





Transforming the skill landscape



Sector Furniture and Fittings

Sub-Sector Wooden/Modular furniture

Occupation

Design: Wooden/Modular furniture

Reference ID: FFS/Q0106, Version No. 1.0 NSQF level: 4

Assistant Furniture Designer

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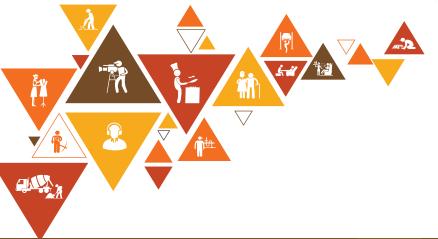


Furniture & Fittings Skill Council

Address: 407-408, 4th Floor, DLF City Court, MG Road, Sikanderpur Gurugram-122002, Haryana, India Email: info@ffsc.in Phone: +91 124 4513900

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Shri Narendra Modi Prime Minister of India



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This Facilitator Guide is dedicated to the aspiring youth, who desire to achieve special skills, which would serve as lifelong assets for their future endeavours.

About this Book

The Facilitator Guide (FG) for Assistant Furniture Designer is primarily designed to facilitate skill development and training of people, who want design interior and exterior furniture.

The Facilitator Guide is aligned to the Qualification Pack (QP) and the National Occupational Standards (NOS) as drafted by the Furniture & Fittings Sector and ratified by National Skill Development Corporation (NSDC).

It includes the following National Occupational Standards (NOSs)-

- FFS/N0109 Research and creation of furniture design concept
- FFS/N0110 Create a scale model and build a furniture prototype
- FFS/N8601 Ensure health and safety at workplace
- FFS/N8801 Work effectively with others

Post this training; the participants will be able to perform tasks as a professional assistant furniture designer. We hope that this Facilitator Guide will provide a sound learning support to our young friends to build a lucrative career in the Furniture & Fittings Sector of our country.

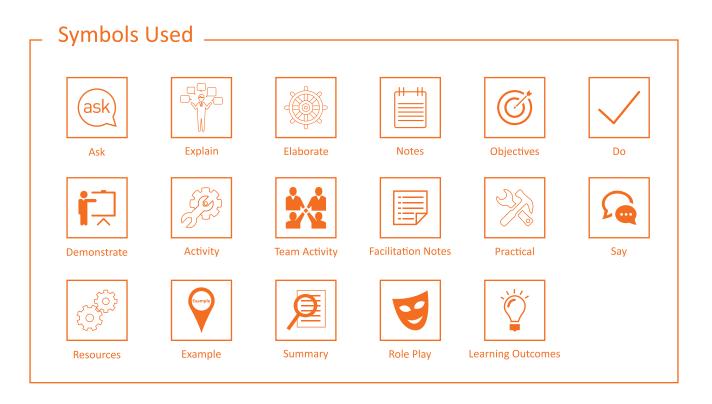


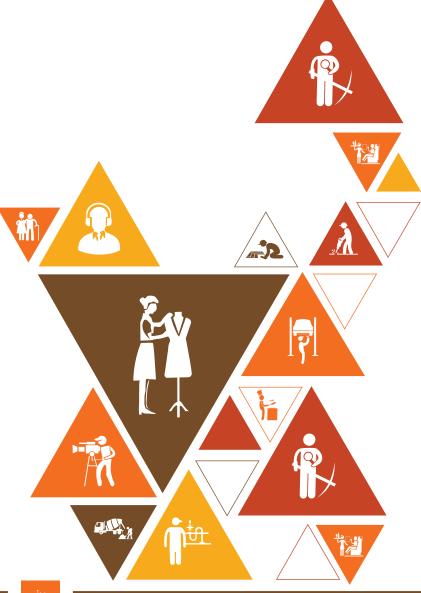
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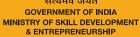












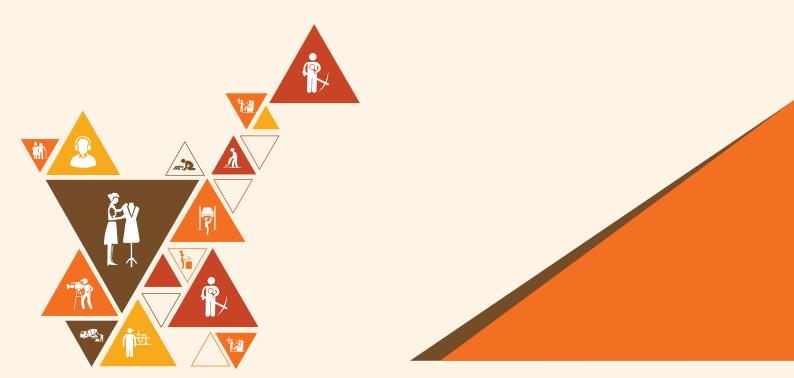


Transforming the skill landscape



1. Introduction

- Unit 1.1 Icebreaker
- Unit 1.2 Introduction to the Furniture & Fittings Sector in India
- Unit 1.3 Common Furniture Styles
- Unit 1.4 Modular Design of Furniture



Key Learning Outcomes

At the end of this module, you will be able to:

- 1. Outline the Furniture & Fittings sector in India
- 2. Identify the common furniture styles
- 3. Define the modular design of furniture
- 4. Identify the characteristics of the modular design of furniture

Unit 1.1: Icebreaker

Unit Objectives

At the end of this unit, students will be able to:

- Practise getting acquainted with others
- Practise building rapport with trainers and fellow participants

– Resources to be Used 🖄

Writing pad, pen, whiteboard, flip charts, and markers

- Note 值

This is the first session of the training program. Introduce yourself, the program, and its purpose, in detail. Describe the objectives of the Session Plan and the Welcome the students cordially to the session. Explain that you are about to put them at ease by playing a game. This game is meant to "break the ice" and get the students tuned to the class.

Say 🖸

Good day and a very warm welcome to the training program of Assistant Furniture Designer.

– Do 🗠

- Start by welcoming all the students to the training program and conveying a message of encouragement.
- Thank all the students for joining and being a part of this training program.
- Introduce yourself in brief, with your name and background, and your role in the training program.
- Explain the basic rules of the "Icebreaker" game that you are about to play with all the students.



While introducing yourself, please ensure that you share at least one piece of personal information, like hobbies, likes and dislikes, with the participants or trainees. This will simplify the participation and exchange among all the students in the class. Take a keen interest to understand the needs and aspirations of all students before you start conducting the entire training session.

- Say 🤦

Before we start the training, let us spend a little time to know each other better. We shall do this with the help of a game. Each student will tell the whole class his or her name, hometown, hobbies and any one or two special features of himself/herself, which starts with the first letter of his/her name. I will start the game with mine.

Activity

- Make the students stand/sit in the form of a semi-circle or circle pattern and then begin the game by saying your name and one special feature starting with the first letter of your name.
- Then, you will say to the class "Now, all of you shall continue with the game by saying your name first and then one special characteristic about yourself that starts with the first letter of your name, from the first person to the very last person of the semi-circle."
- Listen to the students and watch them as they play the game. Ask questions to clarify any particular information if you are unable to understand or hear a student properly.

Remember to:

- Restrict any questions related to one's gender orientation, financial status, or religious biases, during the game.
- Try to recognise each student by his/her name, which will add a personal touch to every interaction and make all the students feel more interested and involved.

Activity Duration (approx.)		Resources to be used	
Icebreaker 30 minutes		Notebooks, pens, whiteboard and markers	

Say 🤦

Did all of you enjoy this activity? Hope you had fun during the Ice – breaker session. Now, all of us are well – acquainted with each other. This would enable us to proceed with the whole training program.

Unit 1.2: Introduction to the Furniture & Fittings Sector in India

Unit Objectives 🞯

At the end of this unit, students will be able to:

- Outline the Furniture & Fittings Sector in India
- Analyse the statistics for furniture purchase in India

– Resources to be Used 🖄

Participant handbook, pen, writing pads, whiteboard, flip chart, markers, laptop, overhead projector, laser pointer, etc.

- Note 🕒

This is the second session of the program, where you will provide students with an overview of the Furniture & Fittings Sector in India, the current market scenario, and the growth potential of the sector.

– Ask ask

Ask the following questions to the students:

- Have you ever come across the terms Furniture & Fittings?
- Can you name a few pieces of furniture?
- Why, according to you, furniture is important in daily life?
- Why, according to you, furniture used at home and at the office, should be different?
- Can you name a few popular brands in this sector?

Write down the students' answers and responses on the whiteboard/flip chart. Draw appropriate cues from their answers and start teaching the lesson.

- Elaborate 🖉

In this session, discuss the following points:

- An overview of the Furniture & Fittings sector in India
- Contribution of the sector to the national income
- Various sub-sectors (home furniture, office furniture, furniture for Tourism & Hospitality, etc.) of the Furniture & Fittings sector in India
- Contribution of each sub-sector to the current market and economy
- The current market scenario for the sector in India
- Growth potential of the sector

Let us now participate in an activity to understand the concept in detail.

- Activity

Sav

- Inform the students that this activity will help them get an appropriate overview of the Furniture & Fittings sector in India.
- Ask the first student, in the first row, to speak a random word or term related to furniture. Jot down the term on the whiteboard.
- Then, explain the term and its use, with respect to the job role, to the whole class.
- Then, ask the second student in the first row to speak another random word related to furniture, and explain it to the class.
- Continue this activity till the last student in the last row has come up with a new term, and you have explained each term to the class.
- Utilise this activity to introduce important terms related to the given topic.
- •

Activity	Duration (approx.)	Resources to be used
Word game	30 minutes	whiteboard, flip chart, marker, notebooks, pens, sheets of paper, laptop, overhead projector, laser pointer, etc.

- Say 🖸

Did you like the activity? Let us participate in another one.

- Activity

- Inform the students that this activity will help the students learn about various sub-sectors in the Furniture & Fittings sector and their contribution to the current market and economy.
- Show the students various flashcards and pictures and ask them to identify the sub-sector that each picture corresponds to.
- Ask the class why each sub-sector should flourish in India, in the next few years.
- Draw cues from the students' responses to go ahead with the discussion.
- Use this activity to introduce important terms on the given topic.
- Allot 30 40 minutes for the entire activity to be completed.

Activity	Duration (approx.)	Resources to be used
Identify and Explain	30 - 40 minutes	Notebook, pen, pencil, eraser, participant handbook, laptop, whiteboard, markers, laptop, overhead projector, flip chart, internet connectivity, etc.

Say 🔎

Did you find all activities useful? I hope that all of you have had a clear outline of the Furniture & Fittings sector in India.

– Do 🗹

- Jot down the important points on the white board/flipchart as the students work on their activity assignments.
- Share your insight and input on the topics and encourage the students to continue adding new points to their work
- Maintain a positive, constructive and friendly ambience.
- Ensure that the contribution of each student in the class interactions is given fair and justified consideration.

- Notes for Facilitation 🗏

- Ask the students if they have any query or doubt to clarify.
- Encourage other students to answer the queries, thus developing peer learning in class.
- Answer all doubts and queries raised by the students.
- Ask them to answer the questions given in the participant handbook.
- Ensure that all the students can answer all the questions given in the exercises.

Unit 1.3: Common Furniture Styles

Unit Objectives 🔘

At the end of this unit, students will be able to:

- Evaluate the history and style of furniture
- Identify the common furniture styles

- Resources to be Used 💣

Participant handbook, pen, writing pad, whiteboard, flip chart, markers, laptop, overhead projector, laser pointer, etc.



This is the third session of the program, where you will provide students with information on the history of furniture and the common styles of furniture.



Ask the following questions to the students:

- Can anyone tell the class about the oldest style of furniture?
- Have you ever visited a furniture showroom? Do all pieces of furniture look similar there?
- Why do you think furniture styles should be different?

Write down the students' answers and responses on the whiteboard/flip chart. Draw appropriate cues from their answers and start teaching the lesson.

Elaborate 🖞

Sav

In this session, discuss the following points:

- The history of furniture
- Common styles of furniture
- Characteristics of various furniture styles

Let us now participate in an activity to understand these concepts in detail.

– Activity

- Inform the class that this activity will help the students learn about the history of furniture.
- Prepare several pieces of paper, each containing one important fact about the history of furniture.
- Put all the pieces in a bowl and shuffle them.
- Now, select students randomly from the class, and ask them to pick up one piece of paper, and read it out to the class.
- After the student has finished reading, ask him/her to add two more facts about the history of furniture, to the whole class.
- Continue this activity until the last piece of paper is read and explained.
- Use this activity to introduce new ideas and terms to the students.
- Allot 20 30 minutes for the entire activity.

Activity	Duration (approx.)	Resources to be used
History revisited	20 - 30 minutes	Notebook, pen, pencil, eraser, sharpener, participant hand book, laptop, white board, markers, overhead projector, flipchart, internet connectivity, etc.



Did you like the activity? Now, let us participate in another one.

- Activity 🖉

- Inform the class that this activity will help the students compare the different styles of furniture.
- Show a few flashcards and images, each depicting a furniture style, to the class.
- Ask the students to identify the styles shown.
- On correct identification, select students randomly and ask them to explain a few characteristic features of each style shown.
- Continue this activity until all the styles have been identified and explained.
- Allot 20 30 minutes for this activity.
- Mark the students based on their performance in this activity.

Activity	Duration (approx.)	Resources to be used
Identify and learn	20 - 30 minutes	Notebook, pen, pencil, eraser, sharpener, participant hand book, laptop, white board, markers, overhead projector, flipchart, internet connectivity, etc.



Were all the activities helpful? I hope that now all of you have grasped the concepts of the history of furniture and the common furniture styles.

- Do 🗹

- Write down the names of the different styles of furniture on the whiteboard/flipcharts, along with one feature of each.
- Share your opinions about the topics, and ask the students to take part in the discussion by sharing their views.
- Ensure that all the students are attentive during the class lessons.
- Show enthusiasm for the subject matter, and maintain a friendly, healthy and constructive ambience.



- Ensure that all the students have understood everything that is taught in class.
- Ask if the students have any doubts or queries, and provide answers to all those in a clear and easily comprehensive manner.
- Assist the students to answer all the questions in the participant hand book.
- Encourage peer learning in the class.

Unit 1.4: Modular Design of Furniture

Unit Objectives

At the end of this unit, students will be able to:

- Define modularity of furniture design
- Analyse the characteristics of modular furniture
- Categorise the different forms of modular furniture, based on design

– Resources to be Used 🤷

Participant handbook, pen, writing pads, whiteboard, flip chart, markers, laptop, overhead projector, laser pointer, etc.

Note

This is the fourth session of the program, where you will give the students an overview of the concept of modularity, the characteristics of modular furniture, and the different forms of modular furniture based on designs.

- Ask ask

Ask the following questions to the students:

- Have you ever come across the term modular furniture?
- Have you ever seen modular furniture in use? Where?
- Can you give a few examples?

Write down the students' answers and responses on the whiteboard/flip chart. Draw appropriate cues from their answers and start teaching the lesson.

- Elaborate 🕮

In this session, discuss the following points:

- Definition of modular furniture
- Characteristics of modular furniture
- Different forms of modular furniture, based on designs

- Say 🔦

Let us now participate in an activity to grasp these concepts better.

– Activity 🦉

- Inform the class that this activity will help the students learn about the characteristics of modular furniture.
- Provide each student with a white sheet of paper.
- Ask the students to write a few words about what they understand by modular furniture, at least one feature of modular furniture, and at least one place where it is used.
- Ask the students to exchange their write-ups with their neighbours, to learn from what others have written.
- Allot 20 30 minutes for this activity.

Activity	Duration (approx.)	Resources to be used
Pen and paper	20 – 30 minutes	Notebook, pen, pencil, eraser, sharpener, participant handbook, laptop, white board, markers, overhead projector, flipchart, internet connectivity, etc.

- Say 뎥

Did you like the activity? Now, let us participate in another one.

