Employability Skills for Persons with Disabilities

for Locomotor Disabilities, Visually Impaired and Hearing Impaired

Student Workbook

Total : 70 Hours

Employability Skills Student Workbook

Acknowledgements

Workbook Cover Design / Illustrations (PWD Specific)

- Lohith Nagaraj (Moralbrat)

Request for feedback

How do you like this Student Workbook?
What was your experience of reading it?
How can we improve this Student Workbook?

Your views and opinions are very important to us. Please share your valuable feedback.

Please write to:
esfeedback@nimi.co.in
ds.skillnap-depwd@gov.in
info@scpwd.in
info@enableindia.org

Welcome Page

Dear Learner,

Welcome to the **Employability Skills Student Workbook.**

This workbook has been designed to help you understand:
1.   What are Employability Skills?
2.   How to learn Employability Skills.
3.   How to use these skills to excel in the world of work.

In this book, you will learn many new and interesting topics which will help you get ready for employment. You will build knowledge and skills for developing your career path. The concepts are explained in simple language, along with examples and activities.

Use this workbook as a guide and a reflection journal, to share your thoughts and ideas. Remember, this book can help you become a self-learner and make you ready for your career!

All the best.

Happy learning!

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How To Use This Student Workbook

"If four things are followed – having a great aim, acquiring knowledge, hard work, and perseverance – then anything can be achieved."

– A.P.J. Abdul Kalam

Dear Learner,

This workbook was created keeping you in mind. It aims to support you with everything you may need to achieve success in your life and career.

This book will help you:

1.   Learn new skills:
   - Become aware of new concepts.
   - Develop 21st century skills.
   - Discover a career mindset.

2.   Reflect on your learning:
   - By writing down your experiences.
   - Through activities.
   - By learning with your peers.

3.   Share your learnings:
   - Have discussions with your trainer/s.
   - Explore deeper learning with your family and peers.
   - Share your learnings through online platforms.

Here are some tips to learn better:

1. Every lesson has space for you to think and write. Write in your own words, using simple English or whichever language you are comfortable with.
2. Every lesson consists of colourful images and illustrations. This is to make the lesson interesting and will help you learn better.
3. There are peer-learning and self-learning activities in each lesson. Do make use of them to share your learnings.
4. Each lesson has a similar structure. Refer to the sample lesson on the next page.

Sample lesson:

Name of the Lesson

In this lesson you will learn:
1. _____
2. _____

_____
_____
_____
_____

Thinking Box

Let's learn about _____
_____
_____
_____

Let's learn _____
_____
_____
_____

Activity Time!

_____
_____
_____
_____

What I learnt today:
_____

Put a ✓ if you know this topic well.
1. ▢
2. ▢
3. ▢

This is the name of the topic. **For example,** 'Naming Words'.

This explains the subtopics which needs to be covered in the classroom session.

'Thinking Box' helps you reflect or recall what you already know about this topic.

You will be introduced to a new concept/topic here. This is the first learning objective.

You will further learn about a new concept or another concept is introduced. This covers the second learning objective.

This section has interesting classroom activities which will help you apply what you have learnt. Do these activities with your peers.

This section helps you recall the key learnings from the lesson.

You can learn in offline mode - through this workbook. And online mode - through digital lessons.

We hope that you will always be a 'learner' and keep up with the trends. Do your best to continue upgrading your skills, so that you can find success in your chosen field!

Why Do You Need Employability Skills?

Let us, first of all, understand the meaning of **'skill'**.

Skill is the ability to do something well. If you practice regularly, you can become skilful. **For example,** driving skills. We learn the technique of driving, and with practice we can become good drivers.

	1. Decide what skills you wish to learn.
	2. Set a goal.
	3. Search ways that can help you in learning the skill.
	4. Practice regularly.

Today, the most important skills are soft skills. **Soft skills** refer to the ability to communicate and work with the team. These are the skills that are in high demand and can make you a successful candidate when seeking a job or a promotion.

Employability Skills is the knowledge, skills, and attitude needed to get, keep, and grow in any job. While every person needs this competency to have a successful career, it is important to understand the role of employability for Persons with Disability (PwD). For most persons with disability, their exposure to the outside world might be limited. Be it spending a large amount of time at home or having a small social circle – there are many reasons why persons with disability may have a limited range of experiences. In addition to the lack of exposure and different experiences, another factor to consider is the lack of expectations that others have from persons with disability.

From a young age, persons with disability are likely to encounter people who may not have any expectations from them. For example, if a family runs out of milk in the house, they are more likely to ask a person without a disability than a person with disability to go out and get the milk. When anyone grows up in an environment where others don't expect anything from them, will they be equipped to compete with peers without a disability in the open labour market? Moreover, even after securing a job there are various challenges faced by PwDs with regards to the sympathetic perceptions of employers and low expectations.
The combination of lack of exposure, experiences, and expectations can lead to several gaps in one's understanding of the outside world. Employability can help bridge these gaps and level the playing field between persons with and without disability. It can serve as a foundation for the person with disability to develop the knowledge, skills, and attitude to contribute to any organisation and grow to become leaders in their field.

In other words, employability can enable one to:

- Communicate well.
- Follow instructions properly.
- Learning and Practicing skills
- Respect and get along with others.
- Take responsibility and initiative.
- Getting the exposure to be ready for job
- Overcome disability related challenges
- Apply knowledge to solve problems.
- Keep up with new trends, and much more!

Through these lessons, we hope that you will be able to learn more about yourself, build your personality develop disability specific skills and become a person who is highly employable to achieve great success in any organisation!

Best Wishes to the 21st Century Learner

Dear Learner,

Thank you for undertaking this learning journey!

We wish you the best as you become a self-learner and join the workforce, equipped with 21st century skills.

Through the Employability Skills curriculum, we hope you are able to:

- Discover your potential.
- Experience joyful learning.
- Be a respectful and responsible citizen of India.
- Practice inclusive and compassionate values.
- Plan your career and life effectively.
- Become a self-learner.
- Get ready to be the future workforce of the country.

All the very best!

1.1 Importance of Employability Skills

In this lesson you will learn :

1. Meaning of employability skills.
2. Importance of employability skills.
3. How to become a self-learner with growth mind set.

You will see many people around you who are in a job or a business (parents, siblings, friends or teachers). From the list given below, tick the qualities you think help them do their job or business:

Thinking Box

☐ Good communication skills.

☐ Good typing skills.

☐ Good cooking skills.

☐ Good English writing skills.

☐ Problem-solving skills

☐ Quick-learner

☐ Fighting skills

☐ Teamwork

Let's understand about employability skills

Employ		**Ability**		**Skill**		
To be in a job or work for salary	+	To have the right skills, knowledge required to do something	+	To not only know something but also do it in action	=	**Employability Skills**
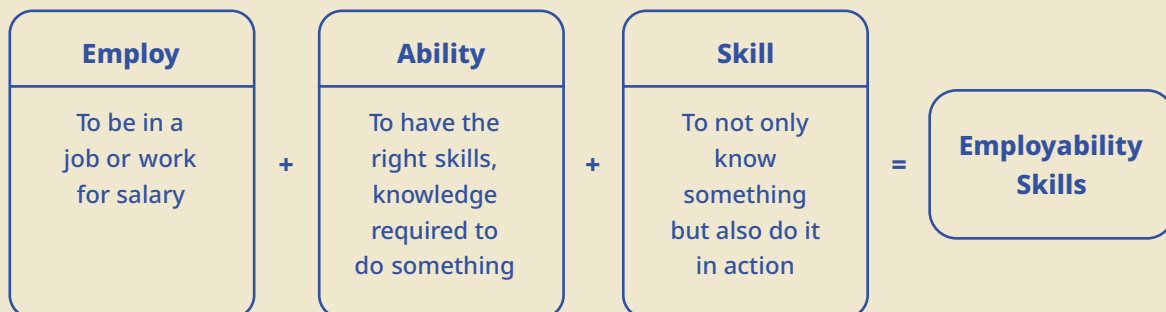
Employ: To be given a job by an employer or to have one's own business. A person is said to be employed when they get paid for their work on a regular basis.

Ability: To have the skills to perform a task well.

Skills: The ability to do something well.

Therefore, employability skills are a set of many skills which a person needs to be successfully employed.

Employability skills focus on building the right skills and attitude for getting, staying, and growing in a job.

Employability skills not only help in our work life, but also help us lead a better life in general. For instance, learning financial skills will help you manage your money for personal needs as well.

Ex: **John and Sarah** are B.Com. graduates. Both were hired as accountants by a finance company. The manager prefers John's work over Sarah's. Let us see why.

John paid attention to even small minute details at work. He was good with analysis and made sure that his reports were perfect. He was also good at time management and did not miss any deadline. Additionally, John could explain difficult financial information to people in an easy manner. He was also known for his honesty, which he maintained while handling confidential financial data.

On the other hand, Sarah struggled with paying attention to detail. She missed important details in reports and could not identify potential issues. She was poor at time management and missed deadlines a lot. Additionally, Sarah's communication skills were poor. She didn't listen properly and did not maintain the secrecy of certain financial information which led to problems for her company.

As time passed, John continued to do very well in his role, while Sarah struggled and was fired from the company.

The examples of John and Sarah show the importance of employability skills such as attention to detail, analytical thinking, time management, communication, and honesty. It also shows how employability skills help a person to grow at a workplace.

Sarah   **John**
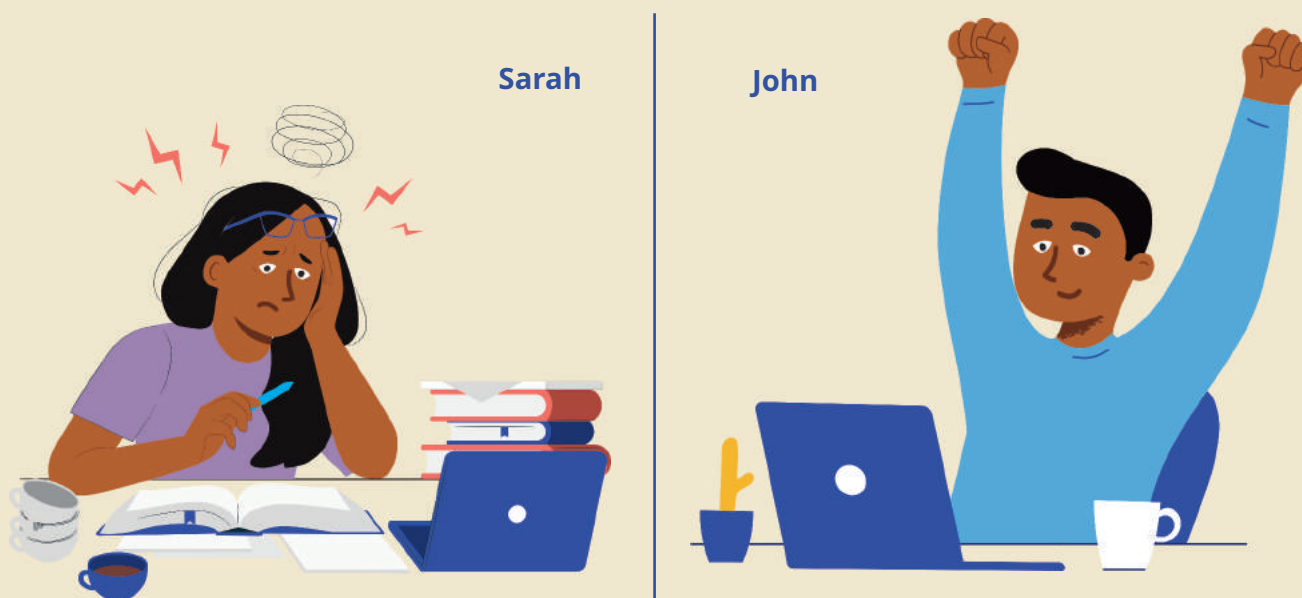
In this book, you are going to learn about many skills that will help you in the short-term and long-term for your professional and personal life.

Q1: **You have started a business running a car repair shop. Now you want to hire a full-time employee to support you. You have received a number of resumes for interviews.**

Which skills would you look for in a potential employee for your business? Tick the boxes accordingly.

☐ Identifies problems with cars.

☐ Manages their house well.

☐ Use computers to make bills for customers.

☐ Honest and dedicated towards work.

☐ Possesses good communication skills.

☐ Able to repair and replace defective parts of cars.

Q2: **Sakina, a person with disability, works in sales. She needs to call customers to share information about latest products offered by her company. She needs to be clear about what to say. What skills will help Sakina with her job?**

☐ Digital literacy.   ☐ Money management skills.

☐ Good communication skills.   ☐ Time management skills.

Let's identify the importance of employability skills

In today's competitive job market, it's important to be unique. To get a good job and to grow in our career, we need two types of skills:

1. Technical skills - Ex: Stitching, carpentry, IT skills, plumbing, etc.
2. Employability skills – Ex: Developing the right attitude, developing disability-related skills, getting ready for a workplace including working on soft skills which will help you use your technical skills well to have a successful career.

Employability skills can help you:

• Build the right attitude.
• Know how to behave in a professional environment.
• Work well with a team.
• Identify and solve your day-to-day problems and disability-related challenges.
• Communicate well at work.
• Gain digital literacy.
• Find a meaningful career path.
• Get hired for a job.
• Learn how to use digital technology comfortably.
• Be confident as a person.
• Present yourself well in the workplace.
• Understand disability specific skills.
• Communicate about your disability using positive language.

A lot of employers will make final hiring decisions based on how well candidates have both kinds of skills, technical as well as employability skills.

Create a group of 5 people. Form an imaginary company from any sector such as retail, Information Technology, manufacturing, financial services, hospitality, etc. Now list down the top 10 skills that you would like your employees to have.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

Let's identify about how to become a self-learner with a growth mindset

Self-learning is something we have been doing all our lives! It refers to learning something on our own. We usually think we need teachers or elders to teach us something new but we can learn things by ourselves as well. We don't always need a school, a classroom, or a teacher to learn new things.

Self-learning happens when you take responsibility for your own learning. It is a process by which you decide to learn a new thing in your own way. Ex: As a self-learner, you get to decide the following:

- What do I learn?
- Why should I learn?
- How do I learn?
- When do I learn?
- How fast do I learn?
- How do I test myself?

A self-learner is one who:

- Believes they can learn.
- Is curious.
- Takes initiatives.
- Explores independently.
- Accepts responsibility.
- Manages time.

In order to be a successful self-learner, you need one important thing - a growth mindset.

What is a growth mindset?

A growth mindset is the opposite of a fixed mindset. A person with a growth mindset is always willing to grow, change, and learn. A person with a fixed mindset is rigid. They cannot change easily or allow new ideas to make them better.

To be a self-learner, one needs to have a growth mindset because when we learn something by ourselves, we may make many mistakes and fail a few times. Learning to keep trying without giving up till we succeed is what helps us grow in life.

Growth mindset	Fixed mindset
• I can do this.	• I cannot do this.
• Mistakes are normal.	• Mistakes are unacceptable.
• I will learn from my mistakes.	• Mistakes are equal to failure.
• I will try again.	• If I fail once, I will always fail.
• I will work hard.	• I cannot work hard.
• I can learn new things.	• I cannot learn new things.
• I am happy to change.	• I do not like to change.
• I am happy to accept if I am wrong.	• I cannot be wrong.

Which mindset do you think you have? Do the activity below to find out!

Table 1	Table 2
☐ I'm a curious person. I search for many things that I want to know on Google.	☐ I should not waste my efforts in learning new things.
☐ I believe that by practice, I can improve myself.	☐ I believe that most skills are God-given and cannot be learned over time.
☐ I believe that failures are leaning.	☐ I should not try anything new which can lead me to fail.
☐ I accept challenges.	☐ I feel threatened by others' successes.
☐ When I see others succeed, it inspires me.	☐ I should not take feedback from anyone.
☐ I believe that feedback is an opportunity to learn.	

If you selected most of the activities in Table 1, you may have a **growth mindset**.

If you selected most of the activities in Table 2, you may have a **fixed mindset**.

Now reflect on the above exercise and the result of the same.
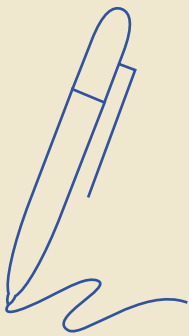
What I learnt today:

Put a ✓ if you know this topic well.

1. Employability skills are a set of many skills which we need to be successfully employed. ☐

2. A lot of employers will make final hiring decisions based on what skills candidates can bring to the job apart from their technical, trade-based skills. ☐

3. Having self-learning skills help you achieve lifelong learning and opportunities to grow in your career. ☐

4. A growth mindset is important to be a self-learner. ☐

1.2 Learning Employability Skills Online

In this lesson you will learn :

1. The meaning of e-learning.
2. The benefits of e-learning.
3. How to log into e-learning portals for employability skills.

What do you know about online learning and its benefits?

_____

_____

_____

Thinking Box

Let's identify what e-learning is

The COVID-19 pandemic has changed how learning takes place all over the world. Many learners like yourself started learning online through classes, YouTube videos, apps, etc. Online learning or e-learning refers to education or learning received online via digital devices such as:

- Computers.
- Tablets.
- Smart phones, and
- Any other device that can be connected to the internet.

Through e-learning, you can use educational materials at any time and from any place!

You can go beyond the limits of traditional books and classrooms and learn through many sources. You may use formats like e-books, PDFs, audios, videos, online lectures, etc. You can learn trade skills as well as employability skills from such sources.

What are the top three things you want to learn online?

1. _____
2. _____
3. _____

Let's learn about the benefits of e-learning

E-learning is not only for your college/studying days. With online education, you can learn skills which can help you do your job well. This can be a continuous process throughout your career. In fact, if you keep improving your skills, your career growth will be better. Let's look at how e-learning can help you gain employability in the 21st century:

- Practice and learn digital skills.
- Develop in-demand job skills.
- Explore new career pathways.
- Acquire new skills at a lower cost.
- Access latest content.
- Learn what you are interested in.
- Attain career growth.

Quick delivery of lessons

Increased learner engagement

Improved recall and retention

More resources and greater flexibility

Ease of access

E-learning is changing the job market for employees all over the world. You will now have to learn continuously and gain new skills to grow in your career. Hence, as a 21st century learner, you must explore the world of e-learning.

Q1. What kind of jobs are you looking for after your ITI course?

_____

_____

_____

Q2. What skills can you learn online to help you get this job?

_____

_____

_____

Let's learn how to log into e-learning portals to gain employability skills

An e-learning portal is a website that gives you access to online learning materials. There are several such websites to help you learn employability skills. Here are some websites to get you started:

Employability skills portals	Web address	Purpose
Bharat Skills Portal	https://bharatskills.gov.in/	Discover online lessons and study materials for trade skills and employability skills.
eSkill India	https://eskillindia.org/	Gain access to free, certified online courses.
ASEEM	https://smis.nsdcindia.org/	Find sustainable livelihood opportunities.
NSDC	https://nsdcindia.org/	Seek aid for funds to set up profitable training centres and vocational centres.
NIMI portal	https://trainingdgt.nimiprojects.in/	Access instructional materials, e-content, and question banks for trainees.
NAPS portal	https://www.apprenticeshipindia.gov.in/	Apply for apprenticeship opportunities relevant to your trade or industry.
Scheme portals	https://www.india.gov.in/mygovernment/schemes	Gain access to information about several governmental welfare chemes.

Activity Time!

There are many e-portals available to learn employability skills. You will demonstrate how to log into one such website. Let's explore one of the most useful portals for ITI learners - the Bharat Skills Portal using the steps given below:

If you are a screen reader user, ensure you have the required software (NVDA/JAWS) to access the computer and explore this portal. If you are accessing the portal from your phone, turn on TalkBack (Android) or VoiceOver (iOS).

Step 1:
Check for internet connectivity.

Step 2:
Open Internet Explorer (Chrome, Mozilla, or Firefox) or launch google.com

Step 3:
Type the web address/portal address 'bharatskills.gov.in' and then press the Enter key.

Step 4:
The Portal dashboard will be displayed with courses, trainings, and notifications as given in the image below.

Step 5:
To join a training, click on the course you are interested in.

Step 6:
To learn trade related skills online, click on the 'ITI Blended Learning' option.
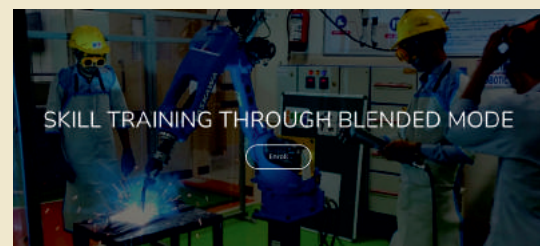
Step 7:
To enrol and register yourself for the training, click on the Enrol button.

Step 8:
Enter your username in the Username field, your email address, and your Portal Password. Select the 'Create my new account' option.

Step 9:
The training login screen will appear as displayed below. Enter the details and you will be able to access the training materials.

Login to your account
Don't have an account? Sign up!

Username

Password

☐ Remember username   Lost password?

Log in

Step 10:
To access study material for various courses, choose your course from the displayed list. You can now access study materials, employability skills, mock tests, and much more!

Choose Your Course

Craftsmen Training Scheme   Crafts Instructor Training Scheme

Electrician Fitter Welder COPA   Carpenter Plumber Welder Foundryman

View All   View All

Step 11:
You can also access the link given below to login into the Employability Skills Portal. You will be directed to an OTP-based login as shown in the image below.

http://employabilityskills.net/app/users/login

Welcome to
Employability Skills Portal!

Email ID/Phone Number

Send OTP

OR

SIGNUP

To learn more download Quest App now!

Tip for you:
Keep your password simple to remember.
Write down your login ID and password here so you don't forget it:
Bharat Skills Login ID: _____
Bharat Skills Password: _____
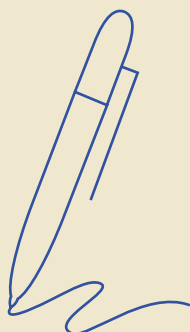
What I learnt today:

Put a ✓ if you know this topic well.

1. E-learning means learning received online via digital devices such as computers, smartphones, tablets, etc. ☐

2. E-learning helps us in improving our digital skills as well as in finding jobs. ☐

3. E-learning helps us become a 21st century learner. ☐

4. There are different e-learning portals to learn employability skills online including Bharat Skills, NSDC, NAPS, NIMI, etc. ☐

1.3 Explore the Future of Work

In this lesson you will learn :

1. Exploring the post-COVID job market.
2. The future of work.
3. Skills needed for the future of work.

Pick the statement(s) that you feel is/are true:

1. The world will never be the same again after the COVID-19 pandemic.
2. We will be back to normal in 2 years.
3. A new world, with new types of jobs and new working conditions, will get created.

Thinking Box

Let's learn about the post-COVID 19 job market

The COVID-19 pandemic brought the entire world to a halt. There was uncertainty all over the world at the start of the pandemic. Schools, offices, colleges, and shops were closed. Many people lost their jobs and some even lost their loved ones.

As the world is slowly recovering, there are new trends in India and around the world, especially in the job market.

Let's take a closer look at the post-COVID 19 job market.

1. **Digitisation or automation of jobs:**

   Many jobs are getting digitised. Machines are replacing human beings in the workplace. Ex: Robots are being used to serve food instead of waiters in restaurants in Mumbai, Bengaluru, and Ahmedabad.

2. **Remote Working:**

   Many offices premises have closed down because staff are working from home. Big IT companies are making working from home the new policy. This has opened up opportunities for persons with disability who are unable to travel or relocate to a new place. It has also helped women and caretakers to work better. At the same time, it has created additional pressures on such people to manage office work as well as housework.

3. Hiring from a wider pool of candidates:

Since people can work from anywhere, companies are willing to hire candidates from all over the country. Ex: If an office is based in Bengaluru, candidates from all over India can apply for the same and work from their homes. This has increased the competition for good jobs.

4. Need for digital skills:

It has become very important to have basic digital skills. Everyone from vegetable vendors and supermarkets to small shops now use digital currency.
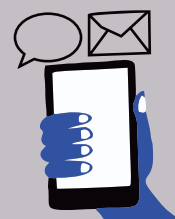
5. Rise of platform economy:

Digital businesses such as Uber, Ola, Zomato, Big Basket, and Swiggy have increased their volume of business. Instead of having physical shops, products are displayed on digital apps or websites.

6. Focus on green jobs:

This is a new job sector in the 21st century. Green jobs are jobs that help reduce pollution, and preserve the environment as well as the planet. Such jobs get additional support through subsidies from the Government.

There have been many changes in the world of work during and after the COVID-19 pandemic. What are some changes that you have noticed?

_____

_____

_____

_____

_____

_____

Let's learn about the future of work

In the past few years, there has also been a rapid growth in certain industries in India. There are new job sectors coming up with new and exciting opportunities that we haven't seen before.

Jobs that have become outdated or seen a decline in demand in the past 5 years include:

- STD booths.
- Photo studios.
- Audio cassettes/CD recording.
- Scissors grinder.
- Bicycle repairs.
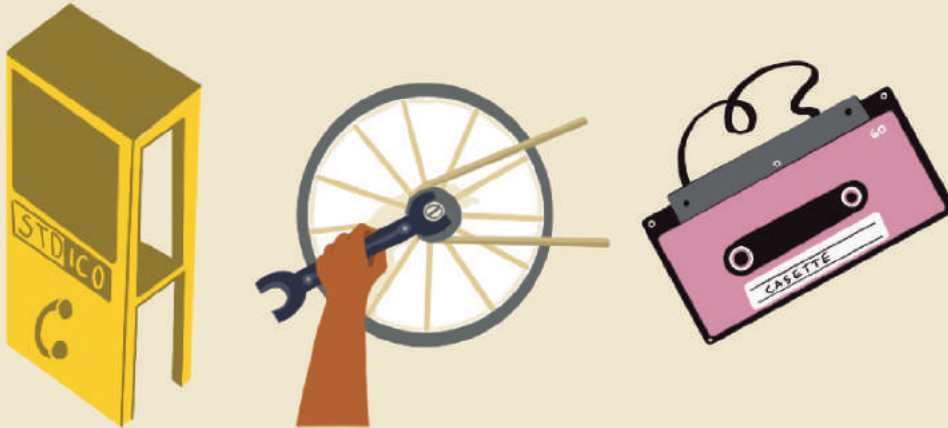
Job roles that exist now which were not present 5 years ago include:

- Online retail.
- Healthcare.
- Pharmaceutical.
- Financial and banking services.
- Computers and IT.
- Gig work sector (Online education, transportation services, and caterers).
- Green jobs (Environmental technicians, solar installers, recycling workers, etc.).

Find out new type of job opportunities available for your trade by searching online and write them below.

_____

_____

_____

_____

Let's learn about 21st century workplace skills

According to the **India Skills Report 2022** by Wheebox, only 48.7% of the total youth in India are employable. This means almost 1 out 2 Indian youths are not employable. The study also says that about 75% of all the companies surveyed reported that candidates don't have the skills that employers need. Additionally, the job market will keep changing continuously (the way it changed during COVID-19). The skills we have today will not be of much use in the future. To stay employed, we need to keep learning new skills.

How can young professionals stay competitive in this demanding and changing job market?
21st century skills will help you get employed and create a successful career path, even when the job market keeps changing continuously.

21st Century Skills

Foundational Literacies
How students apply core skills to everyday tasks

- Literacy
- Numeracy
- Scientific literacy
- ICT literacy
- Financial literacy
- Cultural and civic literacy

Competencies
How students approach complex challenges

- Critical thinking/ problem-solving
- Creativity
- Communication
- Collaboration

Character Qualities
How students approach their changing environment

- Curiosity
- Initiative
- Persistence/grit
- Adaptability
- Leadership
- Social and cultural awareness

Q1. What do you think the phrase '21st century skills' means?

_____

_____

_____

_____

Q2. Which of the 21st century skills listed in the image above do you wish to learn?

_____

_____

_____

_____

Activity Time!

Fill the table below by rating your current 21st century skills and note down how you can improve your rating for each skill.

21st Century Skill	Rating	What can you do to improve your score?
Communication	/ 10	
English literacy	/ 10	
Digital literacy	/ 10	
Financial literacy	/ 10	
Problem solving	/ 10	
Flexibility	/ 10	
Creativity	/ 10	
Entrepreneurship	/ 10	
Career mindset	/ 10	
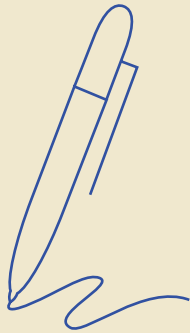
What I learnt today:

Put a ✓ if you know this topic well.

1. The COVID-19 pandemic had a great impact on the job market in India and across the world. ☐

2. Some jobs became obsolete (outdated) while a lot of new jobs emerged. ☐

3. 21st century skills will help gain good employment and create successful career paths. ☐

2.1 Our Constitution: Guiding Principles

In this lesson you will learn :

1. Introduction to the Indian constitution
2. Guiding principles of the constitution
3. Rights and duties as an Indian citizen

Thinking Box

Republic Day of India is celebrated on 26th of January.
Do you know why? Search on the internet (or ask someone) and write your answer.

_____

_____

_____

Let's learn about our Constitution

Every household, school, or sports has their set of rules. Similarly, every country has its own set of rules – we call it the law.

The Constitution of India (Bhartiya Samvidhan) is like a rule book.
It is made up of laws and rules for the country. It also describes the rights and duties of its citizens. It helps to manage the country in a good and fair way. Did you know?

1. All countries have a Constitution.
2. The Constitution of India is the longest Constitution in the world.
3. Dr. B.R. Ambedkar was the chairperson of the writing team.

Preamble of the Indian Constitution
The Preamble to the Constitution of India is a brief statement about the purpose and principles of the Constitution.

WE, THE PEOPLE OF INDIA, having solemnly resolved to constitute India into a **SOVEREIGN SOCIALIST SECULAR DEMOCRATIC REPUBLIC** and to secure to all its citizens:

It is a declaration that the people of India have defined themselves as free people (sovereign). There is social and economic equality in this state and there will be no discrimination based on caste or gender. Everyone has equal rights and opportunities to get jobs and earn their livelihoods.

The Constitution of India
PREAMBLE

We the people of India, having solemnly resolved to constitute India into a [SOVEREIGN, SOCIALIST, SECULAR, DEMOCRATIC REPUBLIC] and to secure to all its citizens:

JUSTICE, social, economic and political

LIBERTY of thought, expression, belief, faith and worship;

EQUALITY of status and of opportunity; and to promote among them all

FRATERNITY assuring the dignity of the individual and the [unity and integrity of the Nation];

IN OUR CONSTITUENT ASSEMBLY this twenty-sixth day of November 1949 do HEREBY ADOPT, ENACT AND GIVE TO OURSELVES THIS CONSTITUTION.

Let's learn about the guiding principles of The Indian Constitution

India is a **SOVEREIGN** country: This means India can make its own decisions. Other countries do not make or affect the rules and decisions of India.

India is a **SOCIALIST** country: This means the government should give equal access to resources and opportunities to its citizens from every caste, religion, gender, and financial status. The resources can include access to food, healthcare, clean environment, and quality education.

India is a **SECULAR** country: This means that people from all religions or no religion are treated equally in our country.

India is a **DEMOCRATIC** country: This means that everyone is allowed to have different opinions and make their own choices. It gives equal respect to everyone's opinions, thoughts, and beliefs.

India is a **REPUBLIC:** This means that all citizens have the freedom to vote for a leader who will represent them. One person, like a King or a Queen, does not hold all the power in a republic.

Activity Time!

**Discuss examples of each principle with your group.
Take help from your teacher or search online.**

SOVEREIGN
Example: Choosing a Prime Minister or President of India. No other country effects this decision

SOCIALIST

SECULAR

DEMOCRATIC

REPUBLIC

Let's learn about the rights and duties of an Indian citizen

Rights: things that we are morally and legally allowed to do.

1. **Right to Equality** - Ex: Right to be treated equally before law irrespective of religion, language, age, caste, sex, and gender.
2. **Right to Freedom** - Ex: Freedom to practice any profession or to carry on any occupation, trade, or business.
3. **Right against Exploitation** - Ex: Prohibition of employment of children.
4. **Right to Freedom of Religion** - Ex: Freedom to practice any religion.
5. **Cultural and Educational Rights** - Ex: Right to conserve culture, language, or script.
6. **Right to Constitutional Remedies** - Ex: Right to move to the Supreme Court if a person wants to get their fundamental rights protected.

Duties: Duty is a responsibility. You should do it for yourself and others. This makes you a good citizen. Examples: Parking your vehicle in the space given to you and not anywhere you want to, or wearing a helmet while riding.

Persons with disability (PwDs) are an important part of India's society. They have the right to access the same opportunities and services available to any Indian citizen.

It is important for us to know about **'The Rights of Persons with Disability (RPwD) Act, 2016'** – a legislation that protects all PwDs against discrimination and promotes equal opportunity.

Did You Know?

In 1995, India passed the Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act. After signing the United Nations Convention on the Rights of Persons with Disabilities (CRPD) in 2007, it passed a new Act in 2016. This is The Rights of Persons with Disability (RPwD) Act, 2016.

The RPwD Act, 2016 covers many points for persons with disability. Here are 3 important ones you should know about:

1. **Recognising 21 Disabilities:**
   While the 1995 Act recognised 5 disabilities, the 2016 Act has recognised 21 disabilities. These are:

Blindness	Dwarfism	Leprosy Cured Persons	Multiple Sclerosis	Speech & Language Disability
Low Vision	Intellectual Disability	Autism Spectrum Disorder	Sickle Cell Disease	Multiple Disabilities including Deaf-blindness
Cerebral Palsy	Mental Illness	Acid Attack Victims	Thalassemia	Chronic Neurological Conditions
Hearing Impairment	Muscular Dystrophy	Parkinson's Disease	Haemophilia	Specific Learning Disabilities
Locomotor Disability				

2.   **Equal Opportunity Policy:**
      As per the Act, private sector companies have to follow certain mandates (official orders) to be disability friendly. The Equal Opportunity Policy or EOP is one such mandate for companies with 20 or more employees.

      The objective of an EOP is to ensure PwDs have the same opportunities for employment, pay, and promotion on par with persons without a disability.

      An Equal Opportunity Policy must include:

	Facilities and amenities for PwDs.
	List of suitable posts identified.
	Processes on selection, training, transfers, leaves, and so on.
	Provisions for assistive devices and barrier-free accessibility.
	Appointment of a liaison officer.

Companies with less than 20 employees also need to provide facilities and amenities for persons with disability.

Let us understand the importance of Equal Opportunity Policy for persons with disability with two examples:

Example 1: When Kaliappa, a person with disability, went to a large company for a walk-in interview, the interviewer was a little doubtful and said, "I am not sure if this role is for persons with disability". Kaliappa politely told the interviewer, "As per the RPwD Act, your company will have an Equal Opportunity Policy for persons with disability. I request you to conduct my interview and see if I am suitable." The interviewer understood that Kaliappa had rights just like all citizens to apply for different jobs.

Example 2: When Robert, a person with disability, joined his dream IT company, he was quite nervous about how he would manage. However, since the company had an Equal Opportunity Policy, it helped Robert in many ways. Whenever he had any concerns, he could approach the liaison officer for support. Thanks to the policy, his request for an assistive device could be easily approved as there was an allotted budget for it.

3. **Reasonable Accommodations:**
    Reasonable accommodations are necessary and appropriate modifications and adjustments to ensure PwDs can exercise their basic rights equally with others. It enables PwDs to participate on an equal basis with others. Denying reasonable accommodation to a person with disability is considered discrimination.

    Here are some examples of reasonable accommodations:

	Work documents (e.g. presentations, training materials, etc.) in braille or digital format for blind persons.
	Leave for blood transfusion for a person with thalassemia.
	Home-based KYC verification for persons with locomotor disabilities.

Think about what reasonable accommodations you need to live a life of dignity.

Be it education, employment, healthcare, or culture and recreation, the RPwD Act 2016 covers all aspects in the life of a person with disability.

Persons with disability can also access different schemes to get concessions and benefits. Explore the link below to know more:
https://www.swavlambancard.gov.in/schemes/search

To access these schemes, it is mandatory to have a Unique Disability Identity (UDID) Card. Explore the link below for more information:
https://www.swavlambancard.gov.in/

Activity Time!

Read the statements written in the middle of the column.
Point arrows to the correct boxes of either Rights (<) or Duties (>)

Rights are the things we expect from our family, community and our country.		Getting quality education		**Duties are the things we do for our family, community and our country.**
		Paying taxes		
		Getting clean water		
		Marrying anyone of your choice		
		Practice any religion		
		Dropping waste only at proper government authorised locations		
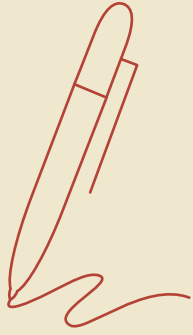
What I learnt today:

Put a ✓ if you know this topic well.

1   The Indian constitution is a set of laws and rules for our country which mentions the rights and duties of its citizens and helps the country run in a fair way.   ☐

2   There are 5 guiding principles: **SOVEREIGN SOCIALIST SECULAR DEMOCRATIC and REPUBLIC**.   ☐

3   We as citizens of India have our rights (mentioned in the Preamble as well) and duties which we should be responsible for.   ☐

4   The Rights of Persons with Disability Act, 2016 protects PwDs against discrimination and promotes equal opportunity in all aspects of life.   ☐

2.2 Protecting Our Environment

In this lesson you will learn :

1. What is environmental crisis?
2. Why do we need to maintain a sustainable environment?
3. How to develop a green lifestyle

Thinking Box

Circle the type of pollution you know about

Water pollution   **Air pollution**   **Sound pollution**

Let's learn about the causes of environmental problems

Have you ever wondered:

1. What happens to garbage after it is collected by a garbage truck?
2. Where does the garbage you see in a river or on the beach go?
3. Is there a negative effect of cutting down trees?

The above problems lead to pollution. Pollution is when gases, smoke, and chemicals enter the environment in large amounts and make it harmful for plants, animals, and humans.

In recent times, these environmental problems of pollution have become very serious. As per scientific studies, such harmful effects cannot be changed. This has led to an environmental crisis.

Let's look at some of the major problems that have caused this environmental crisis.

Environmental problems		Causes
Land Pollution		Solid and liquid waste disposed of in landfills and chemical wastes that pollute the earth's surface.
Air Pollution		Exhaust from vehicles and smoke from industries and factories, burning of fuels, etc.
Water Pollution		Paints, plastics, and chemicals released from industries and other human activities.
Deforestation		Forests are destroyed by cutting trees for agriculture and housing purposes.
Soil Erosion		When dirt or soil washes away by water, wind, and other natural forces.

What are some of the environmental problems in your region?

_____

_____

_____

_____

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Pollution has various negative effects on the health of plants, animals, people and the planet. Let's examine the major effects of environmental problems today:

Ozone depletion	The thinning of the ozone layer is due to the release of poisonous gases like CFCs (chlorofluorocarbons) in the atmosphere. This causes severe damage to human health.
Global warming	Global warming happens when carbon dioxide (a greenhouse gas) and other air pollutants collect in the atmosphere. This leads to a rise in Earth's temperature.
Loss of Biodiversity	Climate change, pollution, hunting of animals and destruction of their shelter results in the death of many precious plants and animals.
Long-term effects on human health	Humans are at increased risk of many diseases due to pollution - heart diseases, lung congestion, cancer, and reduced life expectancy.

We need to maintain our environment to create a safe life for all living beings on this planet and for future generations.

What are the common effects of pollution in your locality?

_____

_____

Let's learn how to develop a green lifestyle

Protecting the environment is our responsibility. So how can we adopt an eco-friendly lifestyle in our day-to-day life? Here are some green habits you can adopt to save the planet. In order to make simple changes to live a greener and sustainable life, we must:

	Use bicycles and public transportation.
	Avoid chemical pesticides and fertilisers.
	Save electricity by turning off appliances and lights.
	Reduce the amount of plastic waste.
	Carry reusable cloth/paper bags when shopping.
	Recycle cans, bottles, paper, books, and even utensils.
	Plant trees and encourage others to do so.

What are methods you will follow to adopt a green lifestyle?

_____

_____

_____

_____

_____

Activity Time!

Geeta and Noor are good friends. They decided to grow vegetable gardens behind their houses. They found out that giving fertilisers would help the plants grow better. So Geeta collected cow dung from a milkman. Noor went to a nearby shop to buy a fertiliser. Both were happy to see vegetables growing in their garden.

Who do you think followed a more environmentally friendly method? Why?

_____

_____

_____

_____

_____
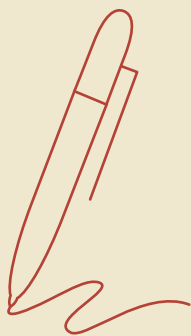
What I learnt today:

Put a ✓ if you know this topic well.

1. Pollution has negative effects on the health of plants, animals, people and the planet ☐

2. We need to maintain our environment to create a safe life for everyone ☐

3. We can reduce unnecessary waste by following - reduce, reuse and recycle ☐

4. We can save the planet by adopting green habits like - recycling, planting trees, saving water etc. ☐

3.1 21st Century Employability Skills

In this lesson you will learn :

1. 21st century employability skills.
2. Assessing your skills.
3. Making a plan for your skill development.

Thinking Box

By now, you must have understood the term 'Employability Skills'. You might know that in cricket, when a batter scores 100 runs, it is called a 'century'. Similarly, 100 years is also called a century. The period between the years 2000-2100 is called the 21st century.

What are the 3 main ways in which people learn differently in the 21st century compared to earlier times?

1. _____

2. _____

3. _____

Let's learn about 21st century employability skills

What is an Industrial Revolution?

An Industrial Revolution refers to a period in which major changes take place in how manufacturing happens. Over different centuries, the process of manufacturing various goods has changed due to technology and scientific developments. We may think this is a small change but it is not. Every time there has been an industrial revolution, people's way of life has completely changed.
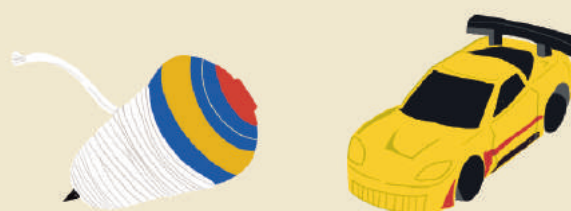
For example, in their childhood, our grandparents, used to play with handmade toys. As time passed, few industries started making toys with the help of machines. Using such machines, toys were produced in large quantities.

What types of toys did you or your friends have in your childhood?

☐ **Handmade**

☐ **Machine made**

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Let us understand the 4 major industrial revolutions.

1st Industrial Revolution	2nd Industrial Revolution	3rd Industrial Revolution	4th Industrial Revolution
Started in 18th century	Started in 19th century	Started in 20th century	Started in 21st century
Things developed: Cotton mills Steam engines Trains	**Things developed:** Electricity Mass production of clothes, cars, and other goods	**Things developed:** Computers Internet Machines for simple human tasks like the Automated Teller Machine (ATM)	**Things developed:** Robots for human jobs Internet-based jobs Internet and technology to connect the entire world
			We all are here

Tick the skills or tasks that are most relevant in the 21st century to be employable:

Typing	☐	Critical thinking and problem-solving	☐
Hardware	☐	Computer programming languages	☐
Wood cutting	☐	Physical strength	☐
Needle work and weaving	☐	Logical reasoning	☐
Digital fluency	☐	Communication	☐
Basic computer	☐	Teamwork and collaboration	☐
Entrepreneurship	☐	Time management	☐
Creative thinking	☐	Analytical skills	☐
Blacksmithing	☐	Self-learning	☐

Let's learn about skills assessment

Regular checking or assessment of your skills is necessary for the growth of your career. Here are a few steps you can follow to assess your skills:

Step 1: Make a list of your hard skills and soft skills.

Hard skills refer to job-related knowledge and abilities needed to perform one's job effectively.

Soft skills are personal habits and traits that shape how one works on their own and with others.

Ex:

Hard Skills	Soft Skills
Typing 60 words in a minute	Ability to learn things quickly

Step 2: Identify gaps in your skillset.

Example: I need to learn MS Excel. I need to learn how to use a screen reader (for blind people). I need to learn Indian Sign Language (for Deaf people).

Step 3: Research and understand the skills which are in demand in your trade or industry. Learn about the big companies in your industry to understand what skills are trending currently and are in demand. You can also undertake research on the companies which hire persons with disability and understand which job roles they have opened up specifically for PwDs.

Example: You can use online search engines (such as Google) to find out "skills required for a civil draughts person's jobs."

So, if you want to find a job, you should do the following:
·   Create your resume and undertake self-reflection.
·   Ask other people for feedback on your work.
·   Take an Online Behaviour Test.
·   Understand different jobs performed by persons with disability.
·   Get to know different jobs that match your skillset.

Let's make a plan for your skill development

We usually think that a person can either be intelligent or unintelligent. We decide this based on the marks we get in school or college, but that is not completely true. There are 8 types of intelligence or smart!

A person can be weak in mathematics, but very strong with physical skills (such as playing sports, weightlifting, yoga, etc.). Someone who is weak in language skills may be very good with musical skills. So the next time someone asks you about your strengths, you can answer them based on the 8 types of intelligence or "smart" given in the image below.
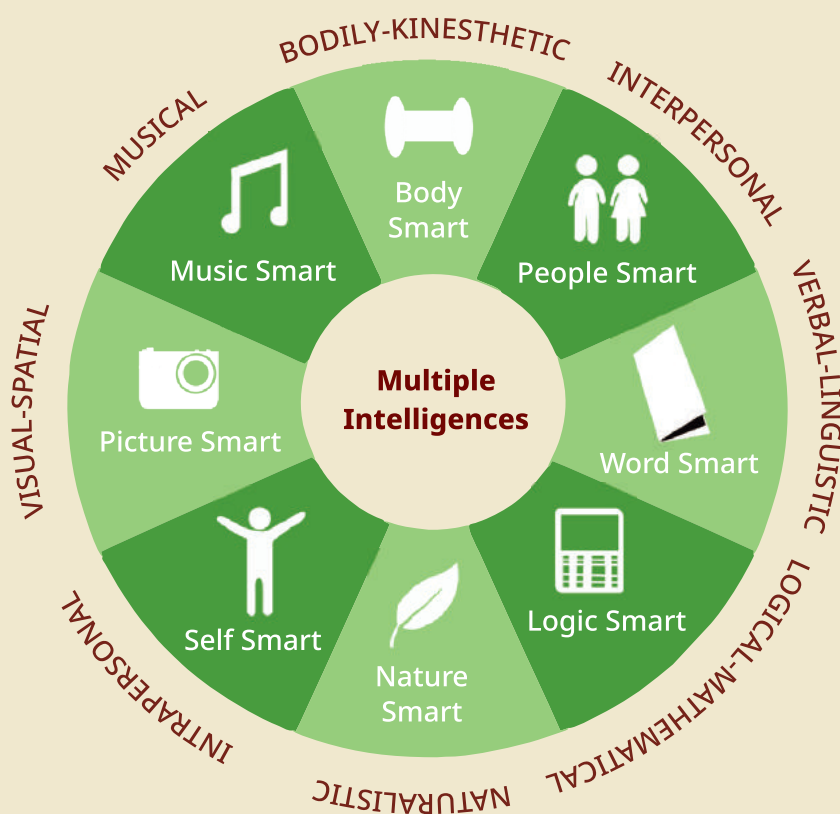
With the help of the statements below, check what type of intelligence or smart you have. Tick the statements which you relate with the most in all the categories:

Picture Smart	Word Smart	Logic Smart	Body Smart
Characteristics:	**Characteristics:**	**Characteristics:**	**Characteristics:**
☐ Read and write for enjoyment	☐ Remember written and spoken information	☐ Have excellent problem-solving skills	☐ Skilled at dancing and sports
☐ Good at putting puzzles together	☐ Enjoy reading and writing	☐ Enjoy thinking about abstract ideas	☐ Enjoy creating things with hands
☐ Interpret pictures, graphs, and charts well	☐ Good with debates or giving persuasive speeches	☐ Like conducting scientific experiments	☐ Have excellent physical coordination
☐ Enjoy drawing, painting, and visual arts	☐ Able to explain things well	☐ Can solve complex computations	☐ Remember by doing rather than by hearing or seeing
☐ Recognise patterns easily	☐ Ability to use humour when narrating stories		

Music Smart	People Smart	Self Smart	Nature Smart
Characteristics:	**Characteristics:**	**Characteristics:**	**Characteristics:**
☐ Enjoy singing and playing musical instruments	☐ Skilled at verbal communication	☐ Able to analyse strengths and weaknesses	☐ Interested in subjects such as botany, biology, and zoology
☐ Recognise musical patterns and tones easily	☐ Good with non-verbal communication	☐ Enjoy analysing theories and ideas	☐ Categorise and catalogue information easily
☐ Remember songs and melodies	☐ Able to see situations from different perspectives	☐ Have excellent self-awareness	☐ Enjoy camping, gardening, hiking, and exploring the outdoors
☐ Have a rich understanding of musical structure, rhythm, and notes	☐ Can create positive relationships with	☐ Understand the basis for motivations and feelings	☐ Dislike learning unfamiliar topics that have no connection to nature
	☐ Able to resolve conflicts in group settings		

Activity Time!

Q1. Which one (or more) is your area of intelligence from the list given above?

_____

_____

Q2. Can you think of careers where you can make use of your strengths and intelligence?

_____

_____

What I learnt today:

Put a ✓ if you know this topic well.

1. 21st century employability skills refer to the various skills that are critically important to be successfully employed in today's world. Ex: Digital skills, interpersonal skills, life skills, and communication skills. ☐

2. Regular assessment of your skills is vital for growing in your career. ☐

3. Developing your skills for the career you choose will help you grow in your job or business. ☐

3.2 Know Yourself

In this lesson you will learn :

1. What it means to 'know yourself' and appreciate your journey.
2. Understanding your strengths and areas of improvement.
3. How to talk about your qualities, abilities, and disability in a positive way.

As a person with disability, reflect and write the top 3 things you consider as your achievements or things you are proud of:

Ex: I have completed my schooling despite inaccessible situations. I move around independently. I learned sign language. I am good at sports.

1. _____

2. _____

3. _____

Thinking Box

Let's learn more about ourselves and our journey

If you know what you are good at, you can identify the right career opportunities. Additionally, when you understand your areas of improvement, you will always keep learning and growing!

To know yourself fully, you need to reflect on your journey so far. Think about all the milestones you have achieved and the challenges you have overcome. Be it in your family, school, travel, communication, or daily tasks, you must have taken a lot of effort to reach where you are today.

TO GROW YOURSELF YOU MUST KNOW YOURSELF

knowing yourself is the BEGINNING of all WISDOM

Recognise what actions you have taken in your journey and appreciate yourself for it. When you appreciate yourself, it can motivate you and give you the confidence to move forward. It can also help you know yourself better.

Your journey would be incomplete without your support system. It is important to acknowledge the roles played by your family, teachers, and friends. Think about the support they offered and the opportunities they provided for you to grow. Knowing yourself includes understanding your abilities and interests:

Abilities	Interests
Things that we are good at doing	Activities you like to do
Things that other people recognise as our qualities	Things that make you happy
Things that people often ask us to help with	Something that you do in your free time

You Can Do It!
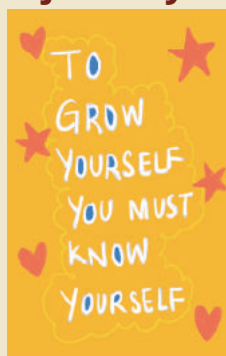
Our abilities and interests are our strengths.
When we focus on our strengths, we can learn more and grow.

We can always acquire new abilities and interests. There are many things that we may not have tried yet. As we experience new things in life, our abilities and interests grow as well.

Your disability is not your identity
When we say 'know yourself', it also includes knowing your disability. Just like how your ability or interest is a part of you, your disability is also another part of your identity. However, it is not your complete identity.

Example: Sathish always introduces himself as, "Hi. I am Sathish! I am a blind person." whereas Lovlin says, "Hi. I am Lovlin. I am a poet, an animal lover, and a hard worker. I am a person with blindness.". People are more comfortable with Lovlin. Why? Sathish focuses on his disability. Lovlin sees herself as a person with many different aspects to her personality!

Due to limited exposure or experience, persons without disability may focus on your disability instead of you as a person. To enable them to see you as a person, think about how you can communicate or share your identity with the world. Remember, what you focus on is what grows over time!

Now think about your life and fill in the list given below with your answers. You can choose to write about it, come up with a drawing, write a poem about it, etc. Be as creative as possible.

1. Name:
2. Sex:
3. Gender:
4. Best quality about me:
5. In my free time, I like to:
6. My other identities (E.g. I am a son/daughter, student, sportsperson, artist, etc):
7. One adjective which describes my personality or my interests (Trekker, public speaker, etc.):

Let's learn what strengths are

Having a clear understanding of your strengths and areas of improvement will help you create goals. Strengths are qualities and skills that are considered positive. It helps you grow in life and in your career. You could have acquired such skills either naturally or could have cultivated and built them over the years through experience.

Example: Good memory, good communication skills, mathematical skills, kindness, politeness, and friendliness are all personal strengths.

What are your strengths and areas of improvement?

Areas of improvement are those where you need to develop the strength or ability to do something well. Everyone has areas of improvement. With effort and practice, you can work on them and turn them into strengths!

My strengths and areas of improvement

Observe yourself and identify your personal strengths and areas of improvement in the chart below. Additionally, write about how you will work on these areas of improvement.

My Strengths	My Weaknesses	How will I overcome my weaknesses?

Let's learn to talk about our qualities, abilities, and disability in a positive way

In most job interviews, the interviewer may not know about disabilities. They may not understand your disability or know how to ask the right questions. So it is important for you to be prepared to talk about your disability in the right manner. Since disability is just one part of your identity and not your whole identity, you need to think of how to talk about your other qualities, abilities, and talents.

You may follow the given tips during an interview to talk about yourself:

1. **Focus on things you are able to do on your own. Example:** Move around independently, climb up two storeys with the support of a railing, use a computer with the screen reader, communicate by writing or using sign language, etc.

2. **Demonstrate the solutions you use. Example:** Use a white cane to move around, use sign language to communicate, use a wheelchair to move, etc.

3. **Use person-first and positive language about yourself and your disability.**

4. **Share examples of your journey and the challenges you have overcome. Example:** How you travelled for your education, how you took notes during classes, how you manage day-to-day tasks independently, etc.

Appropriate Disability Terminologies
Say: Person with Disability

Avoid saying: Differently Abled / Special Abilities

Don't say: Handicapped / Challenged / Suffers from…

Disability	Say…	Avoid Saying
Physical Disability	Person with Locomotor Disability / Person with Mobility Disability Wheelchair User Person Affected by Leprosy Leprosy Cured Person Person with Dwarfism / Person of Short Stature Acid Attack Victim Person with Muscular Dystrophy	Cripple / Lame Wheelchair Bound Confined to Wheelchair Leper Dwarf
Vision Impairment	Person with Vision Disability / Blind Person Person with Low Vision	Visually Challenged
Hearing Impairment	Person with Hearing Disability / Deaf Person Person Who is Hard of Hearing	Deaf and Dumb Deaf Mute
Intellectual Impairment	Person with Intellectual Disability	Mentally Retarded Mental / Deranged / Retard / Psychotic / Insane
Mental Illness	Person with Mental Illness Person with Psycho-Social Disability	Crazy / Mental / Maniac / Nut case / Psycho
Specific Learning Disability	Person with Dyslexia / Dysgraphia / Dyscalculia / Dyspraxia / Developmental Aphasia	Dyslexic / Retarded
Autism	Person with Autism	Autistic
Blood Disorders and Chronic Neurological Conditions	Person with Haemophilia / Thalassemia / Sickle Cell Disease / Person with Multiple Sclerosis / Person with Parkinson's disease	Hemophilic / Thalassemic
Multiple Disabilities	Person with Cerebral Palsy Person with Deaf-blindness	Spastic The Deafblind

SOURCE: Diversity & Equal Opportunity Centre-DEOC. This list is in accordance with the RIGHTS OF PERSONS WITH DISABILITIES (RPWD) ACT, 2016

5. **Highlight the most important and relevant skills for the job.**
Example: Think about your strengths, abilities, and interests and match those with the job requirements. Provide relevant examples to support the points you mention.

You will learn more about how to be a self-advocate in Module 12 on 'Disability Specific Skills'.

Activity Time!

Q1. Identify your strengths.

Tick/circle the qualities, talents, or skills that you have. If you wish to add any skills to the list, write them in the blank space provided below:

Honest	A good painter	A good leader
Caring	A singer	A good cook
Hard Working	A magician	Good with computers
Innovative	An actor	Fluent in English
Career Focused	A director	Drive well
Loyal	An artist	Play _____ (any sport)

Q2. Complete the following statements with the strengths you have identified in the previous activity.

1. **My name is** _____
   (Write your first name and last name.)

2. **I am** _____
   (Write 2 to 3 strengths from the list above, or write something else.)

3. **I am** _____
   (Write 1-2 areas of improvement from the list above, or write something else.)

4. **I will** _____
   (Write 1-2 actions you will take to work on your areas of improvement from the list above, or write something else.)

What I learnt today:

Put a ✓ if you know this topic well.

1. Knowing yourself through self-reflection and appreciating your journey. ☐

2. Knowing that disability is a part of your identity and not your complete identity. ☐

3. Understanding your strengths and areas of improvement to help you grow in life and in your career. ☐

4. Talking about your qualities, abilities, and disability in a positive way. ☐

3.3 Critical Thinking & Decision -Making

In this lesson you will learn :

1. The meaning of critical or analytical thinking.
2. How to make decisions.
3. To practise decision-making.

Which of the following statements are true for YOU :

Thinking Box

Statement	Yes/No
I can solve all problems in my life easily.	
I need the support of my family/friends to make decisions.	
I can take decisions on my own.	

Let's learn the meaning of critical or analytical thinking

Critical or analytical thinking is a way of thinking to solve a problem. It helps us find out different options to solve our problems. It also helps us find out if something we have been told is the truth or not.

Analyzing is extremely important in our daily lives and in our jobs as well.

Example: Imagine that your uncle tells you,
"We can never learn without books.
" You can critically or analytically think about this by asking yourself:
· Is that really true?
· How else can we learn?
· What happens if we learn without books?

This way, you can examine a particular problem based on facts.
The best practice is to:
· Think critically by asking many questions.
· Look at different aspects of the situation or problem.
· Not believe everything you hear or see.

Let's look at another example.
Rahul is blind. He joins a company and attends their training. On the first day of the training, Rahul asks the trainer to give descriptions for visual content. The trainer explains on the first day but forgets to do so later on. Rahul feels bad about this. He concludes that the trainer is a bad person.

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What could be reason for the trainer not giving visual descriptions later on?

_____

_____

_____

_____

_____

_____

_____

It is natural for Rahul to feel bad, but is he right in concluding that the trainer is a bad person?

Think about how Rahul can approach this situation differently.

Rahul can understand the information available to him from different angles, seek answers, and come to a conclusion. If he follows these steps, he will be thinking critically/analytically. In this case, Rahul could analyze that there could be different reasons for the trainer's behavior which would help him solve the problem.

Reason	Rahul's Solution
The trainer is not able to concentrate on Rahul since there are many other employees.	Rahul requests the trainer to assign a buddy who can help him with visual descriptions.
The trainer is not sure of how to give visual descriptions.	Rahul shares a simple one-pager with the trainer on how to give visual descriptions to the blind.
The trainer assumes that Rahul needed the visual descriptions only for one day or is a forgetful person.	Rahul reminds the trainer again.

Practicing critical thinking and analyzing helps you get the best results. Let us now practice critical or analytical thinking.

Write 25 good points of a plastic chair. To get you started, we have shared 10 sample points below.

No.	Good Points About a Plastic Chair
1.	The color is good. It is nice to look at.
2.	The chair is lightweight, which makes it very easy to carry.
3.	The finishing of the chair is good. If someone bangs into it, they won't be injured.
4.	Many of these chairs can be arranged in a small room because they require less space.
5.	You can use this chair in any weather (summer, winter, or monsoon) without any issues.
6.	The chair can be cleaned/washed easily if required.
7.	The chair can be stacked which saves space.
8.	The price of the chair is affordable.
9.	It has holes in the back which is good for air circulation.
10.	It is straight in structure and good for your back.
11.	
12.	
13.	
14.	
15.	
16.	
17.	
18.	
19.	
20.	
21.	
22.	
23.	
24.	
25.	

Before you started writing, did you think you could come up with so many points?

Just like you thought of 25 good points for the chair, you can also come up with 25 bad points. This will help you look at the same object from a different point of view. If your thinking is focussed, you can come up with many more points. You can even compare a plastic chair to other chairs (iron or wooden) to continue this activity.

Like the plastic chair, you can apply this exercise to other objects as well such as a mobile phone, a rope, etc.

Practising this in different situations will help improve your critical or analytical thinking.

Let's learn how to make decisions

Decision-making is a process of choosing between two or more options. We make a lot of decisions in our daily lives. Using a step-by-step decision-making process can help you make thoughtful decisions. Critical or analytical thinking can help you make even better decisions.

Steps followed in decision-making:

Decision-making

- Identify problem
- Generate options
- Select the best option
- Implement decision
- Evaluate and learn from decisions
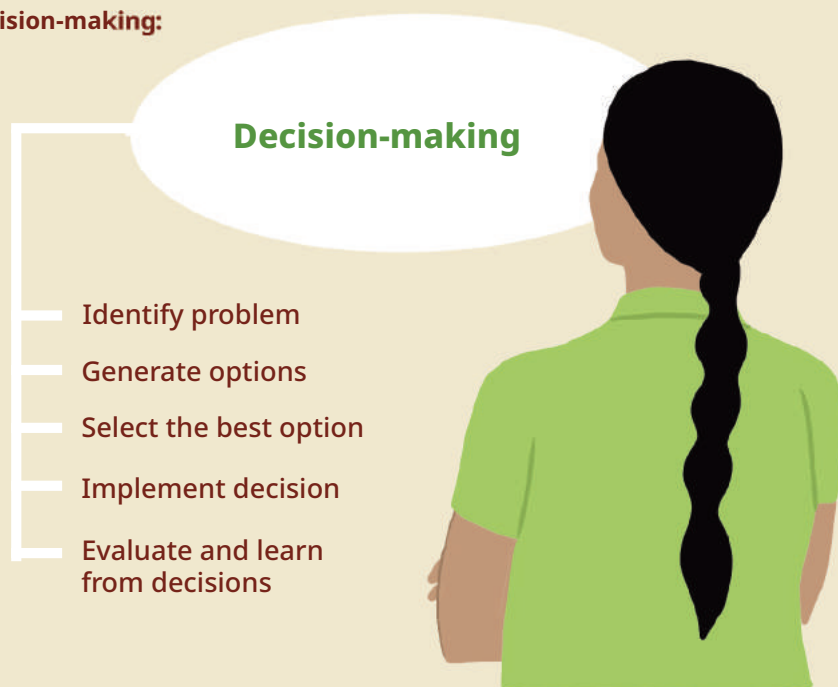
Let us look at how Priya makes decisions about her career.

I am confused about what ITI course to pursue. I like to draw and paint, it makes me very happy.

My uncle says that working in the field of computers is very good. You could learn data entry and programming, become an office assistant or learn Desktop Publishing.

I decided to pursue Desktop Publishing to become a graphic designer It is the best option for me as I can learn digital art. This helps me follow my passions too.

How did you decide to pursue this course at your ITI?

_____

_____

_____

_____

_____

Let's practice decision making

Janani is a person with disability. She uses different solutions to move around on her own. After her ITI course, she gets a job in a different state. Her family is happy that she has a job, but they don't want her to move to a different state. They are worried about her travel and how she will manage her day-to-day chores by herself in a different city. However, Janani is confident and wants to go. She has to convince her family members.

Now use the steps given above for decision-making to find a solution for Janani's problem.

Step 1: Identify the problem. (Understand Janani's family's concerns)

_____

_____

Step 2: What are Janani's options? (The different solutions or plans Janani can suggest to her family)

_____

_____

Step 3: What is the best option for Janani? (How Janani can prove to her family that she can manage alone in a different city?)

_____

_____

Step 4: How will Janani implement this option? (Communicating the option and building confidence in others)

_____

_____

Step 5: What will Janani learn from this decision? (In the short-run and the long-run)

_____

_____

Activity Time!

Divide yourselves into pairs and practice decision-making in different situations. Use critical or analytical thinking and logic to make decisions.

Problem 1: Should you take up a job or continue studying after your ITI course?

Problem 2: Which career path is the best for you?

Problem 3: You have joined a new job and in the first week you feel like you don't enjoy the work. What will you do?

What I learnt today:

Put a ✓ if you know this topic well.

1. Critical or analytical thinking is the act of using logic to understand the truth. ☐

2. Decision-making is a process of choosing between two or more options. ☐

3. We can improve our critical or analytical skills by practising them on a daily basis. ☐

4. The five logical steps to follow to make decisions are: ☐
   · Identifying the problem.
   · Generating options.
   · Selecting the best option.
   · Implementing the decision.
   · Learning from the decision.

