

**LT. COL. MEHAR LITTLE ANGELS SR. SEC. SCHOOL**  
**INFORMATION TECHNOLOGY (402)**  
**CLASS IX**

**UNIT – I EMPLOYABILITY SKILLS**

**SESSION: 1 COMMUNICATION SKILLS**

Communication is the process of exchanging thoughts, ideas, facts, emotions and opinions between two or more than two persons. In other words, Communication is the process of transmitting and receiving verbal and nonverbal messages.

According to “**oxford dictionary**”, **Communication** means, “imparting, conveying or exchange of ideas, knowledge etc., whether by speech, writing or signs,”

**IMPORTANCE OF COMMUNICATION**

Communication is to the organization as blood is to the body. The success of all the functions of management depends upon the effective communication.

**Significance of communication can be understood from the following points:**

**1. Acts as Basis of Coordination:**

Communication helps in coordinating the activities of various departments and persons in an organisation by providing complete information about organisational goals, ways of achieving them, interpersonal relationship among persons etc. Hence, communication acts as basis for coordination.

**2. Helps in Smooth Working of an Enterprise:**

Communication ensures smooth functioning of an enterprise. Existence of an organisation depends fully on communication. The activities of an organisation shall come to a standstill if communication stops.

**3. Acts as Basis of Decision Making:**

Communication helps in the process of decision making by providing all the necessary information. In the absence of communication of relevant information, one cannot take any meaningful decision.

**4. Increases Managerial Efficiency:**

**The various functions of the manager involve:**

- (a) Providing information regarding the goals and objectives of an enterprise.
- (b) Providing instructions
- (c) Allocating jobs and responsibilities
- (d) Overseeing the work of the workers.

All these functions involve communication. Thus, communication is essential for effective performance of managerial functions.

**5. Promotes Cooperation and Industrial Peace:**

To ensure smooth and efficient functioning of an organisation is the main aim of the management. This is possible only when there is peace and harmony between the management and the workers. The two way communication helps in establishing same.

**6. Establishes Effective Leadership:**

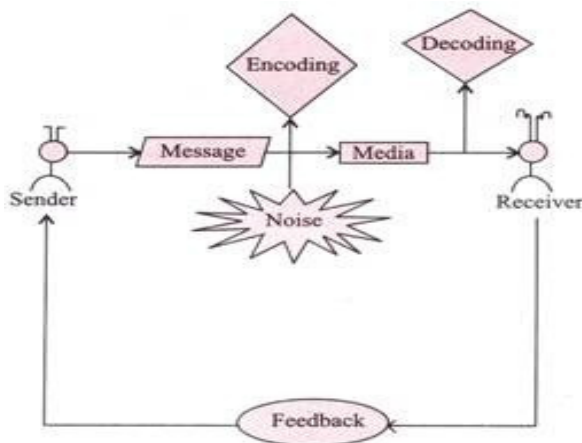
A good leader must possess efficient communication skills for influencing the behaviour of the subordinates. Thus, communication is the basis of leadership.

**7. Boosts Morale and Provides Motivation:** An efficient communication system helps in motivating, inspiring and satisfying the subordinates. Moreover, it also helps in establishing participative and democratic type of management.

