

# UNIT 1

## Communication Skills

### Important points to remember:

#### What is communication?,

The word 'Communication' comes from the Latin word *communicāre*, meaning 'to share'. Communication is the 'sharing' of information between two or more individuals or within a group to reach a common understanding.

#### Importance of communication

You can inform about something or you can also influence others through communication. Communication skills are needed to: Inform, Influence, Express feelings.

#### Elements of communication

Communication is a two-way exchange of information, i.e., giving and receiving. Speaking and writing to someone are examples of giving information. Reading and listening to someone are examples of receiving information.

#### Perspectives in communication

Perspectives are ideas, views, or fixed ways of thinking. These sometimes affect our communication.

#### Factors affecting perspectives in communication

Language, Visual Perception, Past Experience, Prejudice, Feelings, Environment, Personal factors, Culture

#### Effective communication

Effective communication can happen if we follow the basic principles of professional communication skills. These can be abbreviated as **7 Cs, i.e., Clear, Concise, Concrete, Correct, Coherent, Complete and Courteous.**

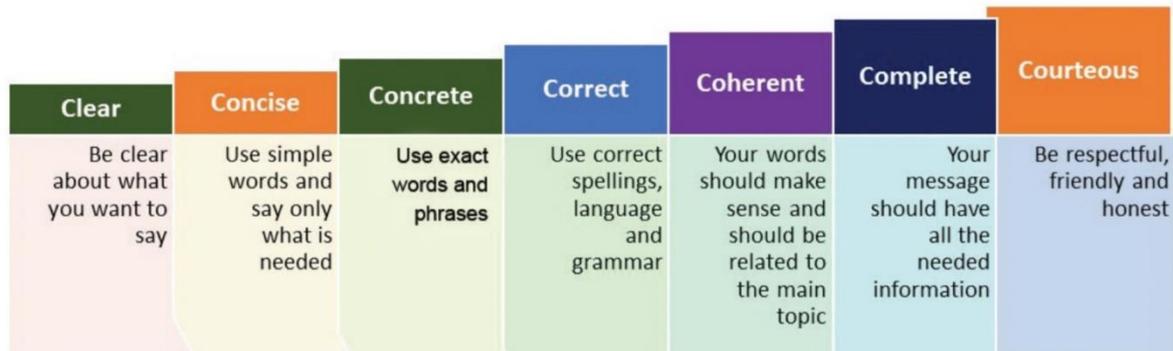


Figure 1.3: 7Cs of Effective Communication

### Short answer question

1. Write down the seven factors affecting perspectives in communication.
2. Give an example of the following: (a) Clear communication (b) Complete communication

### What is Verbal Communication?

Verbal communication is the sharing of information by using words. It is what most people use as a method of communication.

### Advantages of verbal communication

Verbal communication is easy and quick. You can say what you want and get a quick response. It is an easier form of communication when you have to exchange ideas. You keep changing your communication as per the other person's reply.

### Disadvantages of verbal communication

The most common disadvantage of verbal communication is the cultural differences between the sender and receiver of the information. These differences may be due to the use of different languages, inability to understand the colloquial phrases used by the other individual, and the accent. Since verbal communication depends on words, sometimes the meanings become confusing and difficult to understand if the right words are not used.

### Public speaking

Speaking in front of a large group makes most people nervous. You can use the 3Ps (Prepare, Practice, Perform) method to get over your fears, and become a confident and effective speaker.

### **Short answer question**

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

### **Non-verbal communication**

Non-verbal communication is the message we send to others without using any words. We send signals and messages to others, through expressions, gestures and body postures. You will learn to use the correct body language, like gestures, eye contact, handshake, etc.

### **Importance of non-verbal communication**

In our day-to-day communication, it is observed that most of the communication is done using body movements (face, arms, movements, etc.) and voice control (voice, tone, pauses, etc.).

### **Short answer questions**

1. Identify the conjunctions and prepositions (Remember, conjunctions join two sentences while prepositions help answer the words 'where', 'when' and 'how'). Choose the conjunctions and prepositions from the box given below and list in the correct box. Under, And, In, At, Or, Up

Conjunction

Preposition

### **Short answer questions**

1. Write one sentence of each type—statement, question, exclamatory and order.
2. Which is your favourite festival? Write two paragraphs about your favourite festival. Each paragraph should have a minimum of four sentences. Make sure you follow all the rules about sentences and paragraphs you have learnt.
3. Practice speaking correct sentences with your classmates. Try and find the parts of sentences which you use commonly.

Greetings There are many ways to greet a person. The greeting and reply to a greeting at work is different from the greeting and reply given to a friend. Similarly, there are many ways to say goodbye when you depart.

