

1. Communication Skills-IV

 **Video Session** (Page 26)

Do it yourself.

Assignment 'N Activity (Page 26)

- | | | | | |
|------------------|---------------------|-----------------------|----------|---------|
| 1. a. True | b. True | c. True | d. False | e. True |
| 2. a. evaluating | b. active listening | c. verbal, non-verbal | | |
| d. distractions | e. Active listening | | | |

Unsolved Exercise

Section A (Objective Type Questions)

- | | | | | |
|--------------------------|--|------------|---------|----------|
| A. 1. ii. | 2. iii. | 3. iv. | 4. ii. | 5. i. |
| B. 1. exclamatory | 2. Listening, Speaking, Reading, Writing | | | |
| 3. paragraph | 4. misunderstood | 5. complex | | |
| C. 1. False | 2. True | 3. False | 4. True | 5. False |

Section B (Subjective Type Questions)

- A.** 1. The three characteristics of active listener are as follows:
- Maintains eye contact
 - Responds appropriately
 - Provides feedback
2. Two parts of speech are:
- **Noun:** It names a person, place, or thing. (e.g., teacher, book)
 - **Verb:** It denotes an action or state of being. (e.g., ran, crying)

3. Barriers to active listening include being preoccupied, audio and visual distractions, previous experiences or mindset and personal considerations. These obstacles can prevent the listener from fully understanding or engaging with the speaker's message.
4.
 - i. Imperative
 - ii. Declarative
 - iii. Exclamatory
 - iv. Interrogative
 - v. Declarative
5. Two advantages of active listening are:
 - Active listening improves understanding between the speaker and listener.
 - It shows respect, builds trust, and reduces chances of miscommunication, creating a more meaningful and effective conversation.

- B.** 1. Gestures enhance active listening by showing engagement and understanding. Nodding signals agreement, hand movements express interest, and facial expressions convey emotions. For example, nodding while speaker talks encourages them to continue, while an open posture shows attentiveness. Proper use of gestures creates a supportive and interactive communication environment.

Feedback can be either positive or negative. However, in both circumstances, one must be respectful so that the person receiving the input doesn't get hurt or insulted.

Both are essential to keep the communication two-way, clear, and effective.

2. In **active voice**, the subject performs the action: "*Ravi wrote a letter.*"

In **passive voice**, the subject receives the action: "*A letter was written by Ravi.*"

Active voice is generally clearer and more direct, while passive voice is used when the doer is unknown or unimportant.

3. To ensure active listening, use the acronym 'RESPECT':

R – Remove (distractions), such as phone notifications, background noise, or multitasking, to focus entirely on the speaker.

E – Eye contact with the speaker to show attentiveness and engagement. This signals that you are actively listening and interested in what they are saying.

S – Show that you are paying close attention to the speaker through gestures. Use non-verbal cues like nodding, smiling, or leaning slightly forward to demonstrate interest and encouragement. This reassures the speaker that they are being heard.

P – Pay attention and concentrate on what the speaker is saying. Focus on the speaker's words, tone, and emotions without planning your response.

E – Empathise with the speaker's feelings. Understand and share the speaker's feelings by putting yourself in their shoes.



C – Clear up any doubts, ask questions.

T – Tune in to the speaker's timing, i.e., wait for the speaker to complete before responding.
This ensures they feel truly heard and valued.

4. During an interview, maintain upright posture, good eye contact, and avoid fidgeting. Nodding occasionally shows engagement. It plays an important role at workplace due to following reasons:

- Enhances Understanding: Active listening helps employees and employers understand instructions, feedback, and concerns clearly, reducing miscommunication.
- Builds Stronger Relationships: Paying attention and responding thoughtfully fosters trust and collaboration among colleagues.
- Boosts Problem-solving: Listening carefully allows individuals to analyse issues effectively and provide better solutions.
- Increases Efficiency: When employees listen attentively, they complete tasks accurately, minimizing errors and the need for repeated instructions.
- Encourages Respect and Teamwork: A workplace culture that values listening promotes respect and cooperation among team members.

5. MINTS helps us remember when to capitalise words:

- **M**onths – *January, February*
- **I** – Pronoun *I* is always capitalised
- **N**ames – *Rahul, India*
- **T**itles – *Dr. Khan, Mrs. Roy*
- **S**tart of sentence – *She is learning English.*

These simple rules improve writing correctness and clarity.

