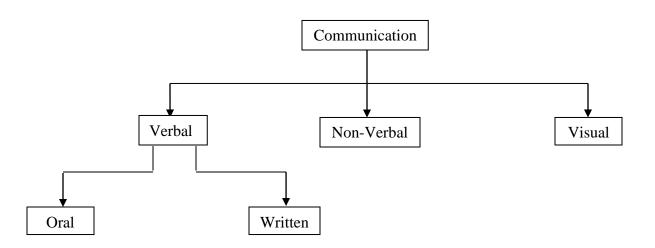
**Communication:** Communication is the process by which a message or information is transmitted from a source (speaker) to a receiver (listener). In other words we can say that it's a process of exchanging or sharing ideas, thoughts, feelings, experiences, information etc. among people.

Communication takes place through three basic methods-Verbal, Non-Verbal and Visual.



- 1) Verbal Communication: The type of communication in which we pass on information or knowledge through speaking or writing. There are two means of verbal communication Oral or Written.
  - a) **Oral Communication:** The verbal communication in which a message or information is transmitted to the listener via speaking or through word of mouth. Communication through phone, video conferencing, voice chatting, lectures, conferences, speeches fall under oral communication. The effectiveness of oral communication depends on clarity of language, speech, voice modulation, tone, pitch, volume, speed etc.

## **Characteristics of Oral Communication: (Advantages)**

- i) One get's an immediate response/ feedback on using oral communication.
- ii) It is convenient, quick and direct.
- iii) Allows immediate clearing of doubts between the speaker and listener/s.

#### **Disadvantages of Oral Communication:**

- i) Once a message is communicated orally it can't be edited, deleted, changed or revised.
- ii) The receiver may quickly forget the message.
- iii) The receiver has difficulty in recalling the message unless a remainder is evoked in some way.
- iv) It is ineffective for people with hearing disabilities.

## Do's and don'ts in Oral communication

- i) Be calm and composed.
- ii) Be mindful of your tone and mood while communicating.
- iii) Be a good listener by paying attention when others speak.
- iv) Be open to constructive criticism and suggestions.
- v) Keep the listener in mind while communicating.
- vi) Seek clarification if you have any doubt.
- vii) If you feel there is scope for doubt then repeat what you are communicating.
- viii) Think before you speak as your words have an impact on the listener.
- ix) Do not show negative body language while speaking as this also gets conveyed.
- b) Written Communication: The type of communication in which we pass on information or knowledge through written form. Communication through emails, letters, memos, circulars, newspaper fall under written communication. The effectiveness of the written communication depends on the writing style, grammar, vocabulary and clarity of expression.

## **Characteristics of Written Communication: (Advantages)**

- i) It is effective when we want to convey the same message to a large number of people.
- ii) Written communication can be preserved for future reference.
- iii) Due to advancement in technology this can be communicated speedily.

## **Disadvantages of Written Communication:**

- i) Once a message is communicated in written it can't be edited, deleted, changed or revised.
- ii) If a message is poorly drafted then it can create misunderstandings.
- iii) The receiver may quickly forget the message.
- iv) The receiver has difficulty in recalling the message unless a remainder is evoked in some way.
- v) It is ineffective for people who are not able to read and write

## Do's and Don'ts of Written Communication:

- i) One should have good writing skills.
- ii) Keep your reader or receiver in mind while drafting the message.
- iii) Use simple and precise words.
- iv) Avoid using difficult words and flowery language.
- v) Keep the message brief.
- vi) Use short paragraphs.
- vii) Give facts to support
- 2) Non-Verbal Communication: The type of communication in which we pass on information or knowledge without speaking and through facial expression, touch, one's posture, eye contact, body language and hand gestures.

## Characteristics of Non-Verbal Communication: (Advantages)

- i) It is effective in situations where verbal communication is not possible or not required.
- ii) It's more effective than verbal communication as we know actions speak lauder than words.
- iii) It's a substitute for the verbal communication.
- iv) It is effective for people who are not able to read/write and speak.
- v) It reduces the wastage of valuable time of the communicator as the message of non-verbal communication reaches the receiver very fast.
- vi) Non-verbal cues of communication like sign and symbol can also communicate some messages very quickly than written or oral messages.

### **Disadvantages of Non-Verbal Communication:**

- i) Non-verbal communication is quite vague and imprecise.
- ii) The meaning of non-verbal cues varies with culture, context and the degree of intension as well.
- iii) Long conversations and necessary explanations are not possible.
- iv) Issues of the messages can't be discussed.
- v) Sometimes non-verbal communications may become difficult to understand.
- vi) There is possibility of distortion of information.

