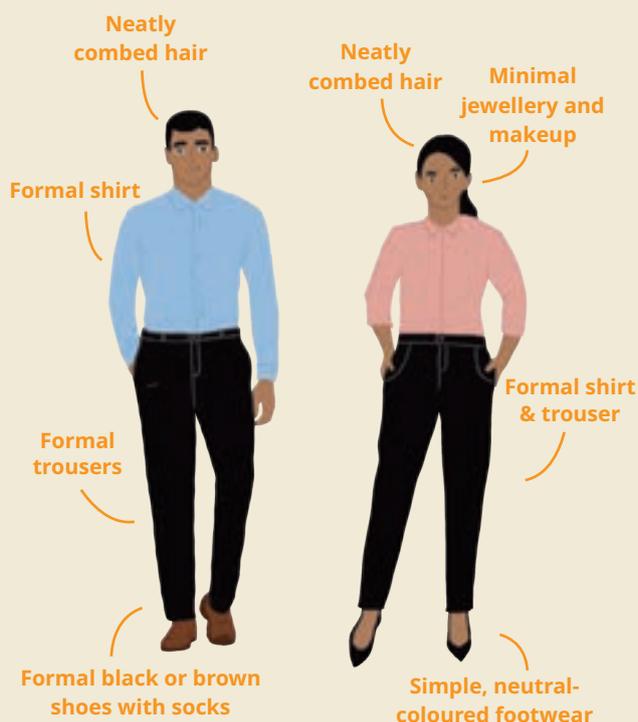
Verbal Communication

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

Non-verbal Communication

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

Formal Dress Code

Neatly combed hair

Formal shirt

Formal trousers

Formal black or brown shoes with socks

Neatly combed hair

Minimal jewellery and makeup

Formal shirt & trouser

Simple, neutral-coloured footwear

Activity Time!

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

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

What I learnt today:

Put a ✓ if you know this topic well.

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

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

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

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

5.6 Workplace Communication: Introduction

In this lesson you will learn :

1. The importance of effective communication at the workplace

2. How to eliminate the barriers to effective communication

3. How to use text messaging for workplace communication

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

Thinking Box

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_____

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

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

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

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

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

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

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

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

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

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

New Message
To
Subject
Send

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

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

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

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

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

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

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

_____

_____

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_____

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

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

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

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

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

Follow these tips while sending text messages for workplace communication.

1. Send messages with correct spellings. Avoid using short forms and slang like "ur" and "omg".
2. Avoid using too many emojis.
3. Do not send texts outside of working hours.
4. Use chat to discuss things that need a quick response. If you require a detailed answer or a long discussion, it's better to talk over a phone call or in a meeting.
5. Reply quickly to people's messages. If you need more time to respond, send a message like "Hey! I need some time to find an answer to your doubts. Can you give me a day please?"
6. Be careful about sending confidential information and documents over chat. Most workplaces have rules about what should not be shared on chat and must only be shared over email. Check these rules when you join a company and follow them.

Activity Time!

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

_____

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What I learnt today:

Put a ✓ if you know this topic well.

1. Communication at the workplace is important because that is how we exchange ideas and make decisions. ☐
2. Communication at the workplaces must follow the 6Cs. It must be clear, correct, complete, concise, considerate and courteous. ☐
3. Different companies have different communication styles. When we understand this, we make communication easier. ☐
4. Workplace communication often happens through chat and text messages. We must remember to remain formal while sending text messages for work. ☐

5.7 Workplace Communication: Introduction

In this lesson you will learn :

1. Importance of teamwork
2. How to work well in a team

When was the last time you were a part of a team? Write down three challenges you faced when you worked as a team.

Thinking Box

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_____

_____

Let's learn about the importance of teamwork

Teamwork is when different people work together on the same task. Whether it is at home, in a classroom or at an office, teamwork is an important part of interacting with others. But why is teamwork important? Let us take an example of building a house to understand this better.

- **Everyone cannot do everything:** It is not possible for the same person to do the construction, plumbing, wiring and carpentry for an entire house. Even if it was possible, it would take a very long time to complete all the work. By working together, the work gets done faster. Working with people who have specialized skills also means the quality of work will be higher.

- **Teamwork brings new ideas:** Working with other people is a great way to listen to new ideas! Each person will have their own thought process and opinion. When deciding what colour to paint the house, everyone is sure to have a different answer! By working together, these opinions get shared and the best option can be chosen.

- **We all like company:** Sometimes working alone can get lonely and boring. Imagine building an entire house all alone! Working with a team gives us other people to speak to, share ideas with and learn from. We all feel happier and learn more when we work together!

The concept of 'synergy' best describes the importance of teamwork. Synergy means that the work done by a team will always be better than the work done by each of the team members separately. By working together, we are all better.

Some sports need teamwork as well! Which of these sports needs the players to work as a team?

☐ 1. **Running 100m**

☐ 2. **High jump**

☐ 3. **Cricket**

Let's learn **how to work well in a team**

Being a good team player is an important skill to have in any workplace today. Learning to be a good team member is just like learning anything else. It takes practice and remembering some simple rules. Here is what we should keep in mind every time we work in a team.

- **Have a shared goal**
  It is important that everyone in the team is working towards the same goal. Understanding the common goal will always help in completing a task in the most effective and efficient way.

- **Listen actively**
  Listening is very important to teamwork. Ask for your teammates' thoughts and opinions, and listen to them carefully. Do not interrupt them or go in thinking that your ideas are the best. Listening actively to each other will lead to more creativity and better ideas.

- **Disagree respectfully**
  Sometimes people disagree with each other when working on a team. That is completely understandable. If you have different ideas or you do not agree with a teammate's idea, remember to communicate clearly but respectfully. Explain why you do not agree and invite them to explain their point of view. Be open to changing your mind too!

- **Share - responsibility and credit**
  Finally, remember to share the project. This means sharing the responsibility of the project with everyone in the team. This will help everyone feel involved and motivated to participate. This also means sharing the credit. For example, do not say you completed the project with your team's help. Instead, say that we all successfully completed the project.

Have a shared goal | Listen actively | Disagree respectfully | Share responsibility and credit

Activity Time!

Read the following paragraph about four classmates. Identify which classmate does not work well in a team.

Jasjeet, Sana, Harish and Priyanka are classmates. Their geography teacher has asked them to do a group project together. It needs to be about mountains but they have to decide what to do. The four classmates are discussing their ideas.

Sana suggests that they make a model of Mt. Everest using clay. Jasjeet says he likes the idea but they do not have enough time. He asks Harish for new ideas. Harish suggests that they do a role play about climbing mountains. Priyanka thinks a role play would be boring. Priyanka suggests they paint a chart with the world's tallest mountains. Sana and Jasjeet like the idea but Harish is angry. He wants to do only role play. He does not listen to anyone else.

Who does not work well in a team?
Jasjeet / Sana / Harish / Priyanka

What I learnt today:

Put a ✓ if you know this topic well.

1. Teamwork is important because we can learn from each other and share new ideas. ☐

2. To be a good team player, we should listen carefully and be respectful of everyone. ☐

3. A good team shares a common goal as well as responsibility for the work. ☐

5.8 Managing Conflicts

In this lesson you will learn :

1. What is workplace conflict
2. Common causes of workplace conflict
3. How to effectively resolve conflict at workplace

Thinking Box

Two of your close friends are fighting about something. They have not spoken to each other for 2 weeks. How can you solve this situation?

_____

_____

_____

Let's learn what is workplace conflict

Conflict is a serious argument or disagreement between two people or two groups of people. A conflict usually lasts for a longer period of time. It creates negative emotions towards people.

Have you ever had a fight with a friend? Have you had an argument with your family? Have you been angry and stopped talking to someone?

Then you know what it feels like to be in a conflict. Conflicts happen when people have differences in thoughts (or opinions), or differences in their way of doing things.

What happened when you were involved in conflict?

- You felt sad or frustrated and angry.
- It was difficult for you to trust each other.
- It is difficult for you to work together.
- You felt a lot of tension and an uneasy feeling.

Yes, conflicts are difficult situations. But conflicts are also common and happen to all of us. Usually, our differences help us all to learn from each other. But sometimes, these differences can lead to arguments. Arguments create negative situations between friends, families, classmates and even coworkers.

Conflicts in a workplace are common. At a workplace, different kinds of people work together. They need to work together, share ideas & workload. Hence, conflict is common. Workplace conflict can affect people's ability to work together and cooperate with one another.

**Describe how you would feel in this situation.**

You are speaking in a meeting when your coworker, Kirthi, interrupts you. You think it could be a mistake, and to ignore it. In the next meeting, you notice that Kirthi interrupts you again when you speak. This keeps on happening. How would you feel?

_____

_____

_____

Let's learn about the common causes of workplace conflict

When workplace conflict happens, we can do our best to solve the conflict. To solve conflict, we must understand what the cause of the conflict is. Workplace conflict usually happens for one of the following reasons.

1. **Poor communication:** Conflict can be caused when people do not communicate information and their views to each other clearly. When communication does not happen effectively in a workplace, it can cause a lot of confusion.

    Leena sent an email to Abi and Sheki that there would be a meeting at 2.30pm on Thursday. She forgot to mention that they will be meeting in a restaurant, not in a meeting room.
    Abi did not ask Leena where they will meet.
    He assumed that they would meet in the meeting room.
    On Thursday, Leena and Sheki waited in the restaurant. Abi waited in the meeting room. Abi is angry that Leena informed Sheki but did not inform him. Leena is frustrated that Abi is angry with her and he did not make the effort to clarify.
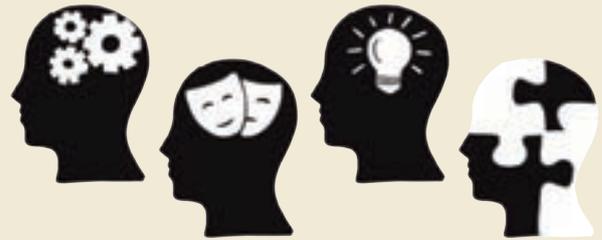
2. **Difference in personality and values:** In a workplace we don't all behave the same way. We each have our unique personalities and values. When our personality is very different from another person in the office, it can sometimes lead to conflict.

    Tina and Roshan have to go to another town for an official meeting. The office has given them Rs.1000 for the trip. Roshan suggests that they book train tickets for Rs. 250 each. The train takes 4 hours to reach the town.
    However, Tina prefers that they hire a cab for Rs. 900. The cab will take them to the town in 2 hours. It is more comfortable to travel than in a train. Tina and Roshan have a long discussion about these options. They think that their suggestion is the best. This leads to a loud argument.

3. **Stress:** Sometimes workplace conflict occurs because people are tired and stressed. When we are stressed, it is difficult to be calm and patient. Under stress, we also react to situations faster without thinking about it and trying to understand the person. This can lead to arguments over small issues that can be easily resolved.

Monica has not slept well in 4 days. She has been having a headache. So when she goes to work, she's still tired. At work, they're working on a difficult and important project. Monica has not yet finished her presentation.
Varsha comes to Monica and asks her "Hi Monica! I'm having some trouble with my presentation. Can you help me with the last slide today?"
Monica yells back at Varsha "No Varsha I can't! You need to do your own work. I can't be doing things for you. I'm not your assistant!"

Q1. Can you think of a time when you were under a lot of stress?

_____

_____

_____

Q2. How did you behave to your friends and family?

_____

_____

_____

Q3. How did it make them feel?

_____

_____

_____

Let's learn how to effectively resolve conflict at workplace

Workplace conflict must be resolved with patience and kindness. It helps everyone to be happy and efficient at work. A workplace with conflict that is never resolved is a difficult place for people to work in.

What can you do to help resolve conflict at the workplace?
1. Talk directly to the people involved. Avoid talking about them to other people.
2. Listen to everyone. Allow people to talk about how they feel.
3. Understand the situation from all sides.
4. Focus on the situation, not the person. Avoid looking at a particular person or their personality as the problem.
5. Take the first step to offer a solution to the problem, even if you feel the other person is completely wrong.

Reread the conflict situations in the previous section. What is the best way for thease people to resolve the conflict?

1. **Leena, Abi and Sheki - The Missed Meeting**
    On Thursday, Leena and Sheki waited in the restaurant. Abi waited in the meeting room. Abi is angry that Leena informed Sheki but did not inform him. Leena is frustrated that Abi is angry with her and he did not make the effort to clarify. What should Abi do?

    a. Talk to Leena and tell her that he understands that it was because of miscommunication. Ask her if they can reschedule the meeting.
    b. Tell Leena that he is never going to work with her on a project again.

2. **Tina and Roshan - Train or Cab?**
    Tina and Roshan have a long discussion about these options. They think that their suggestion is the best. This leads to a loud argument. What should Roshan do?

    a. Book the train tickets without telling Tina about it.
    b. Understand that Tina is trying to ensure that they have a comfortable journey to the meeting. Offer to help Tina with hiring a cab..

3. **Monica and Varsha - Stressed out**
    Varsha comes to Monica and asks her "Hi Monica! I'm having some trouble with my presentation. Can you help me with the last slide today?" Monica yells back at Varsha "No Varsha I can't! You need to do your own work. I can't be doing things for you. I'm not your assistant!" What should Varsha do?

    a. Yell back at Monica and call her unhelpful.
    b. Give Monica some time to calm down. Talk to her later and check if Monica is feeling alright.

What I learnt today:

Put a ✓ if you know this topic well.

1. Conflict is a serious argument or disagreement between people. ☐

2. Workplace conflict can be caused by many things like stress, lack of communication and differences in personality. ☐

3. We can resolve workplace conflict by being calm, listening to others and finding a peaceful solution. ☐

5.9 Handling Criticism

In this lesson you will learn :

1. The difference between unfair and constructive criticism
2. How to deal with criticism at the workplace

Thinking Box

If someone said these statements to you, how would it make you feel?

