

## 1. Communication Skills-III

### Unsolved Exercise ?

#### Section A (Objective Type Questions)

- A.** 1. iv      2. i      3. iv      4. ii      5. ii      6. ii  
 7. iv      8. iv      9. i      10. ii
- B.** 1. information      2. sender      3. Aggressive communication  
 4. Phonetics      5. Feedback      6. Communication channel
- C.** 1. True      2. False      3. False

#### Section B (Subjective Type Questions)

- A.** 1. Some advantages of being assertive are:
- Self-confidence
  - Effective communication
  - Maintain healthy relationship
2. Different methods of communication are classified as: Verbal, Non-verbal, and Visual Communication.
3. When you ask direction from someone, you should ask politely. Start by saying Excuse me or by greeting them. Ask clearly for directions to the place you want to reach. The person will usually tell you in which direction you should go, how far, and where you need to take turns. You must thank the person who helped you before leaving.
- If someone asks you for directions, you should use the same method. Repeat the directions to make sure that they have understood them correctly.
4. All sentences begin with a capital letter, always. It is easy to know what to capitalise if you remember the acronym MINTS. MINTS is a set of simple rules that help you capitalise words correctly. Each letter in the word MINTS refers to one capitalisation rule.

Alphabet	M	I	N	T	S
	Months	I	Names	Titles	Starting letter of sentences
Rule	Capitalise the first letter in the names of all months.	Capitalise the letter 'I' when used as a word in any sentence.	Capitalise the first letter in the names of people, places, rivers, seas, and oceans, mountains, islands, and days.	Capitalise the first letter in the titles used before people's names.	Capitalise the first letter of every sentence.

- A form is a typed or printed page with blank spaces on which you are required to fill information.
- A greeting is a friendly or courteous expression used when meeting or addressing someone.
- There are two kinds of greetings: Formal and Informal. A formal greeting is used in professional situations or when we are meeting someone for the very first time. On other hand, an informal greeting is used while talking to friends, family, or when you know the person very well.
- Passive-aggressive communication style involves expressing aggression or negative feelings indirectly toward others. Some characteristics of passive-aggressive communicators are:
  - Sarcastic and untruthful.
  - Acting passive on the surface while showing aggression in a subtle way.
  - Pretending to be cooperative while subconsciously doing tasks incorrectly.
  - Mumbling to themselves instead of confronting the person.
  - Talking behind someone's back
  - Quitting unexpectedly with no explanation
- Phonetics refers to the branch of linguistics that deals with the study of human sounds and phonology. It is the systematic classification of sounds in one or more specific languages.
- Preposition is a word placed before a noun or pronoun to form a phrase modifying another word in the sentence. Some different types of prepositions are: of, between, for, on.

**Example:** We went to school on Monday.

An article is a word that describes the noun. It is used before a noun to show whether it is specific or not. Different types of prepositions are: a, an, and the.

**Examples:**

I was an hour late.

The sun rises.

Give me a pen.

11. There are certain factors that is the barrier in the effective communication. These factors are as follows:

- Language
- Visual Perceptions
- Past Experience
- Prejudice
- Feelings
- Environment
- Personal
- Culture

**B. Competency-based/Application-based questions:**

1. Paragraphs comprise sentences with complete meanings. A paragraph is a group of sentences organised around a central topic. Elements of a paragraph are:
  - **Unity:** Unity in a paragraph begins with the topic sentence. Every paragraph has one idea that is expressed in its topic sentence. A paragraph is unified around the main idea, with the supporting sentences providing detail and discussion.
  - **Order:** Order refers to the precedence of content. Whether in chronological order, order of importance, or logical presentation of detail. In a well-ordered paragraph, the reader reads the sentences in a systematic pattern.
  - **Coherence:** Coherence refers to the quality that makes the paragraph readable and understandable. It helps sentences within a paragraph connect to each other and work together as a whole.
  - **Completeness:** A paragraph is complete and well-developed if all the sentences clearly and sufficiently support the main idea. If there are not enough sentences or enough information to support the main idea, the paragraph is incomplete.
2. Starting a conversation by asking about someone's studies instead of greeting might seem a bit unusual. Usually, people start by saying hello or asking how the other person is doing. But it depends on the situation. If Anjali knew Kajal had important exams or something related to her studies, it might make sense for her to ask about that first. Otherwise, starting with a friendly greeting is more common and polite in most situations.