- Activity 🏸

- Inform the class that this activity will help the students learn more about the different forms of modular furniture, based on designs.
- Show flashcards and pictures, depicting different forms of modular furniture, to the whole class.
- Ask students to identify the designs.
- On correct identification, select students randomly, and ask them to explain the features of that particular form of design to the whole class.
- Continue this activity until all forms of modular designs have been identified and explained.
- Allot 30 40 minutes for this activity.

Activity	Duration (approx.)	Resources to be used
Identify and learn	30 - 40 minutes	Notebook, pen, pencil, eraser, sharpener, participant handbook, laptop, white board, markers, overhead projector, flipchart, internet connectivity, etc.



Did you enjoy participating in all the activities? I hope that you have found these fruitful to learn more about the different forms of modular furniture.

– Do 🗹 -

- Jot down the different types of modular furniture along with one characteristics of each, on the whiteboard/flipchart.
- Share your views on the topic with the whole class.
- Encourage all the students to take part in the discussion and thereby interact with each other.
- Make sure that all the students take a keen interest in the topics being taught in class.
- Maintain a clean, healthy and friendly environment in the classroom.
- Check that all the contributions of all the students receive appropriate consideration and judgment.

– Notes for Facilitation 빌

- Ask whether the students have any questions or doubts in mind, which they would like to ask in class.
- Clarify all the queries and ensure that all the students have understood everything.
- Encourage the students to answer all the questions in the participant hand book, and help them out if they face any problems.







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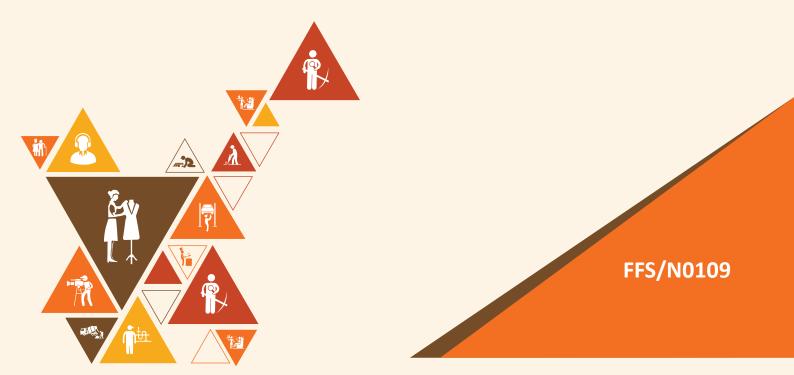
2. Research and Creation of Furniture Design Concept

Unit 2.1 - Furniture Design Objective and Research

Unit 2.2 - Prioritise Work Activities to Achieve Desired Results

Unit 2.3 - Creating Design Concept

Unit 2.4 - Furniture Design Drawing and Approval



Key Learning Outcomes

At the end of this module, you will be able to:

- 1. Analyse the objectives of furniture design and research
- 2. Prioritise work activities to achieve desired results
- 3. Create a design concept
- 4. Prepare furniture design drawing

Unit 2.1: Furniture Design Objective and Research

Unit Objectives 🞯

At the end of this unit, students will be able to:

- Comply with the organisational procedures and formalities to be completed during work
- Evaluate the ways of following the instructions obtained from design in charge/supervisor or cli-ent about the design objective
- Identify the different types of furniture to be designed

- Resources to be Used 💣

Participant handbook, pen, writing pads, whiteboard, flip chart, markers, laptop, charts, overhead projector, laser pointer, computer, Office Suite, presentation software, projector, drafting table, drafting instruments, etc.

Note

This is the fifth session of the program, where you will provide students with information on the organisational procedures and formalities, the importance and ways of following supervisors' and clients' instructions, and the different types of furniture to be designed.

Ask ask

Ask the following questions to the students:

- Why do we need to follow organisational procedures?
- Why do you need to identify the key people in your organisation?

Write down the students' answers and responses on the whiteboard / flip chart. Draw appropriate cues from their answers and start teaching the lesson.

- Elaborate 🖉

In this session, discuss the following points:

- The organisational procedures and formalities to be completed during work
- Various ways of following the instructions obtained from supervisors or clients about the design objectives
- Different types of furniture to be designed

Let us now participate in an activity to understand these concepts better.

– Activity 🎉

Sav

- Announce, in the class, that this activity will help the students learn about the organisational procedures and formalities to be completed during work.
- Divide the class into small groups, according to the total batch strength.
- Provide each group with a mock scenario/case study, on which they will have to enact the following procedures through role play:
 - o Escalating an issue following the hierarchy
 - o Displaying proper code of conduct
 - o Following the Standard Operating Procedures and helping the subordinates at work
 - o Carrying out different processes by following workplace rules and regulations

Sample Scenario: A new member has joined the workshop.

- o How will you train him/her in standards regarding different processes?
- o How will you train him/her in the appropriate code of conduct?
- o How will you explain, to him/her, the importance of escalation and hierarchy?
- Assign one hour to complete the entire activity through a case study.

Activity	Duration (approx.)	Resources to be used
Role Play	1 hour	Props, tools, general craft items, pens, notebooks, whiteboard, markers, flip chart, overhead projector, laser pointer, etc.

– Activity 🦉

- Announce, in the class, that this activity will help the students familiarise with the dimension matrices of different types of furniture.
- Divide the class into groups, according to the total strength of the class.
- Demonstrate, in a lab environment, the process of creating, designing, and drawing the dimension matrices of:
 - o Chairs
 - o Desks
 - o Adult beds
 - o Bookcase
 - o Cabinets
 - o Kitchen appliances
- On completion of the demonstration, ask the students to create various designs and drawings for different types of furniture, in class, in groups or individually.
- Ask students to refer to the respective dimension matrices while designing.

• Allot 1 hour for this activity.

Activity	Duration (approx.)	Resources to be used
Demonstration and practice	1 hour	Tools, products and equipment used for various furniture designing processes, external props, general craft items, pens, notebooks, whiteboard, markers, flip chart, overhead projector, laser pointer, etc.

Say 🔦

Did you like the activity? Let us participate in another one.

- Activity

Say

- Inform the class that this activity will help the students to learn about the different types of furni-ture to be designed.
- With the help of the internet, computers/laptops, projector and laser pointer, show a series of pic-tures on the different types of furniture to be designed, to the whole class.
- Pause on each picture, and ask each student to identify it.
- After the identification is done correctly, explain the features of that particular type of furniture, to the whole class.
- Continue this activity until all the different types of furniture to be designed, have been identified and explained.
- Allot 30 40 minutes for this activity.
- Mark the students based on their performance in this activity.

Activity	Duration (approx.)	Resources to be used
Identify and learn	20 - 30 minutes	Notebook, pen, pencil, eraser, sharpener, participant hand book, laptop, white board, markers, overhead projector, flipchart, internet connectivity, etc.

Did you like participating in all the activities? I hope that all of you have grasped the concept well.

- Do 🗹

- Maintain a healthy, safe and friendly environment in the class.
- Write down the important points learnt from the lessons, on the whiteboard or flipchart.
- Share your insight and opinions on the topic with everyone in the class.
- Ask the students to voice their own opinions and views on the topics being learnt.
- Ensure that all the students retain a keen interest in the topics, while the class is going on.

- Notes for Facilitation 🗒

- Explain all the topics in simple language to all the students, and answer all their doubts and queries.
- Encourage the students to answer each other's questions and doubts to facilitate peer learning in the class.
- Ask the students to answer all the questions given in the participant hand book, and help them out if necessary.

Unit 2.2: Prioritise Work Activities to Achieve Desired Results

Unit Objectives 🞯

At the end of this unit, students will be able to:

- Demonstrate the process of marking out and measuring accurately
- Employ effective communication and presentation skills
- Practise ways to prepare a plan marking out the activities to be done Illustrate ways to sync timelines with processes

- Resources to be Used 🖉

Participant handbook, pen, writing pads, whiteboard, flip chart, markers, laptop, charts, overhead projector, laser pointer, computer, Office Suite, presentation software, projector, drafting table, drafting instruments, etc.

Note

This is the sixth session of the program, where you teach students the process of marking out and measuring accurately. Here, you will also teach them the art of effective communication, presentation skills, and planning work for timeline adherence.

Ask ask

Ask the following questions to the students:

- Why is it necessary to measure and mark out accurately, to create furniture designs?
- Why, according to you, it is important for one to communicate well at the workplace?
- Is there any difference between communicating and communication effectively?
- Can anyone tell the class the benefits of planning?

Write down the students' answers and responses on the whiteboard / flip chart. Draw appropriate cues from their answers and start teaching the lesson.

- Elaborate 🖉

In this session, discuss the following points:

- The process of marking out and measuring accurately
- The art of effective communication
- Presentation skills
- The ways of preparing a plan, marking out the activities to be done
- The need of synchronising timelines with processes
- The means of synchronising timelines with processes

Sav 🧟

Let us now participate in an activity to understand these concepts better.

– Activity 🖉

- Inform the students that this activity will help them learn more about the different processes of accurate marking and measuring, by using appropriate tools for furniture designing.
- Divide the students into small groups, based on the total batch strength.
- Ask each group to demonstrate the different processes of marking out and measuring accurately, using appropriate tools.
- Allot 40 50 minutes for the entire activity to be completed.

Activity	Duration	Resources to be used
Practice session	40 - 50 minutes	Tools, products and equipment used for various furniture designing processes, external props, general craft items, pens, notebooks, whiteboard, markers, flip chart, overhead projector, laser pointer, etc.



Did you like the activity? Did you find it fruitful? Now, let us participate in another one.

- Activity 🦉

- Announce, in the class, that this activity will help the students master the art of effective communication and presentation skills.
- Divide the students into small groups, according to the total batch strength.
- Provide a mock scenario/case study to each group on which they will have to react through role-plays.

Sample Scenario: A group of five recruits have joined the workshop. They have been assigned the work of creating a design for a modular office.

- o How will they
- Assign 1 hour to complete the entire activity.

Activity	Duration (approx.)	Resources to be used
Role play	1 hour	External props, tools and equipment used for various furniture designing processes and services, general craft items, pens, notebooks, whiteboard, markers, flip chart, overhead projector, laser pointer, etc.

- Say 뎙

Was the activity helpful to you? Let us participate in another one now.

- Activity

- Announce in class that this activity will help the students to master the techniques of planning out the activities that should be performed, to execute the work properly.
- Divide the students into small groups, according to the total batch strength.
- Provide a mock scenario/case study to each group on which they will have to react through role-plays.

Sample Scenario: A team of Assistant Furniture Designers have been taken to a new office for which they will have to design different types of furniture. How will they take the proper measurements of the site, and then read and interpret the engineering drawings of the site, to make the required furniture designs?

- Assign 1 hour to complete the entire role-playing activity through case study.
- Mark the students based on their performance in the activity.
- Appreciate the best performance (s) in the class.

Activity	Duration (approx.)	Resources to be used
Case study	1 hour	External props, tools and equipment used for various furniture designing processes and services, general craft items, pens, notebooks, whiteboard, markers, flip chart, overhead projector, laser pointer, etc.



Were all the activities helpful? I hope that now all of you have a clear idea about the various techniques of prioritising the work activities to gain the desired results on time.

- Do 🗹

- Maintain a friendly, healthy and positive atmosphere in the class.
- Show enthusiasm on the topic being taught, and inspire the students to complete the tasks properly.
- Ensure that the views, opinions, and contribution of each student in the class interactions are given fair and justified consideration.
- Write down the important points of the lessons derived out of the practical sessions and role play activities.

– Notes for Facilitation 壃

- Clarify all the doubts and queries that the students have about the topics covered in class.
- Ensure that the students take a keen interest in all the classroom lessons and activities.
- Encourage peer learning among students.
- Ask the students to try and answer all the questions in the participant hand book.

Unit 2.3: Creating Design Concept

Unit Objectives

At the end of this unit, students will be able to:

- Evaluate furniture ergonomics
- Demonstrate the different furniture making techniques, processes, and steps involved
- Practise ways to organise all the researched data for analysis to create a design concept
- Analyse the current market trends and customer preferences

- Resources to be Used 🧬

Participant handbook, pen, writing pads, whiteboard, flip chart, markers, laptop, charts, overhead projector, laser pointer, computer, Office Suite, presentation software, projector, drafting table, drafting instruments, etc.

Note

This is the seventh session of the program, which will train students in the best practices of furniture ergonomics, various furniture-making techniques, and the current market trends and customer preferences.

- Ask ask

Ask the following questions to the students:

- Have you ever felt uncomfortable after working for long hours?
- Do you think we can attract more customers, if we design furniture as per ergonomic rules?
- Do we use only one type of wood while making furniture?
- Why do you think it is necessary to be aware of current market trends and customer preferences?

Write down the students' answers and responses on the whiteboard / flip chart. Draw appropriate cues from their answers and start teaching the lesson.

- Elaborate 🖉

In this session, discuss the following points:

- Furniture ergonomics
- Different furniture-making techniques, processes, and steps involved
- Various ways of organising all researched data for analysing and creating a design concept
- The current market trends
- Customer preferences

Sa

Let us now participate in an activity to understand these concepts better.

– Activity 😕

- Announce, in the class, that this activity will help the students learn the different aspects of furniture ergonomics.
- Divide the class into small groups, according to the total strength of the class.
- Demonstrate in class various ways to obtain the proper measurements of the different furniture designs, for example, chairs, tables, chests, cabinets, etc. and the associated parts of each, following the ergonomic standards of size and dimension.
- Ask the students to practise various ways to take the proper measurements of the different furniture designs, following the ergonomic standards of size and dimension, in class, in groups or individually.
- Allot 1 hour for this activity.

Activity	Duration (approx.)	Resources to be used
Demonstration and practice session	1 hour	Tools, products and equipment used for various furniture designing processes, external props, general craft items, pens, notebooks, whiteboard, markers, flip chart, overhead projector, laser pointer, etc.

Say 🤦

Did you like the activity? Was it fruitful? Now, let us participate in another one.

– Activity 🌌

- Inform the class that this activity will help the students learn about the different types of wood, and the various furniture materials that are used by Assistant Furniture Designers.
- Show flashcards and pictures, to the class, on different types of wood, and the various furniture materials, to the whole class.
- Ask students to identify the wood or material.
- On correct identification, select students randomly, and ask them to explain the features of the identified types of wood or material, and their uses, to the whole class.
- Continue this activity until all the styles have been identified and explained.
- Allot 40 50 minutes for this activity.

Activity	Duration (approx.)	Resources to be used
Identify and learn	40 - 50 minutes	Notebook, pen, pencil, eraser, sharpener, participant hand book, laptop, whiteboard, markers, overhead projector, flip chart, internet connectivity, etc.

Did you find the activity to be helpful? Now, let us participate in another one.

– Activity 💯

Sav

- Inform the students that this activity will help them to learn more about the different furniture making techniques and processes, along with the steps involved in each.
- Divide the students into small groups, based on the total batch strength.
- Ask each group to demonstrate the different furniture making techniques and processes, along with the steps involved in each.
- Allot 1 hour for the entire activity to be completed.

Activity	Duration	Resources to be used
Practice session	1 hour	Tools, products and equipment used for various furniture designing processes, external props, general craft items, pens, notebooks, whiteboard, markers, flip chart, overhead projector, laser pointer, etc.



Was the activity helpful to all of you? We will participate in one more activity to grasp the concept better.

- Activity

- Announce that this activity will train the students in different ways of creating designs for various types of furniture, by organising all the accumulated data.
- Divide the students into small groups, according to the total batch strength.
- Provide a mock scenario/case study to each group, on which they will have to react through role-plays and practice session.

Sample Scenario: A house is being renovated and refurnished by the residents. How will the team of carpenters and Assistant Furniture Designers, appointed for the work, organise and accumulate all the necessary data from the work site to create designs for various types of furniture?

• Assign 1 hour to complete the entire role-playing activity through a case study.

Activity	Duration (approx.)	Resources to be used
Role Play	1 hour	External props, tools and equipment used for various furniture designing processes and services, general craft items, pens, notebooks, whiteboard, markers, flip chart, overhead projector, laser pointer, etc.