1. **You did a great job!**
2. **You need to practise your communication skills.**
3. **You need some help with using that software.**
4. **You are a good team member.**

Let's learn the difference between unfair and constructive criticism

Criticism is any comments that are made about your actions or your performance of a task - especially on your weaknesses. Criticism points out our weaknesses and areas where we need more practice

Criticism can be difficult to hear. But criticism helps us to grow and to be better.

Receiving criticism is common in formal situations like a classroom or a workplace. When we work with someone who is more experienced than us (a teacher or a supervisor), they have the knowledge to point out our weaknesses and to help us to grow.

Constructive Criticism: Criticism that helps us to become better - because it helps us improve ourselves.
Unfair Criticism: Sometimes criticism is harsh, unfair and too negative. It can be based on negative emotions. This type of criticism makes us weaker; it doesn't help us improve.

How can we tell the difference?
We can tell the difference based on how we feel when we receive the criticism!

Constructive Criticism	Unfair Criticism
Gives you suggestions on how you can improve. It focuses on steps to take to get better. **[Ex: Your speech on Gandhiji was short. More points talking about his non-violent movement would have been better]**	Does not help you to fix the problem. **[Ex: Speech was short and not useful]**
Does not attack your personality **[Ex: Your project could have been planned better]**	Attacks you personally by commenting on your looks, status in a bad way. **[Ex: You project is as ugly as you]**
Focus is on an incident or a task	Focus is too much on your failures and your weaknesses.
Given in a calm and respectful tone	Given in a rude manner, using an angry or frustrated tone

Read these statements of criticism. Draw a star near the statements of constructive criticism.

☐ **That is the worst presentation I've ever seen!**
☐ **That was a good effort. It would be good if you can talk more slowly in your next presentation.**
☐ **Your last two projects were not completed on time.**
I can help you to be more organized with your time.
☐ **You are always late and messing up all your work.**
Get out!

Let's learn how to deal with criticism at the workplace

In your time at a workplace, you will encounter both constructive criticism and unfair criticism. **How can we respond properly to criticism?**

How to respond to unfair criticism?

1. Remain calm. Do not respond to the person's negative emotions with anger or frustration.
2. Try to find useful advice in the criticism. Is there some part of the person's criticism that can help you to improve?
3. Remind yourself that this is unfair criticism. Remind yourself of your strengths and your accomplishments.

4. Don't stay in the conversation for too long if
    the person is becoming more angry or frustrated. Leave the place. Ask them if you
    can continue the conversation another time.

How to respond to constructive criticism?

1. Take a few minutes to understand the criticism.
    When receiving criticism, our first natural
    reaction is to talk and explain. Stop yourself
    from doing that. Think about what they are
    saying for a few minutes.

2. Listen closely to what the person is saying.
    Understand their perspective on your
    weaknesses.

3. Say thank you. Tell the person that you
    appreciate that they took the time to talk
    to you.

4. Ask them questions to better understand the problem and find out what you can do to improve.
    Questions such as:
    a. What can I do to improve in this area?
    b. Can you help me as I work on this skill?

5. Set a personal plan to improve in the area.
    After you finish the conversation with the person, spend 10 minutes alone. Think and write down 3
    specific things you can do to improve yourself based on constructive criticism.

Activity Time!

If you had to give constructive criticism to a family member, what would you say?
Wrote down 5 sentences below.

1. _____

2. _____

3. _____

4. _____

5. _____

What I learnt today:

Put a ✓ if you know this topic well.

1. Criticism is comments that are made on our actions
    or performance of a task - especially addressing our
    weaknesses and failures.   ☐

2. Constructive criticism is criticism that helps us to improve
    and become better.   ☐

3. Unfair criticism is criticism that is not helpful or true. ☐

4. We can respond to both constructive and unfair criticism in
    different ways. In both situations, it's important to remain
    calm and listen to the person.   ☐

5.10 Assessing Your Communication Ability

In this lesson you will learn :

1. To identify the strengths in your communication skills
2. To identify the areas of improvement in your communication skills

Thinking Box

Who is a person that you most enjoy talking to? Why do you enjoy talking to this person?

_____

_____

_____

Let's learn to identify the strengths in your communication skills

All of us have communication skills. We have been using our communication skills since we were children. You have great strengths in your communication that can be helpful to your community and to your workplace.

Tick ✓ the statements that are true.
This is an activity for you to understand your strengths well.
Think carefully about if the statement applies to you and add a tick mark.

☐ I find it easy to talk to new people.

☐ I feel confident when I talk to new people.

☐ I can write a letter to clearly explain my views to another person.

☐ I can write an email to someone for a specific purpose.

☐ I understand how to create my own resume.

☐ I know how to speak and write confidently in a formal situation.

☐ I know how to speak and write confidently to friends and family.

☐ I can confidently introduce myself in a formal situation.

☐ I know how to use chat or text messages in formal situations.

☐ I can confidently introduce myself to new friends.

☐ I can stay calm and respond well if I'm involved in any conflict.

☐ I can understand when problems are caused because of lack of communication.

☐ I can work and communicate well in a team.

☐ I can recognise when criticism is constructive and when it is unfair.

☐ I know how to respond to constructive criticism from someone.

Here are 6 communication badges! Choose any 2 to award to yourself.

Listening
Friendliness
Non-verbal
Confidence
Digital
Asking questions
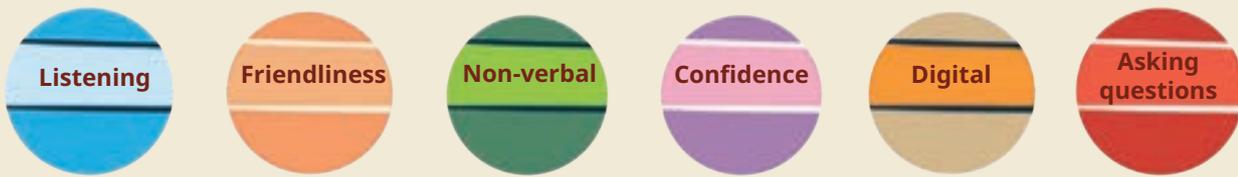
Let's learn to identify the areas of improvement in your communication skills

Great! You know your communication strengths! Now let's think about areas where you can improve and become a better communicator.

Tick ✓ the statements that are true.

This is an activity for you to understand your areas of improvement. Think carefully about if the statement applies to you.

☐ I feel nervous when I talk to new people.

☐ I do not know how to write a letter to clearly explain my views to another person.

☐ I find it hard to write an email to someone for a specific purpose.

☐ I do not know how to create my own resume.

☐ I do not know how I need to speak and write to communicate in a formal situation.

☐ I do not know how to speak and write to communicate with my friends and family.

☐ I feel nervous when I have to introduce myself in a formal situation.

☐ I do not know how to use chat or text messages to communicate in formal situations.

☐ I find it difficult to introduce myself to new friends.

☐ I become frustrated and respond with anger if I'm involved in any conflict.

☐ I become frustrated and confused about why people cannot understand what I'm communicating.

☐ I struggle to communicate while working in a team.

☐ I find all criticism to be unfair and hurtful.

☐ I am not sure how to respond to constructive criticism.

If you have ticked some of these statements, congratulations! You now know what areas you can work on. You can seek help and practice these skills. Next year, these areas of improvement will be your strengths!

Activity Time!

Write 3 specific things that you can do to improve your communication skills.

This month, I will...	
In the next 6 months, I will...	
In the next year, I will...	

What I learnt today:

Put a ✓ if you know this topic well.

1. All of us have strengths and areas of improvement in our communication skills. ☐

2. We must think carefully and reflect to find our strengths and areas of improvement. ☐

3. We must celebrate our strengths. We must have a clear plan for how we will work on our areas of weakness. ☐

6.1 Introduction to Digital Skills

In this lesson you will learn:

1. What is digital literacy?

2. How is digital technology used in everyday life?

3. The digital skills that are required in the world of work.

Thinking Box

Circle the digital skills you already have:

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

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

Sending messages on a mobile   **Using email**

Let's learn about digital literacy

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

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

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

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

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

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

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

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

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

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

1. _____

2. _____

3. _____

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

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

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

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

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

Activity Time!

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

_____

_____

_____

_____

What I learnt today:

Put a ✓ if you know this topic well.

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

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

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

6.2 Basics of Computers

In this lesson you will learn:

1. How to recognise and understand the parts of a computer.
2. About the functions of the important parts of a computer.

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

_____

_____

_____

Thinking Box

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

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

A desktop

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

A laptop

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

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

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

Web camera

Monitor

Speakers

CPU (Central Processing Unit)

Keyboard

Mouse
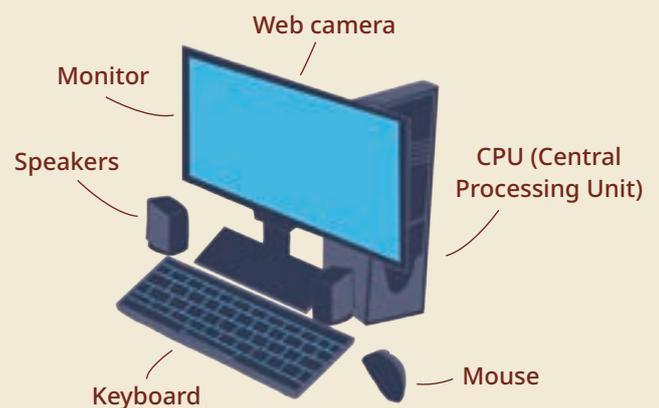
Parts of a laptop computer:

- Screen or monitor
- Keyboard
- Trackpad
- Web camera

Web camera

Screen or monitor

Keyboard

Trackpad
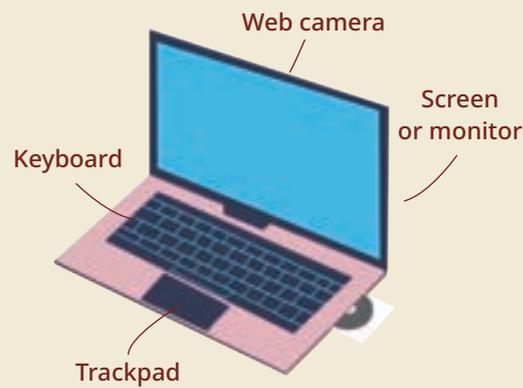
Name all the parts of the desktop shown below:

Let's learn about the functions of the important parts

All computers have 3 kinds of parts:

Input Unit → Central Processing Unit (CPU) → Output Unit

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

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

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

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

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

Answer the following questions:

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

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

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

What I learnt today:

Put a ✓ if you know this topic well.

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

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

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

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

6.3 Exploring a Computer

In this lesson you will learn:

1. How to start and shut down a computer.
2. How to connect different devices to a computer.

**Have you used a computer or laptop before?
If yes, then what did you find easy to do?**

_____

_____

_____

Let's learn how to start and shut down a computer

All of us know that the green traffic light means 'go' and that the red traffic light means 'stop'. This stays the same no matter where you go in the world.

There are some common words and symbols that are the same in all the different types of computers that you might use.

Power Button: This symbol is the 'power' symbol. Any button or key that has this symbol can be used to make any device switch **on** and **off.**

If you look around at different devices, you will find this symbol on many things like remotes, televisions and computer devices.

While using a desktop computer, the power button is usually on the CPU. While using a laptop computer, the power button is usually
placed on the keyboard. Pressing the button will turn the computer **on.**

Green Light: In some computers, there is a small green light close to the power button. The green light comes on when you switch the computer **on.** If the light is not on, it means that the computer is switched off.

'Shut Down': The words 'Shut Down' are most commonly used to talk about switching off a computer. It's very important to switch off a computer when it is not being used so that it does not wastefully use electricity or get overheated from running too long.

The most common way to 'Shut Down' is to click on the 'Menu' option or 'Windows' on your computer and then select 'Shut Down'.

Step 1: Click on 'Menu' or the Windows symbol at the bottom.

Step 2: Click on the power button.

On some computers, you can 'Shut Down' simply by clicking the power button again. But be careful to understand if the computer can support that method. Using the wrong method to shut down a computer can damage it.

Tip: If you are not sure how to start or shut down any computer or device, use Google Search to find out. For example, if you want to know how to turn on a MacBook, use a smartphone or another device, Google 'how to turn on MacBook.' You will find the steps in the search result.
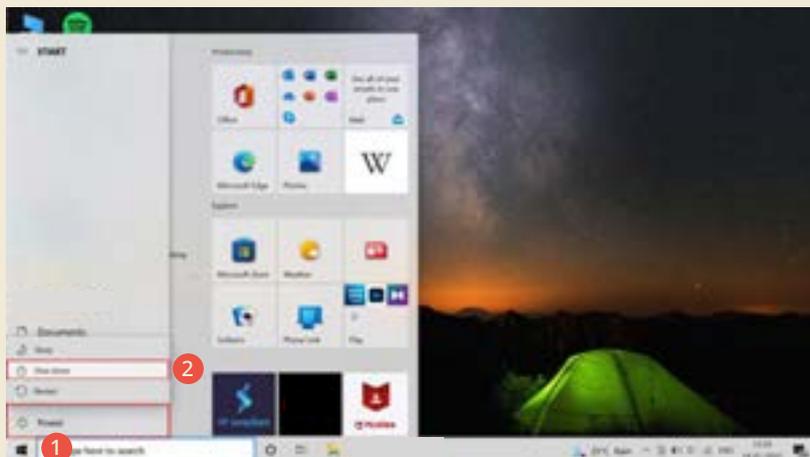
Some Do's and Don'ts for Starting and Shutting Down a Computer

1. Check if the power switch that your desktop is connected to is switched on. If it is a laptop, check if it has enough battery. If it doesn't switch on, you might need to connect it to a charger.
2. Do not turn off the electricity plug switch directly without shutting down your computer first.
3. Shut down the computer when it is not being used.
4. Do not move or fiddle with the chords connected to your computer while using it.

Is it good to keep a computer in on mode all the time? Discuss with your friends (or search on Google) and find out the answer!

