

12.1 Positive Work Environment

In this lesson you will learn :

1. Being part of a positive workplace.
2. Building healthy relationships at the workplace.
3. How to conserve energy in the workplace.

You have joined a new workplace. Note your ideas of your dream workplace in the table below:

*Thinking
Box*

What will make it a positive work environment?	What will make it a negative work environment?



Let's learn about being part of a positive workplace

When you join a workplace, you will spend 8 hours a day there at your workplace everyday. That is 1/3rd of your day! The place we work in has a huge influence on how we feel about our job.

A positive work environment will make you feel good about coming to work, and provide you with the motivation to keep working throughout the day. Workplaces where there is trust, cooperation, safety and support create positive experiences for both employees and employers.

What makes a workplace positive?





Talk to a friend or family member who is employed. Find out what they like about their work environment and things they would like to improve in their workplace. **Tip: You can refer to the diagram on the previous page to ask questions. For example: Are your supervisors and coworkers supportive?**

Things they like at their workplace	Things they want to change at their workplace

Let's learn how to build healthy relationships at work

When you join a workplace, you will be introduced to many new people whom you will meet almost daily. You will have a new supervisor and coworkers. You may even work as a part of a big team

It is important that you develop positive professional relationships with your coworkers at your workplace. It leads to increased job satisfaction and motivation. **Here are some tips to help you:**

	Greet your coworkers everyday.
	Make a plan for your day. If you require the support of your coworkers, inform them in advance.
	Reach out politely if you have questions or need help.
	Express gratitude and thank people when they help you.
	Be a good listener.
	Support your coworkers when they ask you for help.

Let's learn how to conserve energy in the workplace

Conservation of energy means to use less resources (electricity, water, paper, chemicals, fuel etc) and save energy.

Energy conservation can be successful when all the employees of a company contribute to save energy. The company also needs to create the right policy & rules to save resources.

The few best practices that can conserve energy in workplace:

- Switch off lights when not in use.
- Upgrading out-dated equipment to more energy efficient options.
- Switch off equipment when not in use.
- Print only when needed.
- Use renewable energy like solar energy
- Save water by using less water



Activity Time!

Find out a few tricks online to conserve energy in your home and office.

What I learnt today:

Put a ✓ if you know this topic well.

1. Positive workplace impacts the quality of work.
2. Need to develop good qualities to build healthy relationships in the workplace.
3. Saving energy in the workplace saves money as well as the non-renewable resources of the earth.



12.2 Personal Grooming and Hygiene

In this lesson you will learn :

1. Importance of personal grooming
2. Maintaining personal hygiene
3. How to groom yourself

What do you do to maintain your personal hygiene?

*Thinking
Box*

Let's learn about the importance of personal grooming

When in school, you had to wear a uniform every day. Your teachers told you to wear the clean, ironed uniform and shoes. They may have also told you to tie your hair neatly and cut your nails regularly. 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 join 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





You need to make a good first impression in your new job. How will you present yourself? Write down top 5 points.

Let's learn about maintaining personal hygiene

Good personal hygiene means keeping all parts of your external body clean and healthy. It is important to maintain both physical and mental health. People with poor personal hygiene, the body provides an environment for germs to grow, and could make you fall sick easily.

Let's have a look at some good practices to maintain personal hygiene:

	<p>Wash your hands regularly with soap and water before eating, after using the toilet, after returning home from public places, etc.</p>
	<p>Brush your teeth twice a day.</p>
	<p>Shower everyday and wash your hair at least once a week.</p>
	<p>Do not share personal products like earphones, toothbrushes, cobs, etc.</p>
	<p>Keep your nails of your fingers and toes clean at all times.</p>
	<p>Maintain good menstrual hygiene when you have your period. Wash yourself properly every time you change your pad.</p>
	<p>Keep your surroundings like your home and work desk clean and organized at all times.</p>



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 the steps to groom yourself

When going for an interview or an industrial visit, you are required to dress neatly in formal attire. Let's have a look at what this means.



For men:

- Wear a 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 or 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're wearing heels do not wear very high heels.
- Keep your makeup light and natural.
- Don't wear strong perfume.
- Hair should be neatly styled or tied back.
- Carry your resume and documents in a folder or a bag.

Activity Time!

Your ITI is taking you for an industrial visit. Your trainer has asked you to wear your uniform and groom yourself well. Pick the steps you will follow:

- Make sure the uniform is clean and ironed
- Wear high heels
- Have a bath in the morning
- Wear bright coloured socks
- Not carry a bag and id card
- Forget to comb your hair



What I learnt today:

Put a ✓ if you know this topic well.

1. Grooming is the process of taking steps to look neatly and presentable.
2. Maintaining hygiene is important for good health.
3. Formal dressing should be followed when going to an interview or industrial visit.

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12.3 Managing Stress in the Workplace

In this lesson you will learn :

1. Meaning of stress
2. Types of stress
3. How to deal with stress in the workplace

What I already know about stress?

1. _____
2. _____
3. _____

Thinking Box

Let's learn about the meaning of stress

Stress is what we feel when we are worried or uncomfortable about something. It can be a physical, mental, or emotional reaction.

You can be stressed when you:

- Face big changes in your life
- Are worried about something, especially family, health, money, job etc.
- Have a lot of responsibilities - in personal life and workplace
- Feel a lot of pressure, especially at work
- Don't have a supportive manager or coworkers
- Don't have enough work or change in your life
- Don't have good and comforting relationships



Look at the image and recognize the cause for stress

1. Less work to do
2. Lot of work to complete



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Let's learn about types of stress

In everyday life, we generally use the word 'stress' to describe negative situations. This may make you believe that any type of stress is bad. But, that's not true! Not all stress is bad.

Good stress is the type of stress you feel when you ride a roller coaster, start a new job or appear for a test or a job interview. Good stress is helpful to make you perform well.

Bad stress is caused by painful events such as loss of a loved one, injury or illness, lack of important needs, or being bullied or abused.

Long term stress can lead to lifelong physical and mental health issues. It can cause headaches, sleeplessness, weight gain, anxiety, pain and high blood pressure.

Good Stress vs. Bad Stress

<p>Good stress:</p> <ul style="list-style-type: none"> • Is short term. • Makes you feel excited, and motivated. • Increases focus, and improves performance. 	<p>Bad stress:</p> <ul style="list-style-type: none"> • Can be short term or long term. • Makes you feel fearful and hopeless. • Leads to poor concentration and performance.



Think of the different stressful situations in your life. Pick the top 2 types of good and bad stress you have.

Good Stress	Bad Stress

Let's learn about how to deal with stress in the workplace

Stress doesn't just affect our mental health and mood; it also affects our physical health. That is why it is important to deal with stress properly.

Common situations like attending an interview, being late for work due to traffic or meeting a deadline for a task can cause stress in the workplace. We cannot control the situation, but we can learn how to face it.