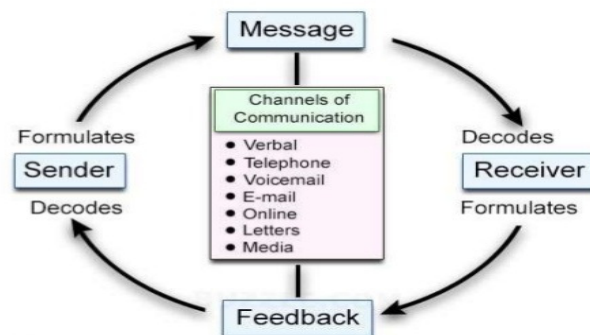
## PROCESS/CYCLE OF COMMUNICATION

**The different elements of communication are as under:**

- 1. Sender:** He is the person who sends his ideas to another person. For example, if a manager wants to inform his subordinates about the introduction of a new product, he is the sender.
- 2. Message:** The idea, feeling, suggestion, guidelines, orders or any content which is intended to be communicated is message. For example, message is the introduction of new product.
- 3. Encoding:** It is the process of converting the idea, thinking or any other component of message into symbols, words, actions, diagram etc. For example, message is connected in words and actions.
- 4. Media:** It is the medium, passage or route through which encoded message is passed by the sender to the receiver. There can be various forms of media-face to face communication, letters, radio, television, e-mail etc. For example manager inform about the introduction of a new product in a meeting through presentation.
- 5. Receiver:** He is the person to whom the message has been sent. For example, subordinates are receivers.
- 6. Decoding:** It means translating the encoded message into language understandable by the receiver.
- 7. Feedback:** It is the response by the receiver. It marks the completion of the communication process.
- 8. Noise:** It is the hindrance in the process of communication. It can take place at any step in the entire process. It reduces the accuracy of communication e.g. Disturbance in the telephone lines, An inattentive receiver, Improper Decoding of Message etc.



## Communication Cycle

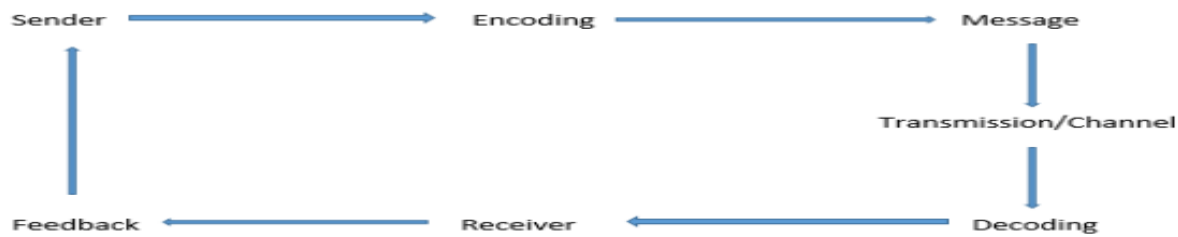


**Communication process consists of following steps:**

- (i) The sender formulates the message that he wants to convey to the receiver.
- (ii) He encodes or translates his message. He may take the help of symbols, words, actions, diagrams, pictures etc.
- (iii) He selects an appropriate channel or medium through which the message is to be transmitted. It can be face to face communication, letters, radio, television, e-mail etc.
- (iv) The message is received by the receiver.

(v) Received message is decoded by the receiver so that the receiver can draw the meaning of the message.

(vi) The receiver sends his response to the sender. In case of any confusion, the same is conveyed and necessary clarification sought.



## METHODS OF COMMUNICATION

There are two methods of Communication on the bases of communication channel:

1. Verbal Communication
2. Non-Verbal Communication

### 1. VERBAL COMMUNICATION

Verbal communication is a type of communication in which message is transmitted in written and spoken words. In this type of Communication, the sender gives words to his/her thoughts, emotions, expression, ideas and opinions and expresses them in the form of speeches, discussions, presentations, email, letter, report, memo etc.

Verbal Communication is further divided into two parts:

- Oral Communication
- Written Communication

#### **A. Oral Communication**

Oral Communication is the process of expressing thoughts, emotions, opinions, information or ideas by word of mouth. It can be either formal or informal. Oral Communication includes speeches, discussions, presentations etc.

#### **B. Written Communication**

The communication which is performed through any written document is called written communication. In written communication, written signs or symbols are used to communicate. Memos, letters, reports, notes, email etc. are used to transmitting information in written communication.

### 2. NON-VERBAL COMMUNICATION

Nonverbal communication is the sending or receiving of wordless messages. In other words, we can say that communication other than written and oral is called non-verbal communication. Non-verbal communication includes facial expressions, body language, silence, listening, gesture, posture etc.

#### **A. Sign Language**

Sign language uses symbols that are commonly understood within a particular communicative group. In other words, the process of communication in which people exchange messages through mutually understood signs. It includes road signs, traffic signals, maps, alarms etc. Sign Language can be audio or visual.