## 2. Self-Management Skills-III

### Unsolved Exercise

#### Section A (Objective Type Questions)

- A.** 1. iv      2. ii      3. iv      4. iv      5. iv      6. iii  
7. ii      8. iii
- B.** 1. Self-motivation      2. Intrinsic/Internal Motivation, Extrinsic/External Motivation  
3. Attainable      4. priority matrix  
5. Time management      6. Becka Schoettle  
7. Networking      8. Etiquette
- C.** 1. False      2. True      3. True      4. False      5. True
- D.** 1. e      2. c      3. a      4. b      5. d

#### Section B (Subjective Type Questions)

- A.** 1. Self-management is essentially the ability to manage one's behaviours, thoughts, and emotions in a conscious, productive way.
2. SMART model is used to set goals. SMART stands for:
- **Specific:** Set a clear and specific goal.
  - **Measurable:** Set goals that can be tracked and measured.
  - **Attainable:** Goals should be within your ability to achieve.
  - **Realistic:** Goals should be real and applicable in your life.
  - **Time Based:** Goals should have a time limit. It should be certain to be achieved in a given period of time.
3. Commitment helps in alignment of goals, motivation, liability, belief, teamwork, positive team culture, and retention, which are essential for the success and effectiveness of teams.
4. Belief is a feeling of assurance that something exists and is true, especially when there is no evidence to support it. And values are the principles or standards of behaviour. It is one's judgement of what is important or beneficial in life.
5. Some of the qualities of self-motivated people are Optimistic, Go-getters, Persistent, Understand what is important, Focused, Energised, etc.

6. Two common signs used for visual communication are:



7. Defensive body language discourages people from approaching us and establishing a connection with us.
8. Three basic networking skills include:
- thoughtful communication
  - active listening
  - positive body language
9. A priority matrix is a powerful time and project management tool that can help you focus on what matters most and keep critical projects on track. With a clear way of charting out priorities, this model can help your productivity and execution go from efficient to extraordinary.
10. When your movements and gestures show that you are open to communication is called positive body language. Positive body language is necessary to make people feel at ease during interactions or exchanges. People find positive body language appealing, receptive, and easy to confront.
11. Two points for an impressive appearance are:
- i. Wearing clothes according to the specifications or situations
  - ii. Use a good cologne
12. Two approaches that may help people to self-explore are:
- **Act authentically:** Making choices that come from your character, stepping into your true self, and walking with wisdom rather than worry.
  - **Use self-affirmations:** Boost yourself by saying "I am a victor, not a victim," "I will keep going even if it seems impossible," etc.
13. Differences between interests and abilities are as follows:

Interests	Abilities
Interests are the activities or things that one likes to do in their free time that also make them happy.	Ability is the natural capacity or skill to do something.

It includes things that one would do even if no one asked them to.

It allows you to perform activities or tasks with complete proficiency.

14. Steps to build self-motivation are as follows:

- Identify your likes, dislikes, strengths, interests, abilities, and weaknesses. Understand what makes you happy and satisfied.
- Define the goals you want to achieve and focus all your energy on achieving them.
- Plan and set timelines to achieve the goal. Plan a list of activities that are required in the process of achieving the goal.
- Work towards achieving the goal, even if the conditions or situation are not in your favour.

15. Following are the purposes of self-exploration:

- It is a process of dialogue between “what you are” and “what you really want to be.”
- It is the process of knowing oneself and, through that, understanding the entirety of existence.
- It is a process of knowing human conduct and character and living accordingly.
- It is a process of being in harmony with oneself and with the entire existence.
- It is a process of knowing innateness and moving towards self-organisation and self-expression.