Let's learn about some of the healthy ways to deal with stress:

- Identify the reason for stress
- Try to sort out the problem as soon as possible, by talking to the HR or your supervisor
- Communication and honesty is the best way to deal with workplace stress
- Focus only on your work - Do not get involved with workplace politics
- Eat healthy, well balanced meals.
- Make a list of all the tasks you need to complete and prioritize them.
- Practice relaxation techniques like deep breathing exercises, and meditation.
- Try to get some restful sleep.
- Take time off to relax.

Socialise

Breathe



Sleep

Exercise

These tips will also help you in achieving a healthy work - life balance.

Activity Time!

1. Mention some of the things that make you feel stressed.

2. List some ways you can manage or ease stress.



What I learnt today:

Put a ✓ if you know this topic well.

1. Stress is caused when we are worried or uncomfortable about something.
2. Long term stress can lead to lifelong physical and mental health issues.
3. Good stress is helpful to make one perform well.
4. One must cultivate some of the healthy ways to deal with stress

12.4 Building My Resume

In this lesson you will learn :

1. Identify the key components of a resume
2. Practice writing your own resume
3. Check your resume for common mistakes

Have you made a resume before?

Yes No

What details should be mentioned on a resume?

**Thinking
Box**

Let's identify the key elements of a resume

To apply for jobs after your ITI course, 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's important to put time and effort into developing and maintaining an updated resume while looking for jobs.

The key elements of a Resume are:



- Personal information
- Career objective
- Education qualification
- Work / Internship experience
- Achievements / Extra-curricular activities
- Hobbies
- Skills

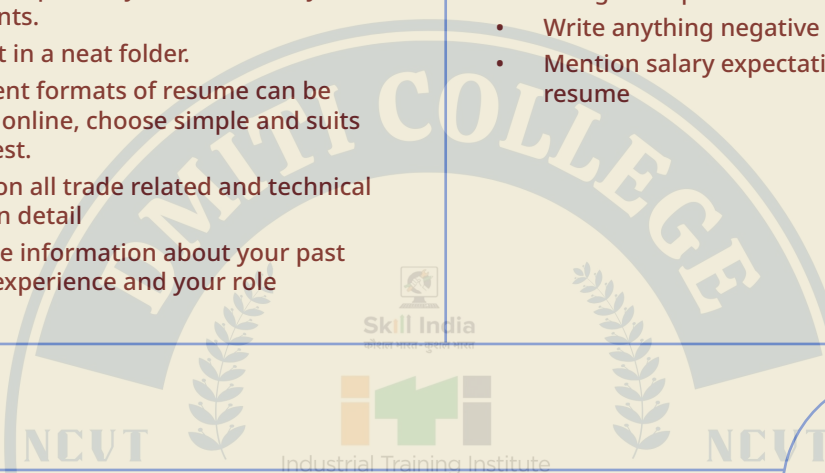
Let's practice writing your own resume

<p>Contact Information</p> <p>Full Name: _____</p> <p>Current address: _____ _____ _____</p> <p>Mobile number: _____</p> <p>Email address: _____</p>	<p>Career Objective</p> <p>In one or two short sentences summarize the goal for your job search.</p> <p>The goal statement should be related to the specific position and skills for which you are applying.</p> <p>Example 1: To use my knowledge of circuits, wiring and computers to contribute to the growth of this company as an Electrician</p> <p>Example 2: To document and organize all the company documentation through my skills as a Typist.</p> <p>_____</p> <p>_____</p> <p>_____</p>
<p>Hobbies</p> <p>Activities you involve in your free time</p> <p>Examples: Reading books / Listening songs / Painting / Playing sports</p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p>	<p>Education Qualification (Start with the highest qualification to the lowest qualification)</p> <p>1. Diploma in _____ from _____ in the year _____. Overall percentage: _____</p> <p>2. HSC in _____ from _____ in the year _____. Overall percentage: _____</p> <p>3. SSC in _____ from _____ in the year _____. Overall percentage: _____</p>
<p>Skills</p> <p>Soft skills</p> <p>Example: Your strengths like – Responsible, Hardworking, Adaptable etc.,</p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p> <p>Hard skills</p> <p>Example: Your technical skills like – Computer skills and other skills</p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p>	<p>Work and Internship Experience</p> <p>Part-time jobs, Internships, Volunteer work</p> <p>Intern at company name (00 month-00 month 2019)</p> <p>Key responsibilities:</p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p>
<p>Personal Information</p> <p>Father's or Mother's Name: _____</p> <p>Date of Birth: _____</p> <p>Languages Known: _____ _____</p>	<p>Achievement / Extracurricular activities</p> <p>Academic / Athletic and or other recognition. (Include the name of the award/honor, who awarded it, and when it was awarded.)</p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p>

Finally add your Date / Station / Your signature

Let's check your resume for common mistakes.

 Dos while making a resume:	 Don'ts while making a resume:
<ul style="list-style-type: none"> Your resume has to be one or two pages. Make your resume error free. Seek someone's support to proofread it for you. Use a simple, easy to read font style, 10-14 points. Keep it in a neat folder. Different formats of resume can be found online, choose simple and suits you best. Mention all trade related and technical skills in detail Provide information about your past work experience and your role 	<ul style="list-style-type: none"> Put an incorrect phone number or email id on your resume Lie on your resume about any information Using an unprofessional email address Write anything negative in your resume. Mention salary expectations on your resume



Activity Time!

1. Prepare your own resume in a word document using the above information you have noted and and take a print out.
2. Let us Review.

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 your first mode of introduction to a potential employer
2. The key elements of a Resume are personal information, career objective, education qualification, work / Internship experience and skills.

12.5 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.

*Thinking
Box*

1. _____
2. _____
3. _____

Let's learn about interview skills

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. Many candidates are interviewed before the final candidate is chosen.

Interview skill is your ability to convince the interviewer that you are suitable for the job role

The important interview skills are:

- Clear communication
- Positive body language
- Active listening
- Confidence
- Preparing for interview questions



True or False?

- Q1. Employers interview only 1 person for a job
 True/ False
- Q2. HR manager conducts the interview
 True/ False
- Q3. Interview is a casual conversation between two people
 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
<ol style="list-style-type: none"> 1. Prepare on questions related to the resume 2. Eat and rest well 3. Reach the interview location on time 4. Read the job description clearly 	<ol style="list-style-type: none"> 1. Speak slowly and clearly 2. Maintain eye contact while speaking 3. Listen to the interviewer 4. Answer the questions asked by the interviewer clearly 5. Dont get into unnecessary debates and discussions 6. Ask questions to the interviewer 7. Thank the interviewer 	<ol style="list-style-type: none"> 1. Take the interviewer's email ID and phone number 2. Be patient to hear back from the interviewer 3. Call back after a week to follow up on your results 4. Ask the interviewer for feedback on how you can do better

What to take to the interview?

- Multiple copies of the resume
- Original & photocopies of the educational qualification certificates
- Photographs
- ID proofs
- Experience certificates of previous organizations, if any

What to wear to the interview?