Let's learn how to connect different devices to a computer

A computer has different devices that can be connected to it. The devices can be part of either the input unit or the output unit. Most parts of a computer will already be connected and assembled for you to use (**for example,** the CPU and the monitor). But sometimes you might have to connect some devices to use them (**for example**, earphones and USB devices).

There are two ways to connect a device to a computer:

1. Wireless
2. Wired or attached

Wireless
Connecting a device wirelessly to a computer usually involves using Bluetooth technology. Look for the Bluetooth symbol 🔵 on the device or the Bluetooth option in the 'Settings' section of the device. Selecting Bluetooth will make it possible for the computer to connect with the devices. Some devices that can be connected to computers via Bluetooth are phone, mouse, keyboard, earphones, speaker and printer.

Tip: Google is a great way to find out how to connect specific devices to your computer via Bluetooth. Search for 'How to connect Bluetooth earphones to laptop' to find the steps in the search result.

Wired or attached
Another way to connect devices to a computer is directly attaching it to the computer using a wire and a port. A port is a slot or the place where another device is connected to the computer.

While using this method, it is important to connect the correct wire to the correct port. You'll be able to observe this by simply looking carefully at the port and the wire to make sure that they match.

You will find that most devices today are available in both wireless and wired versions.

Activity Time!

Answer the following questions:

Q1. Can this device be connected to this port?
☐ Yes   ☐ No

Q2. Can this device be connected to this port?
☐ Yes   ☐ No

Q3. What is this symbol?
☐ Power   ☐ Mouse

What I learnt today:

Put a ✓ if you know this topic well.

1. The power button can be used to start and shut down a computer. ☐

2. We can connect devices to a computer using wired or wireless method. ☐

3. Wired connection: Attaching a wire to the computer port. ☐

4. Wireless connection: Connect to Bluetooth. ☐

5. Mouse, keyboard, earphones, speaker and printer can be connected using Bluetooth. ☐

6.4 Exploring Windows Operating System

In this lesson you will learn:

1. The key differences between Windows 7 and Windows 8 Operating Systems.
2. The main features of Windows 10.

Have you heard the words 'software' and 'Windows' before? What do you understand by these words?

_____

_____

_____

Thinking Box

Let's learn the key differences between Windows 7 and Windows 8 OS

An operating system is software that is put in the computer so that you can use it. The Operating System (OS) is like the brain of a computer.

The most common operating system used is the Windows OS.
This is the 'Windows' icon:
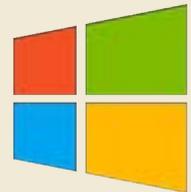
Introduction to Windows 7

If the first screen on the computer looks like this, it means that you are using a computer with Windows 7 OS.

To open any app to use, you can click on the 'Windows' symbol inside the circular button at the bottom of the screen. It will open a box showing you all the functions and programmes installed in the computer. Click on the programme or app that you wish to use.

Introduction to Windows 8

If the first screen on the computer looks like this, it means that you are using a computer with Windows 8 OS.

To open any app, you can click on the Windows symbol inside the square button at the bottom of the screen.

When you click it, the 'Start' screen will open up.

Here you will find the various applications. Click on the one that you need to use.

Choose the correct answer:

Q1. Which OS will display this screen?

Credit: Wikipedia

☐ **Windows 8**   ☐ **Windows 7**

Q2. Which popular operating system has this symbol?

☐ **Apple**   ☐ **Windows**

Let's learn the main features of Windows 10

The latest version of the Windows OS is Windows 10. The screen of a computer with Windows 10 will look like this.

If you click on the Windows symbol at the bottom, it will open a box showing you different options. Here you can search and open any file or app that you want to use.

The bottom of the screen also has other options which can be used.

Click on 'Type here to search' and type the name of any file or programme. **For example,** if you want to find a document named '2022 Schedule', you can search for it here. You can also search for apps by typing their names, like 'Chrome' or 'Media Player'.

Activity Time!

Here are some symbols we learned about in Windows OS. Choose the correct names for these symbols from the options given:

• **Power button**
• **Windows Start button**
• **Search**

What I learnt today:

Put a ✓ if you know this topic well.

1. The Operating System (OS) is like the brain of a computer. ☐

2. The most common operating system is the Windows OS. ☐

3. You can identify the OS of a computer based on how the opening screen looks. ☐

6.5 Creating and Saving Files

In this lesson you will learn:

1. How to create and save files.
2. Safe ways to save information on a computer.
3. How to transfer files from one location/device to another.

What kinds of files do you know to create on a computer?

_____

_____

Thinking Box

Let's learn how to create and save files

All of you must have surely seen a file like this. It is mostly used in offices to keep letters, reports, bills, etc. in order.

On a computer, a file is a document that you can create using any of these applications:

• MS Word

• MS Excel

• MS PowerPoint

1. **Step 1:** Click on the Windows button on the screen.
2. **Step 2:** Find the Microsoft Office option.
3. **Step 3:** Click on the file that you want to create. You can choose Microsoft Office Word or Microsoft Office Excel or Microsoft Office Powerpoint.
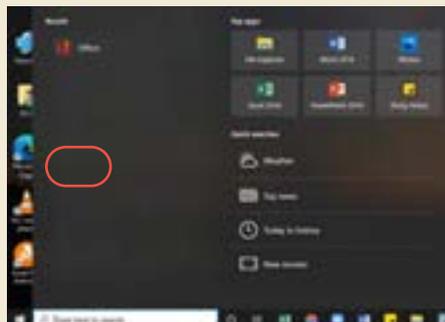
4. **Step 4:** Double click on the 'Blank Document' option on the screen.

Saving files

A file must be saved so that you can find it and use it again. If a file is not saved, you can lose the information on it. Please remember to 'name' your file, so that you can search for it when you need it.

To save a file, search for this symbol at the top of the screen. This is the 'Save' button. You can click on it to save your file.

Another way to save your file is by pressing the 'Ctrl' button and 'S' key on your keyboard at the same time.

2 ways to save a file	
Click on the Save button on the screen	**Press Ctrl and S buttons on the keyboard**

Once you have saved your file, you can prepare a folder, and store your file in it.

This is what a 'Folder' looks like on a computer. You can name it, and store related documents in it. **For example:** Job Application. In this folder, you can save your resume, covering letter, marksheet, certificates, etc.
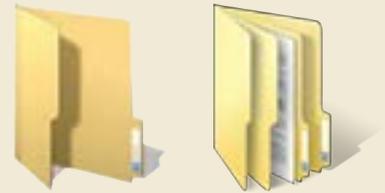
Read Sneha's thoughts. What does Sneha need to do now?

I have to write a letter to my team leader.

I finished writing the letter. I have to save it so that I can find it again.

☐ **Create a file**
☐ **Watch a YouTube video**

☐ **Shut down the computer**
☐ **Save the file and then shut down the computer**

Let's learn some safe ways to save information on a computer

We need to make sure that our private information is not misused by others. Therefore we need to take certain precautions.

1. Set a strong password for your computer, so that others cannot see your files.

2. Always close/lock your computer when you are not using it, even when you are leaving the computer for a few minutes.

3. Save your files with a clear name. This will help you find the files easily.
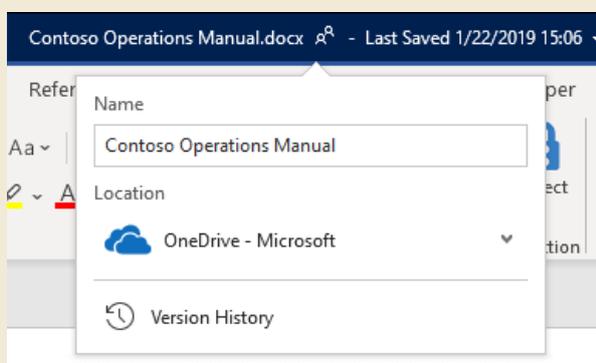
What can you use on your computer to keep your files safe?

a. A strong password
b. A lock

Let's learn to transfer files from one location/device to another

Steps to move a file to another folder:

1. Open the folder which has the file that you want to transfer.
2. Click on the file to select it.
3. Cut the file. You can do this by pressing and holding down the 'Ctrl' key on the keyboard, and then press the 'X' key.
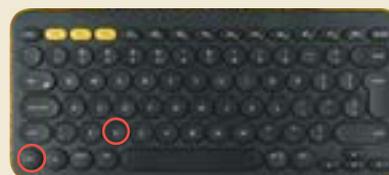
Or right-click on the file. Click the 'Cut' option.

4. Open the folder or device connected to your laptop where you want to transfer the file.
5. Paste the file into this folder. You can do this by pressing and holding down the 'Ctrl' key on the keyboard, and then pressing the 'V' key.

   Or right-click on the screen. Click on the 'Paste' option.

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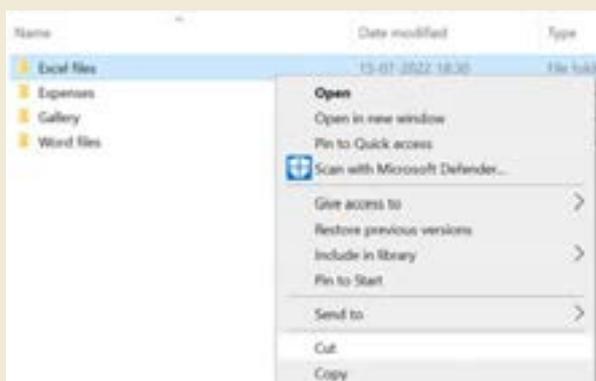
Choose the correct answer to these questions:

1. **Which option shows a computer folder?**

    a.   b.

2. **What can be used to create a computer file?**
    a. Ink pen
    b. MS Word

3. **How can you copy a file on a computer?**
    a. Ctrl + C
    b. Ctrl + V

What I learnt today:

Put a ✓ if you know this topic well.

1. A file is a document that you can create using MS Word, MS Excel or MS PowerPoint. ☐

2. A new file can be created by selecting 'Blank Document' from the top right corner of the application. ☐

3. It is important to save any file to keep the information safe and refer to it later. ☐

4. To Save a file use Ctrl + S. ☐

5. To Copy a file use Ctrl + C. ☐

6. To Paste a file use Ctrl + V. ☐

6.6 Basics of MS Word

In this lesson you will learn:

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

What tasks can you perform on MS Word?

_____

_____

_____

Thinking Box

Let's learn how to create and save files

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

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

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

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

2. The MS Word sheet will display this symbol

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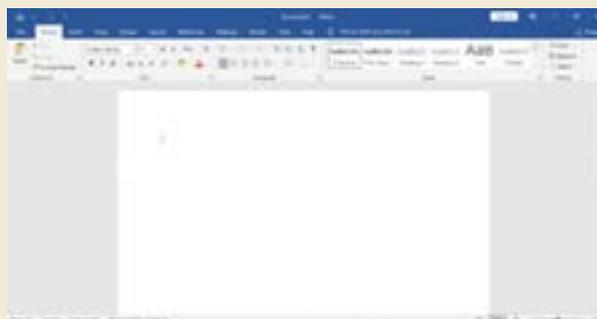
At the top of the MS Word screen, you will see a band. It is called the 'Menu Bar'. The menu bar has many features. You can use these options to make your text and page look different and attractive.

Let's look at some important features:

The 'Home' tab allows you to change the font, the size of the font and the colour of the font.
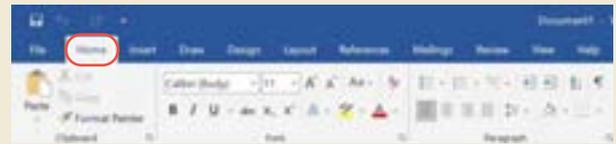
Bold B

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

Italics *I*

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

Underline U

Use this option to underline your words. <u>Like this.</u>

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

Numbered List

Use this option to create a list with numbers.

Bulleted List

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

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

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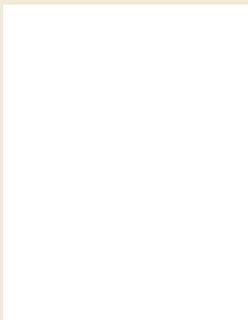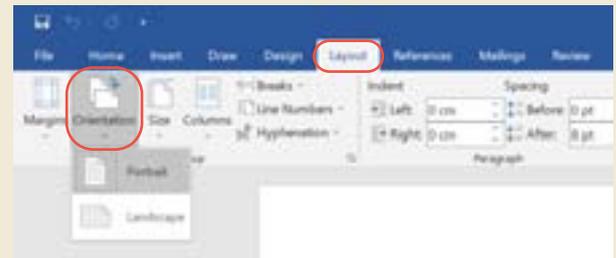
Portrait means a
vertical sheet.

Landscape means a
horizontal sheet.

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

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

Create an MS Word file:

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

2. Select 'New' on the left menu.

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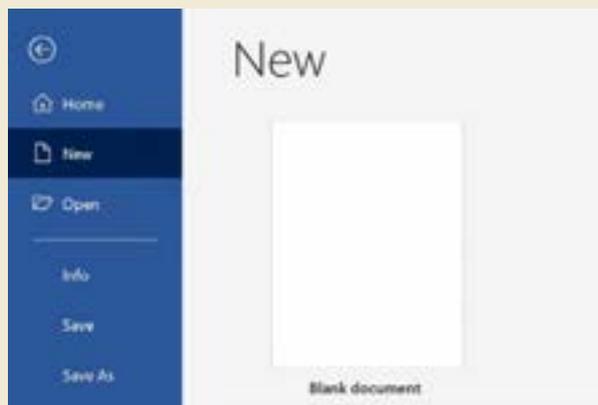
Save an MS Word file

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

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

Activity Time!

Choose the correct answer to these questions:

1. **What is this application?**

a. MS Word   b. Windows

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

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

   Save

   a. The file will disappear.
   b. The file will be saved.

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6.7 Creating Documents on MS Word

In this lesson you will learn:

1. How to perform basic formatting using MS Word.
2. How to use MS Word efficiently using keyboard shortcuts.
3. How to print a document created on MS Word.