### **Types of greetings**

Formal greetings are used if you do not know the person.

Informal greetings are used when you talk to friends, family or a known person.

**Short answer questions**

1. Write two to three lines you would use to introduce yourself.
2. Make a note of five questions your friends asked you. How many were open-ended questions? Make a list of five close-ended questions you asked other people in one day

## UNIT 2

### Self-Management Skills

#### **Self-management:**

which is also referred to as 'selfcontrol' or 'self-regulation', is the ability to regulate one's emotions, thoughts, and behaviour effectively in different situations. This includes motivating oneself, and setting and working towards personal and academic goals.

Self-management involves understanding yourself, understanding what your interests and abilities are, having a positive attitude and grooming yourself in order to develop self-confidence.

Self-management can also help in: • developing good habits • overcoming bad habits • reaching your goals • overcoming challenges and difficulties

#### **Short answer questions**

1. Write a short note on the facto Knowing yourself It means understanding who you are, what you like, what you do not like, what are your beliefs, what are your opinions, what is your background, what you do well and what you do not do well? rs influencing selfmanagement.

2. List any 05 self-management skills.

3. Draw an outline of your right hand and label each finger with different factors that influence you in managing yourself.

#### **Strength and Weakness Analysis**

Knowing what you do well or not so well, will help you in converting your weaknesses into strengths and strengths into an exceptional performance. The strength and weakness analysis helps you in this process.

**Knowing yourself** It means understanding who you are, what you like, what you do not like, what are your beliefs, what are your opinions, what is your background, what you do well and what you do not do well?

**Difference between interests and abilities** **Interests** are the things that we enjoy doing. Interests may include: • Activities you like to do at school and in your free time that make you happy. • Activities you are curious about or would do even if no one asked you to do it. • Activities you want to learn or would like to do in the future. Ability, on the other hand, is an acquired or natural capacity that enables an individual to perform a particular job or task with considerable proficiency.

**Self-confidence** is a quality we build when we believe in our strength to succeed in anything we do in life. People who are confident believe that they can do anything given to them in any situation.

## **Qualities of self-confident people**

Self-belief, Hard Work, Positive Attitude, Commitment

## **Building self-confidence**

The three steps to building self-confidence are as follows:

1. Appreciate achievements and accept failures.
2. Have a goal and take steps towards it.
3. Always look at the good side and be happy.

## **Short answer question**

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

### **Positive thinking and its importance**

A person's attitude can be considered either 'positive' or 'negative'. Positive thinking requires a person to look at the good in things,

**Personal Hygiene** It is the habit or practice of keeping ourselves clean. Cleanliness helps us to maintain our health and well-being.

Three steps to personal hygiene

1. Care
2. Wash
3. Avoid

## **Short answer question**

1. List three things you will do for personal grooming in each of CARE, WASH and AVOID to keep clean.

**Grooming and its Importance** Dressing is the action of putting on clothes. Grooming is the process of making yourself look neat, tidy and smart.

## UNIT 3

### Information and Communication Technology Skills

**ICT** stands for Information and Communication Technology. It includes a diverse set of technological tools and resources used to communicate, create, disseminate, store, and manage information. ICT includes computers, the Internet, broadcasting technologies (radio and television) and telephony.

#### Short answer questions

1. Give any two uses of ICT at home.
2. What are the emerging skills in ICT?

The basic ICT skills that you need are • knowing how to operate computers; and • knowing how to browse the Internet for collecting, storing and disseminating information.

2. What are the key skills one should possess to use ICT?

#### Short answer questions

1. Write any two differences between a smartphone and a tablet.
2. Describe the functions of at least 5 types of keys.  
Function keys, Control keys, Enter key, Punctuation keys, Navigation keys, Command keys
3. Describe the functions of a mouse.
4. Write a short note on the uses of internet.

#### World Wide Web

The World Wide Web (WWW) or simply the Web is a huge collection of information

It is made up of • A web page • A web browser • A system to transfer information between the web browser and the web pages

**Web page** A web page is a document present on a computer that is connected to the Internet

**Web browser** A web browser (commonly referred to as a browser) is a software application for using and sharing information on the World Wide Web.

#### Short answer questions

1. List the steps to search for information using a web browser

## Introduction to e-Mail

**Electronic mail or e-mail** is a quick way of sending messages to people using the Internet. Electronic mail is a message sent over the Internet from one person to another. It consists of lines of text and images.

**How does the e-mail work?** Files containing videos, documents, spreadsheets, etc., can be sent along with the e-mail as attachments. E-mail is fast and easy to use and it can be sent to multiple people at the same time.

**E-mail ID or Address** The general format of an e-mail address is local\_part@domain. An example of an e-mail address is [ashokrastogi\\_1@gmail.com](mailto:ashokrastogi_1@gmail.com).