- Neatly ironed, formal clothes
- Be tidy and maintain personal hygiene
- Comb your hair well and away from your face
- For Men: Shirt & trouser with well-polished shoes
- For Women: Salwar kameez, saree or shirt & trouser



Here are some important things to do in the interview process. Write what needs to be done before, during and after the interview.

Things to do	When to do? - Before, During or After
Research about the company	
Keep eye contact	
Thank the interviewer for taking your interview	
Answer the question that was asked	
Make a few copies of your resume	
Shake the interviewer's hand	

Follow up the company/interviewer through phone call or email to check your progress	
Prepare and practice for the questions you may be asked	
Set your goals and be clear about them	
Be confident when answering (even if you don't feel confident), be positive and bold	

Let's learn about how to follow up after the interview

Before leaving the interview, politely ask about the next steps with Employer.

If the results were not announced and the interviewer asked you to stay in touch, do wait for a few days. After waiting a few days, if there is still no communication from the Employer, you can follow up with the Employer.

How to follow up?

You can follow up through a telephone call (If you have the number) or an E-mail (If you have email address)

Follow up in Phone call



- Step 1:** Greet them
- Step 2:** Thank them for their time and patience
- Step 3:** Express your interest on the job role
- Step 4:** Politely, do let them know, you are keen to know the results
- Step 5:** Close the call with a thank you note and act as per their instruction.

Follow up in E-mail



- Step 1:** Write the simple subject line
- Step 2:** Start with proper salutation
- Step 3:** Thank you for the interview opportunity
- Step 4:** Request for the interview result politely
- Step 5:** End with thank you note

**Activity
Time!**

Reflect on how well you are prepared for an interview. Put a tick if you have that point ready. Else, put a star if you need to prepare for that point. Add more points for interview preparation too!

Points for interview preparation	Ready	Yet to prepare or get
Resume	<input type="checkbox"/>	<input type="checkbox"/>
Names of companies I want to apply to	<input type="checkbox"/>	<input type="checkbox"/>
Formal dress for the interview	<input type="checkbox"/>	<input type="checkbox"/>
Email ID of the HR manager	<input type="checkbox"/>	<input type="checkbox"/>
Location of the interview	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input checked="" type="checkbox"/>



What I learnt today:

Put a ✓ if you know this topic well.

- Interviews are done by employers to check if the candidate is suitable for the job
- Interview skill is your ability to convince the interviewer that you are suitable for the job role
- Preparation for interview is extremely important
- Follow up with the interviewer after the interview in a polite manner

12.6 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

Tick ✓ the skills you think that help during an interview:

- Good communication skills
- Driving skills
- Being on time
- Listening
- Dancing
- Good appearance & hygiene

Thinking Box

Let's learn about do's and don'ts of facing an interview

Let us understand the expectation of an interviewer while conducting an interview.

The interviewer will be looking for candidates with:

- Suitable technical skills
- Good soft skills
- Ability to work along with other people
- Flexibility
- Ambition to learn and grow in the career
- Hardwork & dedication



Do's of facing an interview

- Prepare well - research about the company
- Make a good impression - Arrive on time, dress neatly
- Bring a copy of your resume
- Listen & respond carefully
- Talk about your skills and strengths
- Prepare questions to ask the interviewer





Don'ts in facing interview

- Do not give false information
- Do not interrupt the interviewer
- Do not speak negatively about your previous company
- Do not leave the interview without asking for next steps
- Do not give an answer in one word like "Yes" or "No", unless required
- 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?

	
<input type="checkbox"/> Panel A	<input type="checkbox"/> Panel B

Let's learn about common questions asked in an interview

Interview process is like a discussion between an Employer and an Employee to understand how both of them can benefit mutually.

The discussion involves the possible questions as below, be prepared to answer it.

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?
8. What are your salary expectations?
9. Where do you see yourself five years from now?
10. Do you have any questions for me?



Activity Time!

Choose 3 questions from the list on the previous page, prepare your answers and write it below.



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 makes a good impression in an interview
3. We should prepare for some commonly asked questions before an interview

12.7 Mock Interviews

In this lesson you will learn :

1. What are mock interviews?
2. Benefits of mock interviews
3. Practice mock interviews

Write three things you will do to prepare for an interview.

1. _____
2. _____
3. _____

Thinking
Box

Let's learn about what are mock interviews

The word "mock" means not real. So, Mock interview means the practice you do before the real interview. It is a practice interview to feel comfortable.

Nowadays, interviews happen face-to-face or on video call. Mock interviews can also be done in-person or on video call. Usually, the time taken for mock interviews is 30 – 40 mins.

Once the mock interview is over, feedback is given to the interviewee. Feedback is the main purpose of mock interviews. Feedback is the process of understanding what went well and what needs to be improved by the interviewee.

Here are few tips to gather feedback during a mock interview:

1. Firstly, ask the interviewer to closely observe you when you give a mock interview
2. After observing, request the interviewer to write down points as per Table No.3 below
3. You can also use a phone to record a video of the interview. You can watch the video to understand what you did well and how you can improve.



4. Take the feedback you get seriously. That will help you improve yourself.
5. Remember, you can do many rounds of mock interviews to get feedback.



What are the different ways in which a Mock Interview can be done?

Let's learn about benefits of mock interviews

There are many benefits or advantages to mock interviews. A mock interview helps you learn how to speak in the interview, how to dress, use proper body language etc. Most importantly it can help you overcome your fears. After a mock interview, you can get feedback on what you did well, and how you can improve. As you do more mock interviews with the help of your friends or trainers, you will keep increasing your confidence!

Here are some tips to conduct a good mock interview:

1. Prepare yourself as if you are attending a real interview
2. Choose the right mock interviewer who will give you good feedback. A senior, teacher or a family member who has attended interviews are good options.
3. Choose a proper setting. Do not conduct a mock interview at your home, when traveling or any such non-professional environments.
4. Dress well. Wear formal clothes and be neat.
5. Keep your documents ready, just as for a real interview.
6. Prepare your answers to common interview questions.
7. Record your mock interview.
8. Most importantly, be calm and confident. You are sure to do well!



What do you think are the top 3 benefits of a Mock Interview?

1.

2.

3.

Let's learn about Practice mock interviews

Here are a few tables to help you practice mock interviews properly.

These tables cover:

1. Common Interview Questions
2. Do's and Don'ts during mock interview
3. Format to collect feedback

Table 1: Common Interview Questions

1. Can you tell me about yourself?
2. What interests you about this job opening?
3. What do you know about our company?
4. Why did you leave your last job?
5. Why should we hire you for this job?
6. What are your strengths/weaknesses?
7. What are some of your achievements?
8. Where do you see yourself in five years?
9. What salary range are you looking for?
10. What questions do you have for me?

Table 2: Do's and Don'ts during Mock Interviews

✔ Do's	✘ Don'ts
<ol style="list-style-type: none"> 1. Speak politely 2. Sit straight 3. Be honest 4. Sit in a quiet place 	<ol style="list-style-type: none"> 1. Don't hurry in answering 2. Don't be scared if you make any mistake 3. Don't argue when you receive feedback

Table 3: Format to collect feedback

Request your interviewer to use the below table to give you feedback. They can observe and take notes when you give a mock interview.

