Communication Skills

1.	Communication is the imparting or exchanging of information by speaking, writing or using some other medium and means of sending or receiving information.
2.	TYPES OF COMMUNICATION BASED ON COMMUNICATION CHANNELS FORMAL NON-VERBAL VERBAL VERBAL VERBAL VERBAL VERBAL VERBAL VERBAL VERBAL VERBAL VERBAL VERBAL VERBAL
3.	Learning objectives of Effective communication 1. Development of Interpersonal Skills 2. To express effectively & with maximum efficiency
4.	Writing is a form of communication that allows students to put their feelings and ideas on paper, to organize their knowledge and beliefs into convincing arguments, and to convey meaning through well-constructed text. In its most advanced form, written expression can be as vivid as a work of art.
5.	Phrases - Phrases are a group of words that work together to communicate an element of speech.
6.	Sentences: A set of words that is complete in itself, typically containing a subject and predicate, conveying a statement, question, exclamation, or command, and consisting of a main clause and sometimes one or more subordinate clauses.
7.	4 Types of Sentences
	 Declarative Sentence Tells something. Ends with a period. (.) Interrogative Sentence Asks a question. Ends with a question mark. (?)
	 Ends with an exclamation mark. (!) Imperative Sentence Gives a command. Ends with a period or an exclamation mark. (. or !)
8.	Parts of speech- A category to which a word is assigned in accordance with its syntactic functions. In English the main parts of speech are noun, pronoun, adjective, determiner, verb, adverb, preposition, conjunction, and interjection.
9.	Article writing is the process of creating a non-fiction text about current or recent news, items of general interest or specific topics.
10.	A paragraph is a series of sentences that are organized and coherent, and are all related to a single topic.

		encoder a standard and the standard and the standard and the standard sta
		munication barrier is thus anything that prevents us from receiving and standing the messages others use to convey their information, ideas and
	thoug	
	-	Physical Barriers – Physical barriers separate people from each other and mark territories.
		Language Barriers – Not using words another can understand will certainly stop your
		message from being conveyed.
		Gender Barriers – Variation exists among masculine and feminine styles of communication.
	4.	Attitudinal Barriers - as those behaviors or perceptions that are divisive in nature – the ones
		that can lead to nagging doubt, sullen disagreement or even overt conflict.
	5.	Perceptual Barriers – Different world views can create misunderstanding. People tend to
		interpret messages from their own point of view or ideologies.
	6.	Cultural Barriers – Ethnic, religious, and social differences can often create misunderstandings when trying to communicate.
	-	
	/.	Emotional Barriers – If one is consumed with emotion he will have difficulty in understanding what is communicated.
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		r the following quiz questions-
		stating instructions clearly is an example of
	2. Not barrie	understanding the customs or traditions of a speaker could mean there is a (cultural ⁻)
		en you are overcome by your own feelings and unable to communicate well it means there is an (emotional barrier)
		g slang or words that are used within your own social group is an example of a
		al barrier)
		may like to have your own private cabin to work in but if you are not willing to meet your team
		face it is an indication of a (physical barrier)
		have an (attitudinal barrier) if you think you are more qualified than others and are
		or in knowledge.
	-	u have a totally different viewpoint from your team mates on the way a training programme is
		planned you have a(conceptual barrier)
12.		ng Barriers to Communication
		e in face-to-face interactions whenever possible.
		e or eliminate distractions around you.
	-	assess the needs of the receiver.
		your active listening skills.
		your tone and language.
	Encou	rage feedback.
13.	Descri avoid:	bed below are some common barriers to effective communication which we must
		nd guassing the conder: We do this when we are impatient with the speaker and are
		nd guessing the sender: We do this when we are impatient with the speaker and are
		irry to finish the sentence for the speaker.
		eotyping: We often form stereotypes about those whom we know the least! Once our
		l sets are created, all our transactions are affected by these sets, preventing us from
		ve listening.
		effect: This is another form of stereotyping. Based on a single characteristic we make
	-	mind usually positively about the other person.
		istening as a status or gender issue: Studies have shown that men listen much less
		omen do. Similarly those in positions listen less to those who are lower in hierarchy.
14		ack is a consequence of performance. Feedback plays an important part in communication because both the source and the receiver, how their message are being interpreted.
15		ptive feedback is specific information, in the form of written comments or verbal conversations,
		Ip the learner understand what she or he needs to do in order to improve. Descriptive feedback is
		ost powerful tool for improving student learning.
L	I	