16. Personal grooming is important for a positive self-image and every effort should be made to encourage people to maintain a pleasing and attractive appearance.

Some grooming tips are:

- Maintain personal hygiene, such as bathe regularly, brush your teeth, etc.
- Keep your hair clean, neatly styled, and trimmed.
- Wear clothes that fits and suits your body as well as is appropriate for the occasion.
- Keep your nails clean and trimmed.
- Use a subtle and pleasant cologne.

17. Some terms related to knowing yourself are:

- **Belief:** Belief is a feeling of assurance that something exists and is true, especially when there is no evidence to support it.
- **Values:** Values are the principles or standards of behaviour. It is one’s judgement of what is important or beneficial in life.
- **Likes:** Likes refer to the activities that one enjoys or loves doing.
- **Dislikes:** Dislikes refer to the activities that one doesn’t enjoy doing, like one may dislike people who mistreat their house-helps, while some may dislike studying a certain subject.

- **Opinions:** Opinions mean the outlooks and judgements formed about something or someone, and these may not be based on actual facts and figures.
  - **Background:** It denotes a person's experiences, training, and education.
  - **Identity:** Identity is a set of behavioural or personal characteristics by which an individual is recognised as a member of a group.
18. Team building is a collective term for various types of activities used to enhance social relations and define roles within teams, often involving collaborative tasks.

**B. Competency-based/Application-based questions:**

1. Extrinsic motivation
2. Schizoid personality disorder

### 3. ICT Skills-III

#### Unsolved Exercise

##### Section A (Objective Type Questions)

- A.** 1. ii      2. iii      3. i      4. iv      5. i      6. iii
- B.** 1. Format    2. Page Preview    3. Header, Footer  
4. Ctrl + V    5. Rejects
- C.** 1. True      2. False      3. True      4. True      5. False

##### Section B (Subjective Type Questions)

- A.** 1. Tracking changes in an Open Office document means keeping records of the changes made to the document. To start tracking changes, click on **Edit → Changes → Record**. When you click on the Record option, the changes made to the document are recorded and displayed in a different colour. When you are ready to stop the process of tracking changes, click the Record option again.
2. In OpenOffice Writer, you can add your name (or any other word) to the program's dictionary so that it's recognised as a correct word and not highlighted as an error. You can do this by right-clicking the word and select **Add → standard.dic** from the submenu.

3. Text formatting means changing the appearance of text. Different parts of the text may appear in different styles and sizes. You can bold, italic, underline, and highlight the text to make it visually appealing. You can also change the font style, size, and face of the text.
4. Common word processor applications available in the market are:
  - OpenOffice Writer
  - Microsoft Word
  - KWord
  - Abiword
  - WordPerfect
  - Lyx
5. A list is a series of items presented in a clear and organised way. In a List, each item preceded by a bullet point or a number. All word processors have the ability to create numbered or bulleted lists. To create a list, perform the following steps:
  - 1 Click on **Format** menu.
  - 2 Select **Bullets and Numbering**. The **Bullets and Numbering** dialog box appears.
  - 3 Choose bulleted lists or numbered lists as per your choice.
  - 4 Click on the **OK** button.

This will create a bulleted/numbered list as per the option chosen.

6. Tables are used in the document to represent the data in a tabular format (rows and columns format).
7. The Menu bar is located below the Title bar. Each menu contains a drop-down submenu with commands specific to the menu title. Different menus in Menu bar are: File, Edit, View, Insert, Format, Style, and Table.

The toolbar is located at the bottom of the Menu bar. It has several icons to execute commands directly without clicking on the menu. There are many toolbars. The Standard Toolbar contains commands for creating new files, saving files, printing files, inserting tables, and more. The Formatting Toolbar contains commands for changing text styles, font size, paragraph alignment, and more.

#### **B. Competency-based/Application-based questions:**

1. By using the **Change All** option Ravi can save time and effort by automatically correcting all instances of a misspelled word in one go.
2. By using the **Find** option of the **Find & Replace** dialog box.