C. Ishaan should practice active listening by removing all distractions, maintaining eye contact on screen, and staying mentally focused. He should keep a notepad or digital tool ready to take clear notes. He must avoid interrupting, show engagement through facial expressions or nods, and give verbal or written feedback if needed. This helps him understand key points and respond appropriately.

2. Self-Management Skills-IV

Assignment 'N Activity (Page 43)

- a. True b. True c. False d. False

Video Session (Page 43)

Do it yourself.

Section A (Objective Type Questions)

- A. 1. i. 2. i. 3. iv. 4. i. 5. iii. 6. iv.
- B. 1. Extroverts 2. extrinsic 3. histrionic 4. self-aware 5. Big Five Factors
- C. 1. True 2. False 3. True 4. False 5. False

Section B (Subjective Type Questions)

- A. 1. SMART stands for Specific, Measurable, Achievable, Realistic, and Time-bound. These criteria help in setting clear and attainable goals within a specific time frame, thus improving productivity and performance.
2. Schizoid personality disorder involves emotional coldness, detachment, and a preference for solitude. Paranoid personality disorder involves excessive distrust, suspicion, and interpreting others' actions as hostile.
3. Four stress management techniques are:
- Therapy
 - Spa
 - Time Management
 - Yoga
4. The Five Factor model includes five traits: Openness, Conscientiousness, Extraversion, Agreeableness, and Neuroticism (OCEAN). These traits help understand personality differences among individuals.
5. A person's personality traits like friendliness, empathy, or aggressiveness influence their ability to build trust, maintain relationships, resolve conflicts, and adapt to social situations effectively.
- B. 1. Following are different types of personality disorders developed in people showing anxious behaviour:
- **Avoidant personality disorder:** People with this disorder are socially incompetent, unappealing, or lacking, and they are always afraid of being embarrassed, criticised, or rejected. They avoid social situations and frequently suffer emotions of inadequacy, inferiority, or unattractiveness.
 - **Dependent personality disorder:** People with this illness have a lack of self-confidence and a strong need to be looked after. They require a great deal of assistance in making daily decisions and entrust crucial life decisions to the hands of others. They are highly



dependent on others for their emotional and physical needs and, as a result, hate being alone.

- **Obsessive-compulsive personality disorder:** People with this illness are obsessive about following rules and regulations. They are distinguished by an overbearing desire for orderliness, perfectionism, and attention to detail. They are highly uncomfortable when they are unable to attain perfection. They may even overlook personal connections in order to finish a project.
2. Stress is defined as the condition of being agitated, irritated, and helpless. There are moments when we feel that nothing is functioning well, that we are unable to attain our objectives, and that we are lost.

Managing and controlling our emotions at such moments might help us sail through. Some methods for dealing with stress are listed below:

- Maintain a good attitude and examine what is going wrong in a given circumstance. Once the problem is understood, it is simple to resolve.
 - Keep an accomplishment sheet and record even minor accomplishments.
 - Keep your mind in the current moment. We feel unhappy and powerless when we think about past problems.
 - Seek consolation from friends and family.
 - Practice meditation and yoga.
3. Positive thinking helps manage stress, build confidence, and improve decision-making. It boosts motivation, helping a person overcome obstacles and remain focused.

A positive attitude is extremely valuable in a student's life. The learner will face a variety of challenges in life, and being optimistic will help the youngster to persevere. The most typical scenario would be at the presentation of exam results. Exam results are not always as expected for students. However, it is critical not to give up hope, to accept the result gracefully, and to prepare harder with a good mindset for the next exam. Even during an ideal job interview, a candidate may not be chosen on the first try. All ambitions, however, can be realised with a positive mentality and consistent work. Hence, a person must learn to have a positive attitude or cheerful demeanour in all aspects of life.

4. The characteristics of personality disorders in individuals with emotional and impulsive behaviour is distinguished by fluctuating emotions and behaviours, that results in poor and unstable relationships, emotional instability, and sense of worthlessness. For example, Meera is a college student. Whenever she faces criticism or performs poorly in exams, she becomes extremely upset and argues with her friends. Instead of learning from her mistakes, she withdraws from social interactions. Despite her parents and teachers trying to support her, Meera often feels angry, worthless, and reacts by shouting at them.