## Do's and Don'ts of Non-Verbal Communication:

- i) One should not rub hands, clasp them or fidget with them, change position while sitting or standing while communicating as it indicates nervousness.
- ii) Do not keep your arms crossed, rather keep them open and away from your body throughout as it communicates a sense of warmth and trust.
- iii) Do not keep looking here and there while communicating instead make a brief eye contact with the person communicating as it shows that you are confident.
- iv) A bad body posture conveys a careless attitude which may render our communication ineffective while a good posture portrays a confident attitude.
- v) Do not make annoying body movements (Such as moving your arms and legs quickly, pacing etc.) as they have a negative effect on people.
- **3) Visual Communication:** The type of communication in which we pass on information or knowledge through pictorial or visual representation of information which can be seen or read by the receiver. Signboards, maps, pictures, displays, charts, graphs, television programs, hoardings, banners, etc are few examples of visual communication.

## Characteristics of Visual Communication: (Advantages)

- i) It is often more effective and powerful than verbal and non-verbal forms of communication.
- ii) It has four design elements i.e. color, typography, imagery and content which make the communication more effective.
- iii) It act as a support tool for written and oral communication and help to make it more meaningful.
- iv) Complex information, data and figures can be easily presented very simply through graphs, pictures and diagrams.
- v) During a long communication session, the use of visual aids helps in gaining and retaining the audience's attention.
- vi) It can also break the monotony of verbal communication.

- vii) A message can be easily communicated to a large number of receivers at the same time through visual means.
- viii) It is effective for people who are not able to read/write and speak as the message is conveys through visual means.

## **Disadvantages of Visual Communication:**

- i) Visual communication is not cost effective as creating and using visuals (Such as maps, charts, diagrams, animation etc.) requires tools and techniques that cost a lot of money.
- ii) Complete and detailed information cannot be presented using this method.
- iii) Information displayed via visuals may be misinterpreted.
- iv) Every topic cannot be represented visually.
- v) Visual tools such as graphs and maps can be difficult to understand for people who have no knowledge of their usage.

## Do's and Don'ts of Visual Communication:

- i) Do use a variety of visuals.
- ii) Do use words and pictures together.
- iii) Do use the right picture or photo or image.
- iv) Do use the best quality settings you can to get the best image quality.
- v) Do use a consistent image style throughout the course.
- vi) Don't overload your content with too many visual elements.
- vii) Don't use complex graphics nor add text to complicated images.
- viii) Don't include visuals just for the decoration purpose.

## **Knowing Myself**

## List 10 strengths and weakness of yours.

## My 10 Strengths

- 1) .....
- 2) .....
- 3) .....
- 4) .....
- 5) .....
- 6) .....
- 7) .....
- 8) .....
- 9) .....
- 10) .....

## My 10 weaknesses

- 1) .....
- 2) .....
- 3) .....
- 4) .....
- 5) .....
- 6) .....
- 7) .....
- 8) .....
- 9) .....
- 10) .....

Accurate	Adaptable	Adventurous	Assertive	Calm	Capable
Cheerful	Clever	Competent	Confident	Conscientious	Considerable
Cooperative	Creative	Curious	Dependable	Determined	Efficient
Energetic	Enterprising	Enthusiastic	Fair-minded	Flexible	Friendly
Helpful	Honest	Humorous	Imaginative	Independent	Ingenious
Intelligent	Kind	Logical	Loyal	Mature	Methodical
Meticulous	<b>Open-Minded</b>	Optimistic	Organized	Outgoing	Patient
Persevering	Polite	Practical	Precise	Purposeful	Reasonable
Reflective	Reliable	Resourceful	Responsible	Self-Controlled	Sensible
Sensitive	Sincere	Sociable	Sympathetic	Tactful	Thorough
Thoughtful	Trustworthy	Understanding	Versatile	Warm	Witty

In the following table circle the self-management skills that are the most descriptive of you.

Practical 3:

**Communication:** Communication is the process by which a message or information is transmitted from a source (speaker) to a receiver (listener). In other words we can say that it's a process of exchanging or sharing ideas, thoughts, feelings, experiences, information etc. among people.

Communication can be of the two types: - Namely:-

- 1) One Way Communication: In one way communication, a channel carries a message from the sender and delivers it to the receiver. The receiver does not send any feedback to the sender.
- 2) Two Way Communication: In two way communication, a channel carries a message from the sender and delivers it to the receiver. The receiver responds by sending back a message, termed as a feedback.