Things to continue doing	Things to improve	Things to not do

Activity Time!

Imagine you have applied for the post of a service mechanic in Larsen and Toubro Ltd. You have been one of the shortlisted candidates for the interview.

Request your friend, senior or trainer to conduct a mock interview, to help you practice. The interview may be conducted for 15 - 20 minutes. Then using the template in Table No 3, collect feedback from the interviewer.

All the best!



What I learnt today:

Put a ✓ if you know this topic well.

1. A mock interview is a practice job interview.
2. It helps you learn what to say and do during an interview and get feedback.
3. You can get feedback on what you did well, and how you can improve.

12.8 Professional Networking

In this lesson you will learn :

1. The meaning and importance of professional networking.
2. How to build a professional network.

What do you think the words “professional networking” mean?
Use Google to find out more!

*Thinking
Box*

Let’s learn about the meaning and importance of professional networking

A professional network is your circle of friends or acquaintances (people you know) who are in your field of work. For example, if you are a car mechanic, the people you know in the field of car service, car repair, car sales are all part of your professional network.

This formal relationship allows you to seek professional support such as:

- Sharing knowledge
- Learning about a job opening
- Getting professional guidance
- Finding new clients
- Getting tips and updates about your field
- Build your self confidence
- A professional network supports you in your career growth and reaching your professional goals.



Have you tried to build a professional network? If yes, how?



Why is Professional Networking important for career development?



Let's learn about how to build a professional network

Where can you build a professional network?

You can build in both online and offline.

1. Social events
2. Alumni clubs
3. Conference & Expos
4. Current job
5. Online social media sites

Who can be in your professional network?

1. College professors
2. Previous classmates
3. Friends & Family
4. Co-workers
5. Members of professional clubs or associations

Tips for Professional networking

1. Connect with right professionals
2. Stay in regular touch
3. Be available for you contact when they need you
4. Show gratitude and appreciation
5. Establish a professional attitude

**Activity
Time!**

Choose any one professional social media platform and create an account in it. Start developing your professional network.



What I learnt today:

Put a ✓ if you know this topic well.

1. Professional networking allows both the individuals to seek professional support like sharing knowledge and expertise
2. We can seek professional advice from the right professionals.
3. Social media platforms help us to connect with professionals related to our career.

12.9 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

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

**Thinking
Box**

Let's learn how to identify failure as the 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 life. 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 failure, we can discover our weaknesses and work on our strengths.



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 got nervous. She was not able to answer some questions and got rejected. What should Nila do? Tick the right answer:

- Keep thinking about her failure
- Practice her interview skills more

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 two wheeler
- Practice riding properly and take the test again

Let's learn about 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. He did not stop working on it. Exactly one year later, the launch was successful in the second attempt.

From the above two 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
- When handle failure and rejection positively, our chances to success are more

Failure or rejection does not mean we cannot try again.

How can you learn from failure and achieve success?

1. **Think about it:** Note down all the steps you took. Find out what you could have done differently
2. **Stay focused:** Do not lose focus from your goals
3. **Take a break:** Take a small break to think about your next steps
4. **Don't give up:** Do not stop even if you don't succeed at first. Continue to set goals for yourself
5. **Take support:** Take inspiration and support from people around you
6. **Believe in yourself:** Even if things do not work out, believe in your abilities

**Activity
Time!**

Identify a person who inspires you (can be a friend, family member or a professional). Ask them the below questions to understand how they handled failure or rejection.

Share 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 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 failure if we follow these **tips:** analyze, stay focused, Take a break, Don't give up, take support, believe in yourself



12.10 Industry Visit: 1

**Activity
Time!**

Industry visit or Exposure visit helps you experience the real world of work and give you a chance to talk to the experts.

Request your institute will organize 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 will ask professionals during your industry visit:

1. _____
2. _____
3. _____
4. _____
5. _____



12.11 Industry Visit: 2

**Activity
Time!**

Prepare for your next industry visit.



Make a list of 5 professional you will meet during your industry visit:

1. _____
2. _____
3. _____
4. _____
5. _____



Make a list of 5 questions you will ask during your industry visit:

1. _____
2. _____
3. _____
4. _____
5. _____



12.12 Reflection after Industry Visit

Activity Time!

Tick the points you focused upon during your industry visit:

- I spoke to experts and professionals
- I learned about 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 found internship opportunities



Share your experience of industry visit with your family members:

NCVT

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GOVERNMENT OF INDIA

12.13 Guest Lecture by Alumni or HR

In this lesson you will learn :

1. What kind of questions to ask alumni and HR visiting our institute
2. Understand about job market through the questions to the HR

Let's learn about guest lecture

A Guest Lecture is a formal interaction between students and a guest speaker. The guest speaker can be an alumni (ex-students of your institute) or a Human Resource (HR) professional.

Guest lectures are a great platform to talk to alumni and ask about their experience and learnings in the workplace. It is also a way to find out the latest updates on industry requirements, changes in a sector and other career related information from HR.

Let's learn how questions the right questions to HR or guest speakers help us

Guest Lectures are conducted to:

- Provide real-world experiences from experts and professionals.
- Understand the expectations of the workplace.
- Inform about changes in the requirements in various job sectors.
- Motivate us to update our skills and abilities to face the world of work.



Here are some questions you can ask during a guest lecture:

Questions to Alumni

1. What are the most important skills you need to get a job?
2. What skills help us grow in our career?
3. How did you make the decision about your job?
4. How did you negotiate your salary?
5. What did you do to convince your parents/family to work?
6. Did you relocate for your job? What were the top challenges?
7. How do communication skills help in your workplace?
8. How did you prepare yourself for a job/workplace?
9. How important are English skills in your career?

Questions to HR

1. What are some tips for a good resume?
2. What are some do's and don't during an interview?
3. How to apply for a job in your company?
4. What should I expect at an entry level position?
5. What is the career growth path in _____ sector?
6. Are digital skills necessary for the job market?
7. How should I select the right job?
8. Where can I find out about job vacancies in _____ sector?
9. What type of candidates do companies prefer for hiring?