	Specific Feedback provides detailed or specific information on what the student did well or not so well.
	General feedback on the other hand is very non-specific, such as "good job" or "you did great."
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	7 C's of Communication
	Completeness
	Concise
	Clarity
	Correctness
	Concreteness
	Consideration
	Courtesy
	Basic Computer Operations
1.	An operating system is the basic software that controls the computer. It serves as an
	interface between the user and the computer.
	Some of the functions of Operating system are:

- It manages all the devices of a computer and keeps track of the status of the device, whether it is busy or not.
 - ✓ It also checks whether the device is functioning properly or not.
 - ✓ It also controls software resources of the computer.
 - ✓ It manages the computer memory and keeps track of which memory space is in use by which program and which space is free.
 - ✓ It manages the structure of the files and directories on a computer system.
 - \checkmark It keeps track of the amount of disk space used by a specific file.
 - ✓ It allows you to create, copy, move and delete files.

	it anows you to creater copy, more and acrete mest
2.	Types of Operating Systems
	✓ DOS (Disk Operating System)
	 Windows It is an operating system developed by Microsoft.
	 Linux It is an operating system designed for personal computers. It is a free and open-
	source software
	 Mobile operating Systems: Android, Symbian, Windows Phone, iOS
3.	Types of Operating Systems
	The different types of operating systems are as follows:
	Interactive (GUI-based) A graphical user interface is a user-friendly operating system in which
	commands can be entered by clicking/double-clicking/right clicking a mouse. Windows operating
	system is an example of an interactive operating system.
	Single-user , single-task operating system This type of operating system allows only one user to do
	a task on the computer and one thing at a time.
	Single-user, multi-task operating system This type of operating system is used on Desktop
	computers, laptops, where a single user can operate on several programs at the same time. For
	example, Windows, Apple MacOS are examples of single-user multi task operating system.
	Multi-user A multi-user operating system enables multiple users to work on the same computer at
	different times or simultaneously.
	Real Time A real time operating system is used to control machinery, scientific instruments, like
	robots, in complex animations and computer controlled automated machines. A real-time operating
	system is a computing environment that reacts to input within a specific period of time. It manages the
	resources of the computer so that any particular operation is executed in the same amount of time
	every time it is executed. Windows CE and Lynx OS are examples of real-time operating systems.
	Distributed A distributed operating system runs on a set of computers that are interconnected by a
	network. It combines the different computers in the network into a single integrated computer and
	storage location. Windows, UNIX, and LINUX are examples of distributed operating systems.