**Characteristics of Communication:** Communication has certain characteristics features listed below:-

- 1. Communication process involves at least two people.
- 2. Communication must have a message.
- 3. Communication may be written, oral or gestural.
- 4. Communication is a two-way process.
- 5. Primary purpose of the communication is to generate the response.
- 6. Communication may be formal or informal.
- 7. Communication is an endlessly ongoing process of information sharing between individuals.
- 8. Communication is an integral part of the process of exchange.

**Elements of the communication cycle:** The communication cycle comprises of the following basic elements:-

- 1) Sender: Sender is the person or entity who wants to send a message and is the source or originator of the communication.
- 2) Message: Message is the information of idea that the sender wishes to convey to the receiver.
- 3) Encoding: Encoding refers to the process whereby the sender uses means like a language or symbols to translate the information/idea in the form of the message.
- 4) Channel: Channel is the media by which the message is sent.
- 5) Receiver: The receiver is the person or entity to whom the message is sent.
- 6) Decoding: Decoding refers to the process whereby the receiver interprets and understands the message.
- 7) Feedback: The receiver's response to the message is called feedback.

#### Benefits of effective communication Skills:-

- 1. Enhances our ability to learn.
- 2. Helps us express ourselves better.
- 3. Helps develop trust and build your confidence.
- 4. Helps to build relationships.
- 5. Helps in better decision making.
- 6. Enhances Managerial skills.
- 7. Helps to boost morale.
- 8. Increases one's value.
- 9. Better planning, staffing, placements etc.

**Communication Barrier:-**Communication refers to anything that makes the message ambiguous or prevents the smooth delivery of the message and /or its reception at the sender's or the receiver's end.

**Types of Communication Barriers:-** There are many types of communication barriers. Some of them are listed below.

- 1) **Intra Personal Communication Barriers:** The communication barriers which are within us such as our own personality, our attitude, our values, our knowledge, our behavior, etc. are termed as intra personal communication barriers. They are within ourselves and we can easily overcome them by identifying then and rectifying them with sincerity.
- 2) Inter Personal Communication Barriers: The communication barriers which hinder or act as obstacle between two or more people is called inter personal communication barriers. They were present outside of an individual and may rise just cause of the following reasons:-
  - 1. Inappropriate transaction of words.
  - **2.** Lack of trust between people.
  - 3. Use of incompatible or inappropriate language
  - 4. Limited vocabulary
  - 5. Excessive use of technical words in a message
  - 6. Mismatch in verbal and non-verbal messaging
  - 7. The message itself
  - 8. Incorrect selection of channel and many more.
- **3)** Environment-based Communication Barriers: The communication barriers which are from the surrounding such as time, place, space, climate and noise. Some of these barriers are easy to handle while some of them may prove tough obstacles in the process of effective communication. These factors may cause distraction leading to inattentiveness or they can totally alter the message, causing miscommunication.

**Causes of Communication Barriers:** Some of the important factors that cause communication barriers are:-

- **1.** Use of complicated jargon (Overcomplicated words or unfamiliar and technical terms.)
- 2. Lack of trust.
- **3.** Emotional barriers and taboos.
- 4. Differences in perception and viewpoint.
- 5. Physical disabilities such as hearing problems or speech difficulties.
- 6. Physical barriers to non-verbal communication
- 7. Language differences

- **8.** Prejudices and Stereotyping
- **9.** Cultural Differences.

**Overcoming Barriers in Communication:** Few measures to overcome various types of communication barriers are as follows: -

- 1. Clarify the ideas before communication
- **2.** Have clarity in your thoughts
- 3. Communication according to the need of the receiver
- 4. Consult others before communicating
- 5. Being aware of the language, one and content of the message.
- 6. Convey things of help and value to listeners
- 7. Ensure proper feedback
- 8. Communicate for the present as well as the future
- 9. Follow- up Communication
- **10.** Be a good listener

#### **Practical 5:**

Observer for few days any one person who talks to someone. Write in about 100 words how they show courtesy towards the people who come to them.