- Say 뎥

Did you like all the activities? I hope that these have helped you enhance your skills in different techniques and processes of creating furniture designs.

- Do 🗸

- Write down the important points about the different types of wood, and the different furniture making techniques, on the whiteboards/flipcharts.
- Maintain a healthy, positive and constructive environment.
- Share your opinion on the topics being taught in class, and ask the students to put in their insight and perspectives on the topics.
- Make sure that the contribution and participation of each student in the class receive a fair judgment and consideration.

- Notes for Facilitation 🗏

- Ask the students if they have any queries or any observations on the topics covered in class.
- Encourage peer learning by asking the students to answer each other's doubts and queries.
- Instruct the students to answer all the questions mentioned in the participant hand book, and assist them wherever they face problems.
- Ensure that all the students are able to understand all the topics.

Unit 2.4: Furniture Design Drawing and Approval

Unit Objectives

At the end of this unit, students will be able to:

- Demonstrate ways of using the different design software like Auto-CAD, CorelDraw, and Photoshop
- Identify the different types of furniture, associated parts, and their usage
- Practise the use of different manufacturing techniques, joineries, and design elements
- Illustrate the process of furniture drawing preparation
- Demonstrate ways to interpret 2D / 3D drawings
- Apply the knowledge of troubleshooting techniques to resolve the common issues

- Resources to be Used 🦉

Participant handbook, pen, writing pads, whiteboard, flip chart, markers, laptop, charts, overhead projector, laser pointer, computer, Office Suite, presentation software, projector, drafting table, drafting instruments, etc.

Note

This is the eighth session of the program, which will give the students an overview of the different design software, like Auto-CAD, CorelDraw, and Photoshop. You will also cover different types of furniture and their usage.

Ask ask

Ask the following questions to the students:

- Why do we need different design software for furniture designing?
- Can you name a few design software products?
- Why is a 2D/3D drawing needed in designing?
- Have you ever come across the term troubleshooting?

Write down the students' answers and responses on the whiteboard / flip chart. Draw appropriate cues from their answers and start teaching the lesson.

- Elaborate 🖉

In this session, discuss the following points:

- The ways of using the different design software like Auto-CAD, CorelDraw, and Photoshop
- Different types of furniture, associated parts, and their usage
- The process of furniture drawing preparation
- The ways to interpret 2D / 3D drawings
- Knowledge of troubleshooting to resolve the common issues

- Say 🔦

Let us now participate in an activity to understand these concepts better.

- Activity 🖉

- Announce, in the class, that this activity will help the students learn the different aspects of furniture Announce in the class that this activity will help the students to learn about the use of the different design software like Auto-CAD, CorelDraw, and Photoshop.
- Divide the class into small groups, according to the total strength of the class.
- Hold a demonstration session to show and teach the students the ways to use the different design software like Auto-CAD, CorelDraw, and Photoshop.
- Ask the students to practise the use of the various ways to different design software like Auto-CAD, CorelDraw, and Photoshop, in class, in groups or individually.
- Mark the students based on their performance in this activity.
- Allot 1 hour for this activity.

Activity	Duration (approx.)	Resources to be used
Demonstration and practice session	1 hour	Tools, products and equipment used for various furniture designing processes, external props, general craft items, pens, notebooks, whiteboard, markers, flip chart, overhead projector, laser pointer, etc.



Did you like the activity? Let us do another one.

– Activity 🖉

• Announce in the class that this activity will help the students to learn more about the different types of furniture, the associated parts, and the usage of each type, as well as the different manufacturing techniques.

- With the help of the internet, computers/laptops, projector and laser pointer, show a series of pictures on the different types of furniture, the associated parts, and the usage of each type, as well as the different manufacturing techniques, to the whole class.
- Pause on each picture, and ask each student to identify it.
- After the identification is done correctly, explain the features of that particular type of furniture, or its associated parts, its usage as well as its manufacturing techniques, to the whole class.
- Continue this activity until all the styles have been identified and explained.
- Allot 40 50 minutes for this activity.
- Mark the students based on their performance in this activity.

Activity	Duration (approx.)	Resources to be used
Identify and learn	40 - 50 minutes	Notebook, pen, pencil, eraser, sharpener, participant hand book, laptop, whiteboard, markers, overhead projector, flip chart, internet connectivity, etc.

Say 🔄 ·

Did you like the activity? Let us take part in some more.



- Announce in the class that this activity will help the students to learn about the ways of preparing for the furniture drawings by using the appropriate tools and equipment, and the ways to read and interpret 2D/3D drawings.
- Divide the class into small groups, according to the total strength of the class.
- Hold a demonstration session to show and teach the students the ways of preparation for the furniture drawings by using the appropriate tools and equipment, and the ways to read and interpret 2D/3D drawings.
- Ask the students to practise the use of the various ways of preparing for the furniture drawings by using the appropriate tools and equipment, and the ways to read and interpret 2D/3D drawings, in class, in groups or individually.
- Mark the students based on their performance in this activity.
- Allot 1 hour for this activity.

Activity	Duration (approx.)	Resources to be used
Demonstration and practice session	1 hour	Tools, products and equipment used for various furniture designing processes, external props, general craft items, pens, notebooks, whiteboard, markers, flip chart, overhead projector, laser pointer, etc.

Sav

Did you like the activity? Let us participate in another one.

- Activity 🖉

- Announce that this activity will train students in troubleshooting techniques.
- Provide each student with a white sheet of paper.
- Ask students to write any two common issues faced by the Assistant Furniture Designers, the causes, and the ways of resolving the issues.
- At the end of this activity, ask the students to exchange their write-ups with their neighbours, to learn from what the others have written.
- Allot 20 30 minutes for this activity.

Activity	Duration (approx.)	Resources to be used
Pen to paper	20 - 30 minutes	Notebook, pen, pencil, eraser, sharpener, participant hand book, laptop, whiteboard, markers, overhead projector, flip chart, internet connectivity, etc.

- Say 🔦

Were the activities helpful for you? I hope that now all of you have a clear conception of the furniture designs and drawings.

- Do 🗹

- Maintain a healthy, friendly and positive environment in the class.
- Write down the important points derived out of the lessons on the white board/flipcharts.
- Voice your views and opinions on the topic, and encourage the students to participate in the interaction.
- Provide proper judgment and fair consideration to the contribution of each student in the class.

- Notes for Facilitation 🗏

- Encourage the students to answer all the questions in the participant Hand Book.
- Ask if the students have any questions or doubts regarding the topics covered in class.
- Answer all the doubts and queries of the students for better comprehension of the topics.
- Facilitate peer learning among the students, by asking them to try and answer each other's questions.





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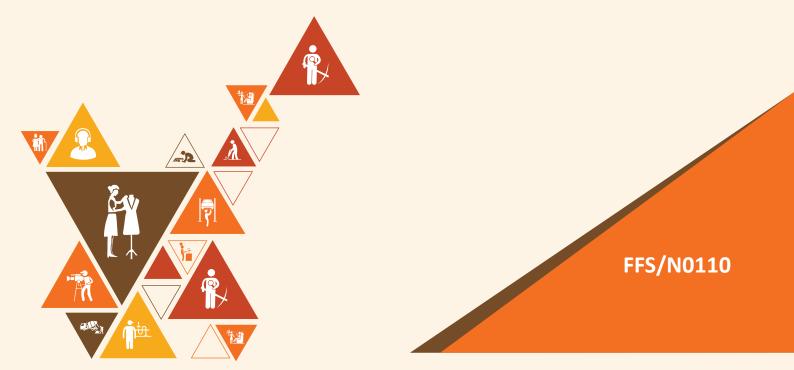


Transforming the skill landscape



3. Create a Scale Model and Build a Furniture Prototype

Unit 3.1 - Create a Scale Model Unit 3.2 - Build a Prototype and Test



Key Learning Outcomes

At the end of this module, you will be able to:

- 1. Create a scale model
- 2. Demonstrate the process of building a prototype and putting it to test

Unit 3.1: Create a Scale Model

Unit Objectives 🞯

At the end of this unit, students will be able to

- Identify the different types of materials used in the selected product category, their trade names and availability
- Demonstrate the ways to collect materials such as cardboard, small sticks or other products to create a scale model
- Illustrate how to draw layouts on cardboard sheet as per dimension
- Practise the proper ways of furniture making drawings and measurements



Participant handbook, pen, writing pads, whiteboard, flip chart, markers, laptop, charts, overhead projector, laser pointer, computer, Office Suite, presentation software, projector, drafting table, drafting instruments, etc.

– Note 🗏

This is the ninth session of the program, which will give the students an overview of the different types of materials used in the selected product category, the ways to collect miscellaneous materials to create scale model, the ways to draw layouts on cardboard sheet as per dimension, and the proper ways of furniture making drawings and measurements.

- Ask

Ask the following questions to the students:

- What do you understand by selected product category?
- Have you ever come across the term scale model?
- Why do designers require drawing layouts on cardboard sheets, before designing?

Write down the students' answers and responses on the whiteboard / flip chart. Draw appropriate cues from their answers and start teaching the lesson.

- Elaborate 🖉

In this session, discuss the following points:

- Different types of materials used in the selected product category, their trade names and availability
- The ways to collect materials such as cardboard, small sticks or other products to create a scale model
- The ways to draw layouts on a cardboard sheet as per dimension
- The proper ways of furniture making drawings and measurements

Sav 뎙

Let us now participate in an activity to understand these topics in a better way.

- Activity 🖉

- Announce, in the class, that this activity will help the students to learn about the different types of materials used in the selected product category, their trade names and availability.
- With the help of the internet, computers/laptops, projector and laser pointer, show a series of pictures on the different types of furniture of a selected product category, according to the trade names, to the whole class.
- Pause on each picture, and ask each student to identify it.
- On correct identification, explain the features and use of the furniture products of a selected product category, according to the trade names, to the whole class.
- Continue this activity until all the styles have been identified and explained.
- Allot 40 50 minutes for this activity.

Activity	Duration (approx.)	Resources to be used
Identify and learn	40 - 50 minutes	Notebook, pen, pencil, eraser, sharpener, participant handbook, laptop, whiteboard, markers, overhead projector, flip chart, internet connectivity, etc.

- Say 🞑

Did you like the activity? Now, let us participate in another one.

- Activity 🎉

- Inform the class that this activity will help the students learn about the proper materials to be selected for creating a scale model.
- Divide the students into small groups, based on the total batch strength.
- Display the different types of objects, substances, tools and equipment required for the process of creating a scale model, in front of the whole class.

- Ask each group to identify these objects, substances, tools and equipment which are displayed.
- After the identification is over, ask each group to demonstrate the ways of selecting and using the different types of objects, substances, tools and equipment required for the process of creating a scale model.
- Allot 40 50 minutes for the entire activity to be completed.

Activity	Duration	Resources to be used
Practical handling of equipment	40 – 50 minutes	Tools, products and equipment used for various furniture designing processes, external props, general craft items, pens, notebooks, whiteboard, markers, flip chart, overhead projector, laser pointer, etc.

Say 🔦

Did you find the activity to be useful? Let us now take part in another one.

- Activity 🖉

- Announce, in the class, that this activity will help the students learn about drawing layouts, creating furniture drawings, using AutoCAD and CorelDraw, and the ways of identifying defects by means of visual inspection.
- Divide the class into small groups, according to the total strength of the class.
- Demonstrate the ways of performing the following tasks
 - Drawing the layout on cardboard sheets, based on the dimension matrix and customer requirements
 - o Creating drawings, using AutoCAD and CorelDraw
 - o Detecting defects in furniture designs
- Ask students to practise drawing layouts, creating drawings using AutoCAD and CorelDraw, and the ways of conducting a visual inspection for identifying defects, in groups, or individually.
- Allot 1 hour for this activity.

Activity	Duration (approx.)	Resources to be used
Demonstration and practice session	1 hour	Tools, products and equipment used for various furniture designing processes, external props, general craft items, pens, notebooks, whiteboard, markers, flip chart, overhead projector, laser pointer, etc.

- Say 🔦

Did you like all the activities? I hope that these have been useful in learning the ways of creating a scale model.

- Do 🗹

- Make sure that the students retain a keen interest in the topics covered in class.
- Maintain a friendly, positive and healthy environment in the class.
- Provide proper judgment and fair consideration to the participation of each student in the class.
- Voice your own opinions on the topics and ask the students to also take part in the discussion by sharing their views on the matters.

– Notes for Facilitation l

- Ask the students if they have any questions in mind which they would like to ask.
- Encourage the other students to answer the questions, thereby developing peer learning in class.
- Answer all the doubts and queries raised by the students.
- Ask them to answer the questions given in the participant hand book.
- Ensure that all the students can answer all the questions given in the exercises.

Unit 3.2: Build a Prototype and Test

		C.
Unit Ob	jectives	I

At the end of this unit, students will be able to

- Demonstrate the detailed drawings and specifications to the craftsman/carpenter
- Practise ways of analysing the look and appearance of the prototype sample
- Identify ways to check for defects and errors in the prototype sample

– Resources to be Used 🤷

Participant handbook, pen, writing pads, whiteboard, flip chart, markers, laptop, charts, overhead projector, laser pointer, computer, Office Suite, presentation software, projector, drafting table, drafting instruments, etc.

Note

This is the tenth session of the program, where you will provide the students with information on the need of explaining the detailed drawings and specifications to the craftsman/carpenter, and the ways of analysing the look and appearance of the prototype sample to check for errors.

- Ask ask

Ask the following questions to the students:

- Why are specifications and drawings needed?
- Why do you think it is necessary to provide detailed drawings and specifications to the craftsman/ carpenter?

Write down the students' answers and responses on the whiteboard / flip chart. Draw appropriate cues from their answers and start teaching the lesson.

- Elaborate 🖞

In this session, discuss the following points:

- The need for explaining detailed drawings and specifications to the craftsman/carpenter
- The ways of analysing the look and appearance of the prototype sample to check for errors

Sav

Let us now participate in an activity to understand these topics in a better way.

- Activity 💯

- Announce in the class that this activity will help the students to learn about the detailed drawings and specifications to the craftsman/carpenter.
- Divide the class into small groups, according to the total strength of the class.
- Hold a demonstration session to show and teach the students the ways of creating detailed drawings and providing various specification, including –
 - o Checking the standard and quality of the raw materials or samples
 - o Cutting and shaping the pieces of wood according to the given layout
 - o Checking the joineries and the other techniques used to create the prototype
- Ask the students to practise the different ways of creating detailed drawings and providing various specification, in class, in groups or individually.
- Mark the students based on their performance in this activity.
- Allot 1 hour for this activity.

Activity	Duration (approx.)	Resources to be used
Demonstration and practice session	1 hour	Tools, products and equipment used for various furniture designing processes, pens, notebooks, whiteboard, markers, flip chart, overhead projector, laser pointer, etc.

Say 🤦

Did you like the activity? Let us now participate in another one.

Activity

- Announce, in the class, that this activity will help the students learn the ways of analysing the look and appearance of the prototype sample to check for errors.
- Divide the students into small groups, based on the total batch strength.
- Display the different types of objects, substances, tools and equipment required for the process of analysing the look and appearance of the prototype sample to check for errors, in front of the whole class.
- Ask each group to identify the displayed objects, substances, tools and equipment.
- On correct identification, ask each group to demonstrate ways of analysing the look and appearance of the prototype, by checking the following –
 - o Balance and levelling
 - Strength, durability and longevity

- The quality of finishing in the prototype
- Incorporating the changes according to the previous feedback
- Allot 40 50 minutes for the entire activity to be completed.

Activity	Duration	Resources to be used
Practise session	40 – 50 minutes	Tools, products and equipment used for various furniture designing processes, external props, general craft items, pens, notebooks, whiteboard, markers, flip chart, overhead projector, laser pointer, etc.

- Say 🔦

Did you like participating in the activity? Let us now participate in another one.

- Activity

- Announce, in the class, that this activity will help the students learn about the ways of gaining the approval of the supervisor regarding the prototype, and creating the proper documents for maintaining portfolio and records.
- Divide the students into small groups, according to the total batch strength.
- Provide a mock scenario/case study to each group, which they need to analyse.

