

Notes :

1. Importance of Communication Skills

Communication skills are important in every occupation and business. A student must be able to read, write, speak and listen well to communicate properly. Knowing more than one language, especially English, helps in communicating with people across the world.

2. Meaning of Communication

The word communication comes from the Latin word *communicare*, which means “to share”. Communication is a life skill that helps people exchange information, ideas and feelings effectively.

3. Need for Communication in Work and Business

Clear and concise communication is very important in work and business environments. Different stakeholders like customers, employees, vendors and media continuously exchange important information with each other.

4. Parts of Communication

Communication has three important parts:

- Transmitting – sending the message
 - Listening – understanding the message
 - Feedback – response from the receiver
- These parts complete the communication cycle.
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5. Communication Process

The communication process starts with the sender sending a message through a channel. The receiver receives and understands the message and gives feedback, which completes the process of communication.

6. Elements of Communication

The elements of communication are:

- **Sender** – person who starts communication
 - **Message** – information to be conveyed
 - **Channel** – medium used to send message
 - **Receiver** – person who receives the message
 - **Feedback** – response to the message
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7. Role of Feedback

Feedback is the receiver's acknowledgement and response to the sender. It helps to confirm whether the message has been understood correctly and completes the communication cycle.

8. Face-to-Face Communication

Face-to-face communication is the most effective method. It helps in clear and quick understanding of the message and allows use of body language, which increases effectiveness.

9. E-mail as a Method of Communication

E-mail is used to communicate quickly with one or many people in different locations. It is flexible, convenient and low cost.

10. Notices and Posters

Notices and posters are used when the same message has to be given to a large group of people. They are useful where e-mail communication is not effective.

11. Business Meetings

Business meetings involve communication with a group of people in an organisation. They are used for business, management and organisational decisions.

12. Other Methods of Communication

Other methods of communication include social networks, messages, phone calls, newsletters and blogs. These methods help in fast and wide communication.

13. Factors Affecting Choice of Communication Method

Choosing the right communication method depends on:

- Target audience
 - Cost
 - Type of information
 - Urgency or priority
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14. Impact of Choosing the Right Method

The method of communication chosen can affect relationships with peers, supervisors and customers. Therefore, it is important to select the method carefully.

15. Learning Outcomes of the Session

After this session, a learner can identify communication elements, explain the communication process and list different methods of communication.

SESSION 2 : VERBAL COMMUNICATION

2-MARK NOTES

1. Verbal Communication

Verbal communication includes sounds, words, language and speech. It is one of the most common and effective ways of communication and helps in expressing emotions through words.

2. Importance of Verbal Communication

Verbal communication helps in building rapport and better connection with others. Improving verbal communication skills helps in effective interaction and understanding.

3. Interpersonal Communication

Interpersonal communication takes place between two individuals in a one-to-one conversation. It can be formal or informal, such as a manager talking to an employee or friends discussing homework.

4. Written Communication

Written communication involves written words such as letters, reports, manuals, SMS and social media chats. It can take place between two or more people.

5. Small Group Communication

Small group communication occurs when more than two people are involved. All participants can interact with each other, such as in team meetings or board meetings.

6. Public Communication

Public communication takes place when one person addresses a large gathering. Examples include election campaigns and public speeches.

7. Advantages of Verbal Communication

Verbal communication is an easy mode of exchanging ideas and provides quick responses. It also allows modification of interaction based on the listener's response.

8. Disadvantages of Verbal Communication

Verbal communication may sometimes create confusion if the right words are not used. Meanings can be misunderstood due to incorrect choice of words.

9. Think Before You Speak

Thinking before speaking helps in organising thoughts clearly. Writing or noting down points improves understanding of the topic by listeners.

10. Concise and Clear Communication

Speaking clearly, loudly and at a moderate speed helps effective communication. Information should be to the point without repetition.

11. Confidence and Body Language in Verbal Communication

Confidence, proper eye contact and attentive posture improve verbal communication. Friendly behaviour helps in better interaction.

SESSION 3 : NON-VERBAL COMMUNICATION

2-MARK NOTES

12. Non-Verbal Communication

Non-verbal communication is the exchange of information without using spoken or written words. It includes expressions, gestures, posture, touch, space and eye contact.

13. Importance of Non-Verbal Communication

Most communication is non-verbal, using body movements, tone and pauses. Only a small part of communication is done using words.

14. Gestures

Gestures are body movements used to convey meaning. Examples include raising a hand to greet or pointing to indicate direction.

15. Facial Expressions

Facial expressions show feelings like happiness, sadness, anger or surprise. Matching expressions with words improves communication.

16. Body Language

Body language includes posture and movements that show attitude and confidence. Standing straight and showing interest makes communication effective.

17. Touch

Touch communicates feelings such as confidence or encouragement. A firm handshake shows confidence, while unnecessary touch should be avoided in formal communication.

18. Space

Space refers to the physical distance between people during communication. Proper distance depends on the relationship and formality of interaction.

19. Eye Contact

Eye contact shows attention and interest in the speaker. Maintaining eye contact with breaks avoids discomfort.

20. Paralanguage

Paralanguage includes tone, speed and volume of voice. It affects how a message is understood and shows emotions like excitement or seriousness.

21. Visual Communication

Visual communication uses images or pictures to convey messages. It is simple, effective and does not require knowledge of any specific language.

22. Examples of Visual Communication

Common visual communication signs include no parking, no entry, danger warning and under CCTV surveillance. These signs convey messages quickly.

SESSION 4: COMMUNICATION CYCLE & IMPORTANCE OF FEEDBACK

2-MARK NOTES

1. Feedback

Feedback is the response given by the receiver to the sender in the communication cycle. It confirms whether the message has been understood correctly.

2. Role of Feedback in Communication Cycle

Feedback completes the communication cycle by acknowledging the received message. Without feedback, communication remains incomplete.

3. Positive Feedback

Positive feedback appreciates good performance and motivates the receiver. Example: "Great job! You completed the task perfectly."

4. Negative Feedback

Negative feedback points out mistakes or areas of improvement. It should be given politely and constructively.

5. No Feedback

No feedback is also a form of feedback and usually indicates disagreement or lack of interest.

6. Characteristics of Good Feedback

Good feedback is specific, helpful and kind. It helps the receiver understand what needs improvement.

7. Timely Feedback

Feedback should be given promptly. Delayed feedback loses its effectiveness.

8. Importance of Feedback

Feedback improves learning, boosts motivation and helps in improving performance. It also validates effective listening.

SESSION 5: BARRIERS TO EFFECTIVE COMMUNICATION

2-MARK NOTES

9. Effective Communication

Effective communication means conveying messages clearly using the 7Cs—Clear, Concise, Concrete, Correct, Coherent, Complete and Courteous.

10. Barriers to Effective Communication

Barriers are obstacles that prevent messages from being understood properly. Absence of 7Cs leads to miscommunication.

11. Physical Barriers

Physical barriers include environmental conditions like noise or distance. They make communication less effective, e.g., texting instead of face-to-face talk.

12. Linguistic Barriers

Linguistic barriers arise due to language differences. Use of slang, jargon or unfamiliar language causes misunderstandings.

13. Interpersonal Barriers

Interpersonal barriers occur due to fear, lack of confidence or unwillingness to communicate. Personal differences also cause barriers.

14. Organisational Barriers

Organisational barriers arise due to rules, hierarchy and formal structures. Superior-subordinate relationships may restrict free communication.

15. Cultural Barriers

Cultural barriers occur when people from different cultures misunderstand customs or beliefs. Stereotyping leads to communication problems.

16. Ways to Overcome Communication Barriers

Using simple language, visuals, translators and respecting others' opinions help overcome communication barriers.

SESSION 6: WRITING SKILLS — PARTS OF SPEECH

2-MARK NOTES

17. Writing Skills

Writing skills are part of verbal communication and include emails, letters, notes and messages. Sentences are used to express complete thoughts.

18. Sentence

A sentence is a group of words that expresses a complete thought. It starts with a capital letter and ends with punctuation.

19. Capitalisation (TINS Rule)

TINS stands for Titles, word 'I', Names and Starting letter of sentences. These rules help in correct capitalisation.

20. Punctuation

Punctuation marks like full stop, comma, question mark and exclamation mark improve clarity of meaning in sentences.

21. Noun

A noun is a naming word used for a person, place, animal, thing or idea. Example: book, India, Kavita.

22. Pronoun

A pronoun replaces a noun to avoid repetition. Example: he, she, they, I.

23. Adjective

An adjective describes a noun. Example: red dress, exciting match.

24. Verb

A verb shows action or state of being. Example: run, eat, buy.

25. Adverb

An adverb describes a verb by answering how, when, where or how often. Example: quickly, yesterday.

26. Articles

Articles (a, an, the) are used before nouns. 'A' and 'an' are used generally, while 'the' refers to something specific.

27. Conjunction

A conjunction joins words or sentences. Example: and, but, because.

28. Preposition

A preposition shows relation between words, often indicating place or time. Example: in, on, under.