What have you created using MS Word before?

Thinking Box

_____

_____

_____

Let's learn to perform basic formatting using MS Word

In MS Word, you can change the text in the document to look different. Using these options can help you to make the document easy to read. This process is called formatting.

How to format text:

1. Select the text you want to format.
   To select a single word, double click it.

   The word is selected.

To select a few lines of text, click on the left of the first word to be selected. Hold down and drag the cursor till the end of the text.

These lines are selected. These lines are selected. These lines are selected. These lines are selected. These lines are not selected. These lines are not selected.

2. Select an option to change the font, font size, font color, or make the text bold, italic, or underlined.

Formatting rules to follow for all your documents:

1. Use the same font style in the entire document.
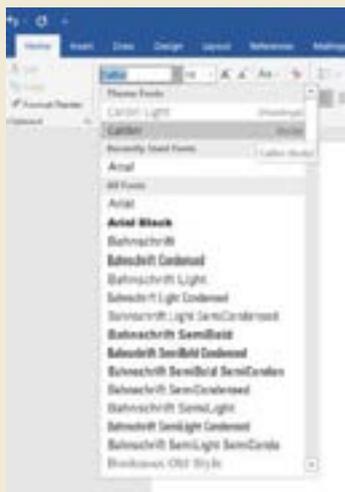
2. Use a font size and font colour that is easy to read. The recommended font size is 12. The recommended font colour is black.
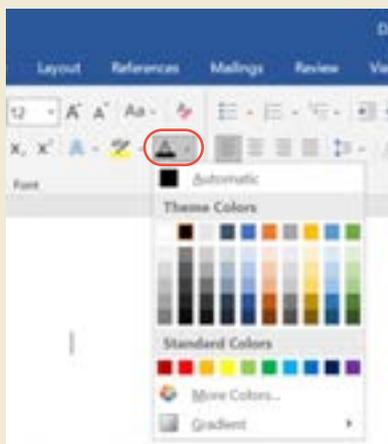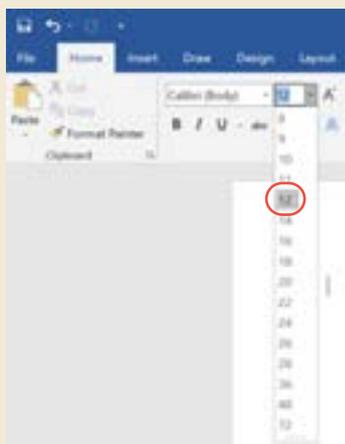
3. Format your paragraphs to be placed on the left side of the page. Use this option from the menu at the top of your screen.
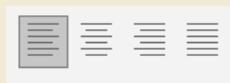
Choose your favourite formatting option to change this text. Draw a circle around your choice.

It's important to learn about MS Word.

You can create all kinds of documents

with it on your computer.

What font style would you change this text to?
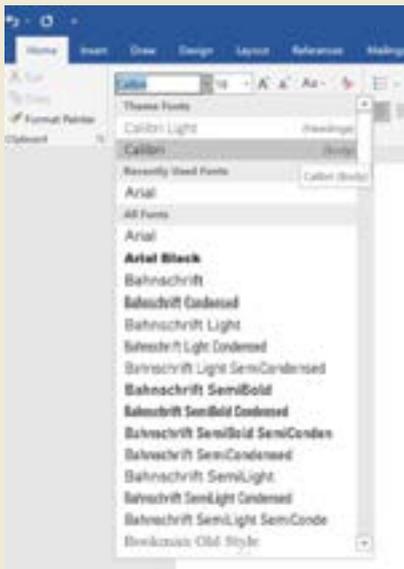
What colour would you change this text to?
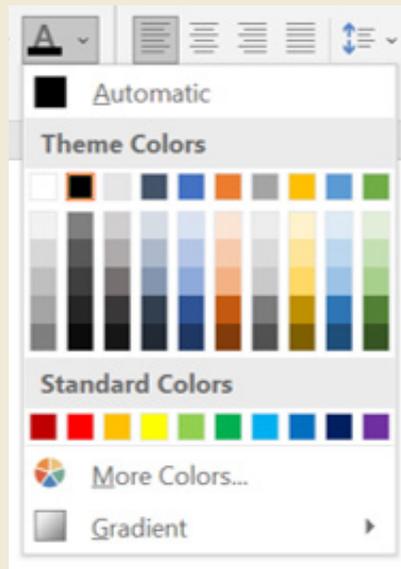
Let's learn to use MS Word efficiently using keyboard shortcuts

Keyboard shortcuts are key combinations that help you do an action quickly and easily. The action can be done by finding and selecting the option on the menu. But that would take time. So you can use the keyboard shortcuts to complete the action quickly.

Ctrl + S to Save

Press and hold the 'Ctrl' key and then press 'S' key. Use this shortcut to save the file.

Ctrl + Z to Undo

Sometimes, we type something, then we change it. After changing, we think that the earlier sentence was better. In such a situation, you can get your original sentence back! That's the 'Undo' shortcut. Press and hold the 'Ctrl' key and then press 'Z' key. Use this shortcut to undo an action.

Ctrl + X to Cut

After we have typed a sentence or a paragraph, we might feel it needs to be somewhere else on the page. In such a case, simply select that part of the text, use the 'cut' option to remove it from there. Next, select where you would like that text to be, and 'Paste' it there ('Paste' option is explained below). Press and hold the 'Ctrl' key and then press 'X' key. Use this shortcut to cut some text.

Ctrl + C to Copy

Sometimes, we would like to repeat a certain sentence. In such a case, you don't need to type the same thing again! Simply select the text, and 'copy' it. Then decide where you would like to place it, and 'paste' it there. Press and hold the 'Ctrl' key and then press the 'C' key.
Use this shortcut to copy some text.

The difference between 'Cut' and 'Copy':
When you cut, you are deleting the text from one place and putting it elsewhere. Whereas, when you copy, the text stays in the original place and in the other place.

Ctrl + V to Paste

When you cut or copy some text, you can place it in a different part of the file. You can use the 'Paste' option to do that. Press and hold the 'Ctrl' key and then press the 'V' key. Use this shortcut to paste some text.

Choose the correct keyboard shortcut for the action.

1. **Copy text**
   a. Ctrl + C keys
   b. Ctrl + X keys

Let's learn to print a document created on MS Word

A document that you created on MS Word can be printed on paper using a printer. The computer you are using must be connected to the printer with a wire or Bluetooth.
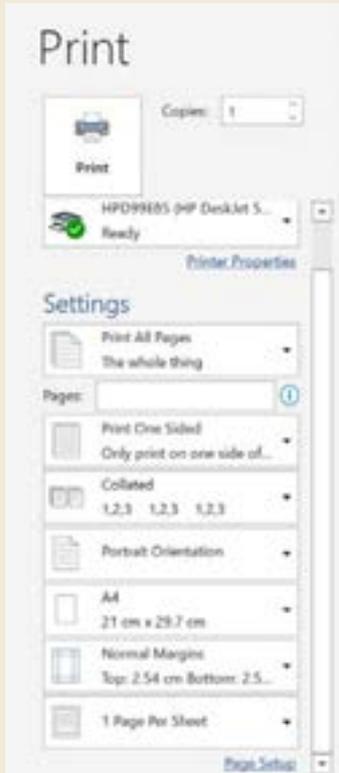

Steps to print a document

1. Select 'File' and then 'Print'. Or choose the 'Print' icon at the top left of the MS Word screen.

2. To preview each page, select the forward and backward arrows at the bottom of the page.

◄ | 1 | of 1 ►

3. Choose the number of copies, and any other options you want.

Print

Copies: 1

Print

HPD99885 (HP DeskJet 5...
Ready

Printer Properties

Settings

Print All Pages
The whole thing

Pages:

Print One Sided
Only print on one side of...

Collated
1,2,3   1,2,3   1,2,3

Portrait Orientation

A4
21 cm x 29.7 cm

Normal Margins
Top: 2.54 cm Bottom: 2.5...

1 Page Per Sheet

Page Setup

4. Click on the Print button.
5. You can also use Ctrl + P to print.

Activity Time!

Rakesh created a report about a project on MS Word. His manager wants him to complete a few more tasks with the MS Word document. Read her instructions carefully. What does Rakesh have to do?

1.

The size of the words in the document is too small and difficult to read. Please change it.

What does Rakesh have to do?
a. Save the document
b. Change the size of the font

2.

I need to give the report to a customer. Could you please give me a print out?

What does Rakesh have to do?
a. Delete the document
b. Print the document

What I learnt today:

Put a ✓ if you know this topic well.

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

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

3. Save an MS Word file - Ctrl + S. ☐

4. Making the text bold- Ctrl + B. ☐

5. Underlining the text - Ctrl + U. ☐

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

6.8 Basics of MS Excel

Have you used MS Excel before? What do you know about it?

_____

_____

_____

Thinking Box

Let's learn the importance of MS Excel

MS Excel can be used to do many kinds of tasks. It can organize a large amount of data in an easy and understandable way.
For example,

1. The name, address and phone number of 100 people
2. The tasks completed by a team of assistants in 52 weeks
3. The salaries, bonus and insurance amount of a company with 200 people

We can use MS Excel to do different tasks with this large amount of data.

1. Find information easily
2. Make complicated calculations with numbers
3. Show numbers and data through visual charts and graphs

Most workplaces use MS Excel to store and handle information. The ability to use MS Excel to manage and understand data is a skill that can make you successful in your future workplace.

Fill in the information of 5 people in your family.

	A	B	C	D	E
1	S. No.	Name	Age	City they live in	Do they drink coffee or tea?
2	1				
3	2				
4	3				
5	4				
6	5				

Let's learn to enter data into an Excel worksheet

An MS Excel file is called a worksheet or a workbook. Each worksheet has 4 important parts where data can be organised and entered.
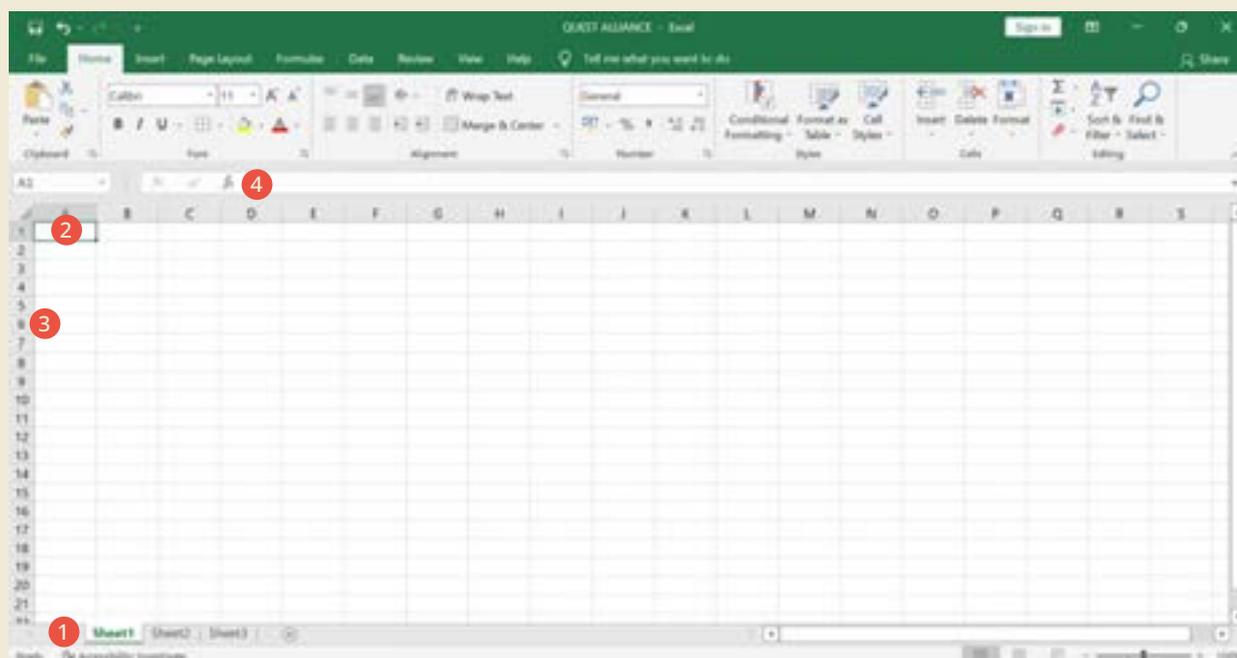
1. **Sheets**
   Each new page in the worksheet is called a sheet. You can find all the sheets at the bottom left of the screen.

2. **Cell**
   Look closely at the Excel sheet. As you can see, it is made up of many small rectangular boxes. Each box is called a cell. You can type numbers and letters inside the cell
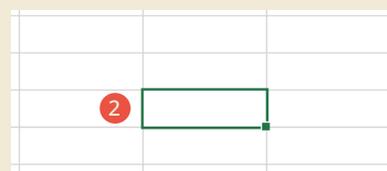
3. **Rows**
   A single line of cells from left to right is called a row. Look at the numbers on the left side of the screen. All the rows in a sheet are numbered as 1, 2, 3, etc.
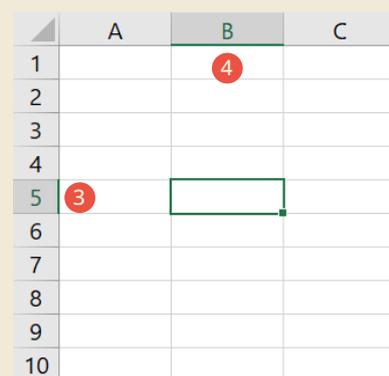
4. **Columns**
   A single line of cells from top to bottom is called a column. Look at the letters on the top of the screen. All the columns in a sheet are named as A, B, C, etc.

How to enter data in an Excel worksheet:

1. Select the cell where you want to enter the data. You can do this by using the 'Select Mode' cursor which looks like this. You can use this cursor to select cells.