**Advantages of e-mail** E-mails can be sent to multiple users along with the attachments. They are fast as they reach anyone around the world immediately

**Creating an e-mail account** To set up an e-mail account, there are a number of popular providers to consider (a) Gmail (run by Google) (b) Outlook mail (run by Microsoft) (c) Yahoo mail (run by Yahoo)

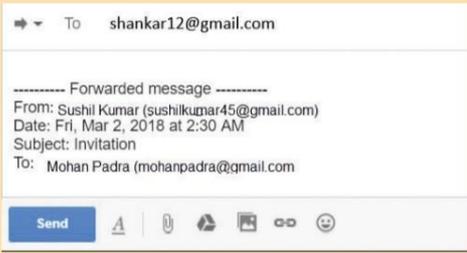
### Short answer questions

1. What characters should the password have in e-mail address, to make it more secure?

### Steps to write an email

#### Follow the given steps to write an e-mail

Follow the given steps to write an e-mail



1. In the **To** section, write the e-mail-id of the person you are sending the mail to.
2. In the **Cc** section, write the e-mail-ids of all the people to whom you want to send copies of the message.
3. In the **Subject**, write the topic of the mail. For example, Happy Diwali.
4. In the **main body**, type the message you want to send. This will include the salutation in the beginning, main message in the middle and signature at the end.
5. After you type the message, click **Send**.

**Attaching a file to an e-mail** An attachment is a type of file such as a photo or document that you can send along with your e-mail. To add an attachment you need to click on the Attach button.

### **Managing Folders**

There are different folders that could help you manage and organise your e-mails.

- The Inbox holds e-mails that people have sent to you
- The Sent folder holds e-mails that you have sent to people
- The Drafts folder holds all the e-mail you have started writing, but not yet sent
- The Junk/Spam folder holds e-mails that may not be useful
- The Trash can or folder holds e-mails that you no longer need and have deleted

## UNIT 4

### Entrepreneurship Skills

#### What is Entrepreneurship?

The process of developing a business plan, launching and running a business using innovation to meet customer needs and to make a profit is entrepreneurship.

#### Enterprise

An enterprise is a project or undertaking that is bold and fulfills a need of the society which no one has ever addressed.

Short answer question

1. List three businesses seen around you. Share details of what the business does, and how they run it ?

#### The role and benefits of entrepreneurship.

1. Economic Development— Money in Circulation
2. Social Development—Creation of Jobs
3. Improved Standard of Living— More things available to live a comfortable life
4. Optimal Use of Resources
5. More Benefits at Lower Prices Products and Services at Competitive Prices

Short answer question

1. Answer the following questions in your own words. 1. Gulab lives in a small village in Rajasthan. She noticed that all the women in her village were good at making paintings and handicraft product. She collected money and started a business. Gulab would help the women to get material from cities and support them in making latest designs. She would then arrange for these paintings and handicraft products to be sold in big cities. How do you think Gulab, is helping her society as an entrepreneur?
2. Give examples of three entrepreneurs you know who live around you. Write how they are helping your city?

#### Qualities of a Successful Entrepreneur

An entrepreneur needs to have the following set of qualities.

1. Patience
2. Positivity
3. Hardworking, Never Giving Up and Perseverance
4. Confidence
5. Open to Trial and Error

## 6. Creativity and Innovation

### A. Short answer questions

1. Do you think you have the qualities of an entrepreneur in you? If yes, give examples when you have shown these qualities
2. Read the story of Sushma, the Toy Maker once again and fill in the boxes mentioning the various qualities that Sushma might have possessed as an entrepreneur

## **Distinguishing Characteristics of Entrepreneurship and Wage Employment**

### **Characteristics of Entrepreneurship**

Some of the distinguishing characteristics of entrepreneurship.

1. Ability to take up risks
2. Believe in hard work and discipline
3. Adaptable and flexible to achieve the goals of enhancing quality and customer satisfaction
4. Knowledge of the product and services and their need or demand in the market
5. Financial literacy and money management skills
6. Effective planning and execution.

### **Benefits of entrepreneurship**

The various benefits include the following:

1. Do what you are interested in
2. Work for yourself, and not for others
3. Make profits for yourself
4. More risk, more profit

### **Short answer questions**

1. List any four characteristics of entrepreneurship.
2. List any two characteristics of wage employment.
3. Name any one factor that is common to both entrepreneurship and wage employment on contract basis.

## **Types of Business Activities**

There can be three types of business activities:

- **Product business**

A business where a seller and buyer exchange an item, which can be seen and touched, is called a product-based business. For example, a Sports Shop

- **Service business**

A business where a seller helps the buyer to finish some work. For example, a cricket coaching center.