29. Interjection

An interjection expresses strong feelings or emotions. Example: Wow!, Oh no!

SESSION 7: WRITING SKILLS — SENTENCES

30. Parts of a Sentence

A sentence has a subject, verb and sometimes an object. The subject performs the action, and the object receives it.

Example: He (subject) threw (verb) the ball (object).

31. Direct Object

A direct object is directly affected by the verb.

Example: She bought a book.

32. Indirect Object

An indirect object answers "to whom" or "for whom".

Example: She bought her son a bicycle.

33. Active Voice

In active voice, the subject performs the action.

Example: Radha is reading a book.

34. Passive Voice

In passive voice, the subject receives the action.

Example: A book is being read by Radha.

35. Declarative Sentence

A declarative sentence states a fact or information and ends with a full stop.

Example: Blue is my favourite colour.

36. Interrogative Sentence

An interrogative sentence asks a question and ends with a question mark.

Example: Do you want tea or coffee?

37. Exclamatory Sentence

An exclamatory sentence expresses strong emotion and ends with an exclamation mark.

Example: What a beautiful dress!

38. Imperative Sentence

An imperative sentence gives orders, advice or requests. It may end with a full stop or exclamation mark.

Example: Please lower your voice.

39. Paragraph

A paragraph is a group of sentences based on one common idea or theme. It improves clarity and organisation of writing.

Example: My mother is my best friend. She cares for me and always gives good advice. I love spending time with her and learning from her experiences.

EXERCISE :

Session 1: Methods of Communication

Q1. Which of the following is NOT an element of communication within the communication process cycle?

- (a) Channel
- (b) Receiver
- (c) Sender
- (d) Time – **ANSWER**

Q2. You need to apply leave at work. Which method of communication will you use?

- (a) e-mail – **ANSWER**
 - (b) Poster
 - (c) Newsletter
 - (d) Blog
-

Q3. By which action can senders send their messages?

- (a) Gestures – **ANSWER**
 - (b) Speaking – **ANSWER**
 - (c) Reading
 - (d) Writing – **ANSWER**
-

Session 2: Verbal Communication

Q4. Which of the following is an example of oral communication?

- (a) Newspapers
 - (b) Letters
 - (c) Phone call – **ANSWER**
 - (d) e-mail
-

Q5. What type of words should be used for verbal communication?

- (a) Acronyms
 - (b) Simple – **ANSWER**
 - (c) Technical
 - (d) Jargons
-

Q6. Why do we use e-mails?

- (a) To communicate with many people at the same time – **ANSWER**
 - (b) To share documents and files – **ANSWER**
 - (c) To talk to each other in real-time
 - (d) To keep a record of communication – **ANSWER**
-

Session 3: Non-Verbal Communication

Q7. Which of these is a positive (good) facial expression?

- (a) Frowning while concentrating
 - (b) Maintaining eye contact – **ANSWER**
 - (c) Smiling continuously
 - (d) Rolling up your eyes
-

Q8. What does an upright (straight) body posture convey?

- (a) Pride
 - (b) Professionalism
 - (c) Confidence – **ANSWER**
 - (d) Humility
-

Q9. Which of these is NOT an appropriate non-verbal communication at work?

- (a) Keeping hands in pockets while talking – **ANSWER**
 - (b) Talking at moderate speed
 - (c) Sitting straight
 - (d) Tilting head a bit to listen
-

Q10. Which statement about communication is true?

- (a) 50% of our communication is non-verbal
 - (b) 20% communication is done using body movements
 - (c) 5% communication is done using voice and tone
 - (d) 7% communication is done using words – **ANSWER**
-

Session 4: Communication Cycle & Feedback

Q11. Which of these are examples of positive feedback?

- (a) Excellent, your work has improved.
 - (b) I noticed your dedication towards the project.
 - (c) You are always doing it the wrong way.
 - (d) All of the above – **ANSWER**
-

Q12. Which of these are examples of negative feedback?

- (a) I hate to tell you this but your drawing skills are poor. – **ANSWER**
 - (b) You can surely improve your drawing.
 - (c) This is a good drawing but you can do better.
 - (d) None of the above
-

Q13. Which of the following are effective components of good feedback?

- (a) Detailed and time consuming
 - (b) Direct and honest – **ANSWER**
 - (c) Specific – **ANSWER**
 - (d) Opinion-based
-

Session 5: Barriers to Effective Communication

Q14. Which of these is NOT a common communication barrier?

- (a) Linguistic barrier
 - (b) Interpersonal barrier
 - (c) Financial barrier – **ANSWER**
 - (d) Organisational barrier
-

Q15. Which of these are ways to overcome communication barriers?

- (a) Respecting each other's differences – **ANSWER**
 - (b) Using a translator – **ANSWER**
 - (c) Not communicating at all
 - (d) Using your own language for comfort
-

Session 6: Writing Skills – Parts of Speech

Q16. In which of the following is the underlined word an adjective?

- (a) Radha has a red dress. – **ANSWER**
 - (b) I can speak French.
 - (c) The Girl on the Train is a best-seller.
 - (d) Abdul can swim fast.
-

Q17. Which of these sentences is capitalised correctly?

- (a) Ravi and i are going to the movies.
 - (b) Salim is visiting India in july.
 - (c) The Tiger is a strong animal.
 - (d) She is arriving on Monday. – **ANSWER**
-

Q18. Which of these sentences are punctuated correctly?

- (a) When is the party.
 - (b) I had bread omelette and a Banana for breakfast.
 - (c) I am so excited about my first foreign trip! – **ANSWER**
 - (d) This is Abdul's notebook. – **ANSWER**
-

Q19. In which of these sentences can you find an adverb?

- (a) Divya drinks milk every day. – **ANSWER**
- (b) Sanjay gifted me a new pen.
- (c) I opened the door lock.
- (d) Sita is 5-feet tall.

Subjective Question

Q1. Make a chart highlighting all the methods of communication.

Answer:

The methods of communication are:

- Face-to-face informal communication
 - E-mail
 - Notices/Posters
 - Business Meetings
 - Other methods like social networks, messages, phone calls, newsletters and blogs
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SESSION 2: VERBAL COMMUNICATION

Subjective Question

Q2. List the different types of verbal communication. Include examples for each.

Answer:

The different types of verbal communication are:

- **Interpersonal Communication** – Conversation between two people
 - **Written Communication** – Letters, e-mails, reports
 - **Small Group Communication** – Team meetings, board meetings
 - **Public Communication** – Public speeches, election campaigns
-

SESSION 3: NON-VERBAL COMMUNICATION

Subjective Question

Q3. Draw any five common signs used for Visual Communication. Explain what each conveys and where you saw it.

Answer:

Examples of visual communication signs are:

- No parking – indicates parking is not allowed
 - No entry – indicates restricted entry
 - Under construction – indicates construction work
 - Danger warning – alerts about danger
 - No mobile phone – indicates mobile phones are prohibited
-

SESSION 4: COMMUNICATION CYCLE & FEEDBACK

Subjective Question

Q4. What do you mean by feedback? Write feedback for a co-worker who has not completed work on time.

Answer:

Feedback is the response given by the receiver to the sender to acknowledge understanding of the message.

Example feedback:

“Radha, I noticed your part of the report was delayed, which affected our submission. Let us plan the work timeline better next time so we can complete tasks on time.”

SESSION 5: BARRIERS TO EFFECTIVE COMMUNICATION

Subjective Question

Q5. Write down the common communication barriers you may face when moving to a new city or country.

Answer:

Common communication barriers are:

- Linguistic barriers
 - Cultural barriers
 - Interpersonal barriers
 - Organisational barriers
-

SESSION 6: WRITING SKILLS — PARTS OF SPEECH

Subjective Question

Q6. Identify the conjunctions and prepositions from the given list.

Answer:

Conjunctions:

Because, And, Since, Although, Or

Prepositions:

Over, Under, In, At, Up, On, Beside

CHAPTER 2: SELF-MANAGEMENT & STRESS MANAGEMENT

1. Self-Management

Ability to control one's emotions, thoughts, and behaviour effectively. Includes motivating oneself and setting goals.

Example: Completing a project on time despite distractions.

2. Self-Awareness

Understanding one's personality, strengths, weaknesses, and work habits.

Example: Asking for feedback on your class presentation.

3. Responsibility

Taking ownership of tasks and their outcomes.

Example: Reporting on a missed assignment and correcting it.

4. Time Management

Prioritising tasks, avoiding waste, and following a timetable.

Example: Finishing homework before playing games.

5. Adaptability

Being flexible to learn new things and adjust to changes.

Example: Learning to use a new software at school.

6. Stress

Emotional, mental, physical, or social reaction to demands or threats (stressors).

Example: Feeling worried before exams.

7. Stress Management

Planning to cope with daily pressures and maintain a balance between work, life, and relaxation.

Example: Completing homework and taking short breaks to relax.

8. ABC of Stress Management

- **A:** Adversity – stressful event.
- **B:** Beliefs – response to the event.
- **C:** Consequences – outcomes of response.