4.1 Motivation to Learn English

In this lesson you will learn :

1. The importance of English.
2. Simple and fun ways to learn English.
3. Tips to learn English more effectively.

Name the top 3 reasons why you want to learn or improve your English:

1. _____
2. _____
3. _____

Write 2 ways in which English will help you in your workplace:

1. _____
2. _____

Thinking Box

Let's learn the importance of English

Here are 4 ways learning English can improve your life:

1. **English is a common language.**
    English is a global language used to communicate with people from different parts of the world.
    Ex: At work, if you meet someone from Japan or Germany, or even from a different state in India, English is a common language for communication.
    English will also help the sign language interpreters and translators.

2. **English can help you get better jobs in companies where English will be the language of spoken and written communication.**
    In an interview, if you can communicate in English, you will have an advantage over others. International companies prefer to hire people who know English.

3. **Using internet and social media platforms effectively.**
    These days, all information and news are online, and they are largely in English. Even social media platforms are usually in English. Though translation is available, it may not always convey the message accurately. Knowledge of English can help you use the internet and social media platforms effectively.

4. **English can make life fun.**
    Knowledge of English gives you access to a wonderful world of entertainment! You can watch and listen to English films, shows, news, videos, etc. and enrich your life.

    Learning English is necessary for all of us. Communicating clearly and correctly in English is important in the classroom and at the workplace. It helps us participate in a wide range of activities.

Let us see how important English is at the workplace. Read the case study below:

Raju got a job in a startup. He was a part of a small team and his job was to get more business for the company. The job thus involved convincing clients to buy products by making presentations with details of the products.

Raju had to present about a particular product. Though he knew the product well, he could not communicate well in English. As a result, the clients were not convinced about that product.

If Raju had been fluent in English and acquired new clients:
- he could have benefited the company.
- he would have gained the appreciation of his team, and
- he could have been recognised and rewarded for his work.

So let's set a goal to learn English successfully!
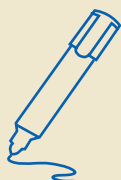
Goal - To communicate confidently in English

Every day is a chance to become better!

Make an attractive poster with this goal and keep it in your notebook or put it up at home.
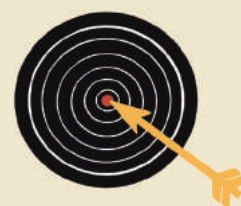
If you become better at speaking English, how will your life improve?

1. _____

2. _____

3. _____

Let's explore some simple and fun ways of learning English

Learning English is an opportunity to grow. It is something to be proud of!

Here are a few enjoyable ways to learn English:

1. Listen to the English language being spoken. Watch English films or shows, and listen to English songs, audio books, podcasts, news, etc. The Deaf can watch English films or shows using captions. They can listen to podcasts by reading captions and/or the transcripts available.

2. Choose a friend with whom you can practice speaking in English. Set an 'English Only' rule when you speak to each other.

3. Read everything you see. If you look around, you will find that there are many things to read, ranging from books and magazines to pamphlets and movie subtitles.

FUN WAYS TO LEARN ENGLISH
Read
Draw
LIST
make
Dear,
write
Design

Ask your family and friends how they learnt English. Write down what they share:

_____

_____

_____

Let's learn some tips to learn English more effectively

Here are some tips to help you learn the language more effectively:

1. Try to memorise the spellings of new words. You must learn to use spell check while writing on your computer.

   When in doubt, check for synonyms or meanings of words.

2. Record yourself while speaking in English on your phones. This will help you know how you sound and improve your pronunciation.

3. The Deaf and persons with locomotor disability can read sign boards which will help them learn and remember the correct spellings of different words. The blind can ask their friends to read and/or spell out sign boards, names of hotels, etc.

   There are many words in the English language that sound similar but have different spellings and/or meanings. These are called homophones. It is important to clarify the spelling and meaning of such words before using them. The blind must check the spelling before using homophones. For the Deaf who lip read, the lip movements of homophones (e.g. 'no' and 'know') will look the same. To avoid confusion, pay attention to the context in which the word is being used.

Given below are some more examples of homophones.
Add more examples to this list!
No – Know
Were – Where
Hear - Here

_____

_____

_____

_____

Remember, don't be afraid to make mistakes. If you are struggling with complicated words or a difficult sentence, look them up on Google for their meanings and pronunciation

Keep practising and you will surely succeed!

Activity Time!

1. **Building confidence comes from recognising what you are good at. Give yourself three compliments!**

    (For example, if someone asks your best friend what they liked about you, what would they say? Write it down.)

    1. _____

    2. _____

    3. _____

    Wow! You are truly awesome!

2. **Write 2 specific things you will do in the next 30 days to improve your English:**

    1. _____

    2. _____

3. **Allot a page in your notebook to note down 5 new words that you learn every day. Those using computers or recorders can dictate words into their devices.**
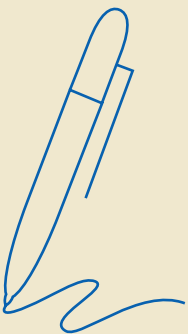
What I learnt today:

Put a ✓ if you know this topic well.

1. English is a global language used for communication. ☐

2. Knowledge of English is important to get a job. ☐

3. English allows us to use the internet and social media platforms effectively. ☐

4. There are many fun ways of learning English. ☐

5. There are different tips you can follow to learn English effectively. ☐

4.2 Describing Words, Objects, Surroundings and Processes

In this lesson you will learn :

1. Adding information to naming words using describing words.
2. Usage of describing words related to size, shape, texture, and colour.

Thinking Box

1. **Do you know how to describe the things around you when you see them or hear about them?**

   _____

   _____

   _____

2. **Describe the breakfast you ate before you came to the class.**

   _____

   _____

   _____

3. **Describe your best friend.**

   _____

   _____

   _____

Let's learn about describing words

Words that are used to describe things are called adjectives. We use adjectives to add details about something or someone.

Ex:

1. A red bus
2. A tall girl

In these sentences, the words 'red' and 'tall' are adjectives because they describe the bus and the girl respectively. Adjectives add details to make sentences clearer or more interesting. Look closely at how adjectives are used in the sentences given below:

- A screwdriver is a **useful** tool.
- Arjun is wearing a **yellow** shirt.
- Radha lives in a **lovely** house.
- Peter is a **naughty** boy.
- Farah has **long** hair.

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Read how Komal is describing her new sales office and answer the question below.

The new sales office is in a tall green building. There is a small beautiful park next to it.

What adjectives did Komal use to describe the new office?

1. _____

2. _____

3. _____

Let's learn how to use describing words in sentences

Adjectives can be used to describe COLOUR	Adjectives can be used to describe SIZE	Adjectives can be used to describe QUALITY
A **blue** uniform	A **long** bridge	A **happy** face
An **orange** balloon	A **large** pot	A **sharp** tool

What is the importance of adjectives in our daily lives?

1. Adjectives help to describe the size, shape, colour, and even quality of things.
2. Using them correctly helps us to communicate better with people.
3. It helps to understand what we read, speak, and write about.

The blind can ask for a description from their friends, teachers, or colleagues on how a thing or a person looks. Let us understand how it is always better to ask than assume with an example:

Suman is blind. She was in a training program. Suman's trainer was a woman of average height with short hair. She was always dressed in formal trousers and shirts. One day, Suman's mother gave her flowers to wear in her hair. Suman decided to give her trainer some of the flowers. It was very embarrassing for the trainer to refuse the flowers. All the other trainees had a good laugh. The trainer had to sit down with Suman and explain how she looked in reality (short hair!) and how Suman should ask for descriptions and not assume.

Activity Time!

1. **Write 3 sentences to describe your home.**
   You can use any of the adjectives given below.
   Share your answers with your friends in class.

   1. Size – Big, small, long, large
   2. Colour – White, yellow, green, black
   3. Quality – Beautiful, quiet, clean, happy

   1. _____
   2. _____
   3. _____

2. **Add adjectives to the naming words given below:**

   A _____ apple.

   A _____ day.

   A _____ lady.

   An _____ class. [Use a describing word starting with a vowel. Ex: Interesting]

   A _____ friend.
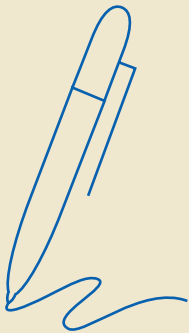
What I learnt today:

Put a ✓ if you know this topic well.

1. Words that are used to describe things are called adjectives. ☐

2. Describing words add details to make sentences clearer or more interesting. ☐

3. Describing the size, shape, colour, and quality of things help us communicate better. ☐

4.3 Listening – Being Attentive During Communication

In this lesson you will learn :

1. The purpose and importance of being attentive while communicating.
2. Practising being attentive to follow instructions correctly.

We pay attention or listen to many things in our daily lives!
Tick the things that you pay attention/listen to regularly:

Thinking Box

☐ Music.
☐ YouTube videos.
☐ Voice notes.
☐ Teacher teaching in class.
☐ News speeches.

☐ Audiobooks.
☐ Audio description of videos.
☐ Videos with sign language interpretation.
☐ Video captions.
☐ Audio transcriptions.

Let's learn the purpose and importance of being attentive while communicating

Effective communication is about understanding another person and knowing how to convey your thoughts. It involves speaking, listening, and understanding well. When you are having a conversation with someone, it is important to pay attention. This helps us understand the other person and contribute to the conversation.

Here are some tips to keep in mind to be more attentive while communicating with someone:

Hard of Hearing	Deaf	Blind & Low Vision
Ask for clarifications if you cannot hear what is being spoken.	Make eye contact with the speaker and the interpreter.	Turn your face towards the voice so the speaker knows you are listening.
Sit in a position that enables you to listen better.	Ensure you can see the interpreter clearly.	Practise non-verbal cues such as nodding your head for the sighted person to know you are understanding what is being said.

Being attentive while communicating is an important skill to develop for many purposes.

Being attentive for information
Sometimes, we are attentive to gain information. When we pay attention to the news or announcements in a train station, it is to get specific information.

Being attentive for instructions
We must also learn to be attentive for instructions. In the classroom and in the workplace, many instructions are shared. If we do not pay attention, it is hard to follow the instructions correctly. Understanding instructions and information are two of the most common purposes of being attentive.

Being attentive for relationships and entertainment
Sometimes, our ability to pay attention can also be useful in other ways. Being attentive to a friend helps us understand them and build a meaningful relationship. We also pay attention to music, audio books, and podcasts for entertainment and pleasure.

Think and recall everything that you did in the last 5 days. Write down 3 instances when you had to be attentive for information or instruction:

1. _____

2. _____

3. _____

Think of an instance when you did not follow instructions properly because you did not pay attention and write it below:

_____

_____

_____

Mention 2 professions where being attentive to what is being communicated is important. Ex: Counsellor

1. _____

2. _____

Being attentive is like any other skill. You must practise it to become good at it. Here are 3 simple things you can do to practise and improve your ability to be attentive:

1. Spend 15 minutes every day being attentive to one particular thing like the news or a speech. Avoid distractions. Do not do anything else while being attentive. If you are being attentive by listening, using headphones or earphones will help you to concentrate as unnecessary outside noises get cancelled.
2. When you are attentive to someone speaking or listening to a recording, summarise what you have understood. Try to use 2 or 3 sentences to recollect what the person said.
3. While your teacher speaks in the classroom, try to write down the key words being communicated. This might seem difficult at first, but keep trying.
4. The blind can use braille or a recorder to note down what they are listening to.

Activity Time!

Choose the correct answers to the questions below:

1. **What is effective communication?**
    a. To understand another person and knowing how to convey your thoughts.
    b. To pay attention to what you want to share.

2. **Why is it important to be attentive?**
    a. To forget all the information given by someone.
    b. To understand the information and instructions given by the speaker.

3. **What does it mean to summarise what you have paid attention to?**
    a. To recollect everything you have heard in 2 or 3 sentences.
    b. To type everything in a document.

4. **Why is it important for the Deaf to learn to write in simple English?**
    a. To communicate with other Deaf.
    b. To communicate with anyone who may not know sign language.

5. **For the blind to communicate effectively in the sighted world, it is important for them to:**
    a. Ask a lot of questions to know their physical surroundings.
    b. Imagine what is around them.

6. **Ashwin, a hard of hearing employee, is not able to get all the instructions given by his manager. What should he do?**
    a. Work on tasks assuming he knows what the manager wanted.
    b. Ask his manager to share the instructions over an email.
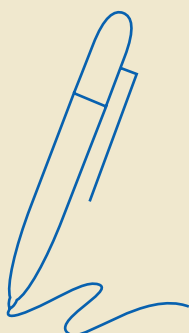
What I learnt today:

Put a ✓ if you know this topic well.

1. Being attentive is an important communication skill to get information and receive instructions from people. ☐

2. While being attentive, it is important to focus on the person who is communicating, write down the information, and recollect what has been communicated. ☐

4.4 Asking and Responding to Questions

In this lesson you will learn :

1. Differences between questions and responses.
2. Usage of phrases and expressions to ask and respond to questions.

Thinking Box

1. **Imagine that you are meeting the CEO of your dream company! What are 2 questions you would ask the CEO?**

    a. _____

    b. _____

2. **Now imagine that the CEO asks you the questions given below. How would you respond? Write them below.**

    a. What is a new skill you would like to learn?"

    _____

    _____

    b. "If you could start a company or a business, what would it be?"

    _____

    _____

3. **Think about these situations:**

    a. Kiran is a person with a disability. She is waiting at the bus stop to go to the Central Market. A bus stops in front of her. Which is a better question for Kiran to ask the person standing next to her: Where does the bus go to? (or) Does this bus go to the Central Market?
    Why do you feel the question you have chosen is more appropriate?

    _____

    b. Manoj is Deaf. One day, some of his friends in class get up and go out. Manoj is not clear if he must stay or go out. Think of a question Manoj can ask his friend to get clarity about the situation.

    _____

    _____

Let's learn the differences between questions and responses

A question is when you ask someone something.

A question is a type of sentence that we ask or write to get further information. In written language, a question always ends with a question mark (?). In spoken language, we change the tone of our voice while asking a question. In sign language, along with using the sign for a particular type of question, the facial expression changes.

Read these sentences out loud. The Deaf can sign.

•   I am going to the bank tomorrow.
•   Are you going to the bank tomorrow?

While asking the question, the tone of your voice must become higher at the end of the sentence. The expression changes when the Deaf ask questions.

Often, but not always, question sentences begin with a few words that are used to ask questions. Such words are called 'Question Words'.

Ex: **How are you? Who is your class teacher? What is the time now?**

However, not all questions begin with these words. There are many other alternatives that can be used to frame the structure of a sentence.

Ex: **Have you ever tried ice cream with dessert before?**
Do you have a pen?
Are you going to see the doctor tomorrow?

Questions usually require a response or an answer from the other person. A response or an answer is what another person communicates to address the question that is asked to them. Response sentences usually won't make sense on their own. You must know the question to fully understand the meaning of the response.

For example, see the responses given below. Do they make sense to you?

5 PM.
She will.
Not today.

However, when you read these responses along with a question, you will understand them.

Question	Response
What time is Reena coming?	5 PM.
Will Reena get my umbrella?	She will.
Are you taking Reena to watch the movie?	Not today.

Match the questions to the correct responses.

Question	Response
Can we use this room?	Yes.
What time is the meeting?	Of course, you can!
Which fruit do you prefer?	I like grapes.
Are you going to class today?	It's at 4 PM.

Let's learn how to ask and respond to questions using the correct phrases and expressions

There are many types of questions. Each type of question calls for a different type of response. Here, we will look at two types of questions:

Wh-questions

Wh-questions are those which start with **who, what, when, where, why** and **how.** The question gives a clear indication of the information that the person wants to know.

Yes or No Questions

These are questions for which the answer is usually either a yes or a no. When used in a formal setting, it is good to answer these questions in a full sentence. Avoid saying just "Yes" or "No" as a response.

When answering a yes or no question, you can also add some additional information that is useful.

Sometimes, the answer to the question might not be a yes or a no. In that case, you can respond using some of the following phrases:

- I'm not sure.
- I don't mind.

Activity Time!

1. Read the passage below to understand how important it is to ask questions:

Sam worked in a hospital as an administrative assistant. His job was to coordinate between patients and doctors to schedule appointments.
Sam would fix appointments without checking with the doctors or asking their schedules. Many patients would come to the hospital only to find that the particular doctor they wanted to meet was not available. Doctors and patients would then get irritated and angry.

Sam would feel miserable when people shouted at him. All that Sam had to do was to ask questions. As Sam did not do that, he came across as an inefficient worker and ended up losing his job.

Note down any 3 questions Sam could have asked the doctors and patients to be an effective administrative assistant:

S. No.	Questions for Doctor	Questions for Patient
Ex:	What time will you be available tomorrow?	Which doctor would you like to meet?
1.		
2.		
3.		

2. Mallika is a person with disability. She wants to go out with her friends for dinner. She calls a restaurant to know if it is accessible. Write the conversation between Mallika and the restaurant representative. Make sure that each person asks at least one wh-question and one yes-or-no question.
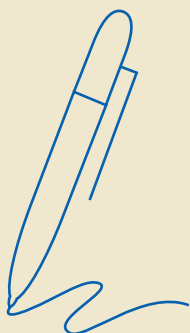
_____

_____

What I learnt today:

Put a ✓ if you know this topic well.

1. The differences between questions and responses. ☐

2. How to ask and respond to different types of questions (e.g. wh-questions and yes or no questions) using the correct phrases and expressions. ☐

3. The importance of asking the right questions to get information and clarity. ☐

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4.5 Conveying Information to Others

In this lesson you will learn :

1. Appropriate expressions to use while conveying information to others.
2. Clearly communicating one's views to others.

If you could communicate with any famous person in the world, whom would you choose? What would you ask them?

Thinking Box

_____

_____

_____

Conveying information to others requires one to be knowledgeable about various things such as current affairs, movies, sports, books, etc. What do you enjoy communicating to others about?

_____

_____

_____

_____

Let's learn the appropriate expressions to use while conveying information to others

It is important to convey information in a clear and accurate manner while communicating. However, good communication is more than just the right words or signs. When we speak, people can hear the emotions in our voice and see our facial expressions as well.

The blind rely on the tone and words used by the person speaking. The Deaf watch a person's expressions to understand better. Sign language interpreters usually express themselves using sign language, facial expressions, and body language.

Expressions of one's voice

Can you remember a speech that you enjoyed listening to or watching? Or maybe a dialogue in a film by your favourite actor? What emotion was the person feeling during the speech? Were they angry or sad or happy?

The easiest way to convey emotion while speaking is through your voice. Avoid speaking in a single tone that does not share your emotions. Use a happy or excited voice to talk about things that excite you. Use a calm or lower voice to talk about topics that are serious or sad.

For the Deaf, emotions expressed through the voice can be conveyed using sign language, facial expressions, and body language.

It is also important to be aware of the volume of your voice. When speaking to many people or in a crowded room, try to speak loudly and slowly so that everyone can hear you. Speak in a quieter voice when speaking to one person or a few people.

Let us understand the importance of using the right expressions while speaking using an example:

Jerina was a trainee undergoing computer training for the blind. During an interactive game, she was partnered with Anil, a sighted person. Jerina was supposed to follow Anil's instructions to reach from Point A to Point B. Between the two points, several obstacles like a bucket of water and stool were kept.

In his excitement, Anil forgot Jerina was blind. He started yelling loudly using sentences like, "Don't go there!" or "Come this side!". For Jerina, Anil's instructions made no sense. His yelling made her aware she might crash into something. Jerina just froze midway.

On the other hand, Jerina's friend, who got clear instructions in a calm voice from her partner, completed her journey without crashing into any obstacles. If only Anil had said things like, "Please take 2 steps to your right" or "Take a step back", Jerina would have understood better.

Expressions of one's face

Why have video calls become so popular when we already have voice calls to speak with each other? It is because seeing each other's faces is an important part of communication for us. While communicating, people are usually using both their eyes and ears to focus on you. They can hear your voice and see your face.

Our faces naturally make expressions to show emotion. So while communicating, use your facial expressions to match what you are saying or signing. Eye contact is the most important part of your facial expressions. It helps the people speaking feel connected to each other. When speaking to a group of people, shift your gaze from one person to another and make eye contact with everyone present. Speaking without making eye contact shows that you are not confident about what you are saying.

Note: For persons who are blind or low vision, it is important to face the person/people being addressed. Having a proper and straight posture even while sitting indicates attentiveness.

The Deaf can focus on the sign language interpreter but occasionally look at the speaker and nod to show that they understand what is being said.

Sometimes, the Deaf may sign to each other and not focus on the interpreter. This may be considered rude if it excludes others like the hearing persons and/or the speaker. In some cases, it could distract the speaker as well.

If the Deaf need to say something, they must ensure the interpreter is informed to give voice to their signing. This will be considered as participation instead of interruption.

Suitable facial expressions + Proper voice tone = Effective Communication
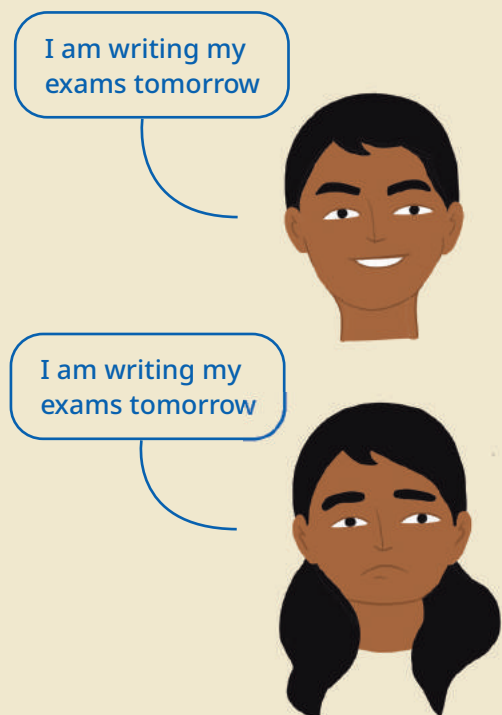
Pick a simple, popular story that you know from your childhood. Practice communicating the entire story in front of a mirror.

Use your voice and facial expressions properly. When speaking or signing in front of the mirror, do so by maintaining eye contact with yourself. It might feel strange at first, but is great practice for communicating with other people.

Let's learn how to clearly communicate your views to others

"Apples contain Vitamin C."

This sentence is a fact. You can check if it is true or false. It does not change from one person to another or from one place to another.

"Apples are better than bananas."

This sentence is not a fact. Suresh likes apples better than bananas. His sister Sangeetha likes bananas better than apples. So this sentence is an opinion.

During conversations, we sometimes state facts. Other times, we share our personal opinion on something. The person we are communicating with might have a different opinion on the same topic. We can use certain words and phrases to convey our opinions during conversations.

It is very important for persons with disability to be assertive but not aggressive while making a point or expressing an opinion.

Ex: During a team outing, it very common for persons without disability to get overprotective and guide their colleagues with disability at every point. In their eagerness to assist others, they may pull a blind person's cane or push the wheelchair without asking. In such situations, persons with disability should firmly let the others know that they will ask for help if needed and thank them for being helpful.

Even when being served at a buffet, persons with disability need not let others take a decision and serve them without asking. They can ask what each dish is and decide for themselves. At the same time, it is important to be polite while expressing one's choice.

You can use polite phrases such as:

"I think I will go for rice instead of roti."

"I would prefer to have just ice cream without fruits, please."

Tip: It is normal and acceptable for you to have a different opinion from others. We always need to communicate respectfully, even if we do not agree with others.

Opinion phrases	Examples
I feel that	I feel that these yellow lights are too bright.
In my opinion	In my opinion, Mrs. Sharma is the best teacher in the school.
Personally, I think	Personally, I think this house is too small.
I respectfully disagree	I respectfully disagree with what you are saying. Eating meat is normal for some and not normal for others. It is up to people to decide.

Activity Time!

Write 4-5 sentences about the place where you live. Use the opinion phrases that we just learnt in these sentences.

_____

_____

_____

_____
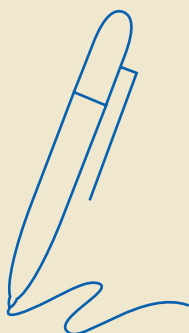
What I learnt today:

Put a ✓ if you know this topic well.

1. Facial expressions and voice expressions help us to convey information and communicate our thoughts clearly. ☐

2. Maintaining eye contact with the people we are speaking to helps us to communicate confidently. ☐

3. In a conversation, we can share our opinions with people by using phrases like, "I feel that…", and "Personally, I think…". ☐

4.6 Kinds of Sentences: Introduction

In this lesson you will learn :

1. Different types of sentences.
2. How to make sentences for different situations.

Thinking Box

Read these sentences out loud. The Deaf can sign each of them.

1. "Is this a mango tree?"
2. "This is a big mango tree."
3. "Wow! This painting is huge!"

What are the differences you notice between sentences 1, 2, and 3?
Note for the Deaf: While signing, notice how your expressions change with each sentence.

_____

_____

_____

Let's learn about the different types of sentences

Sentences are a group of words that convey a single idea. There are 4 different types of sentences based on what the sentence means. The voice and facial expressions differ for each type of sentence.

Declarative Sentence

A declarative sentence tells us some information, a fact, or an explanation. This is the most common type of sentence that we use. (All the sentences in this section, for instance, are declarative sentences.) They always end with a full stop (also called 'period').

Ex:
I love my cat.
My new car is red.
My dress is blue.
Jenny has low vision.
Amish uses crutches.

I love my cat.
My new car is Red.
My dress is blue.

Exclamatory Sentence

An exclamatory sentence is a sentence which expresses a strong emotion like anger, surprise, excitement, or happiness. It always ends with an exclamation mark (!). Sometimes, the exclamatory mark is also used for words like 'Oh!' or 'Wow!', which occur in exclamatory sentences.

Ex:
I am so angry with her!
Oh no!
You did a great job!
Congratulations!

Imperative Sentence

An imperative sentence is a sentence which expresses a command or an instruction to someone. Instruction manuals, recipe books, etc. are written like this.

Ex: Give me the keys.
Drive slowly, and take the next right.
Please bring me the jar from the kitchen.

When we give directions to the cab driver or auto driver, we use imperative sentences. Here is an interesting incident:

Pramod is Deaf-blind. He lives in a PG (Paying Guest accommodation) close to the training centre. One day, one of his trainers offered to give Pramod a lift to his PG in an auto. The trainer had started learning sign language recently and knew very few signs. Pramod took his trainer's hand and started showing the direction the auto should take. On one of the roads, Pramod directed his trainer to take a right turn. It turned out that the road had many right turns. Pramod instructed his trainer that they had to pass three road humps or speed breakers and signed to look out for a barber's shop. After that, it was easy to identify the right turn to take. Finally, they found the PG.

In the above instance, Pramod was able to guide his trainer correctly as his directions were imperative sentences in tactile sign language.

Interrogative Sentence

An interrogative sentence is a sentence which asks a question. Did you know that an interrogative sentence always ends with a particular punctuation symbol? Do you know what it is? It is a question mark.

Ex: Is it raining outside?
Where did you keep the water bottle?
Does this shop sell clothes?

Read the sentences given below carefully.

Rewrite them in the correct box according to the type of sentence.

1. Come to my office later.
2. I have a grey dress.
3. How do I open this box?
4. The car broke down yesterday

Declarative Sentence	Exclamatory Sentence	Imperative Sentence	Interrogative Sentence

Let's learn how to make sentences for different situations

The different types of sentences are meant to be used in specific situations. They help you communicate efficiently depending on each situation.

Ex: You visited a beautiful park in your neighbourhood. You are writing a text to your friend telling them about your day.

To share your emotion in the best way to your friend, would you use a declarative sentence or an exclamatory sentence?

☐ The flowers in the park were beautiful.
☐ Wow! The flowers in the park were beautiful!

The exclamatory sentence is the best way to express your joy to your friend.

Let us look at another example.

You are sitting in a classroom and studying. Another student comes in to take some books and leaves. He forgets to close the door. What is the correct sentence to use to ask him to close the door?

☐ Close the door.
☐ Please close the door.

Using the imperative sentence 'Close the door' is giving the person a direction or a command. However, it is not polite to use a commanding sentence while asking someone to do something for us. It is more polite to ask them the question. So the better option here is to say, "Please close the door.".

Activity Time!

1. Megha and Mohan are walking on the road. They are having a conversation about their day at school. Write a short conversation between the two of them.

In the conversation, make sure to include at least one sentence each from the 4 kinds of sentences discussed above.

Megha: What an exciting day at school today!

Mohan: Yes, it was. Did you see _____?

Megha: _____

Mohan: _____

_____

_____

_____

_____

2. Different types of sentences need different tones (tone refers to your voice rising or falling) and facial expressions. Practise saying the below sentences and focus on the different tone and facial expressions you use:

The food is tasty.

Wow, this food is so tasty!

Is the food tasty?

Give me tasty food.
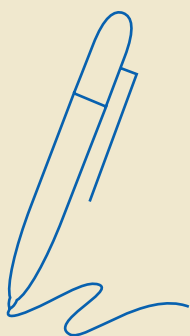
What I learnt today:

Put a ✓ if you know this topic well.

1. There are 4 types of sentences - declarative, interrogative, exclamatory, and imperative. ☐

2. A declarative sentence gives information or states a fact. ☐

3. An exclamatory sentence is used to express a strong emotion like anger, surprise, excitement, or happiness. ☐

4. An imperative sentence expresses a command or a request. ☐

5. An interrogative sentence asks a question. ☐

4.7 Introduction to Punctuation

In this lesson you will learn :

1. Importance of punctuation marks.
2. How to use punctuation marks correctly.

Do you know the names of the symbols given below? Match the words to the correct symbols.

Thinking Box

•	Question mark
,	Full stop
?	Comma
!	Exclamation mark

Let's learn the importance of punctuation marks

Let us look at an interesting sentence.

"I love cooking my family and my pets."

What does this sentence mean? Does it mean that this man loves to 'cook' his family and his pets?

No! What the person is actually trying to tell us is that he loves 3 things: cooking, his family, and his pets.

Now let us use punctuation marks and correct the sentence.

"I love cooking, my family, and my pets."

This is why punctuation is important. The punctuation in this sentence makes the meaning

Here is another example to understand the importance of punctuation.
Please read both the paragraphs aloud.

1. Oh wow congratulations when do you have to leave I'll tell everyone and we will have a small party for you before you go. Hey, guess what Anil has got a job and he has to leave for the city next week we are planning a farewell party for him will you all come.

2. Oh wow! Congratulations! When do you have to leave? I'll tell everyone and we will have a small party for you before you go. Hey, guess what? Anil has got a job and he has to leave for the city next week. We are planning a farewell party for him. Will you all come?

Which paragraph was easier to understand?

- The first paragraph was difficult to read and understand, wasn't it? This is because there are no punctuation marks in it. The second paragraph has punctuation. So it is much easier to understand, and sounds better as well.

- When we communicate with each other, our voices and facial expressions add a lot to our words. We stop and pause at the end of sentences. We also ask questions in a particular tone and with a particular facial expression. We use another tone and facial expression when we are surprised or excited, which makes it easy to understand what we are saying. However, when we write, we cannot use our voice or facial expressions. That is why we use punctuation marks.

Punctuation marks are symbols that we use while writing to make a sentence clear and interesting.

Circle the punctuation marks in these sentences:

- Finally, Diwali has arrived! Anita, Mukesh, and Shana are extremely excited. They can't wait to go to their favourite event of all time - the fireworks exhibition! They run down the stairs to go to the ground early. Where are the children's parents? They will join them later.

- The three siblings climb a tree, a tall mango tree, to get the best view. Wow! Look at the colours! There's red, green, yellow, and blue - every colour they could imagine!

Let's learn the importance of punctuation marks.

Full stop (.)

A full stop is a dot that is always placed at the end of a sentence.

Turn to any other page in this book and look at the sentences. All sentences will end with a full stop.

Capital letter at the beginning of the sentence

The first letter of a sentence is always written as a capital letter.

Again, turn to another page in this book. Observe the sentences. All sentences will start with a capital letter.

The word 'I' is also always in a capital letter, no matter which part of the sentence it comes in. Ex: When can I go to school?

Comma (,)

This symbol is called a comma.

The comma is used in a sentence to show a break within the sentence.
A comma is used in a few situations:

1. It is used while making a list of more than 2 things.

    •   The Indian flag is saffron, white, and green.
    •   The boy shouted, screamed, and cried when he saw the clown.

2. It is used in sentences which have two parts that talk about two different things.

    •   After we eat, we will take a nap.
    •   The clothes were beautiful, but they were too expensive.

Tip: When typing sentences on a computer using MS Word, it will automatically suggest corrections when you make a punctuation mistake. If you make any mistakes in grammar, there will be a blue line under the sentence.

If you make a spelling mistake, there will be a <u>red line</u> under the word.

Activity Time!

Rewrite the following sentences with a full stop at the end and a capital letter at the beginning:

1. the dog barked
2. i like to drive my car
3. my father will cook the rice

1. _____

2. _____

3. _____
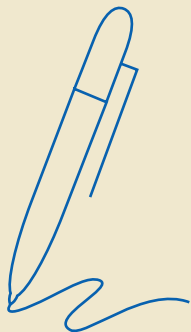
What I learnt today:

Put a ✓ if you know this topic well.

1. Punctuation makes sentences clearer and easy to understand. ☐

2. A full stop is always used at the end of a sentence. ☐

3. The first letter of a sentence is always written in a capital letter. ☐

4. A comma is used to show a break within a sentence. ☐

4.8 Writing Simple Sentences

In this lesson you will learn :

1. Importance of word order in making sentences.
2. How to rearrange words to create meaningful sentences.

Look around the room that you are sitting in. Observe it for a few minutes. Write 5 sentences about what you see and what people are doing.

Note for blind or low vision persons: Ask questions and feel the objects around you to get an orientation of the room. This will enable you to type 5 sentences on what is happening around you.

Thinking Box

_____

_____

_____

_____

Let's learn the importance of word order in making sentences

Ex: The little boy is hiding under the table.
What is this sentence about? It is about "the little boy". "The little boy" is the subject of the sentence.

Ex: Brazil is popular for the game of football.
What is this sentence about? It is about Brazil. "Brazil" is the subject of the sentence.

Ex: Justice is quick and fair.
What is this sentence about? It is about justice. "Justice" is the subject of the sentence.

Every complete sentence has 3 parts:

1. The **subject** is what or whom a sentence is about.
2. The **verb** is the action word in the sentence.
3. The **object** tells us something about the subject.

Subject	Verb	Object
The little boy	is hiding	under the table.
Brazil	is	popular for the game of football.
Justice	is	quick and fair.

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In an English sentence, the subject always comes first in a sentence. This is followed by the verb (action word) and then the object.

It is important to use the correct word order while forming a sentence. When the correct word order is not used, it is confusing to understand the meaning of the sentence.

Ex: Listen to the teacher the students. **X**

This sentence is wrong because the word order is wrong. The subject, "the students", should come at the beginning of the sentence. Let us write the sentence in the correct order:

The students listen to the teacher. ✓

Combine the two parts given below and write full sentences. Remember to always write the subject first.

Verb and Object	Subject
fell down and broke.	The red jar

Verb and Object	Subject
is going to watch a movie.	Nicky's brother.

Let's learn to rearrange words in the correct order to create meaningful sentences

We learnt that the subject always comes first in a sentence. The action word or the verb comes next. This is followed by the rest of the predicate. The verb and the object together are called the predicate.

You can remember this pattern using these colours. For the blind, you can understand the order of the sentence by navigating the table from the left column to the right column.

Subject	Verb (action word)	Object
The cat	runs	across the road.
The students	listen	to the teacher.

You must always use the words in this order to write a correct and meaningful sentence.

Activity Time!

Rearrange the words given below to write correct sentences. Use the colour pattern to help yourself.
Note: For the blind, arrange the sentences in a proper order and remember to insert the correct punctuation.

Subject	Verb (action word)	Object

1. symbolizes / peace. / The colour white
2. the largest continent in the world. / Asia / is
3. walked / Neil Armstrong / on the moon.
4. in Australia. / Kangaroos / live

_____

_____

_____

_____
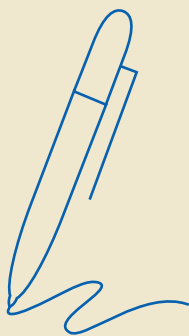
What I learnt today:

Put a ✓ if you know this topic well.

1. The words in a sentence must be written in the correct order. ☐

2. The subject of a sentence is what the sentence is about. ☐

3. The subject always comes first in a sentence. This is followed by the verb (action word) and then the object. ☐

4.9 Reading and Understanding Job Descriptions

In this lesson you will learn :

1. What job descriptions are.
2. How to relate your skills/education to a job description.

1. **You want to start a business where you prepare pickles and sell them. You want to hire one person to help you with the business. You want to find the best person for the job. Write down 2 skills that the person must have.**

   a. _____

   b. _____

2. **You are looking for a job. You come across the tasks and skills required for the role. Will you apply for the job without finding out if you will be able to do it? Write below what you need to check before applying.**

   _____

   _____

   _____

   _____

   _____

   _____

Let's learn about job descriptions

A job description is a simple document which has all the details about a job. When a company wants to hire a person for a particular job, they create a job description. The purpose of a job description is to clearly explain the responsibilities and required skills for that particular job. It ensures that the right people apply for the job.

Not all jobs are a good fit for our personal skills, interests, and the disability one has. A job description can help us understand if the job suits our preferences and our disabilities.

Ex: Jobs that require spoken communication like a sales representative or a telecaller are not accessible for the Deaf. Similarly, jobs like an office cab driver or at an airport baggage counter that require sight are not accessible for those who are blind.

Here is an example of a job description:

Job Title - Office Assistant
Location - Chennai

Our small but growing company is looking for an honest and organised Office Assistant to manage the day-to-day administration of the office.

The successful applicant must have a positive attitude, a desire to work efficiently, and excellent communication skills.

Responsibilities and duties
- Answer calls as required.
- Maintain filing and storage systems in the office.
- Schedule travel arrangements for senior executives.
- Greet clients and vendors upon arrival and direct them to the appropriate offices.
- Assist HR with sorting and collating documents.
- Handle all incoming mail.

Qualifications and skills
- Bachelor's degree preferred.
- 2+ years of experience in an administrative capacity mandatory.
- Typing speed: A minimum 60 WPM with 90 percent accuracy.
- Familiarity with MS Office.
- Pleasant and friendly attitude.
- Strong interpersonal communication skills.

How to apply?
Send us an email at xyz.hr@gmail.com with your resume.
Applications close on 30th June.

Beena and Vinod both applied for the same job.
Beena re-read the job description carefully before her interview.
Vinod did not read the job description carefully at all.
Who do you think got the job offer? Why?

_____

_____

_____

_____

_____

Let's learn how to relate your skills/education to a job description.

When we buy clothes or shoes, we make sure to buy the correct size. This helps us to be comfortable while wearing them. So, it is important to buy the right fit.

Similarly, while applying for jobs, it is important to find the right fit. Job descriptions are an important tool that can help you find the right fit.

A job description has different sections. Each part of the job description has information that can help you consider if it is a good fit for you or not. Read each part of a job description and then ask yourself the question, **"Does this description fit me?"**.

The different sections of a job description are given below:

Job Title
The job title is the name of the role that you will be applying for. It conveys the purpose and scope of the job.

Summary
Some job descriptions have a short summary with details about the company and the job. This section can give you important information about the culture of the company.

"Our small but growing company is looking for a reliable, organised Office Assistant to manage the day-to-day administrative aspects of running the business. The successful applicant must have a positive attitude, a desire to work efficiently, and excellent communication skills."

In the above example, this summary tells you that it is a small company. So if you prefer to work in a large company, the summary helps you understand that this company is not a good fit for you.

Responsibilities and Duties
This section describes what the job will require you to do. It lists all the tasks and actions that you will be expected to complete in this role.

While reading the responsibilities and duties, ask yourself these questions:

- Have I had similar responsibilities and duties before?
- Would I enjoy working on these things?
- Do I have some skills that can help me fulfil these duties well?
- Are there any disability-related barriers I may face while working on these tasks? If yes, what solutions can I use to overcome these barriers?

If you answered 'yes' to some of these questions after reading a job description, the job is probably a good fit for you.

Qualification and Skills

This is a list of expectations that the employer has for the applicants. It sets the conditions for what is required of someone who is applying for the job.

Some qualifications are compulsory. If you do not fulfil such criteria, you cannot be considered for the job. However, sometimes the word 'preferred' is used. If you do not meet such conditions which mention the word 'preferred', you can still apply for the job. If you have strengths in other required skills, the employer will consider you as a potential candidate.

Other Details

A job description also includes other important details like the job location and the steps to apply for the job.

Note: Along with matching one's education and skills to the job description, persons with disability also need to think of other factors:

- The company's Equal Opportunity Policy (EOP) and its provisions.
- Physical accessibility of the workplace (ramps, lifts, washrooms, cafeteria, etc.).
- Distance, daily travel, and transport availability.
- Digital accessibility at the workplace.
- Access to sign language interpreters.
- Availability of workplace solutions to perform all job-related tasks.

Read and understand why accessibility is important for persons with disability:

Pooja got a job in an MNC during lockdown. She was very happy with the work from home option. When employees were called back to office, she had to take a cab to her office every day. She travelled almost thirty kilometres one way. Her office had a shuttle service which dropped the employees in one common place. Getting a cab or an auto from the drop off point to her house was a nightmare every day. There was no solution to this problem as she could not afford to leave the job.

What is the solution to Pooja's problem? If Pooja, a person without disability, can face this issue, how do you think a person with disability can manage their daily commute?

_____

_____

_____

_____

Activity Time!

Read the above-mentioned examples of the job description carefully. Choose the correct answer to the questions given below:

1. What is the location for the job?
   a. Chennai.
   b. Hyderabad.

2. What does 'Familiarity with MS Office' mean?
   a. Having a college degree.
   b. Knowing how to use MS Office applications like MS Word or MS Excel.

3. A Bachelor's degree is compulsory for everyone applying for this job. True or false?
   a. True.
   b. False.
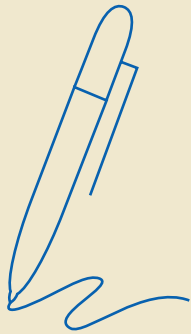
What I learnt today:

Put a ✓ if you know this topic well.

1. A job description is a simple document which has all the details about an available job. ☐

2. It can help us understand if a job is a good fit for us or not. ☐

3. It is important to read the different sections of a job description carefully, making note of important details. ☐

4.10 Writing Applications and Cover Letters

In this lesson you will learn :

1. How to write job applications.
2. The different types of cover letters.

What details about yourself would you include in a job application?

_____

_____

_____

_____

_____

Thinking Box

Why do you think it is always good to be honest about your skills, disability, work experience, and interests? List a couple of reasons. Hint: Companies do background checks.

_____

_____

_____

_____

_____

_____

_____

Let's learn how to write job applications

A job application is usually the first step in applying for a job. Companies call for job applications to invite qualified people to be part of the hiring process.

There are different methods in which a job application can be submitted. It is important to check the job description document or the company website to know the type of job application they use. The different methods of job applications are:

In-person: In this type of job application, candidates might have an in-person interview on the mentioned date and at the mentioned time as given in the advertisement. This is a situation where physical accessibility is important for a person with locomotor disability.

Paper: In this type of job application, applicants can download and print the forms from an online source. They must fill in the mandatory areas in the document and post them to the mentioned address on the cover letter. Most of the government job calls will be in the paper format.

Online Job Application: Some companies have an online form that needs to be filled and submitted.

Here are a few common details required in an online job application:

- Name and contact details.
- Educational qualifications.
- Work experience, including full-time, part-time, or volunteer work.
- Skills.

Read the instructions carefully and ensure that all details are correct.

Some job applications also include a question or a task that you must respond with or complete. The question is usually designed to test important skills that the job will require. Some examples of these are:

- How many years of MS Office experience do you have?
- Why are you a good fit for the role of a training manager?

Take some time to work carefully on the task. Note any word limit or other conditions set for the same.

Note for persons who are blind or have low vision – If the job asks for a paper application, check if there is an option for an online application. Since online applications may not be fully accessible, take a sighted person's assistance while filling the form. .

Email Job Application:
Some companies ask you to send them an email to apply for a particular job. The email is read by a person who is in charge of choosing the best candidates for the job. The email is a chance for you to make a great first impression. Here is how you can write an effective application email:

1. **Subject line:** It is important to make it easy for them to find your email. Include your name and the job title you are applying for in the email's subject line.	**Ex:** Sruthi Roshan – Teaching Assistant Position
2. **Greeting:** If you know the name of the person you are writing to, address your email to them specifically. If a name is not available, you can start on a formal note.	**Ex:** "Dear Sir/Madam"
3. **First paragraph:** Explain the purpose of your email. Mention the specific job that you are applying for and where you saw the job posting.	**Ex:** "Your job posting on Facebook for an Administrative Manager caught my interest. Your description of the work responsibilities matches my experience, and so I am excited to submit my resume for your consideration."
4. **Second paragraph:** Write a few sentences to explain why you are a good candidate for the job. What can you offer the company? What skills do you have which can help you do the job well? What are your past achievements? Highlight your most relevant skills and accomplishments.	**Ex:** "In my position as the student representative at ABC College, I managed student complaints and worked with the college administration to resolve them. I led a team of 5 other students to start a training program for students."
5. **Last paragraph:** Thank the person for reading your email, and mention that your resume is attached. Thank them for considering your application. Ask about the next steps and offer to follow up.	**Ex:** "My resume is attached. If I can provide you with any further information on my qualifications, please let me know."
6. **Closing:** Use a polite and formal closing like "Sincerely" or "Best" at the end of the email. Use your full name.	**Ex:** Sincerely, Sruthi Roshan

Re-read and check your email for errors before sending it. Make sure to attach your resume with the email.

If you could apply for any job in any company in the world right now, which job would you apply for? Write an email application for the same. Remember to follow the 6 steps given below:

1. Subject line.
2. Greeting.
3. First paragraph.
4. Second paragraph.
5. Last paragraph.
6. Closing.

Let's learn the different types of cover letters

A cover letter is a letter or a special message written to a person while applying for a job. It is a document you send with your resume that provides additional information about skills and experiences related to the job you are applying for. A cover letter is usually the first thing someone sees or reads when you apply for a job. If the cover letter is clear and displays your strengths, the person is more likely to take a look at your resume.

If an employer requires a cover letter, it will be mentioned in the job posting. Even if the company does not ask for one, you may want to include one anyway. It will show that you have put some extra effort into your application.

Here are the 3 most common types of cover letters you might write:

1. **Application cover letters:**
   This is the most common type of cover letter and is used to apply for a job. Writing this is similar to the email application that we learnt about earlier. You send this cover letter along with the job application.

2. **Referral cover letter:**
   This is a letter that you write when a person refers you for a job or introduces you to the hiring manager. Seeing the name of the person that they are familiar with in the cover letter makes it more noticeable.

3. **Prospecting cover letter/letter of interest:**
   If there is a company that you would like to work for, you can write a prospecting cover letter to them. This type of cover letter is used to ask them for more details about the company and information on any job openings they might have. It is taking initiative on your own to let the hiring manager know your interest in working with them.

It is very important you mention your disability in the job application and/or cover letter. Along with the disability, it is equally important to highlight which solutions you use to overcome any disability-related barriers. For better clarity, you can make a checklist of your abilities.

To understand how this can be communicated using positive language, refer to Module 12 titled 'Disability Specific Skills'.

Activity Time!

Choose the correct answers to the questions given below:

1. What is a cover letter?
   a. A letter of introduction.
   b. A letter that tells someone why you are a good candidate for a job.

2. What details must be included in the cover letter?
   a. Skills that will help you do the job well.
   b. Both personal and professional details.

3. Roshan's cousin is friends with the hiring manager at Unlimited Inc. and gives him the contact details. What kind of cover letter should Roshan write?
   a. Referral cover letter.
   b. Prospecting cover letter.
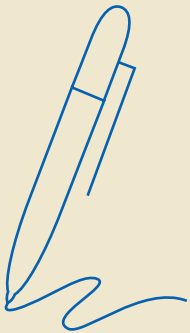
What I learnt today:

Put a ✓ if you know this topic well.

1. A job application must be filled to provide correct and relevant information about your skills and work experience to the employer. ☐

2. An email job application includes a cover letter in the body of the email. ☐

3. A cover letter is a document sent with your resume. ☐

4. A cover letter provides additional information about skills and experiences related to the job you are applying for. ☐

5.1 Importance of Communication

In this lesson you will learn :

1. Importance of communication.
2. Characteristics of effective communication.
3. Types of communication.
4. Communication in a non-disabled world.

We can communicate in different ways. Go through the table given below. Are these different ways of communication? Write 'Yes' or 'No' next to each.

Thinking Box

1.	Talking	
2.	Writing a letter	
3.	Eating	
4.	Sleeping	
5.	Sending a WhatsApp message	
6.	Signing for Deaf	

Let's identify the importance of communication

Human beings are social animals. We live in a society with other people. In the workplace, we have colleagues. In an institute, we have classmates. At home, we have our family. We are always surrounded by other people and communicate with them every day. Sometimes, we communicate even without realising that we are communicating!

Communication is important for three reasons:

1. **It helps us share our thoughts.**
   We think thousands of thoughts every day. Sometimes, we want to share these thoughts with the people around us. In an office, this could be discussing ideas for a new project. At home, it could be as simple as discussing what to prepare for dinner, or how much money to save. In each of these situations, we need to communicate.

2. **It helps us describe our feelings.**
   Sometimes, we want to share our feelings with our friends and family. We may share our happiness, anger, and worry - sharing emotions will always make us feel better! Sharing our feelings is an important part of communication as well.

3. **It helps us learn new things.**
   Communication also helps us learn better. When we ask questions, we are also communicating. This is particularly important in a workplace. Asking queries helps us understand our work better and perform better at our jobs. Thus, strong communication skills are important to do well professionally.

Communication is important at the workplace because

1. It helps me discuss my ideas.
2. It helps me share my feelings.
3. It helps me go shopping.

Let's identify the characteristics of effective communication

Effective communication is an important skill in the 21st century. Being able to communicate well will help us in our careers as well as in our personal lives. So what does effective communication involve?

Clarity

One of the most important parts of communicating effectively is being clear. We need to have a clear idea of what we want to communicate. Use simple words when communicating to the other person.

Let's look at an example. If you wanted to ask for extra time on an assignment at work, what would you say?

Option 1:
"I am sorry, I have been unable to complete the assignment. I need extra time to understand the project better. Can I please submit it next Wednesday?"

Option 2:
"You see, I was very busy and I was not able to understand the question. I am very sorry but because I did not understand it, I did not do the task. I am working on it but it is not yet complete. Do you think it would be okay if I sent it to you sometime over the next week?"

Option 1 has the message (incomplete work), the reason (need for understanding the project better) and a suggested solution (submitting next Wednesday). It is clear and hence the better choice out of the two options given.

Asking for clarity

As explained above, clarity is very important for effective communication. Sometimes, if there is no clarity in what is communicated to us, it is important to ask questions to gain clarity. Sometimes, when sighted persons communicate, they may assume the blind person will understand everything they are referring to, but this may not always be the case. For example, read the sentence below:

"Look how beautiful that is!"

When a sighted person says this, the blind person may think, "What is the thing that is beautiful?"

In such situations, it is important to ask for clarity. For example, the blind person can ask:

"Could you please tell me what you are referring to?"

By asking for clarity, the sighted person can rephrase the sentences for easier understanding:

"I was talking about the red rose!"

Completeness

We communicate because we want to share some information. So an important part of communicating well is sharing the information fully. Make sure that message has all the details that we want to communicate. If our message is complete, it helps the listener understand us properly and correctly.

Look at the examples given below. Which is a better way to set up a meeting with someone at the office?

"Can we have a meeting?" (or)

"I would like to discuss the email I sent you yesterday. Can we have a meeting for 30 minutes at 4 PM today?"

In the first example, you are asking for a meeting without giving any more details. In the second example, you are describing what it is about, how long you would like to speak for, and at what time. That is a complete message and is an example of effective communication.

In a workplace, it is very important to make sure that complete thoughts and ideas are communicated. Let us understand the impact of incomplete communication with an example:

During the team's day out, an email was circulated about lunch in a hotel. The date, time, and name of the hotel was given. When team members reached the hotel, they had no idea which hall they had to go to. Finally, they spotted a board indicating where they had to go. The blind team members found it even more difficult till the hotel staff helped them.

Listening – Being attentive during communication

An important part of communicating well is listening or being attentive. It is not enough if we share our thoughts. We also need to listen and be attentive when other people speak or sign. Listening well or being attentive shows the speaker that we are taking the effort to understand them.

Communication methods with the Deaf is through sign language, text messages, and written notes. Sign language for the Deaf is the same as spoken language for the hearing. For the Deaf, focussing on the interpreter is the same as listening for the hearing.

We can communicate effectively even through written communication:

Here are two emails from an employee to their manager asking for leave. Read them and see which is an example of effective communication.

Email 1

New Message

To:

Cc/Bcc, From:

Subject:

Dear Ma'am,

Please grant me leave next Friday.

Regards,
Sheena

Email 2

New Message

To:

Cc/Bcc, From:

Subject:

Dear Ma'am,

I am writing to request one day leave next Friday, on December 23rd 2022. I am scheduled to undergo a minor operation and will be back in o翻 ce on Monday, December 26th 2022.

Regards,
Sheena
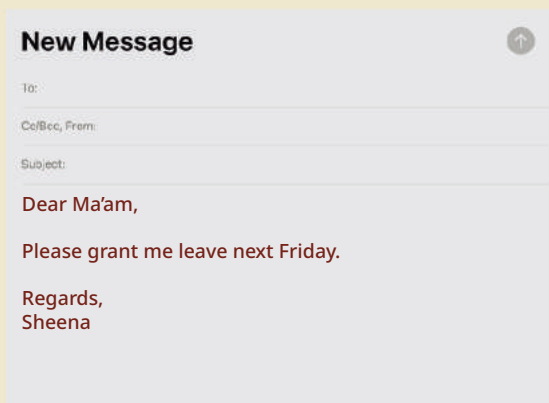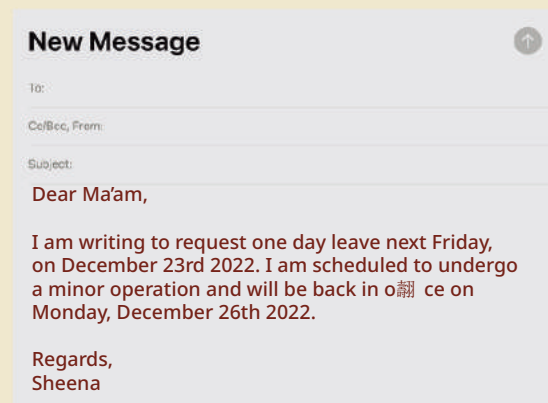
Now, fill the table below with 'Yes' or 'No':

	Email 1	Email 2
Manager knows what day Sheena needs a day off.		
Manager knows what date Sheena needs a leave.		
Manager knows why Sheena needs a leave.		
Manager knows when Sheena will be back in office.		
Total number of YES		

The email with all four marked 'Yes' is an example of effective communication.

Note for the Deaf: Prepare communication templates to use in situations you may face regularly at work.

Examples:

	Applying for leave
	Informing the manager that you will be working from home
	Setting up time with your team/manager for a meeting

When these templates are handy, workplace communication becomes simpler!

Let's learn about the types of communication

There are four major types of communication. It is important to know them so that you can be an effective communicator in each type.

Verbal or Signed communication

This is anything that we communicate when we speak or sign to other people. Verbal or signed communication can happen face-to-face, over the phone, or via online platforms such as Zoom or Google Meet. It can be in formal settings like office meetings or informal ones like when you spend time at a friend's house.
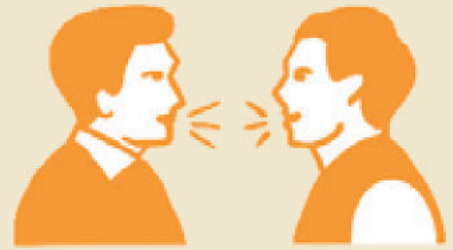
Non-verbal communication

When you are communicating with someone face-to-face, you need to pay attention to non-verbal communication as well. This includes facial expressions, body language, posture, and eye contact. Here are some common examples of non-verbal communication:

- Fidgeting (Ex: Shaking your legs), or picking at your nails when you are nervous
- Yawning when you are sleepy
- Sitting upright when you are focused

The importance of non-verbal communication in a non-disabled world will be explained in the next section.

Written communication

This includes letters, emails, and LinkedIn posts. Effective written communication involves short sentences, vocabulary that is easy to understand, and a clear message.

Visual communication

Visual communication refers to using pictures or images to convey a message. This has become a very popular type of communication in the last few years. Posters, videos, pictures, and movies are all examples of visual communication.

Visual communication is an important means of communication between the hearing and the Deaf. Let us take an example of a meeting. If there is no sign language interpreter to include the Deaf teammate, one of the colleagues can write the key points on the board. The Deaf can also use visuals/images during their presentations to explain concepts easily. Lastly, videos and PowerPoint presentations along with captions can also be used during meetings.

However, this is slightly different for the blind. They depend more on voice and touch. If any images are being shown or discussed in a meeting, persons who are blind or have low vision can ask for a description from the presenter or from a sighted buddy. This is important to get clarity on the information being conveyed.

Let's learn about communication in a non-disabled world

The points in this section will be different for every disability. If you have not faced some of these situations or examples, reflect on:

a.   What communication in a non-disabled world means to you.

b.   How you can apply these points while communicating with persons without a disability.

For persons who are blind or have low vision:

We live in a sighted world where everything is visual. This is why it is important to understand the importance of sighted behaviour and include oneself in a sighted world.

In any communication, 7% is spoken, 38% is tone, and 55% is body language. So, a person who is blind or low vision is missing out on 55% of communication. This may cause misunderstandings while interacting with others.

It is very important for the blind to be aware of their posture and body language. This is because in the sighted world, posture and body language are important means of communication. Bad posture such as bending one's head, hunching one's shoulders, and looking as if one is sleeping will not convey the right message to other people. Let us understand this better with an example:

Sakina is a person with vision impairment. During a mathematics class, she sat at the back of the room. While paying attention to the teacher, Sakina's head was bent down towards the table. Suddenly, the teacher said, "Sakina! Pay attention!" Sakina felt upset. Why would her teacher say that when she was listening?

Most likely, the teacher would have seen others making eye contact with her and nodding their heads. In some cases, their expressions may have changed. Since Sakina's head was bent down, the teacher would not have been able to her face. So, she may have assumed that Sakina was not paying attention.

Let us explore some points of discomfort for a sighted person and look at possible solutions for persons who are blind or low vision.

Please note: Some of these points of discomfort may be based on assumptions or limited experience of interacting with those who are blind or low vision.

Points of Discomfort for Sighted Person	Possible Solutions for Person with Vision Impairment
Not making eye contact when a sighted person speaks. This communicates that "I am not paying attention" even if you are attentive.	**Turn your head in the direction of the voice.** This will communicate that "I am paying attention." Lift your head up if you are sitting or bend it down if you are standing.
Seeing a person with vision impairment walking around **with hands in front of them** to avoid any obstacles. This may appear like they are hesitant to move around independently. If others are around/in the way, it could be interpreted as a violation of their personal space.	**Walking with a cane** sends (or communicates) the right message that "I walk with my friend – the cane!"
When **personal grooming** is not taken care of. (Ex: You have a stain on your dress which you are unaware of.)	Always ask 1-2 trusted sighted friends for feedback on how you are dressed.
Person with low **vision stands or comes too close by** to see the sighted person and/or object more clearly.	Maintain **appropriate distance** while speaking to sighted persons.
Person with low vision **walks with a head tilt** because they can only see from the side.	Use a **white cane** in such situations.
Weak attention span. Tendency to get distracted by visuals/movements in the background.	**Be aware** of the problem. Remember, it has nothing to do with your vision impairment.

Please note: Some of these points will be explored in Chapter 5.4 titled 'Non-Verbal Communication.'

For persons who are blind or low vision, effective communication includes learning **how to communicate with body language by understanding the sighted perspective.**

For persons who are Deaf or hard of hearing:

Let us explore some points of discomfort with a hearing person and look at possible solutions for persons who are Deaf or hard of hearing.

Points of Discomfort with/Assumptions by Hearing Persons	Possible Solutions for the Deaf and Hard of hearing
A hearing person **may not approach the Deaf to interact** with them for different reasons such as feeling hesitant to communicate without knowing sign language, feeling shy to sign, scared to make mistakes, etc.	Use **self-advocacy tools** for the hearing person to know about different means of communication (Ex: Writing in simple English). *To know more about self-advocacy, refer to Chapter 12.5 titled 'Gain Respect and Get Included at the Workplace'.*

Points of Discomfort with/Assumptions by Hearing Persons	Possible Solutions for the Deaf and Hard of hearing
Not all hearing persons may use **facial expressions** while talking as each person has their own way of communicating their thoughts and feelings.	**Don't assume** that the hearing person does not like you or want to interact with you based on their facial expressions. **Ask the hearing person** if they have anything to share with you specifically. **Observe** how they interact with others.
Deaf person **only making eye contact with the interpreter**. This might make the hearing person feel excluded or ignored from the conversation.	During any conversation, **maintain eye contact with the interpreter as well as the person speaking.** For instance, in a job interview, if the employer asks you a question, do not respond only to the interpreter. Ensure you look at the employer as well so that they understand that you are responding to them.
In the hearing world, people call each other by their name. The Deaf refer to people with sign names. Sometimes, the **sign name** may be based on the person's mannerisms or features Ex: Short hair, nose ring, etc. Some hearing people may take offense or misunderstand their sign name.	Spend time with the hearing person to **assign an appropriate sign name**. Explain the reason for coming up with the sign name and its meaning to the hearing person.
They know 1 Deaf person who lip reads and **assume all Deaf persons know how to lip read.**	If you are a lip reader, **communicate which languages you can lip read** in to avoid any misunderstanding.
Feeling that the hard of hearing person may have a **bad attitude** because they do not respond at all or do not respond correctly to what is being communicated.	If you are not able to follow what is being said, **be honest** and communicate the fact that you have not understood. **Understand the context and ask for clarity** to avoid any misunderstanding. **Repeat the person's question** before responding to confirm that you have understood the message correctly.
The hearing person forgets to include hard of hearing person by facing in another direction or speaking softly.	**Learn to ask for clarity in different ways** so you don't feel bad for repeatedly asking to be included.

For persons with locomotor disability:

Kamala and Pranav are persons with locomotor disability. They are both wheelchair users.

Kamala is very fond of sports. She enjoys playing wheelchair basketball and participating in wheelchair marathons.

Pranav always prefers to be indoors. He likes to read books and watch movies.

Kamala and Pranav have different hobbies. Between the two of them, who is more likely to be energetic?

If you guessed Kamala, that is correct! When we engage in sports or any physical activity, it impacts our energy levels and personality. This can boost our confidence as well.

Since wheelchair users are in the sitting position continuously, it could impact their energy levels. By participating in any physical activity, they can find ways to build and sustain their energy. This can have a positive impact on how they interact with others. Even simple gestures like smiling or nodding can positively impact how they communicate with others.

Activity Time!

1. **Ask your friend to give you feedback on your posture and body language. The feedback should be constructive and not insulting. It is always good to be open to suggestions. Note down the key points from their feedback below:**

   _____

   _____

   _____

2. **For this activity, you need to find a partner. Convey a message through actions and make the person guess what you are saying. The Deaf can find a hearing person as their partner for this activity. Note down your experience below:points from their feedback below:**

   _____

   _____

   _____

   _____

What I learnt today:

Put a ✓ if you know this topic well.

1. Communication is important to share our thoughts, ideas, and feelings. ☐

2. Effective communication needs to be clear and complete. ☐

3. There are different types of communication such as verbal, non-verbal, visual, and written. ☐

4. There are certain do's and don'ts which can be followed by persons with disability while communicating with people in a non-disabled world. ☐

5.2 Verbal Communication: Writing

In this lesson you will learn :

1. Letter writing.
2. Email writing.
3. Resume writing.

What do you use to write letters and emails?
Fill in the blanks with the correct answers.

Thinking Box

1. **I write an email using _____ (a pen/an electronic device).**

2. **I write a letter using _____ (a pen/an electronic device).**

Let's learn how to write a letter

A letter is a form of written communication between two or more people. We can write letters to our friends and family to keep in touch with them. Letters are also useful if we need to communicate with government officials or with colleagues in a workplace. Such letters are known as formal letters. Before the internet was invented, letters were used more commonly. Nowadays, letters through postal service are known as 'snail mail' or 'slow mail' as it takes longer to reach the receiver.

Writing a formal letter has seven steps. Let us learn what they are!

Step 1: Sender's address
Always start with the sender's address at the very beginning of a letter. This is how the reader knows who the letter is from. We must make sure to write our complete address so they know where to send their reply to.
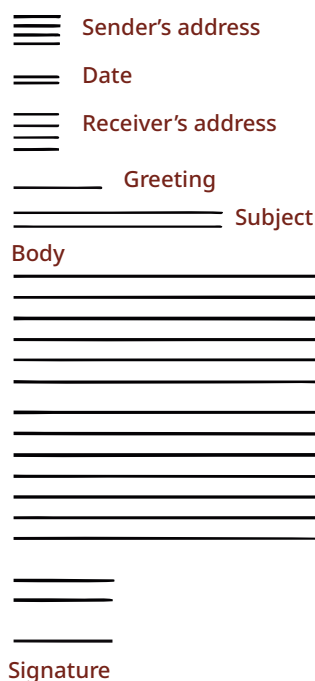
Step 2: Date
Letters take some time to reach their destination. The date is a critical piece of information documenting when the letter was sent.