5. Self-management is important because it helps individuals regulate emotions, manage time, build positive habits, and stay motivated. It is essential for achieving personal and academic goals, building relationships, and handling stress effectively.

Students with great self-management abilities do better in specific areas such as arriving on time for class, paying attention, respecting teachers, parents, and elders, working with discipline, and so on. It enables a person to do better in school or job. To achieve effectiveness at work and in life, one must be able to manage and improve oneself in a variety of abilities such as punctuality, discipline, problem-solving, and work habits.

- C. Samarth should practice positive thinking and self-awareness. He must reflect on his strengths and learn from past mistakes. Setting SMART goals can help him break big tasks into achievable steps. Seeking guidance, maintaining a routine, and staying motivated will help him regain confidence and continue working hard.

3. ICT Skills-IV

Assignment 'N Activity (Page 78)

- a. Ctrl + P
- b. Ctrl + N
- c. Ctrl + B

Unsolved Exercise ?

Section A (Objective Type Questions)

- | | | | | | |
|-----------|------------------|------------------------------|----------------------|----------|---------|
| A. | 1. iii. | 2. iii. | 3. ii. | 4. i. | 5. i. |
| B. | 1. 1. Functions | 2. Name Box | 3. Data → AutoFilter | | |
| | 4. selected cell | 5. column letter, row number | | | |
| C. | 1. False | 2. True | 3. False | 4. False | 5. True |

Section B (Subjective Type Questions)

- A.**
- 1. A slide is a single screen in a presentation that contains content such as text, images, and charts. It is the basic building block of a presentation.
 - 2. The extension of a presentation file in LibreOffice Impress is .odp.



3. Click on Data → Standard Filter. Choose the field name, condition, and value. Click OK to apply the filter and display only the rows that match the condition.
4. Sorting arranges data in ascending or descending order. Steps: Select the range → Click on Data → Sort → Choose the column and order → Click OK.
5.
 - a. Save icon: Used to save a file.
 - b. Font Color – Used to change the colour of the font being used to format the text.
 - c. Alignment – Used to align the selected text towards left, center or right.

B. 1. Presentation software is widely used to create digital presentations. It has numerous benefits as follows:

- A presentation can be made interesting by including images, videos, animation, and music.
 - It is easy to make changes to digital presentations.
 - By projecting on a screen, a digital presentation can be shown to a much larger audience.
 - The presentation can also be printed and distributed to the audience.
2. Each cell has a unique address which identifies its location. A cell address is identified with its column position followed by its row number. For example, 'A5' is the cell address that is a combination of column 'A' and row '5'.
 3.
 - i. Select the content to be copied, then click the 'Copy' command on the standard toolbar.
 - ii. Place the insertion point on the desired area where the content is required to appear.
 - iii. Press 'Ctrl+V' keys from the keyboard.
 - iv. The copied text will appear at the insertion point.
 4. Slides can be edited by inserting text boxes, images, charts, and shapes. Formatting includes changing font style, size, background color, and applying layout or design themes. These help in organizing content clearly and making slides visually appealing.
 5. Basic operations include inserting formulas and sorting data.

To insert formula: Select cell → Type =A1+B1 → Press Enter.

To sort: Select data range → Go to Data → Click Sort → Choose criteria → OK.

- C.**
- i. Use **Fill Handle** or **AutoFill** feature.
 - ii. Use **Charts** (e.g., Column Chart or Bar Chart).
 - iii. Use the **SUM function**.



4. Entrepreneurial Skills-IV

 **Video Session** (Page 103)

Do it yourself.