Sample Scenario: A team of carpenters and Assistant Furniture Designers has been given an order to design and make a particular set of furniture. First, they have to make a prototype and get it approved from both the client as well as the supervisor, before proceeding with the work.

- How will they build the prototype, and perform other activities, so that it gets the final approval of the supervisor?
- o How will they create documents in the appropriate manner to maintain records and portfolio?
- Assign 1 hour to complete the entire activity.

Activity	Duration (approx.)	Resources to be used
Case Study	1 hour	Tools and equipment used for various furniture designing processes and services, pens, notebooks, whiteboard, markers, flip chart, overhead projector, laser pointer, etc.



Did you like all the activities? I hope that these have been useful in training about the techniques and methods of building a prototype sample and putting it to test.

- Do 🗹

- Maintain a healthy, safe and positive environment in the class.
- Share your views about the need for assisting carpenters in various woodworking activities.
- Make sure that all the students are paying attention to everything that is taught in class.
- Encourage all the students to take part in the discussion and share their views on the topic.
- Write down the important points derived out of the lessons covered in the class, on the flipcharts/ whiteboard.

🗖 Notes for Facilitation 🗏

- Make sure that the students are comfortable and at ease during the class activities.
- Ask the students if they have any questions or doubts, which they would like to ask.
- Answer all the doubts and queries raised by the students.
- Ensure that all the students can answer all the questions given in the participant hand book.





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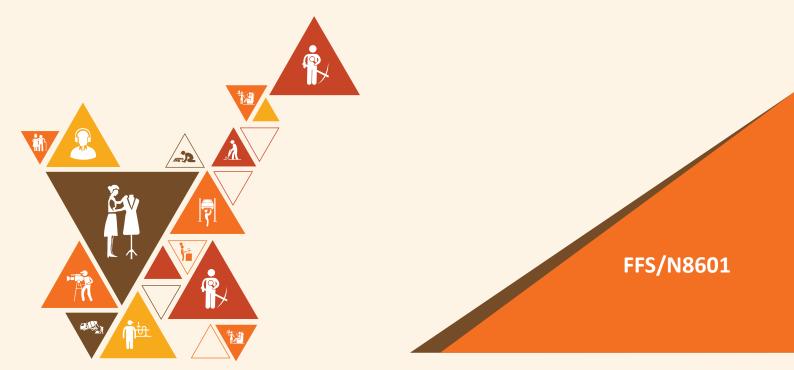


Transforming the skill landscape



Ensure Health and Safety at Workplace

Unit 4.1 - Health and Safety Unit 4.2 - Ways to Combat Emergencies



Key Learning Outcomes

At the end of this module, you will be able to:

- 1. Comply with health and safety guidelines at the workplace
- 2. Demonstrate ways of dealing with emergencies at the workplace

Unit 4.1: Health and Safety

Unit Objectives

At the end of this unit, students will be able to

- Evaluate the common health and safety hazards in a work environment and related precautions
- Demonstrate the safe working practices in a Furniture & Fittings related workplace
- Practise the safe handling and disposal of wastes and debris
- Recognise the importance of using protective clothing/equipment while working
- Illustrate the correct processes to maintain correct body posture while standing and working
- Examine the different risks associated with the use of electrical equipment

- Resources to be Used 🥙

Participant handbook, pen, writing pads, whiteboard, marker, masks, safety glasses, ear muffs, safety footwear, gloves, aprons, first aid kits, different types of fire extinguisher

Note

This is the eleventh session of the program, where you will cover the common health and safety hazards in the work environment and related precautions, and the safe working practices in a Furniture & Fittings related workplace.

Ask ask

Ask the following questions to the students:

- Why do you need to handle tools carefully?
- Have you ever seen a victim of electric shock?
- What would you do if you find debris lying in the workshop?
- Do you know about any safe working practices and the ways of disposing of wastes and debris?
- Why do you think it necessary to use the appropriate protective equipment/clothing, and maintaining of the body posture?

Write down the students' answers and responses on the whiteboard / flip chart. Draw appropriate cues from their answers and start teaching the lesson.

- Elaborate 🖉

In this session, discuss the following points:

- Common health and safety hazards in the work environment and related precautions
- Safe working practices in a Furniture & Fittings related workplace
- Safe handling and disposal of waste and debris
- Importance of using protective clothing/equipment while working
- Correct processes of maintaining correct body posture while standing and working
- Different risks associated with the use of electrical equipment

Sav 🧟

Let us now participate in an activity to understand these topics better.

– Activity 🖉

- Announce, in the class, that this activity will help the students identify and control the common health and safety hazards.
- Distribute sheets of paper among the students.

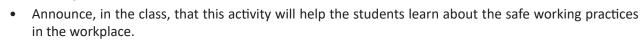
Did you like the activity? Let us participate in another one.

- Ask the students to write about any two common health and safety hazards at the workplace, along
 with their causes, and ways of preventing or curing these.
- At the end of the activity, tell the students to exchange their write-ups with their partners, to learn from what the others have written.
- Allot 20 30 minutes for this activity.

Activity	Duration (approx.)	Resources to be used
Pen it down	20 - 30 minutes	Notebook, pen, pencil, eraser, sharpener, participant handbook, laptop, whiteboard, markers, overhead projector, flip chart, internet connectivity, etc.

Sav

Activity



• Divide the class into small groups, according to the total strength of the class.

- Demonstrate, in the class, safe working practices at the workplace, by:
 - o Complying with health and safety standards
 - Handling machines, tools, and equipment safely
 - o Checking the workplace for detecting risks, hazards, or threats
 - o Reporting any accident or incident to relevant authorities
 - o Disposing of debris and waste materials safely and appropriately
 - Maintaining proper body postures, while at work, during lifting, carrying, and settling down items and objects
- Ask the students to perform the various safe working practices to be followed at the workplace.
- Allot 1 hour for this activity.

Activity	Duration (approx.)	Resources to be used
Demonstration and practice session	1 hour	Tools, products and equipment used for various furniture designing processes, external props, general craft items, pens, notebooks, whiteboard, markers, flip chart, overhead projector, laser pointer, etc.



Did you like the activity? Let us now take part in another one.

- Activity

- Announce in the class that this activity will help the students to learn about the ways of using the personal protective clothing/equipment, and the correct body postures to maintain, at the workplace.
- Divide the students into small groups, based on the total batch strength.
- Display the different types of personal protective clothing/equipment necessary for the Assistant Furniture Designers in the workplace.
- Ask each group to identify each personal protective clothing/equipment which is displayed.
- After the identification is over, ask each group to demonstrate the ways of handling and using the different personal protective clothing/equipment required for the Assistant Furniture Designers.
- Allot 40 50 minutes for the entire activity to be completed.
- Mark the students based on their performance in the activity.
- Appreciate the best performance in the class.

Activity	Duration	Resources to be used
Practice session	40 – 50 minutes	Participant handbook, pen, writing pads, whiteboard, marker, masks, safety glasses, ear muffs, safety footwear, gloves, aprons, first aid kits, different types of fire extinguisher

Sav

Was the activity helpful? Let us now participate in another activity to grasp the concept better.

- Activity 💯

- Announce, in the class, that this activity will help the students learn about the risks associated with exposure to toxic substances and electrical hazards.
- Divide the students into small groups, according to the total batch strength.
- Provide a mock scenario/case study to each group, which they will have to enact through role play:
 - Prevention or cure during exposure to toxic solvents, flux or substances
 - o Taking precautions to prevent electrical hazards and the ways to control these

Sample Scenario: A group of carpenters and Assistant Furniture Designers is preparing furniture designs inside a chemical laboratory. Some toxic substances are lying in the area. Suddenly, there is a spark from a power supply point, indicating the threat of a short circuit. How will the Assistant Furniture Designers protect themselves from exposure to toxic substances and electrical hazards?

Assign 1 hour to complete the entire role-playing activity through a case study.

Activity	Duration (approx.)	Resources to be used
Role Play	1 hour	External props,

Say 🤦

Did you like the activities? I hope that now all of you have a clear idea of the different health and safety hazards at the workplace, and the ways of preventing or fighting them.

– Do 🗠

- Share your insight on the topic with all the students in the class, and ask them to participate in the interaction.
- Maintain a friendly, constructive and positive environment.
- Ensure that all the students are paying attention to all the lessons taught in the class.
- Take down the important points regarding the various health and safety procedures for the workplace.

- Notes for Facilitation 블

- Ensure that all the students can answer all the questions given in the participant hand book.
- Answer all the doubts and queries raised by the students in the class.
- Encourage peer learning among the students for the enhanced learning experience.
- Make sure that all the students are comfortable and at ease in the class.

Unit 4.2: Ways to Combat Emergencies

Unit Objectives 🞯

At the end of this unit, students will be able to:

- Evaluate the common health and safety hazards in a work environment and related precautions
- Demonstrate the safe working practices in a Furniture & Fittings related workplace
- Practise the safe handling and disposal of wastes and debris
- Recognise the importance of using protective clothing/equipment while working
- Illustrate the correct processes to maintain correct body posture while standing and working
- Examine the different risks associated with the use of electrical equipment

- Resources to be Used 🧬

Participant handbook, pen, writing pads, whiteboard, marker, masks, safety glasses, ear muffs, safety footwear, gloves, aprons, first aid kits, different types of fire extinguisher

- Note 🗐

This is the twelfth session of the program, where you will provide the students with information on organisational reporting protocol, various causes of fire, and the process to follow in emergency evacuation procedures, and the meaning of various safety signs.

Here, you will also cover basic first aid treatment, the importance of safe lifting practices and correct body postures, and the names and the contact details of all the people responsible for health and safety in a workplace.

- Ask

Ask the following questions to the students:

- Why, according to you, you need to follow certain safety protocols in an organisation?
- Can anyone tell the class how fire is caused?
- Why is it necessary to use safety signs?
- Have you ever seen a first aid kit?
- Why is a first aid kit required at the workplace?

Write down the students' answers and responses on the whiteboard / flip chart. Draw appropriate cues from their answers and start teaching the lesson.

Elaborate

In this session, discuss the following points:

- Importance of organisational reporting protocol
- Various causes of fire
- The process to follow in emergency situations and evacuation procedures
- Various types of safety signs and what they mean
- Appropriate basic first aid treatment relevant to the condition
- Importance of safe lifting practices and correct body postures
- Need to enlist the names the contact details of all the people responsible for health and safety in a workplace

Say 🔎

Let us now participate in an activity to understand the topics better.

- Activity 💯

- Announce, in the class, that this activity will help the students learn about the ways to control a fire hazard, undertake safety evacuations and emergency procedures, and comply with the proper organisational reporting protocol.
- Divide the students into small groups, according to the total batch strength.
- Provide a mock scenario/case study to each group, based on below topics, which they will have to enact and demonstrate through a role play:
 - Ways to combat a fire outbreak in the workplace
 - o Ways to perform safety evacuation and emergency procedures
 - o Techniques of following the proper organisational reporting protocol to report about the hazard

Sample Scenario: A group of carpenters and Assistant Furniture Designers were working on the tenth floor of a high rise building. Suddenly, smoke and flames start engulfing the building as the fire alarm started ringing. How will the Assistant Furniture Designers fight the fire outbreak and perform safety evacuation and emergency techniques, to save the people? Later, how will they report and properly document the incident/accident, by following the appropriate organisational reporting protocol?

• Assign 1 hour to complete the entire role-playing activity through a case study.

Activity	Duration (approx.)	Resources to be used	
Role Play	1 hour	External props	

- Say 🖻 —

Did you like the activity? Let us now participate in another one.

- Activity 💯

- Announce, in the class, that this activity will help the students learn about the use of different types of fire extinguishers, in case of a fire hazard.
- Divide the class into small groups, according to the total strength of the class.
- Demonstrate ways of handling, using and maintaining each type of fire extinguisher.
- Ask the students to practise the use of various types of fire extinguishers.
- Allot 1 hour for this activity.

Activity	Duration (approx.)	Resources to be used
Demonstration and practice session	1 hour	Fire extinguishers of all types, writing pads, pens, whiteboard, markers, participant handbook, etc.

Say 🔎

Did you like the activity? Let us now participate in another one.

- Activity

- Announce, in the class, that this activity will help the students learn about the different types of safety signs to be put up for display in the workplace.
- Show the class flashcards and images of the different types of safety signs to be displayed in the workplace, to avoid health and safety hazards, including prohibition signs, warning signs, mandatory signs, emergency escape signs, and first aid signs.
- Pause on each picture, and ask each student to identify the particular sign.
- On correct identification, explain the meaning and use of each safety sign, to the whole class.
- Continue this activity until all the safety signs have been identified and explained.
- Allot 40 50 minutes for this activity.

Activity	Duration (approx.)	Resources to be used
Identify and learn	40 - 50 minutes	Flashcards, notebook, pen, participant handbook, laptop, whiteboard, markers, overhead projector, flip chart, internet connectivity, etc.

Sav

Was the activity useful? Let us participate in another one.

– Activity 💯

- Announce, in the class, that this activity will train the students in basic first aid treatments, to the victims or injured people, in case of different health problems.
- Divide the students into small groups, according to the total batch strength.
- Provide a mock scenario/case study to each group, which they will have to enact and demonstrate.

Sample Scenario: A group of carpenters and Assistant Furniture Designers is working in the workshop, with the help of different tools and equipment. Suddenly, one of them accidentally cut his finger in a very sharp tool, while another person felt sick and became unconscious. How will the Assistant Furniture Designers apply first aid to the victims, to keep them in a stable condition, until proper medical help arrives?

• Assign 1 hour to complete the entire role-playing activity through a case study.

Activity Duration (approx.)		Resources to be used
Role Play	1 hour	External props, first aid kits, etc.

Say 뎗

Were all the activities useful in making you understand the different ways of dealing with emergency situations? I hope that all of you had an enriching experience.

– Do 🗹

- Write down the inferences drawn from the various activities on the white board/flip charts.
- Share your opinions on the topics, and ask the students to take part in the interaction.
- Encourage the students to voice their views on the topics.
- Maintain a positive, healthy and safe environment in the class.
- Ensure that the contribution of each student in the class interactions receives fair and justified consideration.

Notes for Facilitation 🔄

- Answer and clarify all the queries raised by the students, on the topics covered in class.
- Encourage the other students to answer the questions, thereby developing peer learning in class.
- Ask the students to answer all the questions given in the participant hand book, and assist them if they face any problems in doing so.





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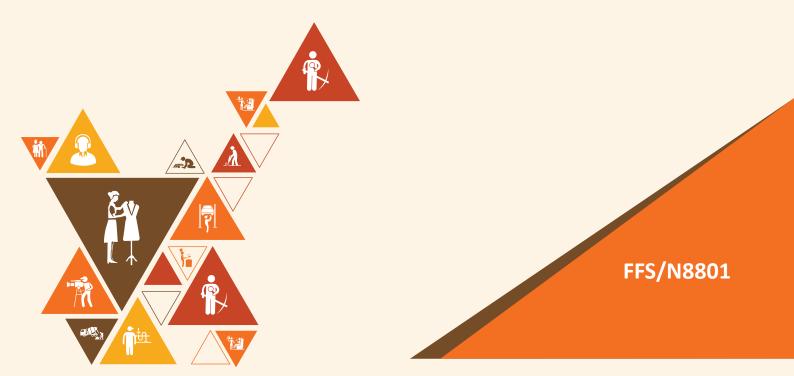


Transforming the skill landscape



5. Work Effectively with Others

Unit 5.1 - Interaction with Seniors Unit 5.2 - Work Effectively



Key Learning Outcomes

At the end of this module, you will be able to:

1. Demonstrate the process of interaction with seniors,

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2. Practise working effectively

Unit 5.1: Interaction with Seniors



At the end of this unit, students will be able to:

- Demonstrate ways to report any possible deviations to appropriate authority
- Recognise the importance of effective communication and establishing good working relationships with other
- Identify the different types of people that one is required to communicate and coordinate within the organisation
- Evaluate the importance and need of supporting co-workers facing problems for the smooth functioning of work
- Identify the various components of the communication cycle
- Practise the maintenance of proper discipline and ethics for professional success

– Resources to be Used 🧬

Participant handbook, pen, writing pads, whiteboard, marker, computer, presentation software, projector, charts

- Note

This is the thirteenth session of the program, where you will teach students the ways of reporting possible deviations to appropriate authority, the importance of effective communication and establishing good working relationships with other, and the different types of people that one is required to communicate and coordinate with in the organisation.