Purchase Price	Sold Price	Profit
2000	2112	112

2. Type the data that you want to enter in the cell. You can use letters and numbers.

3. Move to another cell by using the arrow keys on the keyboard.

Activity Time!

Choose the correct answer for the questions:

1. **Which icon represents MS Excel?**

   a.   b.

2. **How is data entered in MS Excel?**
   a. You must type it in a cell   b. You must save the file

3. **What is selected in gray in this picture?**

	A	B	Items	Units	Unit Cost	Total
1	S. No.	Name	Items	Units	Unit Cost	Total
2	1	Priya	Pencil	50	1.67	83.5
3	2	Aarzu	Pencil	42	2.3	96.6
4	3	Shaheen	Binder	35	19.99	699.65
5	4	Shruti	Desk	3	125	375
6	5	Roshan	Pencil	34	1.67	56.78
7	6	Zubia	Pens	33	10.54	347.82
8	7	Pakur	Markers	21	8.65	181.65
9	8	Reena	Notepads	43	25.67	1103.81
10	9	Pawan	Pens	65	5.32	345.8
11	10	Shireen	Binder	22	22.13	486.86

   a. A column   b. A date

What I learnt today:

Put a ✓ if you know this topic well.

1. MS Excel is a tool to organise a large amount of data in an easy and understandable way.

2. The uses of MS Excel are to find information easily, make complicated calculations with numbers, show numbers and data through visual charts and graphs.

3. An MS Excel file is called a worksheet or a workbook.

4. Each workbook has sheets, cells, rows and columns to fill data.

5. To enter data, place the cursor near a cell and add the data.

6. You can also use arrow keys to move between cells.

6.9 Simple Functions on MS Excel

In this lesson you will learn:

1. How to save and print MS Excel worksheets and workbooks.
2. How to use functions in MS Excel like add and average to make calculations.

Thinking Box

Circle the words about MS Excel that you know:

Cell   Worksheet   Column   Data
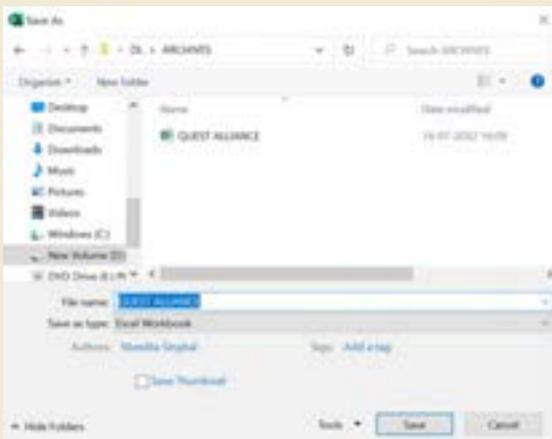
Row   Select   Formula

Let's learn to save and print MS Excel worksheets and workbooks

Save an MS Excel worksheet

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

2. Select the location where you want to save the worksheet on your computer.

3. Enter a file name for the worksheet.
4. Click Save.

Print an MS Excel worksheet

1. Open the sheet that you want to print.
2. Select 'File' and then 'Print'.
    Or use the Ctrl + P keyboard shortcut. Press and hold the Ctrl key and then press the P key.

3.   To preview each page, select the forward and backward arrows at the bottom of the page.
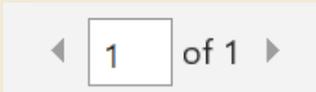
4. Change the settings as required.
5. Click on the Print button.

Match the keyboard shortcut to the action:

Save the worksheet

Print the worksheet

Let's learn to use functions in MS Excel like add and average to make calculations

When we have to add a few simple numbers, we can do it easily in our minds or on paper.

87 +11	45 +29
98	74
128 +63	109 +18
191	127

When we want to add more numbers, we can use a calculator.

Now, what if we have to add two hundred, three hundred or thousand numbers?

MS Excel [icon] can be used to add thousands of numbers! In fact,
MS Excel can be used to carry out all kinds of mathematical calculations, which are even more complicated

than addition. MS Excel can even be used to analyse data and prepare charts. So learning the basics of MS Excel is extremely important and necessary!

Finding the name of a cell
Each cell is given a unique name. Knowing the name of the cell helps us to easily find the data in it, and use it in calculations.

Let's see how 'cells' are named
In the previous lesson, we learnt that at the top of the worksheet there are letters, A, B, C, D.... and on the left, there are numbers, 1, 2, 3, 4....going downwards. The name of each cell has a letter and a number. It is the letter name of the column and the number name of the row. Let's look at this picture. The selected cell is found in the B column and row 5. **So the name of the cell is B5.**

Similarly, in the next example, the selected cell is in the E column and row 7. **So the name of the cell is E7.**

Addition with data entered in worksheet
For this section, we first need to locate the 'Auto-sum' tab. Σ
Look for this sign at the top right.

For addition
1. Enter all the data that you need to add. **For example,** let's add the price of all these items in a restaurant.
2. Select an empty cell directly below a column of data.

3. Go to the 'Formulas' tab found in the menu on top of the MS Excel screen.
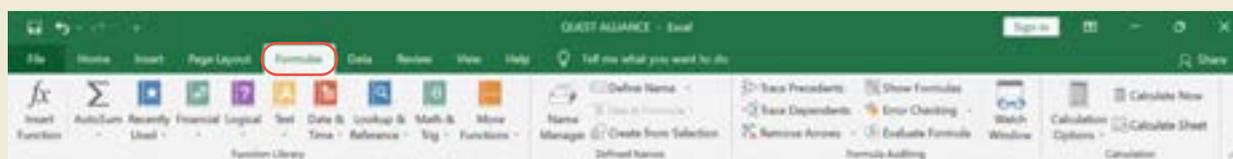
4. Click on 'Auto-sum' and then 'Sum'.

5. Excel will automatically sense the cells to be added. You can check the names of the cell you want to add.
=SUM(B1:B6) adds the values of the cells starting from B1 to B6.

6. Press the 'Enter' key to see the answer.

In this example, the numbers used for addition are entered in a column (top to bottom), cell numbers B1 to B6.

Addition can also be done with the same method if the numbers are entered in a row (left to right).

In this example, the numbers used for addition are entered in a row, cell numbers A2 to F2.

Find average with data entered in worksheet

1. Now, let's find the average price of all the items in this restaurant.
2. Select an empty cell directly below a column of data.

3. Click on 'Auto-sum' and then 'Average'.
4. Excel will automatically sense the cells to be used. You can check the names of the cell you want to add.

=AVERAGE(B1:B6) finds the average of the values of the cells starting from B1 to B6.

5. Press the 'Enter' key to see the answer.

B7					f_x	=AVERAGE(B2:B6)
	A	B	C	D	E	F
1	Items	Price				
2	Tea	15				
3	Coffee	12				
4	Limesoda	18				
5	Samosa	15				
6	Pakoda	20				
7	Average	16				
8						

Activity Time!

Choose the correct answer for the questions:

Q1. What happens when we use this function?
=SUM(B4:G4)
a. The numbers in cells from B4 to G4 are added
b. The number in B4 is deleted

Q2. What must we do to add numbers in Excel?
a. Use a calculator
b. Use 'Auto-sum'

What I learnt today:

Put a ✓ if you know this topic well.

1. Saving an MS Excel file: Click on the Save icon at the top left of the screen. Or press Ctrl + S keys on your keyboard at the same time. ☐

2. Printing an MS Excel file. ☐

3. Names of cell in Excel. ☐

4. Using Auto-sum to add data (numbers). ☐

5. Using Auto-sum to find the average of data (numbers) entered. ☐

6.10 Introduction to the Internet

In this lesson you will learn:

1. About the internet and its benefits.
2. Steps to successfully access the internet.

Do you use the internet? What do you use it for?

_____

_____

_____

Let's learn about the internet and its benefits

The internet is a very large network, across the whole world. It is called 'net' in short. It is a way of connecting us with information from all over the world.

We can connect all our digital devices like computers, phones, tabs and laptops to the internet. With the help of the internet, we can send messages, pictures, videos, files, etc. to each other, even if we are far away.
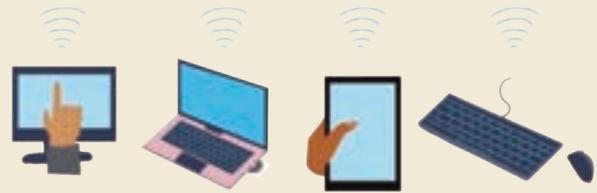
What are the benefits of the internet?

Without the internet, people used to send messages through letters. These letters would take many weeks to reach. If we wanted any information, we would have to go to a library, or to an institute to get it. We had to go to the station and stand in a long queue to book tickets.

Nowadays, with the help of the internet, life has become so much easier!

1. We can send and receive letters or messages instantly.
2. We can get any information quickly.
3. We can get news immediately.
4. We can store all our information safely.
5. We can watch movies at any convenient time.
6. We can watch any sport from around the world.
7. We can make video calls.
8. We can attend classes online.
9. We can book train or bus tickets.
10. We can gain access to music from all over the world.

Q1. Please add what else you can do with the help of the internet.

_____

_____

Q2. Use any device with an internet connection. Complete these tasks. Place a tick in the box once you complete the task.

☐ **Send a photo to a friend**

☐ **Find information on the birthday of the internet (use Google Search)**

☐ **Watch a video of a song from another country**

☐ **Find the phone number for blood bank information in India (use Google Search)**

Let's learn how to access the internet

There are 2 ways to connect your device to the internet:

1. Using a mobile data connection ↕

2. Using a WiFi connection 📶

Using a mobile data connection

A mobile data connection can be used to access the Internet on devices like your smartphone or tablet.

Find the symbol with two arrows on your phone ↕. Selecting it will turn on the mobile data. You can then use the internet on the device.
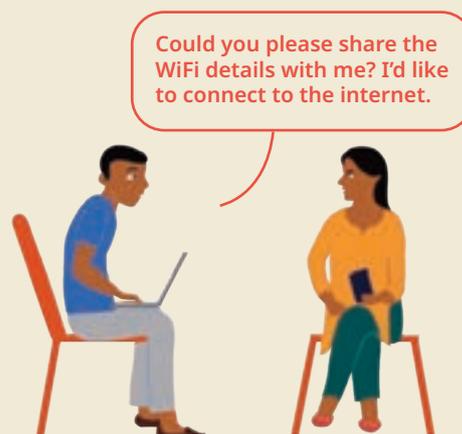
Using a Wi-Fi connection

This is the WiFi symbol.

1. Click on the WiFi symbol found at the bottom right of your computer. 📶

2. Select the name of the WiFi connection. Click on 'Connect'.

3. If you are using the WiFi connection at an office, you can ask a colleague or the person in charge to share the WiFi details with you.

4. Enter the WiFi password.

> Could you please share the WiFi details with me? I'd like to connect to the internet.

Do not connect your device to any WiFi connection that you are not familiar with or that doesn't need a password. It might not be safe.

Activity Time!

Choose the correct answer for the questions:

Q1. How can you watch YouTube videos on your phone?
  a. Connect to the internet with mobile data
  b. Use the camera

Q2. What is this symbol? 📶
  a. Audio
  b. WiFi connection

What I learnt today:

Put a ✓ if you know this topic well.

1. The internet is a very large network which helps us communicate, send and receive information instantly. We can connect all our digital devices to the internet to make use of its benefits. ☐

2. Speed of communication, safety and access to information are the top benefits of using the internet. ☐

3. There are two ways to connect to internet: Mobile data and WiFi. ☐

4. Connect only to safe WiFi connections to protect your phone or computer. ☐

6.11 Using Search Engines

In this lesson you will learn:

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

Thinking Box

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

_____

_____

_____

Let's learn about search engines

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

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

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

Nowadays, we don't need to go to a big library like this in order to get information. We can get all the information online. All we have to do is type a few words and we get the information!
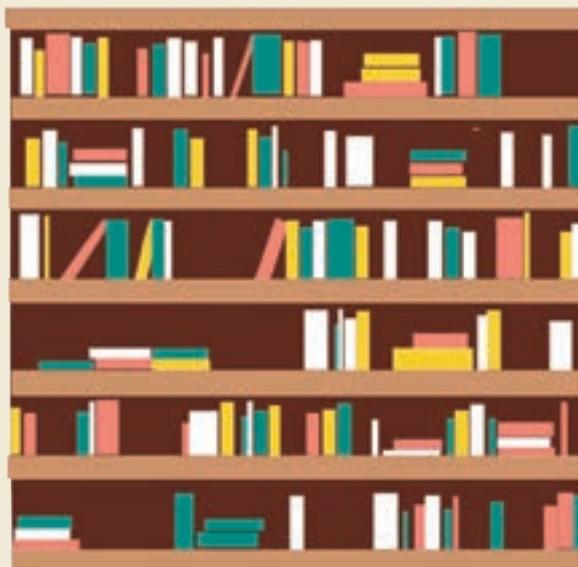
Let's understand how this works
All the information is stored on 'web pages'. These web pages are linked and are stored on the World Wide Web (www). We need an internet connection and a search engine to access the information on the web.

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

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

1. _____

2. _____

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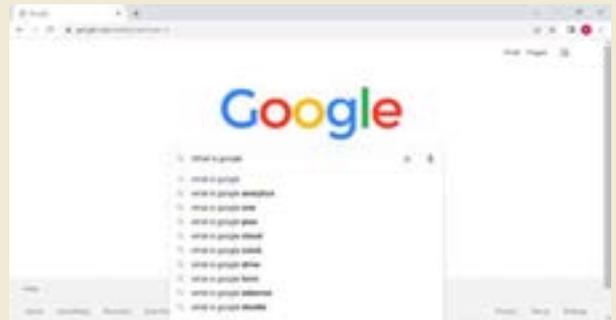
1. _____

2. _____

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

Let's learn about some popular search engines

There are many search engines you can use to find pages on the internet. The most used search engine in the world is Google.