10. How do you deal with challenges or conflict in your workplace?

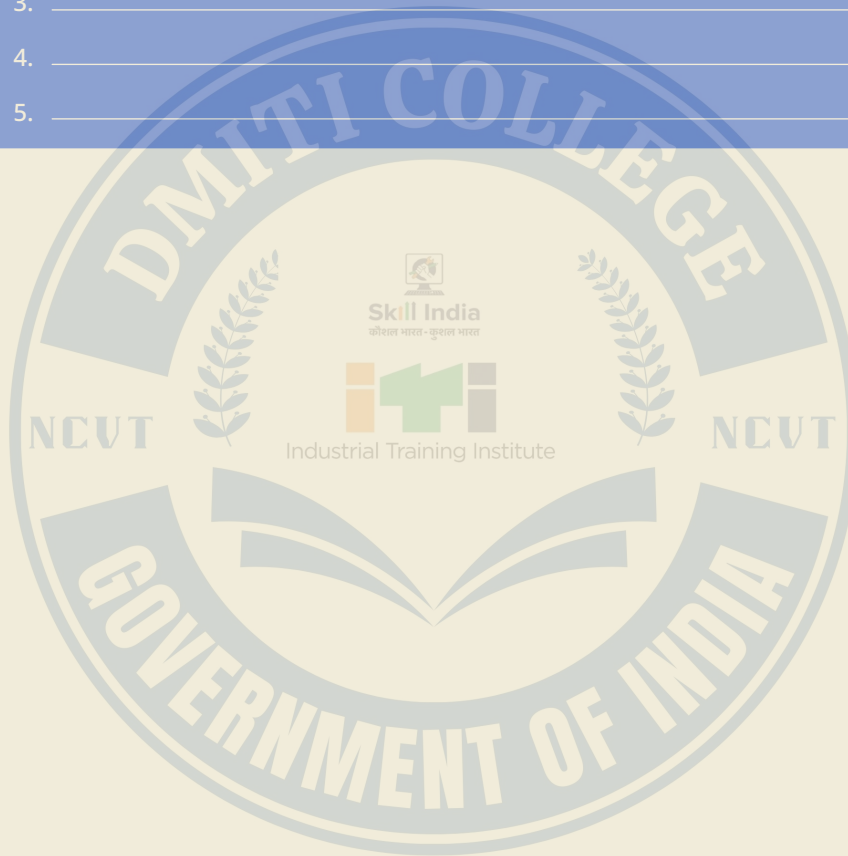
10. Why is it important for us to ask questions to HR in an interview?
a. What type of questions should we ask?
b. Is it ok to ask about salary?



What I learnt today:

Note down the top 5 things your newly understood from the guest lecture

1. _____
2. _____
3. _____
4. _____
5. _____



12.14 Introduction to Platform-Based Jobs

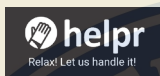
In this lesson you will learn :

1. What are platform-based jobs
2. To explore portals such as Urban Company, Helpr
3. How to register on portals

Which of these apps are you familiar with? Put a tick next to them.



Urban Company



Helpr



Dunzo



Ola



Uber

*Thinking
Box*

Let's learn about platform-based jobs

Because of 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. Platform-based jobs can help us earn well too!

Platform-based jobs are jobs that you find by being part of a particular online platform or an app. **For e.g,** drivers can find many customers by using the Ola or Uber app 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**

1. **Worker to Customer:** Jobs for plumbers, electricians, delivery people can be found through apps such as Urban Company, Helpr, Dunzo, Swiggy etc
2. **Worker to Company:** Some apps help you find work with the companies directly. These jobs include writing, editing, designing etc.

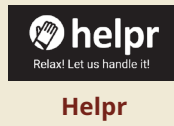


If you sign up to do platform-based jobs, you get the choice and flexibility to choose how often you will work. How many hours a week would you work? What timings would you choose?

- 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 ____ a.m/p.m to ____ a.m/p.m.

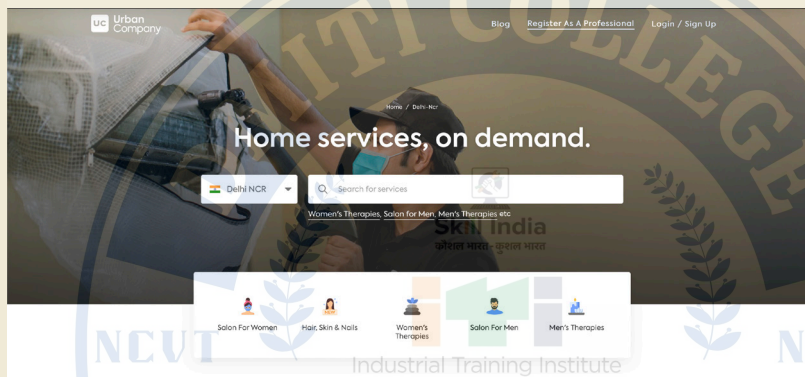
Let's learn to explore portals such as Urban Company, Helpr

Here are some of the most popular websites for platform-based jobs in India.

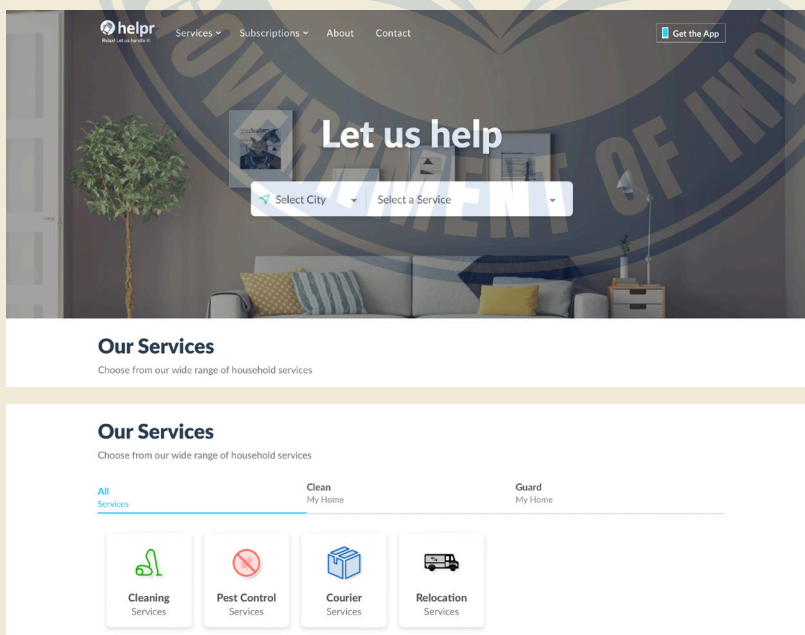


These platforms usually have two parts in their websites - one part for the customers to use and another part to be used by people who want to use it to find jobs. They invite people to be partners with them or to sign up as professionals.

Urban Company is a platform where people look for electricians, plumbers, beauticians and other services. If you offer any of the services that fit in Urban Company, you can find jobs on the portal.

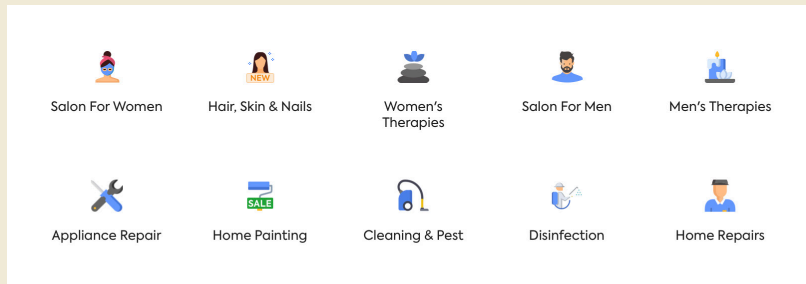


Helpr is another popular portal for all kinds of household work - pest control, cleaning services, electrical services, plumbing and relocation services.