Here, you will also cover the need of supporting co-workers, various components of communication cycle, and the ways of abiding by proper discipline and ethics for professional success.



Ask the following questions to the students:

- Can anyone say why deviations happen in the workplace?
- Is there any difference between communication and effective communication?
- Why do you need to listen, while communicating?
- Are you aware of the fact that communication is a cyclical process?

Write down the students' answers and responses on the whiteboard / flip chart. Draw appropriate cues from their answers and start teaching the lesson.

- Elaborate 🖉

In this session, discuss the following points:

- Ways to report any possible deviation to appropriate authority
- Importance of effective communication and good working relationships
- Different types of people that one is required to communicate and coordinate with the organisation
- Importance and need of supporting co-workers facing problems for the smooth functioning of work
- Various components of the communication cycle
- Ways of maintaining proper discipline and ethics for professional success

- Say 🤦

Let us now participate in an activity to understand these topics better.

– Activity 🖉

- Announce, in the class, that this activity will help the students learn about the ways to report any deviation to the appropriate authority, with the help of proper protocol.
- Divide the students into small groups, according to the total batch strength.
- Provide a mock scenario/case study to each group, which they will have to enact. These scenarios are about the procedures of reporting deviations to the appropriate authority, in the correct manner.
 Sample Scenario: You are an Assistant Furniture Designer, and you sense some illegal activities going on in the workplace, where your colleagues might be involved. How will you report any possible deviation to the appropriate authority? What escalation matrix would you follow to file the grievance/complaint?
- Assign 1 hour to complete the entire role-playing activity through a case study.

Activity	Duration (approx.)	Resources to be used
Role Play	1 hour	External props

Say 🤦

Did you like the activity? Let us now participate in another one.

– Activity 🖉

- Announce, in the class, that this activity will help the students learn about the different aspects of effective communication and the communication cycle.
- Divide the students into small groups, according to the total batch strength.
- Provide a mock scenario/case study to each group, which they will have to enact and demonstrate.
 Sample Scenario: A team of new Assistant Furniture Designers have joined the workshop. All of them come from different ethnic and cultural background, and they do not share the same mother

tongue. How will they interact with each other and effectively communicate through different forms of communication, by overcoming all the barriers?

• Assign 1 hour to complete the entire role-playing activity through a case study.

Activity	Duration (approx.)	Resources to be used	
Role Play	1 hour	External props	

Say 🤦

Did you like the activity? Let us participate in another one.

- Activity

- Announce, in the class, that this activity will help the students learn about the appropriate discipline and ethics to be maintained in the workplace.
- Divide the class into small groups, according to the total strength of the class.
- Ask the students to jot down dos and don'ts of code of behaviour in the workplace, in groups, or individually.
- Allot 1 hour for this activity.

Activity	Duration (approx.)	Resources to be used
Demonstration and practice session	1 hour	Participant handbook, pen, writing pads, whiteboard, marker

- Say 뎙

Did you find all the activities useful? I hope that this session have been fruitful for you all.

– Do 🗹

- Jot down the important features derived out of the demonstration and practice sessions.
- Share your views, insight, and opinion regarding the ways to interact with peers and seniors at the workplace.
- Maintain a positive, constructive, and friendly environment in the class.
- Make sure that the students pay close attention to the topics being taught in class.
- Provide fair judgment to the contribution of each student in the class.

– Notes for Facilitation 壃

- Ask the students if they have any queries about the topics being taught in the class.
- Answer all the doubts and queries raised by the students, in a clear and comprehensive manner.
- Instruct the students to answer all the questions in the participant hand book, and assist them in doing so.
- Encourage peer learning in the class to for enhanced learning experiences.

Unit 5.2: Work Effectively

Unit Objectives

At the end of this unit, students will be able to:

- Evaluate the responsibilities and objectives of the role
- Interpret the principles of Furniture & Fittings manufacturing and installation
- Recognise the importance of working effectively with others to achieve organisations goals
- Demonstrate the ways of sharing information with the team to enhance quality and productivity at the workplace
- Illustrate ways to keep work area clean and tidy and its importance

- Resources to be Used 🖾

Participant handbook, pen, writing pads, whiteboard, marker, computer, presentation software, projector, charts

- Note 🗐

This is the fourteenth session of the program, which will give the students an overview of the responsibilities and objectives of the role, the principle of Furniture & Fittings manufacturing and installation, and the importance of working effectively with others to achieve the organisation's goals.

Here, you will also cover various ways of sharing information with the team to enhance quality and productivity at workplace, and the methods of keeping the work area clean and tidy.

Ask ask

Ask the following questions to the students:

- Why is it necessary to work in a team at the workplace?
- Have you visited any furniture workshop? Did you notice how workshops are kept clean and tidy?

Write down the students' answers and responses on the whiteboard / Flip chart. Take the appropriate cues from their answers, introduce the topic, and begin to teach the lesson.

- Elaborate 🖉

In this session, discuss the following points:

- The responsibilities and objectives of the role
- The principle of Furniture & Fittings manufacturing and installation
- Importance of working effectively with others to achieve organisations goals
- The ways of sharing information with the team to enhance quality and productivity at the workplace
- Methods of keeping the work area clean and tidy

- Say 🞑

Let us now participate in an activity to understand these topics better.

- Activity 🎉

- Announce, in the class, that this activity will help the students recognise responsibilities and objectives of the role, and the principle of Furniture & Fittings manufacturing and installation.
- Provide each student with a sheet of paper.
- Ask the students to write any two points on the responsibilities and objectives of the role, and any one principle of Furniture & Fittings manufacturing and installation.
- At the end of this activity, ask the students to exchange their write-ups with their neighbours, to learn from what the others have written.
- Allot 20 30 minutes for this activity.

Activity	Duration (approx.)	Resources to be used
Pen it down	20 - 30 minutes	Notebook, pen, participant handbook, laptop, whiteboard, markers, overhead projector, flip chart, internet connectivity, etc.

Say 뎙

Did you like the activity? Let us now participate in another one.

- Activity 🦉

• Announce, in the class, that this activity will help the students learn about the effective teamwork

- Divide the students into small groups, according to the total batch strength.
- Provide a mock scenario/case study to each group, which they will have to enact and demonstrate.
 Sample Scenario: You have new members who have joined your team. These members are from different backgrounds and different regions of India. How will you train them to work effectively in a team?

• Assign 1 hour to complete the entire role-playing activity through a case study.

Activity	Duration (approx.)	Resources to be used
Role Play	1 hour	External props

Say 🤦

Did you like this activity? Let us participate in another one.

– Activity 🤔

- Announce, in the class, that this activity will train the students in keeping the workplace clean and tidy.
- Divide the class into small groups, according to the total strength of the class.
- Demonstrate appropriate housekeeping activities for keeping the workplace clean and tidy.
- Ask the students to practise the same activities, in groups, or individually.
- Allot 1 hour for this activity.

Activity	Duration (approx.)	Resources to be used
Demonstration and practice session	1 hour	Cleaning tools and products, gloves, aprons

Say 뎙

Did you like all the activities? I hope that now you have a clear idea about the concepts taught in the session.

- Do 🗸

- Share your insight and input on the different ways and techniques of working in an organisation.
- Ensure that all the students are attentive and participating in class activities and lessons.
- Maintain a positive, constructive, and friendly atmosphere in the class.
- Encourage all the students to participate in the discussion and share their thoughts and opinions on the topic.

- Notes for Facilitation

- Ask the students if they have any query or doubt to clarify.
- Encourage other students to answer the queries, thus developing peer learning in class.
- Answer all doubts and queries raised by the students.
- Ask them to answer the questions given in the participant handbook.
- Ensure that all the students can answer all the questions given in the exercises.





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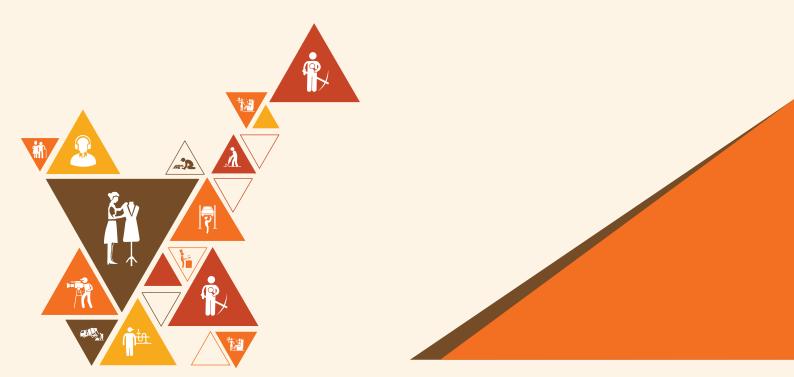


Transforming the skill landscape



6. Employability & Entrepreneurship Skills

- Unit 6.1 Personal Strengths & Value Systems Unit
- Unit 6.2 Digital Literacy: A Recap
- Unit 6.3 Money Matters
- Unit 6.4 Preparing for Employment & Self Employment
- Unit 6.5 Understanding Entrepreneurship
- Unit 6.6 Preparing to be an Entrepreneur



Introduction: Employability and Entrepreneurship Skills

This Facilitator's guide includes various activities which will help you as a facilitator to make the sessions participative and interactive.

Ice breaker

• You can begin the module with the following ice breaker:

Five of Anything Ice Breaker Steps:

- Divide the participants into groups of four or five by having them number off. (You do this because people generally begin a meeting by sitting with the people they already know best.)
- Tell the newly formed groups that their assignment is to share their five favourite movies of all time, their five favourite novels or their five least liked films. The topic can be five of anything most liked or disliked.
- This ice breaker helps the group explore shared interests more broadly and sparks lots of discussion about why each person likes or dislikes their selected five.
- Tell the groups that one person must take notes and be ready to share the highlights of their group discussion with the class upon completion of the assignment.

Expectation Mapping

- 1. During the first session and after ice breaker session, ask the participants to answer the following question: "What do I expect to learn from this training?"
- 2. Have one of the participants write their contributions on a flip chart sheet.
- 3. Write down your own list of covered material in the training on another flip chart sheet.
- 4. Compare the two sheets, commenting on what will and what will not be covered during the training.
- 5. Set some ground rules for the training sessions. Ask the participants to put these rules on a flipchart and display it in the class.
- 6. You may get back to those sheets once again at the end of the last session of the training.
- 7. Benefits of doing this activity:
 - Participants feel better as their opinions are heard.
 - Participants get to know what they should expect from the training.
 - The facilitator gets to know which points to emphasize, which to leave out, and which to add during the training.
- 8. Expectations from the participants:
 - Must sign the attendance sheet when they arrive for class.
 - Conduct themselves in a positive manner
 - Be punctual, attentive, and participative
- 9. Explain the contents that are going to get covered one by one and connect it with the expectation mapping done earlier.
- 10. By the end of this exercise, the participants should have a clear understanding of what to expect from the session and what are the areas that will not get covered.

Defining Objectives

- 1. Defining the objectives in the beginning of the units sets the mood for the unit.
- 2. To begin with the end in mind sets the expectations of the participants as what could be the important takeaways from the session.
- 3. It is also a way of making participants take responsibility of their own learning process.
- 4. For the facilitator, the objectives decide a designed path to progress on so that the learning stays aligned and on track.

- 5. Read the objectives slowly, one by one, and ask the participants to explain what they think it means.
- 6. At the end of the session, you could again revisit the objectives to find out from the participants about how many objectives have been achieved.

In order to effectively facilitate this workshop:

- 1. You must have thorough knowledge of the material in the Participant Handbook, and be prepared to answer questions about it.
- 2. You may also wish to read other material to enhance your knowledge of the subject.
- 3. There may be issues raised with which you are not able to deal, either because of lack of time or knowledge. You can either state that you will obtain answers and get back to the participants with the information. Incase the query can be turned to an assignment to the class, do so. You can work with the the participants on the assignement.
- 4. You must have a very clear understanding of what the participants want to accomplish by the end of the workshop and the means to guide the participants.
- 5. As the facilitator, it is your responsibility to make sure that all logistical arrangements are made for the workshop. This may involve doing it yourself or confirming that someone else has made all necessary arrangements associated with the workshop. Assume nothing and check everything before the workshop begins.
- 6. To break the monotony and boredom during sessions, introduce mini breaks in the form of stretching exercises, jokes, some group songs or games.
- 7. Invite discussion from the participants.
- 8. Probe the participants further and lead them to come to affirmative conclusions.
- 9. Let the participants answer. No answer is incorrect.
- 10. Ask one participant to write all the points on the whiteboard.
- 11. Build the sessions from the answers provided by the class.
- 12. Prepare for the sessions in advance so that the resources like flipcharts, handouts, blank sheets of paper, marker pens, etc. can be kept ready.
- 13. Ensure that resources like board, markers, duster etc. is available before your session starts.

General instructions for role playing:

- 1. You are not being asked to be an actor or to entertain. The purpose of the role play is to provide a situation in which you can practice certain skills.
- 2. When you read the brief, try to imagine yourself in the situation described and behave in a way you feel to be natural but be conscious of the fact that your role may require a different approach from that which you might normally use.
- 3. You (and others) may benefit from the change in approach and behaviour. Therefore, try to use the approach you feel to be most appropriate for the circumstances described in your brief.
- 4. The brief is just the starting point. It simply sets the scene and the tone of session or activity. Try not to keep referring to the brief as this will affect the spontaneity of the meeting. Allow the role play to develop as you think it might in real life and change your reactions in line with the behaviour and responses of others involved.
- 5. If you find that you have too little information to answer questions or to describe what has happened in the situation, do feel free to add your own thoughts and ideas. Try to keep these within the framework of the role you are taking and try to make your improvisations as realistic as possible.

Unit 6.1: Personal Strengths & Value Systems Unit

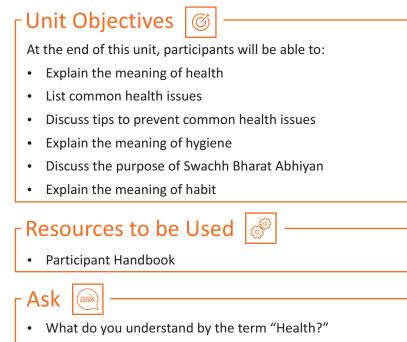
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Key Learning Outcomes

At the end of this unit, participants will be able to:

- 1. Explain the meaning of health
- 2. List common health issues
- 3. Discuss tips to prevent common health issues
- 4. Explain the meaning of hygiene
- 5. Discuss the purpose of Swachh Bharat Abhiyan
- 6. Explain the meaning of habit
- 7. Discuss ways to set up a safe work environment
- 8. Discuss critical safety habits to be followed by employees
- 9. Explain the importance of self- analysis
- 10. Discuss motivation with the help of Maslow's Hierarchy of Needs
- 11. Discuss the meaning of achievement motivation
- 12. List the characteristics of entrepreneurs with achievement motivation
- 13. List the different factors that motivate you
- 14. Discuss the role of attitude in self- analysis
- 15. Discuss how to maintain a positive attitude
- 16. List your strengths and weaknesses
- 17. Discuss the qualities of honest people
- 18. Describe the importance of honesty in entrepreneurs
- 19. Discuss the elements of a strong work ethic
- 20. Discuss how to foster a good work ethic
- 21. List the characteristics of highly creative people
- 22. List the characteristics of highly innovative people
- 23. Discuss the benefits of time management
- 24. List the traits of effective time managers
- 25. Describe effective time management techniques
- 26. Discuss the importance of anger management
- 27. Describe anger management strategies
- 28. Discuss tips for anger management
- 29. Discuss the causes of stress
- 30. Discuss the symptoms of stress
- 31. Discuss tips for stress management

Unit 6.1.1: Health, Habits, Hygiene: What is Health?