4. Windows 7 is an operating system developed by Microsoft and is used on personal computers. After

	loading Windows 7, the first screen that appears on the monitor is called desktop . From the desktop,
	you can access different components of Windows 7.
	By default, Windows 7 has a picture for the desktop background. This is called wallpaper .
	Small pictures on the desktop are called icons . These icons represent files, folders, applications, etc. At
	the bottom of the desktop is a long bar called the Taskbar. To the left of the taskbar is the Start button.
	Documents: This contains area to store files on the computer
	Taskbar is the long horizontal bar present at the bottom of the screen. To the left is the Start button.
	Right of the taskbar contains Date/Time. You can also see icons of active applications and some
	shortcuts on the Taskbar
5.	Shut Down:- allows the user to turn off the computer
	All Programs:- Provides access to all the installed programs and applications. To start an application,
	just click it.
	Search Box :- This allows the user to search a file or a folder or run executable files.
	Control panel :- This allows the user to change various settings.
	Recycle Bin: Files and folders deleted by the user are stored in the Recycle Bin. From Recycle Bin, you
	can retrieve files or folders deleted by mistake.
6.	1. What is an operating system?
	2. Mention any three functions of operating system.
	3. Name any three operating systems for computers
	4. Name any three mobile operating systems.
	5. What is the name given to the screen that appears after Windows operating system is loaded?
	6. Small images on the desktop are called
	7. Name two special icons on the desktop .
	8. Name the icon that provides access to all the drives, files and folders on a computer.
	9. Name the button to the left of the taskbar
	10. Picture for the desktop background is called
7.	1. Similar types of files can be placed into groups called
	 Mention any one way in which can create a new folder. To change the name of the folder, right-click and select option from the Shortcut menu.
	4. How can you delete a folder?
	5. What is the difference between moving and copying a folder?
	6. Differentiate between file and folder.
	7. Name the set of commands to move a folder from one location to another.
	8. Name the place where deleted files are placed.
	9. How can you empty the recycle Bin?
8.	Importance and need of care and maintenance of computer
0.	1. Keep the computer dust free.
	2. Do not eat or drink while working on the computer. Food or drink may spill on the system.
	3. To keep the keyboard clean, make sure your hands are clean before using it.
	4. CDs and DVDs should be handled carefully so that it does not get any scratches.
	5. Keep keyboard covered when not in use.
9.	General precautions to be takes while cleaning the computer components are:
	✓ Always Power Off the computer system before cleaning.
	 Never spray cleaning fluid directly on the component of the computer. First spray
	\checkmark the liquid on the cloth and then wipe the component.
	 Do not allow the cleaning liquid to drip near the circuit board.
	 Preferably use anti-static wrist band which helps to prevent building up of static electricity near
	electronic device.
10.	1. What is the possible cause of slowing down of computer?
	2. Why keyboard should be covered if not in use?
	3. What general precautions should you take while cleaning the computer
	components/
	4. List some of the maintenance activities for the computer system.

Self-Management Skills

1.	Stress Management refers to focusing human efforts for maintaining a healthy body and mind capable
	of better withstanding stressful situations. Stress refers to a "physical, mental, or emotional strain or
	tension".
2.	Small amounts of stress have a positive effect and they help us stretch ourselves to new level. High
	levels of stress over prolonged periods need to be managed. A Stress well managed can help one view
	events and situations as challenges and contributes in the growth of individual. Unmanaged stress
	leads to anxiety and sorrow resulting in ill status of mental and physical health.
3.	Stress causal agents can have following origins:
	<i>Mental</i> : Students can be left overwhelmed, if they are unable to handle their assignment submission
	deadlines and examinations grades. Overly high expectations from self can leave one with chronic
	anxiety and stress.
	<i>Physical</i> : As children grow up they may seek more independence, may become critically conscious of
	their looks and have to cope up with hormonal changes. Issues related to general well-being and
	health of an individual can lead to low self-esteem and cause stress.
	<i>Social</i> : Discord amongst family members, peer pressure for doing things which kids will generally avoid
	, maintaining balance in relationships amongst friends, status show off may lead to stress at times.
	<i>Financial</i> : Youngsters may have aspirational financial stress. This may of becoming independent or
	Finances aspirational stress may
4.	Importance of Stress Management: Adequately managed stress prevents medical and physical
	illnesses. Stress management is vital because it leads to following benefits:
	Improves mood
	Boosts immune system
	Promotes longevity
	Leads to burst of physical strength, which is vital for goal achievement
	Complete mental and physical engagement for task accomplishment
	Increases efficiency and effectiveness
5.	Increases efficiency and effectiveness
5.	Increases efficiency and effectiveness Prevents psychological disorders and behavioral problems
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	involving in adventure sports, singing, dancing or even sketching can help individuals transcend
	to a happier mental state and help manage stress.
	v) Going On Vacations with Family and Friends
	vi) Taking Nature Walks: national park or a sanctuary or a trail in country side / village
6.	Ability to Work Independently:
	Everyone who has been sent on this earth has been blessed in their own way. They together make this
	earth a beautiful place. Some can sing well, others are good at sports, some are intellectuals and some
	are good comedians. Everyone is special. But it is important that everyone learns the art of working
	independently. This typically means that one must learn to take ownership of the task assigned and
	leave no stone unturned in accomplishing the task. The individual who has the ability to work
	independently need not be supervised for the task completion.
7.	Importance of The Ability to Work Independently:
	Ensures greater learning.
	Individuals feel more empowered and responsible.
	It provides flexibility to choose and define working hours and working mechanisms.
	Failure and success of the task assigned are accounted by individuals.
	Individuals become assets to organizations, groups and nations
	It ensures creativity and satisfaction amongst individuals.
8.	Enhancing Ability to Work Independently
	Ability to work independently can be enhanced by being self-aware, self-motivated and self regulated.
	Self-Awareness
	Having conscious knowledge of your own self, capabilities, feelings and one's own character is called as
	self-awareness. It helps individuals to chart their ways for working independently.
	Self-Motivation
	Self-motivated individuals have an inner urge to do something, achieve their goals without any external
	pressure. It is a life skill and must be necessarily developed.
	Self-Regulation
	Self-regulation guides independent individuals as it helps them consider long term
	consequences rather than just transient feelings. It leads to a responsible and a value driven behavior.