Take a look at this image of the jobs 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 could open up many opportunities for you to work. If you would like to explore using these portals, spend some time doing some research about them on the Internet. Read and watch videos about other people's experiences. Read the information given on the portals carefully.

1. Find the 'Sign Up' or 'Register With Us' option on the website.

Start earning straight away. Share your details and we'll reach out with the next steps.

Name _____	Your phone number _____	Email _____	What do you do? _____
Get in touch.			

2. Share your basic details like name, phone number and email address.
3. You might also be required to share certain documentation with the platform to be approved for the jobs - like driver's license, Aadhar card, your degree or ITI certificate. Scan and share the required documents.
4. Think carefully and write a list of questions that you have about the conditions set by the company that runs the platform.
Contact a support staff or your assigned representative and ask your questions.
5. Once your application is approved, read the terms and conditions very carefully before accepting the final contract

Activity Time!

Explore the Urban Company and Helpr websites.
Write 2 advantages of using these sites to find jobs.

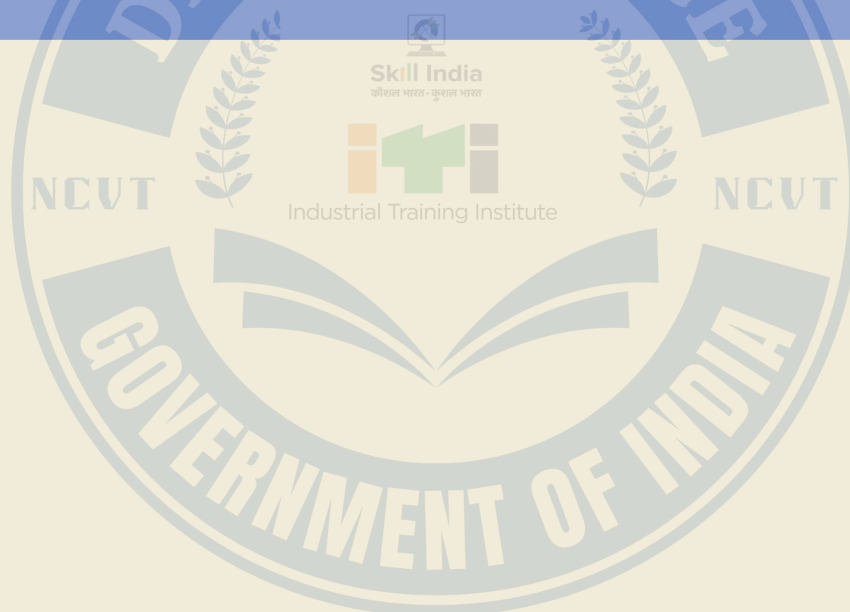
1. _____
2. _____



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. These 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.



12.15 Applying for Jobs through Online Portals

In this lesson you will learn :

1. What are job search engines?
2. How to find and apply for jobs online.
3. How to find various job roles available for technicians.

What do you need to apply for jobs on online job portals?

- Education Certificates
- Valid Email ID and Phone Number
- Bank Account and Debit Card
- Resume

*Thinking
Box*

Let's learn about job search engines

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 interest.

Companies share a job description which helps you understand if you are a good fit for the job. It has details of the role, job location, qualifications required to help you apply 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 Naukri and Indeed have all kinds of jobs. Specialized portals are designed to find jobs in very specific categories.

For example,

- Freshersworld is a portal specifically for freshers - people who have just finished studying.
- Jobs For Her is a portal specifically for women to find jobs.



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. You can create your profile on multiple portals for wider reach.



Step 1: Profile Creation

Create a profile on the website. Share your basic details, your education and training and details of any other work experience.



Step 2: Resume Upload

Upload a full, 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. Use the filter options to set your preferences for location of the job. Read the search results carefully.



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Step 4: Apply for Jobs

Read the job description and find some information about the company. Once you click the apply button, your resume will be shared with the organization 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 updates on your applications.

Sometimes, job portals have job postings that are fake or trying to trick you. Avoid these postings or interacting with anyone from those companies.

How to identify fake jobs?

1. Companies do not usually ask money to apply for jobs
2. Do not share personal financial information - like bank account number, debit card number, PIN number
3. If they offer to pay a lot of money for very little work, its suspicious
4. If they offer you the job without checking your skills or doing an interview
5. Check company reviews online and on websites like Glassdoor before interviews

BEWARE OF
FAKE!
JOB OFFERS



Choose the correct answer to the question.

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 customer care
- 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 to find job roles available for technicians

When looking for technical/ trade related job roles, it may sometimes be difficult to find jobs online through job portals. In such cases one can take a different approach as well. You can follow the below 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/ talking to people in the 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 too.

For example, using the word 'computer technician' will give you better results than using the word 'technician'

3. Search in the correct portals.

You can search on job portals like Naukri.com or the company website of the company you're interested in. Find the 'Careers' page on their 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, preferred location.

5. Contact companies directly

If you are unable to find a careers page or job listings online, look for an email id or contact number online and reach out over mail with your resume or 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. _____

Have a conversation with these people about what is the best way to find job opportunities in your line of work.



What I learnt today:

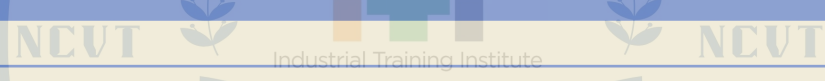
Put a ✓ if you know this topic well.

- 1. Job search engines are a place where different companies post about available jobs.
- 2. We can apply for jobs on job search engines using a resume and following the instructions.
- 3. You can find the right jobs online by using correct search terms and using a good online job search engine.

12.16 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.



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 ES trainer in your institute.

Thinking Box

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 apprenticeship training. The training includes basic, practical training that is helpful in a workplace. A monthly stipend amount is also given.

Benefits of Apprenticeship Training

- On the job training
- Earn while studying
- Operate advanced machinery
- Learn industry best practices
- 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 website. Explore the following options on the screen.

1. Register
2. Apprenticeship Opportunities
3. Get Started > Candidate User Manual

Let's learn how to register on the NAPS portal

Do you have all the requirements to register on the NAPS portal?