Assignment 'N Activity (Page 114)

a.—(iii) b.—(ii) c.—(iv) d.—(i)

Unsolved Exercise

Section A (Objective Type Questions)

- | | | | | | |
|-----------|-----------|-------------|-----------|----------|----------------------|
| A. | 1. i. | 2. ii. | 3. iv. | 4. ii. | 5. ii. |
| B. | 1. skills | 2. Startups | 3. action | 4. high | 5. Critical thinking |
| C. | 1. True | 2. True | 3. False | 4. False | 5. True |

Section B (Subjective Type Questions)

- A.**
1. A positive attitude helps entrepreneurs stay focused and motivated despite challenges. It builds confidence, encourages creative thinking, and helps them learn from failures, leading to the overall success of their venture.
 2. Problem-solving is the ability to find solutions to difficult or complex issues. Entrepreneurs must possess this skill to tackle unforeseen problems and make quick, effective decisions that help the business grow.
 3. Two important values are:
 - **Perseverance** – to keep going despite failures
 - **Initiative** – to take action without waiting for others
 4. Goal-setting is the process of identifying something you want to achieve and establishing measurable objectives and timelines. It helps entrepreneurs stay focused and work in a structured and motivated manner.
 5. Entrepreneurs in **technology** create innovative products or services using scientific and engineering knowledge. Entrepreneurs in **information technology** focus on software, apps, or tech-based services that solve digital problems.
- B.**
1. A wage employee works under someone and receives a fixed salary, like a school teacher. An entrepreneur is self-employed, takes risks, and creates job opportunities. For example, a person starting an online bakery is an entrepreneur, while someone working in a bakery is a wage employee.



2. A startup is a newly established business aiming to offer unique products or services. A startup and a regular company venture are not the same, especially when it comes to growth. A startup is frequently financed by the founders until the business gains traction and attracts outside money or investment. These days, we hear a lot about startups being launched. It could be in the field of technology, health care, food, virtual reality, or something else.

'Startup India' is a government initiative to support startups through funding, tax benefits, and simplified procedures, helping youth become job creators instead of job seekers. The Government of India's flagship initiative, 'Startup India,' aims to create an ecosystem for the growth of startup businesses.

3. Entrepreneurship is a rewarding career option for those who are creative and risk-taking. Entrepreneurs face many obstacles on their path to success, such as lack of education or funding. Some common barriers include:

- **Environmental Barriers:**

These include inadequate machinery, limited infrastructure, shortage of funds, raw materials, or skilled labour. These issues can often be solved by conducting market research, surveys, and seeking mentorship. Governments also offer support programs like Mudra Yojana, Credit Guarantee Scheme, and Stand-Up India Scheme to help entrepreneurs access finance.

- **Faulty Business Plan:**

Without a clear action plan, managing a business becomes stressful. A solid plan helps entrepreneurs understand their goals and motivates the team to work effectively.

- **Building a Team:**

Finding and training the right people who share the business's vision is challenging and time-consuming. A good team fits the company culture and improves productivity.

- **Personal Barriers:**

Entrepreneurs often worry about how long their business will last, its profitability, customer acceptance, and providing for their family. Starting a business involves risks, and assembling the right team is crucial to avoid harm.

- **Self-Doubt:**

Failures can cause discouragement and loss of confidence. Overcoming self-doubt requires focusing on long-term goals and having support from family and friends to stay motivated.

4. Entrepreneurs create businesses, generate employment, and boost economic development. They bring innovation, solve problems, and contribute to GDP growth. Their initiatives can improve local communities and inspire a culture of innovation.
5. Women entrepreneurs are women who initiate and run their own businesses. They help empower other women, create jobs, and contribute to the economy. Despite facing challenges



like balancing family and work or limited access to finance, many women show strong determination and creativity to succeed. For example, **Kiran Mazumdar-Shaw**, founder of Biocon, is a leading woman entrepreneur in India.

- C. Payal demonstrates opportunity recognition and initiative. She identified a local problem—difficulty in accessing groceries and took the initiative to start a service-based business despite limited experience. This shows awareness, adaptability, and problem-solving ability.

5. Green Skills-IV

Assignment 'N Activity (Page 129)

- | | |
|-----------------------------|-----------------|
| a. Green Jobs Skill Council | b. green-collar |
| c. Krishi Vigyan Kendras | d. Eco-tourism |

Unsolved Exercise ?