9. Benefits of Stress Management

- Joyful life, focus on tasks, happiness, more energy.

10. Three Steps to Manage Stress

1. Be aware of stress.
2. Identify cause.
3. Apply stress management techniques.

11. Stress Management Techniques

- Time management
- Physical exercise & fresh air
- Healthy diet
- Positivity
- Organising academic life
- Adequate sleep
- Holidays with family/friends

12. Ability to Work Independently

- Self-monitoring, initiative, learning, and recognising mistakes.

13. Emotional Intelligence

Ability to understand and manage one's own and others' emotions.

- Emotional awareness, harnessing emotions, managing emotions.
Example: Accepting defeat gracefully in a competition.

MCQs (2 Marks Each)

Q1. Which of the following is an example of self-management?

- (a) Ignoring deadlines
- (b) Completing tasks on time despite distractions
- (c) Arguing with friends
- (d) Skipping school

Answer: (b)

Q2. What is a stressor?

- (a) A happy event
- (b) A demand or threat causing stress

- (c) A reward
- (d) Relaxation technique

Answer: (b)

Q3. Which of the following is NOT a stress management technique?

- (a) Time management
- (b) Exercise
- (c) Staying negative
- (d) Healthy diet

Answer: (c)

Q4. Emotional intelligence helps in:

- (a) Ignoring emotions
- (b) Managing one's own and others' emotions
- (c) Avoiding responsibilities
- (d) Causing stress to others

Answer: (b)

Q5. Which step is NOT part of managing stress?

- (a) Awareness of stress
- (b) Identify cause
- (c) Panic and worry
- (d) Apply stress management techniques

Answer: (c)

SUBJECTIVE QUESTIONS (2 Marks Each)

Q1. Define self-management with an example.

Answer: Self-management is the ability to control one's emotions, thoughts, and behaviour effectively in different situations.

Example: Completing homework on time despite distractions.

Q2. What is stress? Give an example.

Answer: Stress is an emotional, mental, physical, or social reaction to a demand or threat (stressor).

Example: Feeling worried before exams.

Q3. List any two benefits of stress management.

Answer:

1. Helps focus and complete tasks on time.

2. Improves happiness and energy levels.

Q4. What is emotional intelligence? Give one example.

Answer: Emotional intelligence is the ability to identify and manage one's own emotions and the emotions of others.

Example: Accepting defeat in a competition gracefully.

Q5. Name any three stress management techniques.

Answer:

1. Time management
2. Physical exercise
3. Healthy diet

Q6. How can one work independently?

Answer: By self-monitoring, taking initiative, recognising mistakes, and continuously learning.

Q7. Explain the ABC of stress management.

Answer:

- **A (Adversity):** Stressful event
- **B (Beliefs):** Response to the event
- **C (Consequences):** Outcome of the response

Q8. Give an example of adaptability in daily life.

Answer: Learning to use new software or adjusting to new school rules.

Session 2: Self-Awareness — Strength and Weakness Analysis

1. Self-awareness

Ability to identify one's strengths and weaknesses. Helps in improving weaknesses into strengths and enhancing talents.

Example: Knowing you are good at writing but weak in mathematics.

2. Knowing Yourself

Understanding your likes, dislikes, opinions, beliefs, strengths, and weaknesses.

Example: Realising you enjoy painting and are confident in expressing ideas.

3. Strengths

Abilities or skills you perform well.

Example: Creative writing, playing guitar, confident public speaking.

4. Weaknesses

Areas you find difficult or need improvement.

Example: Difficulty solving maths problems, speaking English fluently.

5. Techniques to Identify Strengths

- Think of activities you succeed in.
- Observe what others like in you.
- Reflect on what you do well consistently.

6. Techniques to Identify Weaknesses

- List areas of struggle.
- Consider feedback from others.
- Accept weaknesses as areas to improve.

7. Interests vs Abilities

Interests

Things you like to do in free time

Activities you enjoy doing voluntarily

Things you want to learn

Abilities

Skills you can perform proficiently

Enable you to complete tasks successfully

Required to achieve goals

Example: You like music but cannot sing well → pursue another skill related to music.

Session 3: Self-Motivation

1. Self-motivation

Inner force that drives a person to act and achieve goals without external influence.

Example: Rekha waking up early for dance classes and completing homework on her own.

2. Types of Motivation

- **Internal Motivation:** Doing things that make you happy or fulfilled.
Example: Learning dance because you enjoy it.
- **External Motivation:** Doing things for reward, recognition, or respect.
Example: Winning a race motivates Suresh to practice more.

3. Qualities of Self-Motivated People

- Know their likes, dislikes, and strengths.
- Set clear goals and focus on achieving them.
- Stay dedicated and committed even during difficulties.

Example: E Sreedharan (Delhi Metro) and Mahashay Dharmapal Gulati (MDH) as examples of dedication.

4. Steps to Build Self-Motivation

1. Identify likes and strengths.
 2. Set goals.
 3. Make a plan with timelines.
 4. Stay committed and work through challenges.
-

Session 4: Self-Regulation — Goal Setting

1. Goal Setting

Knowing where you want to go is necessary to choose the right path.

Example: A student deciding to aim for a medical career before planning subjects and preparation.

2. SMART Goals

- **S:** Specific
- **M:** Measurable
- **A:** Achievable
- **R:** Relevant
- **T:** Time-bound

Example: “I will complete 5 chapters of biology by Friday to prepare for the test.”

MCQs (2 Marks Each)

Q1. Self-awareness helps in:

(a) Identifying strengths and weaknesses

- (b) Avoiding work
- (c) Ignoring feedback
- (d) Competing with others only

Answer: (a)

Q2. Which of the following is an example of internal motivation?

- (a) Winning a medal
- (b) Learning dance because you enjoy it
- (c) Getting praised for homework
- (d) Earning pocket money

Answer: (b)

Q3. External motivation is:

- (a) Motivation from personal satisfaction
- (b) Motivation from rewards or recognition
- (c) Motivation from curiosity
- (d) Motivation from hobbies

Answer: (b)

Q4. Which step is NOT part of building self-motivation?

- (a) Knowing your strengths
- (b) Setting clear goals
- (c) Avoiding challenges
- (d) Staying committed

Answer: (c)

Q5. Which is an example of a weakness?

- (a) Confident public speaking
- (b) Difficulty in solving math problems
- (c) Playing guitar well
- (d) Creative writing

Answer: (b)

Q6. SMART Goals include:

- (a) Specific, Measurable, Achievable, Relevant, Time-bound
- (b) Simple, Measured, Accurate, Real, Timely
- (c) Special, Motivated, Active, Ready, Timed
- (d) None of the above

Answer: (a)

SUBJECTIVE QUESTIONS (2 Marks Each)

Q1. Define self-awareness with an example.

Answer: Self-awareness is the ability to identify your strengths and weaknesses to improve and succeed.

Example: Knowing you are good at drawing but weak in math.

Q2. Give one example each of internal and external motivation.

Answer:

- Internal: Learning dance because it makes you happy.
- External: Winning a prize in a race motivates more practice.

Q3. List two qualities of self-motivated people.

Answer:

1. Focused on achieving goals.
2. Dedicated and committed even during difficulties.

Q4. What is the difference between interests and abilities?

Answer: Interests are things you enjoy doing, whereas abilities are skills you can perform efficiently.

Example: Liking music but being able to play guitar well.

Q5. Give an example of a SMART goal.

Answer: "I will finish 5 chapters of chemistry by Friday to prepare for the test."

Q6. Name two techniques to identify your strengths.

Answer:

1. Reflect on activities you are successful in.
2. Observe what others like about you.

Q7. How does self-awareness help in planning your career?

Answer: It helps identify strengths, weaknesses, and interests, which guides you in choosing suitable paths and setting goals.

- Answer I can continue this and **complete the rest of Session 4: Self-regulation, plus create a full MCQ + subjective exercise sheet for all 4 sessions of Chapter 2** ready for exam prep.

Do you want me to do that next?

yes do

Perfect! Let's continue and complete **Session 4: Self-Regulation — Goal Setting** and then create the **full 2-mark notes + MCQs + subjective exercises with answers** for the entire Chapter 2. I'll keep it concise, exam-friendly, and with examples.

CHAPTER 2: EMPLOYABILITY SKILLS — COMPLETE 2 MARKS NOTES WITH EXAMPLES, MCQs & SUBJECTIVE EXERCISES

Session 4: Self-Regulation — Goal Setting

1. Goal Setting

Goal setting means knowing what you want to achieve so that you can plan the right path to reach it.

Example: A student wants to become a doctor → selects science stream, studies hard, and takes coaching classes.

2. SMART Goals

SMART goals help make objectives clear and achievable:

- **S (Specific):** Clear and detailed goal.
Example: "I want to learn French."
- **M (Measurable):** Track progress and success.
Example: "I will learn 20 new French words every week."
- **A (Achievable):** Realistic and possible.
Example: Learning 20 words per week is possible.
- **R (Relevant):** Aligned with your needs or purpose.
Example: Learning French to communicate during travel.
- **T (Time-bound):** Has a deadline.
Example: "I will complete 100 words in 5 weeks."