Practical 6:

**Stress:** Stress is defined as a state of mental or emotional strain caused by adverse circumstances. Our Body releases stress hormones when we encounter a potentially threatening situation. These hormones prepare our body to fight the stressful situation or to flee from the danger. Since stress is an inevitable part of life one cannot eliminate it completely. Stress can be classified into four major categories. Namely:-

- 1. Survival Stress: The stress that is generated or experienced in potentially hazardous situations is known as survival stress. When a person is afraid that someone or something may physically harm the person, hi/her body naturally responds with a burst of energy so that they are able to fight the danger or escape it all together (flight or flee). Since the main function of this stress is to help survive, hence it is termed as survival stress.
- 2. Internal Stress: The stress that is generated or experienced within a person and made by the person himself/herself is known as internal stress. This often happens when a person worries about things he/she cannot control. It also covers putting oneself in situations that one knows will cause them stress. Since the source of the stress lies somewhere in the personality of the person or in their way of thinking, hence it is termed as internal stress.
- **3.** Environmental Stress: The stress that is generated or experienced due to the things around such as noise, crowding and pressure from family or work is known as environmental stress. One need to identify these environmental stresses and learn to avoid them or manage them and deal with them to lower their stress level.
- 4. Fatigue and Overwork: The stress that is build up over a long period of time and can take a toll on a person's body is known as fatigue or overwork stress. It can be caused by working too hard at our job(s), work or at home. Another cause can be by not knowing how to manage the time well or how to take time out for the relaxation. This can be one of the hardest kinds of stresses to avoid or manage as people feel it is out.

Benefits of stress: In moderate amount the stress is beneficial for us. Some of the benefits are listed below:-

- 1. It helps us to stay safe from dangerous situations.
- 2. It helps us to meet our daily challenges.
- 3. It motivates us to reach our goals.
- 4. It helps us to accomplish tasks more efficiently.
- 5. It even boosts our memory power.

Disadvantages of stress: If stress persists for a long period of time it can cause mental tension and many other ill effects on our physical and mental health. Some of the disadvantages are listed below:-

- 1. It leads to tiredness and sickness.
- 2. It leads to lack of concentration or clear thinking.

- 3. It even leads to mental breakdowns.
- 4. It reduces the productivity at home or workplace.
- 5. It leads to anxiety, blood pressure fluctuation, digestive troubles and many other physical ailments.

**Stress Management:** The process of managing the stress so that a person does not remain in a constant stressful situation is called stress management. Some easy steps for dealing and managing stress are as follow:-

- 1. Find out if you are really stressed.
- 2. Identify and deal with the causes of stress.
- 3. Make necessary changes to the lifestyle.

**Stress Management Techniques: -** Some proven and very effective stress management techniques are as follows:-

- 1. Yoga and breathing exercises
- 2. Thinking and meditation
- 3. Physical Exercise
- 4. Vacationing and Holidays with friends and family
- 5. Taking Nature Walks

**Entrepreneur:** - An Entrepreneur is a creative person or designer who takes financial risks in the hope of profit gain and designs new ideas and business processes according to the market needs.

**Roles of An Entrepreneur:** The various roles of an entrepreneur may be classified and described as under:-

- 1. Entrepreneurial Functions:- They are as follows:
  - a. Innovation
  - b. Risk Taking
  - c. Organization Building
- 2. Promotional Roles:- They are as follows:
  - a. Discovery of an Idea
  - b. Detailed Investigation
  - c. Assembling requirements
  - d. Financing the plan
- 3. Managerial Roles:- They are as follows:
  - a. Planning
  - b. Organizing
  - c. Staffing
  - d. Directing
  - e. Controlling
  - f. Coordination
- 4. Commercial Roles:- They are as follows:
  - a. Production
  - b. Marketing
  - c. Personal
  - d. Accounting
  - e. Finance

**Qualities of a Successful Entrepreneur:-** Successful Entrepreneurs have many traits in common. Some of them are listed below:-

- 1. Discipline
- 2. Confidence
- 3. Open Mindedness
- 4. Self Starter
- 5. Competitive
- 6. Creativity
- 7. Determination

- 8. Strong Communication Skills
- 9. Passion
- 10. Risk Bearing

**Functions of a Successful Entrepreneur:-** Successful Entrepreneurs carry our many tasks having many traits in common. Some of them are listed below:-

- 1. Identifying entrepreneurial opportunity
- 2. Turning ideas into action
- 3. Feasibility study
- 4. Resourcing
- 5. Setting up of the enterprise
- 6. Managing the enterprise
- 7. Growth and Development
- 8. Control and Direction
- 9. Encouraging Innovations
- 10. Liasioning with competitors

**Entrepreneurship:** - Entrepreneurship is the art of starting a business or a startup company offering creative products or services. In other words we can say that it is an activity full of creativity.

As per National Knowledge Commission (NKC):- Entrepreneurship is the set of activities performed by an entrepreneur.