- **Hybrid business**

A hybrid is the one where the business is doing both selling product and selling services.

### **Short answer question**

1. What are the 3 types of business activities? Explain with examples.

## **Product, Service and Hybrid Businesses**

### **Types of product-based business**

There are two types of product-based businesses

Manufacturing businesses, Trade businesses

### **Short answer questions**

1. What are the key differences between product- and service-based businesses?
2. If you had a choice to start a business of your own, which business will you start (include in your reply the product or service that you would like to take up)? Why do you want to start this type of business?
3. What is the meaning of manufacturing and trading based business?

## **Entrepreneurship Development Process**

Entrepreneurship development is the process of improving the skills and knowledge of entrepreneurs. It can take place through formal and informal learning system.

### **Steps of starting a business**

Idea, Getting money and material, Understanding customer needs, Improving Product/service

## UNIT 5

### Green Skills

#### Points to remember

**Society and Environment** People live together in villages, cities, states and countries, thus forming a 'Society'. Society interacts with the environment, and changes it at the same time.

**Natural resources** come in many forms. It may be a solid, liquid or gas

1. Land Resources
2. Forest Resources
3. Water Resources
4. Mineral Resources
5. Food Resources
6. Energy Resources

**Natural resources fall under the following main categories:**

1. Inexhaustible Resources
2. Exhaustible Resources
3. Renewable Resources
4. Non-renewable Resources

**Some of these activities are damaging our earth and environment.**

1. Overexploitation
2. Mining
3. Deforestation
4. Pollution

**Saving the environment: What can you do?**

1. Learning about the environment
2. Learning through the environment
3. Learning for the environment

#### Reduce, Reuse, Recycle

There are three Rs which you can apply for saving the environment – Reduce, Reuse and Recycle. It is a concept of the modern waste management.

#### Short answer questions

1. What are the five sources of energy available to us? Give two examples of each source?

2. What are the sources of pollution?

3. Classify the following under the three respective categories of natural resources: Air, iron, sand, petroleum, wind, clay, fish, forest, gold, pearls.

Inexhaustible

Renewable

Non-renewable

## **Conserving Natural Resources**

### **Soil conservation**

Soil conservation means checking soil erosion and improving soil fertility by adopting various methods

**Water conservation** Conservation and management of water are essential for the survival of mankind, plants and animals.

**Energy conservation** We use a lot of non-renewable energy resource for our needs. Since resources are limited, we need to conserve them as much as possible. Conservation of resources or energy means saving them and using them efficiently.

**Food conservation** Food conservation and storage have been practiced to feed mankind in times of shortage. Food is stored in warehouses on large scale and in refrigerators at home.

**Forest conservation** Forest conservation means the retention of existing forest or the creation of new forest at the levels prescribed by the State or local authority.

### **Short answer questions**

1. Write any three actions which you can take to conserve energy.

2. Describe any three methods of water conservation.

3. What is the purpose of soil conservation? 4. State any three ways by which we can save energy.

## **Sustainable Development and Green Economy**

### **What is sustainable development?**

Sustainability is the development that satisfies the needs of the present without compromising the capacity of future generations, guaranteeing the balance between economic growth, care for the environment and social well-being.

## **Sustainable Development Goals**

The Sustainable Development Goals (SDGs), otherwise known as the Global Goals, are a universal call to action to end poverty, protect the planet and ensure that all people enjoy peace and prosperity.

**Green growth** The concept of green growth aims at achieving economic growth that is socially inclusive and environmentally sustainable.

**Green Consumer** A green consumer is someone who is very concerned about the environment and, therefore, only purchases products that are environment-friendly or eco-friendly. Products with little or no packaging, products made from natural ingredients and products that are made without causing pollution are all examples of ecofriendly products.

## **Components of a Green Economy**

A green economy includes the following components

Renewable energy

Green building

Well-managed (Sustainable) transport

Water management, Waste management, Land management

## **Green skills**

The skills used for promoting green economy are known as green skills. These skills are needed in areas similar to renewable energy, sewer water treatment, climate resilient cities, green construction, solid waste management, etc.

## **What are green jobs?**

A 'green job' is employment in any industry that contributes to preserving or restoring environmental quality in that sector and allowing for sustainable development. It includes jobs that help protect ecosystems and biodiversity and reduce energy, materials and water consumption through high efficiency strategies.

## **Green projects**

Many people and organisation are concerned and motivated about doing something to save the environment. They are implementing green projects in areas like waste management, energy conservation, green sanitation, biofuel use, green buildings, etc.

## **Short answer questions**

1. What are green skills?
2. Give two examples of green skills that you can start learning from now.