Step 3: Receiver's address
Just like you wrote your address, you also need to write the address of the receiver or reader. This helps make sure that the letter reaches the right person.

Sender's address

Date

Receiver's address

Greeting

Subject

Body

Signature

Step 4: Greeting
We all say "Hello" when we answer a phone call. It helps us start the conversation and greet the person we are speaking with. In the same way, we need to write a greeting in our letter as well. Common greetings include "Hi," "Hello," or "Dear ___" where you write your receiver's name.

Step 5: Subject
The next step is to tell the reader what the letter is about. We write this by adding "Reg." or "Sub." at the beginning of the line. These mean 'regarding' or 'subject' respectively. Remember to keep the subject short and easy to understand. Ex: If you want to close a bank account, the subject can be "Reg. Closure of account number [insert your account number]". You do not need to include the subject in informal letters.

Step 6: Body
This is the fun part of the letter! This is the part where we get to say everything we wanted to. Letters are often used for official purposes like complaining to local government officials or communicating with banks. Whatever we want to talk about, it should be written in the body of the letter.

Step 7: Signature
When we are done writing everything we wanted to share, it is time to finish the letter. The last thing on any letter is our signature. There are many ways to end a letter. If we know the person well, we can end with "Love," or "Best wishes". If we do not know them well, we can end with "Yours sincerely" or "Regards". We must remember to add our name at the end. Once we complete all these seven steps, our letter is ready to send.

> **Tip:**
> **Remember to put your letter in an envelope, write your address and the receiver's address on it, paste the stamps it needs, and drop it off in a post box. Once you do that, your letter is on its way!**

You are writing a letter to your friend. Which one of the following will NOT be a part of your letter? Tick the odd one out.

Your address.   A greeting to your friend.   Your account number.

The date.   Your phone number.   Your signature at the end.

Your friend's address.

Let's learn how to write an email

An email is a letter that we send through the internet using an electronic device. It is a lot faster than posting a letter! Today, emails are an important form of communication. People write emails for work and to their friends as well. Let us learn how to write an email:

1.   First, to write an email, you need to log in to your email ID.
2.   Once you log in, you will see a "Compose" or "New Email" button on your screen. Click that and you are ready to get started!

New Message

To: Receiver's email id

Cc/Bcc, From:

Subject: Subject Line

Email body

Sending an email is a three-step process:

Step 1: Receiver's email ID

Who are we sending the email to? Fill in their email ID in the "To" box. This helps our email reach the right person. It is like the receiver's address in letters.

> **Tip: Remember to check the spelling of this email ID carefully. If we make a mistake, we could send the email to the wrong person.**

Step 2: Subject line

The subject line describes what our email is about. Let us look at some examples of subject lines:
1. There is a function in your family that you have to attend on November 24th. You are working in a company and need to apply for leave for that day. The subject line could be "Leave Application: November 24th".
2. Your uncle has sent you new earphones as a birthday gift. You are sending an email to thank him. The subject line could be "Thank you for the birthday gift!"

> **Tip: Remember to keep the subject line short and easy to understand. Save the details for the body of the email.**

Step 3: Body of the email

This is where we write everything we want to say. Just like a letter, we need to start with a greeting. If we are writing to someone we know well, we can use informal greetings like "Hi", "Hello", or "Hey". If we are writing to someone we do not know well, use a formal greeting. This is usually "Dear ___". The blank can be filled with their name or with "Sir/Ma'am".

After the greeting, we can write about what we wanted to share. We need to be clear with what we want our receiver to know. Keep the email short. Once we are done, we should remember to sign off our email just like a letter. Examples of formal endings are "Regards" and "Sincerely". At the very end, we must add our name and email address. For example, a formal email could end like this:

Regards,

Maria Rose
ABC Pvt Ltd
mariaABC@email.com

> **Tip: Once you are done writing your email, don't forget to press 'Send'! Once you click on 'Send', the email will leave your email ID and reach the receiver.**

Which of the lines given below are good subject lines? Remember: Subject lines should be short and easy to understand! Tick the one that sounds like a better subject line.

- Happy Birthday!
- Last Sunday, I went to watch a movie and I really liked it but I am still not sure who that actor was.

Let's learn how to write a resume

Most job applications ask us to send in a resume. So what is a resume?

A resume is a document that describes our education and work experience. It is a quick and easy way to tell the company why we are the right person for the job. A well-made and correctly formatted resume is very important to get a job. Today, we will learn what is included in a good resume.

Name
When we are introducing ourselves to someone, what is the first thing we tell them? Our name! It should be the first thing on our resume as well. Our name should be at the very top in a large font which will be easy to read.

Contact details
If the company likes our resume, they will want to speak to us and get to know us better. They will want to contact us and schedule a meeting on the phone or in person. To make it easy for them to reach us, we should include our phone number, email ID, and address at the top of our resume. Our address is important because it shows which city we live in as well.

Education
In this section, we describe what we have studied. We should start from the most recent educational qualification and include our Class 12 and Class 10 performances as well. The percentage marks should be accurate and not rounded up. If you have any gaps in your education because of your disability, it is important to be transparent about it.

Experience
In this section, we should talk about any work experience we have. This could be full-time, part-time, internships, informal, or volunteer work. We should remember to include our role, the organisation's name, the time period we worked, and a few lines about what we did during our time there.

In this section, you can also include any important projects you have worked on as part of your education and training. If you have any informal work experience (Ex: Working in your uncle's petty shop), you can include that as well.

> **Tip:**
> **Start from your most recent experience. If you are a fresher, do not be afraid to skip this section. It is okay; you are at the beginning of your journey.**

Skills
The final section of our resume should talk about our skills. This can include languages we know and software we are comfortable using (such as MS Word and MS PowerPoint).

Persons with disability can decide if they would like to include their disability in the resume. If you would like to mention your disability, use positive language and highlight the solutions you use. This is very important as the company may be hiring persons with disability for the first time.

For more information about writing a resume, refer to Chapter 11.4 titled 'Building My Resume'.

Remember:
According to Indian law, employers cannot discriminate on the basis of age, gender, or other identity markers. We do not need to provide these details in our resume.

Activity Time!

Learn how to use LinkedIn as a platform to reach out to potential employers and recruiters. Start with creating a profile on this user-friendly portal. You can have a tag line that tells viewers that you are a fresher looking for a suitable job. Make sure you have all the educational details, volunteering job details, etc. ready. After completing your profile, make sure you check it periodically. Keep it updated with new details about yourself.

What I learnt today:

Put a ✓ if you know this topic well.

1. Letters are written with pen and paper. There are six steps to writing a letter. ☐

2. Emails are like letters but are sent on the internet using a digital device. ☐

3. A resume is important when applying for a job. There are different sections in a resume such as contact details, education, experience, and skills. ☐

5.3 Non-Verbal Communication

In this lesson you will learn :

1. The meaning of non-verbal communication.
2. The appropriate spatial distance for formal and informal communication.
3. The importance of maintaining appropriate body movements and appearance.

Identify if the following are verbal or non-verbal communication:

1. **Winking.**
2. **Smiling.**
3. **Telling a joke.**
4. **Staring.**
5. **Shaking a finger.**
6. **Screaming.**
7. **Whispering.**

Thinking Box

Let's learn the meaning of non-verbal communication

Non-verbal communication is the process of sharing messages without the use of written, spoken, or signed words. Any communication made between two or more persons through the use of facial expressions, hand movements, body language, postures, and gestures is called non-verbal communication. It is said that as humans, we communicate more using non-verbal communication, than through words!!

Non-verbal communication helps to emphasise on what was said using words. For example, if a person needs to communicate that they are sad, he/she will say, "I am feeling sad". When we see them, we will also see them crying or with sad expressions on their face. If we think carefully, we react more to expressions like crying or a sad face than to the words 'I am feeling sad'. More than just words, we understand expressions better. Therefore, non-verbal communication is a very effective way of communicating. Sometimes, it is more powerful than words!

For example, while watching a scary movie, without making a sound, you tightly hold the hand of the friend sitting next to you. Here, you have communicated to your friend without using any word that you are scared. Even if your friend is Deaf or blind, you would have communicated your emotion.

When you hear that someone close to you has died, your friend will reach out to put a comforting hand on your hand or on your shoulder. The communication here needs no words.

Nowadays, we use a lot of emojis to express what we want to say in messages to make it more effective. Emojis are smileys, gestures, pictures, etc. They should be used with caution as we can convey a very wrong message by using the wrong emoji.

Ex: Sending a 'red heart' to anyone at the workplace is not appropriate. Similarly, sending a grinning smiley when someone has sent a sad message can make the other person angry.

Note for the Deaf: If you are not comfortable writing long sentences, the appropriate emoticons/emojis can help you convey your thoughts and feelings.

Note for the blind: If you are not able to visualise an emoticon or guess its meaning, ask a sighted person instead of assuming.

There are 6 ways in which non-verbal communication takes place:

Expressions using our face: Through expressions on our face, we show how we feel. It is a great way to communicate!	**Body posture:** The way we stand, sit, or use our body shows how we feel about ourselves and others.
Touch: We communicate a lot through touch. Ex: A firm handshake can show confidence.	**Space:** Space is the physical distance between two people. Depending on the relationship between the two people, distance or space is maintained.
Eye contact: This helps to understand what others are saying. It is a way to show respect to the other person. Making eye contact while talking shows confidence as well.	**Tone:** The tone, speed, and volume of our voice communicates a lot. Ex: Shouting shows that we are angry. Talking very slowly can mean we are thinking or are either sick or tired.

Why do you think non-verbal communication is important to convey a message?

_____

_____

_____

_____

Let's learn about the appropriate spatial distance for formal and informal communication

Mohan is a person with low vision. When he met his team member Maya for the first time, he stood close to her to see her a bit more clearly. When Maya noticed how close Mohan was standing during the conversation, she became a little uncomfortable.

Why do you feel Maya was uncomfortable in this situation? Let us understand what Mohan could have done differently by learning about appropriate spatial distance.

When you meet a person, you maintain some distance between yourself and the other person. This is called spatial distance.

If you meet your friend, you will sit close to him/her. It is natural to be physically close with your brother/sister and family members. This is because these are close and informal relationships. It is fine to stay physically close to people who are close to you.
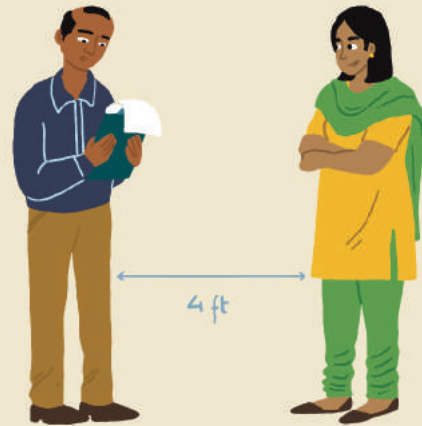
However, when you are in a formal environment, distance needs to be maintained between people. For example, in an office, you should not sit or stand too close to your manager or co-workers because it is not professional. Such relationships are called **formal relationships**. You need to maintain a minimum distance of 4 feet in a formal relationship.

Why do you think it is good to maintain distance in formal relationships?

_____

_____

Let's learn the importance of maintaining appropriate body movements and appearance

It is important to focus on our appearance including how we look, how we dress, how we sit, how we stand, etc. The way we look helps a lot in our professional lives. We need not wear expensive clothes, shoes, or perfume. However, maintaining cleanliness and displaying proper body movements help to show that we are smart, clean, and dependable. Let us learn how to do this!

The blind need to take the help of sighted friends to understand how sighted people dress for events or for the workplace, what is the latest way to have your hair done, and how to look like all others in the office.

Example for the blind: Sandy is a well-dressed young man. He always dressed formally, with perfectly matched trousers and shirts. When asked how he managed to match his clothes so well, he smiled and said he had certain ways to do it. He would wash each set of clothes separately so that he would not mix up his clothes. He also had certain identical marks for the matching clothes with which he would identify the exact trousers that go with each shirt.

Discuss with your blind friends about the methods they use to buy clothes, to wear well-matched clothes, and to look neat and professional. Write your learnings below:

_____

_____

_____

_____

_____

Tips to keep in mind for maintaining proper appearance at the workplace:

1. Wear clean and well ironed clothes.
2. Take a bath to keep yourself clean. Use body creams or lotions if you have dry skin.
3. Cut your nails and keep them clean. Dirty nails will put off people. Pay attention to your toe nails as well.
4. Comb your hair well. It will help to have a hair style that is easy to maintain.
5. Carry your things neatly in a simple bag.
6. Do not wear too much makeup or perfume. You will look out of place if you wear too much makeup where others may be without any makeup.
7. For men, shave properly. [The blind can learn to use electric shavers.]

See the images below to understand how to sit and stand properly.

For more information on this, refer to chapter 11.2 titled 'Personal Grooming and Hygiene'.

Activity Time!

Imagine that you have to attend an interview in a week. Now find a partner and make a list of ways in which you will prepare your appearance for the interview:

_____

_____

_____

_____

_____

What I learnt today:

Put a ✓ if you know this topic well.

1. Non-verbal communication is the sharing of messages without any writing, signing, or the use of words. ☐

2. Non-verbal communication takes place through facial expressions, touch, eye contact, and body language. ☐

3. It is fine to stay physically close to people who are close to you. ☐

4. We need to maintain a minimum distance of 4 feet between people in case of a formal relationship. ☐

5. Maintaining cleanliness and displaying proper body movements are very important in a workplace. ☐

5.4 Practising Effective Communication

In this lesson you will learn :

1. Identifying formal and informal communication.
2. How to introduce yourself effectively.

Thinking Box

1. **Who was the last person you spoke to?**
   How did they show you that they understood your message?

   _____

   _____

   _____

2. **Think of an instance where the person you were talking to could not understand you at all or misunderstood what you were saying. Briefly write down what happened:**

   _____

   _____

   _____

Let's learn about formal and informal communication

Communicating effectively means that the other person has fully understood what you are sharing. You can know if someone has understood the message by the way they listen, respond, and continue the conversation. The same goes when someone is talking to you and you make appropriate responses like shaking your head, nodding, and asking questions. Effective communication in both formal and informal setting is two-way. The communicator and the receiver are both equally responsible for communication to be effective.

What do you do if you do not understand what is being said in a formal setting?

Ex: You are in a meeting with your manager. There is a design for a new machine you both are working on. Your manager comes up with a lot of ideas and talks excitedly. After some time, you cannot understand what she is saying, but you are scared to interrupt. Now you are in a fix! You cannot ask your manager to repeat nor can you remember anything she said. This is a waste of both your time and loss of ideas. What should you have done instead?

Knowing the meeting is important, you should have:

1. Recorded it.
2. Taken a notebook to jot down points discussed.
3. Asked questions for clarification.
4. Asked for important information to be repeated

Identifying formal and informal communication is very important to communicating effectively. Knowing the difference between these two types of communication will help to decide what words you use. It will also help you decide whether to communicate verbally or in writing. Here are some questions that will help you identify if the communication is formal or informal:

Question	Formal Communication	Informal Communication
Who are you communicating with?	Colleagues and others in the workplace, government officials, and strangers	Friends and family
Where are you communicating?	In a workplace or official setting	At home or in other private settings
Will this communication be recorded or looked at again for important reasons?	Often, yes	Usually, no

Formal communication is used in official environments. Very often, verbal formal communication is followed by written communication. This helps record everything that was discussed in a meeting and helps people remember what was decided. Informal conversations, on the other hand, are casual and do not need to be recorded for future reference.

Remember:
Informal conversation does not mean disrespectful or rude conversation. It only means casual conversation with people you know well.

With whom would you speak formally and with whom would you speak informally? Mark "F" for formal and "I" for informal next to each person:

1. Your best friend.
2. The local Panchayat official.
3. The manager at your new office.
4. Your favourite cousin.

Let's learn how to introduce yourself effectively

When we meet someone for the first time, we introduce ourselves. The person forms their first impression of us based on our introduction.

When we introduce ourselves to a new friend, a teacher or an interviewer, they notice two things about us:

1. Our verbal or signed communication – Information you give about yourself through words or signs
2. Our non-verbal communication – Information others gather through your body language, posture, clothes, etc

It is very important for everyone to present themselves in a dignified manner with the right posture, good personal hygiene, and clear speech. Avoid giving too many personal details about yourself in the first introduction. A person with disability need not announce their disability as you are a person first and your disability does not define you entirely. You can mention the disability if you think it is important as in a class or a seminar where you may need an interpreter or an orientation of the place.

So when you introduce yourself, you must work on both your verbal or signed communication and non-verbal communication as well:

Verbal or Signed Communication

1. Use the correct greeting for the situation. If it is a formal context, say or sign "Good morning!" or "Hello! How are you?"

2. Tell or sign the person your name. Share a little information about yourself like what you do and what your hobbies are.

3. Communicate with your voice or signs clearly and confidently. For those communicating with voice, do not whisper or shout. If you are in a closed room and you cannot see because of your blindness or low vision, ask the person next to you so that you can adjust the loudness of your voice.

4. If you are Deaf and are using an interpreter to give voice to your signing, make sure the interpreter is in front of you and can see you properly.

Formal Dress Code

Neatly combed hair

Neatly combed hair

Minimal jewellery and makeup

Formal shirt

Formal shirt & trouser

Formal trousers

Formal black or brown shoes with socks

Simple, neutral-coloured footwear
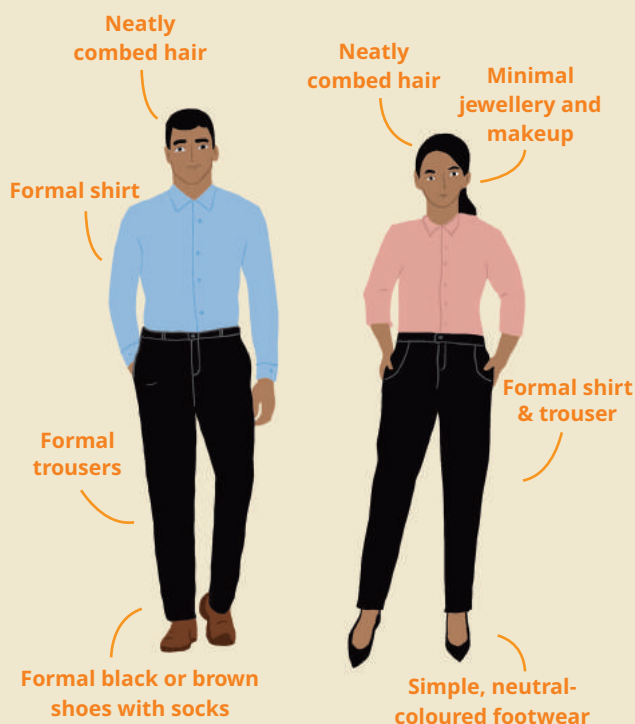
Non-verbal Communication

1. Maintain eye contact with the person you are speaking. The blind must face the person they are addressing even though they cannot make eye contact.

2. Be mindful of your body language. If you are standing, stand straight. If you are sitting, sit up straight. Do not fidget with any objects using your hands and avoid shaking your legs.

3. Give the person a firm handshake when you greet them.

4. Be dressed appropriately for the meeting. If it is a formal meeting, make sure to wear formal clothes and formal shoes.

Activity Time!

Momin is going for an interview. Write down what tips she needs to follow when she meets her interviewer.

How to greet the interviewer	
How to sit during the interview	
How to talk during the interview	

What I learnt today:

Put a ✓ if you know this topic well.

1. We all spend time and communicate in two kinds of environments - formal and informal. ☐

2. Formal communication is for communication with colleagues and employers in the workplace. Informal communication is with friends and family. ☐

3. The communication guidelines to be followed are different in formal and informal settings. ☐

4. When we introduce ourselves to someone, we can make a good first impression. We must be mindful of our verbal and non-verbal communication in such instances. ☐

5.5 Workplace Communication: Introduction

In this lesson you will learn :

1. The importance of effective communication at the workplace.
2. How to eliminate barriers to effective communication.
   How to use text messaging for workplace communication.
   About statusing and how it builds trust.

Thinking Box

1. **You work in a travel agency. Your manager asks you to check with 2 other team members and schedule a meeting on Thursday. How would you do this?**

   _____

   _____

   _____

2. **Let's assume that you are not able to get the other two team members for the meeting on Thursday. What will you do?**

   _____

   _____

   _____

Let's learn the importance of effective communication at the workplace

Communication at the workplace happens through many channels. During meetings, we speak and listen to the people in the room. Through emails and documents, we read and write to exchange information. We make phone calls and video calls to consult with each other. We also send short text messages and share notes with each other.

When communicating at the workplace, you might be speaking, signing, or writing to a person. For your communication to be effective, follow the 6Cs of communication while forming your message:

1. Is it clear?
Are you communicating the information and your views in a way that is easy for the other person to understand?

2. Is it correct?
Is all the information you are sharing correct in every way? Is it free of grammatical errors, spelling mistakes and factual errors?

3. Is it complete?
Have you included all the relevant information that the other person needs to understand? Have you provided all the answers to the other person's questions? For example, when you send a text message to a co-worker to inform them about a meeting on Thursday, you must also mention where the meeting will take place. Else, the communication is not complete.

4. Is it concise?
Have you communicated your message in a short and precise manner? Have you been brief and to the point (concise)? Have you avoided discussing unnecessary details about other things?

5. Is it considerate?
Have you been considerate of the other person's mindset, opinions and background in the way you communicate with them?

6. Is it courteous?
Is your communication kind and polite? Have you said 'please' while asking for help and said 'thank you' when you received it?

Remember the activity at the beginning of this section. You are working in a travel agency. Your boss asks you to check with 2 other team members and schedule a meeting on Thursday. Write an email to your team members to communicate the same. Check your message and see if it includes all the 6Cs.

New Message
To
Subject

Send

Let's learn how to eliminate barriers to effective communication

There are specific things that can make it difficult to communicate in a workplace. It is good to be aware of these difficulties so that you can avoid them. Some of these difficulties are:

1. **Language differences:**
   A workplace often has people from different parts of the country. Think of a team with 10 people: 7 people are from the same city and all speak Marathi. The other 3 people do not speak Marathi because they come from other places. It is good to avoid speaking in Marathi during meetings and group discussions because it cuts off communication for those 3 people. In a workplace, check what is the preferred language and use that for all communication. Lastly, if you are Deaf, ensure you have access to an interpreter at the workplace.

2. **Unfamiliar words:**
   There are some words that are used a lot that are unique to a particular industry or an office. You might not have heard these words or phrases in other conversations, but you might hear them often at work. Ex: You get an email from your team member which says, "The due diligence for this project is pending. Let us table this for now and circle back when it's done." There are some words and phrases in this mail that you might not know but are commonly used in the office. If you come across words like this, you can use the Internet to find their meanings. You can also ask a colleague to explain them to you. Deaf individuals can learn new signs on the YouTube channel of the ISLRTC dictionary.

   YouTube Link: https://www.youtube.com/@islrtcnewdelhi4069/videos

3. **Different styles of communication:**
   Communication can be done in different ways depending on the people and the workplace culture. Some organisations communicate mainly through emails, while some prefer to have conversations. In some organisations, everyone is required to communicate their work progress daily or weekly. In others, you only need to inform your boss when you finish a project or have problems with the project. Observe these differences carefully when you join a company. In your first few weeks, ask questions to colleagues and to your team leaders. They can help you understand what style of communication is followed there.

4. **Inclusion barriers:**
   Persons with disability may face certain inclusion barriers during workplace communication. It is important to ask questions, gain clarity, and find different solutions to manage these barriers. If you are Deaf, use sign language, simple English, templates, and images to communicate your thoughts and understand others. If you are blind or have low vision, ask for images to have a written description (alt text) and be sent in advance if they are being discussed in a meeting or a presentation. If needed, find a buddy at work you can partner with to manage these barriers.

Can you think of a time when you tried to explain something to someone but they could not understand you at all? Why do you think communication was difficult that day?

_____

_____

_____

Let's learn how to use text messaging for workplace communication

The most common method of communication in a lot of workplaces is email. Nowadays, workplaces also use text messaging for regular communication. Workplaces have a preferred app that they use for chatting and texting. Here are some of the popular chat apps used for texting in a workplace:

WhatsApp   **Slack**   **Microsoft Teams**   **Google Hangouts**

When the blind are a part of the official office groups on WhatsApp or similar apps, others might share images or videos without a written description. If you want more information on what has been shared, you can remind your colleagues to share a brief description and include you.

Email can be used to communicate final decisions and for formal requests. You can use workplace chat to have regular conversations with your team, ask simple questions, and make quick decisions.

It is important to remember that using chat at work is still formal and in a professional environment. So we cannot send messages on such apps in the same way we text our friends or family.

Follow these tips while sending text messages for workplace communication.

1. Send messages with correct spellings. Avoid using short forms and slang like "ur" and "omg".
2. Avoid using too many emojis or wrong emojis.
3. Do not send texts outside of working hours.
4. Use chat to discuss things that need a quick response. If you require a detailed answer or a long discussion, it is better to talk over a phone call or set up a meeting.
5. Reply quickly to people's messages. If you need more time to respond, send a message such as, "Hello! I need some time to find an answer to your queries. Can you please give me a day?"
6. Be careful about sending confidential information and documents over chat. Most workplaces have rules about what should not be shared on chat and must only be shared over email. Check these rules when you join a company and follow them.

Let's learn about stat using and how it builds trust

Statusing means to give regular updates about one's work to the team. Let's understand the importance of statusing with an example:

Jehangir has been given a project by his Team Lead, Zoya. She tells him the work is urgent and needs to be done in a week.

Jehangir starts working on the project.
On Day 1, Zoya is not sure if Jehangir has started the work.
On Day 2, Zoya sees Jehangir looking relaxed on the phone.
On Day 3, Zoya still has no information about the work.
On Day 4, Zoya is worried. There is only 1 day left and she has no idea if the work is happening or not.
She tells Jehangir, "Please work on the project. I don't want any delay."
Jehangir is surprised. He thinks, "I am working hard. Why doesn't Zoya trust me?"
Is Zoya a bad team leader? Is Jehangir a bad employee? What is the real problem?

Now, let's understand what would have happened if Jehangir had given regular updates to Zoya:
Day 1 – Jehangir informs Zoya that he has started the work and tells her what he is planning on doing.
Day 2 – Jehangir informs Zoya about some problem he is facing and takes Zoya's help to solve it.
Day 3 – Jehangir tells Zoya about the work progress.
Day 4 – Jehangir shares a draft of what he has worked on so far and takes Zoya's feedback.
Day 5 – Jehangir submits the report. Zoya thinks, "It is easy to work with Jehangir! He always kept me informed. I can trust him with more work."

Like Jehangir, you can status based on these 5 points:

1. Give daily updates on what is happening.
2. Share brief information about how the work is being done.
3. Check with the Team Lead if the work is being done correctly.
4. If there are problems, inform the Team Lead in advance and share ideas for solving them.
5. If you are not working on the project or task, keep the team informed.

Activity Time!

Azim and Priya are working on a presentation together. The client changes the meeting time from 10 AM to 11 AM on Wednesday. Azim texts Priya to inform her. Write the chat conversation between Azim and Priya:

_____

_____

_____

_____

_____
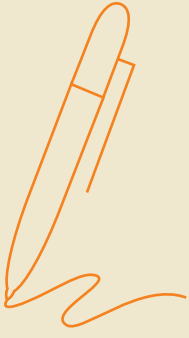
What I learnt today:

Put a ✓ if you know this topic well.

1. Communication at the workplace is important because that is how we exchange ideas and make decisions. ☐

2. Communication at the workplace must follow the 6Cs. It must be clear, correct, complete, concise, considerate, and courteous. ☐

3. Different companies have different communication styles. When we understand this, communication becomes easier. ☐

4. Workplace communication often happens through chat and text messages. We must remember to remain formal while sending text messages for work. ☐

5. When we do statusing i.e. giving regular updates about our work, it helps builds trust and enables others to plan their work accordingly. ☐

6.1 Introduction to Digital Skills

In this lesson you will learn :

1. What is digital literacy?
2. How is digital technology used in everyday life?
3. The digital skills that are required in the world of work.

In the table below, write Yes next to the digital skills you already have:

Thinking Box

Typing on a computer
Searching for information online
Downloading an app
Sharing photos, videos with others
Sending messages on a mobile
Using email

Let's learn about digital literacy

When we are able to express our thoughts and understand others' thoughts through any language, it is called literacy. **For example**, if you can read, write and understand Hindi, you have Hindi literacy. Similarly, if you can use a computer and the internet comfortably, you have digital literacy.

Today, the internet is helpful to do many things - shopping, searching for information, booking tickets, sending messages, watching videos, etc. Any person who can use the internet on a computer, laptop, tablet or smart phone to do simple tasks is called a digitally literate person. When someone is digitally literate, it makes them independent in their lives.

Be it using Google maps while travelling, accessing digital books from an online library, or using UPI apps for financial transactions, being digitally literate can help us in our day-

We do many activities every day, some require digital literacy, some don't require digital literacy. Read the following list of activities. Do they need digital literacy? If they do, write YES in the second column:

Activity	Need digital literacy
Driving a car	
Creating a resume	
Calling customer care	
Cooking paneer butter masala	
Painting a wall	

Let's learn about how digital technology is used in everyday life

Tools such as computers, laptops, smartphones and tablets run on digital technology. To use some of these tools, we require special training. But, some digital technologies are easy to use. They are also part of our everyday life.

We use digital technology to do many things, as shown below:

1. Talking to a friend using chat or sign language.
2. Sending pictures and videos to friends and family.
3. Watching videos for entertainment.
4. Listening to music.
5. Find information on Google.
6. Using calendar and address books.
7. Using calculator.
8. Sending information to a co-worker through email.

In addition to the activities mentioned above, given below are some more examples of how digital technology can enable persons with disability:

Blind or low vision	Deaf or Hard of hearing	Locomotor disability
Identify colours and currency	Communicate with others via video calls	Find accessible entrances in public places
Read hard copies	Book on-demand interpreters for meetings or appointments	Shop online
Find obstacles while exploring the surroundings	Understand videos with closed captioning	Book accessible transportation

All of the activities mentioned in this section can be done by persons who are blind or have low vision using the screen reader software on the desktop or laptop.
On smart phones, it can be done using Tail back (Android) or Voice over (iOS). Persons with low vision also use the magnifier feature on their computer or mobile phone to perform these tasks.

Persons with locomotor disability can do the same tasks using accessibility services on their mobile phones like voice control and switch control as well as tools such as speech recognition software and joystick on computers, and so on.

125

Think about all the ways in which you have personally used digital technology. Write 3 things that you have done with digital technology.

1. _____

2. _____

3. _____

Let's learn about digital skills that are required in the world of work

Digital technologies are used in all types of jobs. Digital skills are important for the workplace today. A person with digital skills is able to easily use digital devices and the internet to complete all kinds of tasks at work.

For persons with disability, digital technologies have opened up many job roles in the private sector.

If you use digital technology regularly in your life, you would also already have some of these digital skills you need at work:

1. Communicating through emails and chat.
2. Creating and editing documents and worksheets.
3. Using and understanding worksheets.
4. Finding information online.
5. Using online websites and services.
6. Being safe and responsible online.

Please Note – Persons who are blind or have low vision can operate the computer with a screen reader to perform office related tasks on par with their sighted peers. Persons with low vision can use magnifier or high contrasts based on the level of their vision status.

Persons with locomotor disability can operate computers using different methods and assistive technologies. These include speech recognition software, onscreen keyboard, with devices like joystick, one-handed keyboard, different types of mouse (e.g. camera mouse), and so on.

Activity Time!

What is your dream job? What digital skills do you need to be successful at that job?

_____

_____

_____

_____

_____
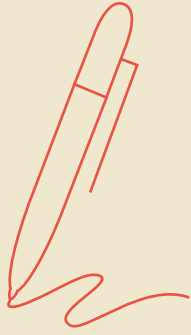
What I learnt today:

Put a ✓ if you know this topic well.

1. Digital literacy is the ability to comfortably use different digital tools and the internet. ☐

2. Digital literacy is needed to stay updated in the world today. It is helpful to do many tasks quickly. ☐

3. Some common digital skills needed in everyday life are communication, searching information, using websites and services, and being safe and responsible online. ☐

6.2 Basics of Computers

In this lesson you will learn :

1. How to recognise and understand the parts of a computer.
2. About the functions of the important parts of a computer.
3. How blind persons can operate a computer with a screen reader.

There are many parts in a computer or laptop.
Note down the parts which you know:

Thinking Box

_____

_____

_____

Let's learn to recognise and understand the parts of a computer

A computer is an electronic device. Be it school, banks, shops, railway stations, hospital or your own home, computers are present everywhere, making our work easier and faster for us. Since computers are an integral part of our everyday existence, we must know what they are and how they function. Let us start with defining the term computer formally.

The literal meaning of computer is a device that can calculate. However, modern computers can do a lot more than calculate. Computer is an electronic device that receives input, stores or processes the input as per user instructions, and provides output in the desired format. A computer is also known as PC (Personal Computer).

There are two common types of computers: **a desktop** and a **laptop.**

A desktop
A desktop is a computer where all the different parts are separately connected to the power and placed together on a desk.
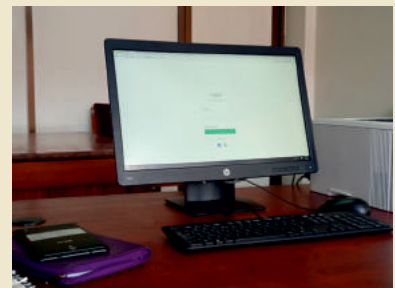
A laptop
A laptop is a computer that can easily be carried around and can be used for a brief period of time without being connected to a power source.

Many of the parts of a desktop and a laptop are the same, although they might look different.

Note for persons who are blind or have low vision – Use the touch and feel method to get an orientation of the different parts of the desktop computer. While getting a tactile orientation of the laptop computer, ensure you know where the power button and the charging port are.
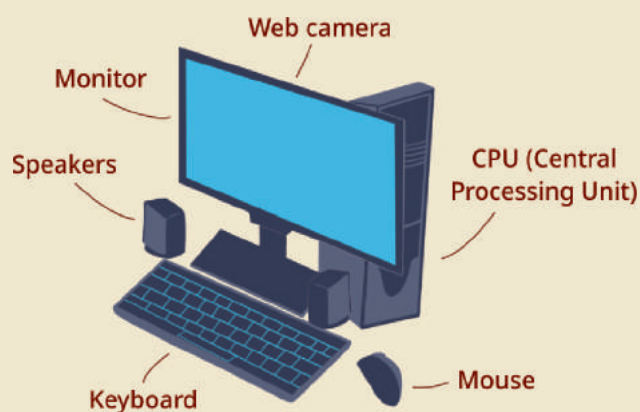
Parts of a desktop computer:
- Monitor.
- Keyboard.
- Mouse.
- CPU (Central Processing Unit).
- Web camera.
- Speakers.
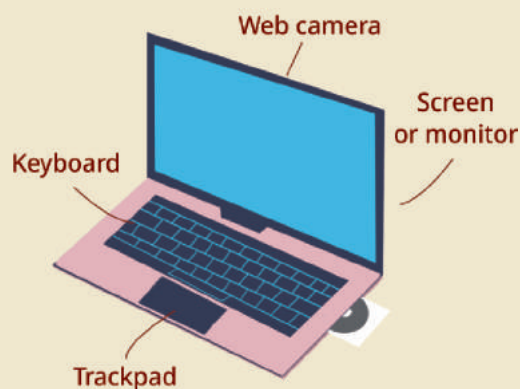
Parts of a laptop computer:
- Screen or monitor.
- Keyboard.
- Track pad.
- Web camera.

List down all the parts of the desktop shown below:

Note for persons who are blind or have low vision – Make a list of all the parts after you feel a desktop computer.

Let's learn about the functions of the important parts of a computer

All computers have 3 kinds of parts:

$$\boxed{\text{Input Unit}} \longrightarrow \boxed{\text{Central Processing Unit (CPU)}} \longrightarrow \boxed{\text{Output Unit}}$$

1. **Input Unit:**
    The input unit of any computer includes all the parts that you can use to tell the computer what to do and give the computer information. They are parts that you can use to send instructions from the outside into the computer. The input units are easy to touch and feel.

    a. **Keyboard:** used to put characters into the computer.
    b. **Mouse:** used to move the arrow/pointer on the computer.
    c. **Microphone:** used to send sound into the computer.
    d. **Web Camera**: used to send video and pictures to the computer.
    e. **Track Pad**: The track pad is found commonly on laptops and does the same thing as a mouse. It is also used to move the arrow/pointer on the computer.

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2. **Central Processing Unit:**
   The CPU is the brain of the computer. The CPU understands your instructions correctly and completes the tasks that you ask it to. The CPU is where all the data and information are stored. The CPU for a desktop computer is usually a rectangular box that you use to turn on and off the computer. The CPU for a laptop computer is inside the laptop unit, usually under the keyboard section.

3. **Output Unit:**
   The output unit of any computer includes all the parts through which the computer displays and shows things to us.

   - **Monitor:** When you type something on the keyboard, it is shown on the monitor. When you click on a video with the mouse, it is displayed on the monitor
   - **Speakers:** The speakers play the sound of any media file that you open on the computer or the sound from online meetings that you are attending. This unit cannot be touched.

Let's learn how blind persons can operate a computer with a screen reader

Please Note –
This section of the chapter is only applicable for persons who are blind or have low vision.

Introduction
In this workbook, all chapters with an explanation of screen readers are based on the NVDA screen reader software. To get a practical experience of these chapters, please ensure you have installed the NVDA screen reader software.

A screen reader is a software application that enables persons who are blind or have low vision to use computers and other digital devices. It works by reading aloud the content of the screen and providing auditory cues to the user. It converts the text on the screen into synthesized speech, which is then read out loud to the user through a speaker or headphones. It also uses other auditory cues such as sounds and tones to help the user navigate through menus, buttons, and other graphical elements on the screen.

Screen readers are an essential tool for persons who are blind or have low vision to access information and interact with digital content. It can be used on desktop computers, laptops, smart phones, and tablets. It is an important component of accessibility for digital products and services.

There are different types of screen readers available for the Windows operating system. These are:
1. *JAWS (Job access with speech).*
2. *Narrator (Windows operating system default screen reader).*
3. *NVDA (Non-visual desktop access).*

NVDA and JAWS are the most popular screen readers available as they are compatible with most applications. NVDA is an open source software. To know more and download, visit the link given below:
https://www.nvaccess.org/

Keyboard Orientation
While sighted persons use the mouse to operate the computer, persons who are blind or have low vision listen to the screen reader and give instructions through the keyboard. Understanding the screen reader accent and being oriented to the keyboard are essential skills for a blind person to work on the computer comfortably.

Keyboard orientation involves getting familiar with the keys and proper finger movements to use the keyboard effectively.

Generally, the keyboard layout for the desktop computer and laptop is the same. The key components include:

1. *Function keys: F1 to F12.*
2. *Alpha numeric keys: Divided into 4 different rows.*
   Numeric keys: These are right below the function keys (0 to 9). When we add the Shift key while typing along with these numbers, we can type special characters such as !, @, #, etc.
   Alphabets: This will be divided into three different rows: Home row, Top row, and Bottom row. These rows will be included with a few special keys as well.
3. *Control keys: Includes left control, left windows, left alt, spacebar, right alt (right windows application key on desktop computer), right control.*
4. *Navigation keys: Includes up arrow, down arrow, left arrow, right arrow, home, end, page up, page down, and delete.*
5. *Special keys: Includes escape, draw, tab, caps lock, left shift, right shift, enter, backlash, backspace, etc.*
6. *Numpad/Full size keyboard: This will be located at the right side of the keyboard and will have numbers o to 9 along with the mathematical symbols. Some laptops also have the numpad.*

To get an orientation of the keyboard and keys, screen reader users can use the command Insert + 1 to turn on and off the input help. When the keyboard input is on and any key is pressed, it will be read out by the screen reader. This can help the user be familiar with the key and its location.

Follow the instructions given below to practice typing:

1. *Place your left index finger on the 'F' key and let the other three fingers fall naturally onto the 'D', 'S', and 'A' keys respectively.*
2. *Place your right index finger on the 'J' key and let the other three fingers fall naturally onto the 'K', 'L' and ';' keys respectively.*
3. *Both thumbs should rest on the spacebar, but only the right thumb should be used to press the space.*
4. *The same finger position must move on to the letters on the respective rows (top and bottom rows) by listening to the screen reader.*

Desktop Access
So far, you are familiar with the term desktop computer. But that desktop computer is a physical computer. It is a computer where all the different parts are separately connected to the power and placed together on a desk. Now, you will discover the desktop screen which is available inside computer.

Scenario: Raghu is a person with low vision working as a front office executive. One of his responsibilities is to maintain the contact details of the customers, employees etc.

For maintenance purposes, he creates new contacts and updates the existing ones whenever there are any changes. He saves the contact details file on the Desktop as he uses this file often.

If an employee needs the contact details of a customer or other employee, they contact Raghu. Raghu is able to get the details quickly because accessing files from desktop is easier than accessing files from a different location in the computer.

What is desktop? How can one access items from the desktop?

Desktop is the first screen which you get after logging into your computer. It is used to keep frequently used items. It is in a rectangular shape and the items are arranged in rows and columns.

Follow the steps given below to navigate the desktop:

1. Windows + m or Windows + d commands will take the focus to the desktop.
2. When the focus moves to the desktop, the user can confirm the screen by checking the title with the command insert + t. The screen reader will announce as Program Manager/Desktop/Explorer.
3. The first letter of the item can be used to navigate through the different items on the desktop.
4. The enter key can be used to open any items on the desktop.
5. To confirm the opened item, use the insert + t command.
6. To close any opened item, use the alt + F4 command.

Here's a re-cap of the key commands:

Key command	Function
Windows + m Windows + d	To go to desktop
Insert + tab	To know the number of available items and to know the currently focussed item
Insert + t	To check the title
Insert + up arrow	To know the selected item
Insert + up arrow twice	To check the spelling of the selected item
Alt + F4	To close the item

Switching Between Applications
Now, let us understand how to switch between multiple opened applications.

Scenario:
Rubina is a blind person pursuing her 12th standard education. Since she knows how to operate a computer, her accounts teacher gives assignments in the form of notepad documents. To do the assignment, she follows these steps:

Step 1: Rubina opens the assignment file and calculator from the desktop.
Step 2: She reads the instructions from the assignment paper.
Step 3: She switches to calculator in order to do the calculation.
Step 4: She switches back to the assignment file to write the answer.

She follows the same steps to answer the rest of the questions in the assignment file.

Whenever we open multiple applications on our computer, all the opened applications get stored and arranged next to one another on a place called Taskbar. It is a thick horizontal bar located below the Desktop screen. To access the items from Taskbar, there are many ways. The easiest way is using the command Alt + Tab. While using Alt + Tab, the focus moves from one application to another application. By checking the title, we can confirm the active window.

Windows + t command takes the focus to the Taskbar.

Like any other application, the Taskbar has its own elements:

1. *Start button.*
2. *Running application toolbar (of all the opened applications).*
3. *Notification area: Windows + b command takes the focus to the notification area. Different options like internet connectivity, battery status, speaker volume, etc can be accessed.*

Let us understand how to use the Alt + Tab command to switch between multiple applications:

- *Hold down the Alt key. Then repeatedly press the Tab key for the focus to move from one opened application to another.*
- *To keep the focus on a particular opened application, when you hear the name of the application you want, leave both the keys.*
- *Check the title and confirm whether the focus is on the same application or not.*
- *Pressing Alt + Tab moves the focus between applications clockwise.*
- *Pressing Shift + Alt + Tab moves the focus between the opened applications anticlockwise.*

Here's a re-cap of the key commands:

Key command	Function
Windows + t Alt + Tab	*Take focus to the taskbar*
Shift + Alt + Tab	*Switch between the multiple opened applications clockwise*
Windows + b	*Switch between multiple opened applications anticlockwise* *Take focus to the notification area*

Opening Items
You have learnt how to open items from the desktop and switch between multiple opened applications. Now, you will learn how to open any items from the computer.

Scenario: Kamal is working in an administrative office. His manager had instructed him to submit the overall bill of newly purchased materials for office. Kamal was bit tensed because he felt he is poor in maths. He had requested his colleague to help him on this. His sighted colleague came forward and started explaining, "The calculator application on the computer helps to do the calculation easily." Kamal replied saying that item was not available on the desktop.

Kamal's colleague then explained how the desktop is used to keep frequently used items. So all the items available on the computer will not be on the desktop. Instead, you can use the search option of the Start menu to open any items like programs, files, and the installed applications/software. While the Start menu has many other options and is mainly designed for sighted users, the search option is more convenient for screen reader users.

Follow the steps given below to open items from the Start menu:

1. *Press the Windows key to activate the search option of the Start menu.*
2. *Type the initial three letters of the application in the search box.*
3. *The search results will be displayed on the right side of the window. The up arrow and down arrow can be used to navigate through the search results.*
4. *Press the enter key to open specific items from the search results.*

Here's a re-cap of the key commands:

Key command	Function
Windows key	Activate the Start menu
Insert + Tab	Check the focus element
Up and down arrow	Navigate through the different search occurrences
Enter key	To open item
Insert + t	Check the title

Managing Files and Folders
So far, you familiar with opening items from the desktop and using the search option of the Start menu. In this section, you will learn to manage files and folders on the computer.

First, let us understand what the folder hierarchy is and how to open the relevant files from this folder hierarchy.

Scenario:
Do you know how physical files and documents are maintained in offices? File cabinets and shelves are used to keep all the files and documents in the proper order. This could be in a year wise arrangement or in a section wise arrangement. Similarly, in a computer, we have folders in drives to keep our files and documents in the proper order. This could be in a year wise arrangement or in a section wise arrangement. Similarly, in a computer, we have folders in drives to keep our files and documents. In these folders, we have sub-folders and files. The files store data in different for mats such as text, image, audio, video, etc. Few examples of file formats are MS Word document, text document, portable document format, MP3, JPEG, etc.

Sighted users can easily identify the item by the displayed icons. There is one common icon for folders and different icons for file types. By pressing the right arrow twice on the item, screen reader users can identify whether the item is a folder or a file.

Follow the steps below to access files and folders:

1. *Press Windows + r to open the run dialogue box.*
2. *Type C: in the run edit and press enter on it.*
3. *Check the title and confirm. The screen reader says local disc c.*
4. *Press insert + tab to know the focussed item and number of available items.*
5. *Press the letter p till you hear program files (x86).*

6.   *To identify if it is a file or folder, press the right arrow twice.*

7.   *If the screen reader says file folder, that means it is a folder i.e. a collection of sub-folders and files.*

8.   *Press enter to open.*

9.   *Check the title. Now, the title has changed from local disc c to program files (x86). The focus is inside the program files.*

10.   *Press Insert + Tab to check the focused item and number of items in this folder.*

11.   *Press the letter n for NVDA.*

12.   *Press the right arrow twice to understand if it is a file or folder. Usually, if the item is a folder, the screen reader will read it as a file folder. Apart from file folders, whatever the screen reader reads out will be a file.*

13.   *Press enter to open it. The title will be changed from program files to NVDA.*

14.   *Press the end key for the last item in this folder.*

15.   *Check whether it is a file or a folder.*

16.   *The screen reader says 'Application extension'.*

17.   *To come back from any folder in file explorer, use the backspace key.*

18.   *Check the title. The screen reader says Program files (x86). This means the focus has come back from the NVDA folder.*

19.   *Press the backspace key once again. Check the title. The screen reader says 'Local disc c'.*

20   *If you press the backspace key again, the focus will come back to the file explorer window.*

Let us learn how files can be found easily with a scenario:

Kamal's manager asked him to send an email with last year's annual report. When he started accessing the previous year folder, he was not able to identify the folder and files. He decided to take his colleague John's help. Since John was also a screen reader user, he realised the root cause of the issue. He told Kamal, "In file explorer, there are different views. For screen reader users to identify the file and folder, the view should be set with details view. Only then can we identify the file and folder. If the list view is set up, we may not be able to identify whether the item is a folder or a file.

Follow the steps given below for setting up the views:

- *Open file explorer.*
- *Press Alt + v for the view tab.*
- *Press the down arrow for the lower ribbon tab.*
- *Press tab till you hear the views change to drop down.*
- *Press the spacebar to expand the drop down.*
- *Use the arrow keys and press enter on the details view.*
- *Once the details view is set successfully, press the right arrow twice on the item to read out the type of file.*

Folder Creation

Based on Kamal's performance, his manager decided to assign some more work to him.
His manager said, "I will give you the list of files that I have approved. Please create a folder with the current year and move files into this folder."

To complete this task, Kamal had to create a new folder and move the list of approved files there. His colleague reminded him about key points to remember while creating a new folder:

- *Be specific on the purpose of creating the folder and file.*
- *Have clarity on the location or path to save the folder.*
- *While creating the subfolder, ensure the main folder is opened. The title should display the name of the main folder.*
- *The first letter of the folder should be in capitals.*
- *The folder name should connect or indicate the information available inside the folder.*

Follow the steps given below to create folders:

- *Create folders on the D Drive. If you do not have access to the D Drive, create a folder in a drive that you can access.*
- *Press Windows + r to open the run dialogue box.*
- *Type D: in the run edit and press enter to open.*
- *Check the title and confirm the D drive has opened successfully.*
- *Press the command control + shift + n to create a new folder.*

> ***Note –***
> *By default, the folder name comes as new folder. To delete the default name, press the backspace key and write the new folder name. Press enter to save the new name.*

With these steps, a new folder will be created inside the D drive. To create any subfolder inside the main folder, follow the steps given below:

- *Open the main folder.*
- *Check the title to confirm the same folder has been opened.*
- *Use the command control + shift + n*
- *Delete the default name and type the new folder name. Press the enter key to save the changes.*
- *Use the up and down arrow with insert + tab to confirm the newly created folder.*

File Creation
Folders can have files in different formats such as Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Text Document, and so on.

Follow the steps given below to create a file:

- *Open the D drive through run dialogue.*
- *Check the title and confirm the D drive has been opened.*
- *Open the correct folder. Check the title to confirm if the correct folder is open.*
- *Press the command Alt + h + w to access options from the Home tab.*
- *Use the up and down arrow to choose the specific file format (example – Microsoft Word, Microsoft Excel). Press enter on the format of your choice.*
- *Any file format comes with a default name. Delete the existing name and type the new name.*
- *Press enter.*
- *Press the up and down arrow to confirm the newly created file is available in the folder.*

Here are some tips to remember while naming files:

- *Ensure the name matches or indicates the content.*
- *The first letter of the file name should be in capitals.*
- *If the folder name is being added, ensure _ (the underscore symbol) is added between the file name and folder name.*
- *If a file needs to be renamed, it can be done in 3 ways:*
    - a. *Pre-fix: Adding a new name at the beginning of the existing file name.*
    - b. *Suffix: Adding a new name at the end of the existing file name.*
    - c. *Renaming: Completely changing the existing name with the new name.*

A folder or file can be renamed by following the steps given below:

- *Keep the focus on the particular file or folder that needs to be corrected.*
- *Press F2 (function key). When the focus comes to the edit mode, use the usual navigation keys to navigate through it character by character.*
- *To pre-fix the name, press the home key and then type the name.*
- *To suffix the name, press the end key and then type the name.*
- *To rename, delete the existing name and then type the new name.*
- *Correct the file name according to the requirement.*
- *Use the left and right arrows to ensure there are no errors in the file name.*
- *Press enter to save the changes.*

Moving, Copying, and Deleting File/Folder

After creating a folder or file, it may need to be moved, copied, or deleted. For any of these actions, the items should be selected. To select more than 1 item, there are two options available:

1. *Continuous selection: Shift + down arrow.*
2. *Non-continuous selection: Control + down arrow + spacebar.*

Let us learn more about the three actions:

1. *Moving: Removing the item from the original location and pasting into the required location. Command control + x will be used.*
2. *Copying: Copying the same items and pasting into another location. The items will be available in the original place and the new place. To copy, the control + c command will be used.*

After moving or copying the items, it can be placed in another location with the command control + v.

3. *Deleting: Removing the items from the location. When the delete key is used, the items will be removed and stored in the Recycle Bin. The Shift + delete key will be used to remove the items permanently from the system.*

Here are some key points to note while taking these actions:

- *Be clear on which items to select and its location.*
- *While acting with multiple items, place the cursor on the first item from where you want to start the selection.*
- *Have clarity on the location where the item needs to be placed.*
- *Decide whether the item needs to be moved, copied, or deleted.*

If file name not been given properly using the rename option we can change it according to the need.

Given below is a re-cap of the key commands:

Key command	Function
Windows + e	*File explorer*
Shift + Tab	*To come to Tree view from the list view*
Tab	*To move to List view from tree view*
Up and down arrow	*Navigate between the different items in file explorer (The first letter can also be used)*
Insert + Tab	*Check the focus item and number of items*
Enter key	*Open any item*
Backspace	*Come out from the folder*
F2	*Bring focus to the edit mode in file explorer*
Control + Shift + n	*Create a folder*
Alt + down	*Choose the file types from the list*
Shift + down arrow	*Select the item continuously*
Control + down arrow and spacebar	*Select the items non-continuously*
Control + c	*Copy*
Control + x	*Move/cut*
Control + v	*Paste*
Insert + shift + up arrow	*Know the selected items*

Activity Time!

Answer the following questions:

1. **What part of the computer is used to type words?**

   a. Keyboard   **b. Monitor**

2. **What part of the computer is used to play sound?**

   a. Speakers   **b. Web Camera**

3. **What is the brain of the computer?**

   a. Printer   **b. CPU (Central Processing Unit)**
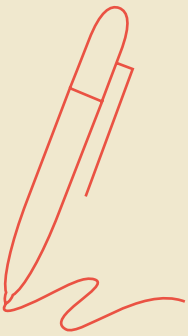
What I learnt today:

Put a ✓ if you know this topic well.

1. There are 2 common types of computers - a desktop and a laptop. ☐

2. The parts of a desktop computer are monitor, keyboard, mouse, CPU (Central Processing Unit), web camera, speakers. ☐

3. Parts of a laptop computer are screen or monitor, keyboard, trackpad and web camera. ☐

4. The main function of a computer is: Input Unit -> Central Processing Unit (CPU) -> Output Unit. ☐

5. Performing basic functions on a computer with a screen reader. ☐

6.3 Basics of MS Word

What tasks can you perform on MS Word?

_____

_____

_____

Thinking Box

Let's learn to recognise and understand the parts of a computer

Here is an empty sheet of paper. Write YES next to what you can use it for in the table below.

☐ Drawing pictures.

☐ Writing a story.

☐ Making a list.

☐ Writing a letter.

☐ Completing homework.

☐ Creating a resume.
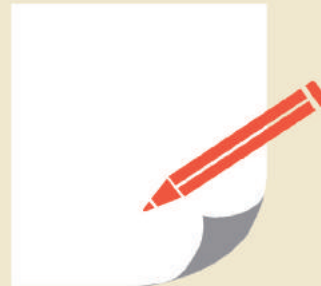
MS Word is like a sheet of paper on a computer. You can use MS Word to do almost everything that you do on a paper. It is one of the most popular applications used in an office environment. With the MS Word application, you can easily perform many activities on a computer. These include generating reports, drafting official letters, writing minutes of meetings, preparing resume, etc.

As compared to the Notepad, MS Word has many features to make the text more attractive. It is like comparing a basic feature phone to an Android or iOS mobile phone. The Notepad is like a basic feature phone with limited options. MS Word is like an Android or iOS mobile phone with a range of options.
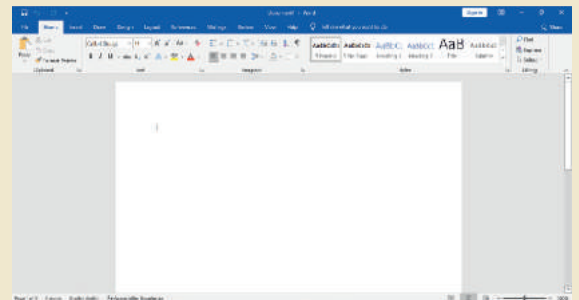
1. Use the plain white space on the MS Word screen to type your text.

2. The MS Word sheet will display the symbol.　This is called the text cursor. It allows you to decide where to type on the page. You can use the mouse or keypad to move the cursor.
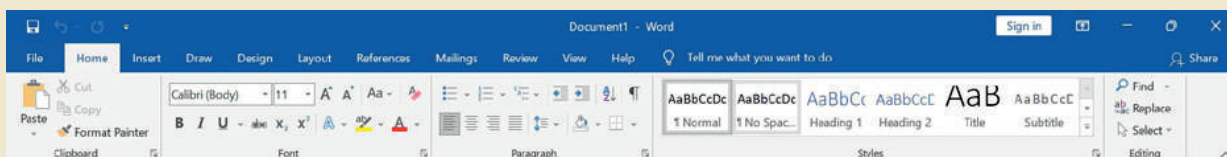
At the top of the MS Word screen, you will see a band. It is called the 'Menu Bar'. The menu bar has many features. You can use these options to make your text and page look different and attractive.

Let's look at some important features:

The 'Home' tab allows you to change the font, the size of the font, and the colour of the font.
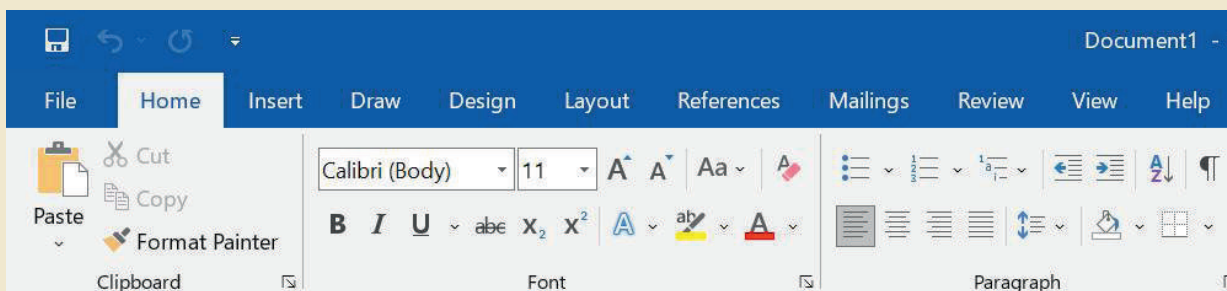
Bold: (Keyboard shortcut - Control + b)
Use this option to make the letters in your words thicker.   **Like this**.

Italics: (Keyboard shortcut - Control + I)
Use this option to make the letters in your words slant to one side.   *Like this.*

Underline: (Keyboard shortcut - Control + u)
Use this option to underline your words.   Like this.

You can use these features to make a list with numbers or bullet points:

Numbered List: (Keyboard shortcut - Alt h+ n)
Use this option to create a list with numbers.

Bulleted List: (Keyboard shortcut - Control + shift + l)
Use this option to create a list with bullet points. You can even choose different types of 'bullet' styles.

We will discuss a few more interesting features of the 'Home' tab in the next lesson.

This is the 'Page Layout' tab. The main feature of this is to set the type of page you wish to use.

To make any changes to the layout of the MS Word document, explore the Layout tab in the upper ribbon tab. The key command for this tab is Alt + p.
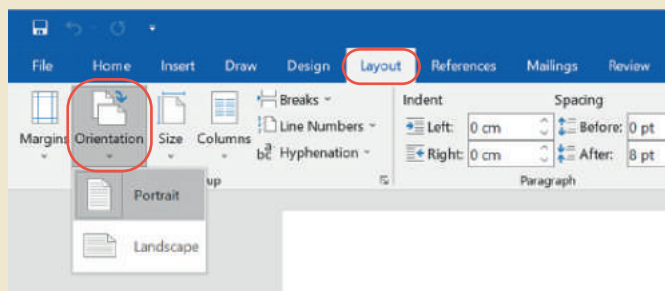
This is the 'Page Layout' tab. The main feature of this is to set the type of page you wish to use. If you click on 'Orientation', you will get an option of Portrait or Landscape.

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Portrait means a vertical sheet. Landscape means a horizontal sheet.

Under the Layout tab, there is a feature in the lower ribbon tab called 'Orientation'. Under this, you can choose either 'Portrait' or 'Landscape'.

Portrait means a vertical sheet. Landscape means a horizontal sheet.

For visualisation, if you keep your mobile vertically (in a standing position with the charging port facing downwards), it is portrait. If you keep your mobile phone horizontally (charging port will face towards the right), it is landscape.

Portrait means a vertical sheet.
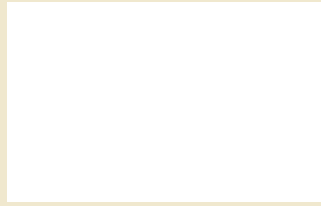
Landscape means a horizontal sheet.

> **Please note: The Portrait format is used for all official documents.**

Let's learn the steps to create an MS Word file and save it

Before working on MS Word, it is important to understand its layout. MS Word has certain elements such as Title bar, toolbars, ruler bar, status bar, scroll bar, working area, etc. Some of the elements have been explained below:

Title bar:
This displays the title of the window. Press the Insert + t command to know the title of the window with the screen reader.

Status bar:
This displays information about the currently active document. It includes the page number being currently worked on, the column and line number of the cursor position, and so on. Screen reader users can press the Insert + end or the F6 command to know the status of the window.

Work area:
When MS Word opens, the default focus will be on the work area. All major tasks are done here. Any sort of action done will be done in the work area with a symbol called the cursor. This is displayed in the MS Word sheet. The cursor, which is a vertical blinking bar, allows you to decide where to type on the page. You can use the mouse to move the cursor. Screen reader users can navigate the work area with specific key commands.

Create an MS Word file
The MS Word application can be opened in many ways. The easiest way is to type 'word' in the search option of the Start menu.

Alternately, find the MS Word application on your computer. Click on it.

Select 'New' on the left menu.

Double click on 'Blank Document'.

You can type using the keyboard.
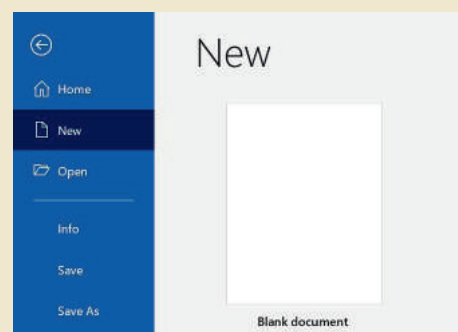
The steps below are applicable for screen reader users:

At the top of the MS Word screen, there is a band. These are Ribbon tabs arranged horizontally as the 'Menu Bar'. Follow the steps given below to explore these tabs.

- *When you open MS Word, check the title and confirm.*
- *Press the Alt key to move the focus to the Menu bar.*
- *When the screen reader says 'File tab', repeatedly press the right arrow and go through all the options in the upper ribbon tab.*
- *Press the left arrow and bring back the focus to the Home tab.*
- *Press the down arrow for the lower ribbon tab of the Home tab.*
- *Go through all the options in the lower ribbon tab by pressing the right arrow.*
- *Repeatedly press the Tab key to go through the different elements of the Home tab.*
- *Press Shift + Tab to take the focus to the previous element.*

The names of the Ribbon tabs are: File, Home, Insert, Design, Layout, References, Mailings, Review, View, and Help.

Under every tab, there is a lower ribbon tab with options.
We will explore further some of the features available in the lower ribbon tab.
Editing and cursor behaviour with screen reader

While making any edits in a MS Word document, a cursor is helpful. Understanding the behaviour of the cursor is important to make the edits and ensure the document is error free.

In any MS Word document, there could be different types of errors. This could be a missing character/word, an extra character/word, splitting line, joining line, and so on. Before making any correction in the text, identifying the mistakes is very important. For this, the cursor needs to be taken to the error word or place. If there is a spelling error in any word, it will have a red underline. This will help the sighted person to spot it easily. For a screen reader user, the pronunciation of the screen reader will indicate any spelling errors. Once the error is found, the cursor needs to be moved towards the error to correct it.

Let us understand this with an example:
'The computer is an electronic device.'

In this sentence, the screen reader will announce the spelling error in the word 'electronic'. The following steps can be taken to correct this error:

- *Keep the focus on the sentence.*
- *Press the home key to take the focus to the beginning of the line. Note – When you want to move the cursor towards the error, always start from the beginning or end of the line.*
- *For this sentence, the screen reader will read out 'T'.*
- *Press Control + left arrow.*
- *The screen reader will read out the word 'The'.*
- *Repeatedly press Control + right arrow till you hear 'misspelt electronic word'.*
- *Leave the control and press the left arrow once.*
- *Screen reader says 'Space'.*
- *Repeatedly press the right arrow and go through each character of the word 'electronic'.*
- *When the cursor is at the first 't' of the word, delete it and replace with 'c'. This will change the word to 'electronic' and correct the error. When the Delete key is pressed, the character to the right side of the cursor gets deleted. Also, the screen reader announces the letter after the deleted character.*
- *The same method can also be used to insert an extra character, word, or sentence in the MS Word document.*

While formatting a document, sentences need to be correctly aligned. Sometimes, different lines or sentences will be joined together. In such cases, they need to be split into different lines. Let us understand this with an example:

Dear Sir/Madam, This is to request you to approve my leave from 25th April to 28th April, 2023.