3. Steps to Achieve Goals

1. Identify your strengths, interests, and passions.
2. Set clear and realistic goals.

3. Make a detailed plan with actions and deadlines.
4. Stay motivated and committed to your goals.
5. Review progress regularly and adjust if needed.

Example:

Goal: Become a chef.

Steps: Learn cooking at home → Join a hotel management course → Practice daily → Work in internships → Apply for a restaurant job.

4. Self-Regulation

Self-regulation means controlling your actions, emotions, and habits to achieve your goals.

Example: Avoid distractions like social media while studying to complete daily targets.

MCQs (2 Marks Each)

Q1. What does SMART in SMART goals stand for?

- (a) Simple, Measured, Accurate, Ready, Timely
- (b) Specific, Measurable, Achievable, Relevant, Time-bound
- (c) Special, Motivated, Active, Responsible, Timed
- (d) None of the above

Answer: (b)

Q2. Which of the following is an example of a specific goal?

- (a) I want to be successful.
- (b) I will complete 5 chapters of physics by Friday.
- (c) I will try to study sometimes.
- (d) I will do my best.

Answer: (b)

Q3. Self-regulation helps in:

- (a) Avoiding work
- (b) Controlling habits, emotions, and actions to achieve goals
- (c) Delegating tasks to others
- (d) Ignoring deadlines

Answer: (b)

Q4. Which step is part of achieving a goal?

- (a) Review progress regularly
- (b) Avoid planning

- (c) Procrastinate
- (d) Ignore mistakes

Answer: (a)

Q5. Setting a time-bound goal means:

- (a) You will try to do it one day
- (b) You have a deadline to complete it
- (c) You never start
- (d) You will ask someone else to do it

Answer: (b)

SUBJECTIVE QUESTIONS (2 Marks Each)

Q1. Define goal setting with an example.

Answer: Goal setting is the process of identifying what you want to achieve and planning the steps to reach it.

Example: A student wants to score 90% in science → makes a daily study timetable → revises every day → completes assignments.

Q2. What are SMART goals? Give one example.

Answer: SMART goals are Specific, Measurable, Achievable, Relevant, and Time-bound goals.

Example: "I will complete 5 chapters of biology by Friday for the test."

Q3. Explain self-regulation with an example.

Answer: Self-regulation is controlling your emotions, habits, and actions to achieve goals.

Example: Avoiding social media while studying to finish homework on time.

Q4. Mention two steps to achieve a goal.

Answer:

1. Make a detailed plan with steps and deadlines.
2. Stay motivated and review progress regularly.

Q5. Give one difference between goal setting and self-regulation.

Answer:

- Goal setting: Deciding what you want to achieve.
- Self-regulation: Controlling your actions and habits to reach the goal.

Q6. How does self-awareness help in goal setting?

Answer: Self-awareness helps you know your strengths, weaknesses, and interests, which guides you in choosing the right goals.

CHAPTER 2: QUICK RECAP TABLE (2 MARKS)

Topic	Key Points	Example
Self-Awareness	Identify strengths & weaknesses	Good at writing, weak in maths
Strengths	Skills you perform well	Guitar, public speaking
Weaknesses	Areas needing improvement	Difficulty in English speaking
Self-Motivation	Inner drive to act	Rekha waking up early for dance
Types of Motivation	Internal & External	Internal: Learning dance; External: Winning a race
Qualities of Self-Motivated People	Focused, Dedicated	E Sreedharan, MDH founder
Goal Setting	Knowing what you want to achieve	Aim to become a doctor
SMART Goals	Specific, Measurable, Achievable, Relevant, Time-bound	Finish 5 chapters by Friday
Self-Regulation	Control actions & habits	Avoid social media while studying

- Answer The chapter is now **fully prepared for 2-mark questions** with examples, MCQs, and subjective exercises.

I can also **make a ready-to-use “MCQ + Short Answer Exercise Sheet” for all 4 sessions of Chapter 2 for practice**, so you can revise quickly before exams.

Do you want me to do that next?

yes

Perfect! I'll create a **ready-to-use exercise sheet** for **Chapter 2: Employability Skills** with **MCQs + 2-mark subjective questions** including **answers**. This will cover **all 4 sessions** and be exam-ready.

CHAPTER 2: EMPLOYABILITY SKILLS — EXERCISE SHEET (CLASS X)

PART A: MULTIPLE CHOICE QUESTIONS (MCQs) — 2 MARKS EACH

1. What is self-management?

- (a) Controlling others' emotions
- (b) Controlling your emotions, thoughts, and behaviour effectively
- (c) Avoiding responsibilities
- (d) Copying others' work

Answer: (b)

2. Which of the following is a self-management skill?

- (a) Time management
- (b) Procrastination
- (c) Ignoring deadlines
- (d) Blaming others

Answer: (a)

3. Stress is defined as:

- (a) A physical illness only
- (b) Mental, emotional, physical and social reaction to demands
- (c) Always negative
- (d) Avoiding work

Answer: (b)

4. Which of these is a stressor?

- (a) Preparing for exams
- (b) Losing sleep
- (c) Family problems
- (d) All of the above

Answer: (d)

5. Emotional intelligence helps to:

- (a) Manage your own emotions and others' emotions
- (b) Avoid emotions completely

- (c) Win arguments
- (d) Only be happy

Answer: (a)

6. Which is an example of internal motivation?

- (a) Learning dance because it makes you happy
- (b) Winning a medal in race
- (c) Receiving prize money
- (d) Recognition by teacher

Answer: (a)

7. Which is an example of external motivation?

- (a) Enjoying singing
- (b) Getting a prize in a race
- (c) Reading for fun
- (d) Playing for relaxation

Answer: (b)

8. SMART in SMART goals stands for:

- (a) Simple, Measured, Active, Realistic, Timed
- (b) Specific, Measurable, Achievable, Relevant, Time-bound
- (c) Special, Motivated, Action, Reliable, Timely
- (d) None of the above

Answer: (b)

9. Self-regulation means:

- (a) Controlling your actions, habits, and emotions to achieve goals
- (b) Delegating work to others
- (c) Avoiding responsibility
- (d) Following peers

Answer: (a)

10. Which of the following is a step to manage stress?

- (a) Ignore the problem
- (b) Identify the cause of stress
- (c) Overthink about it
- (d) Avoid responsibilities

Answer: (b)

1. What does self-awareness help a person do?

- (a) Control others

- (b) Identify strengths and weaknesses - Answer
- (c) Avoid work
- (d) Make friends

2. Which of the following is an example of a strength?

- (a) Difficulty in solving maths problems
- (b) Confident in public speaking - Answer
- (c) Fear of failure
- (d) Dislike of sports

3. Which of the following is an example of a weakness?

- (a) Good at guitar
- (b) Speaks English fluently
- (c) Difficulty in solving mathematics problems - Answer
- (d) Creative writing

4. How can feedback help a student?

- (a) Ignore mistakes
- (b) Plan to overcome weaknesses - Answer
- (c) Make friends
- (d) Avoid learning

SESSION 3: SELF-MOTIVATION

5. What drives a person to complete tasks without being told?

- (a) Self-confidence
- (b) Communication
- (c) Self-motivation - Answer
- (d) Self-esteem

6. Which of the following is an example of internal motivation?

- (a) Learning dance for enjoyment - Answer
- (b) Winning a prize in a race
- (c) Receiving money for work
- (d) Being praised by others

7. Which of the following is an example of external motivation?

- (a) Practicing piano for fun
- (b) Suresh winning a race prize - Answer

- (c) Learning new dance steps alone
- (d) Reading a book for pleasure

8. Which of the following is a quality of self-motivated people?

- (a) Laziness
 - (b) Dedication - Answer
 - (c) Complaining
 - (d) Procrastination
-

SESSION 4: GOAL SETTING (SMART GOALS)

9. What does the 'S' in SMART goals stand for?

- (a) Simple
- (b) Specific - Answer
- (c) Small
- (d) Structured

10. Which of the following is a measurable goal?

- (a) I want to be rich
- (b) I want to save ₹10,000 in six months - Answer
- (c) I want to travel someday
- (d) I want to lose weight someday

11. Which of the following is a time-bound goal?

- (a) I want to read books
- (b) I want to lose 10 kg in 6 months - Answer
- (c) I want to be happy
- (d) I want to learn English someday

12. Why is breaking big goals into smaller steps useful?

- (a) Makes them easier to ignore
 - (b) Makes them unachievable
 - (c) Makes them easier to achieve - Answer
 - (d) Makes them unnecessary
-

SESSION 5: TIME MANAGEMENT

13. What is the meaning of time management?

- (a) Planning and controlling time effectively - Answer

- (b) Playing games
- (c) Ignoring tasks
- (d) Sleeping more

14. Which of the following is NOT a step for effective time management?

- (a) Organise
- (b) Prioritise
- (c) Procrastinate - Answer
- (d) Track

15. Which task is a 'Must Do'?

- (a) Chat with friends
- (b) Complete homework - Answer
- (c) Book movie tickets
- (d) Watch TV

16. How does tracking daily activities help?

- (a) Identify time wasted - Answer
- (b) Increase procrastination
- (c) Avoid work
- (d) Make more friends

17. Which of the following shows good prioritising?

- (a) Watching TV before completing homework
- (b) Doing homework first, then chatting - Answer
- (c) Ignoring homework
- (d) Sleeping instead of studying

PART B: SUBJECTIVE QUESTIONS (2 MARKS EACH)

1. Define self-management with an example.

Answer: Self-management is the ability to control one's emotions, thoughts, and behaviour effectively.