GREEN SKILL

1.	In pursuit to fulfil our unending wants we started exploiting the nature that has resulted in what we see
	today, the scarcity. There is scarcity of clean water to drink, scarcity of pure air to breathe, scarcity of
	unadulterated food, rising issue of global warming, depletion of ozone layer. The list is long and unending.
2.	As per Collins English Dictionary, 'the ability to be maintained at a steady level' is Sustainability.
3.	sustainability is an art of living where we respect our environment and make use of the available resources
	only to the extent where we can replenish what is available to us for the accessibility of future generation.
4.	Sustainability focuses on how human beings can live in peace and harmony with nature without creating
	ecological disturbance.
5.	In our daily life we can contribute to create a Sustainable Society by following 4Rs' and 1U of Sustainability.
	These are REFUSE, REDUCE, REUSE, RECYCLE and UPCYCLE.
6.	To create a sustainable environment, we must first REFUSE to use products that may harm the
	environment.
	REDUCE is the next step, that is minimizing the use of the products that may cause harm to environment.
	We must REUSE these products as far as possible, in order to reduce the waste generation.
	Next comes RECYCLE. After reusing the product, we must try to recycle it as far as possible.
	Any product that is not usable can be upcycled with creativity and innovation. UPCYCLING of products
	could be done manually as well as with help of machines, giving a new look to the old product and making
	it look desirable.
7.	By following the 4 R's and 1 U, we all can contribute in reducing waste generation thereby protecting the
	resources and keeping the environment safe.

8.		21st Century the importance of adopting sustainable techniques for sustainable development is of mportance.
	1. Judi deplet	cious use of resources is of prime importance since the exploitation of resources is causing its ion.
		only for the next generation but even for the existing generation, the quality of basic resources is prating leading to major health concerns such as Cancer, Bronchitis etc.
	3. Risir	ng demands is leading to economic disparity.
	4. Envi	ronmental problems like Climate Change, Emission of Green House gases are alarming.
	growth	
9.	Memb	ure that Sustainable Development is ensured in our communities and world at large United Nations er States in 2015 adopted 17 SDGs (Sustainable Development Goals) as a universal call to action to overty, protect the planet and ensure that all people enjoy peace and prosperity by 2030.
	i	i. No poverty
	ii	ii. Zero Hunger
	iii	iii. Good Health and Well Being
	iv	iv. Quality Education
	v	v. Gender Equality
	vi	vi. Clean water and Sanitation
	vii	vii. Affordable and Clean Energy
	viii	viii. Decent Work and Economic Growth
	ix	ix. Industry Innovation and Infrastructure
	x	x. Reduced Inequalities
	xi	xi. Sustainable Cities and Communities
	xii	xii. Responsible Consumption and Production
	xiii	xiii. Climate Action
	xiv	xiv. Life Below Water
	xv	xv. Life on Land
	xvi	xvi. Peace, Justice and Strong Institution
	xvii	xvii. Partnership for the Goals
10.	Probl	ems Related to Sustainable Development