## **Characteristics of Entrepreneurship:-**

- 1. Purposeful Activity
- 2. Creative Activity
- 3. Risk Bearing Activity
- 4. Organizing
- 5. Gap Filling
- 6. Dynamic Process
- 7. Initiative Taking
- 8. Multi Dimensional

**Myths of Entrepreneurship:-**Some common myths that people generally associate with the entrepreneurs and entrepreneurship are as follows:-

- 1. It is easy to start a business.
- 2. Lot of money is needed to start up a new venture.
- 3. A startup cannot borrow from the banks.
- 4. Business either flourish or fail

5. A good idea is the only requirement for a successful enterprise

### Advantages of Entrepreneurship: - Entrepreneurship offers the following advantages:-

- 1. It gives freedom on the job
- 2. It can be exciting
- 3. It allows you to set your own earnings
- 4. It offers flexibility

## Disadvantages of Entrepreneurship: - Entrepreneurship has the following disadvantages:-

- 1. It requires you to dedicate a huge amount of time.
- 2. Constantly keeping up with the competition.
- 3. It does not guarantee 100% success.
- 4. Uncertain income.

**Enterprise:** - An enterprise is an economic institution engagement in the production and for distribution of products and services in order to earn profits.

Types of business enterprise activities:-

- 1. Manufacturing
  - a. Analytical
  - b. Synthetical
  - c. Processing
- 2. Services
- 3. Hybrid

## Types of Business Enterprise:- An enterprise has the following types

- 1. Corporate
  - a. Joint Stock Company
  - b. Cooperative Society
- 2. Non-Corporative
  - a. Sole Proprietorship
  - b. Joint Hindu Family Business
  - c. Partnership Firm

## **Practical 8**

Write in 100 words about an entrepreneur knows to you. Also write in brief how he/she started his enterprise.

Sustainable Development, Its need and Problems related to it.

Sustainable Development:- Sustainable Development is a form of development that aims to fulfill the needs of the present generation of humans while keeping the needs of the future generations in mind.

#### **Causes leading to Sustainable Development**

Sustainable Development is a must need now because of

- 1. Over exploitation of Natural Resources
- 2. Depletion if Earth's Limited Resources
- 3. Environmental Damages.

**Need and Importance of Sustainable Development: -** Sustainable Development is necessary to secure our future as well as the future of coming generations. Let us understand the need and importance of Sustainable Development.

- 1. Sustainable Development is needed to provide essential human needs.
- 2. It helps to maintain the quality of agricultural resources.
- 3. It helps to manage the climate change.
- 4. Provides financial stability.
- 5. Help sustain biodiversity.

**Sustainable Development Goals:-** Sustainable Development has three main components – economy, environment and social inclusion. It seeks to ensure economic development, while protecting the environment through participation of the societies and communities. Its goals are:-

- 1. No poverty
- 2. Zero Hunger
- 3. Good Health and Well-Being
- 4. Quality Education
- 5. Gender Equality
- 6. Clean Water and Sanitation
- 7. Affordable and Clean Energy
- 8. Decent Work and Economic Growth
- 9. Industry, Innovation and Infrastructure
- 10. Reduced Inequalities
- 11. Sustainable Cities and Communities
- 12. Responsible Consumption and Production
- 13. Climate Action
- 14. Life Below Water

- 15. Life on Land
- 16. Peace and Justice Strong Institutions
- 17. Partnerships for the Goals

**Problems Related to Sustainable Development:-**There are two major problems that prevent sustainable development from becoming a global reality. These are

- 1. High cost of sustainable development projects.
- 2. Lack of education and awareness.

Achieving Sustainable Development Goals: The sustainable development goals can be achieved by :-

- 1. Reducing excessive use of resources and enhancing resource conservation.
- 2. Recycling and resuse of waste materials, scientific management of renewable resources, especially bio-resources.
- 3. Planting more trees.
- 4. Green grassy patches to be interspersed between concrete buildings.
- 5. Using more environment friendly material or biodegradable material.
- 6. Use of technologies, which are environmental friendly and based on efficient use of resources.

Practical 10:

**Green Economy:** - A green economy is the economy that promotes economic development while making sure that the environment is protected.