#### **B. Body Language**

Body language is the unspoken element of communication that we use to communicate our feelings and intentions. In this types of communication, the message is conveyed through gestures, posture, facial expressions or any other body movements.

### **C. Paralanguage**

Paralanguage is the meaning conveyed by how something is said. In other words, it is a kind of meta-communication, a code that translates the words what we are saying into what we really mean. It includes syllable stress, emphasis, word, and intonation etc.

### **FACTORS THAT ENHANCE EFFECTIVE COMMUNICATION**

- Active listening
- Simplicity
- Straight forwardness
- Feedback
- Speaking clearly/articulation
- Knowledge of the receiver / audience
- Speed and sequence of speech
- Relationship between the sender and the receiver
- Command of subject (mastery of subjects matter)
- Commanding attention

### **BARRIERS TO EFFECTIVE COMMUNICATION**

- Poor listening habits
- Inadequate knowledge of the subject
- Biases and stereotypes
- Lack of interest on the subject
- Personal opinions
- Interruptions
- Religious and cultural difference
- Language barrier
- Poor timing
- Guilt
- Status

### **BENEFITS OF EFFECTIVE COMMUNICATION**

- Right information is shared
- Minimizes conflicts
- Resources such as time and money are saved
- Helps in establishing rapport
- Intended results are achieved
- Sender is able to provide intended feedback
- Enhances harmonious co-existence and conflicts are resolved amicably

## **SESSION 2: SELF MANAGEMENT**

Self-management skills are those characteristics that help an employee to feel and be more productive in the workplace. Self-management skills help an employee communicate and interact efficiently with fellow workers, supervisors, and even customers. They also help employees make good decisions and improve time management.

### **Self confidence building tips:**

1. Use Positive affirmation cultivating a Good Attitude.
2. Turn your negative thoughts to positive thoughts
3. Refuse to focus on negative thoughts more often than positive thoughts.

4. Maintain a positive support network.
5. Eliminate reminders of your negativity.
6. Identify your talents
7. Take pride in yourself.
8. Accept compliments gracefully
9. Look in the mirror and smile.
10. Be patient with yourself.
11. Stop comparing yourself to others.
12. Take care of yourself.
13. Set small and achievable goals.

### **SESSION 3: ICT**

Information and communications technology (ICT) refers to all the technology used to handle telecommunications, broadcast media, intelligent building management systems, audiovisual processing and transmission systems, and network-based control and monitoring functions.

#### **ICT IN EVERYDAY LIFE**

The widespread use of ICT in Education is not just a coincidence. It is observed in all aspects of our life.

##### **ICT in Business**

Today a lot of business transactions happen through internet and hence called e-commerce. ICT facilitates marketing, customer visit, product browsing, shopping basket checkout, tax and shopping, receipt and process order. Through e-commerce one can also offer services pertaining to processing transactions, documentation, presentations, inventory management and gathering product information. In other words, every business activity can be done being at home.

##### **ICT in Financial Services**

Every service a traditional bank provides is available these days through online service. Starting from transferring money from one account to other up to running the day-to-day transactions of the bank are provided through internet. Through the networking of banks, this has become a reality. Capital market transactions, financial analysis and related services are available on the online platforms.

##### **ICT in Entertainment**

Internet is a major source of entertainment. Internet is a hub of movies, games, books, and social networking. Due to digital broadcasting, the television experience itself is changing. We can easily record the television programs and view it. Digital broadcasting has changed the way we experience television, with more interactive programming and participation. Digital cameras, printers and scanners have enabled more people to experiment with image production.