• According to you, who is a healthy person?

Say 뎙

• Discuss the meaning of health and a healthy person as given in the Participant Handbook.

Ask ask

When did you visit the doctor last? Was it for you or for a family member?

Say 뎗

- Discuss the common health issues like common cold, allergies etc. Refer to the Participant Handbook.
- Let us do a small activity. I will need some volunteers.

Do 🗸

- Conduct a small skit with volunteers from the class. Consider one of the villagers has been appointed as a health representative of the village, what measures will you as a health representative suggest to the common villagers to prevent common health issues discussed.
- You will need at least 4 volunteers (Narrator, Health Representative, Head of the Village, Doctor).
- Explain the health concerns of the village to the Narrator. The Narrator will brief the class about the skit.
- Give the group of volunteers, 5 minutes to do discuss.
- At the end of 5 minutes, ask the group to present the skit to the class assuming them as the villagers.
- The class can ask questions to the group as a common villager.

Say 뎙

- Through this activity we got some tips on how can we prevent these common health issues.
- Let us now see how many of these health standards we follow in our daily life.

Activity

• Health Standard Checklist from the Participant Handbook.

Ask as

How many of you think that you are healthy? How many of you follow healthy habits?

Say G

- Let's do an exercise to find out how healthy you are.
- Open your Participant Handbook section 'Health, Habits, Hygiene: What is Health?', and read through the health standards given.
- Tick the points which you think are true for you.
- Try to be as honest as possible as this test is for your own learning.

Do 🗸

- Ensure that all the participants have opened the right page in the Participant Handbook.
- Read aloud the points for the participants and explain if required.
- Give them 5 minutes to do the exercise.
- At the end of 5 minutes, ask the participants to check how many ticks have they got.

Summarize 🔎

• Tell them that they need to follow all the tips given in this checklist regularly in order to remain healthy and fit.

Ask (

Discuss:

- Is it necessary to practice personal hygiene every day? Why?
- How does a person feel when they do not practice good personal hygiene? Why?
- Can good personal hygiene help a person feel good about his/her self? How?

Say 🔓

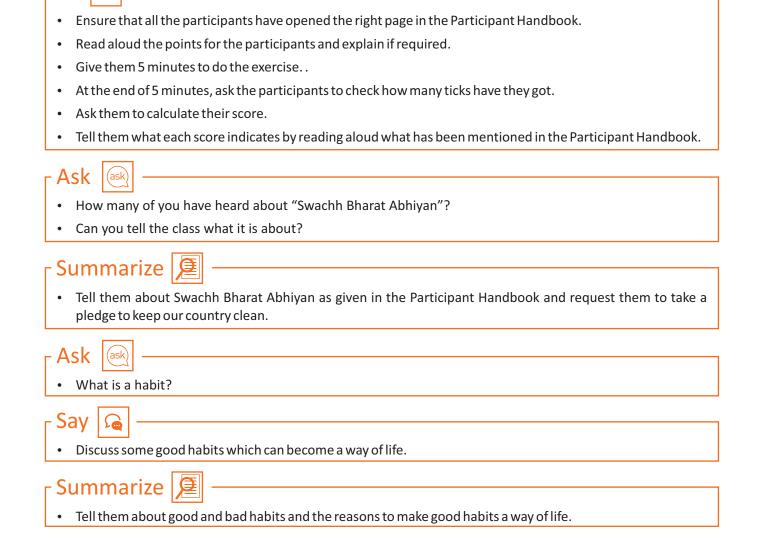
• Discuss the meaning of hygiene as given in the Participant Handbook.

Activity

• Health Standard Checklist: Hygiene

Say 🔓

- Let's do an exercise to find out if we maintain good hygiene habits or not.
- Open the Participant Handbook and read through the Health Standard checklist given.
- Tick the points which you think are true for you.
- Try to be as honest as possible as this test is for your own learning.



Do

Unit 6.1.2: Safety

Unit Objectives 🞯

At the end of this unit, participants will be able to:

- Discuss ways to set up a safe work environment
- Discuss critical safety habits to be followed by employees

Resources to be Used

- Participant Handbook
- Safety signs and symbols, Safety equipments
- Blank papers and pens

Say ᡗ

- There are many common safety hazards present in most workplaces at one time or another. They include unsafe conditions that can cause injury, illness and death.
- Safety Hazards include:
 - Spills on floors or tripping hazards, such as blocked aisles or cords running across the floor.
 - Working from heights, including ladders, scaffolds, roofs, or any raised work area.
 - Unguarded machinery and moving machinery parts; guards removed or moving parts that a worker can accidentally touch.
 - Electrical hazards like cords, missing ground pins, improper wiring.
 - Machinery-related hazards (lockout/tag out, boiler safety, forklifts, etc.)

Team Activity 🙀

Safety Hazards

- There are two parts to this activity.
- First part will cover the potential safety hazards at work place.
- Second part will cover a few safety signs, symbols and equipments at work place.
- Use this format for the first part of the activity.

PART 1		
Hazard	What could happen?	How could it be corrected?

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_ ,		

How could you or your employees get hurt at work?

Say 뎗

• Let's understand it better with the help of an activity. You will be given a handout within your groups. You have to think about the possible hazards of your workplace, what damage these hazards could cause and about the corrective action.

Do 🗸

- Divide the class into five to six groups of four participants each.
- Put the format on the board for the activity.
- Give blank papers and pens to each group.
- The group is expected to think and discuss the potential safety hazards in the workplace.
- Ask the group to discuss and fill the format using the blank sheet.
- Give the groups 5 minutes for the activity.
- For the second part of the activity, show the class some pictures of safety signs, symbols and equipments.
- Now they will put down a few safety symbols, signs or equipment against the safety hazards identified.
- Give them 5 to 10 minutes to discuss and draw/note it.
- At the end of 10 minutes the groups will present their answers to the class.

Say 🔓

- Now, let's discuss the answers with the class.
- All the groups will briefly present their answers.

Do

- Ask the audience to applaud for the group presentation.
- Ask de-brief questions to cull out the information from each group.
- Keep a check on time.
- Tell the group to wind up the discussion quickly if they go beyond the given time limit.

Ask ask

De-briefing

- What did you learn from the exercise?
- As an entrepreneur, is it important to ensure the safety of your employees from possible hazards? Why?

Summarize 🔎

- Ask the participants what they have learnt so far.
- Ask if they have any questions related to what they have talked about so far.
- Close the discussion by summarizing the tips to design a safe workplace and non-negotiable employee safety habits.

Unit 6.1.3: Self Analysis – Attitude, Achievement Motivation: What is Self Analysis?

Unit Objectives 🞯

At the end of this unit, participants will be able to:

- Explain the importance of self- analysis
- · Discuss motivation with the help of Maslow's Hierarchy of Needs
- Discuss the meaning of achievement motivation
- List the characteristics of entrepreneurs with achievement motivation
- List the different factors that motivate you
- Discuss the role of attitude in self- analysis
- Discuss how to maintain a positive attitude
- List your strengths and weaknesses

Resources to be Used

- Participant Handbook
- Old newspapers
- Blank papers and pencils/ pens

Activity 🔅

This is a paper pencil activity.

What are the three sentences that describe you the best?

What do you need to live happily?

What are your strengths and weaknesses?

Do 🗸

- Write the three questions on the board/flipchart before the session begins.
- Give plain papers and pencils/ pens to each participant.
- Tell participants to write the answer for the three questions on the paper.
- Tell them the purpose of this activity is not to judge anyone but to understand more about self.

Say 🔓

 Discuss the concept of Self Analysis and motivation with reference to Maslow's Hierarchy of Needs as discussed in the Participant Handbook.

Team Activity 뵭

Tower building

• Each group which will create tower using the old newspapers.

Do 🗸

- Divide the class into groups.
- Give them some old newspapers.
- The task is to create a tower out of the newspapers.
- The group which will create the highest tower standing on its own will be considered the winning group.
- Groups can use as many newspapers as they want to and in any way they want.

Ask ask

- What did the winning group do differently?
- If you were given a chance, how would you have made the tower differently?
- How did you feel while making the tower?
- Did you feel motivated?

Say 뎙

• Discuss the concept of achievement motivation and characteristics of entrepreneurs with achievement motivation as discussed in the Participant Handbook.

Ask ask

• Is your attitude positive or negative?

Say 🔓

• Let me tell you a story :

It's Little Things that Make a Big Difference.

There was a man taking a morning walk at the beach. He saw that along with the morning tide came hundreds of starfish and when the tide receded, they were left behind and with the morning sun rays, they would die. The tide was fresh and the starfish were alive. The man took a few steps, picked one and threw it into the water. He did that repeatedly. Right behind him there was another person who couldn't understand what this man was doing. He caught up with him and asked, "What are you doing? There are hundreds of starfish. How many can you help? What difference does it make?" This man did not reply, took two more steps, picked up another one, threw it into the water, and said, "It makes a difference to this one." What difference are we making? Big or small, it does not matter. If everyone made a small difference, we'd end up with a big difference, wouldn't we?

Ask ask

• What did you learn from this story?

Activity 😤

What Motivates You? from the Participant Handbook.

Do 🗸

- Ask the class to open their Participant Handbook and complete the exercise given in the section What Motivates You?
- Ensure that the participants have opened the correct page for the activity.
- Give the class 5 minutes to complete the activity.

Say 뎗

• Discuss the concept of attitude and how to cultivate a positive attitude as discussed in the Participant Handbook.

- Summarize 🔎

• Close the discussion by summarizing how self-analysis, knowledge about what motivates you and your positive attitude can help in your business as well in life.

Unit 6.1.4: Honesty & Work Ethics



At the end of this unit, participants will be able to:

- Discuss the qualities of honest people
- Describe the importance of honesty in entrepreneurs
- Discuss the elements of a strong work ethic
- Discuss how to foster a good work ethic

Resources to be Used

• Participant Handbook



- What do you understand by honesty?
- Why is it important for entrepreneurs to be honest?
- Do you remember any incident where your honesty helped you in gaining confidence?
- Do you remember any incident where someone lost business due to dishonesty?

Say 뎗

- Talk about honesty, qualities of an honest person, and the importance of honesty in entrepreneurs as discussed in the Participant Handbook.
- "Let's understand it better with the help of some case scenarios. You will be given some cases within your groups. You have to analyse the case scenario that has been given to you and then find an appropriate solution to the problem.
- Keep your discussion focussed around the following:
 - What went wrong?
 - Who was at fault?
 - Whom did it impact- the customer or the businessman?
 - How would it impact the business immediately? What would be the long term impact?
 - What could be done?
 - What did you learn from the exercise?

Do 🗸

- Divide the class into four groups of maximum six participants depending on the batch size.
- Give one case study to each group.
- Instruct them to read the case carefully.
- Put down the de-brief questions on the board and ask the groups to focus their discussion around these questions.
- The group is expected to analyse and discuss the case amongst them and find a solution to the given problem. Give the class5-10 minutes to discuss the case and note down their solutions.
- At the end of 10 minutes the team should present their case solution to the class. The presentation can be a narration or a role play.
- Ask the group to select a group leader for their group. The group leader to discuss and assign roles to the group members for the presentation.

Team Activity 🙀

Case Study Analysis

Scenario 1

Aakash has a small mobile retail sales and repair shop in Allahabad. He has one of the most popular outlets and has great rapport with his customers.

It's around 11 AM when a customer barges in to the shop and starts shouting at Aakash for giving her a faulty instrument. The screen of her mobile is cracked from one side. Aakash remembered thoroughly checking the handset before handing it over to the customer. The customer threatens to sue him and to go to Consumer Court for cheating her. Now, the problem occurred somewhere outside the shop but as other customers were listening to the conversation, it might impact his business. The situation needs to be managed very sensitively. What would you do if you were in Aakash's place?

Scenario 2

Rajni does beautiful Phulkari embroidery on suits and sarees. She has a small home-based business. She has a huge list of customers on Facebook and WhatsApp who give her orders regularly. Smita is one of her old and regular customers. As her sister-in-law's weddingwas around the corner, Smita wanted to buy few handcrafted Phulkari duppatta. She placed an order for three duppattas via WhatsApp and requested Rajni to send them as soon as possible. When the parcel reached Smita through courier she found that out of the three duppatas, only one was hand embroidered and the other two had machine embroidery on them. Even the length and the quality of the material was not as desired. Smita was heartbroken. It was a complete waste of money and moreover she couldn't wear what she had planned to during the wedding functions. She sent a message to Rajni on WhatsApp, expressing her anger and disappointment.

Smita has also sent a feedback and expressed her disappointment on the social media... this will directly affect Rajni's business. What would you do if you were in Rajni's place?

Scenario 3

Shankar is a tattoo artist who has a small tattoo showroom in a big, reputed mall in New Delhi. Mr Saksham had an appointment for today, at 11:00 am but he reached at 11:50 am. Meanwhile, Shankar had to reschedule his next appointment. After availing Shankar's services, Mr Saksham started yelling in an abusive language, refusing to pay the requisite amount, and finding faults in the services provided by him. Who was at fault in this case? What should Shankar do? Should he confront Saksham or give in to the demands of the client?

Scenario 4

Shailender is an online cloth reseller who does business through social networking sites such as Facebook and WhatsApp. Priyanka made online payment for a dress to Shailander. But she did not receive the dress for a month. When she asked for a cancellation, Shailander started misleading her. For almost 45 days, he kept promising her that he will pay the amount today, tomorrow, day after etc. Even after repeated calls and messages when she did not receive the payment or the dress, she decided to write a post against him on a popular social media platform. As a result, Shailender lost lots of customers and his flourishing business faced a major crisis. How could this situation have been managed?

Say 🔓

- Now, let's discuss the problem and solution with the larger group.
- The group will first briefly describe the case to the class.
- Then discuss the issue identified and the proposed solution.
- Once the presentation is over, the class can ask their questions.

Do 🗸

- Congratulate each group for the group presentation.
- Ask the audience to applaud for them.
- Ask de-brief questions to cull out the information from each group.
- Keep a check on time. Tell the group to wind up the discussion quickly if they go beyond the given time limit.

Summarize 🔎

- Ask the participants what they have learnt from the exercise/ activity.
- Ask if they have any questions related to what they have talked about so far.
- Close the discussion by summarizing the importance of honesty and work ethics for entrepreneurs.

Unit 6.1.5: Creativity and Innovation



At the end of this unit, participants will be able to:

- · List the characteristics of highly creative people
- List the characteristics of highly innovative people

Resources to be Used

- Participant Handbook
- Chart papers and marker pens

Ask ask

- You must be aware of the term 'Rags to riches' and heard stories related to the term.
- What do these stories tell us?
- What was so special about these people?

Say 🔓

- Let's have a look at these stories.
- There are some inspiring stories about people which I would like to share with you.
- Narrate these stories to the class.

A.P.J. Abdul Kalam

Who has not heard of A.P.J. Abdul Kalam: Avul Pakir Jainulabdeen Abdul Kalam hailed from a very humble background. His father was a boat owner. To help his family, Kalam would work as a newspaper vendor. With limited resources, he graduated in Physics and studied aerospace engineering. He was instrumental in India's step towards nuclear energy. In 2002, he became the 11th President of India.

Water filter/purifier at source

Two young boys studying in classes 4 and 5, from Lingzya Junior High School, Sikkim designed a simple innovative low cost water purifier.

Inspiration behind the idea: Most people today prefer to use a water filter/purifier at their home.

Both the children have given idea to have filter/purifier at the source of water so that everyone has access to clean water without having to make an investment in purchasing a filter/purifier.

Soring's idea is to have a centralised purification system at the point of distribution like water tank while Subash's idea is to have such purifiers attached to public taps.

Source: <u>http://www.rediff.com/getahead/report/achievers-top-31-amazing-innovations-from-young-indians/20151208.htm</u>

Solar seeder

This is a story of a innovative solar seeder and developed by Subash Chandra Bose, a class 8, student from St Sebasthiyar Matriculation School, Pudukkottai, Tamil Nadu. Subash has developed a solar powered seed drill, which can undertake plantation for different size of seeds at variable depth and space between two seeds.