Example: Completing homework on time without being told.

2. List two self-management skills.

Answer:

1. Time management

2. Adaptability

3. What is stress? Give an example.

Answer: Stress is a mental, emotional, physical, and social reaction to any perceived demands.

Example: Feeling anxious before exams.

4. Name two stress management techniques.

Answer:

1. Exercise and fresh air
2. Organising academic work

5. Define emotional intelligence with an example.

Answer: Emotional intelligence is the ability to identify and manage one's own emotions and understand others' emotions.

Example: Staying calm after losing a competition and congratulating the winner.

6. Explain self-awareness and its importance.

Answer: Self-awareness is knowing your strengths and weaknesses.

Importance: Helps to improve oneself and plan goals effectively.

7. Give an example of a strength and a weakness.

Answer:

- Strength: Good at creative writing
- Weakness: Difficulty in solving maths problems

8. Define self-motivation with an example.

Answer: Self-motivation is the inner force that drives you to act without external influence.

Example: Practising dance every day to improve skills.

9. What are the qualities of self-motivated people?

Answer: Focused, dedicated, disciplined, and goal-oriented.

Example: E. Sreedharan motivated his team to complete the Delhi Metro project on time.

10. What is goal setting and why is it important?

Answer: Goal setting is knowing what you want to achieve and planning steps to achieve it.

Importance: Gives direction to your actions.

Example: A student wants to become a doctor → selects science stream → studies hard → clears entrance exam.

11. Explain SMART goal with example.

SMART Goals

S – Specific

- **Meaning:** The goal should be clear and detailed. It should answer the questions: Who? What? Where? When? Why? How?
- **Example:** “I will learn to speak English fluently by joining after-school coaching classes for 6 months and participate in the inter-school debate competition.”

M – Measurable

- **Meaning:** The goal should be quantifiable. You should be able to track progress and know when it’s achieved.
- **Example:** “I want to save ₹10,000 from my pocket money by the end of 6 months.”

A – Achievable

- **Meaning:** The goal should be realistic and possible to achieve. Break bigger goals into smaller steps if needed.
- **Example:** “I want to become a teacher. I will complete higher secondary, then graduation, then B.Ed., and finally apply for teaching jobs.”

R – Realistic

- **Meaning:** The goal should be practical and something you can work toward with effort and resources you have.
- **Example:** “I will study 3 hours every day after school to revise my subjects and get good marks in exams.”

T – Time-bound

- **Meaning:** The goal should have a clear deadline or time frame to complete it.
- **Example:** “I want to lose 10 kg in the next 6 months by exercising and following a healthy diet.”

12. How does self-regulation help in achieving goals?

Answer: By controlling habits, emotions, and distractions, we can stay focused on our goals.

Example: Avoiding social media while studying for exams.

1. What does self-awareness help you identify?

Answer: Self-awareness helps you identify your strengths and weaknesses.

Example: Knowing that you are good at creative writing but weak in maths.

2. Give two examples of strengths.

Answer: Confident in public speaking, good at playing guitar.

3. Give two examples of weaknesses.

Answer: Difficulty in solving mathematics problems, inability to speak English fluently.

4. How can feedback help in improving weaknesses?

Answer: Feedback helps you understand areas where you need improvement and plan to overcome them.

Example: Teacher says you need to improve English speaking → join a speaking class.

5. Explain the difference between interests and abilities with one example each.

Answer: Interests are activities you like to do and make you happy; abilities are skills you can perform well.

Example: Interest: Playing music; Ability: Playing guitar skillfully.

SESSION 3: SELF-MOTIVATION

6. Define self-motivation.

Answer: Motivation is the **inner force that drives a person to act, achieve goals, or improve oneself**. It helps us stay focused, work hard, and overcome challenges.

Example: Neha studies extra hours to get admission to her dream college.

7. Explain the difference between internal and external motivation with examples.

Types of Motivation – Internal (intrinsic) & External(Extrinsic)

1. Internal (Intrinsic) Motivation

- **Meaning:** Motivation comes from **within**; you do it because it makes you happy or satisfied.
- **Example:** Practicing dance because you enjoy it.
- **How to Identify:** Ask yourself, “Am I doing this because I enjoy it?” → Yes → Internal

2. External (Extrinsic) Motivation

- **Meaning:** Motivation comes from **outside**; you do it for reward, recognition, or praise.
- **Example:** Practicing dance to win a medal.
- **How to Identify:** Ask yourself, “Am I doing this for reward or recognition?” → Yes → External

8. List two qualities of self-motivated people.

Answer: Dedication and focus.

9. How can someone build self-motivation? Give one example.

Answer: By identifying likes/dislikes, setting goals, and staying focused.

Example: Wanting to be a chef → planning steps and practicing cooking regularly.

10. Explain with an example why self-motivation is important in daily life.

Answer: Self-motivation helps achieve goals even when challenges arise.

Example: Despite failing an entrance exam, continuing to work towards being a chef.

SESSION 4: SELF-REGULATION — GOAL SETTING

11. What is goal setting? Give one example.

Answer: Goal setting is the process of deciding what you want to achieve and planning how to achieve it.

Example: Saving money to buy a favourite mobile by a particular date.

12. In SMART goals, what does ‘S’ stand for? Explain with example.

Answer: ‘S’ stands for Specific. A specific goal is clear and answers questions like what, when, why, and how.

Example: “I will learn English fluently by joining coaching classes and participate in the inter-school debate in six months.”

13. Give one example of a measurable goal.

Answer: “I want to save ₹10,000 in six months.”

14. Give one example of a time-bound goal.

Answer: “I want to lose 10 kg in the next 6 months.”

15. Why is it important to break big goals into smaller steps?

Answer: Breaking goals into smaller steps makes them achievable and easier to manage.

Example: To become a teacher: Complete higher secondary → Graduation → B.Ed → Apply for jobs.

SESSION 5: SELF-REGULATION — TIME MANAGEMENT

16. Define time management. Give one example.

Answer: Time management is the ability to plan and control how you spend your time to complete tasks efficiently.

Example: Finishing homework immediately after school so that you have time to watch TV later.

17. List the four steps for effective time management.

Answer: Organise, Prioritise, Control, Track.

18. Explain with an example how prioritising helps.

Answer: Prioritising ensures the most important tasks are completed first.

Example: Doing homework first before chatting with friends.

19. Give examples of 'Must Do', 'Should Do', and 'Nice to Do' tasks.

Answer:

- Must Do: Complete homework
- Should Do: Revise lessons
- Nice to Do: Chat with friends

20. How can tracking your daily activities improve productivity?

Answer: Tracking helps identify time wasted and ensures tasks are completed on time.

Example: Realising you spend too much time on social media → use that time for studying.

Ch 3 : ICT SKILLS

1. Which of the following functions is **not performed using a mouse**?
(a) Turn on ☒
(b) Hover
(c) Right click
(d) Drag and Drop
2. What is the term used when you **press and hold the left mouse key and move the mouse around**?
(a) Highlighting
(b) Dragging ☒
(c) Selecting
(d) Moving
3. Here are the steps that take place when starting a computer. Arrange the correct order:
(a) Desktop appears after login
(b) Login screen appears
(c) Power on Self-Test (POST) starts ☒
(d) Operating system starts
(e) Welcome screen appears

Correct order: c → d → b → e → a

2 Descriptive Questions with Answers (2 Marks)

1. **What is the function of the ENTER key?**
Answer: The ENTER key is used to **move the cursor to a new line** or to **send commands and confirm a task** in some programs.
 2. **How will you prevent others from using your computer?**
Answer: By using a **login-ID and password**, you can ensure only authorised users can access your computer. Always **log out after use** to prevent unauthorized access.
-

Session 2: Performing Basic File Operations

1 MCQs with Answers

1. Which one of the following shortcut keys is used to paste a file?
(a) Ctrl + c

(b) Ctrl + p

(c) Ctrl + v 

(d) Ctrl + x

2. Which of the following is a valid file extension for a Notepad file?

(a) .jpg

(b) .doc

(c) .text

(d) .txt 

3. What keys do you use to copy something?

(a) Ctrl + x

(b) Ctrl + c 

(c) Ctrl + z

(d) Ctrl + y

2 Descriptive Questions with Answers (2 Marks)

1. How is a computer file system similar to our physical file system in a school?

Answer: Just like a school has cabinets and shelves to store student files, a computer stores information in files and folders. Folders are like shelves, and files are like student records.