In the example given above, both the lines are joined together. However, for it to be correctly formatted, the second sentence needs to be split into the next line. In other words,

Dear Sir/Madam,
This is to request you to approve my leave from 25th April to 28th April, 2023.

Follow the steps given below to split the line:
- *Place the cursor where the second sentence starts.*
- *Press the Enter key to split the sentence.*
- *Press the up and down arrow to make the lines have been split correctly.*

In certain instances, unnecessary blank spaces have to be deleted and lines have to be joined for the correct formatting. Let us understand with the example below:

Dear Sir/
Madam,
In the above example, these lines have to be joined. In other words,

Dear Sir/Madam,
Follow the steps given below to join the lines:
- *Take the focus to the first line 'Dear Sir/'.*
- *Press the end key.*
- *The screen reader says 'Blank'.*
- *Press the delete key for the blank line to get deleted and the lines to join.*

Three types of actions can be taken with text. These are Copy, Move, and Delete. Before taking any of these actions, the text should be in selected mode. The following key commands can be used to select the text:

Key command	Function
Shift + right arrow	Select the letter towards right
Shift + left arrow	Select the letter towards left
Control + Shift + right arrow	To select the word towards right
Control + Shift + left arrow	To select the word towards left
Shift + end	Select the currently focused line
Shift + down arrow	To select the lines one below the other
Control + a	Select the entire document

To unselect the last selected text, you can use opposite commands used to select the text.

Once the text is selected, it can be either copied or cut. When text is copied, it is in both places – from where it has been taken and where it has been placed/pasted. When text is cut, it gets removed from the original place and is available where it has been placed/pasted.

Let us understand how to move selected text with the below example:
***Sentence 1** – The computer is an electronic device.*
***Sentence 2** – The computer is an device.*

In Sentence 2, the word 'electronic' is missing. To copy the missing word and place it correctly, follow the steps given below:

- *Take the focus to the first sentence.*
- *Press the home key followed by control + right arrow till you reach the word 'electronic'.*
- *Press control + shift + right arrow to select the word 'electronic'.*
- *Press the command control + c to copy the selected word.*
- *Take the focus to the second line and place the cursor on the word 'device'.*
- *Press the command control + v to paste the copied text and press the spacebar once.*
- *Read both the sentences and ensure they are correct.*

Using the same method, words, sentences, and paragraphs can be copied from anywhere and pasted into the required place.

There might be instances where you need to cut the text from one document to another or within the same document. Let us understand how this can be done with an example:

'The is an computer electronic device'.

In the sentence given above, the words are not in the correct order. To correct this error, the cut paste method can be used with these steps:

- *Take the focus to the sentence 'The is an computer electronic device'.*
- *Press the home key followed by control + right arrow.*
- *Take the focus to the word 'computer'.*
- *Press the command control + shift + right arrow to select the word.*
- *Press the command control + x to cut the selected word.*
- *Press the command control + left arrow to take the focus back to the word 'is'.*
- *Press the command control + v to paste the word from the click board. Press the spacebar.*
- *This will correct the sentence and make it: 'The computer is an electronic device'.*

Using the same method, words, sentences, and paragraphs can be cut from anywhere and pasted into the required place.

While deleting text, it should also be in the selected mode. While selecting text, you can use all the selection commands. To delete text, two keys can be used:

Delete key –
This deletes the text after the cursor. It also announces the text which is next to the deleted text. This is good to use while reading.

Backspace –
This deletes the text which is before the cursor and also announces the deleted text. This is good to use while typing.

While reading any document, screen reader users have to use specific key commands. The key commands given below can enable anyone to use MS Word efficiently:

Key command	Function
Insert + t	Check the title
Control + home	Top of the document
Control + end	End of the document
Right arrow	Next character
Left arrow	Previous character
Control + right arrow	Next word
Control + left arrow	Previous word
Down arrow	Next line
Up arrow	Previous line
Insert + up arrow	Read the current line
Insert + up arrow twice	Read the spelling of the current line
Alt + down arrow	Next sentence
Alt + up arrow	Previous sentence
Control + down arrow	Next paragraph
Control + up arrow	Previous paragraph
Control + page down	Next page
Control + page up	Previous page
Insert + down arrow	Say all

Document formatting with screen reader

In this section you will learn how to prepare well formatted document using the features of MS Word. Whenever we prepared any document / report, we consider only when the document is well formatted. The Home tab contains options to make any formatting changes in the document. This includes font type, style, size, size, alignment, as well as numbers and bullet points. When a document is well formatted, it makes the text visible, attractive, and easy to read.

The content needs to be placed based on the type of document. Be default, content is placed in the left alignment. However, it can be also be placed in the right or centre alignment.

When the document contains a list of items, number or bullet points can be used. If the list is based on an order, the numbering can be used. Alt + h + n is the key command to access the numbered list.

If the items do not follow a particular order, different bullet point styles can be used. Ctrl + Shift + L is the key command to insert bullet points.

The key commands are provided in the ribbon tabs. While accessing the features, make a note of these shortcuts so that you can use the features without navigating through the ribbon tab.

To know about other features of MS Word, do explore the upper ribbon tab and lower ribbon tab using the method shared above.

Save an MS Word file

Click on the Save icon found at the top left of the screen. Or press Ctrl and S keys on your keyboard at the same time.

Select the location where you want to save the file on your computer.

Type the 'name' of your file. Make sure that the file name is clear, so it is easy for you to find it.

Click Save.
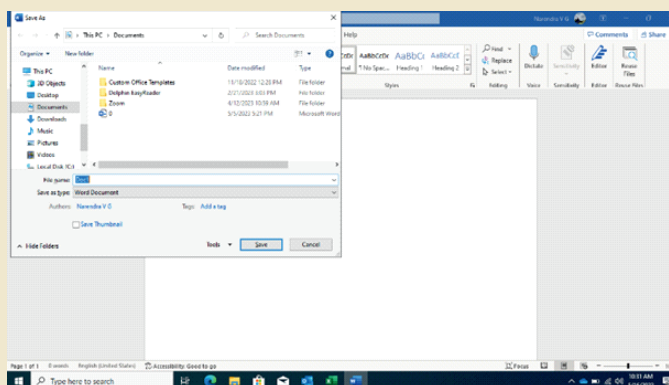
Screen reader users can follow the steps given below to save a document:
- *Press the Windows key to go to the start menu search.*
- *Type Word in the search edit box.*
- *When the search results appear on the right side of the window, press enter on it.*
- *Press insert + t to read the title bar.*
- *Be default, the focus will be on the work area. Check the focus by pressing insert + tab.*
- *Based on the earlier section, 'Let's learn how to create and save files', prepare the MS word document.*
- *Press the F12 key for the Save As dialogue to come up. The focus will be on the file name edit.*

> *Note – If you directly write the file name and hit enter, you might struggle to get the file later. Therefore, saving the file in the proper location is more efficient.*

- *When focus is in the file name edit, press shift + tab till you hear the item view list. In this, the file will be in the selected mode. However, we will not have the clarity about the folder. To avoid that confusion, press backspace repeatedly till the screen reader stops.*
- *Press T for This PC.*

> *Note – If you have below Windows 10 version, press c for computer.*

- *Press enter to open it.*
- *Select the drive/folder from File Explorer.*
- *Press tab till you hear the file name edit again.*
- *Type the proper file name and press enter.*

> *Note – Now, the document will display the title with the newly given name.*

- *Press alt + F4 to close the MS Word document.*

> *Note – As the file was just saved, the MS Word document closes without prompting to save the file again.*

Activity Time!

Choose the correct answer to these questions:

1. **What is this application?**

   a. MS Word   b. Windows

2. **What can you do with MS Word?**

   a. Write a story   b. Buy a pencil

3. **What will happen if you click on this button?**
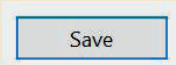
   Save   a. The file will disappear   b. The file will be saved.

What I learnt today:

Put a ✓ if you know this topic well.

1. MS Word file can be used to write letters, documents, notes, etc. ☐
2. The Home Tab has many options to change the format of the file as well as the words on the file. ☐
3. Save an MS Word file - Ctrl + S. ☐
4. Making the text bold- Ctrl + B. ☐
5. Underlining the text - Ctrl + U. ☐
6. Changing the text to italics - Ctrl + I. ☐

6.4 Using Search Engines

In this lesson you will learn :

1. What are search engines?
2. About Google and a few other search engines.
3. How to use keywords to use search engines effectively.

Thinking Box

Have you searched for anything online?
If yes, what were the last 3 things you searched for online?

_____

_____

_____

Let's learn about search engines

Imagine walking into a very big library. The library has thousands of books. There are books on every topic - physics, geography, history, science, art, etc. There are popular books, and some unknown books too.

Now, if you want to find some information about the history of Greece. What will you do?

That's right! You will ask someone in charge over there, like the librarian. The librarian knows where the different books are kept. If there was no librarian to help, it could take years to find the one book that you are looking for!

Nowadays, we don't need to go to a big library like this in order to get information. We can get all the information online. All we have to do is type a few words and we get the information!

Let's understand how this works

All the information is stored on webpages. These web pages are linked and are stored on the World Wide Web (www). We need an internet connection and a search engine to access the information on the web.

A search engine is like the librarian of the internet! You have to type out what information you are looking for, and the search engine will look everywhere, and show you all the web pages that contain the words that you typed or the information that you needed.

Q1. What are 2 countries in the world that you would like to learn more about?

1. _____

2. _____

Q2. Who are 2 famous people that you would like to find out more about?

1. _____

2. _____

You can use a search engine to find information about these things!

Let's learn about some popular search engines
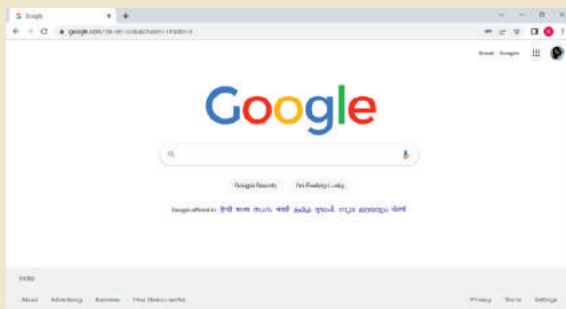
There are many search engines you can use to find pages on the internet. The most used search engine in the world is Google.
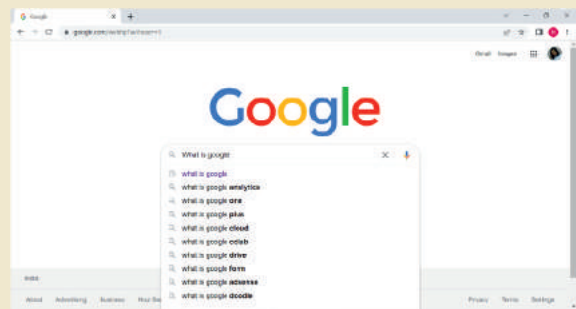
You can tell the search engine, Google, what you are looking for by typing the words in the search bar.

After typing the words, you must press or click on 'Google Search' on your screen or the 'Enter' key on the keyboard.

Let's learn how to effectively use keywords in search engines

It is very important to use the correct words to tell the search engine what to look for. These are called 'keywords'.

For example, we want to make butter paneer, and we want a typical Indian-style recipe.
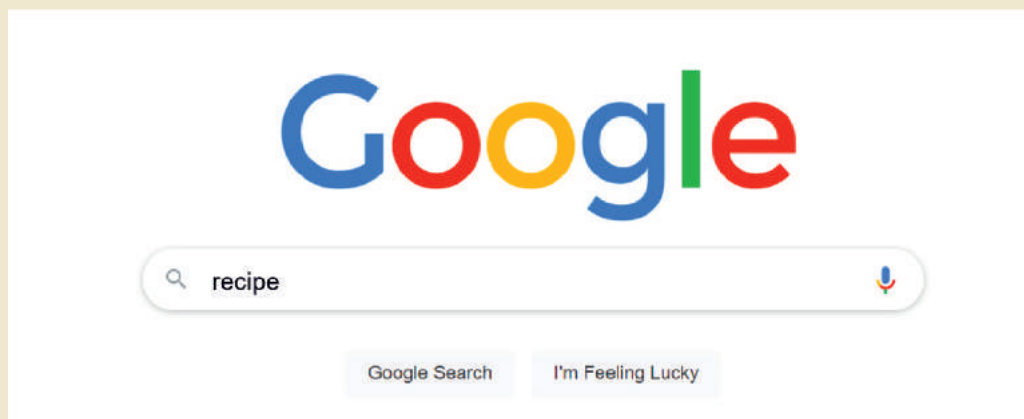
If we type the word 'recipe', do you think you will get the recipe?

No! Google will show us all the webpages that contain recipes. It will also have the recipe for butter paneer, but we will have to go through all the pages to find one recipe!
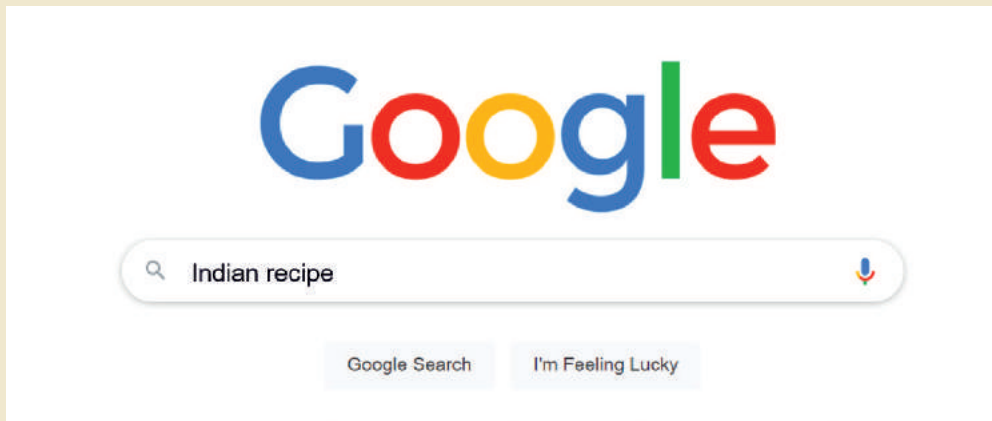
So, let's refine our search, and type 'paneer recipe'.

Now, Google will show us web pages with all kinds of paneer recipes like kadhai paneer, paneer handi, paneer matar, palak paneer, etc.

This search will also have the recipe for butter paneer, but we will have to go through all the paneer recipes to find out how to make butter paneer.
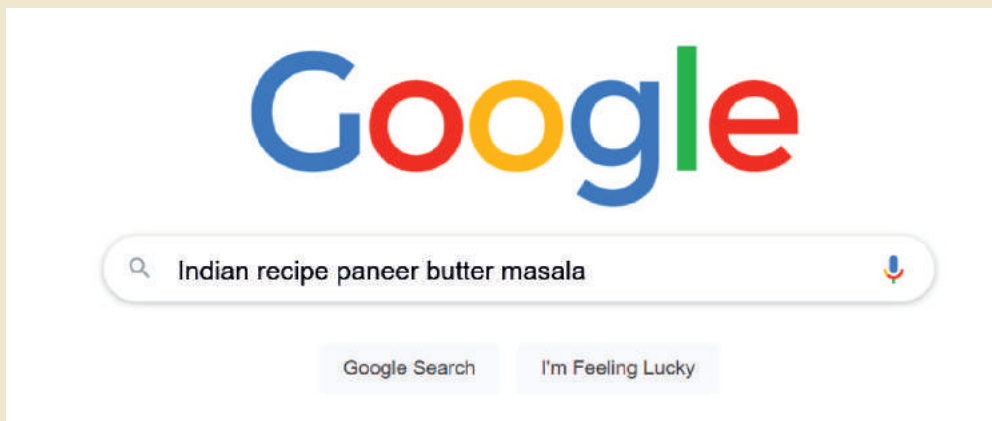
Let's type 'Indian recipe butter paneer'. Now, do you think we'll get the correct recipe?

Yes! Google will show us the pages with the recipe that we are looking for.

So, we need to be very clear when we are looking for information. We need to type a few keywords that will help refine our search and help us get the correct information easily.

Note – *The steps given below will enable screen reader users to browse the internet using Google:*

1. *Press Windows + R to go to Run Dialog.*
2. *Check the title by pressing Insert + T. Type the web address www.google.com and press enter.*
3. *When the Google webpage opens, confirm your focus by checking the title of the window.*
4. *In an open webpage, the focus will be on the search edit. If not, press the letter e. This will take the focus to the edit field for you to search edit.*
5. *Press enter for the edit mode. Once you are in the edit box, type your keywords in the search edit. Press enter to begin the search.*
6. *When the search opens in a new window, check the title. The title will be the name of the search followed by the browser name.*
   Ex – You are using Google Chrome as the default browser and want to find the capital city of France. You can type 'capital of France' in the search bar. Next, press 'Google Search' or the enter key. The title will display as 'Capital city of France-Google search-Google Chrome'.
7. *Once the internet search is done, the search results will be displayed in the form of headings.*
8. *Press the letter h to navigate through the search results in the different heading styles.*
9. *When a heading displays the information you are looking for, press enter on that particular heading to go to its link element.*
10. *When the focus moves to the next page, go through the page for more information.*

For easy and quick navigation of webpages, you can use the key strokes/commands listed below:

Key stroke / command	Function
H	Next heading
Shift + h	Previous heading
T	Next table
Shift + t	Previous table
Insert + F7	Activate the link element list
G	Next graphic
Shift + g	Previous graphic
B	Next button
Shift + b	Previous button
N	Next non-link text
Shift + n	Previous non-link text
E	Next edit field
Shift + e	Previous edit field
C	Next combo box
Shift + c	Previous combo box

Key stroke / command	Function
L	Next list
Shift + l	Previous list
Tab	Next element
Shift + tab	Previous element
U	Unvisited link
V	Visited link
X	Check box
A	Radio button

A few other popular search engines that you can use to find information on the internet are:
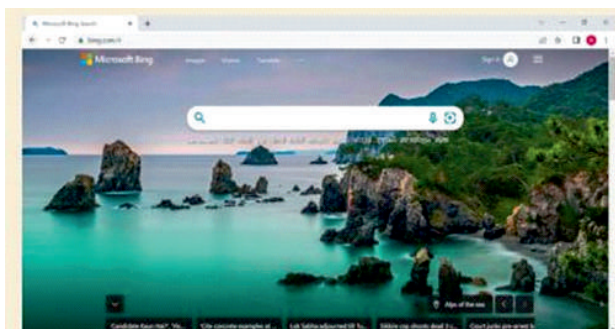
- Bing.
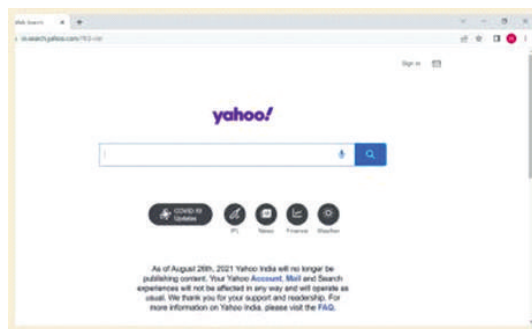
- Yahoo.

- DuckDuckGo.

Find the answer to these questions using the Google search engine. Go to www.google.com on a computer or a phone.

1. **What is the capital of New Zealand?**

_____

2. **Who is the Prime Minister of Canada?**

_____

Activity Time!

Choose the correct keywords to search for this information:

Q1.   Birthday of the Prime Minister of India

    a.   **Prime Minister of India birthday.**

    b.   **Current Prime Minister of India birthday.**

    c.   **Prime Minister of India.**

Q2.   Address of Hyundai factory in your town

    a.   **Hyundai address.**

    b.   **Hyundai factor address.**

    c.   **Hyundai factory address, name of your town.**
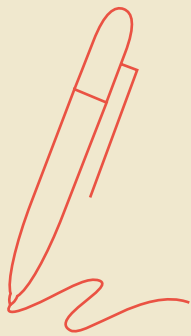
What I learnt today:

Put a ✓ if you know this topic well.

1.   A search engine helps you find data stored in the World Wide Web (www). ☐

2.   The search bar helps you find what you need when you type keywords. ☐

3.   Bing, Yahoo, DuckDuckGo are a few search engines. ☐

4.   The most used search engine in the world is Google. ☐

6.5 Social Media

In this lesson you will learn :

1. What is social media?
2. About social media profiles on WhatsApp, Telegram, Twitter, Facebook, LinkedIn, etc.
3. About the safety measures on social media.

Thinking Box

Write 2-3 sentences on how social media is helpful in your life.

_____

_____

_____

Which of these social media sites do you use? Put a tick mark next to it.

Note – If you are blind or have low vision, you can list down the social media sites you use.

☐ **WhatsApp**   ☐ **Instagram**   ☐ **Telegram**   ☐ **Twitter**   ☐ **Facebook**   ☐ **LinkedIn**

Let's learn about social media

Social media is any application or app on the internet where we can share our thoughts with other people, virtually. It connects people from all over the world. We can share text messages, pictures, videos and links. Social media can be used by anyone having a mobile or a computer with an internet connection.

Different social media platforms have different uses. Some social media apps are used to speak directly to friends. Some are used to talk to strangers from different parts of the world. Some apps are used to share photos, videos, write personal stories, etc. Some apps are used especially for finding jobs.

Label the icons with the correct social media app names:

Telegram   Twitter
Instagram   LinkedIn
Facebook   WhatsApp

_____   _____   _____

_____   _____   _____

Let's learn about social media profiles on WhatsApp, Telegram, Twitter, Facebook, LinkedIn and more

A profile is a page that contains information about you. On social media apps, you can create your own profiles. On WhatsApp, you can create your profile by adding your photo, your name and 2 or 3 lines about you.

For example:
Profile picture: (An avatar picture can be added)
Name: Rajeswari
About: Student at ITI

Read this conversation between three friends, Sunita, Dinesh and Deepika.

Sunita: Hello Deepika! Did you have a good time at the cricket match yesterday?

Dinesh: How did you know that Deepika went to watch the cricket match?

Deepika: I posted some pictures and videos on Instagram from the match.

Dinesh: What is Instagram?

Sunita: Instagram is a social media app where you can post pictures and videos. You can also watch other people's videos.

Deepika: Yes! I create a profile with my picture and write a few lines about myself. Then I can 'Follow' my friends and they can 'Follow' me.

Sunita: Deepika has many followers. But did you know that Virat Kohli has almost 200 million followers on Instagram?

Dinesh: Wow! That's a lot of people. Is this the app where people post Reels?

Sunita: Yes, it is! Reels are short entertaining videos that people post on Instagram.

Dinesh: You know, Virat Kohli is also very popular on Twitter. His Tweets get a lot of likes.

Deepika: Tweets? What's a Tweet?

Dinesh: You share pictures and videos on Instagram, right? Twitter is a social media app where people can share short text posts with their followers.

Sunita: I've read some of your Tweets, Dinesh! They're very funny.

Dinesh: Thanks, Sunita! Yeah, some people share jokes. Others share information and news. It's even used by some government officials and celebrities nowadays to interact directly with people.

Sunita: People can like and share other people's Tweets too.
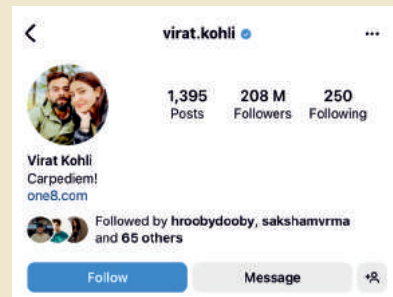
Deepika: Just like how we can like, share and react to people's posts on Facebook! Dinesh: Yes, exactly like that. Of course, Facebook is one of the biggest and more popular social media apps in the world. Did you know that roughly 37% of all the people on earth use Facebook today?

Sunita: Woah! I use Facebook to connect with my school friends from around the world. I can see their online activity and catch up with their lives.

Dinesh: I also use Facebook Messenger to chat with my friends.

Sunita: I mostly use the WhatsApp app for sending messages. It's so easy to use.

Deepika: Yes, we can send text messages, images and files to anybody who has WhatsApp.**Sunita:** It's also convenient to use WhatsApp for calls, video calls and group calls.
My family uses WhatsApp to do group calls, and talk to each other often.

Dinesh: Do you both use Telegram too?

Sunita: No, I don't.

Deepika: What is Telegram?

Dinesh: Telegram is also a messaging app, like WhatsApp. You can send messages with text, photos, videos, etc. to people who have Telegram. You can also join groups where people share information on various topics.

Deepika: That's very helpful! Dinesh: Yes, it is.

Sunita: The social media app that I use to get a lot of information is LinkedIn.

Deepika: Yes, of course. LinkedIn is an app where the focus is on professional, workplace-related interactions. So, it's useful for learning about job opportunities and learning work skills. Dinesh, do you have a LinkedIn profile?

Dinesh: No, I don't. Should I get one?

Sunita: Yes, it will be useful for you. Your LinkedIn profile can show your education qualification, your skills and your work experience.

Deepika: Nowadays, many workplaces check our LinkedIn profile while considering us for a job.

Dinesh: So, LinkedIn sounds important! I'll set my profile up today.

What is your favourite social media app to use? Why?

_____

_____

_____

Let's learn safety measures on social media

While crossing the road or while leaving our house, we do things to be safe. Just like that, there are some things we must do to be safe while using social media.

Staying safe on social media is important, because many people misuse the platforms to cheat, harass and conduct human trafficking.

Here are some safety tips:

1.   Do not share information with people that you do not know.
2.   Do not meet up with or share your location with strangers on social media.
3.   Do not share important personal information like address, bank account number, and passwords on social media.
4.   Do not open any links or files shared by people you do not know.
5.   Do not send rude or mean comments to anyone on social media.
6.   Do not share fake news.

Most importantly, do not be active on social media continuously. It can be an addiction, like alcohol or cigarettes. Many people stay on social media to get likes or comments. But this can be harmful because they lose touch with reality and their own family.

Activity Time!

Choose the correct answer for the questions:

Q1.   What social media app is used for finding job opportunities?

1.   **Linkedin.**
2.   **Google.**

Q2.   What can you do to be safe on social media?

1.   **Avoid sharing my password with anyone.**
2.   **Send my address to a stranger on Facebook.**

What I learnt today:

Put a ✓ if you know this topic well.

1.   Social media is any application or app on the internet where we can share our thoughts with other people, virtually. ☐

2.   Social media can be used by anyone having a mobile or a computer with an internet connection. ☐

3.   There are different types of social media apps for different uses. ☐

4.   Staying safe on social media is important, because many people misuse the platforms to cheat, harass and conduct human trafficking. ☐

6.6 Internet Safety

In this lesson you will learn :

1. The basics of internet safety.
2. The importance of SafeSearch.
3. Introduction to cybercrime.

Thinking Box

What does the phrase 'Internet Safety' mean to you?

_____

_____

_____

Mention 3 ways in which we can be safe on the internet:

1. _____
2. _____
3. _____

Let's learn the basics of internet safety

To be safe on the internet, we can follow these **SMART** tips:

S: Stay **Safe**	Don't give personal information to people you do not know. Do not share important details like address, ID number, bank details, etc. on social media. Do not share your passwords with anyone.
M: Don't **Meet Up**	You might interact with strangers on a social media app. After some time, you might want to meet them or share your contact details with them because they are your friend. Online friends are still strangers and may not be who they say they are. Do not meet with an online friend in person, even if you think that you know the person well.
A: Accepting Files	Do not accept any files or pictures from people you do not know. Avoid clicking on links that promise money, crypto currency coins, etc. These links can cause virus problems in your computer or phone and can be used to steal information from you.
R: Reliable	Always check information before you believe it. You must check internet articles and WhatsApp-forwarded messages. **Check:** ☐ Is the information true? ☐ Can the person sharing it or the website be trusted to deliver the correct information? ☐ Are there other sources on the internet which can confirm what you're reading?

T: Tell Someone	If someone or something is making you uncomfortable or scared, you must tell someone. Talk to a teacher or an adult in the family who can help you. If a person on social media seems dangerous or makes you feel uncomfortable, stop interacting with them immediately. You can block them from interacting with you on the platform.

Fill in the missing words. What must you do to be safe on the internet?

- S: Stay _____ by not sharing personal information on the internet.
- M: Don't _____ up with online connections.
- A: Don't _____ files from strangers.
- R: Is the information _____?
- T: _____ someone if you are uncomfortable.

Let's learn about Safe Search
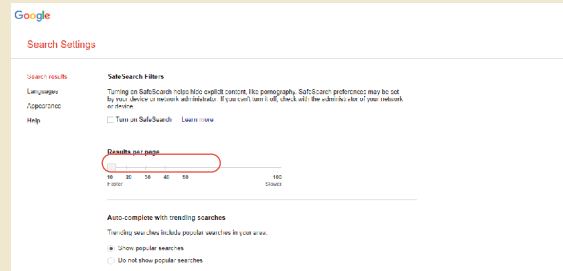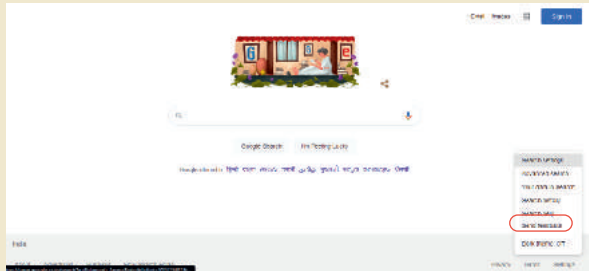
Search engines like Google help us find interesting and helpful pages on the internet. But there are some pages on the internet that are dangerous and inappropriate to use.

SafeSearch is a tool that blocks unsafe pages when you are using a search engine. The tool can be switched on and off for any search engine by changing the settings.

Why is it important to be safe while searching for information on the internet? Explain.

_____

_____

_____

_____

Let's learn about cyber crimes

There are laws set by the government that we must all follow. When someone breaks a law, it is considered to be a crime. Stealing money, attacking a person or making fake documents are crimes because they break the laws of the government. When a crime is committed, someone complains to the police department. The police find the person who committed the crime. The criminal is punished for their actions. They will be asked to pay a fine or sent to prison.

There are also laws for activities on the internet. They are called cyber laws. When a cyber law is broken, it is called a cybercrime.

Examples of cyber crimes:

1. Stealing and using other people's personal information.
2. Stealing card payment and financial details.
3. Bullying and threatening people online.
4. Sending viruses to other people's computers.
5. Selling and distributing illegal items and media online

If someone steals your online information or makes you feel unsafe on an online platform, you can report the incident as a cyber crime. You can use the National Cyber Crime Reporting Portal.

1. **Log into www.cybercrime.gov.in to file a complaint online.**
2. **Call the cybercrime complaint number at 155260.**

Activity Time!

Shilpa finds suspicious activity in her bank account. Large amounts of money have been spent in an online shop that she did not use. Someone has stolen Shilpa's bank details online. What must Shilpa do? Write down the steps that she must take.

_____

_____

_____

_____

_____
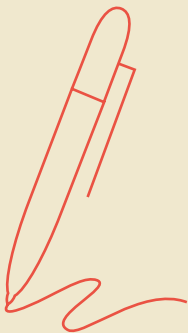
What I learnt today:

Put a ✓ if you know this topic well.

1. SMART way to be safe on the internet - Stay Safe, Don't meet up, Don't accept files or links from unknown people, check for Reliability and Tell someone if you are uncomfortable. ☐

2. SafeSearch is a tool that blocks unsafe pages when you are using a search engine. ☐

3. When a cyber law is broken, it is called a cybercrime. To report a cybercrime call 155260 or email www.cybercrime.gov.in. ☐

6.7 Communication Using Email

In this lesson you will learn :

1. The definition and features of email.
2. The steps to create and use an email account.
3. How to attach files and use CC and BCC when sending emails.

What are the most common uses of email?

_____

_____

_____

Thinking Box

Let's learn the features of email

An email is a message sent to a person through the internet. Email stands for electronic mail. It is similar to a letter or a package that is physically sent to someone. Email can be used to send letters, messages, files, pictures, links, etc.

You need a unique personal email ID to send and receive emails.

An email ID will usually be in this format:

1. uniqueID@**gmail.com** or
   uniqueID@**outlook.com**
   For example, johndoe@gmail.com
2. You will have an inbox where you can check the emails you receive. An inbox is the digital space where all the emails that are sent to you can be found and viewed. When you sign into your email account, the default focus will be on the inbox folder.
3. You can write new emails to others and reply to emails received from others.
4. Your email account will have different folders like Sent Items, Trash, Spam, and so on. You can explore each folder to know its function.

At the workplace, official communication takes place through emails.

I got an email from my team leader asking me to attend a meeting on Tuesday.

I replied to her email and informed her that I'm on leave on Tuesday.
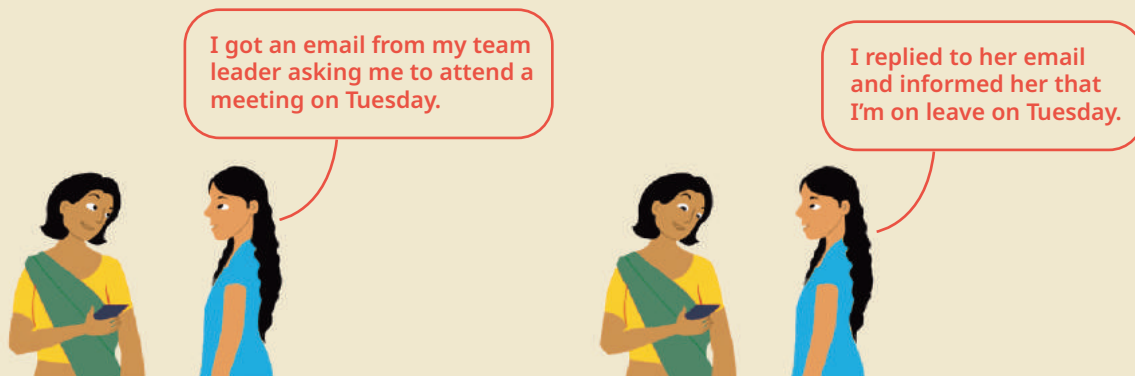
Which of the following tasks do you know how to do?

- Send an email.

- Check your email inbox.

- Share your email ID with a friend.

- Reply to an email.

Let's learn the steps to create and use an email account

Creating an email account

The most commonly used email ID is Google Mail or Gmail. Let's look at the steps to create a Gmail ID.

1. Go to the Gmail account creation page - accounts.google.com
2. Click on 'Create account'. Choose 'Create an account for myself' to create your personal account.

3. The sign-up form will appear. Enter your details.

4. Choose a unique username for your account. The username must be easy to remember. For a professional email ID, it's best to have your full name as the username.
5. After choosing a username, enter a password. Type the password again to confirm. Ensure you have a strong password with the combination of alphabets, numbers, and special characters. Click on 'Next' to continue.
6. Enter details of your mobile number, date of birth, and gender. Click 'Next'.
7. Finally, you will see the 'Terms & Conditions'. Click on 'I agree' to create your Gmail account.

Understand the structure of the inbox folder

When you receive an email, it comes to the inbox folder. You need to open and read it.

When you go through the complete message body, you will know if you need to respond to the email or not. If your email ID is marked in the 'To' field, you are responsible to give an acknowledgement or response to the email.

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Sending an email from your computer

1. On your computer, go to www.gmail.com.

2. At the top left, click on 'Compose.' <icon> When you are composing an email, be clear about whom you are writing to, the correct email ID of the receiver/s, and the purpose of sending the email.

3. In the 'To' field, add the email ID of the person you want to send the email to. When someone's email ID is in the 'To' field, it is implied you are expecting a response and/or action from them. The 'CC' and 'BCC' fields will be explained in the next section of this chapter.

> **Note –** If you want to send an email to 5 people, you do not need to send the email 5 times. You can add the email IDs of all 5 individuals in the 'To' field. A comma or semicolon can be used to separate the IDs.
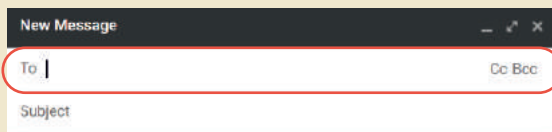
4. Add a subject for the email. Ensure the first letter of the subject line is in capitals. The subject is a few words that can quickly tell the person receiving the email what the email is about.

5. Write your message. Typically, any message starts with a greeting (ex: Dear Sir, Dear Ma'am, and so on). Ensure a blank line between the greeting and main message. After the main message, thank the receiver and conclude with your signature (ex: Regards, <name>).

6. Go through the message and ensure there are no errors.

7. Once your message is complete, click the 'Send' button.
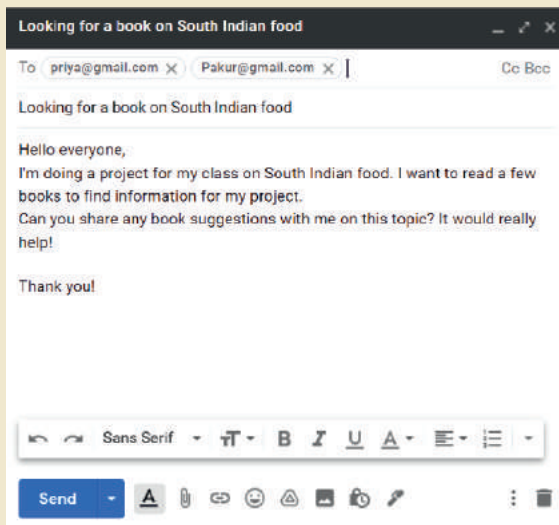
Let's learn how to attach files and use CC and BCC when sending emails

There will be many instances in your personal or professional life where you will need to attach files to your emails.

As a student, you may need to send a filled application form or an assignment. As a job seeker, you will need to attach and send your resume to various companies. Once you are an employee of a company, you will need to attach your time sheet, send status reports and other documents to your team lead or others in the company.

Attachments can be in any format. They could be a notepad file, word document, excel sheet, PPT file, audio or video files.
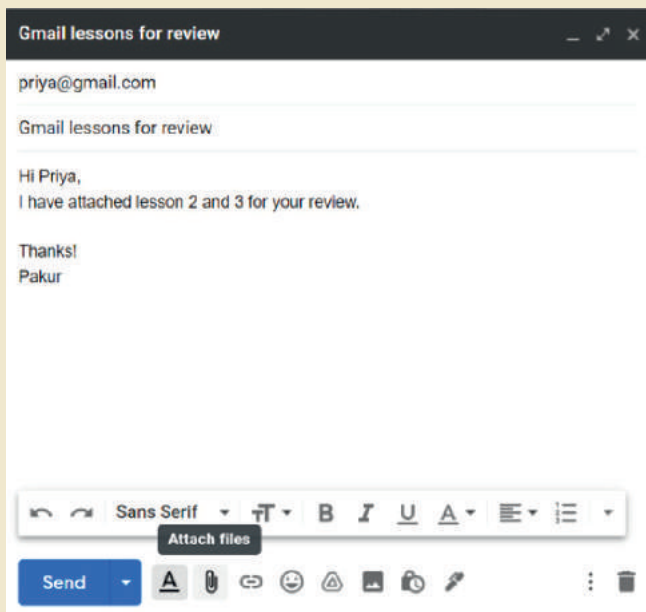
You can type a message and send it in an email. You can also add or attach a file from your computer to the email and send it to someone else.

1. On your computer, go to www.gmail.com
2. Click on 'Compose.' <icon>
3. At the bottom, click <icon>. It is a paper clip icon that helps to attach files.
4. Choose the files you want to upload.
5. Click 'Open.'
6. Complete the email with the subject and the message and send it.

When you are composing an email with an attachment, make sure you add the correct attachment. Also, give an indication to the receiver about the attachment in the message body. You can use phrases like PFA (Please Find Attached or Please Find the Attachment), Please refer to the attachment, Kindly go through the attachment, etc.

> **Note –** *The steps given below will be useful for screen reader users.*

Creating Gmail account with screen reader

1. *Open the browser (Google Chrome).*
2. *Type the address as (account.google.com) in the address bar. Check the title (Insert + t) and confirm. Navigate through the webpage using down arrow key to understand the layout.*

   > **Note –** *Google changes its user interface from time to time.*

3. *Activate the link list element using the command (Insert + F7). Press the letter c and hit the enter key on "link create an account".*
4. *Check if the title screen reader says "Create your Google account".*
5. *Once the INSERT account creation form appears, fill in the required details.*
6. *Fill your data in the edit box such as your first name, last name, user ID (new Gmail ID), and password/confirm password.*

   > **Note –** *For a professional email ID, it's better to have your full name as the username. Ensure you have a strong password with the combination of alphabets, numbers, and special characters.*

7.   After entering all the personal details, press the tab key for the next button. The spacebar key can be used to activate this button.

8.   When the focus moves to the next page, you need to provide your date of birth and other details: Mobile phone, your current email address, skip this verification, location. Select the 'skip this verification' check box by pressing the space bar.

9.   Finally, you will see the 'Terms & Conditions'. Check the 'I agree' check box by pressing space to create your Gmail account.

10. Once you agree to all the terms and conditions, the focus moves to the login page. Log in with your newly created Gmail ID and password to sign into your account.

11. Once you successfully log in, the focus is on the inbox folder. Check the title and confirm if the focus is on the inbox folder.

Read and understand the inbox mail with screen reader
All folders display emails in the form of a table. If you access emails with a table navigation, it will take more time to read and understand. For screen-reader users, accessing emails with quick navigation is more convenient. In quick navigation, you will not get complete clarity immediately. To know more about a particular email (ex – message body, whom the email is addressed to, etc),

An inbox folder contains the following elements:
- Check box.
- Sender's name.
- Subject Line – This will have the link element along with a preview of the message body.
- Date or time when email was received.

1.   Sign into your Gmail account.
2.   Check the title and confirm the focus is on the inbox folder.

> **Note** – The recently received emails will be at the top of the table.

3.   Press the letter x for the first check box.
4.   Press the down arrow for the screen reader to read out the name of the sender.
5.   Press down arrow. If the mail contains an attachment, you will get an indication as graphic attachment below the sender's name.
6.   The screen reader will read the subject of the email and the preview of the message body.
7.   Press down arrow for the screen reader to read the date or time.
8.   Press the down arrow or the letter x for the focus to move to the next email.
9.   To read any email completely, press enter on the link subject line.
10. When the focus moves to the next page, confirm whether the same subject displays as the title or not. In this page, all the common information of Gmail is displayed at the beginning of the page. The message body will be available at the end of the page.
11. After confirming the title, press Control + end to take the focus to the end of the page.
12. Press Shift + h till you hear the same subject line.
13   Press the down arrow repeatedly and understand the email ID of the sender and whom they have marked in the 'To' and 'CC' fields.

Press the down arrow and use all the reading commands to read and understand the complete details of the message body.

Composing mail with screen reader

1.   Sign into your Gmail account.
2.   Check the title and confirm if the focus is on the inbox folder.
3.   Press the command 'ALT + C' for the Compose Mail page.

> **Note** – It may take some time to open the Compose page. You can check the title and confirm If the page has loaded. By default, focus will be in the 'To' field.

4. *Type the email ID of the person to whom you want to send the email.*
5. *Press tab to navigate through the different fields in the Compose page such as To, CC, BCC, Subject Line.*
6. *Press tab till the screen reader announces 'Message body edit'.*
7. *Write your message by following the format mentioned above.*
8. *Press tab till the focus is on the 'Send' button. Press the space bar to send the email.*

> **Note – If the email has been delivered successfully, you will get an indication from the screen reader and your focus will be back to the inbox folder.**

Replying to mail with screen reader

If your email ID is marked in the 'To' field, follow the steps given below to respond to the email:

1. *Check the title and confirm the same mail you need to respond to has opened.*
2. *While responding to the mail, there will be two options.*
   a. *Reply: Send a response only to the sender.*
   b. *Reply all: Send a response to the sender and all those marked in the 'CC' field.*
   Ensure you have clarity on which option to select.
3. *Activate the link list by using the command Insert + F7.*
4. *Press r for reply.*
5. *Press enter on the reply button.*
6. *Focus directly comes to the 'To' field as by default it takes the sender name.*
7. *Press tab till you hear the message body.*
8. *Type the message you want to convey to the sender.*
9. *Cross check the email before pressing the spacebar on the send button.*
10. *Press tab and spacebar on the send button.*
11. *If the mail has been successfully delivered, you will hear an announcement from the screen reader that 'Your mail has been sent successfully.'*

Composing mail with attachment

1. *Login to your Gmail account using your username and password. Check the title and confirm if the focus is in the inbox folder.*
2. *Activate the link list by using the command 'Insert + F7'. Press the letter c for compose mail and hit enter. Check the title and confirm the focus is in the compose mail page.*
3. *Check the currently focused element by using the command 'Insert + Tab'. The current element would be 'To' field.*
4. *Type the email ID of the person you need to share the file with in the 'To' field.*
5. *Press tab for the 'Subject' field and type the purpose of the email in a short and meaningful way.*
6. *Press tab and take focus to the attach file button and press spacebar on it. When the open dialogue box opens, the focus will be on the file name edit.*
7. *Press Shift + Tab till you hear the item view list and choose the file from the location.*
8. *Press the backspace key repeatedly till the screen reader stops.*
9. *Press the letter t for This PC and hit enter.*
10. *Once the File explorer window opens, choose the file from the respective folder.*
11. *Keep the focus on the right file that needs to be shared. Press tab till you hear 'Open button'. Press the spacebar on 'Open button'.*
12. *The selected file will be attached to the mail and the focus will be back to the compose mail page.*
13. *To confirm if the file/s have been attached, take the focus to the subject field. Press the down arrow 2-3 times. The screen reader reads it as a graphic attachment along with the file name. Press tab till you hear 'Message body'.*
14. *Follow email etiquette while writing the message body. Also, give an indication to the receiver about the attachment in the message body. You can use phrases like PFA (Please Find Attached or Please Find the Attachment), Please refer to the attachment, Kindly go through the attachment, etc.*

15. *Go through the email to ensure there are no errors.*
16. *Press tab and take focus to the send button. Press the spacebar on it.*
17. *If the email has been successfully delivered, the screen reader will announce 'Your mail has been delivered successfully'.*

Activity Time!

Choose the correct answer for the questions:

Q1. How can a file be sent in an email?

    a.   Attach the file to the email.

    b.   Write a thank you message in the email.

Q2. What does CC stand for?

    a.   Blind Carbon Copy.

    b.   Carbon Copy.
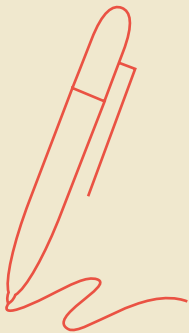
What I learnt today:

Put a ✓ if you know this topic well.

1. An email is a message sent to a person through the internet. ☐

2. Features of email include email ID, checking mails in inbox and sending emails, etc. ☐

3. Creating an email account and sending an email. ☐

4. Attaching files to an email by clicking the paper clip icon. ☐

5. CC means Carbon Copy and BCC means Blind Carbon Copy, and how to use them while sending emails. ☐

6.8 Introduction to Mobile Applications

In this lesson you will learn :

1. About the benefits of mobile applications.
2. Ways in which mobile phones can be used in learning.

Thinking Box

Open the mobile phone which you use regularly.
What mobile apps do you use the most on that phone?
List the top 5 apps.

1. _____
2. _____
3. _____
4. _____
5. _____

Let's learn about mobile applications

A mobile application or app is a software that is made to be used on a mobile device like a smart phone or a tablet. There are many mobile apps available for us to use for different tasks and activities.

Mobile devices are easy to use and common to find. Mobile apps are the most convenient way to do something online. You don't need access to a computer to do tasks like sending an email or creating a LinkedIn profile. You can do them on a phone through mobile apps.

Note for persons who are blind or low vision – You can use your Android or iOS mobile phone independently by enabling the screen reader software. It is known as Talkback on Android and Voiceover on iOS. This feature will be disabled by default in any phone. To enable this feature, go to 'Settings' and then 'Accessibility'.

Persons with low vision can use accessibility features such as Dark Mode and High Contrast. They can also use magnification features for enlarging the text size. These options can be found under Settings > Accessibility > Vision.

For persons who are Deaf, the accessibility features given below would be useful:

- **Live Caption** – *Automatically captions the speech on one's device.*
- **Live Transcribe** – *Captures speech and sound and displays it as text on the screen.*
- **Sound Notifications** – *Helps one to know what is happening in the surroundings e.g. when a smoke alarm beeps, when a doorbell rings, and so on.*
- **Real-time Text (RTT)** – *Lets one to use text to communicate on phone calls.*
- **Sound Amplifier** – *Lets one use wired or Bluetooth headphones to filter, augment, and amplify the sounds in one's environment or on one's device.*
- **Hearing Aid Support** – *Lets one pair hearing aids with an Android device to hear more clearly.*

Here are some accessibility features that can enable persons with locomotor disability:

- **Voice Access** – *Lets one control the device with spoken commands. The voice can be used to open apps, navigate, and edit text.*
- **Switch Access** – *Lets one interact with the Android device with one or more switches instead of the touchscreen. One can use a switch or keyboard to control the device.*
- **Action Blocks** – *Lets one use customizable buttons for routine actions on the Android home screen.*
- **Time to take action (Accessibility Timeout)** – *Lets one choose how long to show messages that require action to be taken.*

List 5 things that you can do using a mobile app on a smart phone.

1. _____
2. _____
3. _____
4. _____
5. _____

Let's learn how mobile phones can be used in learning

Here are 4 ways you can use a mobile phone to help you learn and grow as a student:

1. **Watch interesting and educational videos.**
   The internet is a great place to learn new skills and discover new ideas. The most exciting way to learn is through videos that are made by experts. You can use YouTube to find videos about a topic of your interest. This way you can use YouTube for both entertainment and learning.

2. **Use a dictionary app.**
   As a student, you will come across many things that are new to you and that you don't understand. Do not be worried or discouraged by them. With a mobile phone, you have the tools to understand new things. Use a dictionary app to find the meanings of words that you do not know.

3. **Use Google Search regularly.**
   Use Google Search to look up topics that are unfamiliar and learn more about them.

4. **Be part of educational groups on social media.**
    Social media apps like WhatsApp, LinkedIn and Facebook have groups where people with common skills and industry experts share their thoughts. These groups can help you learn new information and ideas that help you grow as a student. Remember to practice internet safety while participating in these groups.

Note for persons who are blind or low vision – There are some useful applications that you can use for your day-to-day activities. These are as follows:

1. **Be My Eyes** – *An online community of on-demand sighted volunteers that support persons who are blind or low vision to recognise objects and cope with everyday situations.*
2. **Google Lookout** – *Uses the camera and sensors to get details about objects, images, and text*
3. *around you.*
4. **Money Reader** – *Identifies currencies from all over the world.*
5. **Easy Reader** – *Customise and improve the readability of long web articles by adjusting and magnifying text, changing colour schemes, synchronising text with speech, and so on.*
    I-STEM – *A portal that empowers persons with disability to use technology, community, and support services.*
6. **Google Assistant** – *A virtual assistant software application that can engage in two-way conversations based on artificial intelligence.*
7. **KIBO** – *Helps to scan hard copies and read.*

Note for persons who are Deaf. Here are some useful applications that can be used on a daily basis:

1. **SignAble** – *On-demand Indian Sign Language interpretation service for the Deaf.*
2. **WhatsApp** – *Platform to make and receive video messages and video calls.*
3. **Otter** – *Provides live captioning to the Deaf and Hard of Hearing.*

Websites such as Access Mantra, a knowledge hub with authentic and verified information, can serve as a one-stop solution for the Deaf community.

In addition to the applications mentioned above, persons with locomotor disability can use Google Maps to locate the wheelchair entries for public places.

Activity Time!

What is a topic that you wish to learn more about?

Find a video of an interesting topic on YouTube.
Write 2 new things that you learned from the video.

_____

_____

_____

_____

_____
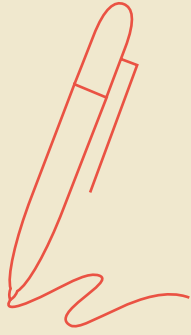
What I learnt today:

Put a ✓ if you know this topic well.

1. A mobile app is a software that is used on a mobile device like a smartphone or a tablet.

2. You can use a mobile app to help learn in many ways For ex: Using YouTube to watch educational videos, using the Dictionary app to find the meanings of words, using Google Search to know about new topics and being part of educational groups on social media.

3. It is important to practice internet safety while using mobile apps.

6.9 Using Online Meeting Tools for Interviews

In this lesson you will learn :

1. How to use online meeting tools.
2. How to use Zoom.
3. How to use Google Meet.

Thinking Box

Are you aware about different online meeting tools?
List down the ones you know about and/or have used:

_____

_____

_____

What steps can you take to participate in online video meetings?
List down any 3 steps:

1. _____

2. _____

3. _____

Let's learn about online meeting tools

A meeting usually happens when people come together in a room and meet to discuss ideas and complete tasks together as a group.

Nowadays, meetings and interviews also happen online. An online meeting or interview happens through various video and audio platforms. We use special digital meeting apps to conduct such interviews. While using the most popular online meeting tools that are available, you will be able to do the following things:

1. Share a link or an ID for your meeting for people to join the meeting.
2. Everyone who is a part of the meeting can speak to each other and hear each other. Participants can sign to one another as well.
3. Speak with, hear, and sign to others who are a part of the meeting.
4. See one another by turning on the camera on one's device.
5. Record and save the meeting for future reference.
6. Share one's screen to present information.
7. After the meeting, the online meeting can be closed and ended.

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Choose the correct answers to the questions given below:

Q1. What kind of a meeting takes place on a video or audio platform?
   a.   Online meeting.
   b.   Office room meeting.

Q2. What do people need to join an online meeting?
   a.   Certification.
   b.   The meeting ID or meeting link.

Let's learn to use Zoom

Zoom is one of the most popular online meeting apps in the world. With Zoom, you can start and join video meetings.

Start and share a meeting:

1. Open the Zoom app and log into your account.
2. Tap the orange 'New Meeting' icon that appears on your screen. This will start an online meeting.
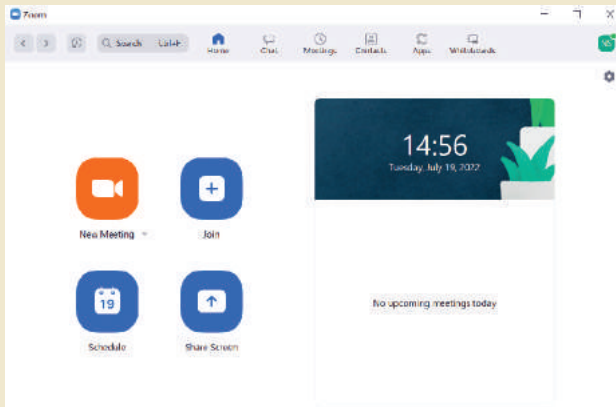
3. Click 'Participants' <icon>in the meeting controls found at the bottom of the screen.
4. Click 'Invite' at the bottom of the participants panel. Choose the option through which you want to share the meeting link with others. They can use the invitation to join the meeting.

Note – The steps given below will be useful for screen reader users.

1. *Open the Zoom app on your computer or your mobile phone.*
2. *Log into Zoom with your account details.*
3. *Press CTRL + tab till you reach the 'Home' tab.*
4. *Press tab till you get the 'New Meeting' button and press enter on it.*
5. *Press access key ALT + I to activate the 'Invite' option.*
6. *Press tab till you get the copy invitation link and press enter to copy.*
7. *Share the meeting link for others to join the meeting.*

Join a Zoom meeting:

1. Ask the person hosting the meeting to share the meeting link or the meeting details with you.
2. Click on the link to join the meeting or use the 'Join' option.
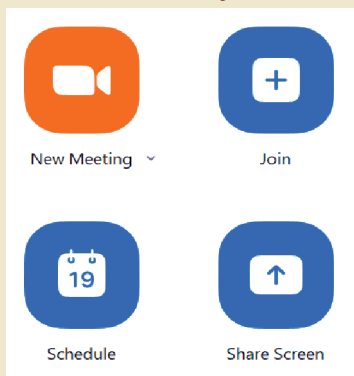
3. Type the meeting ID to join the meeting and click 'Join'.
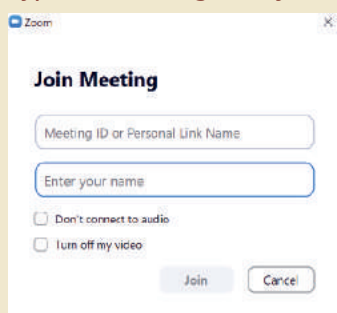
Note – The steps given below will be useful for screen reader users.

1. *Ask the person hosting the meeting to share the meeting link or the meeting details with you.*
2. *Click on the link to join the meeting or use the 'Join' button which is under the 'Home' tab.*
3. *Enter the Meeting ID and Passcode and click 'Join'.*
4. *To leave the meeting, hit Enter on the 'Leave' button.*

The necessary settings can be done in the 'Settings' tab on the Zoom app.

Choose the correct answers to the questions.

Q1. Which option must you use to join a Zoom meeting?

a.   Join   b.   Share Screen

Q2. Which option must you use to leave a Zoom meeting?

a.   Schedule   b.   Leave Meeting

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The key commands given below can enable anyone to use Zoom efficiently:

Command	Function
Alt + a	Muting/unmuting microphone
Alt +v	Turning on/off the video
Alt + r	Turn on/off the recording
Alt + p	Pause/resume the recording
Alt + u	Open the participants list
Alt + h	Open the chat box
Alt + y	Raise/lower hand
Alt + s	Start/stop screen share
Alt + F4	Leave meeting

Points to note for the Deaf:

1. *Pin or spotlight the interpreter to view the interpretation easily.*
2. *Enable live captioning to follow what is being spoken.*

Let's learn to use Google Meet

Google Meet is another popular online meeting app. For Google Meet, you can use the same login account details as your Gmail account.

Start and share a meeting:
1. Go to www.meet.google.com.
2. Click on 'New Meeting'.

3. Select the option 'Start an instant meeting'. This creates a new meeting and starts the meeting directly.
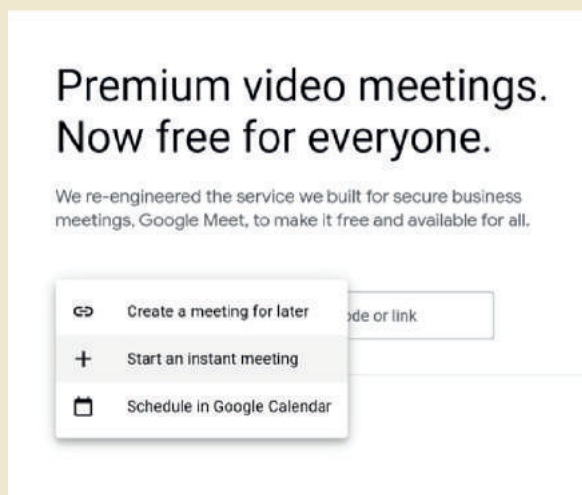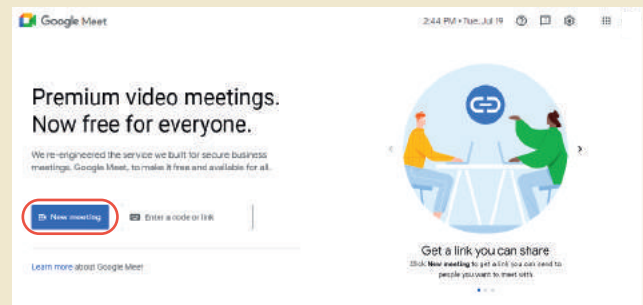
4. At the bottom right, click meeting details.
5. Click 'Copy' on the joining information.

> ### Your meeting's ready ✕
>
> **👥＋ Add others**
>
> Or share this meeting link with others you want in the meeting
>
> meet.google.com/spm-dxkk-pzi 🗐
>
> 🛡 People who use this meeting link must get your permission before they can join.
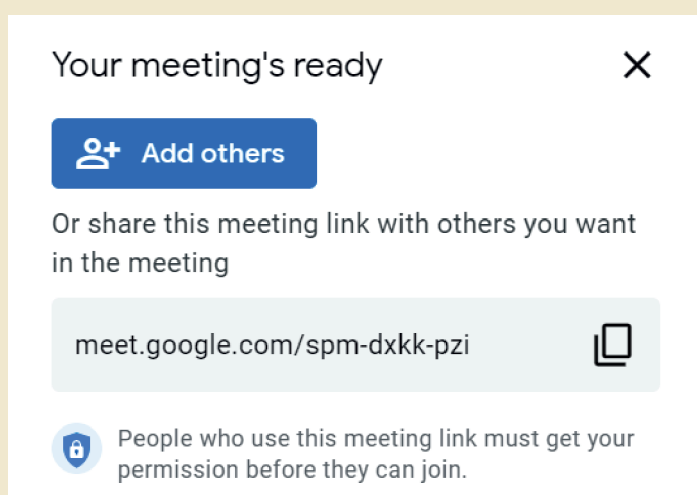
6. Paste the meeting details into an email, or another app. Send it to the people who have to join the meeting.

Note – The steps given below will be useful for screen reader users.
Start and share a meeting:

1. *Go to www.meet.google.com.*
2. *Click on 'New Meeting' button.*
3. *Select the option as 'Start an instant meeting' from the combo box and press enter on it. This creates a new meeting and starts the meeting directly.*
4. *Press tab repeatedly till you hear the meeting details button, which is at the bottom right.*
5. *Press enter to activate.*
6. *Press tab till you hear 'Copy'.*
7. *Hit the spacebar to copy the meeting link.*
8. *Paste the meeting details into an email or another app. Send it to the people who have to join the meeting.*

The key commands given below can enable anyone to use Google Meet efficiently:

Command	Function
Ctrl + d	Mute/unmute microphone
Ctrl + e	Turn on/off video
Ctrl + alt + h	Raise hand
Ctrl + alt + c	Open the chat box

Activity Time!

Plan a Google Meet meeting with some of your friends. Start a Google Meet meeting and send them the invitation to join.
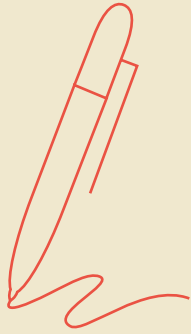
What I learnt today:

Put a ✓ if you know this topic well.

1. Meetings that happen online through the internet are called online meetings. ▢

2. You can use Zoom or Google Meet to do online/virtual meetings. ▢

3. You can create Zoom or Google Meet links to invite other people to join your meeting. ▢

6.10 Exploring Popular Sites for Learning and Career Growth

In this lesson you will learn :

1. The importance of updating one's Learning Bank.

2. About popular sites for learning and career growth.

3. The ways to use the internet for continuous professional development.

Thinking Box

Amit is a person with disability. He works in the IT sector and performs his job role well. He always follows instructions and completes the work given to him. After the first year, Amit asks his manager for a promotion.

Amit's manager says, "We are happy with your job performance. But, you are competing with many peers without a disability for this promotion. Only doing your job well is not enough anymore. You need to keep picking up new skills, network with peers from other teams, and take initiative to work on different projects. Remember, we hire and promote based on the value you bring in – not out of charity!"

Note down 3 reasons why you feel Amit's manager wants Amit to focus on learning continuously:

1. _____

2. _____

3. _____

Let's learn the importance of updating one's Learning Bank

We all learn in different ways - with the book, from our elders, by practice, with experience...and so on.

Think about the last thing you learnt. How did you learn it? After learning it, did you apply your learning again?

Since we are constantly learning every day, we need to keep our learnings somewhere. The place where we keep all our learnings is called 'Learning Bank'. This can be in your book, on your phone, or any place that you are comfortable with.

Every time we learn something new, our Learning Bank increases by 1 point. When we remember our learning and apply it correctly, our Learning Bank increases by 2 points! Unlike our Savings Bank that

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decreases when we use it, our Learning Bank only increases! This is because we learn more when we use our learnings.

Like Amit, it is important to come out of the comfort zone and be responsible for one's learning. This is needed to stay relevant in the job market.

Remember, persons with disability are competing with a much larger number of persons without disability for the same jobs. When we are curious and adaptable, our learning bank increases. A bigger learning bank can lead to a bigger savings bank!

Learning begins when we are curious. Make a note of what you are curious about and how you can learn more about it.

_____

_____

_____

Let's learn about popular sites for learning and career growth

The internet has changed the way we learn. We can access a wide range of resources and materials for any topic one might be interested in. We can become a part of different groups to learn skills and connect for opportunities.

There are many websites on the Internet that can help us with learning and career growth.

1. **Khan Academy:** www.khanacademy.org
   This site has free online material on school subjects like economics, physics, algebra, etc.

2. **Coursera**: www.coursera.org
   This site has a large collection of courses and certifications offered by some of the best universities from around the world.
   Other similar sites:
   a. **edX:** www.edx.org
   b. **Udemy:** www.udemy.com

3. **MIT's OpenCourseWare:** www.ocw.mit.edu
   This website has free learning and classroom materials from one of the top universities in the world.

4. **NPTEL:** www.nptel.ac.in
   This is an online learning portal where the courses are created by IITs and IISc in India. It has courses on all topics taught by professors from all over India.

6. **Codecademy:** www.codecademy.com
   You can use this website to learn specific computer coding skills for free.