You can tell the search engine, Google, what you are looking for by typing the words in the search bar.

After typing the words, you must press or click on 'Google Search' on your screen or the 'Enter' key on the keyboard.
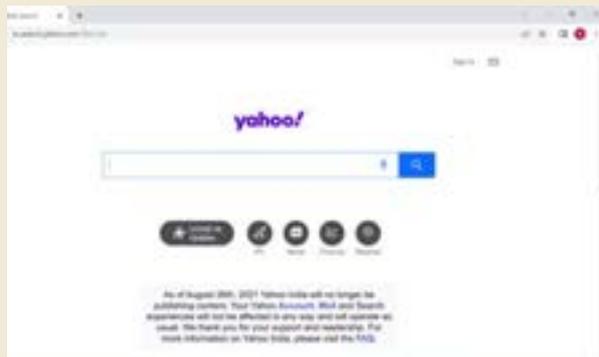

For example, if you want to find the capital city of France, you can type 'capital of France' in the search bar. Then, press 'Google Search' or the 'Enter' key. Google will search the internet and provide you with the right answer.

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

• Bing
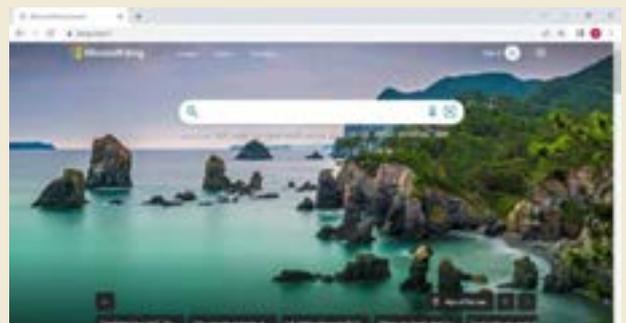
- Yahoo

- DuckDuckGo

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

1. What is the capital of New Zealand?

_____

2. Who is the Prime Minister of Canada?

_____

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

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

For example, we want to make butter paneer, and we want a typical Indian-style recipe.

If we type the word 'recipe', do you think you will get the recipe?

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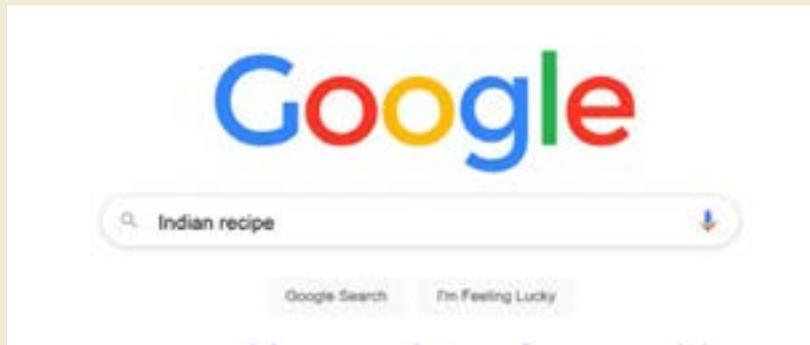
So let's refine our search, and type 'paneer recipe'.

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

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

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

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

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

Activity Time!

Choose the correct keywords to search for this information:

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

Q2. Address of Hyundai factory in your town
   a. Hyundai address
   b. Hyundai factory address
   c. Hyundai factory address, name of your town

6.12 Searching for the Right Information Online

In this lesson you will learn:

1. How to search the internet for important information.
2. How to access information on important government portals.

What are some tips you have to search for information online?

_____

_____

_____

Thinking Box

Let's learn how to search the internet for important information

The internet is not just for fun and entertainment. It is a powerful tool that you can use to find important information. The right words can help us find the information we need!
Remember, Google is like a librarian. You must use specific words in the search bar so that Google can find the correct information.

When the government has an economic welfare scheme, they share information about it on the internet. Companies and organisations from all over the world share information about job openings on the web pages. With the right search words, you can find correct and useful information. Make sure to include location-specific words and people-specific words while searching on Google.

✖ **Too vague**	✔ **With specific words**
Welfare scheme	Welfare schemes in Rajasthan
Government scholarship	Indian government scholarship for women
Jobs	Receptionist jobs in Ahmedabad

You want to find companies that are hiring for your dream job in your city. What words will you use to search on the internet?

_____

_____

Let's learn to access information on important government portals

There are specific websites maintained by the government. These websites have the most updated and relevant information about government schemes and initiatives. If the website ends with .gov.in, it means that it is an Indian government website. There are many websites like this.

Here are some important websites, through which you can find lots of information:

1. **www.india.gov.in : National Portal of India**
   This website is like a search engine for all government websites. When you are looking for something, it searches all the government websites and shows you the correct page with the information. Links for PAN application, driver's license status and birth certificate download can also be found on this website.

2. **www.igod.gov.in : Integrated Government Online Directory**
   This website can be used to find information on schemes and initiatives across all sectors, from tourism to employment to agriculture. You can use this website to find information on schemes like MGNREGA (Mahatma Gandhi National Rural Employment Guarantee Act), Rashtriya Krishi Vikas Yojna, etc.

3. **https://myaadhaar.uidai.gov.in/ : MyAadhaar Portal**
   Aadhaar is a 12-digit identification number issued by the Government of India to residents for free of cost. It is an important document for everyone to have. It can be used as a universal ID card. It is required for important services like, opening a bank account and getting a voter's ID. At the time of employment, all companies require your Aadhar card.
   The My Aadhaar portal has all the required information for getting and handling your own Aadhaar.
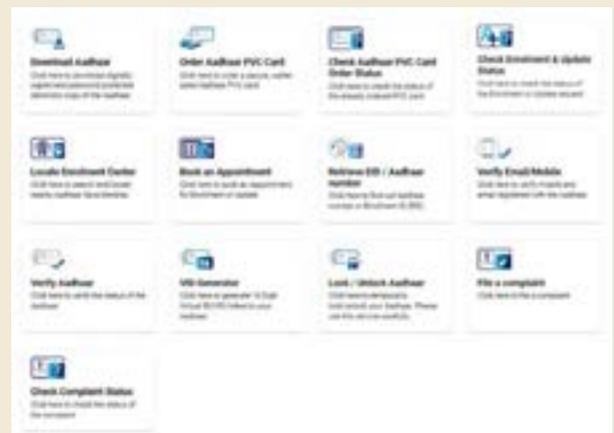
**4.** **www.irctc.co.in : IRCTC**
IRCTC (Indian Railway Catering and Tourism Corporation) handles the ticketing process for the Indian Railways. To book tickets on any Indian train, you need to use the IRCTC website.

You will need to set up a login ID and a unique password for your IRCTC account. With your details, you can check train details, book tickets and check the status of your bookings.

Swayam Course Catalog

5. **www.swayam.gov.in : SWAYAM e-learning**
SWAYAM is a programme by the Government of India through which learning resources are available for students covering all subjects. You can learn something new on this site. You can also do some courses for upskilling, that is, learning more or upgrading in your field. We will be discussing this in the next few lessons.
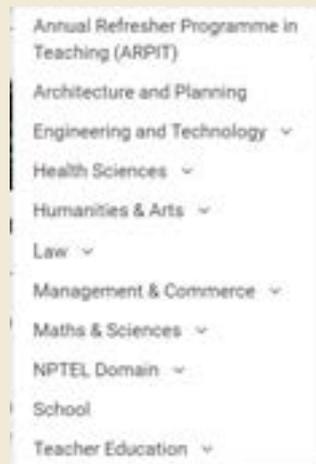
Activity Time!

Choose the correct answer for the questions:

Q1. Which of these is a Government of India website?
   a. **www.education.gov.in**
   b. **www.facebook.com**

Q2. What is the meaning of 'reliable' information?
   a. **Information that is false**
   b. **Information that is correct and updated**

What I learnt today:

Put a ✓ if you know this topic well.

1. Using specific words to search on the internet can help us find important information about jobs, welfare schemes and scholarships. ☐

2. There are government websites and portals specifically designed to help us find information and do important tasks like book tickets and apply for documents. ☐

6.13 Social Media

In this lesson you will learn:

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

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

Thinking Box

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

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

Let's learn about social media

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

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

Label the icons with the correct social media app names:

Telegram	Twitter
Instagram	LinkedIn
Facebook	WhatsApp

_____   _____   _____

_____   _____   _____

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

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

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

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

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

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

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

Dinesh: What is Instagram?

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

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

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

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

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

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

Deepika: Tweets? What's a Tweet?

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

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

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

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

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

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

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

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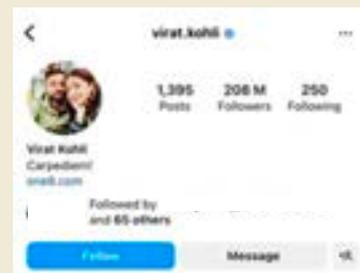
Sunita: I mostly use the WhatsApp app for sending messages. It's so easy to use.

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

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

Dinesh: Do you both use Telegram too?

Sunita: No, I don't.

Deepika: What is Telegram?

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

Deepika: That's very helpful!

Dinesh: Yes, it is.

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

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

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

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

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

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

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

_____

_____

Let's learn safety measures on social media

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

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

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

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

Activity Time!

Choose the correct answer for the questions:

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

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

What I learnt today:

Put a ✓ if you know this topic well.

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

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

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

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

6.14 Social Media for Professional Development

What do you think social media means? Give a few examples.

_____

_____

_____

_____

Thinking Box

Let's learn to use social media and the internet for professional growth

Social media platforms are a way for us to share our thoughts and feelings with our family. It is also a great way for us to find entertainment, to see pictures, to watch videos and to read texts that we can enjoy.

Social media platforms can also be useful for us to grow professionally. It's important to connect with other people so that we can learn from them about their work experiences. Interacting with people who have the same interests is very important. Social media is a great platform to do that.

Here are a few things which you can do on social media and the internet for professional growth:

1. Showcase some of your work and your professional skills online.
   - Platforms to use: LinkedIn, YouTube, Facebook, Instagram.
2. Join groups according to your career or subject interests.
   - Groups are places where different people come together to talk about their common interests and goals. Joining a group helps you learn from different people who are on the same path as you. You can ask questions and clarify doubts in these groups.
   - Platforms to use: LinkedIn, Facebook, WhatsApp.
3. Stay updated by finding information online.
   - There are always new ideas and opportunities coming up in your area of interest. So it is important to stay updated. Use search engines and social media platforms to regularly find the latest information.
   - Platforms to use: LinkedIn, Facebook, Twitter, Google.

Q1. What is your dream job? Find 2 new things about your dream job using the internet or social media.

1. _____

2. _____

Q2. Write the names of 2 people whom you can connect with and learn more about your dream job? This can be anybody that you know, like a teacher, a friend, a family member, an old classmate, etc.

1. _____

2. _____

Let's learn responsible usage of the internet/social media

There is a lot of information available on the internet and on social media. With millions of people sharing millions of pages of content on the internet, it's important to know what information must be taken seriously and what information can be shared with others.

Before you share or trust any information on the internet or social media, ask these 5 THINK questions:

T **Is it True?** Is the information given in the post true?
Can you confirm that the facts are true?

H **Is it Helpful?** Is the information helpful to you and to other people on social media?

I **Is it Inspiring?** Does the information inspire you to learn and try new things that would challenge you?

N **Is it Necessary?** Does the post contain any information or advice that is necessary for you and others in your social network?

K **Is it Kind?** Is the post kind and considerate to everyone? Or is it mean and hurtful to particular people?

Nikhil has been spending time on social media learning about fashion design. Look at the scenarios and choose what Nikhil must do to be responsible.

1. **"I found a group of people who are working in the fashion industry."**
   a. **"I can join the Facebook group. I can read about their experiences and share mine."**
   b. **"I can join the Facebook group and share my phone number with everyone."**

2. **"Someone posted false information about a job opportunity on the group."**
   a. **"I must re-share the information on LinkedIn."**
   b. **"I must ignore this post."**

Let's learn success stories of people using social media

When used responsibly and safely, social media can be a powerful tool. **Let's look at a few stories where people used social media and the internet in an impactful and successful way.**

- **Project GOAL by Digital Empowerment Foundation (DEF)**
  Digital Empowerment Foundation (DEF) is an organisation that uses digital technology to help people in rural India. For their project, GOAL, they brought together a group of successful women entrepreneurs. Each entrepreneur worked as a mentor and guide for a group of tribal women, and they were all connected to each other through Facebook. The tribal women received training, mentorship and advice through the social media channel.

- **Ice Bucket Challenge**
  The Ice Bucket Challenge was a fun activity that many people did in 2014. Funny videos of iced water being poured on people were created and shared on Facebook. The videos were created and shared for a purpose.

  The videos encouraged thousands of people to donate money for the research to cure a disease called ALS. Because of social media, people from all over the world saw the video and donated money. Through the Ice Bucket Challenge, 22 crore dollars were raised for a good cause.

Activity Time!

Everyone can learn from everyone! You have knowledge and skills that other people can learn from you. You have stories and ideas that can inspire someone else.

Can you think of a time when you did something very well or won something? Maybe you were appreciated by someone or you completed a task successfully? Write a story here about it and share it on social media.

_____

_____

_____

_____

_____

What I learnt today:

Put a ✓ if you know this topic well.

1. Social media platforms are a way for us to share our thoughts and feelings with our family. ☐

2. Social media can be used for our professional growth to showcase our professional skills, join groups according to career, stay updated with the information available online, etc. ☐

3. Before sharing information on social media THINK. Is it TRUE, HELPFUL, INSPIRING, NECESSARY, KIND? ☐

6.15 Internet Safety

In this lesson you will learn:

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

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

1. _____

2. _____

3. _____

Thinking Box

Let's learn the basics of internet safety

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

S: Stay **Safe**	Don't give personal information to people you do not know. Do not share important details like address, ID number, bank details, etc. on social media. Do not share your passwords with anyone.
M: Don't **Meet Up**	You might interact with strangers on a social media app. After some time, you might want to meet them or share your contact details with them because they are your friend. Online friends are still strangers and may not be who they say they are.