Any green Economy must have certain basic components:-

- 1. High use of renewable energy
- 2. Green buildings
- 3. Efficient and sustainable transport system
- 4. Sustainable Industry
- 5. Sustainable Agriculture
- 6. Efficient water and waste management
- 7. Efficient management of land resources

Importance of Green Economy: - Importance of green economy is listed below:-

- 1. It contribute to the fight against global warming, , desertification and the loss of diversity. It also leads to significant improvements in air, water and soil quality.
- 2. A green economy has potential to economic growth which will further lead to certain of new markets in areas such as bio-fuels and renewable energy sources.
- 3. Green economy provides an opportunity to create economic and social advantages by investing in alternative energy sources. Access to energy services can be improved and infrastructure can become more efficient.
- 4. This also leads to the decrease of energy importation and save money.
- 5. It can also improve resource efficiency as agricultural production because cleaner and lead to food security.
- 6. Now environment friendly technologies that emerge as a result of a green economy, will protect and improve agricultural production.
- 7. By adopting green economy emerging economics will be able to open new market segments for production and export of green products and services.
- 8. Investing in green economy will lead to:
  - a. Creation of new employment
  - b. Benefits in population and environmental health
  - c. Improvement of energy security

**Developing Green Skills for sustainable development:** Skills for sustainability are the technical skills, knowledge, values and attitudes needed in the workforce and individuals to develop and support green economy. Some of the suggestions for developing green skills in different sectors are listed below:-

- 1. Agriculture: Measures to develop green skills in the field of agriculture are:
  - a. Support local, organic and natural farming (farming without the use of chemical fertilizers and pesticides).
  - b. Grow our own vegetables in kitchen gardens if possible.
  - c. Eat seasonable and locally grown food.
- 2. Energy: Measures to develop green skills in the field of energy are:
  - a. Don't waste energy.
  - b. Turn off the lights and unplug appliances when not in use.
  - c. Select clean, renewable energy sources like solar lights.
  - d. Avoid cars or do car pools and use cycles or public transport.
- 3. Construction: Measures to develop green skills in the field of construction are:
  - a. Designing energy sufficient or green buildings that save electricity and water and use clean energy like solar and wind energy.
  - b. Using local construction material.
  - c. If a large scale construction project is causing pollution inform the local authorities about them.
- 4. Fisheries: Measures to develop green skills in the field of fisheries are:
  - a. Creating awareness about the harmful consequences of over-fishing.
  - b. Educating people about the sustainable fishing practices that control fishing and provide enough time for fish to breed and multiply.
  - c. Never buy endangered fish.
  - d. Buy only those fishes that are plentifully available and that too in the season (Not during the breeding season).
- 5. Industries: Measures to develop green skills in the field of industries are:
  - a. Industries make items according to what customers prefer to buy.
  - b. We should buy 'green' or environmental-friendly products (less plastics, clothes made without chemical dyes, etc. so that more industries starting making such products.
  - c. Teach green skills to the industry employees.
- 6. Forestry: Measures to develop green skills in the field of forestry are:
  - a. Save and recycle paper to protect trees from being cut.
  - b. Do not buy products obtained from wild animals such as leather, fur and ivory.
  - c. Collect honey without completely removing the beehives.
  - d. Plant more and more trees.

- 7. Tourism: Measures to develop green skills in the field of tourism are:
  - a. While travelling, travel in groups, limit water and energy use and avoid wastage.
  - b. Practice eco-tourism (Tourism that protects the environment and make people aware of the need of practicing eco-tourism.
  - c. Never litter around.
  - d. Never damage or deface historical monuments.
- 8. Transport: Measures to develop green skills in the field of Transport are:
  - a. Instead of using personal vehicles use public transport for travelling to office or work.
  - b. Walk or cycle while going to nearby places.
  - c. Use electric (Battery operated) vehicles if possible.
- 9. Water Management: Measures to develop green skills in the field of water management are:
  - a. Use water wisely.
  - b. Turn off the tap when not in use.
  - c. Get leaking taps and pipes fixed immediately.
  - d. Treat drain water properly before allowing it to flow into local water bodies.
- 10. Waste Management: Measures to develop green skills in the field of waste management are:
  - a. Reduce, reuse and recycle before throwing away things as waste.
  - b. Use environment friendly methods of waste disposal.
  - c. Use appropriate methods for recycling or disposal of the electronic and hazardous waste.

Vocational Skills (MS-Word)

MS Word: - Perform the listed tasks.

- 1. Create a new document views Office Button → New (Ctrl+N) → Blank Document
- 2. Change the document views:- MS Word has five views. Namely:
  - a. Print layout view:- It is the default view which shows how our document will look in a printed form.
  - b. Full screen reading view:- This view occupy full screen to provide maximum space for reading and commenting by hiding the different component of uses interface like task, ribbon, etc. from the screen, To quit press Esc Key.
  - c. Web layout view:- This view conceptualize how our document would look as a web page providing a approximation of the content appearance.
  - d. Outline view:- This view shows the entire structure of document with reading to collapse and expand different section for moving blocks of text around the document easily. Must use when we have large number of pages and section.
  - e. Draft view:- This view shows a document as a draft and allow us to edit the data quickly. Basically, it helps in proof.
- Save it in your computer (The document should be saved): Office button → Save/Save as → Choose location → Save button
- Close the document: Office button → Close button
- Open the saved document: Office button → Open option → Browse file → Office button

Vocational Skills (MS- Word)

MS Word: - Perform the listed tasks.