## 4. Entrepreneurial Skills-III

### Unsolved Exercise ?

#### Section A (Objective Type Questions)

- A.** 1. iv      2. iii      3. ii      4. i      5. ii
- B.** 1. entreprendre      2. Entrepreneurship      3. Problem solving  
4. creative process      5. Idea
- C.** 1. False      2. False      3. True      4. True      5. False

#### Section B (Subjective Type Questions)

- A.** 1. Entrepreneurship is an economic activity that enables one to set up a business by taking on financial risks and enables one to identify, create, and develop an opportunity as an enterprise to make a profit, generate employment, and make the best utilisation of available resources.
2. Perseverance means giving up and continuing even when a difficult situation comes up. Running an enterprise or business involves many failures. Fear of failure is a universal feeling, but a true entrepreneur conquers the fear; even if he fails, he uses failure as a platform to learn and does not get overwhelmed with negativity.
3. Business planning is a strategy-making process wherein the specific goals of the business are identified and the ways to achieve such goals are designed.
4. An attitude is the inclination to react a certain manner to a particular concept, item, or individual or circumstance. An entrepreneur's attitude affects influence their decision made during the management of the company. The internal motivation that enables an entrepreneur to overcome such doubts comes from their positive attitude.
5. If the amount of material required is known, it helps the entrepreneur to find the cost of manufacturing a product or the cost of providing a service.
6. Differences between the attitude of entrepreneurs and employees are as follows:

Entrepreneur	Employee
An entrepreneur has the belief that he/she can handle any problem with confidence and succeed.	When an employee joins a new company, he or she is usually assisted by someone who encourages them to do well.
Entrepreneurs believe that if they produce something of value, they will, in turn, receive value.	An employee turns up for a day's work in return for compensation to be rewarded for their time spent.

Entrepreneurs typically work in an uncertain environment where they have no idea what will happen once they begin anything new. As a result, it is critical for an entrepreneur to remain optimistic and think that the market situation can change.	An employee's employment is usually internal and is unaffected by the outside world. As a result, believing in change is not required for an employee to do their duties.
Entrepreneurs create paths.	Employees seek direction.
Entrepreneurs get paid for the results.	Employees get paid for their work.

7. Business planning helps entrepreneurs gain better control over the functioning of their businesses. It provides guidelines to the employees and governs any deviations in the working activities. It also provides insights on steps to be taken, resources required for achieving business goals, and timelines.
8. Steps involved in generating a new business idea are:
  - 1 Generate some ideas
  - 2 Research on the ideas
  - 3 Select the best idea
  - 4 Refine the idea
  - 5 Test the idea
  - 6 Identify the market

**B. Competency-based/Application-based questions:**

1. To improve profitability, Mamta should focus on customer needs, targeted marketing, product differentiation (in quality and variety), streamlined operations, customer engagement, strategic pricing, and continuous improvement.

## 5. Green Skills-IV

### Unsolved Exercise ?

#### Section A (Objective Type Questions)

- A. 1. iv      2. iii      3. i      4. i      5. iv

- B.** 1. Green economy                      2. Agriculture      3. Green Economy policy  
 4. Diu                                      5. National Green Tribunal
- C.** 1. True              2. True              3. False              4. False              5. True
- D.** 1. b              2. e              3. c              4. a              5. d