Source: <u>http://www.rediff.com/getahead/report/achievers-top-31-amazing-innovations-from-young-indians/20151208.htm</u>

Looms for physically challenged

Now this is really inspiring of two sisters, Elakkiya a Class 6 student and Pavithra a Class 9 student of SRC Memorial Matriculation, Erode, Tamil Nadu.

The two sisters have come up with loom for lower limbed physically challenged. In their loom they have replaced the pedal operated system with a motor and a gearbox attached to a pulley mechanism.

Source: <u>http://www.rediff.com/getahead/report/achievers-top-31-amazing-innovations-from-young-indians/20151208.htm</u>

- Ask ask

- If they can, why can't you?
- Discuss concepts related to 'Creativity and Innovation' with the participants as given in the Participant Handbook.

Say 뎗

- Recall the stories on motivation.
- What is the inner drive that motivates people to succeed?
- Let's learn more about such creative and innovative entrepreneurs with the help of an activity.

Team Activity 🙀

- This is a group activity.
 - Think of any one famous entrepreneur and write a few lines about him or her.

Activity De-brief

- Why did you choose this particular entrepreneur?
- What is his/her brand name?
- What creativity does he/she possess?
- What was innovative about their ideas?

Do 🗸

- Instruct the participants that this is group work.
- Divide the class into small groups of 4 or 6 depending on the batch size.
- Give each group a chart paper.
- Tell the students they have to write a few lines about any one famous entrepreneur.
- Give the participants 10 minutes to discuss and write.
- Keep a check on time. Tell the group to wind up quickly if they go beyond the given time limit.
- Ask each group to read out what they have written.
- Ask the de-brief questions.

Summarize 🔎

- Summarize the unit by asking participants if they know of some people who are highly creative and innovative in their approach.
- Ask them to share some experiences about these people with the class.

- Notes for Facilitation

• Source for stories on innovations:

http://www.rediff.com/getahead/report/achievers-top-31-amazing-innovations-from-youngindians/20151208.htm

Unit 6.1.6: Time Management



At the end of this unit, participants will be able to:

- Discuss the benefits of time management
- · List the traits of effective time managers
- Describe effective time management techniques

- Resources to be Used 🧬

• Participant Handbook

Ask ask

Does this sound like you?

- I can never get enough time to finish what I am doing in a day.
- I have so many things to do that I get confused.
- I want to go for a walk and exercise, but I just do not have the time.
- I had so much to do, so I could not deliver that order on time.
- I would love to start my dream business; but, I just do not have the time.

Example 💡

Let's look at these two examples:

Example 1:

Ankita works from home as a freelance writer. She says she can easily put in 8 hours of dedicated work in a day. Because she works from home, she saves money on travel and has a comfortable work routine. But there is a challenge and it is distraction. As she works from home, she can easily just get up and sit down on the sofa to watch TV, wasting valuable time. She may have chores to do, errands to run and bills to pay. She ends up working only two to three hours a day and the result is, her work gets piled up. She is unable to take on more work due to this. Even though her quality of work is appreciated her clients are not very happy about the delay in submission.

Example 2:

Javed has started a successful online selling company from home and makes a good living from his sales. He has set up a small office space in his living room. As both his parents are working full-time, he also has the role of taking care of his two younger siblings. He almost spends half of his day with the younger kids. He does not mind it but it means taking time away from the work. He is still able to manage his online business with these commitments. He wants to spend some more dedicated hours so as to increase his profits. He also wants to look into new business avenues. What should he be doing.

Ask ask

- Does this happen with you too?
- Do you find it difficult to prioritize your work?
- Are you able to manage your time effectively?

Activity 😥

- Conduct a group discussion based on the above examples.
- Direct the discussion on how to prioritize work and manage time effectively.

Say Say

- Time management is not only about how hard you work but also about how smart you work.
- Discuss "What is Time Management" with the participants as given in the Participant Handbook.

Ask (

- Why is it important to manage time? How does it help?
- What happens when you don't manage your time effectively?
- Do you find it difficult to prioritize your work?

Say 🔓

- Discuss the benefits of time management given in the Participant Handbook.
- Let's learn effective time management with the help of an activity.

Activity

Effective Time Management

• This activity has two parts:

PART 1

TO-DO LIST

- You have to make a to-do list.
- List all of the activities/ tasks that you have to do.
- Try to include everything that takes up your time, however unimportant it may be.
- If they are large tasks, break them into action steps, and write this down with the larger task.
- You can make one list for all your tasks or have separate to-do lists for personal and professional tasks.

PART 2

URGENT-IMPORTANT GRID

- You have to make a grid as shown on the board here. .
- This grid has four boxes. As you can see, each box has a different heading.
- At the heart of the urgent-important grid, are these two questions:
 - Is this task important?
 - Is this task urgent?
- Now, you have to think about each activity that you have written in your to-do list and put it into one of the four categories.
- What do these categories depict?
- Category 1: Urgent/Important
 - This category is for the highest priority tasks. They need to get done now.

• Category 2: Not Urgent/Important

- This is where you want to spend most of your time.
- This category allows you to work on something important and have the time to do it properly.
- This will help you produce high quality work in an efficient manner.
- The tasks in this category are probably the most neglected ones, but also the most crucial ones for success.
- The tasks in this category can include strategic thinking, deciding on goals or general direction and planning all vital parts of running a successful business.

Category 3: Urgent/Not Important

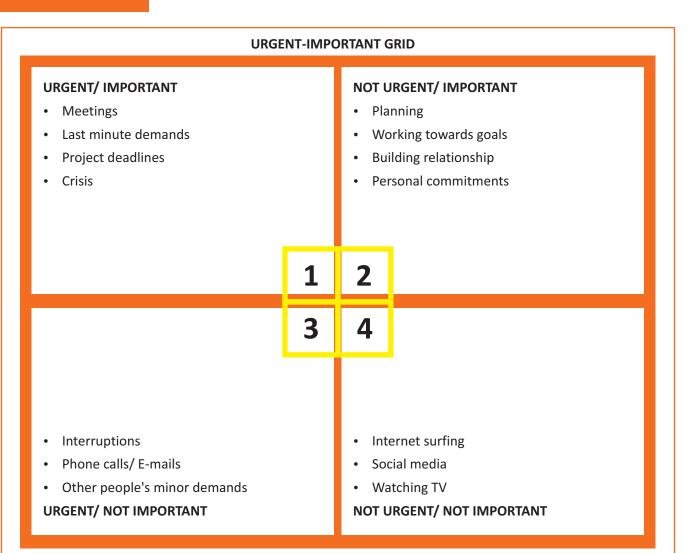
- This is where you are busy but not productive. These tasks are often mistaken to be important, when they're most often busywork.
- Urgent but not important tasks are things that prevent you from achieving your goals.
- However, some may be activities that other people want you to do.

• Category 4: Not Important and Not Urgent

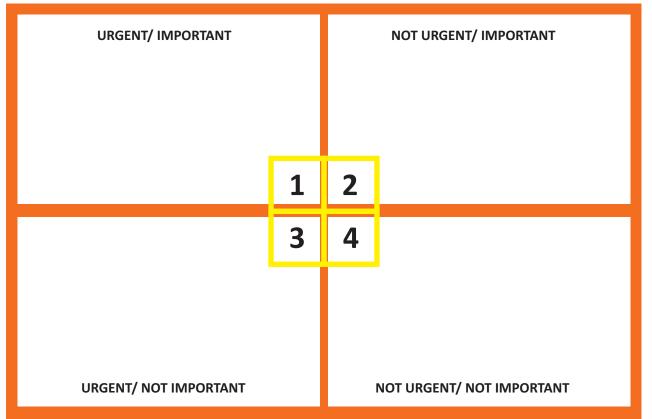
- This category doesn't really include tasks, but rather habits that provide comfort, and a refuge from being disciplined and rigorous with your time management.
- Some may be activities that other people want you to do.
- These might include unplanned leisure activities as well.

TO- DO list format

1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	
11.	
12.	
13.	
14.	
15.	



URGENT/ IMPORTANT GRID format



Do

- Put down the formats for the to-do list and the urgent/important grid on the board.
- Instruct the participants to prepare their to-do list first.
- Give the participants 10 minutes to prepare the list.
- Once done, instruct them to divide the tasks in to-do list into the four categories.
- Explain the four categories to the participants giving examples specific to their context.
- As you explain the categories fill the grid with the type of tasks.
- Give the participants 40 minutes to fill the grid.
- Then explain how to balance the tasks between the four categories.
- Keep a check on time. Tell the group to wind up quickly if they go beyond the given time limit.

Say 뎗

Activity De-brief:

How can we balance tasks between the four categories?

How to manage time through this grid?

- Category 1: Urgent/Important
 - Try to keep as few tasks as possible here, with the aim to eliminate.
 - If you spend too much of your time in this category, you are working solely as a trouble shooter, and never finding time to work on longer-term plans.
- Category 2: Not Urgent/Important
 - Plan these tasks carefully and efficiently as they are most crucial ones for success.
 - If necessary, also plan where you will do these tasks, so that you're free from interruptions.
 - Include strategic thinking, deciding on goals or general direction and planning in your planning process.
- Category 3: Urgent/Not Important
 - Ask yourself whether you can reschedule or delegate them.
 - A common source of such activities is other people. Sometimes it's appropriate to say "no" to people politely, or to encourage them to solve the problem themselves.
- Category 4: Not Important and Not Urgent
 - You also want to minimize the tasks that you have in this category.
 - These activities are just a distraction avoid them if possible.
 - You can simply ignore or cancel many of them.
 - Politely say "no" to work assigned by others, if you can, and explain why you cannot do it.
 - Schedule your leisure activities carefully so that they don't have an impact on other important tasks.
- Discuss the traits of effective time managers and effective time management techniques as given in the Participant Handbook.

Summarize 🔎

• Discuss the traits of effective time managers and effective time management techniques as given in the Participant Handbook.

Notes for Facilitation

- Here is a short story. You can conclude the session narrating the story. To make it more interesting you can perform the demonstration described and discuss the short story.
 - One day an expert in time management was speaking to a group of students. As he stood in front of the group, he pulled out a large wide-mouthed glass jar and set it on the table in front of him. Then he took out a bag of about a dozen rocks and placed them, one at a time, into the jar. When the jar was filled to the top and no more rocks would fit inside, he asked, "Is this jar full?" Everyone in the class said, "Yes." Then he said, "Really?"
 - He reached under the table and pulled out a bucket of gravel (small stones). He dumped some gravel in and shook the jar causing pieces of gravel to work themselves down into the space between the rocks. Then he asked the group once more, "Is the jar full?" By this time, the class began to understand. "Probably not," one of them answered. "Good!" he replied.
 - He reached under the table and brought out a bucket of sand. He started dumping the sand in the jar and it went into all of the spaces left between the rocks and the gravel. Once more he asked the question, "Is this jar full?" No!" the class shouted. Once again he said, "Good." Then he grabbed a jug of water and began to pour it in until the jar was filled to the brim. Then he looked at the class and asked, "What is the point of this illustration? "One student raised his hand and said, "No matter how full your schedule is, if you try really hard you can always fit some more things in it!" "No," the speaker replied, "that's not the point. The truth this illustration teaches us is: If you don't put the big rocks in first, you'll never get them in at all." What are the 'big rocks' in your life? Your children; your loved ones; your education; your dreams; a worthy cause; teaching or mentoring others; doing things that you love; time for yourself; your health; your mate (or significant other). Remember to put these BIG ROCKS in first or you'll never get them in at all. If you sweat about the little stuff (the gravel, sand, and water) then you need to spend on the big, important stuff (the big rocks).
- End the story with these lines...

So, tonight, or in the morning tomorrow, when you are reflecting on this short story, ask yourself this question: What are the 'big rocks' in my life? Then, put those in your jar first

Unit 6.1.7: Anger Management



At the end of this unit, participants will be able to:

- Discuss the importance of anger management
- Describe anger management strategies
- Discuss tips for anger management

- Resources to be Used

• Participant Handbook

Ask 🤅

- What is anger? Is anger good or bad?
- Is anger normal or an abnormal behaviour? How can anger harm you?
- Why is it important for entrepreneurs to manage their anger?

Say 🔓

- Talk about anger and the importance of anger management in entrepreneurs as discussed in the Participant Handbook.
- Let us do a small activity. This is an individual activity.
- Think of the incidents and situations that angered you and hurt you.

Do

- Instruct them to note down these situations under different categories (as given in the Activity).
- Give the class 3-5 minutes to think and note down their answers.
- At the end of 5 minutes, ask some participants to volunteer and present their answers.
- They can also share these situations with their fellow participants if they do not wish to share it with the
 entire class.

- Activity

- Do you remember any incident which has hurt
 - you physically
 - you mentally
 - your career
 - your relationships.

- Ask 🤘

- Do you ever get angry?
- What are the things that make you angry?
- Do you remember any incident where your anger management helped you in maintaining healthy relationship?
- Do you remember any incident where someone lost business/friend/relationship due to temper (anger)?

Facilitator Guide

Say 뎗

- There are a few strategies which can help in controlling your anger. Let's do an activity to understand the anger management process better.
- This is an individual activity.
- Think of the incidents/ situations which trigger your anger (the cause).
- Then think what happened as a result of your anger (the effect).
- You need to come up with some techniques to manage your anger.

Do

- Give the class the anger triggers (the cause) as listed in the activity.
- Put down the activity format (Anger Triggers, Result of your Anger, Anger Management Techniques) on the board and instruct the class to write the answers under different categories.
- Give the class 3-5 minutes to think and note down their answers.
- At the end of 5 minutes, ask the participants who wish to volunteer and present their answers.

Activity 💯

Trigger points and Anger Management Techniques Activity

Anger Triggers

List of triggers that make you angry:

Someone says you did something wrong.

You want something you can't have now.

You get caught doing something you shouldn't have been doing.

You are accused of doing something you didn't do.

You are told that you can't do something.

Someone doesn't agree with you.

Someone doesn't do what you tell him to do.

Someone unexpected happens that messes up your schedule.

Result of your anger:

Write the techniques that you use to manage your anger:

Anger Management Techniques

Say 🔓

- Now, let's discuss the problems and solution with all.
- The individual will first briefly describe trigger points to the class.
- Then discuss the result of the anger. Other participants are requested to remain quiet while one is making the presentation.
- Post presentation, other participants may ask questions.

Do

- Congratulate each individual for sharing their points.
- Ask the audience to applaud for them.
- Ask de-brief questions after the presentation to the class.
- Keep a check on the time. Ask the participants to wind up the activity quickly if they go beyond the given time limit.

Ask ask

De-brief questions:

- In the situation described by the presenter, who was at fault?
- How could you have handled this situation alternatively?

Summarize 🔎

- Close the discussion by summarizing the strategies and tips of anger management for entrepreneurs.
- Ask the participants what have they learnt from this exercise/ activity.
- Ask if they have any questions related to what they have talked about so far.

-Notes for Facilitation

- Encourage the participants to share information about them while presenting the situations to the class.
- Keep the format of the Activity prepared in a chart paper so that it can be displayed during the session.

Unit 6.1.8: Stress management: What is stress?



At the end of this unit, participants will be able to:

- Discuss the causes of stress
- Discuss the symptoms of stress
- Discuss tips for stress management

- Resources to be Used

- Participant Handbook
- Ask 🤤
- You are waiting in the reception for an interview or a very important meeting, suddenly your legs are shaky, your hands are cold, you are feeling nervous. Have you ever been in this kind of situation?
- Have you had days when you had trouble sleeping?
- Have you ever been so worried about something that you ended up with a terrible headache?

Say 🔓

• You've probably heard people say, I'm really stressed out" or "This is making me totally stressed."

Ask as

- What do you understand by stress?
- What gives you stress?
- How do you feel when you are stressed or what are the symptoms of stress?
- How can stress harm you?
- Why is it important for entrepreneurs to manage stress?