Do not meet with an online friend in person, even if you think that you know the person well. |
| **A: Accepting** Files | Do not accept any files or pictures from people you do not know. Avoid clicking on links that promise money, cryptocurrency coins, etc. These links can cause virus problems in your computer or phone and can be used to steal information from you. |
| **R: Reliable** | Always check information before you believe it. You must check internet articles and WhatsApp-forwarded messages.
Check:
☐ Is the information true?
☐ Can the person sharing it or the website be trusted to deliver the correct information?
☐ Are there other sources on the internet which can confirm what you're reading? |

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

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

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

Let's learn about Safe Search

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

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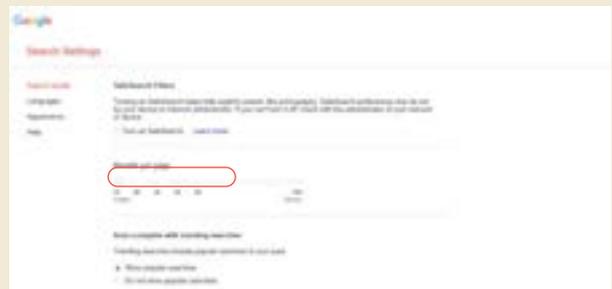
Why is it important to be safe while searching for information on the internet? Explain.

_____

_____

_____

_____

Let's learn about cyber crimes

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

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

Examples of cyber crimes:

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

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

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

Activity Time!

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

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

_____

_____

_____

_____

What I learnt today:

Put a ✓ if you know this topic well.

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

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

3. When a cyber law is broken, it is called a cyber crime. To report a cyber crime call 155260 or email www.cybercrime.gov.in ☐

6.16 Communication Using Email

In this lesson you will learn:

1. The definition and features of email.

2. The steps to create and use an email account.

3. How to attach files and use CC and BCC when sending emails.

What are the most common uses of email?

_____

_____

Thinking Box

Let's learn the features of email

An email is a message sent to a person through the internet. Email stands for electronic mail. It is similar to a letter or a package that is physically sent to someone. Email can be used to send letters, messages, files, pictures, links, etc.

You need a unique personal email ID to send and receive emails.

An email ID will usually be in this format:

1. uniqueID**@gmail.com** or
   uniqueID**@outlook.com**
   For example, johndoe@gmail.com

2. You will have an inbox where you can check the emails that you received. An inbox is the digital space where all the emails that are sent to you can be found and viewed.

3. When you get an email from someone, you can reply to the email.

I got an email from my team leader asking me to attend a meeting on Tuesday.

I replied to her email and informed her that I'm on leave on Tuesday.
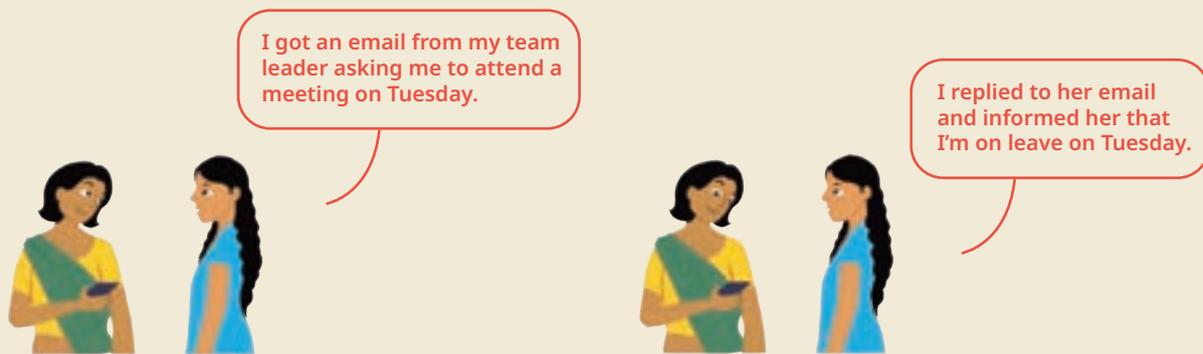
**Which of the following tasks do you know how to do?**

☐ **Send an email**

☐ **Check your email inbox**

☐ **Share your email ID with a friend**

☐ **Reply to an email**

Let's learn the steps to create and use an email account.

Creating an email account:

The most commonly used email ID is Google Mail or Gmail. Let's look at the steps to create a Gmail ID.

1. Go to the Gmail account creation page - accounts.google.com
2. Click on 'Create account'. Choose 'Create an account for myself' to create your personal account.
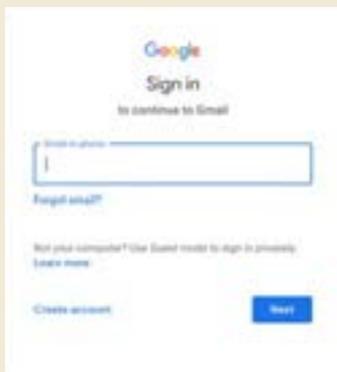
3. The sign-up form will appear. Enter your details.

4. Choose a unique username for your account. The username must be easy to remember. For a professional email ID, it's best to have your full name as the username.
5. After choosing a username, enter a password. Type the password again to confirm. Click on 'Next' to continue.
6. Enter details of your mobile number, date of birth and gender and click 'Next'.
7. Finally, you will see the 'Terms & Conditions'. Click on 'I agree' to create your Gmail account.

Sending an email from your computer:

1. On your computer, go to www.gmail.com
2. At the top left, click on 'Compose.' 🖉
3. In the 'To' box, add the email ID of the person you want to send the email to.

New Message	_ ↗ ✕
To	Cc Bcc
Subject	

4. Add a subject for the email. The subject is a few words that can quickly tell the person receiving the email what the email is about.
5. Write your message.

Looking for a book on South Indian food	_ ↗ ✕
To priya@gmail.com ✕ Pakar@gmail.com ✕	Cc Bcc

Looking for a book on South Indian food

Hello everyone,
I'm doing a project for my class on South Indian food. I want to read a few books to find information for my project.
Can you share any book suggestions with me on this topic? It would really help!

Thank you!
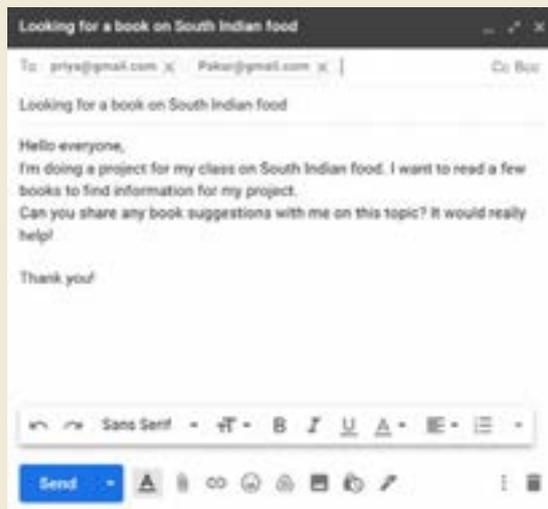
Q1. What is your email ID? Create a new ID if you don't have one already.

_____

Q2. Send an email to your classmate, telling them about something interesting that you learnt this week.

Let's learn to attach files and use CC and BCC when sending emails

Attaching files to an email:

You can type a message and send it in an email. You can also add or attach a file from your computer to the email and send it to someone else.

1. On your computer, go to www.gmail.com
2. Click on 'Compose." 🖉
3. At the bottom, click 📎 . It is a paper clip icon that helps to attach files.

Attaching files to an email:

You can type a message and send it in an email. You can also add
or attach a file from your computer to the email and send it to
someone else.

1. On your computer, go to www.gmail.com
2. Click on 'Compose."
3. At the bottom, click   . It is a paper clip icon that helps to attach files.
4. Choose the files you want to upload.
5. Click 'Open.'
6. Complete the email with the subject and the message.
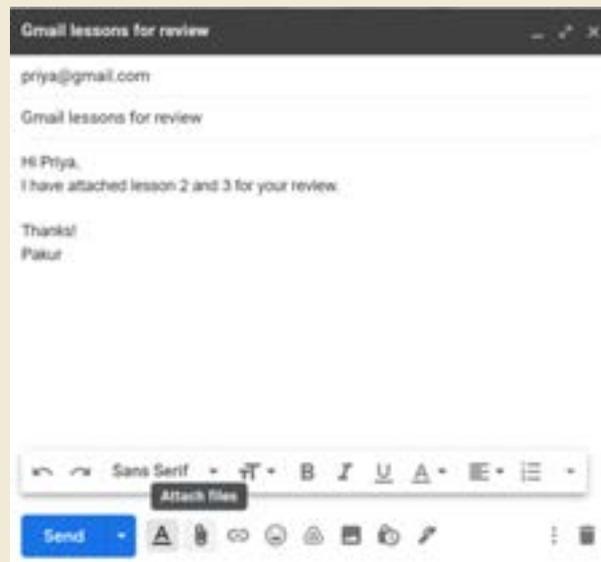
Using CC and BCC options while sending an email:

When you enter an email ID in the 'To' box, the email goes to their inbox. When you enter more than one email ID in the 'To' box, the email goes to all the email IDs.

You will find 2 other options, **CC and BCC.** In Gmail, CC means Carbon Copy, and BCC means Blind Carbon Copy.

CC is used when you send an email to more than one person at the same time. You would commonly use this if your email is written for one person, but you also want another person to see it. **For example,** if you're emailing your teacher, but you also want your project partners to see the email.

BCC is used to send a copy of an email to another person without the original receiver of the email knowing. You can also use BCC to send an email to many people without each person knowing the email details of the others.
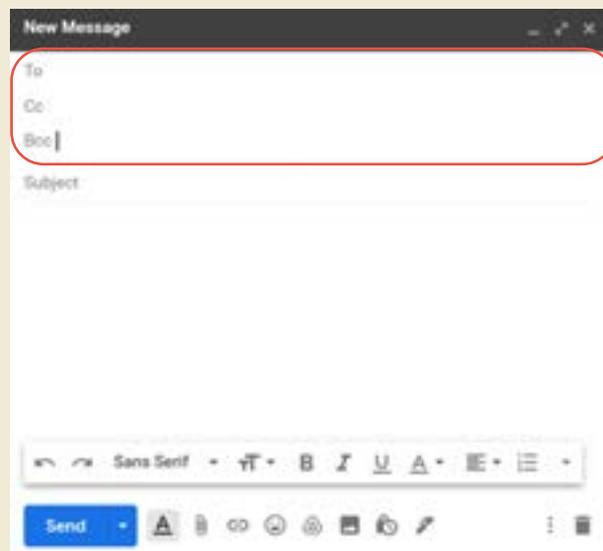
Activity Time!

Choose the correct answer for the questions:

Q1. How can a file be sent in an email?
   a. Attach the file to the email
   b. Write a thank you message in the email

Q2. What does CC stand for?
   a. Blind Carbon Copy
   b. Carbon Copy

What I learnt today:

Put a ✓ if you know this topic well.

1. An email is a message sent to a person through the internet. ☐

2. Features of email include email ID, checking mails in inbox and sending emails, etc. ☐

3. Creating an email account and sending an email. ☐

4. Attaching files to an email by clicking the paper clip icon. ☐

5. CC means Carbon Copy and BCC means Blind Carbon Copy, and how to use them while sending emails. ☐

6.17 Introduction to Mobile Applications

In this lesson you will learn:

1. About the benefits of mobile applications.

2. Ways in which mobile phones can be used in learning.

Open the mobile phone which you use regularly. What mobile apps do you use the most on that phone? List the top 5 apps.

Thinking Box

1. _____

2. _____

3. _____

4. _____

5. _____

Let's learn about mobile applications

A mobile application or app is a software that is made to be used on a mobile device like a smartphone or a tablet. There are many mobile apps available for us to use for different tasks and activities.

Mobile devices are easy to use and common to find. Mobile apps are the most convenient way to do something online. You don't need access to a computer to do tasks like sending an email or creating a LinkedIn profile. You can do them on a phone through mobile apps.

List 5 things that you can do using a mobile app on a smartphone.

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

Let's learn how mobile phones can be used in learning

Here are 4 ways you can use a mobile phone to help you learn and grow as a student:

1. **Watch interesting and educational videos.**
   The internet is a great place to learn new skills and discover new ideas. The most exciting way to learn is through videos that are made by experts. You can use YouTube to find videos about a topic of your interest. This way you can use YouTube for both entertainment and learning.

2. **Use a dictionary app**
   As a student, you will come across many things that are new to you and that you don't understand. Do not be worried or discouraged by them. With a mobile phone, you have the tools to understand new things. Use a dictionary app to find the meanings of words that you do not know.

3. **Use Google Search regularly**
   Use Google Search to look up topics that are unfamiliar and learn more about them.

4. **Be part of educational groups on social media**
   Social media apps like LinkedIn and Facebook have groups where people with common skills and industry experts share their thoughts. These groups can help you learn new information and read ideas that help you grow as a student. Remember to practice internet safety while participating in these groups.

Activity Time!

What is a topic that you wish to learn more about?

_____

Find a video of an interesting topic on YouTube.
Write 2 new things that you learned from the video.

1. _____

2. _____

What I learnt today:

Put a ✓ if you know this topic well.

1. A mobile app is a software that is used on a mobile device like a smartphone or a tablet. ☐

2. You can use a mobile app to help learn in many ways **For ex:** Using YouTube to watch educational videos, using the Dictionary app to find the meanings of words, using Google Search to know about new topics and being part of educational groups on social media. ☐

3. It is important to practice internet safety while using mobile apps. ☐

6.18 Internet of Things (IoT)

In this lesson you will learn:

1. About the various digital devices that we use in our everyday lives.

2. About using Siri and Alexa.

Which of the following things have you heard of or seen before?