To achieve Sustainability for next generation, the whole world needs to come as one. This is the biggest challenge in realising this goal because of the following reasons:

1. A large population in major parts of the world is living an underprivileged life and is excluded. For them earning a meal each day is a challenge. Under such circumstances, expecting an alteration in their mind set or behaviour is not easy.

2. A huge population in world's economy is unemployed. Any means of earning whether sustainable or not is their ray of hope.

3. With the existing issues of climate change, number of species has extinct and many are on verge of their extinction. Under such circumstances striking a balance in the food chain is a big responsibility.

4. The market all over the world is trying to capture as many resources as possible to maximize their profit. In pursuit of maximising the profit they overuse and exploit the resources.

Entrepreneurial Skills

1.	While the concept of entrepreneurship has a fairly wide meaning, it is simply described as starting a
	business using the resources available to a person. An entrepreneur combines factors in a creative manner
	in order to generate value for customers and create wealth.
2.	The beauty of entrepreneurship in a society is that as businesses prosper the impact the businesses create
	also increases. It is due to entrepreneurial activity that the society is provided with goods and services. In
	turn, society provides market for products and services provided by the entrepreneur.
3.	Entrepreneurship has some positive impact on society such as:
	Accentuates economic Growth
	Fosters Creativity
	Stimulates Innovation and Efficiency
	Creates Jobs and Employment Opportunities
	Solves the problems of the society
	Encourages welfare of the society
4.	Society plays a role in boosting entrepreneurship by:
	Creates needs and demands
	Provides raw materials
	Enables financial support
	Creates a need for education
	Catalyses policy formation and reform
	 Facilitates networking
	• Supports infrastructure development
	However, entrepreneurship also creates some adverse impact on society sometimes. This happens in the
5.	form of environmental degradation, trade imbalance, labour exploitation etc. Some common entrepreneurship activities related to society include:
٦.	Social Entrepreneurship: Social entrepreneurship can be understood as creation of sustainable solutions
	for social problems that leads to social change by employing entrepreneurial mindset, processes and
	operations.
	Agricultural Entrepreneurship: Agricultural Entrepreneurship can be defined as being primarily related to
	the marketing and production of inputs and products used in agricultural activities.
	Women Entrepreneurship: Women entrepreneurship is referred to the entrepreneurial activity led by
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	women, where women undertake risks, create enterprises, organise factors of production, innovate with
	products/services and generate employment opportunities.
	Small Scale Entrepreneurship: Small scale entrepreneurship refers to starting industries in which
6	manufacturing, trading, providing services, productions are done on a small scale or micro scale.
6.	Qualities of an Entrepreneur Hard work: Without working hard, no optropropour can be successful
	Hard work: Without working hard, no entrepreneur can be successful. Optimism: Positivity and belief in what they do is what takes entrepreneurs far in their journey.
	Independence: Entrepreneurs are confident and like the freedom to take decisions.
	Energetic: Drive and energy is always high in successful entrepreneurs which makes them extremely proactive.
	Self-confident: Belief in one's own vision and abilities and passion for the goal makes successful
	entrepreneurs confident.
	Perseverant: A way of thinking that helps to accept failure, learn from mistakes, not give up, continuously
	experiment etc. is crucial for an entrepreneur.
7.	Functions of an Entrepreneur
	Organisation Building and Management: Organisation building is about bringing together different
	factors of production and allocating these resources to bring down costs and losses.
	Risk taking: Risk taking is about taking responsibility and planning for a loss or mishap that may occur in
	the future due to unforeseen contingencies.
	Innovation: Entrepreneurs innovate by introducing new concepts, products, services, designs, ideas etc.