7. **Duolingo:** www.duolingo.com
   You can learn a new language for free using this website. They have over 100 language courses. You can download the mobile app to a smartphone and learn a new language by spending just 15 to 20 minutes every day.

Note: If you are blind or low vision, you can also explore websites developed for persons with vision impairment:

Name	Purpose	Website Link
Bookshare	An online book library with access to books in all regional languages	https://www.bookshare.org/cms/
Sugamya Pustakalaya	https://library.daisyindia.org/NALP/welcomeLink.action	https://library.daisyindia.org/NALP/welcomeLink.action
Enable Academy	A one-stop shop with videos, audios, and publications for all stakeholders in the disability livelihood ecosystem.	www.enableacademy.org
Blimey	An open source platform enabling persons with vision impairment to learn computers independently.	www.blimey.live
Deque University	Offers training and reference materials for every area of expertise in digital accessibility.	https://dequeuniversity.com/

Choose the most interesting website from all the websites recommended. Spend 5-10 minutes looking through the website and what it offers. Write 2 things that you would like to learn from the website:

1. _____

2. _____

These are just examples of websites you can explore. Network with your peers, trainers, and mentors to learn about more such websites and grow.

Let's learn ways to use the internet for continuous professional development

To be successful in your professional life, you must always be open to learning and growing. Your opportunities to study and learn do not end inside the classroom. After you finish studying and when you get a job, you must continue to learn from different sources. The internet is the best place to be a lifelong learner and increase your Learning Bank.

Here are 4 ways you can use the internet for continuous professional development:

1. **Read on a regular basis.**
   Find websites and blogs related to your field of interest. Read news articles and blogs on the internet regularly. You can also learn by watching informative videos in Indian Sign language online.

2. **Attend various courses.**
   Spend time once or twice every year to complete a short online course where you can learn new skills. You can also attend online webinars or conferences to learn from experts and build your network.

3. **Develop diverse interests.**
   Try to learn things about topics that are new and unfamiliar to you. If you like fashion design, you can also explore coding and writing skills. If you like physics, you can also learn more about art and history.

4. **Set clear, specific goals for continuous development.**
   Decide on specific goals for yourself so that you can make a commitment to yourself to reach your goals.

Activity Time!

Let's set some clear goals for your continuous professional development. Fill in this table with your goals:

S. No.	What I want to learn	What action/s I will take to learn it	How long I will take to learn it
	Example: Photography	Example: Borrow my sister's camera and learn all its functions	Example: 8 weeks functions
1.			
2.			
3.			

For every goal, think about how you will regularly update and refer to your Learning Bank.

Once you have a list of actions you will take to meet your goals, you can also update these in your 'I WILL Poster'. Save it in a place so you can easily refer to it. Given below is a template for you to get started:

☐ Ex: I WILL borrow my sister's camera and learn all its functions.	☐ I WILL	☐ I WILL	☐ I WILL	☐ I WILL
☐ I WILL	☐ I WILL	☐ I WILL	☐ I WILL	☐ I WILL
☐ I WILL	☐ I WILL	☐ I WILL	☐ I WILL	☐ I WILL
☐ I WILL	☐ I WILL	☐ I WILL	☐ I WILL	☐ I WILL

What I learnt today:

Put a ✓ if you know this topic well.

1. Importance of continuously updating one's Learning Bank to stay relevant in the job market. ☐

2. There are a lot of popular websites for learning, like Khan Academy, Coursera, NPTEL, etc. ☐

3. Even after finishing studies and getting a job, we must continue to learn from different sources. ☐

4. The 4 ways to use the internet for professional growth are to read on a regular basis, attend various courses, develop diverse interests, and set clear, specific goals for continuous development. ☐

7.1 Diversity in Workplace

In this lesson you will learn :

1. Meaning of diversity in the workplace.
2. Importance of diversity in the workplace.
3. Value of persons with disability at the workplace.
4. How to overcome barriers due to disability.

Thinking Box

Read the questions below and pick your options:

Q1. George is a person with disability. He is from a village and has studied in a boys school. At his workplace, he has to work with people of different genders from various cities. What should George do to become comfortable with his colleagues?
a. Get to know the person beyond the differences.
b. See their value just like others are seeing value in George.
c. Ignore them.

Q2. Beroz is a person with disability. Her company employees have never met a person with disability before. They took time to get comfortable working with her. Beroz then met a transgender employee, Rajni, in office for the first time in her life. What should Beroz do?
a. Learn to get comfortable with Rajni.
b. Ignore Rajni.
c. Stay away from Rajni.

Q3. Pranshu is a person with disability. He attends a job interview with his friends who do not have a disability. All of them have passed the 12th standard. Gerald, the interviewer, has never met any person with disability. Whom should Gerald interview?
a. Pranshu's friends.
b. Pranshu.
c. Whoever meets the selection criteria.

Let's learn the meaning of diversity

Diversity is when something is made of different types of units. Ex: A roll of Poppins candy has diverse colours and flavours whereas Polo is all the same.

Look around you. You will notice diversity everywhere! Even in your family, your parents may have come from different parts of the city, state, or country. They may have different educational backgrounds and appearances. You and your brothers and/or sisters are of different ages. You may look similar or different from your parents. Each of you may have different interests and abilities. Within one family, you are like Poppins – a rainbow of colours!

Diversity in the workplace reflects the diversity in our society. Diverse organisations are those in which people of different genders, castes, classes, ages, languages, geographies, physical appearances, educational backgrounds, abilities, and more work together. A diverse workplace is one where employees from different backgrounds work in a safe and respectful environment.

In your classroom, observe your classmates and teachers. What kind of people are there in your classroom? Boys and girls? Tall people and short people? These are obvious differences.

Can you notice some other differences which are less obvious?
Write down such differences below. (Hint: Languages, economic backgrounds, skills, etc.)

_____

_____

_____

Let's learn the importance of diversity in the workplace

Ex: Sheela is a sportsperson and Suresh is a writer. Both of them love music. Sheela is from Chennai and Suresh is from Bhatinda. Sheela loves talking to customers while Suresh loves working on routine jobs and is a data entry operator. Sheela has low vision and Suresh is hard of hearing.

Just like Sheela and Suresh, each employee is unique with some similarities but also with different interests, abilities, and backgrounds. Diversity is important because if Suresh has to talk to customers and Sheela has to do a routine job, they would not perform well. **A diverse workplace increases productivity by ensuring the right person gets the right task** just like how Sheela works in customer service while Suresh works on data entry.

Let us understand how diversity enables different perspectives and different ideas. Shaheen and Arun run a travel company. They are having a meeting regarding what kind of travel packages to offer. Notice how the diverse group increases creativity and innovation!

We should offer women only group trips

This meeting is for brainstorming ideas. Please share

We should offer trips to religious places

These are great ideas. Let's discuss more

We should offer family friendly tours

We should offer solo trips focusing on adventure

Let's learn the value of persons with disability at the workplace.

TopCon is a manufacturing company that usually hires men. Their CEO felt the company must hire people with a good attitude and skills from different sources. He also felt that the leaders were too comfortable and were not trying new things. So he asked them to hire suitable blind persons. The leaders were very scared about the challenges that blind people face.
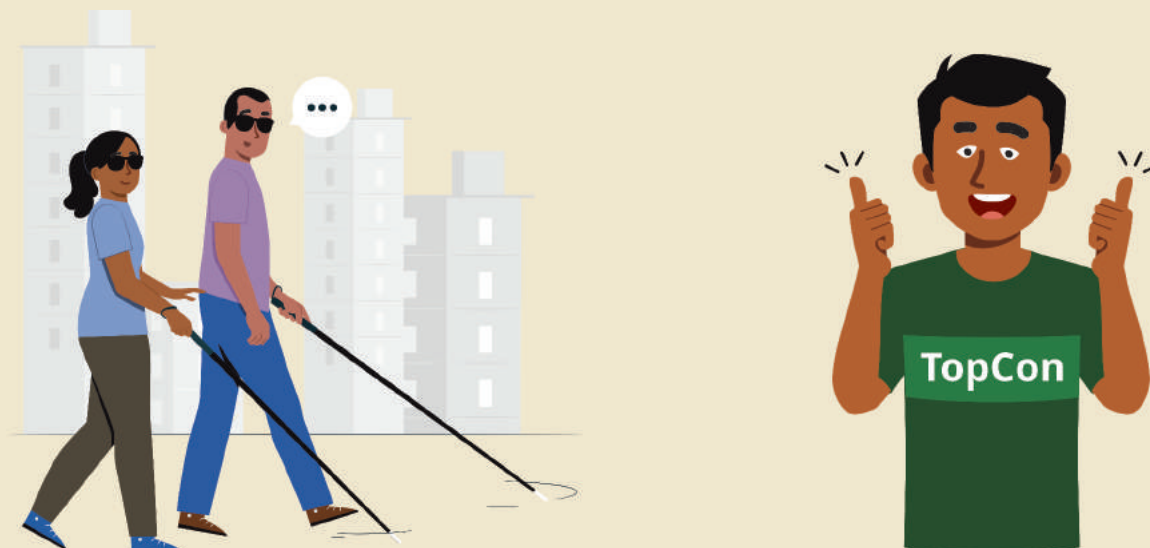
However, when the leaders saw the blind candidates coming into the office independently for the interview, smiling and talking, they could slowly see the candidates' potential and abilities. When the candidates presented solutions on how they would work at **TopCon,** the leaders were pleasantly surprised. This opened their minds to new possibilities. They asked the candidates how to make the company safe for them. In the end, they hired three out of the eight candidates who now work alongside other sighted colleagues.

What is the value of persons with disability at the workplace?
[ ] Each has their own potential and abilities.
[ ] Each has solutions for overcoming barriers.

Like **TopCon,** what do companies additionally gain by including persons with disability in their workplace?
[ ] Companies learn to see value in everybody.
[ ] Companies become more solution oriented.
[ ] It helps leaders get out of their comfort zone and think anew.

Just like the value of blind employees at **TopCon,** think of the value employees from diverse groups (such as different genders, ages, sexual orientations, etc.) can bring to the workplace.

Let's learn about the various barriers to diversity and how to overcome them

If there are so many advantages to having a diverse workforce, why don't all organisations have one?

There are many barriers or obstacles to having a diverse workforce. It is not easy for people to be comfortable with those who are different from them. This leads to conflicts which can ultimately affect work.

Such barriers to diversity are due to lack of skills, knowledge, understanding, and respect for others. As you go through the table below on why these barriers exist, think about how the same barrier can impact different groups of people.

No.	Barrier	Reasoning
1.	**Prejudice**	People often discriminate against others who are different from them. Ex: For many years, certain communities practiced untouchability against other communities and would refuse to work, eat, or interact with them.
2.	**Cultural Differences**	In India, we usually call each other "Sir" or "Madam". In modern offices, however, everyone calls each other by name. Their age, status, or position does not matter. This is a cultural difference which sometimes leads to conflict.
3.	**Communication / Language**	There are many languages in India. All of them are equally important. When the company only communicates or respects one language, it makes others who do not speak that language feel excluded. Ex: Many people make fun of those who cannot speak in English or Hindi. This is another cause for conflict and pain.
4.	**Generation gap**	People from different generations think differently. Older people may find technology hard to use. At such times, they may get discriminated against by youngsters. Similarly, youngsters in an office think and work differently from older employees. This can create issues.
5.	**Requirement for additional facilities**	A diverse workforce may require additional infrastructure which can also be a barrier. Ex: Building accessible and gender-neutral washrooms.
6.	**Perception of extra work**	Leaders may need to spend more time to integrate a diverse workforce. This can feel like extra work. Ex: Inclusion of Deaf people in meetings will require booking of interpreters while work timings might need to be changed to suit a working parent.
7.	**Not knowing the 'what' and 'how'**	A fear of the unknown can lead to a lack of awareness. Ex: Leaders may not be sure of which jobs can be done by persons with disability. Usually, they are worried about making other employees comfortable to work with persons with disability.

Overcoming barriers to diversity requires effort and practice. When it comes to dealing with disability-related barriers, different actions can be taken by persons with disability as well as by companies.

Persons with disability can:

1. Make others comfortable with respect to their disability.
Ex: Anandita is Deaf. She used a simple poster that gave information about herself, her communication methods, her hobbies like painting, and more. Her colleague Jayesh saw the poster and started communicating using basic gestures. Over time, he learnt sign language from Anandita. Another colleague who also loved to paint started showing her paintings and Anandita did the same!

2. Stay connected with NGOs and service providers.
When companies hire persons with disability, they need to conduct awareness workshops and sensitise their teams. Specialised services such as sign language interpretation and accessibility audits need to be taken care of. For these activities to take place smoothly, employees with disability can direct companies to the right NGOs and service providers.

3. Be proactive and build trust in people.
Inclusion is a shared responsibility. Sometimes, the team leader or manager may not have any experience or exposure of interacting with PwDs. This might affect how they work with PwDs. In such situations, the person with disability can be proactive to build trust in people. After all, inclusion is a shared responsibility between two people!

Ex: Manoj is a person with a locomotor disability. He is able to use only one hand. His manager Sheela does not give Manoj enough work as she is not sure of how he will type on the computer. Manoj gives Sheela a demonstration of his typing skills and his ability to type 30 words per minute. This gives Sheela the confidence to trust Manoj and assign him more work.

Companies can:
1. Ensure they have an Equal Opportunity Policy.
The Equal Opportunity Policy (EOP) is mandated by the Rights of Persons with Disabilities Act (RPwD), 2016. Refer to Chapter 2.1 titled 'Our Constitution: Guiding Principles' to know more about EOP and how persons with disability can benefit from it.

2. Build the knowledge, skills, and attitude of their employees to include PwDs.
Just like how persons with disability need to be employable to work well in companies, other employees in the company need to be includable i.e. have the ability to include. This competency (knowledge, skill and attitude) is called includability. For any person without disability to be includable, they need to learn how to see the person as a whole rather than seeing just their disability. They also need to find ways to be comfortable with someone who is different from them.

Being includable requires a lot of learning and unlearning. One needs to get into the practice of asking rather than assuming.

Ex: Sam has a Deaf friend who is a lip reader. When Sam met Leon, his Deaf colleague, he assumed Leon could also lip read just like his friend. This caused a misunderstanding between them.

Since disability is a spectrum and each person's experience is different, it is important to ask rather than assume.

Includable leaders are comfortable giving targets and sharing feedback with their team members who have a disability. They learn to provide enough opportunities for the person with disability to learn and perform.

Ex: Zara is blind. Her manager, Fred, was uncomfortable giving feedback on her badly formatted documents. He thought, "Zara is blind. How can I give this feedback?" Instead, Fred needs to tell Zara, "Your documents need to be well formatted. How can we solve this problem together? Is there some solution?"

Such an approach can enable leaders to know when to focus on the disability and when not to focus on it.

Activity Time!

**Get together with some friends and some people you don't know very well, specifically people without disability.
Each one of you must write down four things about yourself:**

1. A word which describes you.
2. Your hobby.
3. Something fun about you.
4. Your disability.

Ex: Boris. Fun loving. Musician. Trekker. Person with locomotor disability.
Leena. Hard working. Poet. Chess player. Person with low vision
Fahad. Friendly. Cricket player. Dancer. Deaf person

Spend time together and see how the information helps you become comfortable with each other. This exercise will help you make people become comfortable with your disability and enable them to see the real and complete you!
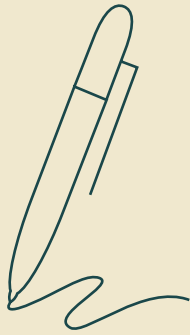
What I learnt today:

Put a ✓ if you know this topic well.

1. A diverse workplace refers to an organisation where people of different sexes, genders, castes, classes, ages, physical appearances, educational skills, abilities and more work together. ☐

2. Each person is unique and has different interests, abilities, and backgrounds. A diverse workplace increases productivity by ensuring the right person gets the right task. ☐

3. The value of persons with disability is their talent and solutions. Companies also benefit by learning to see value in everybody, being solution oriented, and by enabling leaders to step out of their comfort zones. ☐

4. Barriers for persons with disability can be overcome in 3 ways: Making people comfortable with the disability, getting the help of experts when needed, and being proactive in building trust. ☐

7.2 Inclusion in the Workplace

In this lesson you will learn :

1. Meaning of inclusion in a workplace.
2. Importance of inclusive workplaces.
3. How to create inclusive workplaces.

Thinking Box

Is inclusion a feeling, a process, or a system? Note down what inclusion means to you in 1-2 sentences:

_____

_____

_____

Now reflect on what you need in order to be included at a workplace. Do you need some solutions, support, training, or mentoring? Note down all the points below:

_____

_____

_____

Let's learn about inclusion in the workplace

Inclusion is seeing value in every person, making them feel valued, and getting value from each and every one. Let us understand inclusion at the workplace better with examples:

1. Fayaz uses crutches. When his team planned a team lunch, they chose a place which was on the ground floor with no steps so that it is accessible for him.

2. Balaji is hard of hearing. His colleagues usually find a quiet place to talk to him and look in his direction so he can lip read.

Is the team inclusive?

Yes, the team is inclusive. Fayaz and Balaji feel that they are seen and valued when the team finds accessible places for them. They feel included.

3. Neena is the mother of a 2-year-old child. She is not able to attend all meetings in person. Her manager Fred tells Neena, "You are doing well at work, but it's important for you to be a part of some meetings. If there are any challenges, let me know. We will work on them, but I expect the best from you!" Is Fred inclusive?

Yes, Fred is inclusive. When Fred expects the best from Neena and does not allow her to miss meetings, he is showing respect to Neena's talent. He knows what Neena can contribute to the organisation. Getting value from Neena is also inclusion. Giving timely feedback shows that Fred has the skill of includability.

4. Shahaab is from a village in Bihar. He has a limited working knowledge in of English. In his sales role, he has to travel to meet clients. His manager Latha does not allow him to go and meet the client and sends somebody else instead. Is Latha inclusive?

No, Latha is not inclusive. She is only able to see Shahaab as someone with limited English fluency. Hence, Shahaab cannot do his work of meeting clients. For Latha to be inclusive, she needs to see Shahaab as a person who knows how to communicate even with his limited English skills. She has to ask him if he needs anything to enable him when he meets English-speaking clients and allow him to do his job.

5. Bobby wanted to introduce Yasmin who is blind at the team meeting. He was not comfortable with the word "visually challenged" because it assumes that Yasmin has a challenge. Before the meeting, he searched online for the right terminology. He then introduced Yasmin as a person with disability, a person with blindness. Is Bobby inclusive?

Yes, Bobby is inclusive. He knows that language can hurt or help. If Bobby had introduced Yasmin as visually challenged, people would assume that Yasmin has only challenges and no value to offer. Yasmin has overcome barriers growing up and does not see her life as full of just challenges. We have all faced challenges in our lives but nobody calls us "challenged". Hence, using the right language is true inclusion.

6. Ipshita is a person with double hand amputation. Her manager Naina could see that Ipshita is smart. She gave Ipshita different opportunities to prove herself. She saw that Ipshita types slowly with her legs. So Naina gave her roles which used Ipshita's strengths and did not need too much typing. Naina gave timely feedback and assigned a mentor so that Ipshita could grow in her career. Today, Ipshita is doing well in a client facing role. Is Naina inclusive or is she being soft on Ipshita?

Yes, Naina is inclusive. She knew that Ipshita had not had many opportunities in life. Giving enough opportunities to succeed is a part of inclusion. Giving feedback is also being inclusive. If Naina did not expect much from Ipshita, she would not be considered inclusive. Neena could however see Ipshita as a person just like all of us.

Inclusion in a workplace can be achieved when every member of the company gets the opportunities to grow in their careers. People with disabilities, women, transgender people, people from sexual minorities, and people from lower socio economic back grounds are usually excluded from the workplace. Inclusion means to actively include all people by providing additional support systems for those who need them.

Can you think of some more such examples of active inclusion in the workplace?
(Hint: Holidays, prayer breaks, braille)

Let's learn the importance of inclusive workplaces.

In the previous chapter, we discussed the advantages of having a diverse workforce. Let us now understand why inclusive workplaces are important.

Leon is an event manager for a big conference. His team member Xerxes who handles the data was very slow with excel sheets. Leon was getting stressed and felt Xerxes was "slow" in everything and was useless. He wanted to call and shout at Xerxes but stopped! He remembered his lessons from the training on inclusion that his company had conducted. He had to see Xerxes as a person with strengths and areas of improvement. He spent time with Xerxes and understood that Xerxes needed clear directions to perform well. Leon changed his approach and started giving clear information to Xerxes. After that, Xerxes performed extremely well and the event was successful.

Think about how Xerxes benefitted by working in an inclusive work environment.

If an organisation is not inclusive, an atmosphere of respect will not exist. Employees may discriminate against each other. They may hesitate to speak up and share their ideas.

Inclusivity is the magic ingredient that can make a company truly diverse and alive. Think of diversity as a bulb. Inclusivity is the electricity necessary to make the bulb glow.

Finally, for any employee, an inclusive workplace is essential for happiness and growth in the workplace.

Like Xerxes, think about a time when someone included you. What did the other person say and/or do to make you feel included? How did you feel when the other person included you?

_____

_____

_____

Let's learn how to create inclusive workplaces.

Some of the steps that can be taken to create an inclusive workplace are:

1. **Leadership which learns the competency of inculpability:**
The leadership team of an organisation must learn the necessary skills and attitude to:
* See people beyond their differences
* Expect performances from everybody by using their strengths
* Provide an enabling environment and find solutions for every employee to overcome their challenges. This especially helps people who have been excluded from workplaces in the past.

2. Policies aimed at inclusion:
Inclusion must be incorporated into every step of the organisation's way of working. This includes:
- Hiring to be diverse and inclusive at all levels.
- Promotions and growth to be inclusive.
- Equal pay for equal work.
- Culture specific holidays.

3. Celebrate diversity:
This could be through celebrating different festivals, sharing food at the workplace, etc.

4. Training:
Employees at all levels should receive training on inclusion, its importance, and how to support it.

5. Design:
Physical workplaces should be designed in order to be sensitive to people's needs. Simple changes can make a huge difference. This includes tying up with companies who provide sign language interpretations services, digital and physical accessibility services, etc.

A few things for companies to implement in order to build inclusive workplaces are:
- Use ramps instead of/along with stairs which provides accessibility for the elderly and for wheelchair/crutch users.
- Make signboards large. Use multiple languages and contrasting colours which make it easy for persons with low vision.
- Have wide doors with lever handles that people can use even if they don't have full mobility in their hands.
- Include adjustable tables and chairs for people of all sizes.
- Employ multi-sensory safety alarms: Ex: A typical fire alarm siren would not be effective for a person who is Deaf. You may have to include flashing lights as well.

6. Constantly evaluate:
Check if your organisation is truly inclusive. Examples for this could be:
a. Having a buddy or a mentor support system for employees.
b. Ensuring inclusion champions in every team with each team member having a chance to become a champion. Ex: The champion can provide verbal descriptions for a person who is blind, enable those who are Deaf with sign language interpreters when needed, or to make sure accessible places are chosen for persons with locomotor disabilities for team activities.
c. All employees sharing their ideas in meetings without cutting each other off.
d. Assigning work fairly among all employees.

Activity Time!

Observe your classroom for all of today. Is your classroom inclusive? Use some of the indicators shared in the chapter to check. Write down your observations below.

Understand what tasks their job role entails, barriers faced at the workplace, and the solutions they found. Note down your key learnings in the table below:

_____

_____
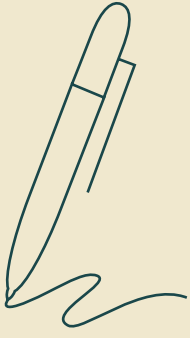
What I learnt today:

Put a ✓ if you know this topic well.

1. Inclusion in a workplace is achieved when every member of the company feels valued and gets enough opportunities to grow in their careers. ☐

2. Inclusion means to see value in every person, make people feel valued, and to get value from every person. ☐

3. If an organisation is not inclusive, an atmosphere of respect will not exist. Inclusion is essential for happiness and growth at work. ☐

4. Some ways to create inclusion in a workplace are through leadership, policies, cultural practices, mutual respect, office design, etc. ☐

7.3 Prevention of Sexual Harassment in the - Workplace [POSH]

In this lesson you will learn :

1. Meaning of sexual harassment in the workplace
2. Provisions of the Prevention of Sexual Harasmment (POSH) Act
3. Do's and Don'ts under POSH Act

What do you think Prevention of Sexual Harassment (POSH) Act covers? Pick 1 option.

☐ Safety from violence
☐ Safety for women from sexual harassment
☐ Prevention of accidents
☐ Childcare at the workplace

Thinking Box

Let's learn about Prevention of Sexual Harassment at the Workplace Act

The Indian government passed the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act in 2013. In simpler terms, it is often called the Prevention of Sexual Harassment or POSH Act.

Let's learn what is sexual harassment?

Sexual harassment is a serious issue that affects an individual's mental, emotional and physical well-being. It also affects people's ability to perform effectively in the workplace.

POSH Act defines sexual harassment as any one or more of the following unwelcome Acts or behaviours committed directly or indirectly against a woman in the workplace.

- Physical advances and contacts
- Demands or requests of sexual favours
- Showing pornography
- Passing of sexually coloured remarks
- Directly or indirectly offering preferential treatment in employment
- Directly or indirectly threatening unfavourable treatment in employment
- Directly or indirectly threatening future employment prospects
- Creating a hostile work environment or constant interference in work
- Humiliating treatment likely to affect health and safety

Meena comes to office in the company cab. She spends the entire morning in the office. She goes to lunch with her colleagues. She goes to another office as part of her work. She returns home in the company cab.

In the above example, throughout the day, Meena is under the protection of the POSH Act.

Under this Act, there is a wide definition of the term workplace.

Workplace = office space + all the places visited by an employee for the purpose of work + the transportation provided by the employer

Workplace = Any place related to work

Saroja works as a shop assistant at a small outlet. Naveen is a person with Low vision and her colleague he works with Saroja in the same bay. His role is to arrange stock and sometimes he also assists Saroja to pick up heavy packages. They assist one another and work together.

While arranging stock Naveen mostly keeps touching Sarojas hands while handing over stock, comes too close to her. Though Saroja felt uncomfortable, she initially thought it was a mistake, when Naveen continued this behaviour she told him to maintain distance and avoided receiving or handing over packages and working with him.

Naveen felt neglected and to gain her attention started singing, making noises every time he would see Saroja pass by. Saroja did not like this but kept silent about this and ignored him. He would place his phone in an angle that Saroja could see him while he watched songs/movies that had sexual content, this made Saroja very uncomfortable and she complained to the supervisor. The supervisor tried to calm Saroja down by saving she was misunderstanding Naveen and he must have mistakenly touched her hands as he was a person with Low Vision. Saroja was disappointed that her supervisor did not do anything to correct Naveen and so she decided to complain to the senior manager.

When Naveen was questioned by a Senior Manager he passed it off by casually apologising saying it was a mistake and that Saroja was misunderstanding him. Saroja was upset and then took serious action by going to the POSH committee and raising a complaint.

POSH committee took up the case seriously as it was the Impact of Naveens behaviour and not his Intention. He being Low vision and saying every time he touched Saroja was a mistake, was no excuse.

1. Was Saroja doing the right thing, to raise a POSH complaint against Naveen?

   - Yes
   - No

2. Do you agree POSH is applicable for all employees at work place including Persons with disabilities?

   - Yes
   - No

3. Is being a person with low vision an excuse Naveen could use to get away with his behaviour?

   - Yes
   - No

4. What should a person do if he/she touches a person by mistake eg: walking into a person without realising the person is behind you, brushing shoulders while passing by etc

   - Apologise and immediately correct yourself,
   - Don't bother just carry on doing your work as it doesn't matter if you are in a hurry
   - Shout back at the person and ask them not to come in your way

5. Is It ok to watch movies, sing songs etc at office? Is that acceptable? Choose the right answer

   - No. its not ok if you are disturbing your colleagues and if they don't like it. Its good know the rules applicable at office, understand the office culture and appropriate behaviour before getting started
   - As long as nobody complains you can behave the way you want.

The A.C at Alice's office is stuck at 16 degrees. She calls the repair person from the AC company to come fix it. When the repair person comes, Alice explains the problem to him and tells him that everyone is feeling cold. The repairperson tells her to come close to him and she will feel hot

1. Do you think the repairperson sexually harassed Alice?
    - Yes
    - No

2. If yes, do you think Alice can complain about this under POSH?
    - Yes
    - No

3. Do you think the repair person is also bound by the POSH act? Just because he is not an employee of the office would he get away with his misbehaviour?
    - Yes
    - No

Discuss your answers. Try and search online if you are confused.

Let's learn about the various rules under the POSH Act

1. Every organization must have a POSH Policy which contains the following
    - Definition of sexual harassment
    - Complaint resolution process
    - Rights of employees as per Act
    - Details of IC members
    - Do's and Don'ts as per the industry and organizational culture

2. As per the Act, any workplace that has 10 or more employees must constitute an Internal Committee (IC). The important features of the IC are as following:
    - Minimum 4 members with at least half of the members being women
    - IC to have a Presiding Officer who is a senior female   employee at the organization
    - At least one member to be outside the organization. This member must have experience working on issues of sexual harassment.

3. Every organization must submit a report annually on the number of POSH cases filed as well as Actions taken to the district officer.

4. Efforts to be taken by the organization to improve awareness on POSH among employees.

Organizations with less than 10 employees can seek the services of the local complaints committee set up in each district as per the Act. Where the complaint is against the employer, then also the local complaints committee can be approached.

What if the person committing harassment is not an employee?

Even then, the complainant can approach IC. It is the responsibility of the committee to forward the complainant's complaint to the police.

So clearly, in the above question related to harassment faced by Alice, she can complain about the repair person to the IC under POSH even though he is from a different organization.

Lets learn, We can prevent a lot of situations at workplace by understanding the difference between appropriate and inappropriate behaviour. Read below a few case studies to learn how uncomfortable situations can be prevented.

Suresh is blind and in a training institute learning computers and mobility, he uses peoples support to move around in the new premise he tends to hold on tightly to the arm of the person or at times wants to hold the waist of the person, nobody has given Suresh feedback and Suresh feels he is doing the right actions while learning mobility. Do you think this situation can lead to a POSH case if not corrected? Yes it could. Prevention is always important. Its important to give feedback to one another when we feel the behaviour is in appropriate or uncomfortable.

What could Suresh have done better?

Suresh needs to use his mobility knowledge and the appropriate way would be to hold the elbow of the person and walk around.

Note: While physically assisting a person, one must first ask the individual how they would want to be assisted and then do the needful. Learning Mobility is a skill and has appropriate behaviour one can join training institutes to learn the skill of mobility

Ram is deaf and works in an MNC which is a very inclusive organisation and has many deaf employees .He communicates in sign language with a most of his colleagues. Ram communicates with most hearing colleagues by lip reading, Sudha, a newly joined employee was very uncomfortable with Ram as she felt Ram was constantly staring at his lips while talking to her and she complained to the HR. It was then that the HR told Sudha that Ram was a lip reader.

How could have the HR prevented this situation? Tick the right answers

- Told Sudha to avoid talking to Ram as he is deaf
- Could have let Sudha know that Ram is deaf and communicates by lip reading
- Equipped Sudha with inclusion training to make her feel comfortable to include herself at work
- Introduced Ram to Sudha at work to get to know one another before starting work.

Could Ram have prevented this situation? What could Ram have done? Tick the right answers

- Talk only to deaf colleagues
- Use an Interpreter every time
- Communicated by writing
- Used a badge saying I am deaf
- Used a self- advocacy tool the I AM poster to let Sudha know about him and the solutions he uses to communicate
- Introduced himself clearly in a manner where Sudha understood he lip reads

What could Sudha have done to prepare herself better before joining an organisation?

- Avoid interacting with PWD colleagues
- Be proactive and understand the team she was joining and prepare herself
- Asked HR for assistance to introduce her to the team
- Asked for an interpreter support
- Be proactive and met her team members to understand the team environment and office culture before starting work
- Used an interpreter while communicating with deaf
- Asked and not have assumed about Ram before raising a complaint

How to be mindful with colleagues and peers at workplace, in training etc and prevent uncomfortable situations by being proactive

Not communicating or asking about a dress code and assuming the dress code. Dressing in casual and revealing clothes -eg- keeping shirt buttons, wearing pyjamas, shorts to office.	Understand before joining any work place, training institution, event etc on what is the dress code. Take assistance and feedback from your peers, mentors, managers before starting work, training etc. Plan well in advance.
Taking your workplace for granted and not being mindful about the environment for eg – Just brushing everyone, not apologising, being shabby while moving around not waiting for your turn and jumping queues at office.	Be mindful about your surrounding and people's needs. Use the magic words -Please when you want something and do not snatch, take or assume people would lend their belongings to you. ASK and not ASSUME. Say Sorry when you know you have done something wrong or even if you are in doubt if its your mistake or not always be the first to say sorry. Say thank you freely as it acknowledges the person and makes a person feel happy.
Being selfish and self-centred and not being mindful about people around you. For eg: doing as you like, watching movies at office, cracking vulgar jokes, having inappropriate body language, gestures, passing remarks about a persons physical appearance.	Be mindful and conscious of your environment do not behave in a manner that makes people uncomfortable. Its nice to compliment a person and good to learn the art of complimenting a person, seek mentorship if you lack exposure to working with people.

Let's learn How to Seek Protection under the Act

The Act works in the following way:

Complainant to file compliant to IC within 3 months of incident. (Additional 3 months in special circumstances). Legal heir/friend/relative, etc. can also make complaint on her behalf.

IC to look into the complaint. They can try for conciliation (if complainant requests) or else they must conduct inquiry within 90 days and submit report in 10 days. Conciliation cannot be in the form of monetary settlement.

Organisation to act on recommendations within 60 days. If complainant is unhappy with solution, she can approach the judiciary.

If organisation fails to take action as per the report, then they can be fined/have business license cancelled, etc.

Activity Time!

Take a look at the POSH policy in your institute. Write down the list of IC members as well as Do's and Don'ts in the policy.
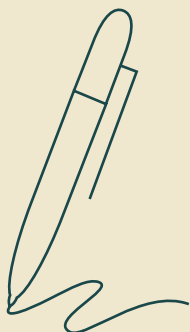
_____

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What I learnt today:

Put a ✓ if you know this topic well.

1. POSH Act was formed to protect women in the workplace. ☐

2. Sexual harassment as any one or more of the following unwelcome Acts or behaviours committed directly or indirectly against a woman in the workplace. ☐

3. It is the Impact and not the intention of the person that matters. Which means one can have the right intention but ones ACTION should also be right/appropriate. ☐

4. Workplace = office space + all the places visited by an employee for the purpose of work + the transportation provided by the employer. Every organization must have a POSH Policy. ☐

5. Any workplace that has 10 or more employees must constitute an Internal Committee (IC). ☐

6. If an organization fails to take action on a genuine complaint, their business license can be cancelled. ☐

8.1 Introduction to Money Management

In this lesson you will learn :

1. The meaning of financial literacy.
2. The difference between needs, wants, and luxuries.
3. How to calculate income and monthly expenditures.

Circle on your top 2 goals with regard to money

Save more money.   **Open a bank account.**   **Earn well.**

Buy something expensive for yourself.   **Stop spending too much.**

Buy a gift for someone close.   **Invest money.**   **Get a loan.**

Help others save money.   **Make a monthly budget & spending plan.**

Purchase assistive solutions (Ex: White cane, wheelchair, hearing aid).

Let's learn the meaning of financial literacy

Financial literacy is knowing how to manage money well. It is understanding the way money is saved, spent, and invested.

Financial literacy helps us make wise decisions about money and improve our lives. A strong foundation of these financial skills will help in achieving various life goals such as education, work, retirement, and being prepared for emergencies. It also prevents us from getting tricked into spending more money.

Financial literacy is also an important skill for the workplace. All leaders and managers in companies must understand and manage budgets well.

Financial Literacy

Ex: Gopal earns Rs. 20,000 every month at his job. He spends Rs. 10,000 every month on rent and other bills. He spends Rs. 3,000 every month on a gym membership, but he hardly uses it. He uses the remaining Rs. 7,000 on shopping and eating at restaurants.

Gopal does not have any money saved for emergencies. He is also not spending money on important things such as insurance. Gopal needs to learn about budgeting, saving money, deposits, and insurance. This will make him financially literate.

Given below are some financial literacy skills. Mark the ones that you would like to learn.

☐ **Creating a budget.**

☐ **Using bank account facilities.**

☐ **Using online banking.**

☐ **Paying bills online.**

☐ **Managing money/salary effectively.**

☐ **Saving money for emergencies.**

☐ **Saving money for the future.**

☐ **Handling loans.**

Let's learn the difference between needs, wants, and luxuries

Money can be spent on different kinds of things. The things we spend money on are called expenses. In the previous example, Gopal's expenses include rent, bills, gym membership, shopping, and eating at restaurants. Like Gopal, many people don't understand the difference between needs, comforts, and luxuries.

Let us understand the 3 types of expenses we can keep track of:

1. **Needs:** Needs are things that all people must have in their lives to survive. This includes food, water, basic clothing, and a safe place to live. Needs are the most important expenses. While making a budget, the expenses for needs must be addressed first. These are the things that if we do not spend money on, can lead to an unhealthy or dangerous life.

   A few examples of needs are:
   · Groceries for food.
   · A house to live in.
   · Electricity.
   · Drinking water.
   · Clothes.
   · Health and medicines.
   · Assistance (Ex: Caregiver) or Assistive solutions.

   Note: Find out the government schemes that different states have for disability aid and assistance.

2. **Wants:** Wants are things that we would like to have in our lives. These are things that we desire, but don't need to live or survive. These things give us a more comfortable, improved, and easier life. Wants are not as important as needs when creating a budget. Such expenses are budgeted based on how much money is available after spending on the needs.

   A few examples of wants are:
   · Going to the movies.
   · Eating out in restaurants.
   · Shopping for branded items.
   · Travelling.
   · Upgrading technology/lifestyle.

3. **Luxuries:** Luxuries are things that are the most attractive and the most expensive as well. These are very costly things that are not essential to our survival. They are expensive or difficult to purchase. While creating a budget, luxuries are the last expenses to address. Money that is left over after needs and wants can be used for luxuries.

A few examples of luxuries are:
·   Designer clothes.
·   Costly phones and gadgets.
·   Luxury cars.
·   Large houses and land

Sort the list of items given below into needs, wants, and luxuries:

1. Groceries.
2. Gym membership.
3. A trip to Europe.
4. Mobile phone.
5. Assistive aids for a person with disability.
6. Diamond bangles.
7. Rent for a house to live in.

Needs	Wants	Luxuries

Let's learn to calculate income and monthly expenditures

Let's look at Sunitha's life.

Sunitha earns Rs. 7,000 every month from her regular job. Every Saturday, she also works as an assistant to a veterinarian. She gets Rs. 4,000 every month for that. Additionally, she has a scooter that she rents out to tourists sometimes. She earns Rs. 2,000 to Rs. 3,000 from that.

Sunitha pays Rs. 4,000 as rent in a shared apartment and Rs. 3,000 for monthly groceries. She spends Rs. 500 on her phone bill, Rs. 1,000 on her electricity bill, and Rs. 500 on her health insurance. She also sends Rs. 1,000 to her brother and pays Rs. 1,000 for her French class. She spends Rs. 1,000 on movies and restaurants while hanging out with her friends. She saves Rs. 1,000 to Rs. 2,000 every month.

Let's calculate Sunitha's income.

| Income	Amount
Salary from regular job	Rs. 7,000
Salary from assistant job	Rs. 4,000
Income from scooter rental	Rs. 2,000 - 3,000
Total income	**Rs. 13,000 - 14,000**

Now let's look at Sunitha's expenditure.

Expenditure	Amount
Apartment rent	Rs. 4,000
Groceries	Rs. 3,000
Phone bill	Rs. 500
Electricity bill	Rs. 1,000
Health insurance	Rs. 500
Money sent to brother	Rs. 1,000
French class	Rs. 1,000
Movies and restaurants	Rs. 1,000
Total expenditure	**Rs. 12,000**

The money that Sunitha saves is not included in expenditure because she still has the money. She has not spent it.

Activity Time!

Calculate Tariq's income and expenditure:

Tariq earns Rs. 10,000 as a salary every month. He also has an investment scheme with the bank where he gets Rs. 500 in his bank account every month. Additionally, Tariq's mother sends him Rs. 6,000 every month. He pays Rs. 5,000 for his hostel fees and Rs. 3,500 for monthly groceries. He spends Rs. 600 on his phone bill and Rs. 400 on his health insurance. Additionally, he spends Rs. 2,500 to repay his bike loan. He spends Rs. 2,000 on a bike trip with his friends every month. He saves the rest of his money.
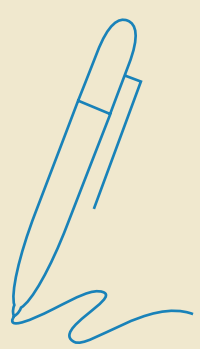
What I learnt today:

Put a ✓ if you know this topic well.

1. Financial literacy is understanding the way money is saved, spent, and invested. ☐

2. The things we spend money on are called expenses. ☐

3. The things needed to survive in life are called needs. ☐

4. The things that we desire but are not necessary to survive are called wants. ☐

5. Very costly things that are not essential to our survival are called luxuries. ☐

6. All Income - All Expenses = Savings ☐

8.2 Basics of Banking

In this lesson you will learn :

1. What is banking and the types of bank accounts.
2. How to open bank accounts.
3. How to make bank transactions using passbooks, cheques, debit cards, and credit cards.

Thinking Box

Tick the banking activities that you have done:

☐ Visited a bank.
☐ Opened a bank account.
☐ Deposited money in a bank.
☐ Used a debit card in a shop.
☐ Used a debit card to withdraw money from an ATM (Automated Teller Machine).
☐ Wrote a cheque.

Let's learn what banking is and the types of bank accounts

A bank is an institution licensed by the government to keep our money safe and loan money to us. All financial activity can be done through a bank.

To use a bank, you need a bank account. You can open a bank account by going to the branch of the bank or the bank's website. We need to understand the different types of bank accounts for this:

1. **Savings Account**
   A savings account can be opened by someone who wants to save money in the account. This account is used to deposit money. Anybody can have a savings account.

   What can we do with a savings account?
   - Save our money safely.
   - Withdraw cash.
   - Send money to people easily.
   - Take loans.
   - Use a debit card and a credit card.

2. **Current Account**
   Business owners and entrepreneurs use a current account. They need to make and receive more payments than an average person for such an account.

3. **Salary Account**
   A salary account is a bank account opened by an employer through which they pay employees who work for them. The salary for an employee is thus sent to their salary account.

4. **Fixed Deposit Account**
   This type of account is opened when a person wants to keep money in an account for some time and earn interest on the money. In such a case, an amount of money is put into a fixed deposit account and kept there for a fixed period. Fixed deposit accounts are also commonly called FD Accounts.

5. **Recurring Deposit Account**
   Recurring deposit accounts are commonly called RD Accounts. In an RD, a person regularly deposits a fixed sum of money. This can be every month or once a quarter. Unlike FDs where you need to make a lump sum (a large sum) deposit, the sum deposited in an RD account is usually smaller and more frequent. Ex: You can deposit Rs. 500 every month for 2 years in an RD account.

Choose the correct answer to the questions given below:

1. **RD account is short form for** _____
   - Fixed deposit account
   - Recurring deposit account

2. **1.What kind of bank account is used by business owners?** _____
   business owners?
   - Current account
   - Savings account

Let's learn what banking is and the types of bank accounts

1. **Visit the branch of the bank or apply online.**
   To open any bank account, go to the bank's branch (or go to the bank's website) to get the bank account opening form. This form requires you to fill in personal details such as your name, permanent address, date of birth, names of your parents or spouse, and your signatures to agree with the basic terms and conditions of the bank.

2. **Submit correct documents.**
   Indian banks compulsorily need certain documents to be submitted for a new account to be opened. These documents include an Aadhaar Card or a PAN Card and two recent passport-size photos of yourself. Other documents will vary from one bank to another.

3. **Wait for the bank to assess the documents.**
   Banks usually take one to two days to approve an account request. You can wait for the bank to reach out to you for verification or clarifications.

4. **Collect your account details, debit card, and internet banking details.**
   Once your bank approves your application, a new bank account is opened. The bank gives you your bank account number and a customer ID to use for online banking. You will also get a debit card to start using the money in your account.

What you need to open a bank account:

1. Bank opening form

2. Aadhaar Card and PAN Card

3. Two recent passport-size photos

4. Money to deposit

What are the four steps to opening a bank account?

1. _____
2. _____
3. _____
4. _____

What documents do you need to open a bank account?

_____

_____

_____

Let's learn to make bank transactions using passbooks, cheques, debit cards, and credit cards

With a bank account, there are many ways to do financial transactions. This includes using a passbook, a cheque, a debit card and a credit card.

Passbook

A bank passbook is a physical notebook you are given when you open a bank account. It has important bank details like your account number and bank branch recorded on a page. The passbook is used to record on paper the details of all your banking transactions. The details can be printed and recorded on the passbook when you withdraw and deposit money.

Cheque

A cheque is an official order from one person telling the bank to send their money to another account. It is a physical paper where the details must be filled out correctly. The cheque has to then be taken to the bank and deposited. The bank processes the cheque and makes the money transfer. Here's how you can write a cheque:

1. **Date:**
   Write the date for when you want the money to be transferred. If you want the transfer to happen after 1 or 2 months, you can write that date. This comes on the top right corner of the cheque.

2. **Name:**
   Write the name of the person or organisation you want to send the money to in the 'Pay' line. This comes at the top of the cheque.

3. **Amount of money in words:**
   Write the amount of money in words. Write the word 'only' at the end. Ex: For Rs. 10,000, write 'Ten Thousand Only.' This comes in the middle of the cheque.

4. **Amount of money in numbers:**
   Write the amount of money in numbers. This comes in the middle of the cheque on the right side.

5. **Account Number:**
   Write your account number clearly, without any mistakes. This comes on the bottom left of the cheque.

6. **Signature:**
   Put your signature here. This comes on the bottom right corner of the cheque.

7. **Cross the cheque:**
   Make two parallel lines in the top left corner of the cheque and write 'Account Payee only'. This ensures that the money is strictly transferred to an actual bank account of the person for whom you are writing cheque. Crossing the cheque increases the security of the cheque. It prevents the cheque from being cashed by someone else.

Debit Card

A debit card is an official plastic card given by the bank. It can take money from the bank account without directly going to the bank. You can apply for a debit card when you have a bank account.

You will need a PIN (Personal Identification Number) to use a debit card. The PIN is a number that you should be able to remember easily. You must not share your PIN with anyone.

Your debit card can be used in different ways:

- **To withdraw cash from an ATM.**
  You can visit an ATM and use the debit card to withdraw cash. For this, you insert your debit card into the machine and enter your PIN. You can then follow the options on the ATM screen and withdraw money.

  Note: Persons who are blind or low vision can also use the debit card to withdraw cash from an ATM independently. ATMs have a screen reader software called voice synthesiser. This software reads out the options displayed on the screen. By following the screen reader instructions, users can withdraw cash independently by entering the amount and PIN into the machine.

  While accessing the ATM with the voice synthesiser, the person should be oriented to insert the earphone into the audio jack to follow the voice instructions from the ATM, insert the card, and collect money from the cash dispenser of the ATM.

To locate accessible ATMs near you, visit the following link:
http://talkingatmindia.org/

- **To pay at billing counters.**
  You can use a debit card to pay at any billing counter with a card payment machine. Make sure to check the amount in the payment machine and then enter your PIN to make the payment.

- **To pay for things on websites online.**
  You can also use a debit card to pay for online shopping and online ticket booking. Websites will have an option for you to select 'Debit card' as the payment method. You can enter your card details on the website (like your 16-digit card number) and pay. Make sure to read the instructions on the website carefully before making such payments online.

Credit Card

A debit card allows you to pay using the money in your bank account. A credit card, on the other hand, allows you to borrow money from the bank to make a payment. Money borrowed from the bank using a credit card must be paid back to the bank with an interest amount. Credit cards can also be used to pay at billing counters and on websites online. You can apply for a credit card at your bank.

How to use a debit or credit card safely			
	Do	**Don't**	
	Report a lost or stolen card to your bank immediately.	Share your debit or credit card PIN with anyone.	
	Check how much money is in your account before using the debit card.	Enter your debit or credit card details on suspicious websites.	

Activity Time!

Choose the correct answers to the questions below:

1. **What can you use to withdraw cash from an ATM?**
   a. Debit card.
   b. Passbook.

2. **You get a call on your phone. A person tells you that they are calling you from the bank. They ask you to share your debit card PIN with them. What should you do?**
   a. Share the PIN with the person.
   b. Tell the person that you will not share the PIN with them.

3. **What is the correct way to write the amount on the cheque? (Note: The word 'Rupees' is already included in cheques.)**
   a. Two Thousand only.
   b. Two Thousand Rupees.
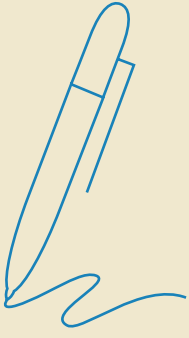
What I learnt today:

Put a ✓ if you know this topic well.

1. There are many types of bank accounts - savings account, current account, salary account, fixed deposit account, and recurring deposit account. ☐

2. To open a bank account, you need to visit the bank, fill in a form, and submit personal documents such as Aadhaar card and PAN card. ☐

3. Cheques, credit cards, and debit cards can be used to do financial transactions with a bank account. ☐

What I learnt today:

Put a ✓ if you know this topic well.
1.

8.3 Online Banking and Digital Transactions

In this lesson you will learn :

1. What is online banking.
2. How to perform digital transactions.

Thinking Box

In the list given below, circle the words that you have heard before. If you know more about these processes, share with your classmates. Note down what Dinesh must do to serve his customers well:

Net banking.　　　　**Login ID.**　　　　**Electronic payment.**

One Time Password.　　　　**Online transfer.**

Let's learn what online banking is

What are some things we can do at a bank?

- Open a bank account.
- Apply for a debit card.
- Send money to someone else.
- Get details of all your transactions (your bank statement).

All these bank activities can now be done online through online banking. Online banking is also known as net banking or web banking.

Benefits of online banking

Bank activity can be checked conveniently on a phone or computer

Payments can be made easily.

Money can be transferred easily.

Loan applications can be processed quickly.

Look at the options from this online banking page. What actions can be done when these buttons are clicked?

1. **What happens in this online banking option?**

   Note: The icon reads 'Account Statement'.

   - Shows all the transactions made in your bank account.
   - Withdraws cash from the ATM.

<div style="border:1px solid #000; text-align:center;">Account Statement</div>

2. **What happens in this online banking option?**

   Note: The icon reads 'Payments/Transfers'.

   - You can transfer money to another account.
   - You can apply for a loan.

Payments/Transfers
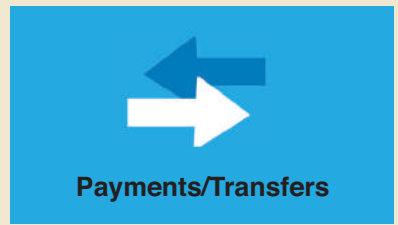
Let's learn how to perform digital transactions

A transaction is the exchange of one thing for another. A financial transaction usually includes money.

Johny wants to buy a book. He can pay money and buy the book.

He can scan the QR (Quick Response) code and buy the book.

Shwetha wants to book a train ticket. She can pay money at the railway station and buy the ticket.

Alternatively, she can use her debit card and book the ticket.

She can use net banking to book the ticket as well.

Financial transactions can thus happen in 2 ways - **cash transactions and digital transactions.**

- Cash transactions are when physical money is used during the transaction.
  Ex: If you pay cash at   a shop or if your employer pays your salary as cash.
- Digital transactions are when money is transferred electronically and not through cash.
  Ex: When you use a debit card to buy clothes on a website, the money is transferred electronically.

There are many ways in which digital transactions can happen:
1. Credit card.
2. Debit card.
3. Online banking.
4. Digital wallets.
5. UPI payments.

The Digital India programme is a programme of the Government of India to transform India into a digitally empowered society. "Faceless, Paperless, Cashless" is one of the goals of Digital India, to help people to do cashless, digital transactions.

Activity Time!

**Given below are some financial transactions.
Are they cash transactions or digital transactions?**

1. **Divya needs to book bus tickets, but she doesn't have time to go and buy it from the ticket counter. So she buys the tickets on her mobile app using her credit card.**
   Is this a cash transaction or a digital transaction?

2. **Rekha paid the restaurant bill with a 500 rupees note. She is waiting for the change.**
   Is this a cash transaction or a digital transaction?

3. **Akash goes to the market to buy onions. He forgets to take his wallet, so he does not have any physical cash. He sees that the vendor has a digital wallet and so he pays using his phone.**
   Is this a cash transaction or a digital transaction?
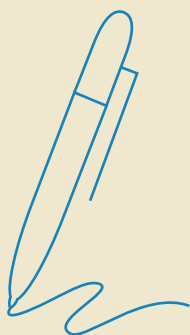
What I learnt today:

Put a ✓ if you know this topic well.

1. Online banking helps us do banking activities on the internet. ☐

2. Online banking is easy and convenient to use. ☐

3. Digital transactions are financial transactions that are done electronically, without physical cash. ☐

8.4 Online Payments

In this lesson you will learn :

1. Making online payments through digital wallets.
2. How to transfer money online using BHIM UPI, PayTM, Google Pay.
3. The benefits of online payments.

In the table below, write "Yes" next to the UPI app you have used or seen someone else use:

Thinking Box

☐ Google Pay   ☐ PayPal

☐ Pay SAMSUNG pay   ☐ Paytm   ☐ PhonePe

☐ MobiKwik   ☐ amazon pay   ☐ BHIM

Let's learn about making online payments through digital wallets

Online payments can be done using many methods. One of the most convenient ways to make online payments is through the use of digital wallets.

A digital wallet is an online payment application that can be used on any mobile device. It securely stores your payment information and passwords. On a digital wallet app, you enter your credit card, debit card, or bank account information. When you are shopping, you can use the digital wallet app - you don't need to carry cash or cards!

When you use a digital wallet, you must follow certain safety measures:
1. Set a strong password for opening the application.
2. Do not share the password with anyone.
3. Do not use digital wallets when you are connected to public WiFi networks.
4. Always close the wallet application after you finish using it.

Why do you think applications that can store payment information and transfer money are called digital wallets?

**Hint: Think about the uses of a normal wallet.
Write how they compare to the uses of a digital wallet.**

_____

_____

_____

Let's learn how to transfer money online using BHIM, UPI, PayTM, Google Pay

Google Pay, Paytm and BHIM UPI are some of the most common digital wallets used in India. You can download them from the app store on your smartphone.

Here are a few ways in which these applications can be used to make payments or transfer money.

Using the phone number
You can enter the phone number of the person to whom you want to send the money in the digital wallet application. You must first check if they also use a digital wallet on their phone.

Using the QR code
A QR code is a square black and white code that you can scan with the camera and use. Everybody who uses a digital wallet will have their own unique QR code. Anybody can scan the code and send the money.

At shops that accept payment through digital wallets, the QR code is displayed for us to scan and use.

Ask your friend for the QR code on their application to scan and send money to them.
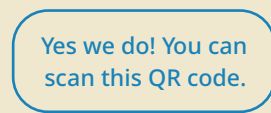
Note –
The steps below are applicable for persons who are blind or have low vision.

Using Talkback or Voiceover, persons who are blind or have low vision can use different applications on their smartphone for making online money transactions. The steps below explain how to transfer money with Google Pay:

1. Open the Google Pay application on the phone.
2. Enter the PIN or use the fingerprint to unlock Google Pay.
3. Double tab on 'Scan any QR Code' to send money using QR Code. You can also double tab on pay contact or pay phone number to send money.
4. After selecting the mode of transfer (QR code/contact/phone number), type the amount in the amount field. Double tap on the next button to go to the next screen.
5. In the next screen, verify the contact's details and the bank account from which money is being sent.
6. After verification, double tap on the pay button to enter the UPI pin.
7. Enter the UPI pin and double tap on the submit button to send money. With these steps, the amount is transferred.

Choose the correct answer to the question.

Q1. What is this?

    a.   **QR Code.**

    b.   **Phone number.**

Q2. Your cousin lives in another city. You want to send them some money. You both have BHIM UPI on your phone. You also know their phone number and address. What is the safest and easiest way to send them money?

    a.   **Put money in an envelope and post it to them.**

    b.   **Send money using the BHIM app with their phone number.**

Let's learn the benefits of online payments

Digital wallets give us many benefits. Let us understand a few of them.

- It is more convenient and faster to use, compared to cash and debit cards.
- It helps you to easily keep track of expenses.
- It makes it easy to send money to friends and family.
- It is safer than using a physical wallet, which can be stolen and misused. Digital wallets have security features to stop others from using your digital wallet. Even if your mobile device is stolen, you can disable your digital wallet remotely.

Activity Time!

What are two ways in which using a digital wallet can make your life easier?

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_____

_____

_____
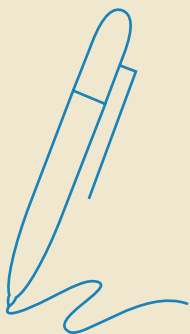
What I learnt today:

Put a ✓ if you know this topic well.

1. A digital wallet is an online payment application that you can use on any smart phone. ☐

2. We can use a phone number or a QR code to make payments on a digital wallet. ☐

3. Payments are easier, quicker, and safer while using digital wallets. ☐

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8.5 Savings

In this lesson you will learn :

1. What are savings.
2. Types of saving options.
3. How to save effectively.

If you could save Rs. 500 for 10 months, what would you use the savings for?

_____

_____

_____

If you could save Rs. 10,000 for 20 years, what would you use the savings for?

_____

_____

_____

Thinking Box

Let's learn what savings are

Savings is an amount of money that is put aside without being spent. You can make savings in different amounts and for different reasons.

Shana's monthly salary is Rs. 40,000. Let's look at her expenses:

Expenses	Amount
Rent	Rs. 10,000
Course fees	Rs. 7,000
Groceries	Rs. 2,500
Utilities (includes medical expenses if any)	Rs. 1,000
Cell phone bill	Rs. 500
Gas bill	Rs. 1,000
Eating at a restaurant twice a month	Rs. 2,000
Total expenses	**Rs. 24,000**

After her expenses, Shana has Rs.16,000 left from her salary. She can choose what she wants to do with the money.

Shana's monthly salary is Rs. 40,000. Let's look at her expenses:

Option 1:
Shana can decide to increase her expenses:

- She can eat more often at restaurants.
- She can buy books instead of using the free library in her office.
- She can move to a bigger apartment with a higher rent.

Option 2: Shana can plan her spending to get something important for herself:

Shana has been wanting to buy a more comfortable bed for herself. The bed she likes costs Rs. 50,000. She does not get that amount of money every month. Shana also wants to save a little money every month for her retirement.

So what's the best thing for Shana to do with her Rs. 16,000?

She can save it.

She can split the savings into two sections. If she saves Rs. 10,000 every month for 5 months, she can buy the bed she wants. She can also save Rs. 6,000 every month until she retires.

Savings can be small amounts of Rs. 10 every week or Rs. 100 every month. Such savings can be for different purposes. They can be short-term like saving for a few months or years for buying an item for your house or purchasing a useful online course. They can also be long-term like saving for 30 years to 40 years for retirement.

Calculate the expenses and savings for Pandi, Sasha, and Jacob:

1. **Pandi's salary is Rs. 16,000. He spends Rs. 4,000 for rent in his shared apartment, Rs. 3,000 for all his bills, Rs. 2,000 for fuel expenses, and Rs. 3,000 for groceries. He also spends Rs. 2,000 on buying clothes every month and Rs. 2,000 on his hobby.**

Pandi's salary	
Pandi's total expenses	
Pandi's savings	

2. **Sasha's salary is Rs. 16,000. She spends Rs. 4,000 for rent in her shared apartment, Rs. 2,500 for all her bills, Rs. 1,000 for taking public transport, and Rs. 2,500 for groceries. She also spends Rs. 1,500 for watching a few movies every month and Rs. 1,000 on buying one video game.**

Sasha's salary	
Sasha's total expenses	
Sasha's savings	

3. **Jacob is a person with disability. His salary is Rs. 16,000. He spends Rs. 6,000 for his apartment rent, Rs. 3,000 for his caregiver, Rs. 4,000 for his bills and groceries, and Rs. 500 on medical expenses. Since he stays close to the office, he does not need to spend on transportation. Jacob is a foodie and spends around Rs. 500 every month for eating at a restaurant.**

Jacob's salary	
Jacob's total expenses	
Jacob's savings	

Let's learn the types of savings options

There are a few types of savings that a person can consider doing with their money. Imagine that savings are different pots of money kept for different things. On each pot, you write what you are saving for.

Let's look at a few types of savings pots that you can have.

Long-term savings

A long-term saving or fund is money that is put aside for a big expense many years from now. When you are young, it is difficult to think about retirement or your child's college fund. These expenses seem very far away. They are also expenses that need a lot of money.

Long-term savings help us to prepare for big expenses in the future. We can do that by saving small amounts of money over a long period of time. The long-term savings pot is to be opened and used only after many years.

Emergency savings

Emergencies are problems that can arise suddenly without expectation. Some emergencies can be expensive. A medical emergency can suddenly require you to spend a large amount of money.

An emergency fund is money that is saved and put away to use in case of an emergency. It can make it easier to deal with emergencies.

When you have an emergency savings fund, it's important to know clearly what is an emergency and what isn't. It can be tempting to use an emergency fund for expenses like going on a vacation or spending on a friend's wedding. When you set up an emergency fund, decide what kind of emergencies you will use it for. The emergency savings pot is to be opened and used only during the time of such emergencies.

Goal savings

A goal savings fund is money that you save for a specific goal that you've set for yourself. A goal fund can be different things for different people - maybe you want to buy a new bike or go on a vacation or buy an expensive pair of shoes. The amount of time it takes to save a goal savings fund depends on how much money you need for the purchase.

If you want to buy a bike for Rs. 90,000 and you save Rs. 3,000 every month, your goal savings fund is completed in 30 months. If you want to buy a new dress for Rs. 8,000 and you save Rs. 3,000 every month, you can buy the suit in 3 months.

You have Rs. 1,000 to use for savings every month. How much money would you put into each of these savings pots given below? (You can write a goal for yourself in the goal savings pot.)

Long-term savings

Emergency savings

Goal savings
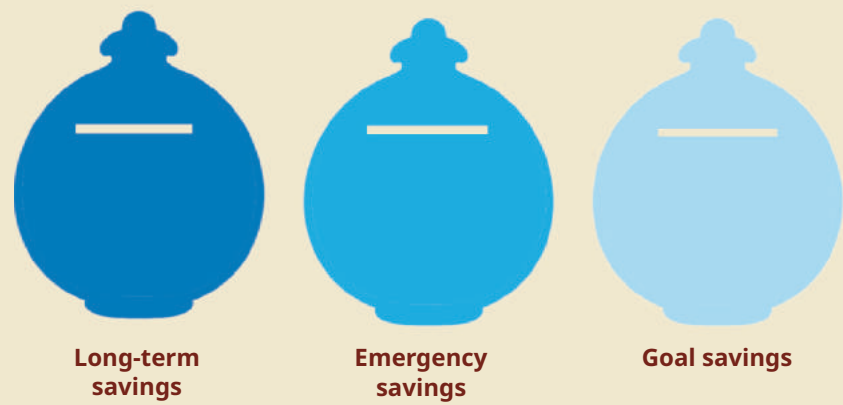
Let's learn how to save effectively

The habit of saving is an important habit to build, like exercising regularly and eating healthy. It is also important to note that not everyone can save all the time. Sometimes, we need our entire income to cover important expenses. Your budget is full of such expenses. Savings are for when there is money left after covering important expenses.

Here are some tips to save money wisely and effectively:

1. Keep track of everything you spend money on. Write it in a notebook or record it on your phone.
2. Find simple ways to reduce your spending. Avoid spending time scrolling on shopping websites if you don't need to buy anything specific. Wait and think before buying non-essential things like clothes and devices.
3. Set a clear goal for your savings.
4. Put your savings money in a place where you can't easily spend it. For a small savings goal, use an envelope or a box to keep the money. For larger savings amounts, put your money in a deposit account or in another bank account.

Activity Time!

Set 3 savings goals for yourself to reach by the time you reach the age of 40. (Take a look at Rohith's goals for some ideas.)
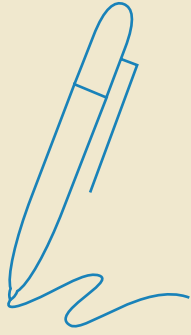
Rohith's Goals

I want to save Rs. 500 every month for my retirement. I want to save Rs. 80,000 to set up a painting studio. And I want to save an emergency fund of 2 lakhs. These are my savings goals for my 40th birthday!

My Savings Goals

1. _____

2. _____

What I learnt today:

Put a ✓ if you know this topic well.

1. Savings is an amount of money that is put aside without spending it. ☐

2. The different options for savings are long-term, emergency, and goal-based savings. ☐

3. You have to develop the habit of saving for it to become a normal part of your life. ☐

8.6 Legal Literacy

In this lesson you will learn :

1. Policies created by the Government of India - Introduction to Legal Literacy Mission, RTI & Public Grievances.
2. Basic employee rights.
3. Minimum wages.