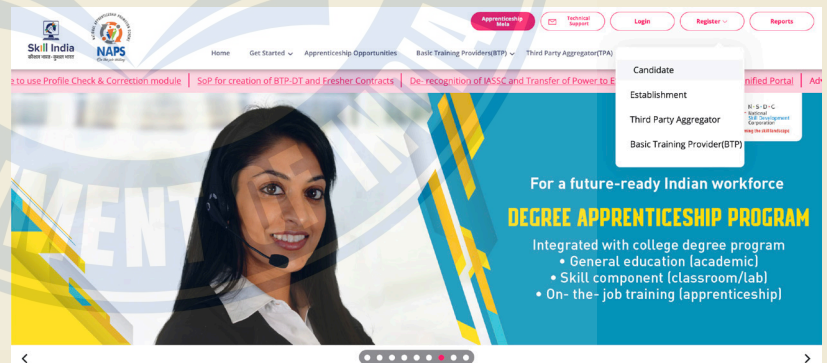
1. Any ITI certificate (original)
2. Age 14 to 60
3. Valid mobile number and email ID
4. Aadhar card, photo, digital signature & ITI certificate for registration in portal (jpeg or png format)

How to register on the NAPS portal

1. Go to the link www.apprenticeshipindia.gov.in



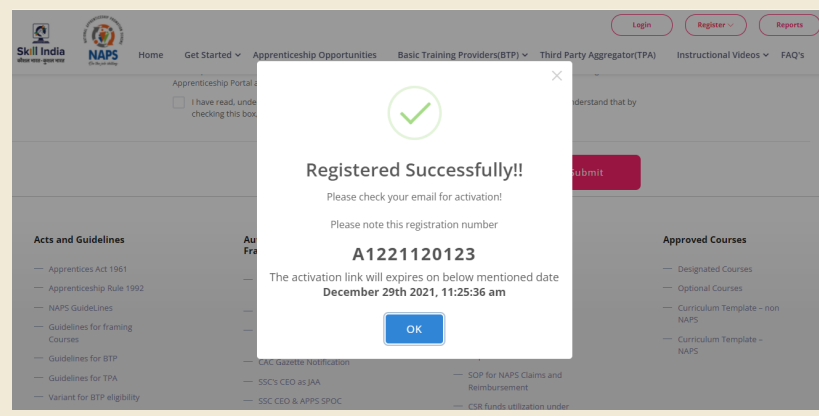
2. Click on 'Register' on the top right part of the screen. Select 'Candidate'.



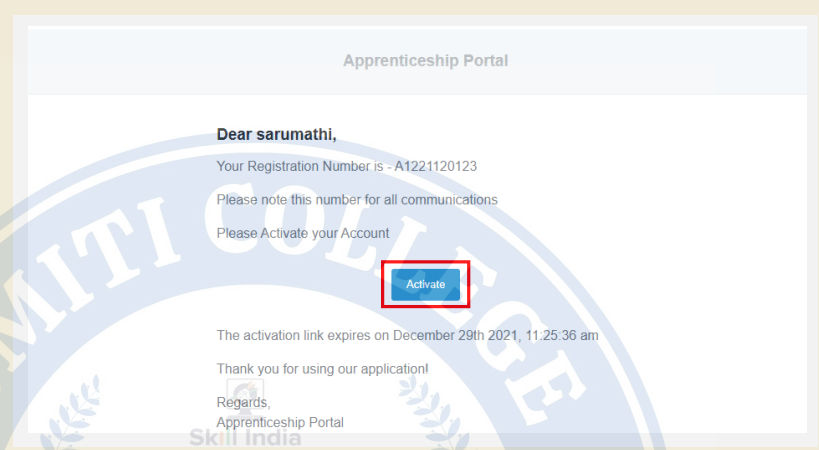
3. Fill in your Personal Details and click the Submit button.

- The name entered here should match the name on your Aadhar card.
- Add the correct 10 digit Mobile Number and valid Email ID as registration will be activated through them
- Ensure your password is easy to remember. You can also note it down.

- Make note of your registration number for future reference. You will also get an email from Apprenticeship India to validate your Email ID and activate your account.

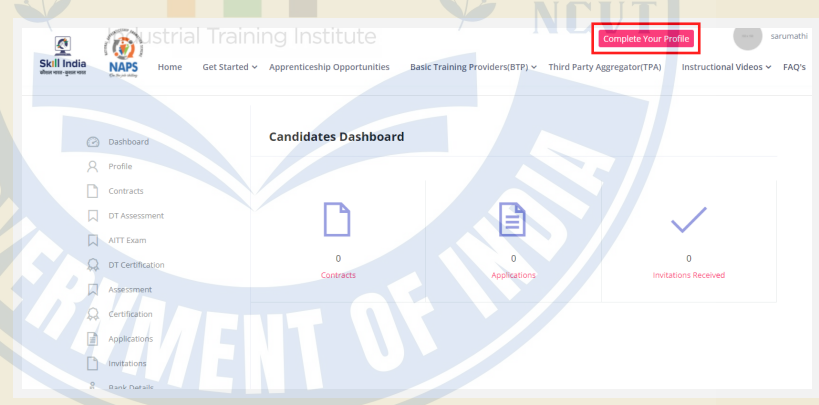


- Go to your email. Open the verification mail and click the Activate button.

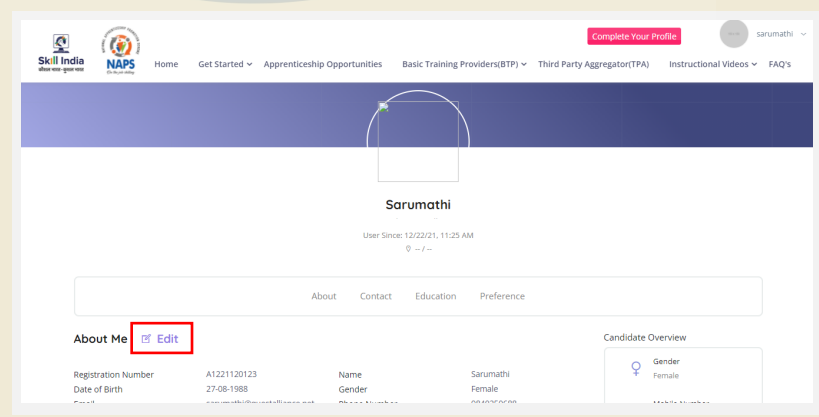


How to complete your profile

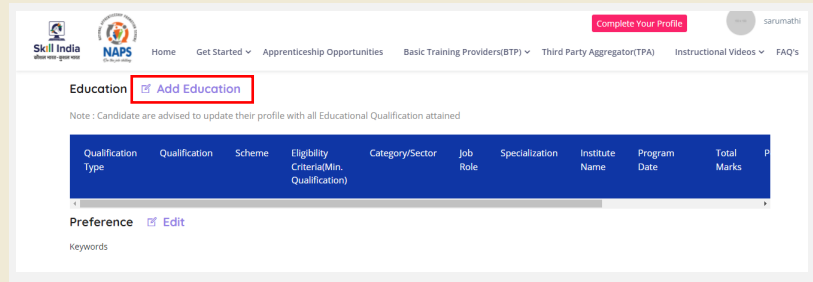
- Once logged in, you will have to click on the button 'Complete Your Profile.' You will not be able to apply to any apprenticeship opportunities without completing your profile.