### **Section B** **(Subjective Type Questions)**

- A.** 1. Green Economy is an economic concept that cares for environmental, social, and economic dimensions. It refers to an economy where there is low –carbon emission, efficient use of resources, and socially inclusive economic growth.
2. The NGT acts as a court that deals with environmental justice and helps to reduce the burden of litigation in the higher courts. It aims at the effective and expeditious disposal of causes related to environmental protection and the conservation of forests and other natural resources. It also gives relief and compensation for damages done to people and property.
3. The HelpUsGreen project is started at 2015 by Kanpur-based social enterprise. It aims to collect flower waste from the places of worship and convert them into patented lifestyle products with the help of rural women, enabling a circular economy.
4. Rainwater harvesting to preserve the rainwater in the rainy season should be strictly implemented.
5. Eight missions of NAPCC are:
- National Mission for a Green India
  - National Solar Mission
  - National Mission on Enhanced Energy Efficiency
  - National Mission on Sustainable Habitat
  - Natural Water Mission
  - National Mission for Sustainable Agriculture
  - National Mission on Strategic Knowledge for Climate Change
  - National Mission for Sustaining the Himalayan Ecosystem
6. A business idea is a specialised and creative concept, that is, usually centred on a product or a service that can be offered to customers for doing good business.
7. Waste management can be performed by:
- Encourage people to reduce, reuse, and recycle materials before disposing of them.
  - Segregate the waste into two, i.e., dry waste and wet waste. That can help in reducing pollution, and wet waste can be used to make compost for the plants.
  - Encourage people to support groups and micro-companies that recycle and create jobs for people.

8. Governments and private agencies create and implement sustainable development laws, policies, plans, standards, programs, and international agreements.

Some of the functions of the government are:

- It develops policies and funds the implementation of plans and policies.
- It enacts legislation, such as The Environment (Protection) Act, 1986 to safeguard the environment and prosecute violators.
- It establishes missions, such as the Green India Mission and the National Solar Mission, to carry out green economy projects.
- It collaborates with scientists and educates the public on environmentally sound practices (pollution management, chemical-free farming).

The functions of private organisations are to:

- enforce laws and policies enacted by the government.
- ensure that government regulations are followed by engaging in official missions.
- report individuals or groups that violate the laws.
- educate people and raise awareness about green economy initiatives.
- inform the government and assist it in implementing green policies.

#### 9. **The Walkie-talkie Mobi Charger**

Anand Gangadharan and Mohak Bhalla, students of Mount Carmel School, Delhi, devised a little device that functions as a portable mobile charger when attached to the heel of a shoe while the person is running. The two school boys created the mould, wired it and shaped the metal sheets from scratch.

The device, which took over three months to develop, generates power up to six volts, as compared to the five volts released by a plug point, and hence charges the phone battery more quickly.

#### **Mitticool**

Mitticool is the brainchild of Mansukhlal Raghavjibhai Prajapati, a modest clay craftsman in Rajkot, Gujarat. It is a low-cost clay refrigerator that does not require electricity. Mitticool requires a just basic cleaning every two or three days since it uses water's ability to remove heat through evaporation, the age-old idea of 'Surahi,' or 'cooling through evaporation.' The top of the unit is filled with water, which slowly drips down the sides, evaporating off the porous clay surface and chilling the interior. This also serves as a water cooler with a tiny faucet tap. It also aids in the reduction of electrical expenses, which greatly benefits many rural families.

10. Prime Minister Shri. Narendra Modi launched the "Swachh Bharat Abhiyan" on October 2nd, 2014 to pay tribute to Mahatma Gandhi. The mission aims at making the villages, Gram Panchayats, states, districts, and Union Territories ODF (Open-Defecation Free) and improving solid waste management.

## 11. Agriculture

Agriculture is the process of cultivation of crops to provide food for consumption. It is the most important and largest sector of our economy since it provides us with food. On the contrary, agriculture also has the potential to harm the environment. For example, excess use of land resources for cultivation, excessive use of water for irrigation, use of hazardous chemical fertilisers and pesticides, cutting down of forests for cultivation, and polluting the air while burning the field residues can cause serious harmful effects to the environment.

### Transport

The transportation sector uses the most gasoline and diesel and emits the most pollution. A green economy in the transportation sector strives to reduce the usage of vehicles and encourage the use of public transport, cycling, carpooling, and other alternatives.

12. Two business ideas that you would want to try out are:

- Sustainable Fashion Rental Platform
- Online Learning Platform

## B. Competency-based/Application-based questions:

1. National Green Tribunal (NGT)