Circle the words whose meanings you know:

Legal | Justice | Contract | Courtroom | Law |

Constitution | Fines | Illegal | Rights

Pick any 2 words you circled and write down what they mean to you:

1. _____

2. _____

Thinking Box

Let's learn some policies created by the Government of India for legal literacy

Legal literacy means being aware of the protection given to citizens by the law. It is important because it helps us receive all the benefits that the law gives us. If we do not understand anything about the legal process, we cannot participate in the good work of the law. The Government of India has special initiatives that help keep its citizens informed about the law.

Legal Literacy Mission is an initiative to educate people about the Constitution. It aims to provide everyone with the knowledge of the law. The Mission conducts camps, workshops, and seminars for people across the country. They focus specifically on the most disadvantaged and distempered people in the country who can benefit from understanding the law.

Right to Information (RTI) is an Act by the Government of India. It guarantees that any Indian citizen can request any information (that should be public knowledge) from any department of the state or central governments. The government must provide the correct information within 30 days. This ensures that we can have access to information from the government. It also gives us the ability to hold the government accountable when it does not follow the Constitution.

Applying for RTI is a simple process. It can be done either offline or online through the official website of the RTI.

Did You Know?
In India, persons with disability have filed RTIs for different concerns such as:
· Getting a disability certificate.
· Ensuring barrier-free access in public spaces.
· Accessing disability data for their district, and so on.

The Public Grievances Portal is an online portal set up by the Government of India. Citizens can use this portal to make any complaints related to the working of the government. The complaints can be related to government schools, post services, roadways, etc. When you make a complaint on the portal, it is checked and assessed. If it is a valid complaint, it is then addressed by the government.

Choose the correct answers to the questions given below:

Q1. What is legal literacy?
a.   Having knowledge and awareness of law related things.
b.   Having knowledge of numbers and letters.

Q2. What is the full form of RTI?
a.   Roads to Interstates.
b.   Right to Information.

Let's learn what employee rights are

Employee rights are the rights an employee has to be treated in a fair, morally acceptable, or legal manner. Knowing our rights as employees is important for us to make sure that employers are providing us with what we need for us to be dignified workers. Here are four employee rights you should be aware of:

1. **All employers and employees must follow the conditions given in the employment letter.**
    The employment letter is a contract that includes all the details of the working conditions you have agreed to - how much salary you will be paid, your work responsibilities, what are the consequences if you do not fulfil your responsibilities, etc. Insist on receiving an employment letter when you join a company for work. Read the letter carefully before signing it.

    An employment letter is a legally binding contract. So it must be taken seriously.

2. **Wrongful termination is illegal.**
    Wrongful termination is when an employer removes you from your job for an illegal reason. An employer must mention the reasons you can be removed from your job in the employment letter.

    If an employer terminates your employment for any reasons other than what is mentioned in the letter, it is called wrongful termination. Ex: It is illegal to take someone's job away from them because of their age, gender, disability, or religion.

3. **Leaves and other benefits must be provided to all employees.**
    Employers must provide their employees with allowances for taking leave. Every female employee is entitled to paid maternity leave for 26 weeks which can be used during pregnancy and/or after the delivery.

4. **Employers must ensure that the workplace is safe and free from sexual harassment.**
    Employers have an obligation to make sure that all employees in general and women employees in particular are protected from harassment in the workplace. If you experience harassment in your workplace, you can send a complaint to the Internal Complaints Committee (ICC) in your company. All companies must have an ICC set-up.

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To know more about the rights for employees with disability, refer to Chapter 2.2 titled 'Our Constitution: Guiding Principles' to learn about the Equal Opportunity Policy.

Choose the correct answers to the questions given below:

Q1. Why is it important to check the employment letter?
   a.   Because it is a legally binding document.
   b.   Because it should not have spelling mistakes.

Q2. What is wrongful termination?
   a.   When someone takes a few days off from work.
   b.   When someone is removed from a job for illegal reasons.

Q3. "Female employees are entitled to paid maternity leave." True or false?
   a.   True.
   b.   False.

Let's learn about minimum wages. What are minimum wages?

What are minimum wages?

Minimum wage is the least amount of money that an employer can pay someone, so that they can live a dignified life with basic needs. The minimum wage in India is not the same for everyone in the country. It is different in different states and cities.

The provision of minimum wages also ensures that the work and labour of people is paid for fairly. It is illegal in India to bring a person into employment and not pay them for their work.

Minimum Wages Act, 1948

Have you heard about the Mahatma Gandhi National Rural Employment Guarantee Act (MGNREGA)?

Search on Google to know more about it! Note down how persons with disability can benefit from MGNREGA:

_____

_____

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How can an Indian citizen get free legal services?

What can we do if we require legal assistance for issues like wrongful termination or failure to pay fair wages? We can make use of the National Legal Services Authority.

National Legal Services Authority (NALSA) provides free legal services to people from vulnerable (weaker) sections of society. NALSA offers many useful legal services. People can apply for legal aid or financial help for legal fees through NALSA. NALSA also helps to set up alternative forums where legal issues can be discussed and resolved quickly.

Who is eligible for free legal services?

- A member of a Scheduled Caste or Scheduled Tribe.
- A victim of trafficking.
- A woman or a child (under the age of 18).
- A person with disability.
- A person who is a victim of hardships like mass disaster, caste atrocity, flood, drought, earthquake, etc.
- An industrial workman.
- A person whose annual income is under a certain amount (This differs in each state. You can find more information on www.nalsa.gov.in).

Activity Time!

Rajesh and his family have been severely affected by the flood in his town. However, they have not received the compensation that is legally due to them.
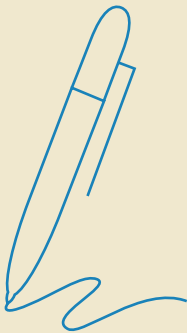
How can Rajesh get free legal services?

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_____

_____

What I learnt today:

Put a ✓ if you know this topic well.

1. Legal literacy is being aware of the law and the protections that a country gives its citizens. ☐

2. Employers are legally obligated to their employees according to the conditions given in the employment letter. ☐

3. Employers must pay their employees fairly. ☐

4. National Legal Services Authority (NALSA) provides free legal services to people from vulnerable (weaker) sections of society. ☐

9.1 Introduction to the World of Work

In this lesson you will learn :

1. The different between job and career.
2. The difference between personal and professional life.
3. How to prepare for the world of work.

Thinking Box

Note down the top three differences between being a student and being an employee:

Sl. No.	Being a Student	Being a Employee
Ex:	Performance is measured based on attendance, exam marks, etc.	Performance is measured based on meeting targets, completing tasks, etc.
1		
2		
3		

Based on these differences between being a student and an employee, think about what actions you can take to be better prepared for the world of work.

_____

_____

_____

Let's identify the difference between job and career

Has anyone asked what you want to do when you grow up? They are asking about your career and not your job! Are you confused? Read further to understand.

Career means the kind of work a person does to reach their full potential. A career depends on a person's strengths, goals, aspirations, beliefs, and qualifications. A career results from various decisions that we make throughout life. It is a lifelong journey.

There are many persons with disability including people with severe and profound disability who have had successful careers across more than 27 sectors. Ex: Deepthi, who does not have upper or lower limb mobility, started her career with a job as a graphic designer. At that time, she had only completed her 12th standard. She used different solutions such as a speech recognition software to do well in her job. With the help of her manager's encouragement and feedback, she started aspiring for a career. She started networking with others, learnt from her peers, and kept taking on additional responsibilities. This helped her gain confidence and the respect of others. She got interested in the HR domain and worked hard. She finished her degree so that she could grow in her career. Today, she has grown and reached her true potential as the diversity manager for Asia Pacific which is such a different role from her first job!

A job and a career are different. Here are some key differences:

Sl. No.	Job	Career
1	A job has a definite starting point and an ending point. **Ex:** Your job can be a teacher in a school.	A career is the real progression of a person's professional life. Like Deepa in the above example, it can include many different jobs over the years. **Ex:** In your teaching career, you can be a tuition teacher, school teacher, principal, a trainer of other teachers, etc.
2		
3	Jobs are well defined and have a fixed title and salary.	Careers are broad and include a person's educational qualifications, interests, abilities, skills, certifications, and diplomas.
	A career is the connection between such multiple jobs.	A person's career may include multiple jobs.

Interest

Skills

Job

Career

Abilities

Job

Certification

Diplomas

Education Qualification
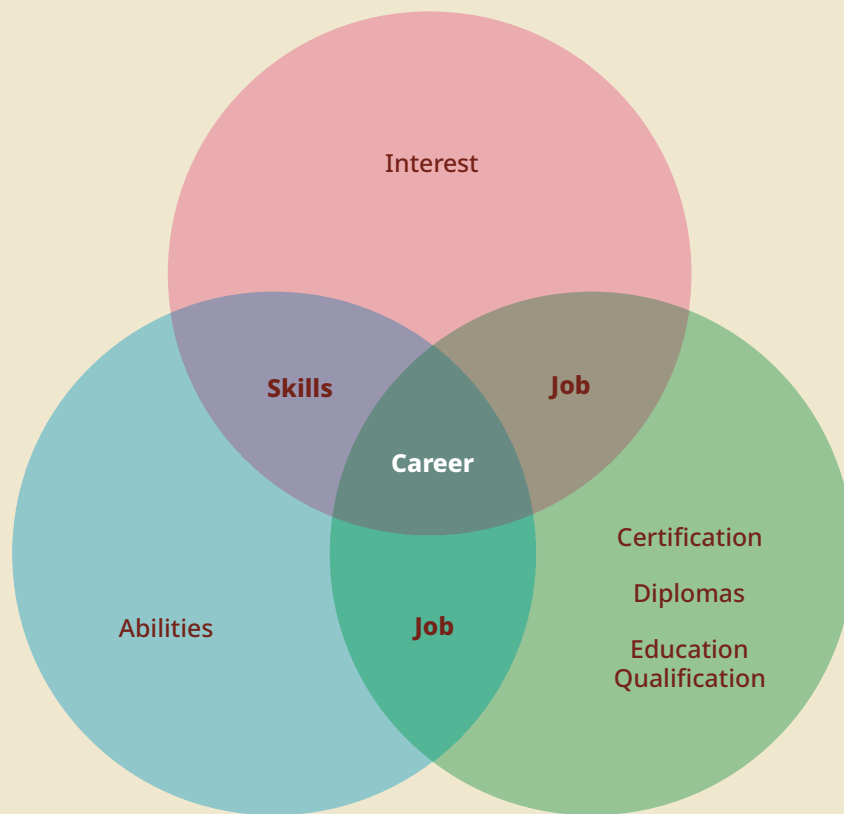
What is the difference between a job and a career? Write down below.

_____

_____

What do you generally say when someone asks you what you want to do when you grow up? Reflect on whether your answer is a job or a career.

_____

_____

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Let's understand the difference between personal life and professional life

Personal life consists of everything we do outside of work. It can include our leisure time, relaxation, entertainment, hobbies, family time, relationships, health and fitness, and much more. Personal life is important as it enriches us and gives us time to rest/relax.

Professional life refers to our working life. It can be our career, our business, or our job.

It is important to separate your personal and professional lives. It will help ensure that we can be there for our family, friends, etc. It will also help us get results in our professional lives. Let us understand this better with an example:

Imagine a busy morning at work. With several messages to read, emails to reply to, and calls to make, you are continuously on your mobile phone. After 2 hours, you realise your phone battery is low. What do you do next?

If your guess is to charge your mobile phone, you are right! After being used for a long time, your phone needs to rest and take time for its batteries to charge.

Similarly, your personal life is about charging your batteries by managing your physical health and emotional well-being. When this is taken care of, you can perform better in your professional life!

Here are some tips on separating your personal and professional life:

1. Have a specific time for work during which you only perform your tasks. Do not get distracted by talking to family members, browsing through social media, etc.
2. Take breaks to recharge yourself. Sitting in front of your computer desk the whole day will decrease your productivity.
3. Improve your skills from time to time. Read books, and attend seminars and workshops that will improve your skills.
4. Prioritise your work tasks based on how urgent and important they are.
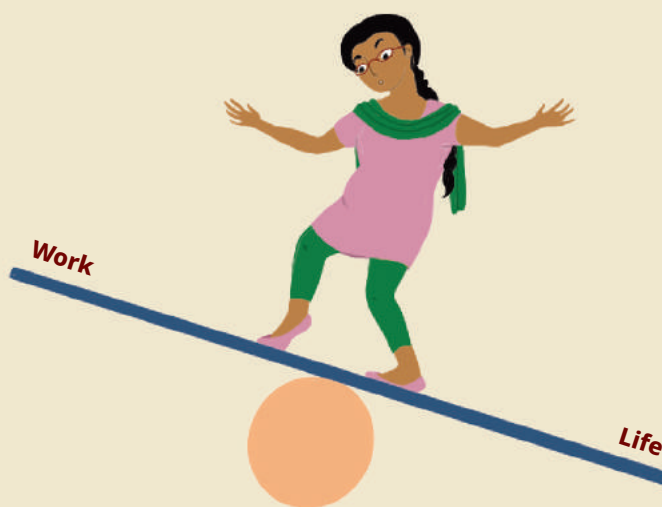
Ex: Nandan is a person with disability. He works in the e-commerce sector. In spite of his hectic work schedule, he makes sure to exercise for at least 30 minutes every morning. At work, he is very focused on his tasks. After work, he reads for at least 15 minutes and helps his family with household chores. Every weekend, he takes out time to meet his friends and pursue extra-curricular activities like bird watching and pottery.

Like Nandan, why is it important to balance our personal and professional lives?

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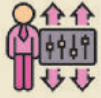
_____

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Let's learn how to prepare for the world of work

The world of work is a place where people work or are employed. This can include finding a job, moving up in the job, finding new jobs, learning to be better at a job, etc. To grow in a job, we need to stay up-to-date about the latest skills and technologies.

To prepare for the world of work, you need to focus on building a few important skills. You can start learning about these skills now and keep developing them as you grow in your career.

These skills are:

|	
	Communication skills.
	Flexibility /adaptability.
	Critical thinking.
	Decision-making.
	Problem-solving.
	Digital literacy.
	Soft skills.
	Self-learning.
	Trust building.
	Team work.
	Disability-specific skills.

Tip:
If you want to know the meaning of the skills mentioned above, read up about them on Google.

Activity Time!

Many skills and qualities are needed to succeed at work. A few such important skills are listed below. Put a tick mark in one of the two columns based on whether you have already done this or not.

	I have done this.	I will do this soon. (Mention by when you will complete this.)
I know my interests and abilities.		
I can introduce myself to others.		
I have a career plan.		
I have discussed my career plan with my family members.		
I have a PAN card and an active bank account.		
I have an email address.		
I can search for jobs online.		
I have a resume.		
I have attended a mock interview.		
I have conducted a market scan.		
I have a plan to manage and save my money.		
I have a disability certificate.		
I know at least 5 different jobs done by persons with disability.		
As a person with disability, I am aware of my solutions.		

This is an individual activity. However, you can discuss it with a friend if you need some support.
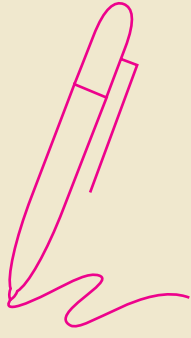
What I learnt today:

Put a ✓ if you know this topic well.

1. Career and job are different. A job is short-term. A career combines the different jobs, qualifications, and roles one has in their entire professional journey. ☐

2. Personal life is what we do outside of work. Professional life is our life in the workplace. ☐ ☐

3. Work-life balance is very important to have a healthy and happy life. ☐

4. The world of work is a place where people work or are employed. We need to keep our skills updated to be relevant at work. ☐

5. You should identify the skills and qualities you already have and build on them to succeed at work. ☐

9.2 My Interests and Abilities

In this lesson you will learn :

1. Difference between interests and abilities.
2. Identifying your own interests and abilities.

What are 3 things that you really like to do? Write at least one skill you need to do this thing well.

Thinking Box

Sl. No.	What you really like to do	At least 1 skill you need to do it well
Ex:	Play badminton	Hand-eye coordination, stamina
1.		
2.		
3.		

What are 3 things that you do very well? Write at least one skill you have that enables you to do this thing well.

Sl. No.	What you do very well	At least 1 skill you have to do it well
Ex:	Play chess	Concentration, calculation
1.		
2.		
3.		

What are 3 things you would want to do?
Write at least one point on the support you need to do this thing.

Sl. No.	What you want to do	At least 1 point on support you need
Ex:	Make tea	Learn the proportion of milk and water
1.		
2.		
3.		

Let's learn the difference between interests and abilities

Sl. No.	Interests	Abilities
1	Interests are those that a person is passionate about.	Abilities are activities that a person is good at and can do well.
2	These are the activities that we love doing, but we might not be good at.	These are the activities that we are good at but may not give us joy.

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It is an interesting challenge to identify how we can match our abilities to fit into the areas we are interested in.

It is possible to have abilities that we are not fully aware of. We come to know about our abilities when other people tell us that we are good at something. It is also possible that we can develop our abilities in a particular area if we have an interest in it. Our interests and abilities may not always be in the same field. Our interests might also change throughout our lives.

Assessing interest and abilities in choosing a career

Interests · Abilities

Career options
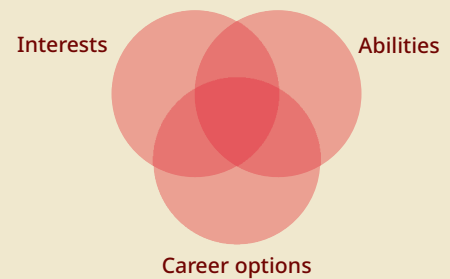
Q1. Zubia loves to draw, but she is good at singing.
Which of the following is Zubia's ability?

a) Drawing

b) Singing

Q2. Pakur is a low vision. He is very good at cooking. He loves to dance.
Which of the following is Pakur's interest?

a) Cooking

b) Dancing

Let's learn how to identify your own interests and abilities

It is important to identify our interests and abilities while planning a career. Working on activities which interest us gives us satisfaction and happiness. It is very important that an individual considers their strengths while choosing a career. Ability becomes an important aspect for an individual to succeed at a task. Having the ability to do a particular work helps the individual feel motivated. It also ensures that we deliver results at our workplace.

While matching our interests and abilities to different jobs and a career, it is also important to be aware of our inabilities. Each of us have abilities and inabilities. We can overcome our inabilities with the help of solutions. To know more, you can explore Chapter 12.3 titled 'Be Solution Oriented'.

Let us now identify our interests and abilities. Think about your life and answer the questions.

Interests

Q1. If you had free time in the next 48 hours, what would you do with it?

_____

Q2. What is your answer when people ask you, "What is your interest?"

_____

Q3. Based on your interests, what career would you like to pursue?

_____

Abilities

Q1. What talents do your friends and family know you for?

_____

Q2. What skills do people usually come to you for?

_____

Q3. Based on your abilities, what career would you like to pursue?

_____

Why is it important to identify our interests and abilities?

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

Activity Time!

Read the paragraph given below and answer the questions.

Bishnoi is a one-hand amputee. He is a successful fashion designer in Bombay. As a 15-year old boy, he used to love singing. He used to participate in many singing competitions. He also went for Talent Hunt auditions, but did not get selected. He felt sad, and decided not to sing anymore.

After completing school, he joined a diploma course in fashion design. He performed very well in theory and practical. He found out that he was very good at dress-making and embroidery. He completed the course with top marks in his class.

Q1. What is Bishnoi's interest?

_____

_____

Q2. What are Bishnoi's abilities?

_____

_____

Q3. Was Bishnoi aware of his abilities?
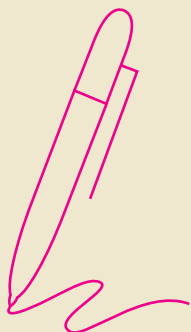
_____

_____

Q4. How did Bishnoi become aware of his abilities?

_____

_____

What I learnt today:

Put a ✓ if you know this topic well.

1. Interests are those that a person is passionate about. Abilities are activities that a person is good at and can do well. ☐

2. We should be able to identify our interests and abilities and match them to a career choice. ☐

9.3 Building My Career Pathway

In this lesson you will learn :

1. Importance of career pathways.
2. How to explore career pathways in different sectors.

What are the different career paths or routes open to you after completing your course?

Thinking Box

1 _____

2 _____

3 _____

Let's learn about the importance of career pathways

Today, we have a lot of career directions or paths which were not available to earlier generations.

Earlier, persons with disability were either associated with government jobs with a reservation quota or with limited professions. For example, blind persons as musicians, Deaf persons in data entry roles, persons with locomotor disability doing desk jobs, and so on. Today, in addition to government jobs, there are many job roles available for persons with disability in the private sector. They can also focus on different self-employment trades. With awareness, access to a larger pool of employable resources, and the development of technology, job roles across many sectors have opened up for persons with disability.

On the one hand, it is exciting to have so many possibilities. On the other hand, it can also feel stressful and confusing if we have no sense of purpose or direction. We could waste precious time in low paying, unsatisfying jobs. Choosing a career path early can give us a good start towards a bright future.

A career path is a series of jobs that help you progress towards your goals and objectives. Ex: If your goal is to become a principal, you would typically start as a teacher. You can apply for promotions and also learn leadership skills to reach your goal.

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Tip: In the 21st century, newer jobs and career paths are getting formed every 5 years. So if you decide on a career path today, there is no need to stick to it 5 or 10 years later. If a better career path opens up for you, feel free to follow it.

The most important thing in choosing a career path is to balance between two things:
- Your interests, talent, and ability.
- Demands, trends, and jobs available in the market.

With a career path, you will:
- **Have clarity on your future:**
  Your goals can be clear to you, helping you choose the right jobs.

- **Learn the right skills:**
  Based on how you want to grow, you can choose the skills you want to keep learning to stay relevant.

- **Have the ability to be flexible:**
  You can choose your career path based on your interests and how the market demands change.

Why is it important to plan your career path?

_____

_____

_____

Let's learn how to explore career pathways in different sectors

Form a group of 3. Go through and discuss the posters given. These are career pathway posters for the following careers:

- Fashion Designing.
- Computer Operator and Programming Assistant (COPA).
- Cosmetology.
- Stenographer.

As a group, go through each of the posters in detail. After you have gone through them, answer the questions given at the end of each poster.

Fashion Designing and Technology

CAREER PATHWAY

FASHION DESIGN & TECHNOLOGY

SKILLS TAUGHT IN ITI

- Operate various types of conventional sewing machines
- Learn about different types of weaving techniques
- Sketch the human body based on eight head theory
- Know the importance of colour, colour scheme & colour wheel
- Learn about surface ornamentation techniques on textiles & use of different painting, printing and needlecraft techniques
- The knowledge of working with Computer Aided Design (CAD) in apparel

SKILLS NEEDED BY COMPANY

- Knowledge of stitching & neat finishing to make a garment
- Creativity to design and sketch patterns for fashion designing
- Knowledge of CAD software
- Specialization in pattern making, designing accessories for men, women & children

JOB OPPORTUNITIES AFTER ITI

- Workshop assistant in government ITIs
- Garment factories as tailor or sample maker
- OCF, Avadi as a tailor
- Designer in garment manufacturing units

CAREER PATHS FOR THIS TRADE

ENTRY LEVEL
Tailor, Apprentice, Semi–skilled Technician

MIDLEVEL
Tailor skilled grade – I, Special machine operator, Assistant designer

SENIOR LEVEL
Charge man – Ordnance Clothing Factory (OCF, Avadi), Self–employed, Entrepreneur.

UPSKILLING OPPORTUNITIES

- Apprenticeship (NAC Certificate)
- Apparel Training & Design Centre (ATDC) for advanced training in fashion technology
- ITI to learn surface ornamentation techniques & embroidery
- Crafts Instructor Training Scheme (CITS) to become an instructor in ITIs

Q1. What are some of the skills required to take up this career?

_____

_____

Q2. What is the starting salary one can expect in this career?

_____

_____

Q3. What are some new aspects that you learned about this career through this poster?

_____

_____

Computer Hardware & Network Maintenance

CAREER PATHWAY

COMPUTER HARDWARE & NETWORK MAINTENANCE

SKILLS TAUGHT IN ITI

- Knowledge of basic electronics
- Assemble and repair Personal Computers (PC) & laptops
- Hardware and software installation in PC & laptops
- Proficiency in MS Office (MS word, spreadsheet applications, and powerpoint presentation)
- Installation and configuration of different types of printers, plotters, & scanners
- Setting up and configuring networking systems using network devices
- Sharing resources and internet connection through the network
- Implementation of network security protocol
- Installation and configuration of Windows and Linux servers
- Browsing online and email communication

SKILLS NEEDED BY COMPANY

- Knowledge of working, upgrading, troubleshooting PCs and laptops
- Server installation and configuration to manage office network
- Network security
- Safe handling of data
- Knowledge of MS Office
- Setup and configuration of Local Area Network (LAN)
- Knowledge of internet usage

JOB OPPORTUNITIES AFTER ITI

- Jobs in central government like railways
- Jobs in state government like government ITI, polytechnics, and engineering colleges
- Private companies like Wipro, HCL, Dell,TVS Electronics, VI Microsystems, & Zebronics India Pvt. Ltd

CAREER PATHS FOR THIS TRADE

ENTRY LEVEL
Polytechnic Lab Assistant, ITI Workshop Assistant, Data Entry Operator, Network Trainee, Computer Service Assistant

MIDLEVEL
Senior Lab Assistant, Assistant Training Officer, Senior Data Entry Operator, Executive – Network Technician, Computer Service Technician

SENIOR LEVEL
Foreman, Training Officer, Data Processing Superintendent, Manager – Network Administrator, Computer Hardware Engineer

UPSKILLING OPPORTUNITIES

- Apprenticeship (NAC Certificate).
- Crafts Instructor Training Scheme (CITS) to become an instructor in ITI
- Network academy course to become a network administrator

Q1. What are some of the skills required to take up this career?

_____

_____

Q2. What is the starting salary one can expect in this career?

_____

_____

Q3. What are some new aspects that you learned about this career through this poster?

_____

_____

Basic Cosmetology Technician

CAREER PATHWAY

BASIC COSMETOLOGY TECHNICIAN

SKILLS TAUGHT IN ITI
- Beauty therapy & knowledge about beauty products
- Epilating, manicure, pedicure, facial treatments, haircuts, hair styles, coloring, straightening, rebonding, & other hair treatments
- Demonstrate different types of makeup & perform basic correction makeup

SKILLS NEEDED BY COMPANY
- Knowledge of the newest trends in hair design, fashion, makeup, and skincare
- Commitment in keeping the work space clean
- Intuitive about color, style and cut
- Efficient customer service

JOB OPPORTUNITIES AFTER ITI
- Hair stylist, nail expert, beautician, wedding and event stylist, makeup artist Freelance makeup artist

CAREER PATHS FOR THIS TRADE

ENTRY LEVEL
Trainees in beauty parlour

MIDLEVEL
Sample Maker, Workshop Assistant in ITIs, Trainers in vocational centres to teach cosmetology, Self–Employed (Own beauty parlour, Conduct vocational courses in colleges)

SENIOR LEVEL
Hairdresser, Makeup Artist, Hair Stylist , Face Treatment, Film industry and SPA specialist in star hotels, Entrepreneur (Body Massage, Hairdresser, Own institute to run Cosmetology course)

UPSKILLING OPPORTUNITIES
- Apprenticeship (NAC Certificate)
- Craft Instructor Training Scheme (CITS) to become an Instructor in ITIs
- Courses in SPA treatments, aroma therapy, hair trichology, & skin analysis
- Advanced Diploma courses

Q1. What are some of the skills required to take up this career?

_____

_____

Q2. What is the starting salary one can expect in this career?

_____

_____

Q3. What are some new aspects that you learned about this career through this poster?

_____

_____

Stenography

CAREER PATHWAY
STENOGRAPHY

Immediate Skill Requirements
- Typing speed- 25 words per minute for English, 30 words per minute for regional language with 95% accuracy
- Shorthand speed- 80 words per minute for English, 100 words per minute for regional language with 95% accuracy
- Communication Skills
- Credibility and trustworthiness as stenographers handle confidential legal documents and proceedings

Preferred Skill Requirements
- Proficiency in English speaking
- Grammar and intricacies of concerned language- English or regional language
- Knowledge of legal or medical terminology- basis of organization requirement

Job Opportunities After ITI
Vacancies for stenographers are available from time to time at different Government Ministries and Institutions. They are advertised by SSC, UPSC for various departments and organizations. Apart from government institutions, there are plenty of opportunities in the private sector too.

Entry level	Mid-level	Senior level
Secretary, Personal Assistant/ Executive Assistant, Computer Operator, Data Operator, Typist	Company Secretary, Office Administration/ Coordination, Front Desk Executive	Executive Assistant to Director, Administrative Secretary

Career Opportunities

Industry
- Finance and Accounts • Book-keeping
- Office Administration/Management
- Hospitality • Retail • Front-Desk Operations

Upskilling
- Tally • Accounts
- Modern Office Management
- Spoken English • Modern Office Management

Q1. What are some of the skills required to take up this career?

_____

_____

Q2. What is the starting salary one can expect in this career?

_____

_____

Q3. What are some new aspects that you learned about this career through this poster?

_____

_____

Activity Time!

Activity 1 needs to be done with a group and Activity 2 needs to be done on your own.

Activity 1:
Continue with the same groups of 3 for this activity as well. As a group, decide on any one career path you want to explore (apart from the four careers mentioned in the last activity in the posters). Research on the career path that you choose. Try to collect information about it based on the headings given in the previous posters. Once you have collected the information, write in the space given below:

_____

_____

_____

Activity 2:
To explore different career pathways, you need to know what jobs are available and suitable for you. It is important to understand the educational qualifications and skills required for a particular job. Select any sector you are interested in. Speak to at least 5 people who are working in this sector. Make sure you ask them the questions given below. Make a note of their answers so you can understand this sector in-depth.

a)   Name of the job role/designation.
b)   Educational qualifications required.
c)   Skills required.
d)   Work experience (in years).
e)   Salary when the person joined the job.
f)   Salary of the person at present.
g)   Responsibilities of the job role.
h)   Challenges of doing the job role.
i)   Other information regarding the role.
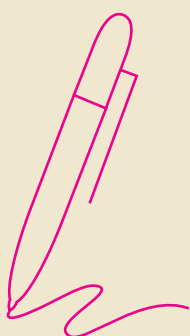
What I learnt today:

Put a ✓ if you know this topic well.

1. A career path is a series of jobs that help you progress towards your goals and objectives by learning continuously. ☐

2. In the 21st century, newer jobs and career paths are getting formed every 5 years. ☐

3. Choosing a career path means to balance between your interests, talent, and ability with the demands, trends, and jobs available in the market. ☐

4. Creating career pathway posters can provide a lot of clarity about that career and how one can prepare for it. ☐

9.4 Job Market Research

In this lesson you will learn :

1. How to explore the world of work.

2. How to conduct a market scan.

What do you understand by the words "Job Market"?

_____

_____

How can you get information about the "Job Market"?

_____

_____

Is the "Job Market" the same for persons with and without disability? Why or why not?

_____

_____

Thinking Box

Let's learn how to explore the world of work

We have already learned about the world of work and its importance in the previous lessons. In this lesson, let's learn how to explore it for the growth of our career.

1992   **2002**   **2022**

Over the past 30 years, workplaces in India have transformed. Typewriters have been replaced with computers and laptops. Landline phones have given way to mobile phones and so on. We have seen some of these changes take place in our homes and schools as well. But have you ever thought of the jobs that have disappeared along with these changes? Are you aware of the new jobs that have been created?

With the example of the image given above, think and make a list of jobs that have disappeared and new jobs that have been created in the past 30 years.

Sl. No.	Jobs that have disappeared or reduced	New jobs that have been created
1.	Typewriter repair person	Computer technician
2.	Post officer	YouTube video maker
3.	Medical transcriptionist	Accessibility tester
4.		
5.		
6.		

The world of work is always changing. We must be aware of these changes to plan our career pathways.

Market Scan

Market scan is a process by which we can understand the ever-changing world of work.
It helps us:

- Identify the different career pathways which suit our interests and abilities.
- Understand more details about our chosen careers.
- Learn how to be successful in our careers.
- Develop a plan to achieve our chosen career.
- Get inspired by others in our field.

Note: To know more about the world of work for persons with disability, you can refer to Chapter 12.1 titled 'Prepare for Livelihood Reality'.

Let's learn how to conduct a market scan

1. **Identify the career pathways you are interested in:**
   You already know the difference between a job and a career. While conducting a market scan, focus on a career and not just a job. Ex: Retail sales instead of a job at a supermarket.

2. **Identify sources of information:**
   Identify various sources where you can get information about your chosen career. Ex: Internet, industry visits, alumni, your teachers, etc. Get in touch with persons with disability or organisations working for livelihoods of persons with disability to get a different perspective.

3. **Make a list of the different kinds of information needed:**
   What are the various kinds of information you need to know about your career? Ex: Educational qualifications necessary, technical skills required, etc. The career pathway poster can be a helpful guide here.

4. **Be aware of the gender and disability context:**
   Most of the jobs are assumed to be for certain types of people. Examples are only men can be drivers, only women are beauticians, people with locomotor disability cannot do travelling jobs, etc. It is important we don't go by these labels. It's always the skills which matter. Be aware that you need to work hard to know which jobs suit your skills and interests and then you can convince people easily.

5. **Set targets and timelines:**
   Set a timeline for yourself on how long you will take to collect all the necessary information from all your sources.

6. **Prepare a career card:**
   Bring together all the information you have collected about a particular career in one place.

7. **Share your knowledge:**
   Share your career card and your knowledge with your friends. Learn from and support each other so that you can all grow together.

Are you clear on how to conduct a market scan? Let's talk about the various ways to collect data about a career in more detail.

1. **Internet:**
   You already know that not everything online is true or correct. So how can you make sure that you are getting the correct information?

   a. **Government websites:**
   Websites of the Ministry of Labour, Ministry of Human Resources, etc. have accurate information about various industries in the country. They can also help understand policies related to the industries. Policies can show trends of where the world of work is heading towards.

   b. **Private websites:**
   Trusted private websites such as career search websites (Ex: Naukri, Times jobs, Monster.com, etc.), and professional networking websites (Ex: LinkedIn) are all good sources to understand career options. They may also help you understand the requirements for a career and to talk to people who are already in that career.

2. **Newspapers and magazines:**
   Many newspapers and magazines publish supplements or articles focused on career information. They contain information about existing or new career pathways, interviews with professionals or experts in the field, and even news of upcoming job fairs.

3. **Career guidance agencies:**
   These are agencies that provide services to help you understand your career interests and possible pathways. They can be in person or online, and are either paid or free.

4. **Discussions with professionals:**
   One of the best ways to learn more about a career is to talk to peers and role models who are already associated with it. You can ask them how they started their journey, their goals and expectations, what their workday looks like, how they overcame disability-related barriers at work, etc. You can also ask them about what they like most about their career and what is most challenging about it.

Activity Time!

Conduct a Market Scan

As per the steps provided above, conduct a market plan to help you identify and select the best career path for yourself. Make sure to use all the above methods to collect information. Share your career cards with each other and discuss them in the class. Below is a sample table to guide you:

Question	Information
Names of companies/organisations where you can find this type of work	
What are the qualifications necessary?	
What are the additional skills required for this career?	
What does a day in the work life of a person in this career look like?	
What is the most exciting part of this work?	
What are some of the challenges faced in this career?	
What are the growth opportunities?	
What is the expected salary for a fresher?	
Are there any disability-specific barriers that could impact the work?	
What workplace solutions are required to perform this work?	
Any other necessary information	
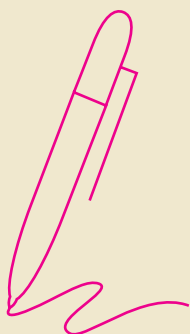
What I learnt today:

Put a ✓ if you know this topic well.

1. Market scan is helpful in understanding the ever-changing world of work. ☐

2. Identifying the career pathways, sources of information, targets, and timelines are crucial in market scan. ☐

3. We must collect various data about a career using the internet, newspapers, career guidance agencies, and working professionals or peers with disability. ☐

9.5 Goal Setting for Your Career

In this lesson you will learn :

1. How to define your long-term and short-term goals.
2. How to use SMART goals to prepare a plan for a job or career.
3. A tool (Monkey Mind-Gorilla Mind) to help achieve your goals.

Thinking Box

Mention the top 3 things you want to achieve in the next year:

1 _____

2 _____

3 _____

Mention the top 5 things you want to achieve in the next 5 years:

1 _____

2 _____

3 _____

While working on the top 3 things in the next year or the top 5 things in the next 5 years, you may feel like giving up. Note down at least 3 things you can say to yourself when you feel this way:

1 _____

2 _____

3 _____

Let's learn how to define your long-term and short-term goals

You must have often heard of the term "goal". Your teachers, parents, and elders must have asked you, "What is your goal?". What do they mean by "goal"?

A goal is what you deeply desire or wish for from your life. It is something you select from many choices, make a plan to achieve, and take the right actions towards the same.

Goal = Desire/Wish + Plan + Actions

A **long-term goal** is something you want to achieve well into the future. Ex: Starting your own company, or building a house for your family.

A **short-term goal** is something you plan to achieve within a year. Usually, it is a step towards achieving one of your long-term goals. Sometimes, they are also called milestones. Ex: Identifying 3 investors for your start-up, or setting up your own bank account, etc.

Oh that's a great goal. What are your steps towards it?

I want to start my own company that produces low cost home appliances

First, I have to finish college with a top rank. Then I have to get some experience in a home appliance company. After that I will start on the steps for my own company

Short-term Goals	Long-term Goals
Smaller and easier to achieve	Complex and harder to achieve
Timeline of weeks and months	Timeline of years
Larger in number	Fewer in number
Connected to your present situation	Uncertain and depends on achieving short-term goals

Manu is a person with disability. His long-term goal is to build a house for his family. Make a note of any 3 short-term goals Manu will need to achieve to work towards his long-term goal:

1 _____

2 _____

3 _____

CEO

Get promoted

Get a management degree

Get a job at a manufacturing company

Graduate from ITI

Short Term goals:

A career goal refers to your vision of your career pathway.

Ex: You want to become a CEO at a manufacturing company or you want to become an entrepreneur giving jobs to hundreds of people. Career goals are also long-term and short-term. Here, the long-term goal is to become the CEO of a manufacturing company.

What is your career goal? What are the short-term goals that will help you achieve your career goal?

Career goal	Short-term goals

You can do the same exercise for your personal goals too.

Let's learn how to use SMART goals to prepare a plan for a job or a career

SMART Goals

Rahul's goal is to score high marks in his 10th exams. He decides to study more in order to achieve his goal. When the results came, Rahul scored 60%. This was more than he had ever received before, but Rahul and his family were all sad.

What do you think went wrong?

When we are setting our goals, we must be very clear about what we want. In the above example, 'high marks' is an unclear term. It can mean different things to different people. Similarly, what does 'study more' mean?

If we want to achieve our goal, we need to be very specific and clear about it. **SMART goals help us do this.**

SMART stands for

S	**SPECIFIC**	What exactly do you wish to achieve? **Ex:** I want to get at least 80% in my 10th exams.
M	**MEASURABLE**	It should be possible to measure whether you have achieved your goal and also if you are on your way to achieving your goal. **Ex:** I will study for 4 hours each day; I will take mock tests and check if I am close to my target.
A	**ACHIEVABLE**	Be realistic when setting your goals. **Ex:** If you are currently getting less than 50%, then aiming straight for more than 80% may not work out.
R	**RELEVANT**	Goals take time and effort. Make sure that your goals are useful for your personal and/or professional life. Make a list of why it is important to achieve this goal. **Ex:** Getting high marks in my 10th standard will help me get into my choice of subject for 12th or ITI.
T	**TIMED**	Have a specific timeline for your goal. **Ex:** This year's 10th exam.

When you set your goals to be SMART, you are also simultaneously planning to achieve your goal. SMART goals are designed to help you define your goal, plan how to achieve them, and identify if you have achieved them.

Let us go back to Manu's long-term goal of building a house for his family. You have already thought of 3 short-term goals Manu needs to achieve. Now, make a note of 1 point each under **SMART** to help Manu work towards his long-term goal:

S | **SPECIFIC**

M | **MEASURABLE**

A | **ACHIEVABLE**

R | **RELEVANT**

T | **TIMED**

Let's learn about a tool (Monkey Mind-Gorilla Mind) to help achieve your goals

Let us understand the decision-making tool called Monkey Mind-Gorilla Mind with Sujatha's example.

This is the story of Sujatha. She became blind at the age of 12. As a result, she sat at home for nearly 3 years. She felt bad that her parents had to constantly worry about her. One day, a TV show with a visually impaired person talking about doing his B. Com. convinced her that even she could study further!

Despite many hardships, she took action and continued her studies until she finished her B.A.

After graduating, she tried looking for jobs but was always rejected.

Her Monkey Mind said, "Give up. It's too difficult." Her Gorilla Mind said, "Earn and look after your family. They have sacrificed so much! **Act now**."

So she joined a **skill training program** and started learning about how visually impaired women get jobs. She even began living at a hostel to attend the program.

Her Monkey Mind said, "It's too hard. Just give up." Her Gorilla Mind said, "If you earn money, your sister can go to a good college. **Act now**."

She took action and worked on solving her financial problems and was able to continue training!

After training, she applied to many places again but got no response. Her friend said, "It's because you are blind."

Her Monkey Mind said, "Your friends are right. Give up!" Her Gorilla Mind said, "Think of how happy your parents will be when you work. **Act now**."

Sujatha's friends had lots of things to say: "Companies are heartless" or "The government should help you!"

Sujatha said, "I will not blame anybody – my life is my responsibility. **I will take more action**!"

She took action by talking to many people and making her resumé more readable. She finally got an interview opportunity! At the interview, she could see that the interviewer didn't trust her when he said, "Sorry, you are not a good fit for the role."

Sujatha cried and thought to herself, "Nothing works. I cannot do this. I failed."

Her Monkey Mind said, "Can't you see? This is too hard! Give up!" Her Gorilla Mind said, "When your parents are old, who will look after them? **Act now**!"

Sujatha continued to **learn more and took more action. Today, she works at a bank and is happy with her job**.

Unlike many of her friends, Sujatha listened to her Gorilla Mind and did not give up. As a result, she found success!

Takeaways from Sujatha's story:

Sujatha's Monkey Mind was always worried about today's problem. However, listening to her Gorilla Mind motivated her and helped her act. For Sujatha to achieve her long-term goal, the Gorilla Mind has to win!

There will always be problems which come in the way of achieving goals. It's important to learn to solve these problems and continue working towards such goals.

Activity Time!

1. What is your career goal? Use the SMART goal method to detail your goal.

Goal:

|		
S	**SPECIFIC**	
M	**MEASURABLE**	
A	**ACHIEVABLE**	
R	**RELEVANT**	
T	**TIMED**	

2. The Monkey Mind-Gorilla Mind is a self-observation tool that can be used when you work towards any goal. You can reflect on which mind you tend to listen to in different situations. You can also discuss this with your friends and learn from one another.

Based on the SMART career goal you have shared above, make a note of what your Monkey Mind and Gorilla Mind are likely to say while you are working towards it. Refer to the example of a career goal given below and fill the table for your SMART goal.

Career Goal	Monkey Mind	Gorilla Mind
Need a job in a big Multi National Company (MNC)	People who work in such companies speak good English, but I don't.	I get to meet many new people and improve my communication skills.
	Will I clear the interview?	I can talk to my friends to prepare for interviews for similar roles.
	I don't like night shift jobs. I will ask for only general shift (9AM to 6PM) jobs. I can't travel at night.	I get to meet and work with different teams during shifts and learn more.
Your SMART Goal:		

To gain more practice of applying this SMART tool, you can use this table for any activity or goal of your choice.
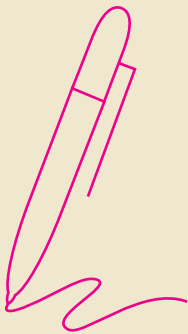
What I learnt today:

Put a ✓ if you know this topic well.

1. A goal is the desired result that one purposefully selects, plans for, and commits to achieve. ☐

2. A **long-term goal** is something one wants to achieve well into the future and will take significant time. ☐

3. A **short-term goal** is something one can achieve within a quick time frame. ☐

4. Milestones are steps towards achieving long-term goals. ☐

5. The **SMART goals** helps one to be Specific, Measurable, Achievable, Relevant, and Time-bound. ☐

6. The **Monkey Mind-Gorilla Mind** tool can help one work towards and achieve their goals. ☐

10.1 Customer Service and Relationship Building

In this lesson you will learn :

1. The importance of customer service and interaction.
2. The need for building customer relationships.
3. How to build good relationships with customers.

Thinking Box

Buying vegetables, going to a hotel, and purchasing clothes – these are some instances where you are a customer.

As a customer, what do you expect from the person selling you the product or service?

Note down your top 3 expectations as a customer:

1. _____
2. _____
3. _____

Let's learn the importance of customer service and interaction

Abdul is a person with disability. He needs to travel from Delhi to Kolkata urgently. He calls his travel agent to book his ticket. Leena, the Travel Desk Operator, is assigned Abdul's call. She realises that Abdul is worried about his last minute travel requirement. She begins the conversation by telling Abdul she understands his urgency and will do her best to support him. She asks him what help he needs and repeats it to make sure she has the right information. She then politely asks him to wait while she checks the options. When Abdul asks for a discount, she provides information about the deals and offers he can avail. While booking the ticket, Leena also asks Abdul if he requires assistance to book an accessible hotel in Kolkata.

By the end of the conversation, Abdul is happy with the customer service he has received from Leena.

In this example, Abdul is the customer and Leena is the person providing customer service.

A customer is a person who buys a product or avails a Service. Customer service is the service that is provided to a customer before, during, or after a purchase.

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Example: When you go to a departmental store, the sales person near you volunteers to find the products you want and help you. When you go to buy a mobile phone, the sales person identifies your needs and starts giving you options for mobile phones that you might want to buy. These are a few examples of customer service.

Why is customer service important?

1. When customer service is good, customers will come to the shop to buy products and services again and again. This means that the business will grow.
2. Happy customers will talk to others about the products and services. This will attract new customers.

In Abdul's case, he is happy with Leena's customer service. The next time he needs to buy a flight ticket, he will go back to the same travel agent. He will also recommend this agent to his friends who want to travel.

Given below are 5 simple ways by which good customer service/interaction can be achieved.
Reflect on how Leena followed these practices during her interaction with Abdul.

1. Have a friendly attitude by smiling and greeting customers when appropriate.
2. Understand the customer's needs carefully and support them accordingly.
3. Know the product/service well to clear the customers' queries.
4. If you are Deaf, connect with customers using sign language, gestures, facial expressions, and written templates. If you are not Deaf, talk clearly in a good tone, and with the right modulation and pronunciation.
5. Inform customers about offers, discounts, and new launches as well.

Here is a list of good and bad ways of providing customer service.
Choose and tick the good and bad ones from the list.

	Good	Bad
1. Being patient	☐	☐
2. Smiling	☐	☐
3. Having good product knowledge	☐	☐
4. Behaving rudely	☐	☐
5. Ignoring the customer	☐	☐
6. Pushing to buy	☐	☐
7. Ignoring complaints	☐	☐
8. Following up	☐	☐
9. Delaying service	☐	☐
10. Being dishonest	☐	☐
11. Not knowing the customer	☐	☐
12. Disrespecting	☐	☐

Let's learn about the need for building customer relationships

The need for building customer relationships is beyond putting a smile on the customer's face. It is needed to:

1. **Create a positive relationship:**
   This is done by understanding and resolving the concerns of the customer.
2. **Retain customers:**
   Building customer relationships will make them come back again and again to buy the products or service.
3. **Ensure customer satisfaction:**
   A fully satisfied customer becomes an ambassador for the business.

Think about a time when you were not happy with the customer service you received. What will happen if companies don't develop a good relationship with their customers?

_____

_____

_____

Let's learn how to build good relationships with customers

Good relationships with customers can be built with time, effort, and trust.

4 Cs to create good customer relationships

Connect
Identify your customers. Let your customers understand your product or service. Connect with your customers through social media, ads, etc.

Create
People never forget how you made them feel, so create a unique experience for your customers.

Confirm
Unhappy customers are the greatest source of learning. Get feedback regularly and confirm the quality of your service to avoid such unhappy customers.

Commit
Keep up your promises and respect your customers' time.

Activity Time!

Visit a couple of shops either by yourself or with your friends. Keenly observe their customer service and rate them on the basis of the checklist shared earlier. Come back and discuss your experiences with each other.
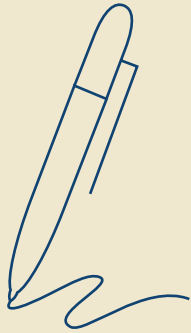
Note down your key learnings below:

_____

_____

_____

What I learnt today:

Put a ✓ if you know this topic well.

1. Customer service is the service that is provided to a customer before, during, or after a purchase. ☐

2. The growth of a business is based on how they treat and interact with their customers. ☐

3. Creating a positive relationship, retaining customers, and ensuring customer satisfaction can be achieved by building customer relationships. ☐

4. We must practice the 4 Cs (connect, create, confirm, and commit) to build good relationships with customers. ☐

10.2 Types of Customers

In this lesson you will learn :

1. Who is a customer.
2. Different types of customers.
3. How to communicate with different types of customers.

Note down 3 ways in which customers with disabilities can help a business grow:

1. _____
2. _____
3. _____

Let's learn who a customer is

1. A customer is a person who buys a product or service from a seller or a vendor through a financial transaction.

2. Customers bring in revenue for a business. Thus, they are very important for small businesses as well as for big companies.

3. Customers have the choice to choose their products/brands/services. All businesses have to compete with each other to attract customers with their products, ideas, and offers.

As a customer, write down your favourite products and services.

Products	Services

Let's learn about different types of customers

Identifying the different types of customers helps us deal with them effectively.

There are 5 types of customers:

1. **New Customers** – Customers who buy a product/ service for the first time.

2. **Loyal Customers** – Customers who repeatedly buy a product or service.

3. **Dissatisfied Customers** – Customers who are not happy with the product or service and have complaints about it.

4. **Researching Customers** – Customers who do a lot of analysis, comparison, and reviewing before buying or using any product or service. You may need to engage with them several times.

5. **Bargaining Customers** – Customers who look for offers, best deals, discounts, or additional benefits in their purchase and argue for the same.

New Customers

Dissatisfied Customers

Loyal Customers

Researching Customers

Bargaining Customers

Usually, what type of a customer are you?

Recall an incident when you were an 'angry customer'. How could the customer service have been better to not make you angry?

_____

_____

_____

Let's learn how to communicate with different types of customers
Best ways to handle the different types of customers:

1. **New Customers**
    · The good thing about this type of customer is that they have already finished their research and are very close to buying a product/service.
    · Guide them with more options.
    · Keep the customer well informed about the product or service details.
    · In short, be ready to answer all their queries.

2. **Loyal Customers**
    · Show appreciation for such customers.
    · Provide them with additional benefits and special offers.
    · A well-written thank you note along with some discounts can also make them feel special.

3. **Dissatisfied Customers**
   · Show them empathy in the first place.
   · Make them understand that you are eager to solve their problem.
   · Act quickly.
   · Do not hesitate to apologise.

4. **Researching Customers**
   · Ensure that you provide maximum details.
   · Share past testimonials and user feedback.
   · Provide them with comparisons against competitors.
   · Allow them to use samples and provide them with demonstrations.

5. **Bargaining Customers**
   · Make them understand the value they gain from your customer service.
     Pay extra attention to them.
   · They will be attracted to huge deals and sales.
   · Fix the right price.

Activity Time!

Match the following types of customers with the right examples:

New customer	After buying a new shirt, Junaid goes back to the shop because it is torn.
Loyal customer	Meena always tries to get the best deal and value for money while buying any product.
Dissatisfied customer	Payal always buys products from brand ABC because she likes their quality and price.
Researching customer	After deciding what to buy, Suresh goes to shop XYZ for the first time.
Bargaining customer	Before buying any product, Daniel speaks to his friends and reads online reviews.
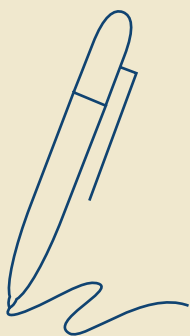
What I learnt today:

Put a ✓ if you know this topic well.

1. A customer is a person who buys a product or service from a seller or a vendor. ☐

2. Customers have the choice to choose their Products / brands / services. ☐

3. Identifying the different types of customers helps us deal with them effectively. ☐

4. Keeping customers well informed about the product, solving problems, and attracting them on huge deals and sales will promote business. ☐

10.3 Probing to Identify Customer Needs

In this lesson you will learn :

1. How to recognise the importance of understanding customer needs and expectations.
2. How to identify customer needs.
3. To practice probing with customers.

Think about the last time you went to buy something. Note down any 3 questions the salesperson asked you to understand your needs:

1. _____

2. _____

3. _____

Thinking Box

Let's learn the importance of understanding customer needs and expectations

Let's imagine that you are growing a tomato plant. What will ensure that your plant grows big, red tomatoes?

Firstly, you need to understand the needs of the plant. Next, you must provide proper care for the plant. If you grow plants with love, care, and passion, you will be rewarded with a rich harvest. Isn't that correct?

The same logic applies to customers too!

Knowing and understanding customer needs is the key to every successful business. Caring for customers is key to growing your business!

The basic reason to understand the customer's needs is to provide them with what they need. That makes the customer happy. Customers who love your product/service are likely to promote you to similar customers in the market.

Repeated Sales

Stay Updated

Building Trust

Be a Competitor

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Imagine that you are a regular and happy customer of a vegetable shop near your home. Note down any 3 reasons why you enjoy going to that shop to buy vegetables:

1. _____

2. _____

3. _____

Let's learn how to identify customer needs

Identifying customer needs is simple. Check with the customers about five different criteria as given below:

Price - What is the price range customers have?

Quality – What kind of quality do the customers need?

Choice – What kind of product or service does the customer like? Ex., colors, material, feel which customers like

Experience - What kind of customer service will make the customer feel good?

Convenience – What kind of use is the customer looking for? Ex., do they want a shoe to walk in rainy season or football shoes?

Out of these five areas, which one is most important to you? Is accessibility another area you consider before buying any product or service? Write your thoughts below:

_____

_____

_____

_____

Let's learn how to practice probing with customers

Probing is a way to understand the customer's needs and emotions by asking the right questions to deliver a better service. To practice effective probing with customers, we can follow the funnel technique given below:

1. **Open Questions**
Ask questions that help to understand the feelings, thoughts, and opinions of a customer. This will help in continuing the conversation further. Ex: What are you looking for? Are you buying the product for yourself or is it a gift for someone else?

2. **Probing Questions**
These questions help us go deeper into the conversation and get more clarity on the customer needs and expectations. Ex: What is your budget range? What is the age of the person you are buying this for?

Closed Questions
3. These questions are asked to get particular information or a specific detail. Ex: Will this product suit your needs? Do you think your friends will like this product?
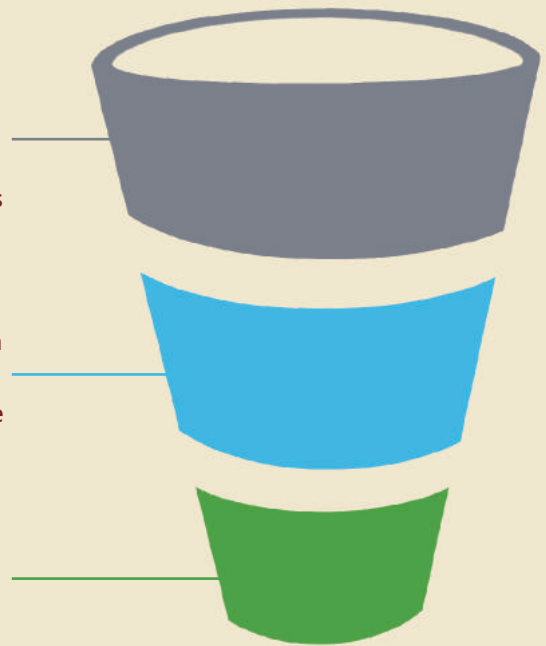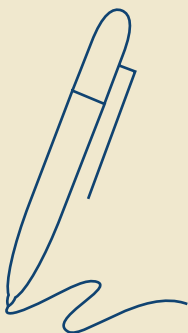
Activity Time!

Pair up with a classmate. One of you is the customer and the other is a salesperson at the National Clothing Centre. The customer wants to buy a dress for their sister. Practise probing questions. Enact in front of your class. Write down the various questions you used in the role play.

_____

_____

What I learnt today:

Put a ✓ if you know this topic well.

1. Understanding customer needs is the key to a successful business. ☐

2. Understanding customer needs will help in increasing sales, building trust, and staying updated with market trends. ☐

3. Identifying customer needs can be done by checking about price, quality, choice, convenience, and experience. ☐

4. Probing with the funnel technique (Open questions ->Probing questions -> Closed questions) can be done to check customer needs. ☐

10.4 Simple Techniques for Communicating with Customers

In this lesson you will learn :

1. Importance of using selling techniques.
2. Using simple selling techniques: FAB & cross-selling.
3. Selling to customers.

Dinesh is a person with disability. He owns a grocery store in his village. People come to his store to buy food products, toilet items, and much more.

1. _____

2. _____

3. _____

Thinking Box

Let's learn the importance of using selling techniques

All businesses require some type of selling. Customers can sense if a salesperson is dishonest or lacks confidence. That is why it is important to earn their trust and build a relationship. If you are not Deaf, you must practice your voice tone, body language (maintaining eye contact), and closing a sale after making your pitch. If you are Deaf, connect with customers using sign language, gestures, facial expressions, and written templates.

Selling techniques help us in building a relationship with customers and ensuring they buy the product/service.

Like Dinesh, we should practice a few things to be able to make a successful sale. Put a tick for the things which will help a person sell better:

☐ Tone of voice.   ☐ Eye contact.   ☐ Chatting with friends.
☐ Cooking.   ☐ Body language.

Using simple selling techniques

Here are two simple selling techniques every salesperson should know and practice:

FAB   **Cross Selling**
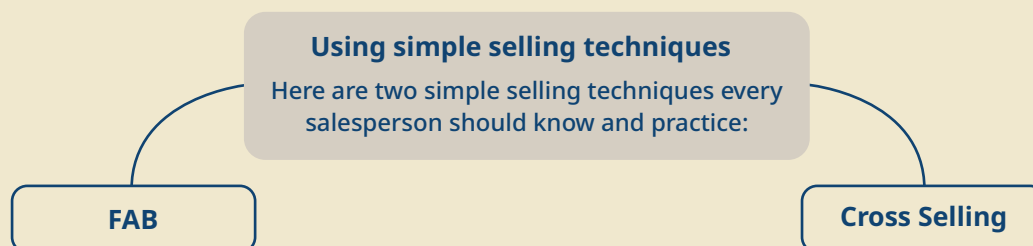
FAB: FAB is a logical approach that helps a customer to discover the product or service.

Let us understand the FAB technique better:

Features	Advantages	Benefits
The characteristics of a product or service, which can be technical, physical, or descriptive	The actual functionality of features in a product or service	The usefulness and the improvement that customers can get by using the product or service

1. Provides a clear idea on the benefits of the product or service.
2. Helps customers make better choices.
3. Increases sales and profits for the business.

Let's learn how to practise FABing

By identifying FAB of the product or service, we can start writing the FAB statement for our sales. It has 3 easy steps:

· List down all the features of a product or service.
· Write down one or two advantages of each feature.
· Get into customers' shoes and write a benefit statement.

Ex: **Product Name:** Smart phone

Features	Advantages	Benefits
• 4000 mAh battery. • Fingerprint sensor. • 120 megapixel camera. • Wireless charging. • 64 GB RAM & 2.0 GHz processor.	• Long lasting battery. • Security. • Good camera quality. • Handy charging. • Fast processing.	• More power storage. • Personalized lock. • Capturing more images. • Ability to charge battery without a cable and a plug. • Running apps to store data & processing speed.

The FAB statement for the above smartphone will be:
"The long-lasting battery with 4000 mAH will help you use the mobile for the whole day with just a one-time wireless charging. The fast processor allows you to use multiple applications at the same time. You can also take beautiful pictures with the 120 mega pixel camera. Additionally, the 64 GB RAM supports you with more storage capacity as well."

Identify a product/service around you and write down an FAB statement for it.

Product Name:

Features	Advantages	Benefits

Your FAB Sales Statement:

Let's learn about cross-selling

Cross-selling is a sales technique that aims to market additional products/services to customers.

Benefits of cross-selling
1. Adds value to the customer.
2. Increases overall revenue.
3. Enables customer engagement.

How to cross-sell
1. Identify related products and services suitable for cross-selling.
2. Identify suitable customers to cross-sell the products and services.
3. Develop a cross-selling promotions and suggestion plan.

Note down any 2 products or services that are sold using the cross-selling technique at a shop or a market near you:

1. _____

2. _____

Activity Time!

Read the scenarios given below and select the correct option:

1.	You are selling a mobile phone to a customer. The customer asks for a discount and tries to bargain. Since there is no special offer going on, what should you say: a) "No, I cannot give you a discount." b) "I am sorry. There are no special offers right now. This is the best price for the phone you have chosen."
2.	Jeetu works at a fast food outlet. In which option is he cross-selling? a) "Thank you for ordering a burger. Would you like some fries and something to drink with that?" b) "Thank you for ordering a burger. What else would you like to buy?"
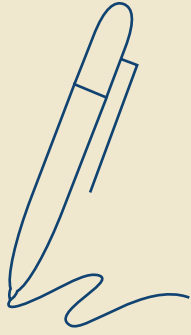
What I learnt today:

Put a ✓ if you know this topic well.

1. If you are not Deaf, you must practice voice tone and body language to close a sale successfully. If you are Deaf, use sign language, gestures, facial expressions, and written templates to make a pitch and close your sale. ☐ ☐

2. Selling techniques help in building a relationship with the customer and ensuring that they make a purchase. ☐

3. An FAB statement helps in explaining the Features (facts and specifications), Advantages (usefulness), and Benefits (functionality) of a product or service. ☐

4. Cross-selling is a sales technique that aims to market additional products to customers. ☐

10.5 Closing Sales and Customer Feedback

In this lesson you will learn :

1. Importance of closing a sale or service.
2. How to close a sale or service.
3. Customer feedback and satisfaction.

Thinking Box

What do you think the words "closing a sale" means? Search for the term on Google and write down below.

_____

_____

_____

Now that you know what "closing a sale" means, think about the last time you went to buy something. What did the salesperson say to close the sale?

_____

_____

_____

Let's learn about closing a sale or service

Closing a sale means the process of completing a sale.

It is the stage where the buyer commits to buy the product or service.

Closing technique is an essential skill to have in order to become a better salesperson.

> The battery life is longer than my previous phone

> You can also get 5% discount upon return of your old phone

From the statements given below, select the one which shows the closing of a sale:

☐ What are the features of this product?

☐ I will buy this phone, it looks good.

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Let's learn how to close a sale or service

There are many techniques for closing sales. The 3 most important techniques are:

Now or never closes:
The salesperson communicates an exclusive benefit and creates a sense of urgency which moves the customer to make a decision to buy.

Ex: "This offer is valid only for today."

Summary closes:
The salesperson keeps reminding the customer of the value and benefits of the product or the service in order to close the deal. This helps the customer visualise the points discussed.

Ex: "So we have the Smart TV with a wider screen, 5 years guarantee, and with accessible service centres. When would be the good time to deliver the product to your house?"

Question closes:
The salesperson closes the sale in the form of a question. The question aims either for a closure or at more information to understand the reason for not closing the sales.

Ex: Does this offer meet your expectations?
Is there a specific expectation that is not being met with this offer?

Go online and find out more closing sales techniques and write them below.

_____

_____

_____

_____

Let's learn about customer feedback and satisfaction

The easiest way to find the happiness and satisfaction levels of a customer is by getting their opinion. Customers sharing their experience and opinion about a product or service is called customer feedback. The performance of a business is directly connected to customer satisfaction. So it is important that customers are happy to use the products or services delivered.

Customer feedback is important for the reasons given below:

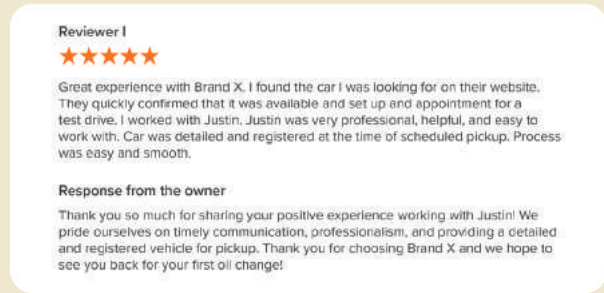| Serves as a guide for the business	Improve products and services	Sign of valuing customer

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Simple and effective ways to collect feedback from customers:

1. Ask for review on social media

2. Send out a customer feedback survey.

3. Request customers for a testimonial.

Activity Time!

Have you ever done online shopping? Go to any online shopping portal (such as Amazon, Myntra, or Flipkart) and choose any item. Go through the customer feedback for the item in the reviews section. Note down key experiences shared by the customers.
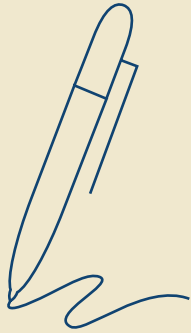
_____

_____

_____

What I learnt today:

Put a ✓ if you know this topic well.