☐ **Smart phone**
☐ **Smart light bulb**
☐ **Smart cities**
☐ **Smart home**
☐ **Smart watch**
☐ **Smart TV**

Thinking Box

Let's learn about the various digital devices that we use in our everyday lives

The most common smart digital device that we use is the smartphone. A smartphone is a phone which can be connected to the internet. A smartphone is used to do many more activities than a normal phone.

Like smartphones, there are many other devices that are now used in the 'smart' version.

Smart TV

A traditional cable TV plays TV programmes through a cable connection. It cannot be connected to the internet. A smart TV connects to the internet and can play videos from different online platforms.

Smart Watch

A traditional watch shows the time and the date through a system of wheels and gears found inside the watch.

A smart watch is a watch that also connects to the internet. A smart watch can also be used to make phone calls, read messages and track body conditions, like temperature and heartbeat, etc.

Write 3 reasons why a smart watch is more useful than a normal watch.

1. _____

2. _____

3. _____

Let's learn about using Siri and Alexa

Alexa is the name of a popular digital assistant. A digital assistant is a software that can help you. You can instruct a digital assistant to do certain tasks for you instead of doing it yourself. Alexa is a voice-controlled digital assistant. You can give spoken instructions to Alexa for tasks to be completed.

To call your friend from your smartphone, you must open the Contacts app on the phone, find the name and then call them. With a digital assistant like Alexa, you can give it an instruction like "Call Ahmed's mobile number." The assistant will do the task for you instead of you following the steps to do it.

To use Alexa, you must use a smart device that is enabled with Alexa. How can you find out if the smart device has Alexa? Look for this symbol.

amazon alexa

If this symbol is seen on a device, then you can use Alexa on it. **Here is a list of things that Alexa can do.**

|	
♫	Play music
🌐	Report the news
☁	Check the weather
🏋	Offer sports updates
🏠	Control your smart home
📅	Manage your calendars
☎	Call phones
🕐	Set timers and alarms
🔍	Find local business information
?	Answer questions
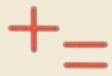
+ =	Do math
	Tell stories
	Tell jokes
	Order food
	Find recipes

Like Alexa, there are other voice-controlled digital assistants available on some digital devices.

Siri

Google Assistant

Hi, how can I help?
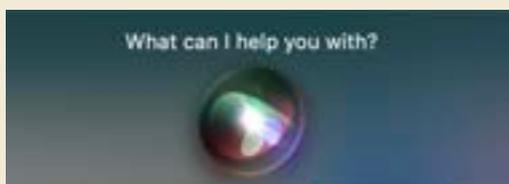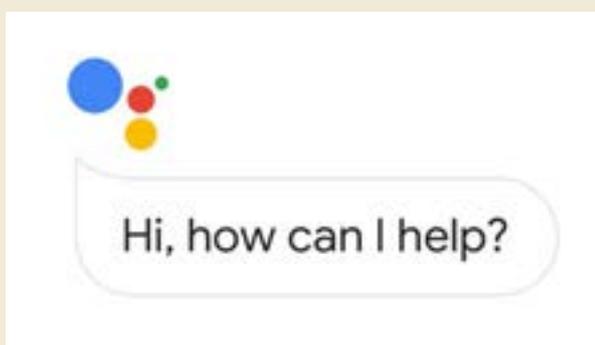
Activity Time!

Alexa is a voice-controlled assistant. You must give Alexa spoken instructions to make her complete tasks. What would you say to Alexa to ask her to do these tasks? A few examples have been provided for you.

S. No.	Task to be completed by Alexa	What you will say to Alexa
1.	Play Bollywood music	"Hey Alexa! Play some Bollywood songs."
2.	Schedule a meeting in the calendar	"Hey Alexa! Set a meeting at 6pm on May 2nd."
3.	Set a 7am alarm	"Hey Alexa! _____ _____"
4.	Find a recipe for chocolate cake	"Hey Alexa! _____ _____"

6.19 Using Online Meeting Tools for Interviews

In this lesson you will learn:

1. How to use online meeting tools.
2. How to use Zoom.
3. How to use Google Meet.

**How can you do online video meetings?
List down the different ways.**

_____

_____

_____

Thinking Box

Let's learn about online meeting tools

A meeting usually happens when people come together in a room and meet to discuss ideas and complete tasks together as a group.

Nowadays, interviews also happen online. An online interview happens through various video and audio platforms. We use special digital meeting apps to conduct such interviews. While using the most popular online meeting tools that are available, you will be able to do the following things:

1. You can share a link or an ID for your meeting for people to join the meeting.

2. Everyone who is a part of the meeting can speak to each other and hear each other.

3. Everyone who is a part of the meeting can see each other and turn on the camera on their own devices.

4. After the meeting, the online meeting can be closed and ended.

Choose the correct answers to the questions:

Q1. What kind of meeting is this?
a. Online meeting
b. Office room meeting

Q2. What do people need to join an online meeting?
a. A certification
b. The meeting ID or meeting link

Let's learn to use Zoom

Zoom is one of the most popular online meeting apps in the world. With Zoom, you can start and join video meetings.

Start and share a meeting:

1. Open the Zoom app and log into your account.
2. Tap the orange 'New Meeting' icon that appears on your screen. This will start an online meeting.
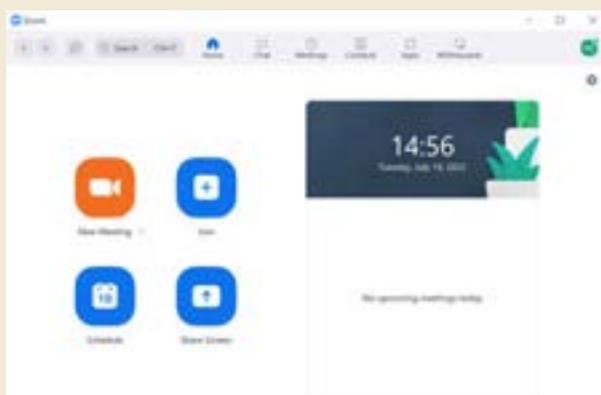
3. Click 'Participants' in the meeting controls found at the bottom of the screen.
4. Click 'Invite' at the bottom of the participants panel. Choose the option through which you want to share the meeting link with others. They can use the invitation to join the meeting.

Join a Zoom meeting:

1. Ask the person hosting the meeting to share the meeting link or the meeting details with you.
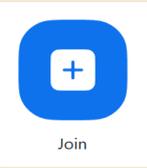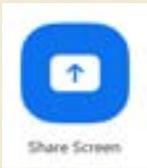2. Click on the link to join the meeting **or** use the 'Join' option.
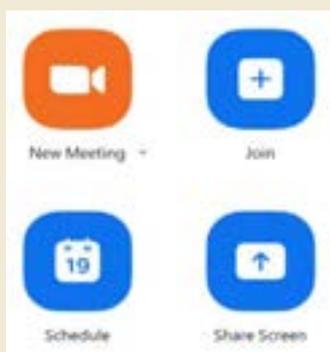
3. Type the meeting ID to join the meeting and click 'Join'.
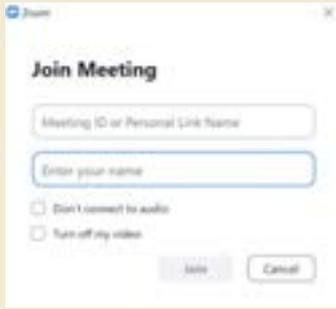
Choose the correct answers to the questions.

Q1. Which option must you use to join a Zoom meeting?
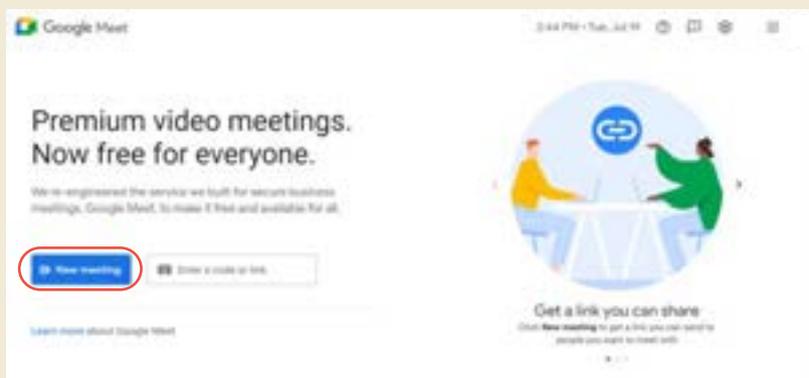

a.   b.

Q2. Which option must you use to leave a Zoom meeting?

a.   b.

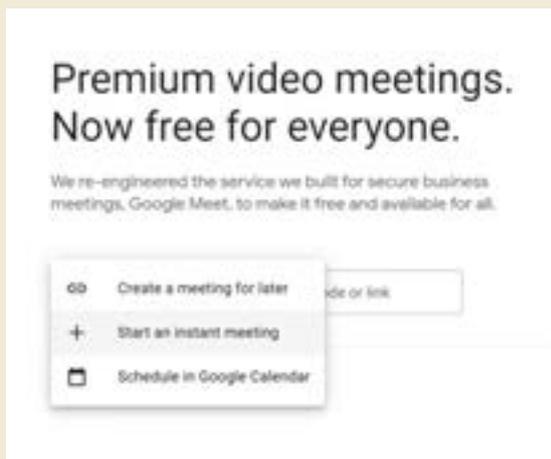## Let's learn to use Google Meet

Google Meet is another popular online meeting app. For Google Meet, you can use the same login account details as your Gmail account.
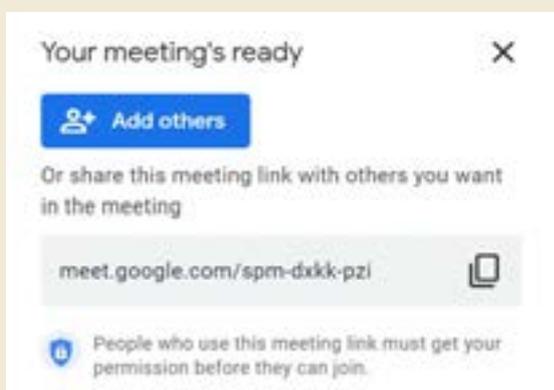
Start and share a meeting:
1. Go to www.meet.google.com
2. Click on 'New Meeting'.

3. Select the option 'Start an instant meeting'. This creates a new meeting and starts the meeting directly.

4. At the bottom right, click meeting details
5. Click 'Copy' on the joining information.

6. Paste the meeting details into an email, or another app.
    Send it to the people who have to join the meeting.

Activity Time!

Plan a Google Meet meeting with some of your friends. Start a Google Meet meeting and send them the invitation to join.

What I learnt today:

Put a ✓ if you know this topic well.

1. Meetings that happen online through the internet are called online meetings. ☐

2. You can use Zoom or Google Meet to do online/virtual meetings. ☐

3. You can create Zoom or Google Meet links to invite other people to join your meeting. ☐

6.20 Exploring Popular Sites for Learning and Career Growth

In this lesson you will learn:

1. About popular sites for learning and career growth.
2. The ways to use the internet for continuous professional development.

How can we use the internet for learning new things?

_____

_____

_____

Thinking Box

Let's learn about popular sites for learning and career growth

The internet has changed the way we learn. We can access a wide range of resources and materials for any topic you might be interested in. We can become a part of different groups of people to learn skills and connect for opportunities. **There are many websites on the internet that can help us with learning and career growth.**

1. **Khan Academy:** www.khanacademy.org
   This site has free online material on school subjects like economics, physics, algebra, etc.

2. **Coursera:** www.coursera.org
   This site has a large collection of courses and certifications offered by some of the best universities from around the world.

   Other similar sites:
   a. **edX:** www.edx.org
   b. **Udemy:** www.udemy.com

3. **MIT's OpenCourseWare:** www.ocw.mit.edu
   This website has free learning and classroom materials from one of the top universities in the world.

4. **NPTEL:** www.nptel.ac.in
   This is an online learning portal where the courses are created by IITs and IISc in India.
   It has courses on all topics taught by professors from all over India.

5. **Codecademy:** www.codecademy.com
You can use this website to learn specific computer coding skills for free.

6. **Duolingo:** www.duolingo.com
You can learn a new language for free using this website. They have over 100 language courses. You can download the mobile app to a smartphone and learn a new language by spending just 15 to 20 minutes every day.

Choose the most interesting website from all the websites recommended. Spend 5-10 minutes looking through the website and what it offers.

Write 2 things that you'd like to learn from the website.

1. _____

2. _____

Let's learn ways to use the internet for continuous professional development

To be successful in your professional life, you must always be open to learning and growing. Your opportunities to study and learn do not end inside the classroom. After you finish studying and when you get a job, you must continue to learn from the experts. The internet is the best place to be a lifelong learner.

Here are 4 ways you can use the internet for continuous professional development:

1. **Read on a regular basis**
Find websites and blogs related to your field of interest. Read news articles and blogs on the internet regularly.

2. **Attend various courses**
Spend time once or twice every year to complete a short online course where you can learn new skills.

3. **Develop diverse interests**
Try to learn things about topics that are new and unfamiliar to you. If you like fashion design, you can also explore coding and writing skills. If you like physics, you can also learn more about art and history.

4. **Set clear, specific goals for continuous development**
Decide on specific goals for yourself so that you can make a commitment to yourself to reach your goals.

Activity Time!

Let's set some clear goals for your continuous professional development. Fill in this table with your goals:

S. No.	What I want to learn	How long I will take to learn it
	Example: Photography	Example: 8 weeks
1.		
2.		
3.		

What I learnt today:

Put a ✓ if you know this topic well.

1. There are a lot of popular websites for learning, like Khan Academy, Coursera, NPTEL, etc. ☐

2. Even after finishing studies and getting a job, we must continue to learn from the experts. ☐

3. The 4 ways to use the internet for professional growth are to read on a regular basis, develop diverse interests, set clear, specific goals for continuous development. ☐

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