8.	Promotional functions
	Idea Discovery: The first step towards entrepreneurship is discovery of a business idea.
	Detailed Investigation: While coming up with ideas can seem like an easy process, the challenge is to
	understand if the idea has the potential to turn into a viable business venture.
	Assembling the Requirements: No matter what is the type of the business, an entrepreneur has to work
	towards assembling and organizing all the requirements once he/she is sure about the practicality and
	profitability of the proposition.
	Financing: Raising capital for a business is one of the core functions that entrepreneurs perform
-	themselves, not just at the initial stage of the business, but even to grow and scale the business.
9.	Managerial functions
	Planning: An entrepreneur documents a business idea in the form of a business plan, to detail each
	element of the business such as product or service description, operations, marketing, finance, accounting,
	growth plan etc.
	Organizing: Organizing in the managerial context refers to setting specific and attainable goals and
	objectives to be achieved by different departments and by each employee.
	Directing: Directing is about initiating planned action and ensuring that each employee is performing
	effectively.
	Staffing: Staffing refers to different sub-processes around human resource management, such as
	manpower planning, recruitment, selection, placement, training, transfer, salary, promotion, payroll, appraisal etc.
	Appraisal etc. Leadership: Leadership is more of a skill than a function for an entrepreneur as he or she has to lead,
	guide and supervise people who work for the business.
	Communication: Communication enables exchange of feelings, ideas, emotions, information and
	knowledge between two or more persons
	Supervision: Supervision is a key skill as even overseeing that things are being executed well is important.
	Motivation: Along with guiding employees, an entrepreneur also plays a role of motivating them and
	encouraging positive behaviour and culture within the organization.
	Co-ordination: Co-ordination between different departments of the business helps to ensure that work
	happens in a timely manner.
	Controlling: Sometimes controlling is necessary for the entrepreneur to set company rules and policies.
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	Negotiation: An entrepreneur negotiates terms and conditions for many parts of the business such as
	payment terms and timelines, salaries of employees, vendor quotations etc.
10.	Commercial Functions
	Production and Operations
	Finance and Accounting
	Marketing
	Human Resource Management
11.	Role of Entrepreneurs
	Innovator's Role
	Agent's role
	Coordinating role
	Risk assumption role
	Capital formation role
	Imitating role
	Employment Generation role
	Status transformation role
	Balancing role
12	Importance of Entrepreneurs
	Free market evolution: In a free market, entrepreneurs are able to respond to changing customer
	preferences, prices, shifts in demand etc.
	Efficiency improvements: Entrepreneurs tend to adapt in an established business and increase their own
	efficiency.
	New markets: Entrepreneurs can often 'redefine the rules' of an established industry.
	New values: Sometimes, entrepreneurs choose ethics over profit and offer a more ethical product to the
	world and are transparent about it.
13	Myths of Entrepreneurship
	Entrepreneurs are born a certain way
	Great ideas are what makes entrepreneurs
	Entrepreneurs have to take a lot of risk
	Businesses either skyrocket or fail
	A lot of money is required to start any business
	One must know everything before starting a business
14	Entrepreneurship as a Career – Why Entrepreneurship for You?
	Nurtures development of entrepreneurial skills and capabilities: Entrepreneurship cultivates unique
	skills and encourages outside the box thinking.
	Enables application of an entrepreneurial mindset: Entrepreneurial mindset and skills are not
	necessarily only relevant to becoming an entrepreneur, but also in any field.
	Develops the ability to handle failure and ambiguity
	Enhances critical thinking and problem-solving ability
	Provides early exposure to the real world
	Inspires to think about one's career differently
	Leads to creating difference in society: Entrepreneurs not only economically impact society but they also
	work on identifying the real needs and problems of people and solving them.