1. Closing technique is an essential skill for a salesperson. ☐

2. The 3 important closing techniques- are now or never close, summary close, and question close. ☐

3. Customer satisfaction is the key to business growth. ☐

4. Feedback helps us understand the expectations of the customer. ☐

5. Some simple and effective ways of getting feedback from customers are reviews on social media, customer surveys, and testimonials. ☐

11.1 Personal Grooming and Hygiene

In this lesson you will learn :

1. Importance of personal grooming.

2. Maintaining personal hygiene.

3. How to groom yourself and use solutions based on your disability.

Thinking Box

Write your reflections for the questions below:

1. **How would you feel if you shook hands with someone whose hands are sticky and dirty?**

   _____

   _____

   _____

2. **How would you feel if you had to sit next to someone who smelt bad all the time?**

   _____

   _____

   _____

Let's identify the importance of personal grooming

Scenario 1

Robert and Chang are young boys from Manipur and the best of friends. They studied at the same school and grew up together. Robert doesn't comb his hair; his hair is ruffled; his pants keep slipping down, and he wears bathroom slippers to school. Chang is neat, combs his hair, tucks his shirt in, and wears shoes. If you are an interviewer, whom would you like to meet first and why?

Scenario 2

Charan	Ajmal
Charan, a person who uses a wheelchair, studied in a school for children with disabilities in a small town called Chitradurga. Due to his surroundings and family background, Charan has limited exposure to the city and limited job opportunities. His routine and social circle revolve mainly around his school as he doesn't have many friends and is generally quiet. He usually wears shorts because he gets down on the floor when places are inaccessible to be able to move easily. Hence, for the interview, he wore half pants because that is his daily wear.	Ajmal is a person with blindness from Mysore who attended a school for the blind. He is a sociable person with a lot of friends. He learnt how to be well-groomed from his friends. He combs his hair well, matches his shirts with his pants using a colour recogniser app and is always updated with the latest fashion trends. Overall, he presents himself very neatly and professionally.

If you are an interviewer, whom would you like to meet first and why?

In the above 2 scenarios, if you chose Ajmal and Chang, it is because they were better groomed as compared to Charan and Robert. It is also more likely that Ajmal and Chang will be treated with more respect.

What is grooming?

When you studied in school, you had to wear a uniform every day. Your teachers told you to wear a clean and ironed uniform, and shoes. They may have also told you to tie your hair neatly and cut your nails regularly. All this is called grooming.

Grooming is the process of taking steps to look neat and presentable. This includes how you take care of yourself and your appearance. This is necessary especially when you go for an interview and start a new job.

Personal grooming has an influence on:

1. How you feel about yourself.
2. How other people see you.

Why is grooming important?

* Creates a positive first impression.
* Helps you feel confident.
* Indicates that you are a professional.
* Shows self-discipline.
* Improves people's opinion of you.

Disability solutions for grooming:

Sometimes, disability or lack of exposure can become a barrier for grooming, but with awareness and solutions, every person with disability can be well groomed! Let us understand more.

In the example above, it is easier for Charan to wear shorts. Charan had minimum exposure because he came from a small town. His family also had minimum exposure and he may have not received feedback which is why he would not have understood grooming and hygiene. However, once he is aware and realises the importance of appearing professional, he should ensure proper grooming and wear full pants for interviews and for his job.

Growing up, Ajmal did not know what colours to wear due to his blindness. Many times, he did not know that his pant had a stain when he spilt tea on it. Once he had dandruff in his hair and his black shirt had white sprinkle. Sometimes, he wore two different coloured socks. However, Ajmal had a lot of friends, he came from a city and good networking led to him having more exposure. Maybe that is how his grooming started improving – because his friends gave him feedback whenever his grooming was bad. Ajmal found different solutions for his issues. Sometimes, when he is not sure if there is a stain on his shirt, he uses BeMyEyes app and a volunteer checks if he has a stain. He keeps the same coloured socks tied together so that he does not mix them up.

Panini, who is Deaf, is a visual learner. Hence, she is always well groomed. She is aware that grooming includes what type of dress she should wear – business, business casual, or casual. Her solution for her disability is to always ask about the company rules because she may miss out on verbal communication. Ex: In one company, she understood that on Fridays, she can wear casual clothes such as jeans. In another company, she was told she has to wear business casuals on Fridays such as saree or chudidar.

You need to make a good first impression in your new job. How will you present yourself? Write down your top 5 points:

_____

_____

_____

_____

_____

_____

Let's identify about maintaining personal hygiene

Good personal hygiene means keeping all parts of your external body clean and healthy. In case of poor personal hygiene, the body provides an environment for germs to grow, and could make you fall sick easily. It also creates a bad impression, and people may not want to be around you if you are not well groomed. It is our responsibility to be well groomed for ourselves as well as for our environment. If we don't maintain hygiene, we may give rise to a lot of diseases and spread them as well. Thus, being hygienic and well-groomed are also social responsibilities.

If you are a person with disability, it is even more important to ensure that you maintain personal hygiene. Poor hygiene could result in secondary health issues.

Let's have a look at some good practices you can follow to maintain personal hygiene:

	Wash your hands regularly with soap and water before eating, after using the toilet, after returning home from public places, etc.
	Brush your teeth twice a day. Check for bad breath.
	Shower every day and wash your hair at least once a week.
	Get your hair/beard trimmed on a periodical basis.
	Do not share personal products like earphones, toothbrushes, combs, etc. with others.
	Keep your fingernails and toenails clean at all times.
	Maintain good menstrual hygiene during your periods. Wash yourself properly every time you change your pad.
	Keep your surroundings like your home and work desk clean and organised at all times.
	Wear freshly washed clothes every day. Do **not wear** the same clothes the next day. Always wash used clothes and do not store used clothes to wear after some days.
	Check for dandruff in your hair which may fall on your shoulders and look bad. If you are blind, touch and feel your shoulder. If you don't have close family near you, it is better to use apps like BeMyEyes where you can seek the assistance of a sighted volunteer online who can check for dandruff.
	Do not chew paan or tobacco or keep it permanently in your mouth. Otherwise the mouth and teeth get stained, looking unprofessional.

Your family and teachers have taught you good, personal hygiene habits from a very young age. Mention 5 good habits that you follow regularly.

1. _____

2. _____

3. _____

4. _____

5. _____

Let's learn how to groom yourself and use solutions based on your disability

Do you dress the same way when you:

1.   Go to the school?
2.   Attend a wedding?
3.   Are at home?
4.   Go for a festival?
5.   Attend an interview?

If your answer was no, you are correct. Our dressing and grooming will change based on the occasion.

When going for an interview or an industrial visit, you are required to dress neatly in formal attire. Let's look at what this means:

For men:

- Wear a formal shirt and pants with formal shoes.
- White or light coloured shirts are best.
- Make sure your clothes are ironed well.
- Wear matching socks.
- Shave and get a haircut if your hair is long.
- Avoid wearing strong perfume and deodorant.
- Carry your resume and documents in a folder or a bag.

For women:

- Wear a shirt and pants; or a kurti and salwar.
- Make sure your clothes are ironed well.
- If you are wearing heels, do not wear very high heels.
- Keep your makeup light and natural.
- Avoid wearing heavy jewellery.
- Don't wear strong perfume.
- Style your hair neatly or tie it back.
- Carry your resume and documents in a folder or a bag.
- Make sure your clothes don't have stains.

For men and women who are blind or have low vision:

- Use sighted help or use BeMyEyes app when you suspect issues like dandruff or stains on your clothes.
- If you are a white cane user, ensure that your cane is clean – especially the tip which touches different surfaces.

For men and women with spinal cord injury or wheelchair users:

- Your wheelchair is part of your personal grooming. Keep it neat and clean.
- If you are using a catheter, keep it discreetly so that it is not visible.

Activity Time!

Talk to your friends and family. Get feedback from them on your grooming. Observe people around you and see what aspects of their grooming you like. Make an action plan for your grooming based on the feedback and your observations.

1. _____
2. _____
3. _____
4. _____
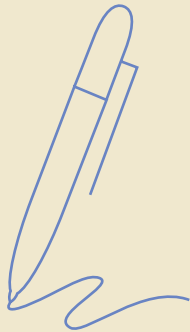
What I learnt today:

Put a ✓ if you know this topic well.

1. Grooming is the process of taking steps to look neat and presentable. ☐

2. Maintaining hygiene is important for good health. ☐

3. Formal dressing should be followed when going for an interview or an industrial visit. ☐

4. You may need to find grooming solutions based on your disability. ☐

11.2 Building My Resume

In this lesson you will learn :

1. How to identify the key components of a resume.
2. How to write your own resume.
3. To check your resume for common mistakes.
4. How to communicate about your disability in a positive manner.

Thinking Box

Have you made a resume before?

☐ Yes ☐ No

What details should be mentioned on a resume?

_____

_____

_____

Case study

Sundar is a smart and confident boy who is Deaf. He aspires to be a software tester and has excellent computer skills, a good personality, and a friendly nature.

Asha is a soft spoken, intelligent girl who is blind. She aspires to be a financial analyst in a company.

Rita is a dynamic girl and is a very confident person with locomotor disability. She has high ambitions of becoming a manager.

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The three of them sent their resumes to a company.

Sundar's resume was rejected because the manager felt Sundar did not have the skills to be a software tester. Though Sundar's resume was well formatted and easy to read, there were many spelling errors because he is a sign language user and is not strong with spellings. He did not use spell check. The manager felt that if Sundar could not show quality in his resume, he could not test any software for their quality.

Asha's resume was also rejected. The manager felt that Asha was not quality conscious which is essential for a financial analyst. Her resume was badly formatted and had multiple fonts and colors. This is because Asha did not know the techniques used by blind persons to "see their formatting" and make the resume friendly for sighted folks.

The dynamic Rita's resume was selected. Her resume was well formatted, easy to read, and did not have errors. It outlined her project work, her interests, and her skills. The quality of the resume made the manager interested in speaking with Rita.

Let's identify the key components of a resume

When you apply for jobs, you will be asked for a resume. A resume is your first mode of introduction to a potential employer. In many cases, your resume is the first document an employer will look at when reviewing your job application, and therefore is a "first impression." It is important to put time and effort into developing and maintaining an updated resume while looking for jobs.

> **The key components of a resume are:**
> - Personal information.
> - Career objective.
> - Educational qualification.
> - Work / Internship experience.
> - Achievements / Extra-curricular activities.
> - Hobbies.
> - Skills.
> - Disability Frequently Asked Questions (FAQ) which gives information about your disability and the solutions you use and may require.
> - Understanding the job and communicating your objective and skills adequately.

Reflection Activity

Put a star next to all the correct options.

1. How much time should you spend to prepare your resume?
   a. Less than 1 hour.
   b. Between 2 to 5 hours.
   c. More than 5 hours.

2. As you work on your resume, should you look at other resumes to get ideas?
   a. Yes.
   b. No.

3 A company judges me by the resume I send.
   a. Yes.
   b. No.

4.   What information should be included in a resume?

   a.   Educational qualification.
   b.   University where you studied.
   c.   Work and education of your father and mother.
   d.   Work experience (information about previous company).
   e.   Job role.
   f.   Percentage of marks.
   g.   Photos of your family.
   h.   Hobbies / Interests.
   i.   Awards.
   j.   Contact information.
   k.   What you like - favorite food, favorite movie, etc.

5.   If a company gets a resume with spelling mistakes, they will consider it a bad resume.

   a.   Yes.
   b.   No.

6.   If I show false experience or skills, I can lose my job.

   a.   Yes.
   b.   No.

7.   When I give my resume, the company will perform a "background check" – that is, the company will check and see if I am truthful in my resume.

   a.   Yes.
   b.   No.

8.   1.If I am a fresher and have NO work experience, I can include project work (internship) in my resume.

   a.   Yes.
   b.   No.

Let's check your resume for common mistakes

✅ Do's while making a resume	❌ Don'ts while making a resume:
• Your resume has to be one or two pages. • Make sure your resume is error-free. Seek someone's support to proofread it for you. • Use a simple, easy to read font style, 14 size font for the heading and 10 to 11 size for the body of the resume. • Keep it in a neat folder. Different formats of resumes can be found online. Choose a simple one which suits you best. • Mention all trade related and technical skills in detail. • Provide information about your past work experiences and your roles.	• Don't write an incorrect phone number or email ID on your resume. • Don't lie on your resume about any information (such as education, experience, or even hobbies). • Don't use an unprofessional email address (Ex: redrose@gmail.com). • Don't write anything negative in your resume. • Don't mention salary expectations on your resume. • Don't round up your percentage marks (Ex: 66.7 is not 66 or 67) or work experience (Ex: 2.3 years is not 3 years). Otherwise, it will appear as if you are lying.

Resume and disability

Should you mention your disability in the resume?

1. It is your choice whether or not to mention your disability in your resume. If you choose to mention it, please use the right language to describe your disability – see table A below for instructions. If you mention your disability, it is recommended that you have an additional document – "Frequently Asked Questions about my disability". Refer table B below for more information. This helps to remove any questions about the disability.

2. If you have had bad experiences due to mentioning your disability, you may decide not to mention it. However, at some point when the interview happens or before you go for the interview, you will need to disclose your disability so that you can get the right access, assistive tools, and support required.

3. For those with low vision or who are hard of hearing, mentioning your disability in the resume or later during interview can cause a lot of stress after you join the job. Choose carefully whether and when you want to disclose your disability.

    Remember: You have a right just like every citizen in the country to take up a job.
    Please refer to the section on **Rights for Persons with Disability** from Chapter 2.2 titled 'Our Constitution: Guiding Principles' to know more.

Table A – Positive terminology on disability
(For more details, you can refer to Chapter 3.2 titled 'Know Yourself')

S.No.	Item	Positive/Correct terminology
1.	Disability	Person with disability
2.	Disability related to vision	Person with vision impairment Person with low vision Person is blind
3.	Disability related to hearing	Person with hearing impairment Person with hearing loss Person who is hard of hearing Person is Deaf Person with speech impairment
4.	Disability related to physical disability	Person with physical (orthopaedic) disability Person with cerebral palsy Person with locomotor disability

**Table B: Frequently Asked Questions about disability**

Always try to give specific data or information. Ex: Instead of "I can travel using my wheelchair", write that "I have traveled (_ number) kms over the years across (__ number) states using my wheelchair". Use positive words such as "I can" rather than "I cannot".

Disability	Some of the questions that should be answered in the FAQ (add more as needed)	Examples of how to answer the questions
Physical disability Locomotor disability	How do I move around? How do I travel? Solutions I use.	"I can walk 6+ kms with my prosthetic leg."
Blind or low vision	How do I read and write? How do I move around the office? How do I travel? How do I identify people?	"I read using a screen reader or a magnifier." "I travel independently using a white cane and Google Maps."
Deaf or hard of hearing	How do I communicate? How can people communicate with me? My solutions for communication access.	"I lip read and use sign language."

Activity Time!

1. **Prepare your own resume in a Word document using the information you have noted earlier and take a print out of the same.**

2. **Let us review your resumes:**

Step 1	Step 2	Step 3
Team up with one student in your class.	**Exchange each other's resumes and use the checklist given to check each other's resumes.**	**Share feedback with your partner!**
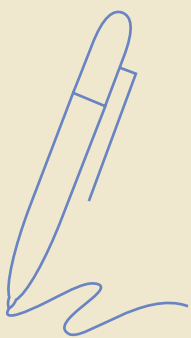
What I learnt today:

Put a ✓ if you know this topic well.

1. A resume is the first mode of introduction to a potential employer. ☐

2. The key elements of a resume are personal information, career objective, educational qualification, disability Frequently Asked Questions (FAQ), work/internship experience, and skills. ☐

11.3 Preparing For An Interview

In this lesson you will learn :

1.   What are interview skills?
2.   How to prepare for an interview.
3.   How to follow up after the interview.

How do you prepare for any interview? Share 3 tips below:

1. _____

2. _____

3. _____

Thinking Box

Let's learn what interview skills are

An interview is a conversation between two or more people (the interviewer and the interviewee). Interviews are done by employers to check if the candidate is suitable for the job they are looking to hire for. Many candidates are interviewed for a job before the final candidate is chosen.

Interview skills refer to your ability to convince the interviewer that you are suitable for the job role. The company requires you to understand the job well and be ready to speak about your skills which are relevant to the job role during the interview. Prepare yourself for the following points which are important during an interview:

- Concepts in your education – Companies look for specific qualifications because concepts crucial for the job are taught during your education. Show that you have understood these concepts by giving examples.

- Relevant skills with respect to the job you are applying for– The interviewer wants to know what skills you have and how it will match the job profile. Explaining details about any practical work or projects you have undertaken will help.

- Hands on skills - The interviewer may give practical problems for you to solve, so be prepared for the same.

- Tests - Very often, there may be tests before the interview which can include aptitude tests, listening or writing skills tests, and typing or computer tests for computer-based jobs. Make sure these are accessible to you based on your disability.

Important generic interview skills are:

- Clear communication.
- Positive body language.
- Active listening.
- Confidence.
- Preparing for interview questions.

Example 1

Kavita has worked in the BPO sector in Delhi for 3 years. She has now shifted to Bengaluru. During the interview, she is asked to share her previous job experience. How should she do it?

a.   Kavita should tell the manager that she really enjoyed working in the BPO sector and will be very good at her job.
b.   Kavita should talk about the skills she learned in her previous job by giving examples.

Example 2

Salim attends an interview for the position of Back Office Executive. He has worked with Microsoft Excel before. He knows how to use H-Lookup and V-Lookup, but he does not know how to use macros and pivot table.

During the interview, the manager asks him about his strengths and weaknesses.

How should Salim answer the question?

a.   He should tell the manager that he is very good in Excel (hiding what he doesn't know).
b.   He should tell the manager what he knows and what he would like to learn (areas of improvement).

Example 3

Anita has the following skills:

I.   Excellent writing skills.
ii.   Excellent computer skills.
iii.   Good with oil painting.
iv.   Can teach concepts clearly through examples.
v.   Can put herself in the shoes of the student.
vi.   Can draw a perfect circle on the board.
vii.   Can write with her left hand.

Anita is now attending an interview for the position of a computer trainer. Which of her skills should she talk about in the interview?

a.   She should talk about all her skills.
b.   She should talk about the skills that are important for the role of a trainer. She should focus on skills ii, iv and v from the list given above.

If you answered b in all the examples above, you have realised that it is important to be authentic like Kavita speaking about her BPO skills and Salim describing what he knows and what he does not know. It is also important to give relevant information for the interviewer such as Anita talking about specific skills which match the computer trainer job. This helps give the interviewer enough detailed information on you to make the decision to hire you.

Read the statements below and select either "True" or "False" for each of them:

Q1.   Employers interview only 1 person for a job.

☐ True/ ☐ False

Q2.   An HR manager conducts the interview.

☐ True/ ☐ False

Q3.   Interview is a casual conversation between two people.

☐ True/ ☐ False

Q4.   It is important to memorize the answer to tell the interviewer that you know the concepts (topics) in your education.

☐ True/ ☐ False

Let's learn how to prepare for an interview

There are 3 stages to the interview process:

Before, During, and After:

Before	During	After
Take care of your accessibility requirements in advance (see the section below for details).	Speak slowly, clearly, and confidently.	Take down the interviewer's email ID and phone number.
Take the required documents to the interview such as your resume, photographs, copies of certificates, etc.	Maintain eye contact while speaking (if you are a blind person, turn your body towards the interviewer and talk).	Be patient and wait to hear back from the interviewer.
Prepare for questions related to your resume.	If you are Deaf, look at the interviewer while answering and do not look at the interpreter.	Call back after a week to follow up on your results.
Keep the FAQ (Frequently Asked Questions) document ready about your disability.	Listen to the interviewer. (If you are hard of hearing or a Deaf person who is a lip reader, ask the interviewer to talk slowly looking at you and in a quiet place.)	Ask the interviewer for feedback on how you can do better in the future.
Read the job description clearly.	Answer the questions asked by the interviewer clearly. (If you do not know the answer to a question, say it without hiding it.) Explain your work experience in a logical manner – highlight what you have learned.	If the interviewer has questions about your disability, share small videos of how you travel independently, work on your computer, and communicate with people to make them comfortable.

Before	During	After
Eat and rest well.	Don't get into unnecessary debates and discussions.	
Reach the interview location on time.	Ask questions to the interviewer. (Don't ask about the salary in the beginning of the interview.)	
•	Thank the interviewer for their time.	

Taking care of accessibility needs before the interview

1.   If you are a person with locomotor disability, find out about the accessibility in advance and reach the location early to take care of any potential issue.
2.   If you are a person with blindness or low vision, find out if there are any written tests which need to be made accessible for you.
3.   If you are a Deaf person, find out if there are any listening tests which may not be relevant for you and also make sure you can have an interpreter to assist you.

What should you take to the interview?

•   Multiple copies of your resume.
•   Original and photocopies of your educational qualification certificates.
•   Photographs.
•   ID proofs.
•   Experience certificates of previous organisations, if any.
•   Short videos of how you use your solutions. Ex: If you are blind, how you use a screen reader and work on the computer; if you are Deaf or hard of hearing, how you communicate with and without sign language.
•   If you are a person with no arms or are on a wheel chair or on crutches, use simple solutions to carry all your documents with you.

What should you wear to the interview?

•   Neatly ironed, formal clothes. (If you are blind or have low vision, take extra care regarding your grooming such as dress colour code and matching the colour of your socks.)
•   Be tidy and maintain personal hygiene. (Refer to Chapter 11.2 titled 'Personal Grooming and Hygiene' for more information)
•   Comb your hair well and keep it away from your face.
•   For Men: Shirt and trouser with well-polished shoes.
•   For Women: Salwar kameez, saree, or shirt and trouser.

Given below are some important things to do in the interview process. Write down whether these things need to be done before, during, or after the interview:

Things to do in an interview process	When to do? - Before, During, or After
Research about the company	
Maintain eye contact	
Thank the interviewer for taking your interview	
Answer the questions asked	
Make a few copies of your resume	
Shake the interviewer's hand	
Follow up with the company/interviewer through a phone call or an email to find out the result of the interview	
Prepare and practice for the questions you may be asked	
Be confident when answering (Even if you don't feel confident, be positive and bold.)	
Disability specific: Deaf - Be comfortable with the sign language interpreters. Make sure the interpreter understands your signs well and does not communicate wrong information.	
Get to know the location of the interview and the accessibility of the place (Reach the location of the interview at least 15 minutes before the scheduled interview time).	

Let's learn how to follow up after an interview

Before leaving the interview, politely ask the employer about the next steps.

If the results are not announced and the interviewer asked you to stay in touch, wait for a few days. After waiting for a few days, if there is still no communication from the employer, you can follow up with them.

How do you follow up after an interview?

You can follow up through a telephone call (if you have the number) or through an email (if you have the email address).

Follow up through a phone call

Step 1: Greet them.
Step 2: Thank them for their time and patience.
Step 3: Express your interest in the job role.
Step 4: Politely let them know that you are keen to know the results of the interview.
Step 5: End the call by thanking them and act as per their instructions.

Follow up through an email

Step 1: Write a simple subject line.
Step 2: Start with a proper salutation to the interviewer.
Step 3: Thank them for the interview opportunity.
Step 4: Politely request for the interview result.
Step 5: End the email by thanking them.

Activity Time!

Reflect on how well you are prepared for an interview. Put a tick if you are ready for the point given under "points for interview preparation". If not, put a star to show that you need to prepare for that point. You can even add more points for interview preparation!

Points for interview preparation	Ready	Yet to prepare
Resume		
Names of companies I want to apply to		
Formal dress for the interview		
Email ID of the HR manager		
Location details of the interview		
Small video on solutions I use for my disability (how I work on a computer, how I take notes etc.)		

What I learnt today:

Put a ✓ if you know this topic well.

1. Interviews are done by employers to check if the candidate is suitable for the role they are hiring for. ☐

2. Interview skill is your ability to convince the interviewer that you are suitable for the job. ☐

3. Preparation for an interview is extremely important. ☐

4. Follow up with the interviewer after the interview in a polite manner. ☐

11.4 Decoding Interviews

In this lesson you will learn :

1. Do's and don'ts of facing an interview.

2. Common questions asked in an interview.

Thinking Box

1. **Tick the skills you think will help during an interview:**

    ☐ **Good communication skills.**

    ☐ **Driving skills.**

    ☐ **Being on time.**

    ☐ **Listening.**

    ☐ **Dancing.**

    ☐ **Well-groomed and hygienic.**

2. **Sanjana attends a job interview for the position of data entry operator. She is well dressed and answers all the questions confidently. As part of the interview, she is given a newspaper and asked to type an article. When she completes typing it, the article has many mistakes. She takes 30 minutes to type the article. Will she get the job?**

    a. **She will definitely get the job.**

    b. **For a data entry job, it is important to have fast typing skills and to be able to type without mistakes. Since Sanjana did not have either of these skills, she will not get the job.**

    After Sanjana leaves, the manager says, "I cannot believe her typing skills! She is so slow. On her resume, she had written that she has excellent typing skills. We cannot believe whatever is written on a resume!"

Let's learn the do's and don'ts of facing an interview

When we attend an interview, we want to do our best so that we can get the job. Put yourself in the shoes of the interviewer. This will help you understand the expectations of the company.

Let us now understand the expectations of an interviewer while conducting an interview.

1. Sandeep had sent an email to Ravi with the date and time of the interview 3 days before the interview was to take place. Ravi called the office and confirmed the time and date of the interview the day before the interview. He also confirmed the venue.

Does Ravi have the right attitude?

a. Yes, because he pro-actively called to confirm the interview schedule. This shows that he is really interested in the job.

b. No. Ravi should not have called Sandeep and wasted his time as an email was already sent with the interview details.

2.   Thomas is working as an HR manager. He is talking to his colleague during the tea break.

Colleague: How were the interviews?

Thomas: Not good.

Colleague: Why? What happened?

Thomas: Candidates come to the interview for a job, but they show no interest in the job. 3 candidates said they had no questions and 1 candidate asked only about the salary.

Choose the correct statement:

a.   It is important to read up about the company and ask good questions during the interview to ensure you fit well in the company.

b.   It is not important to know about the company and waste time reading up on it.

If you answered 'a' in both the cases given above, you have the right attitude for an interview.

Any interviewer will be looking for candidates with:

*   Capability to do well in the job and enjoy the work.
*   Knowledge, skills, and attitude that match the job and the company culture.
*   Skills including:
    *   Technical skills.
    *   Employability skills (Ex: Ability to learn on the job, ability to produce high quality work at a good speed, ability to improve over time, problem solving, ability to work with others, flexibility, etc.)
    *   Life skills and soft skills (Ex: Flexibility, handling conflicts, etc.)
*   Right attitude which includes working with sincerity and commitment.
*   Hard work and dedication.
*   Knowing the impact of the job.
*   Ambition to learn and grow in their career.

✔ Do's of facing an interview	✘ Don'ts in facing interview
• Prepare well - Research about the company. • Make a good first impression - Be on time and dress neatly. • Bring a copy of your resume. • Listen and respond carefully. • Talk about your skills and strengths. • If you do not know the answer to a question, say it without hiding it or lying. • Keep the FAQ (Frequently Asked Questions) document ready about your disability. • Explain your work experience in a logical manner – Clearly highlight all that you have learned. • Ask questions about the company and the role. • Prepare questions to ask the interviewer (Ex: Can you provide xyz support that I need to do my job well?)	• Do not give false information. • Do not interrupt the interviewer. • Do not attend an interview without understanding what skills and attitude are required for the job you are applying for. • Do not speak negatively about your previous company. • Do not leave the interview without asking about the next steps. • Do not give an answer in just one word like "Yes" or "No" unless required. • Do not get overly emotional about your disability. • Do not ask about the salary in the beginning of the interview. • Do not hide information such as gaps in your education or work experience. • Do not use your mobile during the interview process and keep it in silent mode.

Which of the following is an example of a good interview?

| ☐ Panel A | ☐ Panel B |
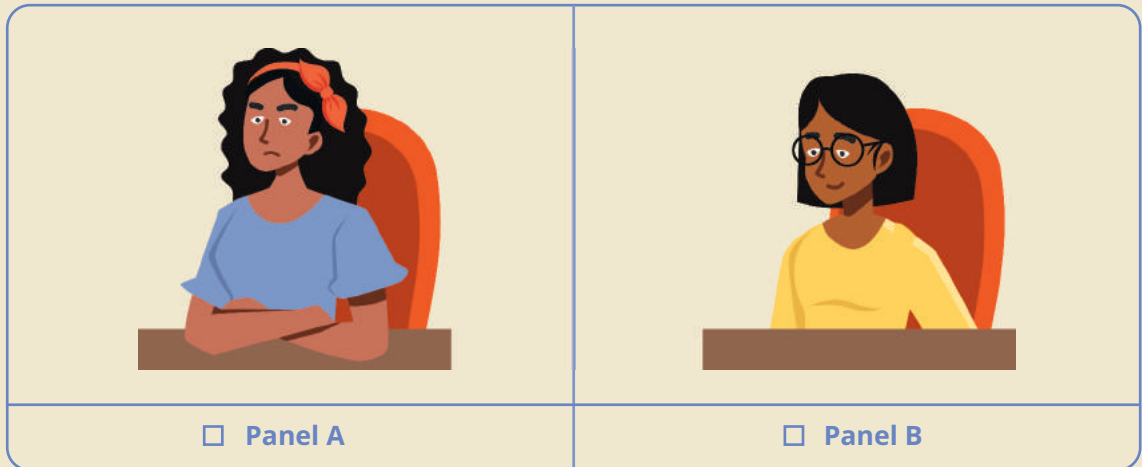
Javid interviewed two candidates for the role of Training Coordinator. Seema and Merrin have both worked as a training coordinator before. Javid asks each of them to explain their job.

Seema: I worked as a training coordinator. I help in coordination of the training.

Merrin: I worked as a training coordinator for 2 years. My role required a lot of coordination with different team members. Once I get the training requirement from the team, I have to look into the venue, and logistics such as food and training materials. Once the venue and date are confirmed, I have to send the training schedule to the participants and send a reminder to them the day before the training starts.

Whom will Javid hire?
a.   Seema because she answered the question briefly.
b.   **Merrin because she has a clear idea of what a training coordination job entails.**

Merrin has made it easy for the interviewer to understand what she is capable of. It will thus be easy to make a hiring decision. Seema has not given enough information for Javid to hire her.

Let's learn about common questions asked in an interview.

The interview process is like a discussion between an employer and an employee to understand how both of them can benefit mutually from the interview.

The discussion involves various possible questions such as the ones given below, so be prepared to answer such questions:

1.   Tell me something about yourself.
2.   What are your strengths?
3.   What would you call your biggest weakness?
4.   Why do you want to work for this company?
5.   What do you know about this company?
6.   Why should we hire you for this job?
7.   Are you willing to relocate or travel for this job?
8.   What are your salary expectations?
9.   Where do you see yourself five years from now?
10.   Do you have any questions for me?

Disability-related question

Many companies will not have experience working with persons with disabilities. When you apply for a job or attend an interview, the company may have doubts about whether or not you can do good work. To give more confidence to the company, write down answers to questions the company may ask or have. *(For more details, refer to Chapter 11.2 titled 'Building My Resume').*

Activity Time!

Choose 3 questions from the list on the previous page, prepare your answers for the same, and write them below:

1. _____

2. _____

3. _____

What I learnt today:

Put a ✓ if you know this topic well.

1. There are many do's and don'ts we should follow while appearing for an interview. ☐

2. Being well dressed and arriving on time make a good first impression in an interview. ☐

3. We should prepare for some commonly asked questions before an interview. ☐

11.5 Handling Rejection and Failure

In this lesson you will learn :

1. To identify failure as the stepping stone of success.
2. How to handle rejection and failure in a positive manner.

Thinking Box

What do you do if you fail at something?

☐ **Give up.**

☐ **Continue to work hard.**

☐ **Complain to others.**

☐ **Feel very bad.**

☐ **Learn from your mistakes.**

Let's learn how to identify failure as a stepping stone of success

Failure means lack of success in a goal or a task. When you set a goal but cannot achieve it, it is a failure. If something is not accepted by someone, it is called **rejection.**

We all experience failure and rejection many times in our lives. To be more successful in the future, we need to learn to handle failure and rejection with a positive attitude.

Failure and rejection can make us sad or frustrated but in reality, they are the best opportunity for us to learn something new. By learning from failures, we can discover our weaknesses and work on our strengths.

1. **Learning more from failure**

   Nila has been preparing for an interview for 1 week. She was very sure that she would get the job. On the day of the interview, she became nervous. She was not able to answer some questions and got rejected.

   What should Nila do now? Tick the right answer:

   • Keep thinking about her failure.
   • Practice and work on her interview skills.

   Amala took a test to get her two-wheeler license but she could not ride the two-wheeler properly, and failed the test.

   What should Amala do? Tick the right answer:

   • Stop riding the two-wheeler.
   • Practise riding properly and take the test again.

   In the above examples, practising more is the key to success. Failure only provides a mirror to where you stand and hence is a stepping stone for you to know how much more you need to practise.

2.   **Trying again in cases of failure beyond your control**

Lakshmi is blind and applied for a packer role at a factory. She cleared all rounds of the interview but did not get her appointment order. She felt rejected and disappointed. She thought she had bad luck. She kept wondering why this happened to her and became negative.

What could be the reason for not getting the appointment order when she cleared all the interviews? Put a tick for all the right answers:

a.   There was a hiring freeze in the company.

b.   Lakshmi's role already got filled and there were no more openings.

c.   The company is going through some organisation restructuring and don't want to go ahead with appointments at this time.

3.   **Making decisions when you fail to move forward**

Sunil is Deaf. He applied for a job in a hospitality company. He was happy he cleared all rounds and was given an given an offer letter, but the date of joining was not confirmed and he had to wait. He felt uncertain because he was now confused and did not know what to do. Should he wait or look for another job? What would the company do now? Would they reject him? Would he fail once again?

What would you do if you were Sunil? Put a tick for all the right answers and add your points in the blank space given.

a.   Reject the offer and start applying to other jobs.

b.   Talk to a friend who works in the same company to gain some advice.

c.   Talk to the manager and understand the reason for the delay.

d.   Ask for a written confirmation with the date of joining.

e.   Stay in touch with the manager and constantly follow up.

Write down your additional points in the blank space given below.

_____

_____

_____

Handling failures arising from disability

Gowthami is a person a with spinal cord injury who applied to an automobile company for a quality testing role. She cleared 2 rounds of interviews but in the final round, when she was asked how she would move around in the locations, she got scared. She was then rejected. What should she do now?

1.   Learn to communicate about her disability.

2.   Be ready in advance for such questions and prepare an FAQ document about her disability.

3.   Learn from all the interview questions and go for her next interview.

4.   Be inspired by her own journey of reaching so far and go with confidence to the next interview.

Let's learn how to handle rejection and failure in a positive manner

Thomas Alva Edison failed 10,000 times before inventing a proper electric bulb. When he was asked how he did it even after so many failures, he replied **"I have not failed. I have just found 10,000 ways that do not work."**

Another example is of Dr. APJ Abdul Kalam. He was the Project Manager for India's first Satellite Launch Vehicle. The first attempt was a failure because the rocket crashed into the sea.

However, Dr. Kalam did not stop working on it. Exactly a year later, the launch was successful in the second attempt.

Another real-life example is that of a person with disability who came first in a top university but was still rejected by companies seventy times. Every time he got rejected, he went to the next interview with more determination to succeed. Today, he is a very successful senior manager in an MNC company which operates in 150+ countries.

From the above examples, we can easily understand:

- It is common to fail or get rejected.
- We all need to learn how to handle failure and rejection positively.
- If we handle failure and rejection positively, our chances to succeed are higher.

Failure or rejection does not mean we cannot try again.

How can you learn from failure and achieve success?

1. **It is not about you –** Understand that the event or situation was a failure or rejection. That does not mean that you are a failure or a reject! Understanding this difference will make you get up and take
2. the right action.

3. **Think about it -** Note down all the steps you took. Revisit your plan. Go back to the tools you used – Ex: For interviews, the tools could be interview preparation checklist, resume, document verification checklist, etc. Find out what you could have done differently.

4. **Stay focused -** Do not lose focus from your goals. Talk to peers and understand how they handled rejection or failure.

5. **Take a break -** Take a small break before you think about your next steps.

6. **Don't give up -** Do not stop even if you don't succeed at first. Continue to set goals for yourself . Be aware of your monkey mind which wants to give up and remember your gorilla mind which reminds you of your life goal (such as looking after your parents).

7. **Accept others' support -** Take inspiration and support from people around you.

8. **Believe in yourself -** Even if things do not work out, believe in your abilities.

Activity Time!

Identify a person who inspires you (either a friend, a family member or a professional). Ask them the below questions to understand how they handled failure or rejection. Note down their answers in the space below:

Q1. Have you experienced failure or rejection?

_____

_____

_____

Q2. How did you overcome the feeling of failure or rejection?

_____

_____

_____

Q3. How did you change your approach in order to succeed?

_____

_____

_____

Q4. What are the 3 things you learnt from this experience?

1. _____

2. _____

3. _____
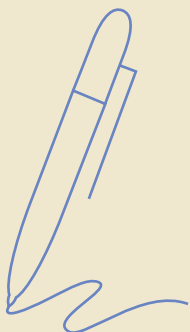
What I learnt today:

Put a ✓ if you know this topic well.

1. Failure means lack of success in a goal or a task. ☐

2. We need to handle failure and rejection with a positive attitude. ☐

3. By learning from our failures, we can know our weaknesses and work on our strengths. ☐

4. We can learn from our failures if we follow these tips: analyse, stay focused, take a break, don't give up, accept others' support, and believe in yourself. ☐

11.6 Industry Visit: 1 Hour

Activity Time!

Industry visits or exposure visits help you experience the real world of work and give you a chance to talk to experts.

Request your institute to organise an industry visit to a nearby company.

It is always good to prepare a few questions before going on an industry visit. Make a list of 5 questions you would want to ask professionals during your industry visit:

1. _____

2. _____

3. _____

4. _____

5. _____

11.7 Reflection After Industry Visit

Activity Time!

Tick the points you focused upon during your industry visit:

☐   **I spoke to experts and professionals.**

☐   **I learned how a workplace functions.**

☐   **The visit helped me make decisions about my career.**

☐   **I understood that I need to build the right attitude for a workplace.**

☐   **I understood what workplace solutions will be required to do the job I want.**

☐   **I found internship opportunities.**

Share your industry visit experience with your family members:

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

11.8 Introduction to Platform Based Jobs

In this lesson you will learn :

1. The meaning of platform-based jobs.
2. To explore portals such as Urban Company, Helpr, etc.
3. How to register on portals.

Thinking Box

Which of these apps are you familiar with?
Are these apps accessible? Put a tick next to them if yes.

☐ UC Urban Company ☐ helpr Relax! Let us handle it! ☐ DUNZO Sab Ke Liye Dunzo Hai Na ☐ OLA

☐ Uber ☐ SWIGGY ☐ Zimmber

Let's learn what platform-based jobs are

Thanks to the Internet, we don't always have to find a company to hire us. Platform-based jobs are a great way to create self-employment. Such jobs can also help us earn well!

Platform-based jobs are jobs that you find by being part of a particular online platform or an app. Ex: Drivers can find many customers by using apps such as Ola or Uber in big cities.

Different types of work opportunities and jobs can be found through such websites and apps. Platform based jobs connect workers in two main ways:

1. **Worker to Customer**

2. **Worker to Company**

3. **Worker to Customer:**
   Jobs for plumbers, electricians, and delivery people can be found through apps such as Urban Company, Helpr, Dunzo, Swiggy , Zomato, etc.

4. **Worker to Company:**
   Some apps help you find work with different companies directly. These jobs include writing, editing, designing, etc.

If you sign up to do platform-based jobs, you have the choice and flexibility to choose how often you will work. How many hours a week would you work? What timings would you choose?

Did you know that persons with disability are working in different platform-based jobs? For example, food delivery has been done by persons with physical disability using modified vehicles and there are Uber drivers who are Deaf! There are persons with disability who also get online contract work from platforms for jobs such as designing, editing, and photoshop.

Fill in the blanks given below:
I would like to work as a _____in a platform-based job.
I would like to work_____hours per week.
I would like to work from_____AM/PM to_____AM/PM.

Let's learn to explore portals such as Urban Company, Helpr, etc

Given below are some of the most popular websites for platform-based jobs in India. These platforms usually have two sections in their websites - one for the customers to use and another to be used by people who want to use it to find jobs. Such websites invite people to be partners with them or to sign up as professionals to offer their services.

Urban Company is a platform where people look for electricians, plumbers, beauticians, and other experts. If you offer any of the services that are mentioned on Urban Company, you can find jobs on the portal.
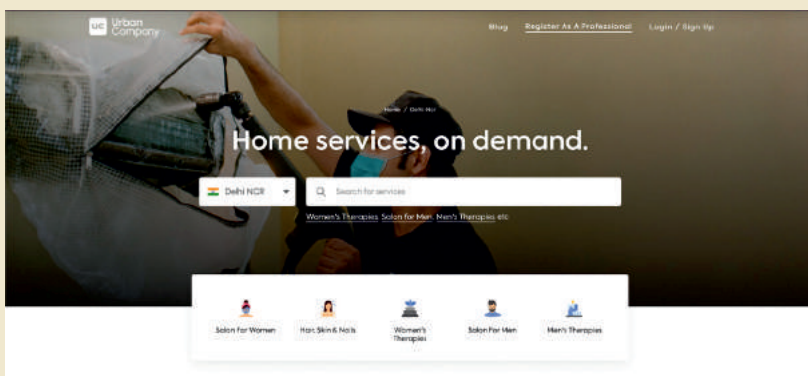
Helpr is another popular portal for all kinds of household work including pest control, cleaning services, electrical services, plumbing, and relocation services.
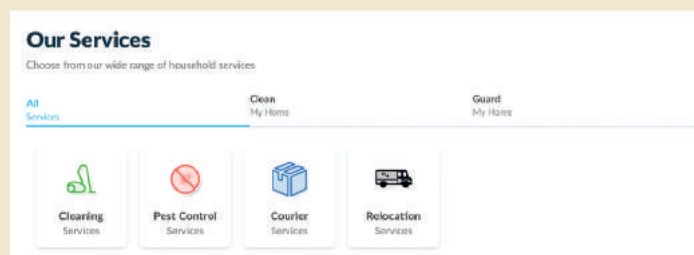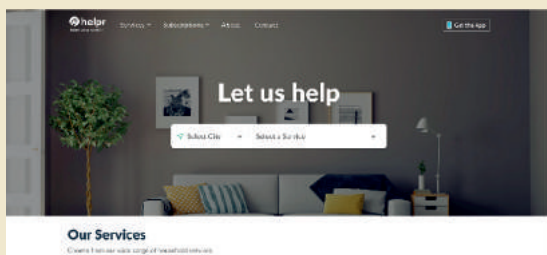
Take a look at the image given below of services available on Urban Company. Make a list of the jobs that a person can find on the portal.
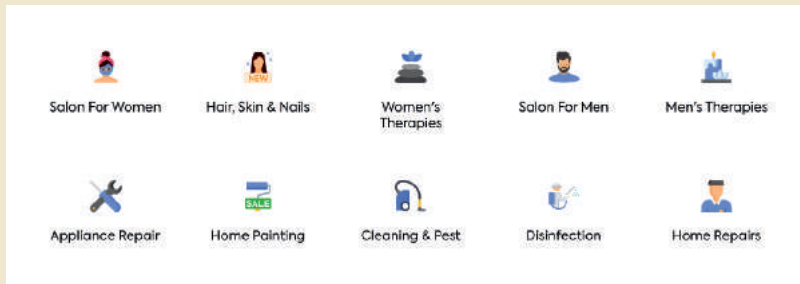
1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

Let's learn how to register on portals

Portals that offer platform-based jobs can open up many opportunities for you to work. If you would like to explore using these portals, spend some time undertaking research about them on the internet. Read and watch videos about other people's experiences of working for such portals. Read the information given on the portals carefully as well. In order to register on such portals, follow the steps given below:

Activity Time!

Explore the Urban Company and Helpr websites. Write 2 advantages of using these sites to find jobs. (If you don't find the websites accessible, write to the authorities concerned so that they make them accessible.)

1. _____
2. _____
3. _____

What I learnt today:

Put a ✓ if you know this topic well.

1. There are online apps that connect us directly with people who want to hire us for jobs. Such jobs are called platform-based jobs. ☐
2. Urban Company and Helpr are two of the most common platforms for these jobs. ☐
3. We can apply to be a partner or a professional on these platforms. ☐

11.9 Applying For Jobs Through Online Platforms

In this lesson you will learn :

1. What job search engines are.

2. How to find and apply for jobs online.

3. How to find various job roles available for technicians.

Thinking Box

What do you need to apply for jobs on online job portals?

☐ **Educational certificates.**

☐ **Valid email ID and phone number.**

☐ **Bank account and debit card.**

☐ **Resume.**

Let's learn what job search engines are

Job search engines are also called job portals. They are websites where companies share details of jobs which are available. You can search for jobs as per your skills and interests.

Companies share a job description for each opening which helps you understand if you are a good fit for the job or not. It has details of the role, the job location, and qualifications required for the job. This way, job search engines make it much easier for us to find work that fits our training and skills.

Here are some popular job portals in India:

Portals like and **Indeed** have all kinds of jobs. Specialised portals are designed to find jobs in very specific categories. **Ex:**

- **Freshersworld** is a portal specifically for freshers or people who have just finished studying.
- **Jobs For Her** is a portal specifically for women to help them find jobs.

There are also specific portals for persons with disability such as **Swarajability** and **CII Speciality Jobs.**

Jobs for Persons with Disabilities- PM DAKSH-DEPwD

The Department of Empowerment of Persons with Disabilities (DEPwD) has developed a dedicated portal for PwDs to get information on the vacancies available in the private sector for PwDs across India. PwDs can register themselves with their UDID number or UDID Enrolment Number.

To register click on the link –
www.pmdaksh.depwd.gov.in

Write the names of any 3 popular job search engines you have heard of:

1. _____

2. _____

3. _____

Let's learn how to find and apply for jobs online

You can find jobs online by using job search engines and by following the steps given below. You can create your profile on multiple portals for wider reach as well.

Step 1: Profile creation
Create a profile on the website. Share your basic details, your educational qualifications and training, and details of any other work experience.

Step 2: Upload resume
Upload a full and updated PDF of your resume to your profile. Your profile is now complete.

Step 3: Job search
You are ready to search for jobs. Use specific keywords to search for job openings. Use the filter options to set your preferences for location of the job. Read the search results carefully.

Step 4: Apply for jobs
Read the job description of each opening that comes up and find some information about the company. Once you click the "Apply" button, your resume will be shared with the organisation or you will be redirected to the company website to apply.

Step 5: Application status
Check the job portal regularly for new job postings and for updates on your applications as well.

How can you identify fake jobs?

1. Companies do not usually ask for money when people apply for jobs.
2. Do not share personal financial information such as your bank account number, debit card number, or PIN with anyone.
3. If they offer to pay a lot of money for very little work, it is suspicious and could be a fake job.
4. If they offer you the job without checking your skills or interviewing you, it is a fake offer.
5. Look up company reviews online and on websites like Glassdoor before appearing for interviews.

BEWARE OF FAKE! JOB OFFERS

Choose the correct answers to the questions given below:

Q1. What can be included while creating a profile on an online job portal?
   a. Your resume.
   b. Your debit card number.

Q2. How can you apply for a job that you find online?
   a. Call the customer care number.
   b. Follow the application instructions given in the job description.

Q3. Which is the best search term to find a job as a medical technician in Hyderabad?
   a. "hospital technician Hyderabad"
   b. "technician job India"

Let's learn how to find and apply for jobs online

When looking for technical/trade related job roles, it may sometimes be difficult to find jobs online through job portals. In such cases, you can take a different approach. Follow the below given steps to search for trade specific jobs:

1. **Make a list of companies.**
   Search for companies you would like to work for. You can make this list based on your skills and a market scan or by talking to people in a similar field.

2. **Search using relevant job titles.**
   Using the correct words to search for a job is very important. Companies have different titles for the same job role. You can use key skills to look for jobs as well.
   Ex: Using the word 'computer technician' will give you better results than just using the word 'technician'.

3. **Search on the correct portals.**
   You can search on job portals like Naukri.com or the website of the company you are interested in. Find the 'Careers' page on the company's website and search for jobs.

4. **Use various filters.**
   When looking for jobs on the internet, you can set filters as per your years of experience, technical skills, and preferred location.

5. **Contact companies directly.**

If you are unable to find a careers page or job listings online for a particular company, look for an email ID or contact number online. In the mail, you can share your resume. Alternatively, you can call on the listed number and ask if they are hiring for positions you are interested in.

Activity Time!

Write a list of 2 or 3 people who are working in your field. They can be alumni or friends and family.

1. _____

2. _____

3. _____
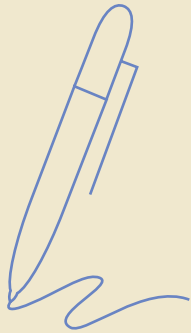
What I learnt today:

Put a ✓ if you know this topic well.

1. Job search engines are a place where different companies post about available jobs. ☐

2. You can apply for jobs on job search engines using a resume and following the instructions given. ☐

3. You can find the right jobs online by using correct search terms and using a good online job search engine. ☐

11.10 Enrolling For Apprenticeships

In this lesson you will learn :

1. About the NAPS portal.
2. How to register on the NAPS portal.
3. How to apply for jobs on the NAPS portal.

Thinking Box

What is the meaning of apprenticeship training? Explain in your own words.

Tip: If you do not know about apprenticeships, ask the placement officer or Employability Skills trainer in your institute.

_____

_____

_____

Let's learn about the NAPS portal

National Apprenticeship Promotion Scheme (NAPS) is a scheme by the Government of India to provide apprenticeship training through employers. An apprenticeship is a one-year training program in a specific industry for ITI students. Any person who has completed 14 years of age, is physically fit, and has minimum qualifications can undergo the apprenticeship training. The training includes basic, practical training that is helpful in a workplace. A monthly stipend amount is also provided.

Benefits of Apprenticeship Training

- On the job training.
- Earn while studying.
- Operate advanced machinery.
- Learn industry best practices.
- Receive certificate on completion.

The NAPS portal is the online portal where you can find all the required information about apprenticeship training. It has a list of all the apprenticeship opportunities provided by different companies across the country. The website is www.apprenticeshipindia.gov.in.

Visit the www.apprenticeshipindia.gov.in. Explore the following options on the screen:
1. Register.
2. Apprenticeship Opportunities.
3. Get Started > Candidate User Manual.

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Let's learn how to register on the NAPS portal

To register on the NAPS portal, you should have/meet the following requirements:

1.   Any ITI certificate (original).
2.   Should be between ages 14 to 60.
3.   A valid mobile number and an email ID.
4.   Aadhar card, photo, digital signature, and ITI certificate for registration on the portal (in .jpeg or .png format).

How to register on the NAPS portal

1.   Go to the link www.apprenticeshipindia.gov.in

2.   Click on 'Candidate Login/Register' on the top part of the screen.
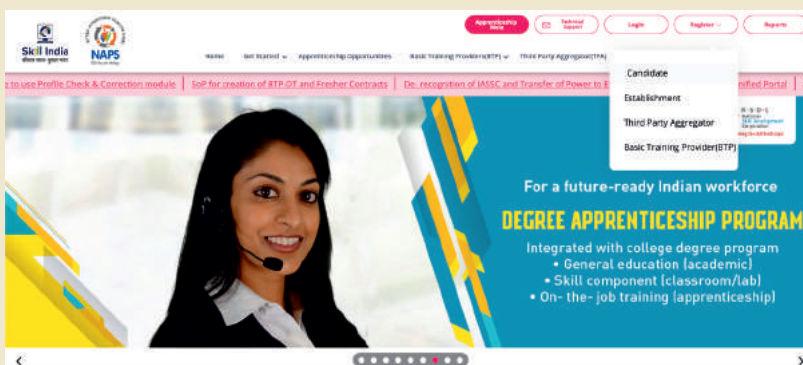
3.   Fill in your personal details and click the **Submit** button:
   •   The name entered here should match the name on your Aadhar card.
   •   Add the correct 10-digit mobile number and a valid email ID as registration will be activated through them.
   •   Ensure your password is easy to remember. You can also note it down.

4. Note down your registration number for future reference. You will also get an email from Apprenticeship India to validate your email ID and activate your account.
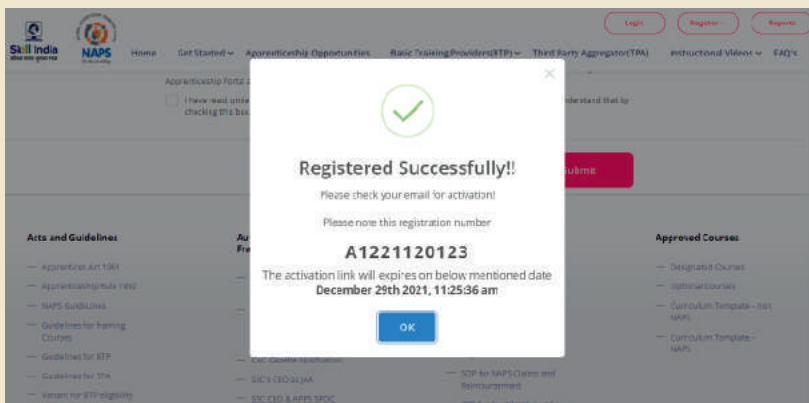
5. Now check your email. Open the verification mail and click the **Activate** button.
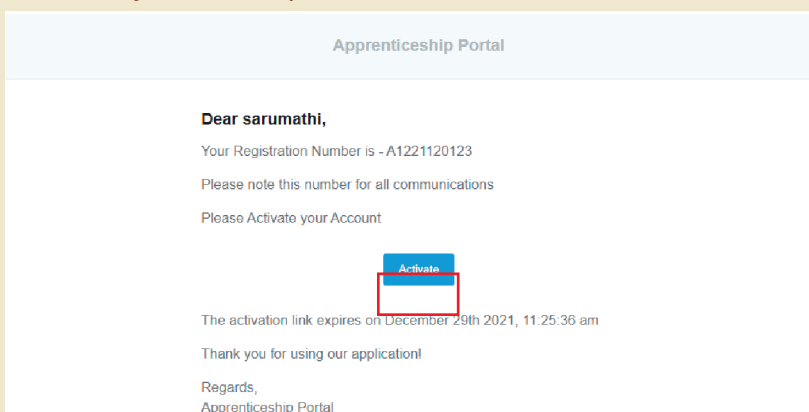
How to complete your profile

1. Once logged in, you will have to click on the button 'Complete Your Profile.' You will not be able to apply for any apprenticeship opportunities without completing your profile.
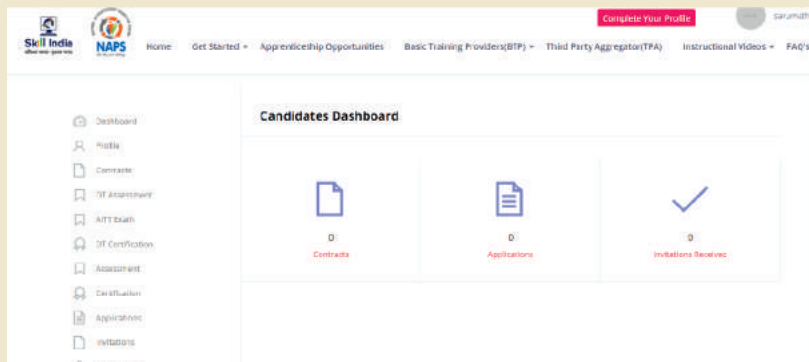
2. Start by clicking the 'Edit' button to complete your 'About Me' section and contact details.
    (Note: You will have to upload your date of birth ID proof and digital signature. Keep soft copies ready before you start updating the 'About Me' section.)
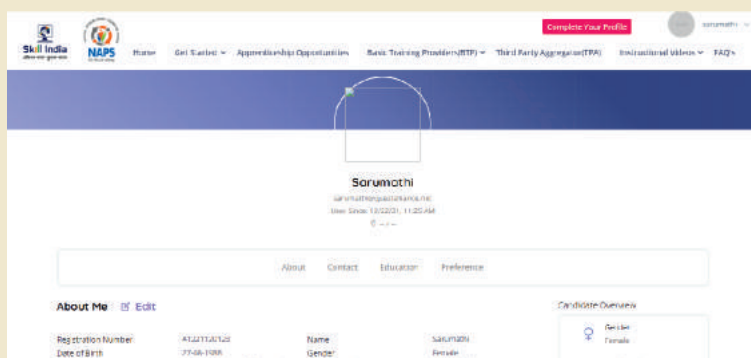
3.   Now click the 'Add Education' button and submit details about your qualifications.

4.   Then select 'Education Qualification' under 'Qualification Type':

-    Select 'ITI' from the 'Qualification' drop down.
-    Under 'Category/Sector' choose either 'NCVT' or 'SCVT'.
-    Under 'Specialisation', enter your trade name.
-    Enter your ITI Name in the Institute section (Do not use any characters like: - , . * when entering the ITI name).
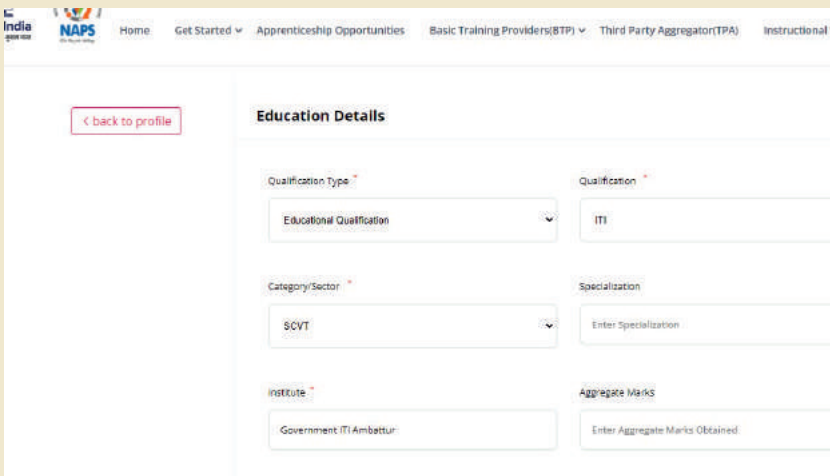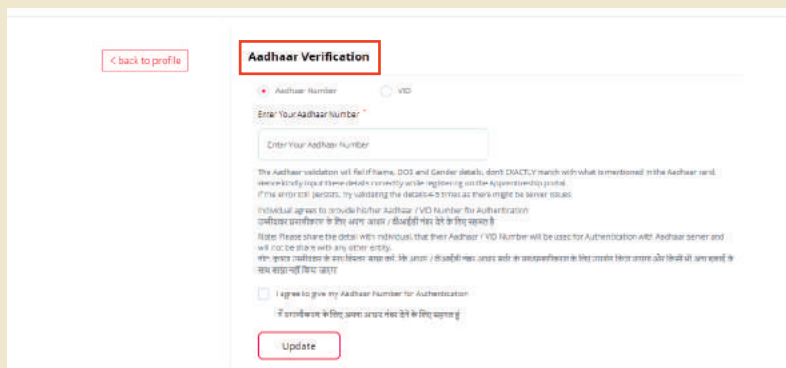

5.   Click 'Choose File' to upload your ITI certificate and then click 'Update.'
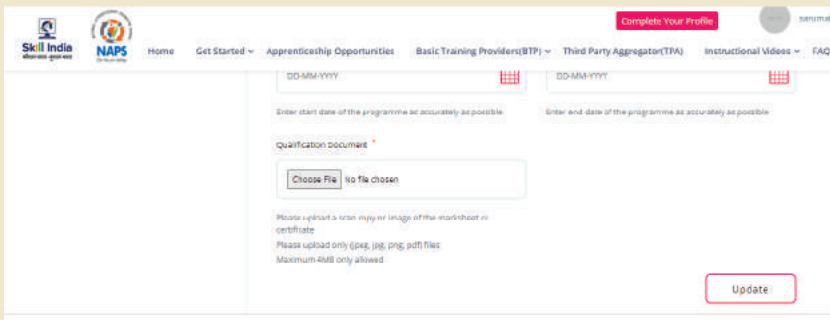
6.   Now edit the 'Preferences' and select your preferred trade.
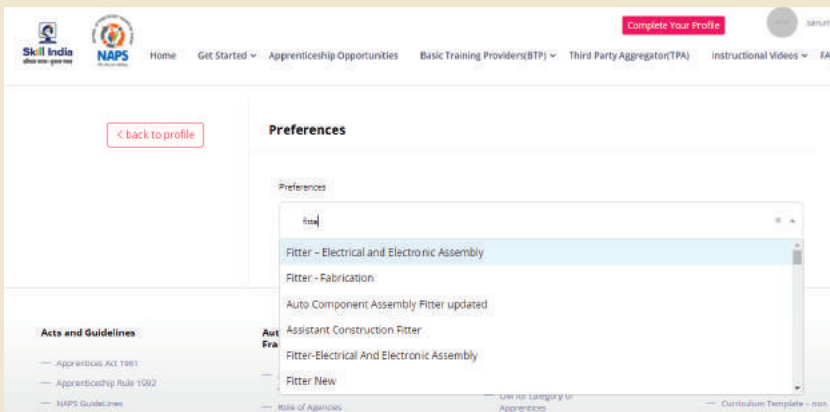
7.   Then click 'Aadhar Verification' and enter your Aadhar number.

Fill in this form as required by the NAPS portal.

## Let's learn how to apply for jobs on the NAPS portal

Candidates Dashboard

There are 3 sections on the Dashboard:

1.   **Contracts:**
      This shows any contract that you have signed with a company.
      Many companies can send you a contract, but you can only sign one.

2.   **Applications:**
      This shows all the applications that you have completed.

3.   **Invitations Received:**
      Sometimes, a company might see your profile and invite you to apply to their company.
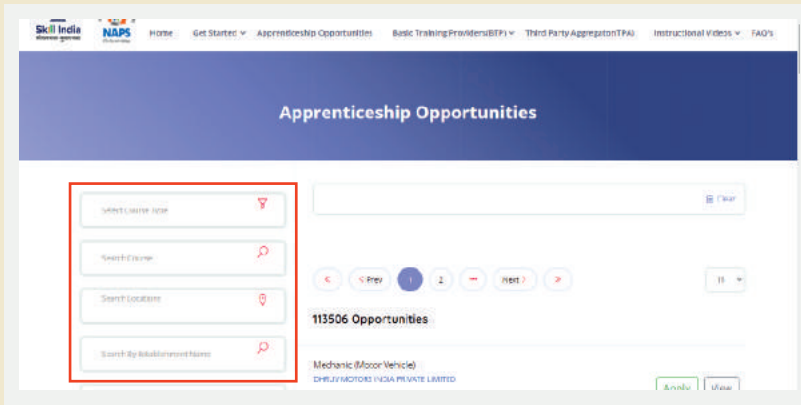   Such invitations can be seen here.
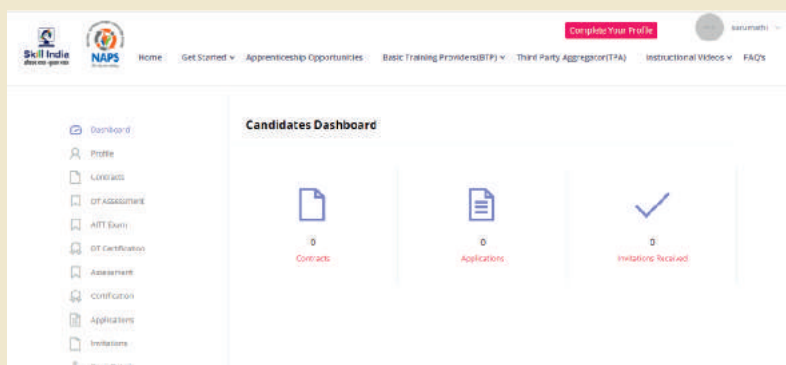
How to apply for opportunities

1.   Click on 'Apprenticeship Opportunities' on the top menu to view all available opportunities.
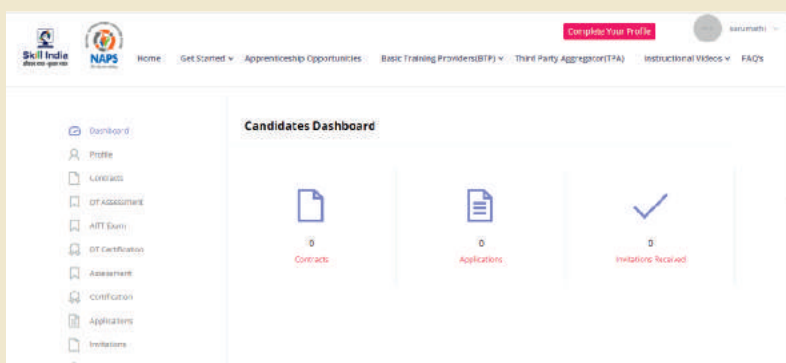
2.   Select your preferred location, course, industry, and qualifications by using filters.