- 1. Open a new MS Word document.
- 2. Type text in the document
- 3. Navigate the document using navigation panel
- 4. Illustrate the use of cut, copy, paste
- 5. Perform Find and Replace
- 6. Insert special character
- 7. Format character (Change font size, style, colour, bold, italic, underline, superscript, subscript, strike through etc.
- 8. Format Paragraph (Align text as left, right center and
- 9. Supply paragraph spacing and line spacing
- 10. Create two one should the numbered and the other as bulleted list.
- 11. Make use of spelling and grammar use. Insert page Break and change page margin

Practical 14

MS Word: - Perform the listed tasks.

- 1. Open a new MS- Word document and write few paragraphs.
- 2. Apply page layout as per columns as frames.
- 3. Insert header and footer.
- 4. Edit the inserted header and footer.
- 5. Insert the page no. in various formats.
- 6. Add border to the page.
- 7. Add background to a page. [Colour and colour effects, textures and pictures]
- 8. Add watermark to the page.

MS Word: - Perform the listed tasks.

- 1. Open a new MS Word document.
- 2. Create two tables. Table 1 using grid method and table 2 using dialog box.
- 3. After creating tables make entries in it.
- 4. Insert a new row in any table.
- 5. Insert a new column in any table.
- 6. Delete a row and column.
- 7. Merge few cells.
- 8. Split a cell into few columns.
- 9. Change the appearance of table using table styles.
- 10. Apply Border and Shading to the table.
- 11. Change the properties of the table.
- 12. Write the similar types of data separated by comma.
- 13. Convert the text of the table.
- 14. Convert the table to text.
- 15. Check all printing options in MS-word.
- 16. Export the document to PDF.

To speed up your work, these days shortcut keys play a vital role in saving a lot of your time. So, when using MS-Word don't forget trying these shortcut keys for fun learning.

Ctrl + A : Select All Ctrl + B : BoldCtrl + C: Italic Ctrl + D : Font Dialog Box Ctrl + E : Center Align Ctrl + F : FindCtrl + G : Go toCtrl + H : Find And Replace Ctrl + I : Italic Ctrl + J : Justified Ctrl + K : Hyperlink Ctrl + L : Left Align Ctrl + M : Left Indent Ctrl + N : NewCtrl + O : OpenCtrl + P : PrintCtrl + Q : Removes Paragraph Formatting Ctrl + R : Right Align Ctrl + S : SaveCtrl + T : Hanging Indentation Ctrl + U : Underline Ctrl + V : PasteCtrl + W : Close Window Ctrl + X : CutCtrl + Y : RedoCtrl + Z : Undo

MS Excel: Perform the listed tasks

- 1. Create a new workbook.
- 2. Enter the data in worksheet cell.
- 3. Save the workbook in your computer.
- 4. Close the workbook /worksheet.
- 5. Open the saved workbook.

Practical 18

MS Excel: Perform the listed tasks

- 1. Create the time table of your class.
- 2. Merge cells having same values i.e. merge rows and columns as per your need.
- 3. Perform cell data editing (Delete, replace, paste and insert).
- 4. Format cell data (change font size, font color, font style, bold, italic, underline etc.)
- 5. Add a border to your table. Add different colors to cell as per your need.
- 6. Add different colours to cell as per
- 7. Align your data using alignment group of home tab.
- 8. Create a new table showing marks and students in different subjects.
- 9. Apply Conditional formatting.
- 10. Hide & show data in the worksheet using filtering.
- 11. Sort the data according to the different parameters.
- 12. Perform find and replace.

MS Excel: Perform the listed tasks

- 1. Create a table showing marks of students in different subjects.
- 2. Define chart elements and insert a chart.
- 3. Change chart type.
- 4. Change chart layout.
- 5. Change chart style.
- 6. Change data range of chart.
- 7. Add, Modify and delete chart element as per your need.
- 8. Resize and move a chart.
- 9. Resize and move a chart.
- 10. Export the chart.

## Practical 20

MS Excel: Perform the listed tasks

- 1. Open an Existing excel worksheet.
- 2. Add a background image to your excel sheet.
- 3. Add a theme to excel sheet.
- 4. Insert a clipart image.
- 5. Insert a word art.
- 6. Insert a image(Modigy, Position resize, and arrange images.)
- 7. Add new columns for each of the listed function and calculate values as per the function (Sum, Max, Min, Count, Average and if function).
- 8. Illustrate the use of absolute, relative and mixed cell referencing.
- 9. Create the table of order of calculation in excel.
- 10. Check all printing option in excel.