2. What are the steps you will perform to save a text file in Ubuntu?

Answer:

- Open Text Editor (type 'editor' in search).
- Type text (e.g., student details).
- Click Save → choose location (e.g., Desktop).
- Type file name → click Save.

3 Brief Notes for Each Topic

Basic File Operations

- File: Stores information in a computer, has a name and extension (.txt, .doc, .jpg).
- Folder: A location to store multiple files.

Creating Files and Folders




- Text Editor/Notepad: Used to create text files.
- Steps to create file: Open editor → type → Save → name file.
- Steps to create folder: File Explorer → right-click → New Folder → name it.

Shortcut Keys

- CTRL + z → Undo
 - CTRL + y → Redo
 - CTRL + a → Select all
 - CTRL + x → Cut
 - CTRL + c → Copy
 - CTRL + v → Paste
 - CTRL + p → Print
 - CTRL + s → Save
-

Session 3: Computer Care and Maintenance

1 MCQs with Answers

1. What happens if you leave a device plugged in even after it is charged 100%?
(a) It can break
(b) It can stop functioning
(c) It can over-heat 
(d) Data can get corrupt
2. How can an anti-virus protect your device?
(a) It can protect it from over-heating
(b) It can increase its performance
(c) It can prevent data from getting corrupt 
(d) It can backup data
3. Which option is not required to keep a device cool?
(a) Keep the device unplugged when in use 
(b) Do not cover a laptop with a blanket

(c) Make sure computer's CPU fan is working

(d) Avoid leaving the device in the sun

4. Which of the following is essential for maintaining keyboard?

(a) Turn the keyboard upside down and shake it to remove foreign material

(b) Blow dust and particles with a blower

(c) Use dilute soap and water with soft cloth for stains

(d) All of the above 

2 Descriptive Questions with Answers (2 Marks)

1. Explain how to clean a computer on a daily basis.

Answer: Clean the keyboard with a soft brush, wipe the screen with a soft cloth, and avoid eating/drinking near the computer.

2. How can you increase the performance of a computer?

Answer: Remove unnecessary files, close unused programs, run disk-cleaner software, and keep the computer free from viruses.

3 Brief Notes for Each Topic

Importance of Care and Maintenance

- Computers are delicate and expensive. Proper care increases their lifespan.
- Protect devices from dust, heat, spills, and physical damage.

Basic Tips for Care

- Clean keyboard, screen regularly.
- Avoid overcharging battery.
- Keep CPU fan working and avoid overheating.
- Handle devices carefully.

Maintenance Schedule

- Daily: Clean email inbox, save attachments.
- Weekly: Clean keyboard, monitor, dust CPU, backup data.
- Monthly: Organise photos, uninstall unused apps, run virus scan.

- Yearly: Update OS, renew antivirus, clean contact lists.

Backup Data

- Save copies on CD/DVD, external drives, or cloud to prevent data loss.

Virus and SPAM Protection

- Install antivirus software to prevent and remove viruses.
- Delete SPAM emails and set filters.


1. Explain how to clean a computer on a daily basis.

Answer (2 Marks): Clean keyboard with soft brush, wipe screen, avoid eating/drinking near device.


2. How can you increase the performance of a computer?

Answer (2 Marks): Delete unnecessary files, close unused programs, run disk-cleaner software, and scan for viruses.


1. Leaving a device plugged after full charge causes:

- (a) Break
- (b) Stop functioning
- (c) Overheat 
- (d) Data corruption


2. How can antivirus protect device?

- (a) Prevent overheating
- (b) Increase performance
- (c) Prevent data corruption 
- (d) Backup data

3. Which option is not required to keep a device cool?

- (a) Keep device unplugged 
- (b) Don't cover laptop with blanket
- (c) Ensure CPU fan works
- (d) Avoid leaving device in sun

4. Essential for keyboard maintenance?

- (a) Turn upside down & shake
 - (b) Blow dust with blower
 - (c) Clean keycaps with soft cloth & dilute soap
 - (d) All of the above 
-

Brief Notes

Care & Maintenance

- Protect devices from dust, heat, spills, and physical damage.
- Regular cleaning and handling increases lifespan and saves money.

Daily/Weekly/Monthly Maintenance

- Clean keyboard/screen, backup data, uninstall unused programs, run virus scans.

Backup & Virus Protection

- Backup to external drives.
 - Install antivirus, delete SPAM, and set filters.
-

1. Importance of Taking Care of Computers

Answer (2 Marks):

Taking care of computers ensures they work efficiently for a longer time, prevents breakdowns, saves money on repairs or replacement, and protects important data from being lost.

2. Ways Computers Can Be Damaged

Answer (2 Marks):

Computers can be damaged by:

- Dust and dirt accumulation on keyboard or screen
 - Overheating of CPU or laptop
 - Spills of water or drinks near devices
 - Physical damage from dropping or banging
 - Overcharging batteries
 - Viruses, malware, or SPAM emails
-

3. How to Prevent Damage and Take Care of Computers

Answer (2 Marks):

- Keep the keyboard, screen, and mouse clean
- Avoid eating or drinking near the computer
- Handle devices carefully and use protective covers
- Ensure proper ventilation and cooling
- Unplug devices after full charge
- Install antivirus software and delete SPAM emails
- Close unused programs and clean unnecessary files

Brief Notes for Each Topic

ICT (Information and Communication Technology)

- ICT refers to tools and methods for **storing, recording, and sending digital information.**
- Examples: Tablets, smartphones, laptops.
- Importance: Helps communication, business, and staying updated with apps/software.

Computer Hardware and Software

- **Hardware:** Physical parts you can touch (keyboard, monitor, CPU).

- **Software:** Programs that make hardware work (OS, applications).
- Example: Monitor shows output because software displays it.

Operating System (OS)

- **Definition:** Software that starts with the computer and manages hardware and applications.
- Examples: Windows, Ubuntu, Mac OS, Android, iOS.

Starting a Computer

- Press **Power button** → BIOS runs POST → OS loads → Desktop appears.

Login and Logout

- **Login:** Using ID and password to access the computer.
- **Logout:** Ends session to protect data from others.

Shutting Down

- **Method:** Click System → Shut Down (Ubuntu example).
- OS closes applications → Computer turns off safely.

Keyboard

- **Input device** to type text, numbers, commands.
- **Function Keys (F1–F12):** Perform special functions like Help.
- **Control Keys:** CTRL, SHIFT, ALT, CAPS LOCK, TAB.
- **Enter Key:** Move cursor to new line / confirm task.
- **Punctuation Keys:** :, ;, ?, ", ""
- **Navigation Keys:** Arrow keys, HOME, END, PAGE UP, PAGE DOWN.
- **Command Keys:** INSERT, DELETE, BACKSPACE.
- **Windows Key:** Opens Start menu.


Mouse

- Moves pointer, selects, and opens items.
- **Functions:**


- **Hover/Roll Over:** Display file details.
- **Point and Click:** Select an item.
- **Drag and Drop:** Move an item by clicking and holding.
- **Double-click:** Open file or folder.

MCQs with Answers


1. What should you do to ensure secure online transactions?

- (a) Lock your computer
- (b) Give credit card or bank details only on safe websites  **Answer**
- (c) Use anti-virus
- (d) Do not use pirated software

2. Which of the following trap small children into inappropriate relations?

- (a) Online predators  **Answer**
- (b) Worms
- (c) Trojan Horse
- (d) Anti-Virus

3. What should a strong password consist of?

- (a) Only letters
- (b) Numbers and special characters
- (c) Name of a person
- (d) Letters, numbers and special characters  **Answer**

Subjective Questions with 2-Mark Answers

1. Explain how Trojan Horse virus works.

Answer:

A Trojan Horse virus **disguises itself as a useful software program**, but once installed, it **damages data or steals information** from the computer.

2. List the various ways you can use to protect your data.

Answer:

- Use strong passwords combining letters, numbers, and special characters.
- Install antivirus and firewall to monitor and prevent viruses.

- Encrypt important data using encryption tools like Bitlocker.
- Share credit card or bank details only on secure websites (https:// and lock symbol).

4. Computer Security: Protects computers and data from theft, viruses, and unauthorised access.

- **Reasons for Security Break:** Leakage of data due to theft, unauthorised access, or careless sharing.

5. Define Threats to Computer:

Answer :

Threats to a computer are ways in which personal or important information stored in a computer can be stolen, damaged, or misused without the owner's knowledge.

Examples: Various ways of threats to computer

- Theft: Stealing the computer or personal data.
- Virus: Programs like Worms or Trojan Horse that damage data.
- Online Predators: People trapping children into inappropriate interactions.
- Internet Scams: Fraudulent schemes to steal money or personal info.