2.   Search using relevant keywords to find job opportunities that fit your needs.

3.   Then click on the 'Apply' button when you find an opportunity that is a good fit for you.

After you apply, the company will review your profile and invite you for an interview.
If the company selects you, they will issue a contract.

Activity Time!

Choose the correct answers to the questions given below:
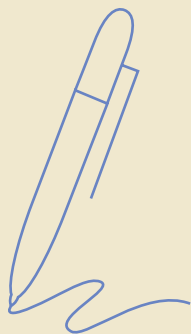
Q1. What can you do on the NAPS portal?
a. Apply for NAPS apprenticeship opportunities.
b. Apply for any job in any company.

Q2. How can you find relevant opportunities on the NAPS portal?
a. By checking your email.
b. By searching with relevant keywords.

Q3. How many contracts can you sign at a time on the NAPS portal?
a. One.
b. Five.

What I learnt today:

Put a ✓ if you know this topic well.

1. National Apprenticeship Promotion Scheme (NAPS) allows you to apply for apprenticeship training in different companies. ☐

2. The NAPS website has all the relevant information. ☐

3. The NAPS portal is where you can create a profile and apply for apprenticeship training opportunities. ☐

12.1 Prepare for Livelihood Reality

In this lesson you will learn :

1. The livelihood reality for everyone.
2. To understand and enjoy the game of employment.
3. The four stages of action to prepare for employment.

Thinking Box

Bharani and Jagan finished their degree in IT. Jagan is a person with disability. When they both applied to companies, they were told that some companies are not hiring this year due to less profit. They tried in the company where their friend joined a year ago as a fresher.

Now that company wants only experienced people. They attended interviews in some good companies which were 30 kms away from their homes. Both did very well in the interviews, but it was not the exact job role they were interested in. Finally, they applied to a company with the job role they were interested in. They were told that their skills were not an exact match.

Reflect: Is this a problem only happening to Bharani and Jagan? Is this a problem with companies? Are they having bad luck? Or is this the reality when you are looking for jobs?

_____

_____

_____

Let's learn about the livelihood reality for everyone

From the example above, we have learnt the following:

The journey of a person with or without disability while searching for a job or a livelihood will have many ups and downs. This is the reality! Any livelihood or employment has two main players – the job seeker with disability and the job provider or employer. Getting employed is based on many factors. Some are within our control (such as the skills we have) while others are outside our control (such as market conditions).

Every job seeker and job provider have their own needs and expectations. Knowing and accepting the reality for both players is important for the right matching to happen.

Accepting the reality of a job

Let us understand this with Salim's example. Salim is a person with disability. He is a vegetable seller. He decided to be a vegetable seller because many of his family members were doing different businesses. When Salim started selling vegetables, he learnt about many factors which were not in his control. These include:

	Seasonal fluctuations.
	Working during festival days or weekends.
	Unpredictability of daily sales – can either be high or low.
	Suppliers not delivering vegetables on time.
	Customers bargaining, etc.

Note down 2 more factors that are out of Salim's control but can affect his job:

1. —————————————————————————

2. —————————————————————————

Reflect: Is Salim's job as a vegetable seller easy? Every job comes with factors outside our control. So, is any job easy? How can the reality of any job be accepted and worked around?

Salim was able to accept the reality of being a vegetable seller and enjoy the challenges his job brings. He is doing really well in his work and life.

Understanding the game of employment

Let us understand this better with an example:

There are 10 persons with disability who have completed their education. All of them are looking for a job. There are many obstacles they need to cross such as:

Time, expenses, and travel involved to attend job training

Long waiting period to get a job

Parents unhappy with certain jobs

Shift timings or job locations which aren't preferred

Friends working in another sector or company

Now, let us look at Company XYZ in this situation. As the job provider, here are some hurdles they need to manage:

Not ready to hire persons with disability

No jobs available for persons with disability

Don't know how to make jobs suitable for persons with disability

No/limited job vacancies for persons with and without disability

Applicants need certain degrees or must be from certain colleges

Job selection process not accessible for persons with disability

The 10 persons with disability who are looking for jobs and Company XYZ will need to accept and work around these obstacles or hurdles at the same time. Every time an obstacle is solved, a new one may come up. This is no different than any video game or sport you have played! With these obstacles, the constant change in supply and demand makes the 'Game of Employment' dynamic. If your attitude is to win this game and if you take action on these obstacles just the way you play video games or sports, you will enjoy the journey and do well.

Let's learn about the four stages of action to prepare for employment

So far, the focus has been on factors outside our control, but don't worry! There are many actions you can take to take charge of your livelihood:

Stage 1
Awareness: Know your skills, areas of interest, and what actions you can take

Sheila and Neel are persons with disability. After completing their training, both of them were keen to work in the IT sector.

After attending 4-5 interviews, Sheila realised her communication skills were not up to the mark. So she decided to volunteer with an NGO and improve her communication skills. After volunteering for 6 months, she applied for a job in an IT company. She successfully cleared the interview and got the job!
Neel, on the other hand, went back to his hometown after the training. No IT companies were hiring for job roles with his skill set. Instead of sitting at home, he decided to gain experience by working in another sector. He worked with a company in the hospitality sector for a year. He got many opportunities to develop his people skills and project management skills. A year later, he applied and got selected for his dream job in an IT company.

Like Sheila and Neel, you can:
- Find out what jobs can be done with your educational background.
- Explore what jobs persons with disability do.
- Understand what jobs are available in your area.

Stage 2
Readiness: Build the knowledge, skills, and attitude to be job ready.

Antony is a person with disability. He has some volunteering experience. He recently got selected for an internship in a finance company.

Since Antony had done a B.Com. degree, he knew the domain well. He joined an employability training to prepare for this internship. During this training, he started travelling by bus on his own. He went for exposure visits to learn about the tasks, barriers, and solutions for different job roles.

When Antony learnt what workplace solutions he can use, he started becoming his own placement officer. He tried matching his knowledge, skills, and attitude with requirements of different jobs.

Like Antony, you can build your knowledge, skills, and attitude to be job ready by doing the following:
- Attend employability and other skills training to stay updated.
- Ensure your documents (e.g. Disability Certificate, Aadhar Card, etc.) are in order.
- Prepare your resume and self-advocacy tools.
- Gain confidence by attending mock interviews.
- Start travelling on your own.

Stage 3
Engagement: Learn how to add value to your job role, team, and company

Seema is a person with disability. After completing her degree and employability training, she joined a company in the retail sector.

She was the first person with disability to join her team. Initially, her manager did not assign her enough work. She used to feel alone in office as very few people spoke to her.

It took Seema some time to learn the processes and get used to the work in her company. She took part in extra-curricular activities and volunteered for different projects. This made it easier for her to become friends with her colleagues.

Like Seema, you can add value to your job role, team, and company by doing the following:
- Seek opportunities to demonstrate your potential.
- Make others comfortable with yourself and your disability.
- Focus on the value you can bring to your job role, team, and company.
- Understand the impact of your work.

Stage 4
Growth: Take responsibility for your career progression.

Rohit is a person with disability. He has been working for a healthcare company for 4 years. After doing the same job for 4 years, he wants a change.

Rohit speaks to his manager. His manager asks him to work on two tasks:
1. Get feedback about his performance from his team.
2. Speak to his seniors to understand what actions they took to grow in the company.

After completing these two tasks, Rohit learnt more about his strengths and areas of improvement. Ex: He realised his inability to work in an unstructured environment. He also observed how his seniors took time out to attend conferences and complete online courses.

Rohit then started taking up opportunities to learn and grow in the company. Eventually, he got promoted!

Like Rohit, you can take responsibility for your career progression in the following ways:
- Learn to ask for feedback and work on it.
- Interact with others in the company and in your sector to build your networks.
- Increase your learning bank to stay relevant in the job market.
- Take up opportunities to showcase your skills and aspirations.

Activity Time!

Get in touch with 3 PwDs who are working, ideally 1 in a government job, 1 in a private sector job, and 1 who has their own business (self-employment). Speak to each of them about their journey.

Understand what tasks their job role entails, barriers faced at the workplace, and the solutions they found. Note down your key learnings in the table below:

Employment type	Job role	Barriers	Solutions
Government job			
Private sector job			
Self-employment (Own business)			
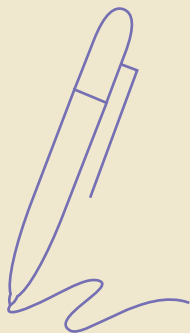
What I learnt today:

Put a ✓ if you know this topic well.

1. Livelihood realities from the point of view of the job seeker with disability and job provider (employer). ☐

2. Accepting the reality and enjoying the game of employment. ☐

3. Actions you can take for your employment under awareness, readiness, engagement, and growth stages. ☐

12.2 Expect More From Yourself as a PwD

In this lesson you will learn :

1. How everyone has abilities and inabilities.
2. Respecting your journey as a person with disability.
3. Importance of not giving excuses due to your disability.

Thinking Box

1. **Kavya asks her company for work from home because she has a disability.**
2. **Felix has low vision. He does not want to do second shift because he cannot see well at night.**
3. **Ajay has a spinal cord injury. He asks for the first shift due to medical reasons regarding his bladder and bowel which the NGO has certified.**
4. **Rohit wants relaxation in his work timings because he uses a wheelchair.**

These are examples where persons with disability have some requests for their company regarding their work. Note down your reflections on each person's request below:

_____

_____

_____

In the examples above,

1. Kavya may have some genuine reasons to work from home. Ex: If she has a severe disability and there is an issue with transportation. If that is not the case, does Kavya feel that her disability is a "qualification" to work from home?
2. Felix may not know a solution to overcome the issue to move around at night. Does Felix want to find a solution? Does he use his disability as an excuse or does he see himself as a person just like everybody else with abilities and some inabilities?
3. Ajay should be allowed to work in the first shift due to medical issues. However, will he be flexible and come for meetings when needed in any shift? Or does he use his medical issues as an excuse?
   Does Rohit want the relaxation in timings for a few days till he finds solutions to reach on time, find
4. accessible parking, etc.? Or does he want relaxation just due to his disability which might seem like an excuse?

In all the above examples, if Kavya, Felix, Ajay, and Rohit see themselves as persons first i.e. equal to everybody else, they will expect more from themselves. When they expect more, each of them will try their best to overcome their challenges and this will help them get more opportunities as well.

In the next section, let us understand how persons with and without disability look at themselves and learn how to "see" every person for who they are.

Let's learn that everyone has abilities and inabilities

My Ability

What I can do

What I cannot do

My Inability
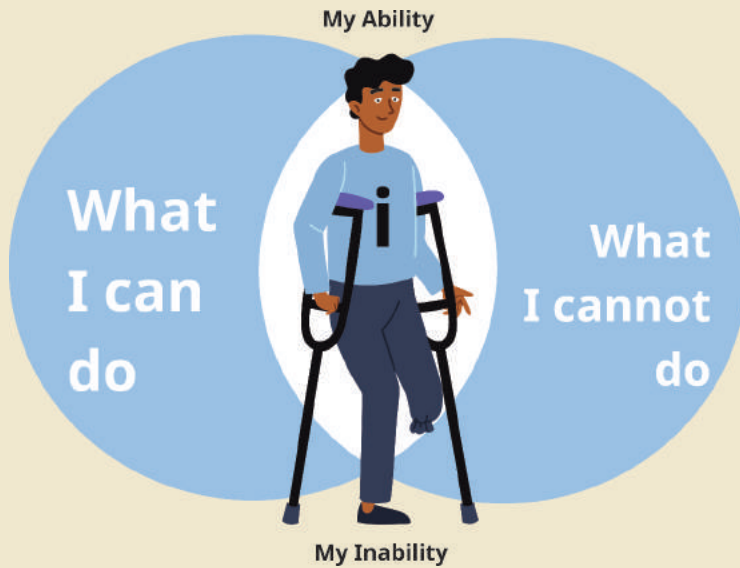
Let us look at the examples of 3 people:

Adil		Rekha		Christina	
Adil is Deaf.		Rekha is a person with low vision.		Christina is a person without disability.	
Ability	**Inability**	**Ability**	**Inability**	**Ability**	**Inability**
Can communicate using Indian sign language	Cannot hear	Can move around using a cane	Cannot see colour	Can speak in multiple languages	Cannot read fast
Can lip read in English	Cannot lip read in Kannada	Good in English	Cannot swim	Moves around	Does not know to swim
Can type fast	Cannot swim	Can type fast	Cannot draw	Has good written skills	Does not know computers
Can ride a bike		Can dance			Doesn't know to dance
		Can speak well in Hindi			

From the above examples, we can see that everyone can do some things and cannot do some things.

Both people with and without disabilities have abilities and inabilities. There is no difference.

Question: If everybody is equal, why do some people with disability, like in the examples above, not expect more from themselves?

Answer: Sometimes, the person with disability has not learnt to see their own abilities. They have not learnt to respect their own journey as a person with disability.

Let's learn to respect your journey as a person with disability

Let us understand the journey of a person with disability.

THIS IS VIJAY.

What do you feel when you see Vijay?

What do you think he can do (his ability)?

What do you think he cannot do (his inability)?

Vijay is a person who can:
- write with a pen in his mouth.
- type with his feet.
- move around independently.
- enjoy life.

Do you think Vijay was able to do all this from his childhood? No! He had a journey. He faced many challenges. In the process, he also found the right solutions for himself and learnt many things.
Like Vijay, you would have also faced many challenges, possibly in the following areas:
- Communication
- Mobility
- Education
- Daily living
- ...and many more.

Like Vijay, you would have also found solutions to some of your challenges. This journey of making your inability an ability would not have happened overnight. It would have taken some days, many months, or even years!

You have learnt not to give excuses due to your disability. You have learnt to make your inability into an ability using the right solution.

Let's learn more about not giving excuses due to your disability

Let us look at two scenarios of persons without disability:
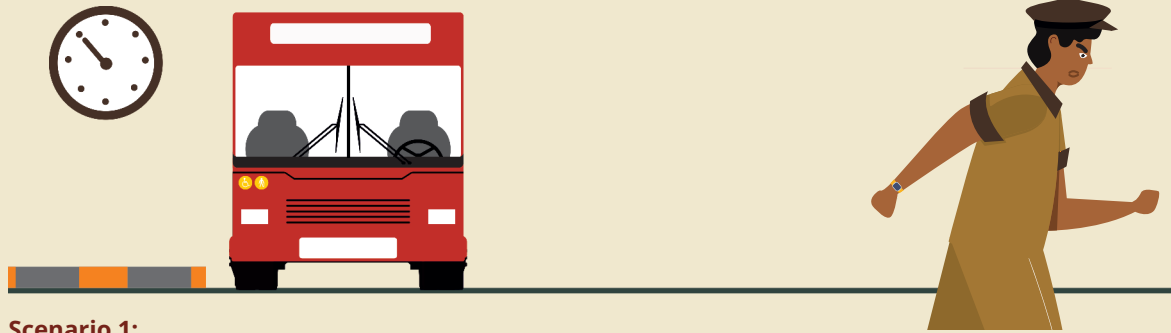
Scenario 1:

There is a bus driver whose timings are from 2 PM to 10 PM. He does not want this shift because his children are alone at home after his wife passed away. One day, due to a traffic jam, he had not yet reached the final place even at 10 PM. He stops the bus, gets down, and goes home.

Do you think what the bus driver did was right?

Scenario 2:

You are working with an MNC and your salary is Rs. 20,000. The accountant pays Rs. 2,000 instead of Rs. 20,000. He made a mistake because he had family problems.

Rs. 2,000!

Rs. 20,000 ?
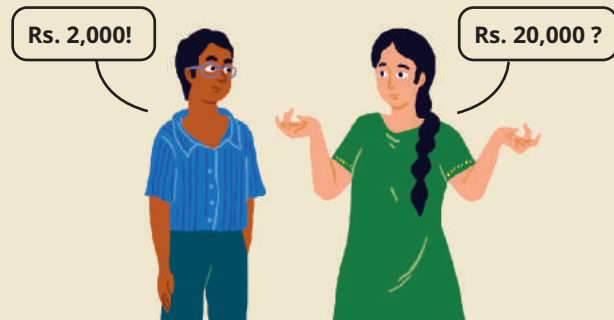
How will you feel?

In both the scenarios, the bus driver and the accountant faced real problems, but their actions caused inconvenience to everyone.

Let us now look at scenarios of two persons with disability:

Sunita	Shreeja
Sunita, a person with disability, completed her B.Com. She lived 40 kms from the training centre. She was living with her old grandmother. She got up early, cooked for her grandmother, changed 3 buses, and came to the training centre. She was always on time! She never took leave or gave excuses related to travel, being on time, etc. due to her disability.	Shreeja, a person with disability, completed her B.Com. She lived 8 kms away from the training centre. She attended the training for a few days and then complained that it was difficult for her to travel by bus. She could not afford to take an auto either. Sometimes, she would go late to the centre. Due to her disability, she faced challenges in attending the training regularly.

If you were an employer, who would you hire in your company and why?

If you chose Sunita like many others, it could be because you see Sunita not giving excuses due to her disability.

Points to note:

- A company cannot alter its rules as per your convenience because of disability or other issues. You have to work as per the company's requirement.
- No extra/special privileges will be given because you have a disability.

- As a person with disability, if you need some reasonable accommodation at your place of work, you need to analyse yourself and your disability needs and inform the company of accommodations that you would require.
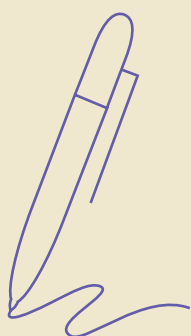
Remember:
Your convenience should not compromise your work, as it impacts the company and its customers.

Activity Time!

Write down your abilities, inabilities, and solutions for your inabilities:

Abilities	Inabilities	Solution for Inabilities
Ex: Can speak Bengali	Ex: Cannot stand for 8 hours continuously	Can use a chair to sit down

What I learnt today:

Put a ✓ if you know this topic well.

1. Both persons with and without disabilities have abilities and inabilities. ☐

2. Everyone has their journey, including a person with disability. ☐

3. We should not be giving excuses due to our disability. ☐

4. We can turn our inability into an ability by using the right solution/s. ☐

12.3 Be Solution Oriented

In this lesson you will learn :

1. Importance of developing a solution-oriented attitude to solve disability-related challenges.
2. Practise solution-oriented thinking.
3. Role of workplace solutions in the life of a person with disability.

Thinking Box

Komal, a person with disability, recently joined a manufacturing company and relies on her friend and co-worker Shama, who does not have a disability, for commuting to work. When Shama took a 3-day leave for a family function, Komal also had to take leave for the same period because Shama was not available. This caused problems for Komal at work. What advice can you give Komal?

Note it down below:

_____

_____

_____

Let's learn the importance of developing a solution-oriented attitude

In Komal's example, the advice we can give Komal is to find solutions like using apps like Ola or Uber, shared auto, or to learn to practise traveling on her own to reduce her dependency on Shama. This may take time for Komal, but it will slowly get easier for her over time. If she does not do this, the company will have concerns about Komal's reliability to guarantee her attendance. This in turn may affect Komal's chances at growth in her job. She may not get the right opportunities where she may have to travel to different places.

Why is Komal not realising this issue?

The reason is that Komal's dependency on Shama was her only solution.

> Dependency on a family member, colleague or friend is not a bad solution. However, that should not be your only solution.

Like Komal, many persons with disability have been helped by others and hence may not look for alternate solutions. Komal may not realise that the helpful person will not be available all the time and that after some time, the person may feel that Komal is taking advantage of them.

When a person with disability is too dependent or gets help, they don't have too much responsibility. This means that they learn less about life and hence, may not be able to solve small day-to-day problems.

Everyone has problems. It is important to have multiple alternative solutions for a challenge or a problem, whether a person has a disability or not.

A solution-oriented attitude is when you expect more from yourself and always look for a solution without giving up. Understand your own capability to find solutions and develop this attitude even more, so that you can take advantage of opportunities for your growth and gain respect!

Let's learn to practise solution-oriented thinking

Humans have been practising solution-oriented thinking for years. Solutions are all around us.
We use them every day.

Let us see examples of solutions we use every day.

What do people use for the following challenges?

Challenge	Solution
To calculate large numbers	
To reach a shelf that is at a height	
To climb 10 floors	
To see a bird far away	
To stand for 10 hours	
To carry 10 books	

The answers are simple!

	We use a calculator to calculate.
	We use a ladder to reach high shelves.
	We use a lift to climb 10 floors.
	We use a binocular to see far away birds.
	We use a chair to avoid standing for 10 hours.
	We use a bag to hold 10 books.

All these solutions help all of us overcome limitations!

Let us develop a solution-oriented attitude. Write down the solutions for each of the problem statements below:
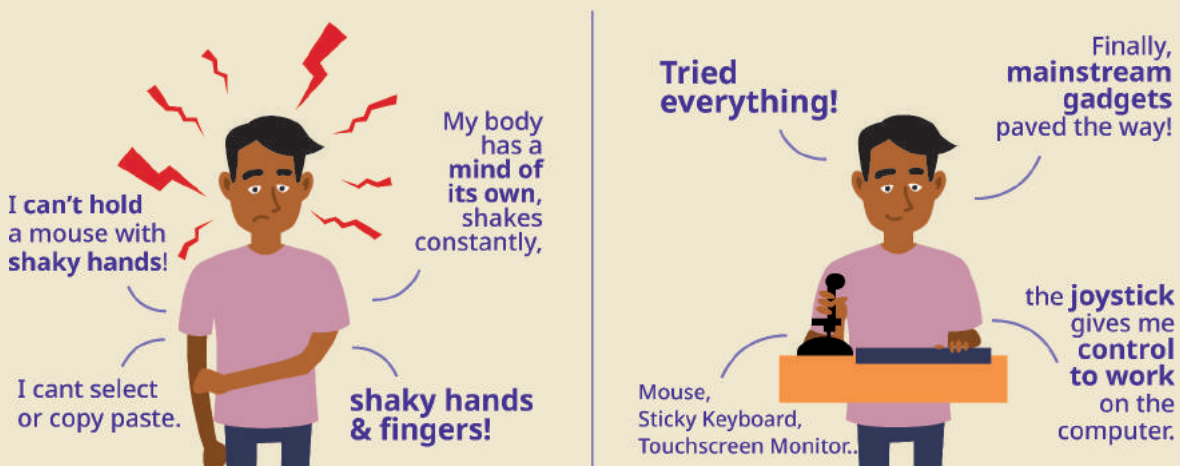
Problem Statement	Solution
There is a power cut at Asha's home. How will she move around?	
Kumar is making tea for his mother. The sugar tin is kept on the top shelf which is out of his reach. How will he reach it?	
Suresh, a person with disability, is supposed to reach his office at 9:00 AM. There are no proper bus facilities from his house to office. How can Suresh reach his office on time?	
Prasad is a Deaf person working in a company. One day, he falls sick. How will Prasad inform his manager that he is sick and will not be able to come to office?	

Let's learn the role of workplace solutions for a person with disability.

It is a solution **to OVERCOME challenges** **and COMPLETE the task as per expectations**

Workplace solutions are alternate ways for a person with disability to do their work effectively.

Ex: Pratap is a person with cerebral palsy. His hands shake continuously, making it difficult for him to use a computer effectively at his workplace. What does Pratap do to overcome this challenge?

I **can't hold a mouse with shaky hands!**

My body has a **mind of its own**, shakes constantly,

I cant select or copy paste.

shaky hands & fingers!

Tried everything!

Finally, **mainstream gadgets** paved the way!

Mouse, Sticky Keyboard, Touchscreen Monitor..

the **joystick** gives me **control to work** on the computer.

Kamal is Deaf and recently joined an MNC. He is thinking of how he can make his peers comfortable at work. What does Kamal do to overcome this challenge?

How to **make my team comfortable?**

Communications cards
for Deaf, Hard of Hearing, Deaf Blind
and Deaf Low Vision
Break the Ice in no time!

I am Deaf

Hi! My name is _____
I am from _____
I use simple English to communicate ☐Yes ☐No
I do written communication by:
☐SMS / Text message   ☐Online chat
☐WhatsApp   ☐Other:
Languages I can read _____
Languages I can write _____
I know _____ sign language
My phone number
(SMS only): _____
Nice to meet you! ☺

I am Deaf Low-vision

Hi! My name is _____
I am from _____
I can recognize things around me in light, but I need assistance in pitch dark.
I use simple English to communicate: ☐Yes   ☐No
I do written communication by:
☐SMS / Text message   ☐Online chat
☐WhatsApp   ☐Writing on each other's palm
☐Other:
Languages I can read: _____
Languages I can write: _____
I know _____ sign language
My phone number:
Nice to meet you! ☺

I am Hard of Hearing

Hi! My name is _____
I am from _____
I use simple English to communicate ☐Yes ☐ No
☐ I can speak slowly   ☐I use a hearing aid
☐ I can hear people on the phone
    I can hear if people speak ☐loudly ☐slowly
Languages I can read _____
Languages I can write _____
I know _____ sign language
My phone number
(SMS only): _____
Nice to meet you! ☺

I am Deafblind

Hi! My name is _____
I am from _____
I use simple English to communicate ☐Yes ☐No
I do written communication by:
☐SMS / Text message   ☐Online chat
☐WhatsApp   ☐Writing on each other's palm
☐Other:
Languages I can read in Braille Language: _____
Languages I can write: _____
I know _____ sign language
My phone number (SMS only): _____
Nice to meet you! ☺

Keerthi is blind and has to go for an interview. She wants to convince her family that, as person who is blind, she can travel independently. What does Keerthi do to overcome this challenge?

A SmartCane Empowers the visually impaired through **independent and safe mobility!**

It uses ultrasonic ranging to detect obstacles and convey distance information to the end users through distinct vibratory patterns.
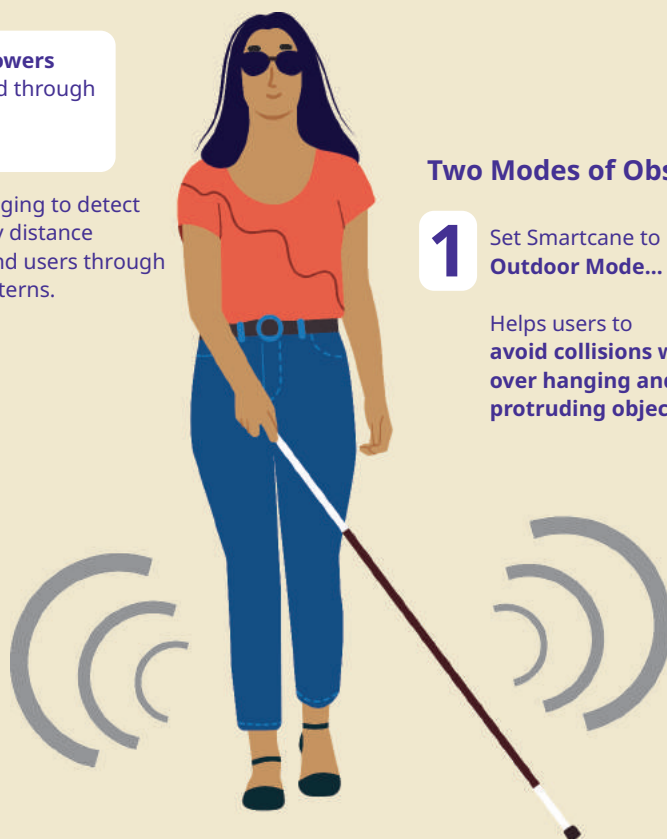
Two Modes of Obstacle Detection

1 Set Smartcane to **Outdoor Mode...**

Helps users to **avoid collisions with over hanging and protruding objects.**

2 Set Smartcane to **Indoor Mode...**

Helps users to **avoid unwanted contact with objects from knee to head height.**

Persons with disabilities can work in any job with the right workplace solution and an enabling environment.

Activity Time!

Reflect on these 3 scenarios and note down your thoughts.

Scenario 1
Viresh is a person with vision impairment. He has to wear formal clothes with formal socks and shoes to office. He has different coloured socks – black, dark blue, brown, etc. One day, he wore socks that were not matching – he wore a blue sock on his left leg and a brown sock on his right leg! How can he make sure that he wears matching socks?

_____

_____

_____

Scenario 2
Ankita is a person with physical disability. She uses callipers for both legs. She is from Chennai. She has recently moved to Delhi for a job. As she is new to Delhi, she has rented a PG near her office. However, she was able to find a room only on the 4th floor. The building has no lift. The PG is near her office and very affordable. What should she do?

_____

_____

_____

Scenario 3
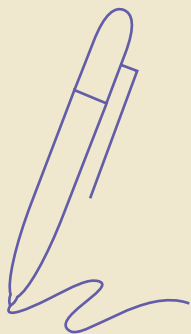Gopi always cycles to his office. One day, his cycle has a problem. How will he go to office now?

_____

_____

_____

What I learnt today:

Put a ✓ if you know this topic well.

1. Developing a solution-oriented attitude allows persons with disability to take advantage of opportunities. ☐

2. Disability-related challenges require solving on a daily basis. ☐

3. The role of workplace solutions in the life of a person with disability is important for them to work effectively. ☐

12.4 Gain Respect by Being Independent

In this lesson you will learn :

1. The importance and impact of persons with disability being independent.
2. Key skills that can enable persons with disability to be treated with respect.

Thinking Box

Manoj is a person with disability. He has been working as a Soft Skills Trainer in a company for 6 months. His brother drops and picks him up from office every day. Inside the office, Manoj takes help from his colleagues to move around. In any team meeting, he requires support to take notes.

Sandhya, Manoj's manager, has a very heavy workload. However, she does not give him any work.

Why do you feel Sandhya is not giving Manoj any work? Note down 2-3 concerns Sandhya may have about Manoj:

_____

_____

_____

Let's learn the importance and impact of persons with disability being independent

Javed is another person with disability who joined Sandhya's team. Unlike Manoj, Javed used to travel to office independently. After taking help from his colleagues for the first 2 days, Javed learnt to go around the office on his own. He used different tools to communicate with others and to be a part of team meetings.

Between Manoj and Javed, who is Sandhya more likely to assign work to? If you guessed Javed, you are correct! Let us understand why:

If we assume Manoj and Javed are equally good at their work, Sandhya can assign work to either of them. However, when she observes how Manoj takes help for everything, she may feel he is not independent. This can impact her respect for him and her confidence in his abilities. In turn, this affects the amount of work she is willing to give him.

Let me assign Javed more work. He seems more independent than Manoj!

In Javed's case, he is able to do things independently. This makes it easier for Sandhya to respect him, have confidence in his abilities, and rely on him at the workplace.

Persons without disability may have certain preconceptions (an idea or an opinion formed before enough information is available) about what persons with disability can or cannot do.

Taking the effort to be independent in doing daily tasks enables others to focus on the person rather than just their disability.

What does the word 'independent' mean to you? Why is it important to be independent? Note down your reflections below:

_____

_____

_____

Let's learn key skills that can enable persons with disability to be treated with respect

There are many skills that can enable persons with disability to be respected by others. In this section, we will cover three such skills:

1. Mobility
When a person with disability moves around on their own, it reduces their dependency on others. They earn respect from others and can live with dignity.

Examples:
Kamala is blind. She travels often for work. Whenever she stays at a new hotel, she proactively asks the hotel staff to give her an orientation of the place. This enables her to move around independently.

Dhanush is a wheelchair user. Every weekend, he volunteers in different places like orphanages and old age homes with his friends. While planning for the weekend, he calls the place in advance to understand how accessible it is. After reaching the place, he proactively shares his accessibility needs with his friends and how others can support him when needed.

Allen is Deaf. He is very fond of seeing new places and meeting new people. Depending on where he is going, he notes down sentences and saves it on his phone. Be it locating the place or communicating with autorickshaw and taxi drivers, Allen uses gestures and shows these sentences from his phone to get help from others.

Like Kamala, Dhanush, and Allen, there are various points persons with disability can keep in mind while travelling:

Blind and Low Vision	Locomotor Disability	Deaf
Get information about the location, the time taken to travel, and the different modes of transport to reach there.		
Communicate your accessibility needs in advance, if possible.		
Take a sighted person's support to get oriented about the place before moving around.	Get information about a location's accessibility in advance.	Carry a card name of the place you wish to travel to or type the destination on your mobile.
Use the cane to avoid obstacles or dashing into people.	Get oriented about the place to understand how you can navigate it easily and on your own.	Use gestures or your mobile phone to interact with strangers.
Use tools such as Google Maps.		

Neesa is blind. Her family members never allow her to go out on her own. They always hold her hand while walking. She feels very shy and ashamed to use a white cane.

Reflect on why is it important for Neesa to use the cane. How can it help her?

_____

_____

Here are some tools or mobility solutions persons with disability use to move around on their own:

Locomotor Disability				
Blindness				
Low Vision				
Deafness				

Like Javed from the earlier section, using solutions and moving around on our own impacts the perceptions others have of us. In Javed's case, it makes his manager Sandhya to see him as someone who is independent. This enables her to have confidence in his abilities at the workplace.

Do you move around on your own and travel independently? How can this impact how others perceive you?

_____

_____

2. Note-taking

Jenny is a person with disability. When she started working in a company, she learnt how a lot of communication in her company takes place in meetings. In her first meeting, she paid a lot of attention to what others were saying and tried to remember everything. The next day, when her manager Sanya asked for the main takeaways from the meeting, Jenny was blank!

To avoid such situations, she decided to take notes during meetings. With practice, Jenny built a reputation for being a good note-taker within 2 months of joining the company.

Sanya started involving her in important meetings.
This exposure helped Jenny grow in the company. She was able to:

• Speak to others confidently as she always had the correct information.
• Build her team's trust as they could rely on her.
• Maintain discipline at work.
• Summarise key points and add value to meetings.

Like Jenny, here are some key points persons with disability should keep in mind while note-taking:

Blind and Low Vision	Locomotor Disability	Deaf
Request for images that will be shown and discussed during the meeting in advance.	Request for key points to be discussed in the meeting in advance.	Request for key points to be discussed in the meeting to be shared with you and your interpreter in advance.
Sit next to a sighted buddy in the meeting in case you need any support.	Sit next to a team buddy in the meeting in case you need any support.	Sit next to a hearing buddy during the meeting in case you need any support.
Note down key words and short sentences. Do not write down everything you see, read, or hear.		
Use the right note-taking device.	Use the right note-taking device. For a person who does not have hands, use same solutions as a blind or low vision person.	Use the right note-taking device.
Request the person speaking to pause and repeat, if needed.	Request the person who is speaking to pause and repeat, if needed.	Request the person who is speaking and your interpreter to pause while you make notes. Request them to repeat, if needed.
Read the notes after the meeting to get a summary of it.	Read the notes after the meeting to get a summary of it.	Read the notes after the meeting to get a summary of it. Make a short video in sign

Like Jenny, persons with disability can use different solutions to take notes effectively:

Slate & Stylus	**Braille**	**Using Marker Pen & Paper**	**Walkman**	**Digital Recorder**
Angel or Buddy Player	**Mobile Phone**	**Real-Time Transcription Tools**	**Interpreter & Hearing Buddy**	**Laptop – Typing with hands or legs**

Be it noting down someone's phone number, making a shopping list, or attending a meeting, we all have to take notes in different situations. What solution(s) do you use for note-taking? What are the pros (advantages) and cons (disadvantages) of this solution?

_____

_____

_____

3. Communication

Communicating with peers is another skill that can enable a person with disability to be respected by others and be independent at work.

Let us understand this with Vinay's example:
Vinay was the first Deaf person to join his company. His manager, Susan, had never met a Deaf person before. She wondered if they would be able to work together.

I am Deaf

Hi! My name is_____
I am from_____
I use simple English to communicate ☐Yes ☐No
I do written communication by:
  ☐ SMS / Text message   ☐ Online chat
  ☐ WhatsApp   ☐ Other:
Languages I can read_____
Languages I can write_____
I know_____ sign language
My phone number
(SMS only): _____
Nice to meet you!☺

In their first meeting, Vinay gave Susan a Communication Card. This card helped Susan understand how best she could interact with Vinay.

She used gestures and simple English for daily communication. In team meetings, a buddy would write the main points on the board. Susan would type on the computer and use visuals to give Vinay feedback.

Along with teaching his team basic sign language, Vinay shared these tips with them:
• Use simple action words/verbs.
• Make short sentences with one action in one sentence.
• Use active voice.
• Avoid using long words, long sentences, or a lot of grammar.

These tips helped Susan and her team to communicate with Vinay. They appreciated the effort he took to include them. Vinay could work independently and the team was happy with his performance! Like Vinay, you can use communication to help build trust with others, gain their respect, and be independent. This point will be further explored in the next chapter.

You can also refer to Module 5 titled 'Communication Skills' to understand how statusing as well as understanding sighted and hearing perspectives can enable you to gain respect from others.

You have learnt about 3 skills (mobility, note-taking, and communication) that can enable you to be treated with respect. What are some other skills you can develop to gain respect and be independent? Note these down below:

_____

_____

_____

_____

_____

Being independent in skills such as mobility, note-taking, or communication involves knowing your solutions and communicating your accessibility needs using the right language.

Activity Time!

Form groups of 3-4 individuals. Based on the different areas given in the first column of the table below, discuss how independent each of you are in these areas. Note down your responses:

Areas	On a scale of 1 to 5 (1 being the lowest and 5 being the highest), how independent are you in each area?	So far, what have you done to be independent in this area?	What actions can you take to be more independent in this area?
Readiness for daily life (Ex: Getting ready for work)			
Readiness to travel to work (Ex: Using public transport)			
Readiness for job-related tasks (Ex: Note-taking)			
Readiness to be your own advocate (Ex: Talking about your disability)			
Readiness to make others comfortable with you (Ex: Explaining how others can assist you)			
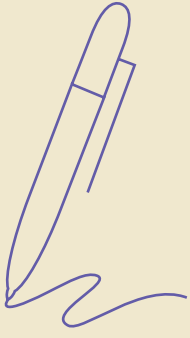
What I learnt today:

Put a ✓ if you know this topic well.

1. The importance and impact of persons with disability being independent. ☐

2. Skills that can enable persons with disability to be treated with respect: mobility, note-taking, and communication. ☐

12.5 Gain Respect and Get Included at the Workplace

In this lesson you will learn :

1. Importance of making people around you comfortable with your disability.
2. The need to anticipate and address assumptions and risks related to your disability.
3. How to address disability related challenges in different situations.
4. Importance of using positive language to communicate your disability.

Thinking Box

Select the situation(s) that are true for you. Write how you feel about each situation and the change you want.

Situations	Yes/No	How did you feel?	What is the change you want?
I am not given any responsibility/ tasks. I am not allowed to travel without a family member/caregiver. I am not involved in any decisions. I am not given the opportunity to choose for myself. People don't come and talk to me. I am excluded during different events/gatherings.			

Let's learn the importance of making people around you comfortable with your disability

If you feel excluded, it could be because people don't understand that you are capable of being independent and contributing. Some people don't have much exposure to disabilities, which creates a barrier for inclusion.

It's important to make people around you comfortable with your disability.

Raising awareness and answering questions can make interactions easier between people with and without disabilities. Start by talking to your family about your abilities as a person with a disability. If you can convince your family, it will be easier to convince others.

Let's look at examples of two persons with disability:

Asha, a girl with vision impairment, always had a desire to cut vegetables and help her mother with cooking, but her mother was apprehensive about it due to Asha's blindness. Asha came up with a smart solution to gain her mother's trust and to allow her to cut vegetables independently. Instead of trying it on her own and potentially hurting herself, she involved her mother and asked her to hold her hand while cutting vegetables for the first time. Her mother agreed and gradually began letting Asha cut vegetables by herself.

INCLUSION POSTER

KNOW MORE ABOUT ME !

LET ME SHOW YOU MY NAME IN SIGN LANGUAGE

MY NAME IS

01

AND I AM

(DEAF / HARD OF HEARING)

I BECAME DEAF / HEARING IMPAIRED WHEN I WAS

YEARS.

BECAUSE OF

(MOTHER'S HEALTH/ ACCIDENT/ ILLNESS)

02

I WAS BORN IN
AND I HAVE STUDIED

(EDUCATION)

03

MY HOBBIES

(CRICKET/ MOVIES/ SWIMMING/ VIDEO GAMES/ PHOTOGRAPHY/ ART)

(INTERESTS AND HOBBIES)

04

MY FAMILY TALKS TO ME BY

(SIGN LANGUAGE/ GESTURES/ WRITING ON MY HAND)

Prajwal, a person with disability, recently joined an MNC. He was the only person with disability in the company. Prajwal could sense that his colleagues were finding it difficult to initiate conversations with him. To help his colleagues feel more at ease when interacting with him, Prajwal displayed a poster that provided basic information about his disability, his interests, and his preferences. The poster was his first step to sensitising his peers. It answered all the assumptions and questions that people had about Prajwal. It also helped them understand that, even though Prajwal is a person with disability, he shares some of the interests and hobbies of his colleagues without disability.

Asha and Prajwal could have become upset and argued about being excluded due to their disability. Instead, they chose to make others around them comfortable through simple gestures and showed their value.

From the examples of Asha and Prajwal, we learn that:
- Inclusion is a shared responsibility.
- Every opportunity to create awareness about a person's disability should be used.
- Advocacy should happen through action, not argument.
- Focus on the solutions used.
- Action builds confidence and trust.
- Every person with a disability has their own journey.

Let's learn the need to anticipate and address assumptions and risks related to your disability

Ramanuj, a sincere and hard-working individual, has been using a prosthetic leg to move around. For many years, his job required him to go around and ensure the smooth functioning of the metro, which he did with utmost efficiency.

Recently, Ramanuj decided to switch jobs and applied to a new company, and to his delight, he cleared the interview. However, on the day of joining, the company representative noticed his prosthetic leg for the first time and told him that he couldn't be onboarded because the job involved a lot of traveling. Ramanuj was devastated to hear this news as he had already quit his previous job and had been looking forward to this new opportunity.

Ramanuj is currently without a job.

What could have Ramanuj done to avoid this situation?
What were the risks that he could have anticipated?

_____

_____

_____

Let us look at the example of Abdul who identified risks associated with his disability and addressed them:

Abdul, who has a disability, recently applied for a job at an MNC. Knowing that the company had not previously hired people with disabilities, he anticipated that the employer may not be comfortable interviewing a person with disability. He wanted to make sure that he could present himself in the best possible way. To help with this, Abdul created a disability FAQ page and included that with his resume. The FAQ addressed common questions that might arise during the interview and highlighted his abilities and problem-solving skills.

During the interview, Abdul could see that the interviewer was hesitant and unsure about how to approach his disability. However, when he handed over his FAQ page, it eased the stress of the interviewer and they had a comfortable conversation. The FAQ page made it easier for the interviewer to ask additional questions without feeling awkward, and Abdul was able to highlight his skills and abilities in a positive way as well. Abdul was subsequently offered the job, and he joined the company feeling confident and valued. It was a great experience for Abdul to show that he was capable of contributing to a workplace, regardless of his disability.

Like Abdul, if Ramanuj had also anticipated the risks and had proactively spoken about his disability and how it didn't come in the way of his performance in his previous role (ex: "I walk 5 kms to 10 kms with my prosthetic leg"), he would have avoided losing out on the opportunity.

Identifying disability-related risks is important for creating a safe and inclusive environment. It prevents accidents, injuries, and discrimination, and promotes equal opportunities.

Let's learn how to address disability-related challenges in different situations

Every person with or without disability responds to situations differently.

Here are a few examples of how people with disabilities can address their challenges in different situations:

1. Emma, a person with vision impairment, noticed that she was having difficulty navigating her classroom due to poor lighting and lack of contrast on signs and labels. She approached her college authorities and explained the issue, suggesting improvements such as brighter lighting and larger font sizes. The authorities took her concerns seriously and made the necessary changes, which not only helped Emma, but also other students with vision impairment.
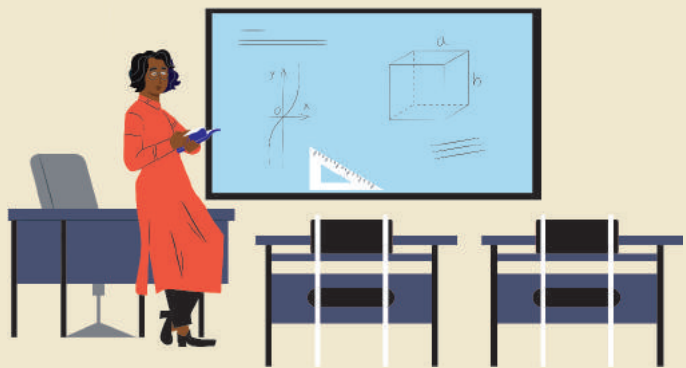
2. Raj, a wheelchair user, realised that his daily commute to work was becoming more challenging due to inaccessible public transportation. He researched accessible transportation options in his area and found a local service that provided wheelchair-accessible vehicles. He also approached his employer and suggested that the company consider offering transportation support for employees with disabilities. With Raj's advocacy, the company implemented a transportation reimbursement program for employees with disability, making it easier for them to commute to work.

3. Jayan, who is Deaf, was in a family gathering. During the gathering, someone made a joke that everyone else found funny. Jayan didn't hear it and so didn't understand why everyone was laughing. Rather than feeling left out, Jayan simply signed and asked his cousin next to him what the joke was. This allowed him to join in the conversation and feel included.

Have you had similar experiences like Emma, Raj, and Jayan? How did you address them?

Addressing disability-related challenges is important for people with disabilities to fully participate in society and have equal opportunities.

Let's learn the importance of using positive language to communicate your disability

The use of positive language in disability is essential as it can have a significant impact on the way you as a person with disability are perceived and treated. Positive language involves using words and phrases that focus on a person's strengths and abilities, rather than on their limitations or disabilities.

Let's understand the impact of using positive language.

Below are examples of persons with disabilities introducing themselves. Let us understand the difference in the 2 introductions.

Example 1

I am Deaf. I cannot communicate. I need the help of a sign language interpreter.

Keerthi

I am Deaf. I use a sign language interpreter to communicate.

Nausheen

Keerthi's statement uses negative language to describe her disability, emphasising limitations rather than abilities. On the other hand, Nausheen's statement uses positive language, emphasising her ability to communicate through a sign language interpreter and her agency in doing so.

Example 1

I am blind. I cannot see or read. I use a screen reader on the computer to read.

Sameer

I am blind. I can read using a screen reading software on my computer.

Christy

Sameer's language is negative and focuses on what he can't do due to his blindness. In contrast, Christy's language is positive and focuses on how she is able to use a computer with the help of a screen reading software. Christy's language emphasises her abilities and the solutions that enable her to be independent and productive.

Example 3

I cannot move around because I don't have limbs. I need a wheelchair.

Namrata

I move around independently using a wheelchair.

Jayesh

Jayesh's statement emphasises his ability to move around independently using a wheelchair which empowers him and highlights the solution that helps him participate in daily activities. Namrata's statement, on the other hand, portrays her as helpless and dependent, adding to negative stereotypes and emphasising her inabilities.

Positive language empowers individuals with disabilities and highlights their abilities rather than their inabilities.

Activity Time!

Sanju is a wheelchair user and has just got a job in ABC Company. He will be working in the HR department. The company has a 3-storey building and the HR team works on the third floor. There is no lift available in the building. So Sanju has decided not to take up the job offer. What could Sanju do instead in order to take up the new job offer?

_____

_____

_____
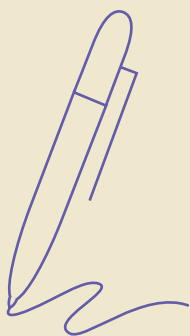
What I learnt today:

Put a ✓ if you know this topic well.

1. Importance of making people around you comfortable with your disability. ☐

2. The need to anticipate and address assumptions and risks related to your disability. ☐

3. How to address disability-related challenges in different situations. ☐

4. Importance of using positive language to communicate your disability. ☐

5. Tools to advocate or communicate about disability using positive language. ☐

13.1 Introduction to Entrepreneurship

In this lesson you will learn :

1. The definition of entrepreneurship
2. The characteristics of an entrepreneur
3. The roles and responsibilities of an entrepreneur

Thinking Box

Have you heard the words entrepreneur or entrepreneurship? What do you think they mean?

_____

_____

_____

_____

_____

Tip: Search "how to say entrepreneur or entrepreneurship" on Google to find out how to say the words properly

Let's learn what is entrepreneurship

Sowbagya is deaf and loved cooking. She used to cook when her mother goes for work in the filed. She had no formal schooling and was difficult for her to communicate in sign language also. She got to know about Entrepreneurship Development Program conducted for PWDs. Sowbhagya and her mother attended it as she has not gone out of her independently before.

From the training she learned many things other things like being independent and about sign language along with self-employment and being entrepreneur.

After the programme she started to show more interest in learning sign language and being independent. She also thought of making use of her cooking skills and made a business plan to start hotel. She started fishing in her village and which was one of her interest and started earning Rs. 15000/- per month. This she saved for as an investment for her hotel business.

With the help of an influencer she got a place for her hotel business within Taluk Government administrative campus. She started her hotel with the help of her mother and slowly she got more and more customers in her hotel. As her business developed Sowbagya has given employment to her few family members and hired 2 PwDs employees in her hotel and now earns a Profit of thirty thousand per month.

Who is an entrepreneur?
An entrepreneur is a person who owns a business and runs it. She/he is also known as the business owner! In the above example Sowbhagya is an entrepreneur.

Do you know what profits are?
Profits are the revenue or earnings which remain with the business owner, after all the costs are paid.

Profit =Expenses you make to set up your business - Money you receive from customers for your products and service.

Q1. **Do you know any entrepreneurs? What is the name of their business and how do they earn money?**

_____

_____

_____

_____

Q2. **Do we need a special degree or education to be an entrepreneur?**

_____

_____

_____

_____

Q3. **What is the biggest benefit of becoming an entrepreneur?**

_____

_____

_____

_____

Q4. **Do you want to be an entrepreneur? You can answer yes or no. But, share your reason**

_____

_____

_____

_____

Let's learn who is an entrepreneur

Here is a story of two Biryani shops! We see many shops like this around us. So, to keep the story simple and fun - we have used imaginary names. Let's read!

Great Biryani Restaurant...	... becomes Mindblowing Biryani Food Delivery
Great Biryani was started by Pratibha whose biryani recipe was loved by her family!	Pratibha's friend Shaheen loved Pratibha's biryani too. Shaheen told Pratibha to observe what was happening in the market during COVID 19 - many people started ordering biriyani online. But, by the time the biryani reaches their home - it is cold and does not taste so good.
Pratibha rented a small place near her home and started cooking and selling biryani. At first 10-20 people from nearby areas visited her restaurant regularly, and as her biryani became more famous she began to receive as many as 50 customers everyday! Pratibha was very happy. She was making a profit of Rs100 on every plate of biryani!	So Shaheen found a solution! Delivering biriyani using mud pots will keep it warm for longer. People can also reheat the biryani in the mud pot without losing any flavor! Pratibha loved this idea. Soon Shaheen and Pratibha started a biryani delivery business in which they delivered biryani, not in plastic bags, but in clay pots.
	This was something new that no other biryani shop in the city was doing. Soon, Pratibha and Shaheen started receiving hundreds of orders for their biryani every day.

Q1. Is Pratibha an entrepreneur? Why?

_____

_____

_____

Q2. Is Shaheen also an entrepreneur? Why?

_____

_____

_____

Q3. Write any two qualities of Pratibha and Shaheen which helped them become successful entrepreneurs.

_____

_____

_____

Let's learn about the roles and responsibilities of an entrepreneur

Roles	Responsibilities
Ideation and planning.	An entrepreneur identifies a great business idea by doing research on his/her customers and the area/industry in which he/she does business.
Team building.	An entrepreneur also creates jobs! They hire the best people to run their business.
Financial management.	An entrepreneur has to manage the accounts of a business. This also includes registration of business, payment of taxes, bookkeeping etc.
General management.	An entrepreneur looks after day to day business too by ensuring the best quality work and product is reaching the customer always.
Growth	An entrepreneur is constantly planning to grow their business! A business grows by bringing in more customers (by advertising!) and by creating/offering innovative products and services.

Q1. **Pratibha has hired a cook to make biryani in her restaurant. Now, if Pratibha is not cooking food in her restaurant, what work will she do to make sure her business runs successfully?**

_____

_____

_____

_____

Q2. **What can an entrepreneur do to hire the best people in their team?**

_____

_____

_____

_____

Q3. **Can hiring talented people to help a business grow? How?**

_____

_____

_____

_____

Activity Time!

Write the names of some of the businesses that you observe around you. In your opinion, which business is making the most profits and why?

_____

_____

_____

If you had an opportunity to start a business, what would you want to do in your business? Who will be your customers?
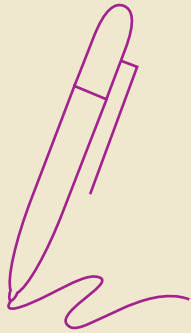
_____

_____

_____

What I learnt today:

Put a ✓ if you know this topic well.

1. An entrepreneur is a person who runs a business. ☐

2. An entrepreneur is passionate about their business and its work. ☐

3. An entrepreneur is a problem solver and a team builder. ☐

4. An entrepreneur's responsibilities also include hiring talented team members and growing the business through advertising and innovation. ☐

13.2 Difference Between Self-Employment and Entrepreneurship

In this lesson you will learn :

1. The difference between self-employment and entrepreneurship
2. The connection between self-employment to entrepreneurship
3. How self-employment can lead to entrepreneurship

According to you, what is the difference between a self-employed person and an entrepreneur (businessman or businesswoman)?

Thinking Box

_____

_____

_____

_____

_____

Let's learn about the difference between self-employment and entrepreneurship

Self-Employment

Entrepreneurship

Self-Employment	Entrepreneurship
Pawan provides AC repair services at a fixed fee. He has a contract with a local AC store - The store refers him to customers who need to repair their AC. Pawan is self-employed	Shireen understands that many people look for someone to repair their AC. The repair persons are not easy to find, they charge huge amounts and also don't come on time. Shireen and 4 of her friends from ITI, decide to start a small business. They provide AC Repair Services in South Bangalore. They have partnership with 10 local AC shops. They guarantee on-time service. Their guarantee states that if the team is late for AC repair by more than 15minutes, they will provide services for free.
Self-employment means providing your services for a fixed fee. Self-employment does not require you to work with a team. Self-employed people can choose to have only short-term goals for business.	Entrepreneurship means you provide service with a unique quality. Entrepreneurs try to work with a team with different skills - this way, they can deliver good quality service to more clients/customers. Entrepreneurs always plan for the long-term and want to grow their business. They also provide employment to others.

Vidya is helping her mother sell homemade pickles to people in their personal network. Is Vidya self-employed or an entrepreneur?

_____

_____

_____

_____

_____

Let's learn about the similarities between self-employment and entrepreneurship

Self-employment	Entrepreneurship
Let us go back to the story of Pawan and Shireen to understand the similarities (matching qualities) between self-employed people and entrepreneurs • Pawan and Shireen are both not salaried employees. They will earn a different amount of money every month. • Pawan and Shireen both work in an area where their personal skills (AC repair) are strong. • Pawan and Shireen both find their first clients through their local network. • Pawan and Shireen both partner with other businesses to find more clients	

Q1. Does a self-employed person also need to use some of the entrepreneurial mind set. What are the qualities of an entrepreneur that a self-employed person also needs to have?

_____

_____

_____

_____

Q2. Can an entrepreneur's journey start with self-employment?

_____

_____

_____

_____

Q3. Do you know of any self-employed people whose services/products you have used? (Hint: Most auto-rickshaw drivers are self-employed. Think of more examples!)

_____

_____

_____

_____

Let's learn about the journey from self-employment to entrepreneurship

Here is a fun activity for you! Pawan wants to become an entrepreneur. Think of the steps we covered in the previous lesson about 'Setting up a business venture'. Now, help Pawan make a list of things he must do to become an entrepreneur.

Step 1:	Decide what kind of business you want to do. (Pawan already knows this! It is AC repair.)
Step 2:	_____ _____ (What should he do to come up with a great idea for AC repair business?)
Step 3:	Come up with a creative business idea
Step 4:	_____ _____ (What should he do to understand if his idea is actually going to work?)
Step 5:	Improve his idea
Step 6:	_____ _____ (The last thing Pawan needs to do before actually starting a business is..?)

Activity Time!

Think of 2 or 3 self-employed people around you.
Hint: Vegetable or flower seller, Carpenter, Auto driver

Now, discuss these questions with your partner.

1. **How can these self-employed people become entrepreneurs?**

_____

_____

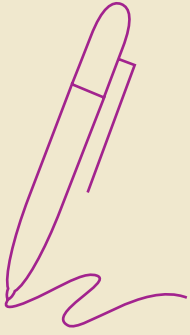2. **What are the advantages and disadvantages of them becoming entrepreneurs?**

_____

_____

3. **Is it necessary and is it difficult for them to become entrepreneurs?**

_____

_____

What I learnt today:

Put a ✓ if you know this topic well.

1. Self-employed people use their skills to sell a product or service. ☐

2. Self-employed people like entrepreneurs do not get a fixed salary. ☐

3. Entrepreneurs provide employment to others. ☐

4. Entrepreneurs identify and solve the problems their customers are facing, in a smart way. ☐

13.3 Market Scan: Exploring the Market

In this lesson you will learn :

1. What is Market Scan?
2. How to conduct an effective market scan
3. Practice conducting a market scan

**All of us usually explore the market to buy something.
What are the methods you use to scan or explore the market?**

_____

_____

_____

Thinking Box

Let's learn about Market Scan

Market Scan is also called market research. It is a process by which we explore the different aspects of the market to get information to help your business. A market scan is usually done before setting up a business, to get maximum information about the existing market. Based on the information we get through the market scan, we can make the right choices for our business.

A market scan can cover three important things:

• Understand the customers and their needs
• Explore how to grow the businesses to increase the profit
• Understand the types of goods and services offered by similar businesses

Let's understand how to conduct a market scan with an example. We are exploring the market for homemade snacks and pickles! We need your help in completing this scan - add the missing details below.

What kind of homemade snacks are sold in the market	Who is buying them	How do businesses make money from this
Chips	Families	By selling snacks to a wholesale retailer
Pickles	Students	By selling snacks to hotels and restaurants
		By Selling
		By selling

Market Scan can be conducted to find out any kind of information that will be useful for your business. It can be done by visiting shops, and vendors or it can be done online.

Q1.   **What other type of information can we find out about other businesses from a market scan?**

_____

_____

_____

_____

Q2.   **We can also find out about different prices at which the same goods / services are sold. How does this help build our business?**

_____

_____

_____

_____

Let's learn how to do a market scan

Now, let's understand how to do a market scan. It is very, very easy - just follow the given steps.

Step 1:		Make a list of all the things you want to know about the industry, businesses and customers: That is right, the MORE questions you ask, the MORE knowledge you will receive. Note: Market Scan can be ONLINE (on the internet) or OFFLINE (on the streets of your town!)
Step 2:		Approach the local shops or service centres in your area and simply observe what is being sold, at what price and who is buying them. At this step, you can also identify an expert or a customer who will speak to you about the business and answer all your questions from the list.
Step 3:		You can also do this online. Use Google to find answers to all your questions. And, use Amazon and other e-retail apps like BigBasket (or Urban Company - for service professionals!) to find out the types and prices of goods and services offered.

Step 4:

Interview business owners and customers! Ask business owners about their business model and challenges. But more importantly, speak to customers about why they like the current product or service and what they feel could be improved.

Understanding customers is the most important skill of business people! We will learn about this in the next chapter. We will do more work on this in a later chapter.

Can Google tell you how many people in your area are offering beauty parlour services? What are the words you will type in Google search to learn about beauty parlours near you?

When you speak to a business owner, what would you want to ask them about their business?

Let's conduct sample a market scan

Let's look at a market scan done by Susheela for her new tailor shop

My business idea is to set up a tailor shop that specializes in shirts. I have recently completed a tailoring course.

Competitor 1: A local tailor

Hello, I wanted to learn about the tailoring business! Can I ask you just two-three questions about this work?
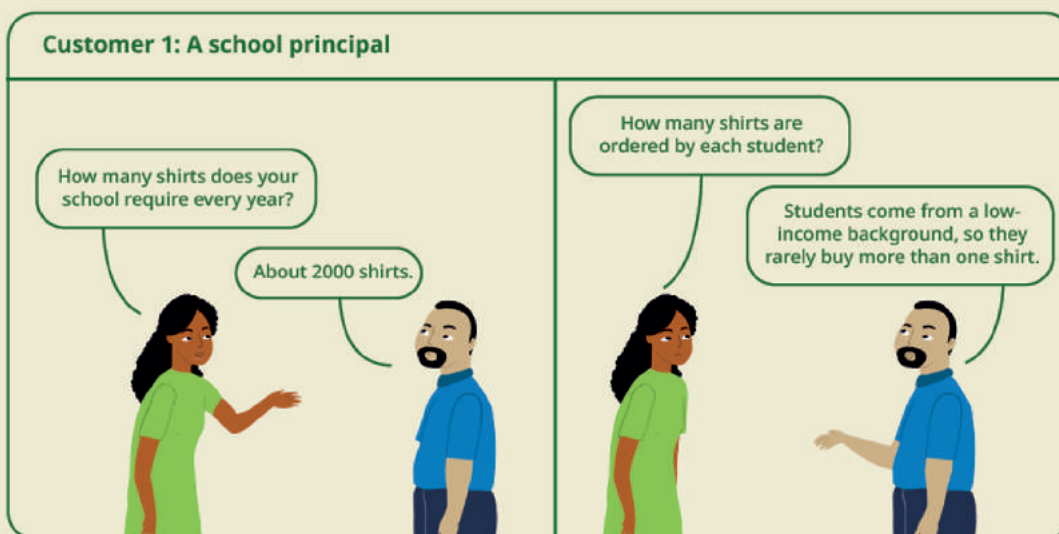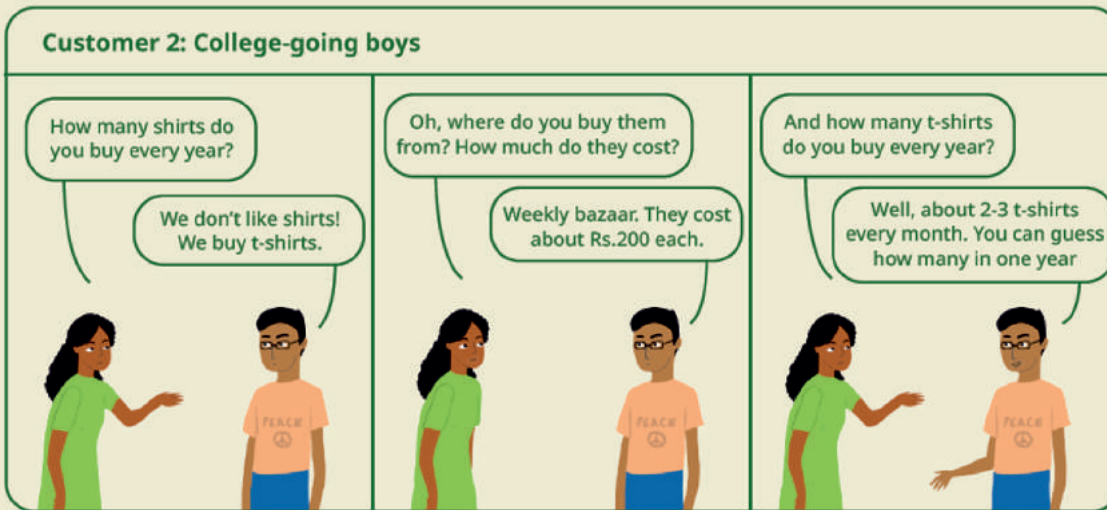
Sure!

Who are your main customers?

Men at factory and nearby families.

Is the demand for shirts the same throughout the year?

Well, more or less. Demand is high during January and the festival season.

Customer 2: College-going boys

How many shirts do you buy every year?

We don't like shirts! We buy t-shirts.

Oh, where do you buy them from? How much do they cost?

Weekly bazaar. They cost about Rs.200 each.

And how many t-shirts do you buy every year?

Well, about 2-3 t-shirts every month. You can guess how many in one year

Customer 1: A school principal

How many shirts does your school require every year?

About 2000 shirts.

How many shirts are ordered by each student?

Students come from a low-income background, so they rarely buy more than one shirt.

Supplier 1: Wholesale seller for cloth

Suheela finds out from the rate metre on his shop that he sells cotton and nylon fabrics for shirts. Cotton fabric costs Rs. 20/metre and nylon is Rs. 30/metre.

Why did Susheela ask the supplier about the cost of raw materials for making shirts?

Can Susheela sell garments other than shirts?

Using the Online or Offline Market Scan method, complete the market scan for your business idea. If you do not yet have a business idea you like, you can do a market scan for an auto repair shop.

Activity Time!
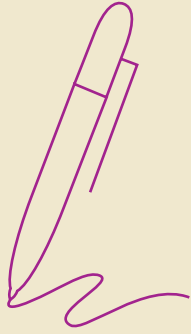
What I learnt today:

Put a ✓ if you know this topic well.

1. Market scan helps us understand the kind of goods and services sold in the industry. ☐

2. The market scan helps us identify who can be our customers. ☐

3. The market scan helps us understand the common challenges of our business idea. ☐

4. The market scan helps us learn about the cost of setting up our business. ☐

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