#### MS PowerPoint: Perform the listed tasks

- 1. Create a new presentation consisting of 5 slides.
- 2. Save the presentation in your computer.
- 3. Close the presentation.
- 4. Open the saved presentation.
- 5. Observe the different types of views available for a presentation.
- 6. Format the presentation. (Change font size, font color, font styles, bold italic, underline, left align, right align, center align.)
- 7. Change theme of the presentation.
- 8. Change design to the presentation.
- 9. Change Background style.
- 10. Run the presentation. (Slide show).

## Practical 22

MS PowerPoint: Perform the listed tasks

- 1. Create a blank presentation using sample templates.
- 2. Insert text boxes as per your need.
- 3. Enter the text into text boxes.
- 4. Move and resize text boxes.
- 5. Format the text in text boxes. (Change font size, font color, font styles, bold italic, underline, left align, right align, center align.)
- 6. Change background colour of the text box.
- 7. Enter the bullets and numbering.
- 8. Insert a table in a slide.
- 9. Format the table using table styles.
- 10. Enter the data in table.
- 11. Insert a row and column.
- 12. Delete a row and columns.
- 13. Merge the cells.
- 14. Split the cells.
- 15. Delete the cells.

MS PowerPoint: Perform the listed tasks

- 1. Create a blank presentation
- 2. Insert images from file and from clipart.
- 3. Insert a screenshot in the cells.
- 4. Move, resize and rotate the image.
- 5. Format the image (Adjust colour, corrections sharpen soft etc.)
- 6. Delete the image.
- 7. Insert new slide to try tools of the shapes drop down menu.
- 8. Create new lines and color them.
- 9. Group and ungroup the drawn shape.
- 10. Edit and format the groups created using shapes.
- 11. Position and resize the graphic objects drawn.
- 12. Apply special effect to graphics objects.
- 13. Add graphics objects such as charts lines etc.
- 14. Format the lines and area fills.
- 15. Format text in objects.
- 16. Insert connectors and format them along with image styles.

#### Practical 24

MS PowerPoint: Perform the listed tasks

- 1. Create a slide show using basic settings.
- 2. Create a customized slide show.
- 3. Perform the editing, deleting or copying a custom slide show.
- 4. Insert slide transition.
- 5. Set timings to change the slides automatically.
- 6. Apply, change and remove animation effect.
- 7. Try all printing option of the presentation.
- 8. Create the pdf version of the presentation.

MySQL: Perform the listed tasks

Create the following table in my sql and perform the following queries on the table.

Table Name: Exam.

Rollno	Name	Class	DOB	Gender	City	Marks
1	Aisha	Х	06-06-1995	F	Agra	551
2	Bhawesh	Х	23-05-1993	М	Delhi	462
3	Chetali	Х	17-05-1994	F	Mumbai	400
4	Daisy	Х	08-08-1995	F	New York	450
5	Ethan	Х	12-11-1994	М	Los Angeles	369
6	Fiza	Х	27-10-1994	F	Dubai	250
7	Girish	Х	08-03-1994	М	Moscow	377
8	Hitesh	Х	03-06-1995	М	Hyderabad	489

Write SQL query commands for the following questions: -

1. Create table as shown above.

Ans:

- mysql> show databases;
- mysql> create database exam;

mysql> create table exams (Rollno int primary key not null, Name varchar(25), Class varchar(5), Gender char, City varchar (12), Marks int);

2. Display the structure of the table.

mysql> desc exams;

3. Insert records/tuples in it.

Ans:

insert into exams values (1, 'Aisha', 'X', '1995-06-06', 'F', 'Agra', 'Marks');

4. Display the details of all the rows from Exam table.

Ans:

select \* from exams;

5. Display the rows containing Rollno, Name, and Marks columns. Ans:

select Rollno, Name, Marks from exams;

- Display record of all female candidates. Ans: select \* from table where Gender='F';
- 7. Display the details of all the students whose marks are less than 400. Ans:

select \* from exams where Marks < 400.

- 8. Change the marks of Chetali from 400 to 555. Ans: update exams set Marks =555 where Name ='Chetali';
- 9. Give 5 Marks bonus to all students. Ans: update exams set Marks=Marks+5;
- 10. Delete record of Fiza.

Ans:

delete from exams where Name='Fiza';