Section A (Objective Type Questions)

- | | | | | | |
|----|----------------------------|----------------|-----------------------------|---------|---------|
| A. | 1. ii. | 2. ii. | 3. iii. | 4. iv. | 5. iii. |
| B. | 1. Carbon dioxide, methane | 2. Eco-tourism | 3. Green Jobs Skill Council | | |
| | 4. energy-efficient | 5. food | | | |
| C. | 1. False | 2. False | 3. False | 4. True | 5. True |

Section B (Subjective Type Questions)

- A. 1. Green jobs in the transportation sector promotes eco-friendly practices like electric vehicles, efficient public transport, and bicycle-sharing systems. These reduce pollution, save energy, and help in sustainable urban mobility. These initiatives generate employment in biofuel production, research, and distribution, contributing to a cleaner and more sustainable transportation system.
2. It is an effective way to reduce environmental impact and promote sustainability.
- In paper mills, damaged rolls are returned to the production line as raw materials, minimising waste and resource consumption.
 - In the textile industry, fabric scraps and defective clothing are repurposed into new garments, insulation materials, or upholstery.



3. Managers at manufacturing plants and factories are constantly looking for new ways to reduce the amount of waste produced at each stage of the process. Here are a few examples:
 - Reuse waste materials
 - Maintaining quality control
 - Exchange of waste
 - E- waste management
 - Use of environment-friendly materials
 - Adapting to climate change's impacts
 4. Krishi Vigyan Kendras (KVKs) provide valuable training and technological support to farmers and local youth, encouraging sustainable practices such as agro-waste collection, storage, and reuse.
 5. Yes, rainwater harvesting is a green job because it conserves water, prevents waterlogging, and helps recharge groundwater. It promotes sustainable use of natural resources.
- B.**
1. Organic farming, which avoids synthetic pesticides and fertilisers, helps maintain soil health, prevent water pollution, and protect beneficial insects and organisms. This approach ensures the production of chemical-free fruits and vegetables, improving human health while reducing environmental harm.
 2. Greenhouse gases like carbon dioxide, methane, nitrous oxide, ozone, and chlorofluorocarbons (CFCs) trap heat in the Earth's atmosphere, leading to global warming. These emissions result from industrial activities, fossil fuel combustion, deforestation, vehicle emissions, and agricultural practices. The adoption of Compressed Natural Gas (CNG) and biofuels such as BioCNG and Bio-methanol helps reduce greenhouse gas emissions while promoting sustainable energy sources. The Indian government's 2018 biofuel policy supports ethanol production and biodiesel output, encouraging the use of eco-friendly fuels. These initiatives generate employment in biofuel production, research, and distribution, contributing to a cleaner and more sustainable transportation system.
 3. Appropriate technology promotes small-scale, eco-friendly innovations that use locally available resources to meet community needs sustainably. Examples include bike-powered water pumps, solar lamps for streetlights, and biogas production systems. These technologies reduce environmental impact while improving energy efficiency, water conservation, and food security. Green jobs in this field include roles in water treatment filtration, farm mechanisation, rainwater harvesting, sanitation, lighting, and refrigeration. As the demand for sustainable solutions grows, professionals in appropriate technology contribute to environmental conservation and economic development by creating cost-effective, energy-efficient alternatives for everyday needs.
 4. E-waste management is essential for handling discarded electronic devices like mobile phones, laptops, and televisions in an environmentally responsible manner. As technology advances, the rapid disposal of outdated electronics leads to pollution and health hazards



due to toxic materials like lead and mercury. Sustainable solutions include refurbishing and reselling functional devices, extracting valuable metals like gold and copper for reuse, and implementing proper recycling programs. Companies are also adopting take-back policies, where old electronics are collected for safe disposal or repurposing. By promoting responsible e-waste recycling, we can reduce environmental harm, conserve resources, and support a circular economy.

5. The shift to clean energy has created many green job opportunities. In solar energy, roles like Solar Photovoltaic (PV) Installers and solar lighting technicians are key to setting up and maintaining solar panels and lighting systems. Roofers and field technicians also support solar installations, helping to reduce fossil fuel use and carbon emissions.

In wind energy, wind turbine technicians install and maintain turbines, while engineers design wind farms to improve efficiency. The wind sector also creates jobs in manufacturing, transportation, and site management. These green jobs support sustainable energy growth and contribute to a cleaner environment.

C. Four other green jobs include:

1. Organic farming – Growing food without harmful chemicals.
2. Waste management – Recycling and composting waste materials.
3. Solar panel technician – Installing and maintaining solar power systems.
4. Eco-tourism guide – Promoting nature-friendly travel experiences.