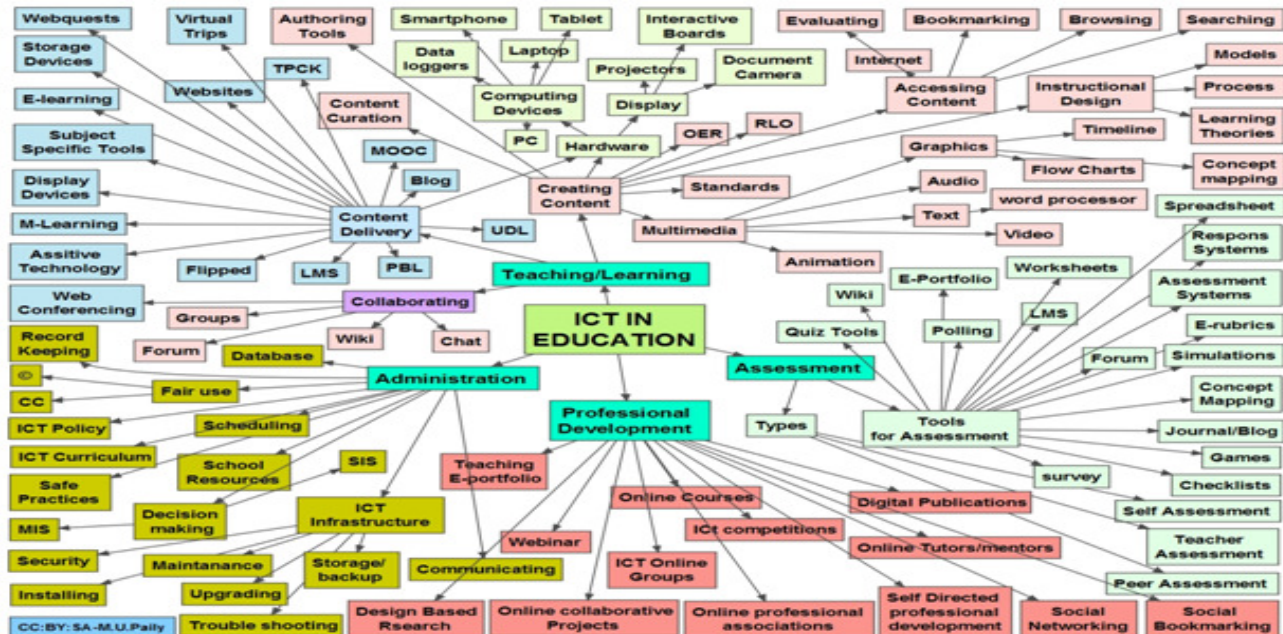
##### **ICT in Public Service**

Both Central and State Governments are actively encouraging e-governance practices. Digital India initiative of Government of India and e-governance initiative of Government of Karnataka are best examples of this. With these, and even before many government services are available online. We can enroll ourselves in the electoral roll of the local assembly constituency through the State Election Commission portal. We can book an LPG cylinder through the website of the gas supplier, pay electricity bills online through an online bill desk. Land related RTC can be viewed through internet being at home. ICT is also providing

a platform for a conversation between the public and the government through various social networking services.

## ICT in Education

Education is one major sector which has undergone the influence of innovations in ICT. Starting from providing online content service, platform for organizing learning experiences to managing learning and assessment has been changed greatly by ICT developments. Students, teachers and educational administrators and every stakeholder in education have been benefitted by the integration of ICT in education.



## ICT TOOLS

ICT is an umbrella term that includes any communication device or application, encompassing: radio, television, cellular phones, computer and network hardware and software, satellite systems and so on, as well as the various services and applications associated with them, such as videoconferencing and distance .

**DEFINITION :** ICT tools are devices or objects used in information and communication technology ex:- computer ,cell phones ,cell phone towers, video conferencing, software, radio, television , laptop etc.

1. **RADIO:** It seeks to build up the listener's attitudes favorable towards the new information useful to them Radio is the oldest tool and provides entertainment to masses to a great extent in recent past. Agriculture related issues, sports, business, etc or any other related issues people get knowledge about this.
2. **NEWSPAPER:** Press or newspaper is the most important ICT tools. The large no. of transmitter, Doordarshan has cover the entire population being for communication with audience low literacy skills, an audio- visual medium,
3. **TELEVISION:** T.V. has been more advantageous than other medium.
4. **CHART AND FOLDER:** Related knowledge is printed in the charts and folder and people grasp information about this. Farmer's community teaches by expert through chart and folder.
5. **SLIDE PRESENTATION:** Farmers easily grasp knowledge by seeing slides. With the help of projector a large reflection of a slide is reflected on a screen Slide is a transparent pictures.