5. Define Protecting Data:

Protecting data means keeping information safe from theft, viruses, or unauthorised access by using passwords, anti-virus, encryption, and secure websites

Examples of protecting data:

- Using strong passwords to login.
- Installing anti-virus and firewall software.
- Encrypting sensitive data.
- Sharing personal or financial information only on secure websites.

CHAPTER 4: ENTREPRENEURSHIP

Notes – Chapter 4

- **Entrepreneurship:** Self-employment where a person runs a business to satisfy people's needs and improve it to earn profit.
- **Entrepreneur:** Self-employed person who takes risks, tries new ideas, and works to grow the business.
- **Businessman:** Runs a business without initiative to innovate or expand

Qualities of an Entrepreneur:

- Confident
- Patient
- Creative and innovative
- Responsible
- Hardworking
- Decision-maker
- Persistent

Entrepreneurship vs Wage Employment:

- Wage employment: Work for someone else and get paid.
- Self-employment: Start own business.
- Entrepreneur: A self-employed person who constantly improves business and takes risks.

Roles of Entrepreneurs in Society

OR

List the ways in which an entrepreneur affects a society

Answer : Ways in which an entrepreneur affects a society:

1. **Creates Jobs** – Hires people as the business grows, reducing unemployment.
2. **Shares Wealth** – Employees and suppliers earn income, improving their quality of life.
3. **Fulfills Customer Needs** – Provides goods and services that people want or need.

4. **Uses Local Resources** – Utilizes materials and labor from the community, supporting the local economy.
5. **Helps Society** – Contributes to social causes, like building schools, hospitals, or protecting the environment.
6. **Reduces Prices of Products** – Competition among entrepreneurs can make products more affordable.

Example – Bharti, the Jewellery Queen:

- Demand identified: Girls wanted earrings.
- Local resource: Jute from local farmer.
- Society impact: Provides jobs to women, buys locally, increases community income.

Example Table:

Problem	Business ideas	How will this help the school?
Plastic cola bottles harm environment	1. Make plant pots and sell	1. School looks green
	2. Sell cola in glass bottles	2. Save money on bottles

1. What demand did Bharti identify in her village?

- (a) People wanted Jute
- (b) Girls liked earrings **Answer**
- (c) Villagers wanted water: (

2. What is the local resource that Bharti used?

- (a) Jute - **Answer**
- (b) Water
- (c) Sand




How is Bharti helping her village grow?

- (a) Buying jute from farmer
- (b) Providing jobs to women
- (c) Both (a) and (b) - **Answer**

3. How was she creating more jobs?

- (a) Selling earrings to women without jobs
- (b) Buying jute from farmer
- (c) Providing jobs to local women - **Answer**

Check Your Progress – True/False

1. Entrepreneurs can create jobs in the market.  **True**
 2. When many entrepreneurs sell mobile phones in a market, the prices of phones increase.  **False** (Prices decrease)
 3. Entrepreneurs identify a need in the market and build a product or service for it.  **True**
-

Subjective Questions (2 Marks Each)




4. Give one example of how entrepreneurs use local resources.

Bharti used jute from local farmers to make earrings.

5. Explain how competition can lower product prices.

When multiple entrepreneurs sell the same product, supply increases and competition drives prices down.

6. State whether the following statements are True or False:

- Entrepreneurs can create jobs.  **True**
- Prices of products increase when many entrepreneurs sell them.  **False**
- Entrepreneurs identify needs and build products for it.  **True**

Session 2: Functions of an Entrepreneur

Common Functions

1. **Making Decisions** – What to produce, sell, quantity, location.
2. **Managing the Business** – Planning, arranging resources, supervising.
3. **Dividing Income** – Allocate money for expenses, salaries, reinvestment.
4. **Taking Risk** – Risk of loss, damage, or failure.

5. **Creating a New Method, Idea, or Product** – Innovating to increase business value.
-

Check Your Progress – Identify Qualities

1. Ravi stays calm with an angry customer → **Patient**
 2. Susheela learns from her business loss → **Takes responsibility for mistakes**
-

Check Your Progress – Identify Functions

1. Ali pays employees monthly → **Divides income**
 2. Mary changes supplier to get cheaper bulbs → **Makes decisions**
 3. Rehnuma supervises employees daily → **Manages the business**
-

Subjective Question

Q: What is the most important function of an entrepreneur?

A: Decision-making is the most important function because it affects every aspect of business success. For example, choosing the right supplier or product can determine profitability.

Q: Difference between misconception and reality. Give example.

Answer:

- **Misconception:** False belief. Example: “Entrepreneurs must have unique business ideas.”
- **Reality:** Business can succeed with existing ideas if executed differently.

Myths about Entrepreneurship and the Truth

1. **Myth 1: Every business idea must be unique or special**

Truth: A common business can succeed if executed differently or improved. Innovation in approach or customer service can make even a simple business successful.

Example: Ganesh added luxury cars to a normal car rental business to stand out.

2. **Myth 2: One needs a lot of money (capital) to start a business**

Truth: Businesses can start small; money can come from savings or borrowing. With

careful planning, a business can grow step by step without huge initial capital.

Example: Anna started her website with ₹5,000 and borrowed more later.

3. **Myth 3: Only owners of big businesses are entrepreneurs**

Truth: Any self-employed person running a business to fulfill customer needs is an entrepreneur. Even small businesses with creativity and effort can make a big impact.

Example: Sheila ran a small taxi business but added services to attract more customers.

4. **Myth 4: Entrepreneurs are born, not made**

Truth: Entrepreneurship is a skill that can be learned and practiced. Anyone can develop entrepreneurial thinking by taking initiative and solving problems creatively.

Example: Students in class making and selling items practiced entrepreneurship skills successfully.

B. Match the Story with Misconception (answer are here)

Story	Misconception
Ramu large shop, Shamu small handmade store, Shamu doesn't call himself entrepreneur	c. A person needs a big business
Anna has idea for website, waiting for more money	a. Every business idea needs to be unique
Gauri, tailor with successful business	b. Entrepreneurs are born, not made

Session 4: Entrepreneurship as a Career Option

Career and Entrepreneurship

- **Career:** Line of work taken for life.
- **Ways to earn:** Wage employment or self-employment.
- **Entrepreneur:** Self-employed person running a business to satisfy a need.

Career Stages for Entrepreneurs:

1. **Enter** – Starting the business.
2. **Survive** – Competing with other businesses.
3. **Grow** – Expanding business to new locations.

A. Self-Employment or Wage Employment (Answer)

Business Idea	Type (answer)
Cooking in a restaurant	Wage Employment
Owning a clothing business	Self-Employment
Dosa selling stall	Self-Employment

B. Match Entrepreneur Activity with Career Stage

Entrepreneur	Career Stage (Answer)
Surabhi opens 5 painting stores across India	Grow
Jacob starts morning batches in coaching class	Survive
Salma starts clothing line online	Enter

Definition of a Career

A **career** is the line of work or profession a person chooses to pursue over their lifetime. It includes the jobs, roles, and experiences a person engages in to earn a living and grow personally and professionally.

Entrepreneurship as a Life Option – Give your opinion.

Entrepreneurship is a good life option because it allows a person to be **self-employed**, make decisions independently, create opportunities for others, and contribute to society. It encourages creativity, problem-solving, and personal growth. Choosing entrepreneurship also helps in generating wealth, creating jobs, and making a positive impact on the community.

CHAPTER 5: GREEN SKILLS

Session 1: Sustainable Development

1. Define Sustainable Development

Sustainable development is the development that satisfies the needs of the present without compromising the ability of future generations to meet their own needs.

2. Importance of Sustainable Development

- Ensures that economic growth does not harm the environment.
- Promotes careful use of natural resources for future generations.
- Encourages environmentally friendly practices like sustainable agriculture.

3. Problems Related to Sustainable Development

- **Food:** Fertile land is decreasing; overuse of chemicals degrades soil.
- **Water:** Rivers and ponds are polluted, reducing availability of clean water.
- **Fuel:** Excessive cutting of trees affects climate and leads to extreme weather conditions.

4. Sustainable Practices

- Use solar energy (e.g., Charanka Solar Park, Gujarat).
- Reduce excessive use of resources and conserve them.
- Recycle and reuse waste materials.
- Plant more trees and maintain green patches.
- Use biodegradable and eco-friendly materials.
- Adopt technologies that are resource-efficient and environmentally friendly.

5. Sustainable Development Goals (SDGs)

- Launched by United Nations in 2015.
- 17 goals focusing on issues like poverty, gender equality, water, energy, climate change, and biodiversity.
- Aim: Protect the planet, end poverty, and ensure peace and prosperity by 2030.

7 Sustainable Development Goals (SDGs), with a brief explanation and examples of actions we can take to contribute to each. I have made it student-friendly, concise, and exam-ready.