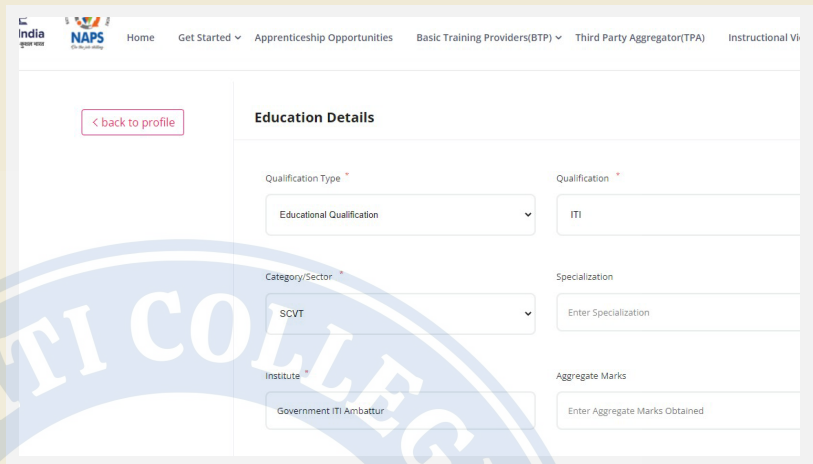
- Start by clicking the 'Edit' button to complete your 'About Me' section and contact details. (Note: you will have to upload your date of birth ID proof and digital signature. Keep soft copies ready before you start updating the About Me section.)



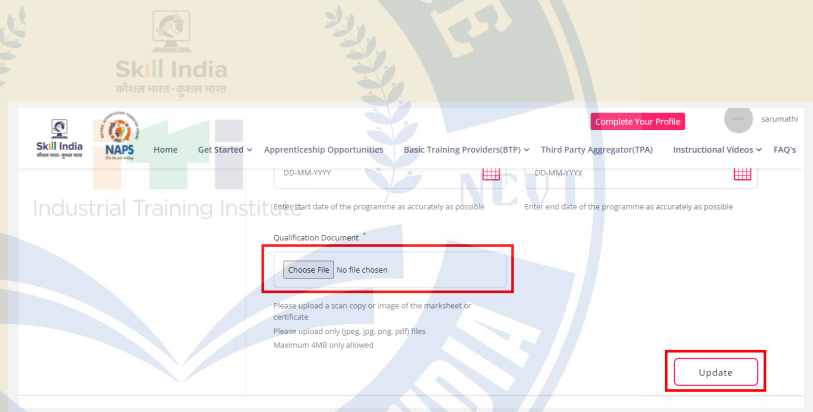
- Click the 'Add Education' button and submit details about your qualifications.



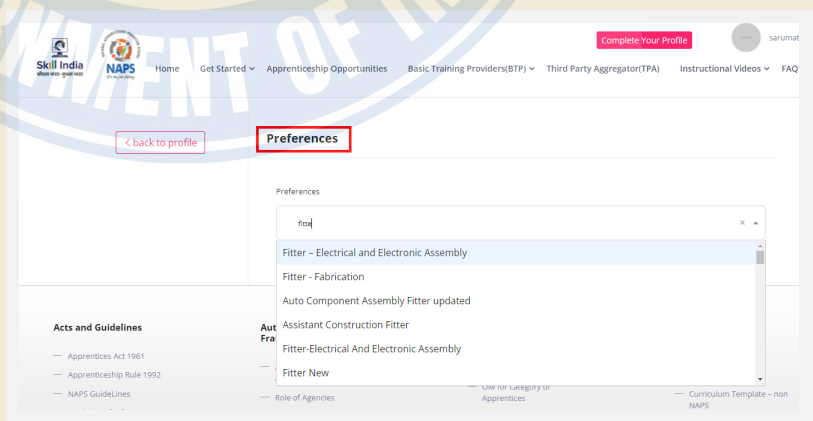
- Select 'Education Qualification' under 'Qualification Type'.
 - Select 'ITI' from the 'Qualification' drop down
 - Under 'Category/Sector' choose either 'NCVT' or 'SCVT'.
 - Under 'Specialization' enter your trade name.
 - Enter your ITI Name in the Institute section (Do not use any characters like: - , . * when entering the ITI name).



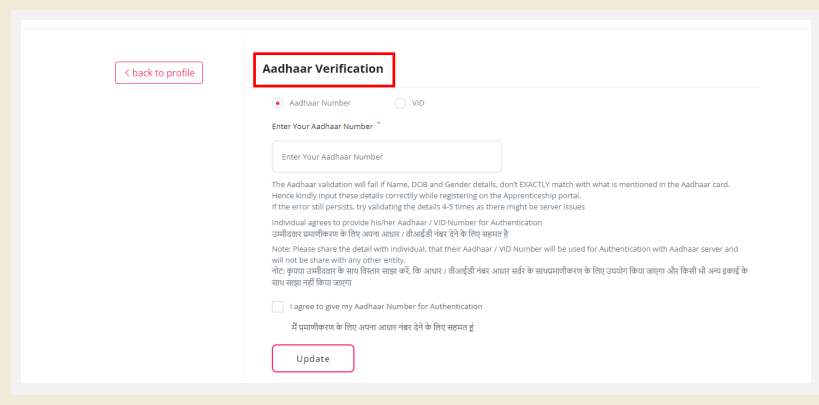
- Click 'Choose File' to upload your ITI certificate and click 'Update.'



- Edit the 'Preferences' and select your preferred trade.



- Click 'Aadhaar Verification' and enter your Aadhaar number.



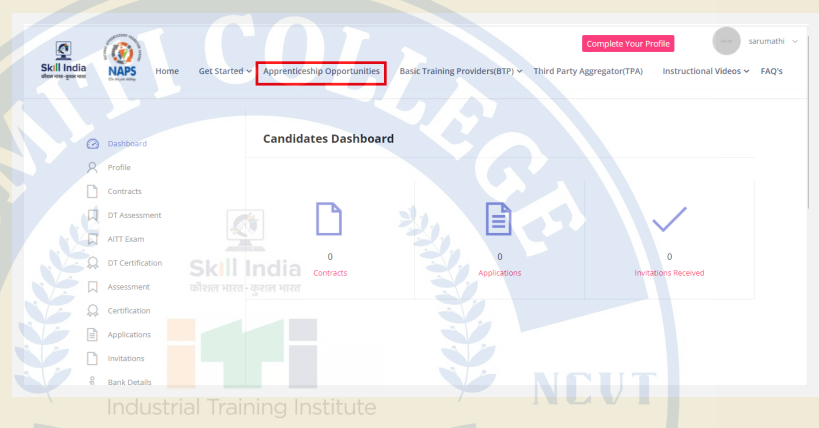
Fill in this form as required on the NAPS portal.

Let's learn how to apply for jobs on the NAPS portal

Candidates Dashboard

There are 3 sections on the Dashboard.

- 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.
- Applications:** This shows all the applications that you have completed.
- Invitations Received:** Sometimes, a company might see your profile and invite you to apply to their company. These invitations can be seen here.



How to apply for opportunities

- Click on the 'Apprenticeship Opportunities' on the top menu to view all available opportunities.