6. **COMPUTER AND INTERNET:** People can easily access its services. The internet is emerging as potential tools to contribute to agriculture development as one can have access to vast global information resources.
7. **TELEPHONE AND MOBILE:** Simplest and easiest way of communication. Telephone is also one of strong way of communication. An intranet is a computer network that uses Internet Protocol technology to share information, operational systems, or computing services within an organization

### **SESSION 4: ENTREPRENEURIAL SKILLS**

Entrepreneurial skills are the basic skills necessary to enable you start, develop, finance and succeed in your home enterprise.

“**An entrepreneur** is a person who specializes in taking judgmental decision about the coordination of scarce resources”.

#### **CHARACTERISTICS OF ENTREPRENEUR**

Core competencies and Entrepreneurial activities

- Initiative - Does things before asked for or forced to by events and acts to extend the business to new areas, products or services.
- Perceiving opportunities - Identifies business opportunities and mobilizes necessary resources to make good an opportunity.
- Persistence - Takes repeated or different actions to overcome obstacles.
- Information gathering - Consults experts for business and technical advice.
- Seeks information of client or supplier’s needs. Personally undertakes market research and make use of personal contacts or information networks to obtain useful information.
- Concern for quality work - States desire to produce or sell a better quality product or service.

#### **Rewards for an Entrepreneur**

1. Freedom to work.
2. Satisfaction of being own boss.
3. Power to do things as he likes.
4. Rewards of ownership and retirement assurance.
5. Respect of family and friends.

### **SESSION 5: GREEN SKILLS**

#### **ENVIRONMENT**

Environment is everything that is around us. It can be living or non-living things. It includes physical, chemical and other natural forces. Living things live in their environment. They constantly interact with it and adapt themselves to conditions in their environment. In the environment there are different interactions between animals, plants, Insects soil, water, and other living and non-living things.

#### **NATURAL RESOURCE CONSERVATION**

Conservation of natural resources refers to the sustainable utilization of natural resources, like soils, water, plants, animals, and minerals, timber, fish, game, topsoil, pastureland, and

minerals, and also to the preservation of forests-forestry, wildlife-wildlife refuge, parkland, wilderness, and watershed areas.

### **SIMPLE WAYS TO HELP THE ENVIRONMENT**

1. Use Reusable Bags.
2. Recycle.
3. Use Reusable Beverage Containers.
4. Don't Throw Your Notes Away.
5. Save Electricity!
6. Save Water.
7. Avoid Taking Cars or Carpool When Possible or use public transport

### **WHAT IS A GREEN ECONOMY?**

A Green Economy is one that results in increased human well-being and social equity, while significantly reducing environmental risks and ecological scarcities. It is an economy that results in reducing environmental risks and ecological scarcities, and that aims for sustainable development without degrading the environment

### **WHY A GREEN ECONOMY?**

- Initiative born out of multiple crises and accelerating resource scarcity.
- An economic vehicle for sustainable development.
- Can take advantage of new growth trajectories designed to be more socially inclusive, as well as responsive to poverty reduction and economic diversification objectives.
- A new economic paradigm that can drive growth of income and jobs, without creating environmental risks.

### **OPPORTUNITIES OF GREEN ECONOMY**

- Can reduce poverty and inequality.
- Ecosystem services improve.
- Common interest between developed and developing countries
- Partnership of policymakers and business community
- Promote social, economic and environmental gains

### **SECTORS OF GREEN ECONOMY**

- Renewable energy
- Green buildings
- Sustainable transport
- Water management
- Waste management
- Land management

### **ELEMENTS OF GREEN ECONOMY**

- Generation and use of renewable energy.
  - Energy Efficiency
  - Waste minimization and management
  - Preservation and sustainable use of existing natural resources
  - Green Job creation
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