SDG No. & Name	Brief Explanation	Actions to Contribute
1. No Poverty	End poverty in all forms everywhere.	Donate to charities, help underprivileged families, support local initiatives.
2. Zero Hunger	End hunger and ensure access to nutritious food.	Avoid food wastage, support local farmers, plant kitchen gardens.
3. Good Health & Well-being	Ensure healthy lives and promote well-being for all ages.	Maintain hygiene, encourage vaccinations, promote physical activity.
4. Quality Education	Ensure inclusive and equitable quality education.	Help peers study, encourage school attendance, share learning resources.
5. Gender Equality	Achieve equality and empower all women and girls.	Treat everyone equally, discourage discrimination, support girls' education.
6. Clean Water & Sanitation	Ensure availability and sustainable management of water.	Save water, repair leaking taps, avoid dumping waste into water bodies.
7. Affordable & Clean Energy	Ensure access to sustainable, modern energy for all.	Use solar energy, switch to LED lights, conserve electricity.
8. Decent Work & Economic Growth	Promote productive employment and sustainable economic growth.	Work hard, develop skills, support local businesses.
9. Industry, Innovation & Infrastructure	Build resilient infrastructure and promote sustainable industrialization.	Encourage innovative ideas, recycle materials, use eco-friendly products.
10. Reduced Inequalities	Reduce inequalities within and among countries.	Be helpful, inclusive, support disadvantaged groups.

SDG No. & Name	Brief Explanation	Actions to Contribute
11. Sustainable Cities & Communities	Make cities safe, resilient, and sustainable.	Save energy, plant trees, use public transport, recycle waste.
12. Responsible Consumption & Production	Ensure sustainable consumption and production patterns.	Reuse, recycle, buy local and seasonal products, reduce waste.
13. Climate Action	Take urgent action to combat climate change.	Reduce pollution, plant trees, use clean energy, save water.
14. Life Below Water	Conserve and sustainably use oceans, seas, and marine resources.	Avoid plastic waste, protect marine life, support beach clean-ups.
15. Life on Land	Protect, restore, and promote sustainable use of terrestrial ecosystems.	Plant trees, stop deforestation, preserve wildlife and forests.
16. Peace, Justice & Strong Institutions	Promote peaceful and inclusive societies.	Respect laws, participate in community activities, discourage violence.
17. Partnerships for the Goals	Strengthen global partnerships to achieve SDGs.	Collaborate with others, volunteer, share knowledge and resources.

6. Practical Examples

- Biodegradable bags by Mr. Avasth Hedge to reduce plastic waste.
- Edible spoons by Narayana Peesapaty made from grains to avoid plastic use.
- Organic farming, vermi-composting, and rainwater harvesting to preserve soil and water.

Subjective Questions

1. **Meaning of Sustainable Development:** Development that meets the needs of the present without compromising the ability of future generations to meet their needs.
2. **Why UN made 17 SDGs:** To guide countries in solving global problems like poverty, climate change, clean water, energy, and environmental protection by 2030.

Session 2: Our Role in Sustainable Development

1. Our Responsibilities

- Conserve water and energy.
- Reduce, reuse, and recycle materials.
- Promote education for awareness.
- Plant trees to prevent soil erosion and maintain biodiversity.

2. Examples of Initiatives

- Clay pots ('Kulhads') to replace plastic cups, reducing waste and creating jobs.
- Solar power generation to reduce dependence on fossil fuels.
- Organic farming to maintain soil health and produce chemical-free crops.

Check Your Progress – Subjective Questions

1. List ways to use resources sensibly:

- Turn off lights and fans when not in use.
- Reuse paper, glass, and plastic.
- Buy local and seasonal food.
- Repair leaking taps and pipes.

2. Importance of Education for Sustainable Development:

- Education creates awareness about environmental issues.
- Helps individuals take responsible actions to conserve resources and contribute to society.

Q1. Explain the importance of our role in sustainable development.

Answer: Our role is important because sustainable development ensures that natural resources are used carefully so that future generations can also meet their needs. By being responsible citizens, we help protect the environment, reduce pollution, and maintain a balance between economic growth and nature.





Q2. Identify how we can contribute towards sustainable development.

Answer:

We can contribute by:

1. Saving water, electricity, and other natural resources.
2. Planting trees and protecting greenery.
3. Reusing and recycling materials like paper, plastic, and glass.
4. Using renewable energy sources such as solar or biogas.
5. Promoting education and awareness about environmental protection.
6. Preventing pollution of air, water, and soil.
7. **1. How many Sustainable Development Goals are given by the United Nations?**
 - (a) 18
 - (b) 17 – Answer
 - (c) 15
 - (d) 20
8. **2. Choose the option which defines sustainable development.**
 - (a) Taking care of future generations
 - (b) Taking care of only ourselves
 - (c) Taking care of ourselves and the future generations – Answer
 - (d) Well-being of all
9. **3. Which organisation has made the Sustainable Development Goals?**
 - (a) United Nations – Answer
 - (b) League of Nations
 - (c) UNICEF
 - (d) World Health Organisation
10. **4. Which of the following sources of energy is from a renewable source?**
 - (a) Solar energy – Answer
 - (b) Wood
 - (c) Coals
 - (d) Petrol
11. **5. Choose the option which is not a sustainable development goal according to United Nations.**
 - (a) Clean Water and Sanitation
 - (b) Gender Equality
 - (c) Population – Answer
 - (d) Reduced Inequalities
12. **6. What does sustainable development aim to balance?**
 - (a) Economic growth, care for environment, social well-being – Answer
 - (b) Only economic growth
 - (c) Only social development
 - (d) Only environmental protection
13. **7. Which of the following is an example of sustainable agriculture?**
 - (a) Using chemical pesticides heavily
 - (b) Organic farming – Answer
 - (c) Using hybrid crops only
 - (d) Using high irrigation continuously

14. **8. Which of the following actions reduces environmental pollution?**
- (a) Burning plastics
 - (b) Using solar energy – Answer
 - (c) Dumping garbage in rivers
 - (d) Cutting more trees
15. **9. What is the main reason for water scarcity in future?**
- (a) Overuse and pollution of water – Answer
 - (b) Planting more trees
 - (c) Using solar energy
 - (d) Organic farming
16. **10. Which practice helps in sustainable energy production?**
- (a) Burning fossil fuels
 - (b) Solar power – Answer
 - (c) Using petrol for transport
 - (d) Cutting forests for fuel
17. **11. How can cutting trees affect the environment?**
- (a) Improves soil quality
 - (b) Causes soil erosion – Answer
 - (c) Reduces pollution
 - (d) Increases rainfall
18. **12. Which of the following is a method to protect life below water?**
- (a) Dumping plastics in oceans
 - (b) Reducing plastic waste – Answer
 - (c) Using chemical fertilisers
 - (d) Overfishing
19. **13. Which of the following contributes to sustainable cities and communities?**
- (a) Using energy efficient lights – Answer
 - (b) Burning coal at homes
 - (c) Using disposable plastic
 - (d) Not planting trees
20. **14. Which of the following is a responsible way to consume resources?**
- (a) Reusing and recycling waste – Answer
 - (b) Throwing garbage in rivers
 - (c) Using excessive water
 - (d) Overconsuming energy
21. **15. Which activity creates jobs and helps the economy sustainably?**
- (a) Making eco-friendly biodegradable bags – Answer
 - (b) Dumping industrial waste
 - (c) Cutting down forests
 - (d) Polluting rivers
22. **16. Why is education important for sustainable development?**
- (a) Helps people earn and be responsible citizens – Answer
 - (b) Only for getting jobs
 - (c) Only for entertainment
 - (d) To increase population

23. **17. Which of the following reduces inequalities in society?**
(a) Helping and including everyone – Answer
(b) Ignoring others
(c) Excluding certain communities
(d) Discriminating by wealth
24. **18. What is an example of responsible consumer behaviour?**
(a) Buying seasonal local fruits – Answer
(b) Buying imported plastic fruits
(c) Wasting water
(d) Not separating garbage
25. **19. What does vermicomposting help with?**
(a) Preserving soil and reducing waste – Answer
(b) Increasing pollution
(c) Cutting more trees
(d) Using more chemicals
26. **20. Which of the following steps reduces fuel problems and pollution?**
(a) Using wood and coal
(b) Using biogas and solar energy – Answer
(c) Burning petrol continuously
(d) Cutting trees for fuel
27. • How many sustainable development goals are given by the United Nations?
(a) 18
(b) 17  **Answer: 17**
(c) 15
(d) 20
28. • Choose the option which defines sustainable development.
(a) Taking care of future generations
(b) Taking care of only ourselves
(c) Taking care of ourselves and the future generations  **Answer: c**
(d) Well-being of all
29. • Which organisation has made the Sustainable Development Goals?
(a) United Nations  **Answer: a**
(b) League of Nations
(c) UNICEF
(d) World Health Organisation
30. • Which of the following sources of energy is from a renewable source?
(a) Solar energy  **Answer: a**
(b) Wood
(c) Coals
(d) Petrol
31. • Choose the option which is not a sustainable development goal according to United Nations.
(a) Clean Water and Sanitation
(b) Gender Equality

- (c) Population ☒ **Answer: c**
(d) Reduced Inequalities