Say 🔓

- When we feel overloaded or unsure of our ability to deal with certain challenges, we feel stressed.
- Discuss about stress, causes of stress, and symptoms of stress as discussed in the Participant Handbook.
- Let's understand the causes of stress and how to deal with them with the help of some case scenarios.
- You will be given some cases.
- You have to analyse the case scenario and then find an appropriate solution to the problem.
- This will be a group activity.

Do 🗸

- Divide the class into four groups of 5-6 participants (depending on the batch size).
- Assign one case scenario to each group.
- Instruct them to read the case carefully.
- The group is expected to analyse and discuss the case amongst them and find a solution to the given problem.
- Explain their discussion should result in getting answers for the following questions:

- What was/were the cause(s) of stress?
- Was the stress avoidable or manageable under the given circumstances?
- If yes, how do you think that the stress could be avoided (managed)?
- If no, then why not?
- Give the class 10-12 minutes to discuss the case and note down their solutions.
- At the end of 12 minutes, the team should present their case solution to the larger group.
- Ask the group to select a group leader for their group.
- The group leader to discuss and assign roles to the group members for the presentation.



Case Study Analysis

Scenario 1

Akash's alarm doesn't go off and he gets late getting out of the house. He hits traffic and ends up 15 minutes late to work, which his boss notices. He gets to his desk and finds he has to complete 2 reports in next one hour. Just when he is about to begin work, a message pops up "Telecon with the client begins in 10 minutes. Please be in the conference room in 5 minutes."

His is not prepared for the call. He is stressed. He does not want to speak to his boss about this. He is stressed, feeling uncomfortable and sick. Not in a position to attend the call or finish the reports on time.

Scenario 2

While paying his overdue bills, Rahul realised that it's the middle of the month and he has only Rs 500 left in his account. He has already asked all of his friends, and family for loans, which he hasn't paid back yet. He is still contemplating over the issue when his phone rings. His sister's birthday is due next week and she has seen a beautiful dress which she wants to buy but cannot tell the parents as it is a bit expensive. She wishes if Rahul could buy the dress for her. Rahul has promised to buy her the dress for her birthday.

Rahul is stressed, does not understand what to do. He is unable to concentrate on his work and unable to complete the tasks assigned. His team leader has already warned him of the delay.

Scenario 3

Sheela calls the cable company as she has unknown charges on her bill. She has to go through the automated voice mail menu three times and still can't get through to a customer care executive. After 15 minutes of repeated efforts, her call is answered. She explains the entire issue to the customer care executive but before the person could suggest a way out, the call drops.

Now Sheela has to call back and repeat the whole process all over again with a new customer care executive. She is very angry and calls again but cannot connect this time.

She has to leave to office so she decides to call from office and check. When she connects this time she is angry and argues with the executive on the call. All her co-workers around are looking at her as her volume has suddenly increased. She bangs the phone and ends the call.

Her co-worker Neelam enquires what has happened to her. She ignores her and just walks off. She has become irritable and her behaviour and tone with other co-workers is not acceptable.

Scenario 4

Arpit is a young entrepreneur who started doing business through Facebook few weeks back. He had always been into a job. Although Arpit has very few financial liabilities, it wasn't an easy decision to leave a comfortable job at once and look for newer pastures. Arpit's boss warned him of the consequences and the challenges of starting a business when nobody ever in his family had been in business.

He has not been able to get a good deal till now. This is an important life shift for him which comes with unknown variables. Arpit is nervous and is wondering if he has what it takes to fulfill the requirement of his new role, or the new experiences he's likely to face.

Ask 🔤

De-brief questions:

- What was/ were the cause(s) of stress?
- Was the stress avoidable or manageable under the given circumstances?
- If yes, how do you think that the stress could be avoided (managed)?
- If no, then why not?

Say G

- Now, let's discuss the problem and solution with the larger group.
- The group will first briefly describe the case to the class.
- Then discuss the issue identified and the proposed solution.
- Post presentation, the other groups may ask questions to the group that has presented.

Do 🔍

- Congratulate each group for sharing their points.
- Ask the audience to applaud for them.
- Ask de-brief questions to cull out the information from each group.
- Keep a check on time. Tell participants to wind up the discussion quickly if they go beyond the given time limit.

Say 🔓

- While it is common and normal to feel some tension. This feeling nervous and tensed can interfere with your thinking process and can have a negative impact on your performance.
- Stress can deplete the most vibrant of souls. It can have a negative effect on every aspect of a person's life including their health, emotional well-being, relationships, and career. However, one needs to understand the causes and types of stress before looking for ways to manage it.

De-brief:

Scenario 1

The cause of stress was lack of time management and the habit of procrastinating. If Akash would have managed his time well, planned alternate ways to get up on time, finished prior tasks on time and planned for client meetings in advance then he wouldn't have faced stress.

Scenario 2

The cause of stress was lack of financial planning. Rahul should have planned his financial resources well in advance and saved some money for the rainy day. Also, differentiating between needs and wants and keeping a check on non-essential expenditure would have saved Rahul from this situation.

Scenario 3

Sometimes, stress is caused due to external factors instead of internal ones. In this case, the stress was unavoidable because we have no control over this customer care system. Every time, you will get in touch with a new executive and will have to explain all over again. This might cause stress but despite being frustrated and angry there is little that we can do about it. All Sheela could do was to find ways to calm herself down through some breathing exercises and meditation, reading some good book or listening to music and then start afresh.

Scenario 4

A positive, major life change can be a source of good stress. Regardless of how good the change is, it can be stressful. Stress caused by a positive and major life change can be beneficial because it causes a person to step out of their comfort zone and learn new skills. Here, Arpit may become a successful entrepreneur or learn new ways to do things differently.

Now let us see this scenario, can I have a volunteer to read out this case to the class.

Do 🗸

• Ask one of the participant who can volunteer and read out this scenario to the class.

Scenario 5

Rakesh lives in Kathmandu with his wife and two beautiful daughters Sarah and Sanya. Nepal was hit by a massive earthquake and Rakesh's building collapsed during the earthquake. During evacuation, Rakesh realised that though his wife and Sarah were fine and suffered only minor bruises, Sanya was nowhere in the scene. Panic stricken, he started calling her name and searching her frantically. A little later, he heard a meek voice from beneath the debris. He quickly removed the rubble to find a huge bed. Rakesh was pretty sure that Sanya was trapped underneath. Though he was badly bruised, he gathered all his courage and with all his might, he lifted the several-ton bed to save Sanya's life. Everyone was relieved to see Sanya alive and also extremely surprised to see this father's ability to access superhuman strength.

- Ask the audience to applaud for the participant after the scenario is read completely.
- Discuss the scenario, ask de-brief questions:
 - What kind of stress was Rakesh undergoing in this case?
 - Was the stress avoidable or manageable under the given circumstances?
 - What was the result of the stress?

Say [2

De-brief:

 Not all stress is harmful; good stress is actually energizing. This was a case of lifesaving stress, or hero stress, which is an important example of good stress. You may have heard stories in which a person performs an impossible feat of physical strength in order to save their life or the life of someone they love. This type of stress causing a surge of adrenaline is good for us.

Summarize 📜

- Close the discussion by summarizing the tips to manage stress as given in the Participant Handbook.
- Ask the participants what they have learnt from this exercise/activity.
- Ask if they have any questions related to what they have talked about so far.

- Notes for Facilitation 🛛 🗐

- Keep printed copies of the activities/ scenarios ready for the session.
- Put down the de-brief questions on a flip chart so that it can be displayed in the class during the activity.
- Encourage participation and make the discussions interative.

	Assistant Furniture Designer
Notes	



Unit 6.2: Digital Literacy: A Recap

Key Learning Outcomes

At the end of this unit, participants will be able to:

- 1. Identify the basic parts of a computer
- 2. Identify the basic parts of a keyboard
- 3. Recall basic computer terminology
- 4. Recall the functions of basic computer keys
- 5. Discuss the main applications of MS Office
- 6. Discuss the benefits of Microsoft Outlook
- 7. Identify different types of e-commerce
- 8. List the benefits of e-commerce for retailers and customers
- 9. Discuss Digital India campaign will help boost e-commerce in India
- 10. Describe how you will sell a product or service on an e-commerce platform

Ö

Unit 6.2.1: Computer and Internet Basics: Basic Parts of a Computer

Unit Objectives 🞯

At the end of this unit, participants will be able to:

- Identify the basic parts of a computer;
- Identify the basic parts of a keyboard;
- Recall basic computer terminology;
- Recall the functions of basic computer keys.

Resources to be Used

- Participant Handbook
- Computer Systems with the required applications

Say 🔓

- Let's take a quick recap of the basic computer parts.
- Discuss 'Basic Parts of Computer' and 'Basic Parts of a Keyboard' with the class as given in the Participant Handbook.

Explain

• Explain all the parts of the computer and the keyboard by demonstrating on the real system.

Ask as

- Do you know about internet?
- Have you ever used internet?
- Why do you think internet is useful?
- What was the last task you performed on internet?

Say 🔓

- Let's look at some basic internet terms.
- Discuss 'Basic Internet Terms' with the participants as given in the Participant Handbook.

Summarize 🔎

- · Ask the participants what they have learnt from this exercise/ activity.
- Ask if they have any questions related to what they have talked about so far.
- Close the discussion by summarizing the importance of computer and internet for entrepreneurs.

Practical 🛞

- Conduct a practical session.
- Ask the participants to assemble in the computer lab.
- Give some hands on practice exercises.

Do 🗸

- Group the participants for the activity depending on the batch size and the number of computer systems available in the lab.
- Explain the purpose and duration of the activity.
- Ensure the participants complete the practical exercises assigned.

Unit 6.2.2: MS Office and Email: About MS Office



At the end of this unit, participants will be able to:

- Discuss the main applications of MS Office
- Discuss the benefits of Microsoft Outlook

-Resources to be Used

- Participant Handbook
- Computer Systems with MS Office

-Ask

- What is the most frequent activity that you do on the computer?
- Do you know how to make presentations on the computer?

Say 뎗

- Give a brief introduction of MS Office as given in the Participant Handbook.
- Discuss the most popular office products. Explain in brief their application, benefits and working.
- Microsoft Word is a word processing program that allows for the creation of documents. The program is
 equipped with templates for quick formatting. There are also features that allow you to add graphics, tables,
 etc.
- Microsoft Excel is a tool for accounting and managing large sets of data. It can also simplify analysing data. It is
 also used to create charts based from data, and perform complex calculations. A Cell is an individual data box
 which will have a corresponding Column and Row heading. This gives the cell a name, referred to as the Cell
 Reference. There can be multiple pages in each workbook. Each page, or sheet, is called a Worksheet. When
 you open a new Excel file, it automatically starts you with three worksheets, but you can add more.

-Explain 🗟

• Explain the working and frequently used features of Office on a real system.

-Ask

- What do you know about e-mails?
- Do you have an email id?
- How often do you check your e-mails?

Say 🔓

- Communication is vital for every business. The fastest and the safest way to communicate these days are through emails. MS Outlook helps to manage your emails in a better way and also offers a host of other benefits.
- Discuss "Why Choose Microsoft Outlook?" with the participants as given in the Participant Handbook.

-Do 🗸

- Ask the participants to assemble in the computer lab.
- Explain the working of Outlook on a real system..

Demonstrate 🖡

- Demonstrate how to create email id.
- Demonstrate how to write new mails, send mails,
- Demonstrate how to use MS Office application to create a letter and send it as attachment in an email.
- Demonstrate how to use other MS Office applications.

-Practical 🞇

- Give some hands on practice exercises
- Group the participants for the activity depending on the batch size and the number of computer systems available in the lab.
- Explain the purpose and duration of the activity.

Summarize 🖇

- Ask the participants what they have learnt from this exercise/ activity.
- Ask if they have any questions related to what they have talked about so far.

Unit 6.2.3: E-Commerce

Unit Objectives 🞯

At the end of this unit, participants will be able to:

- · Identify different types of e-commerce
- List the benefits of e-commerce for retailers and customers
- · Discuss Digital India campaign will help boost e-commerce in India
- Describe how you will sell a product or service on an e-commerce platform

Resources to be Used 💣

- Computer System with internet connection
- Participant Handbook

-Ask

- How many of you have done shopping online?
- Can you name at least five shopping websites?
- What is the product that you most frequently buy online?
- Why do you do shopping online instead of going to the market?

Say 뎙

- Give a brief introduction of "What is E-commerce". Refer to the Participant Handbook.
- E- commerce emerged in the early 1990s, and its use has increased at a rapid rate. Today, many companies sell their products online. Everything from food, clothes, entertainment, furnitureand many other items can be purchased online.

-Ask

• What other types of transactions have you performed on the internet other than buying products?

-Say 🔓

• Give examples of e-commerce activities from Participant Handbook.

-Team Activity 🎐

E-commerce examples

- Instruct the participants to list some of the payment gateways that they have used for e-commerce activities.
- Give them 5 minutes to make this list.
- Discuss payment gateways and transaction through payment gateways.
- Conclude the discussion by mentioning how important e-commerce has become in our day to day transactions.

-Say 뎗

- E-commerce activities can be classified based on the types of participants in the transaction.
- Discuss "Types of E-commerce" from the Participant Handbook.

-Do |~

- Discuss all types of E-commerce by giving examples and names of some popular websites which use them.
- Make the discussion interactive by asking the class to share some popular e-commerce sites of each type.

-Say โ

- E-commerce activities bring a host of benefits for both, retailers and customers.
- Discuss benefits of E-commerce from the Participant Handbook.

-Explain 🖓

- The majority of the population that uses E-commerce activities lives in tier-1 and tier-2 cities. To encourage the use of digital money in tier-3 and 4 areas, PM Mr. Modi launched the "Digital India Campaign".
- Discuss "Digital India Campaign" from the Participant Handbook.
- By Digital India project the government will deliver services via mobile connectivity and in doing so, is
 expected to bring the internet and broadband to remote corners of the country. This connectivity will in turn
 enhance e-commerce activities also. Furthermore, the Indian Government is also modernizing India Post and
 aims to develop it as a distribution channel for e-commerce related services.

Say 뎗

- Now let us discuss how to sell a product using E-commerce.
- Every product has to be sold on a platform on the internet. Think of it as a shop that you have to sell your product. Now this shop can be your own or shared or rented. If the shop is your own or rented there will be only your products in that shop. If the shop is shared, there will be products of multiple sellers in that shop. A common example is a departmental store which has products from multiple brands in the shop.
- Similarly, in E-commerce the shop is the website where your products are displayed. If it is your own website it will exclusively showcase your products. In this case the cost that you will incur will be:
 - Developing the website
 - Hosting the website
 - Maintenance of the website
- If you rent a website it will also showcase your own products but the development, hosting and maintenance parts goes to the owner. This saves time and the cost to manage these activities.
- Smaller companies usually go for renting a website and the bigger ones develop their own website.
- The concept of shared platforms has become very popular in recent times. In this platform the sellers have to register and then they can sell their goods on a common platform. Among the most popular of these are Amazon, Myntra, Flipkart, etc.

-Role Play 🥰

- Tell the participants to choose a product or service that they want to sell online.
- Tell them to write a brief note explaining how they will use existing e-commerce platforms, or create a new e-commerce platform to sell their product or service.



- How much money are you carrying in your wallet?
- Do you have a credit/debit card?
- How do you make payments while doing online shopping?

Say 뎙

- Demonetization has made carrying cash in the wallet very difficult. People either shop through cards or some other form of digital money.
- So what do you think is digital money?
- In this form the money is both paid and received digitally. There is no hard cash involved. It is an instant and convenient way to make payments.
- There are various types of digital payments. Let us discuss some of them in brief here.
- The first one is the most commonly used system i.e. the cards. Debit card, credit card, prepaid card, all fall under this category.
- Then is the e-wallet or the mobile wallet. This has become the most used form of digital money after demonetization. Examples are Paytm, state bank buddy, Freecharge, etc.
- Many other forms of digital money are also coming up in market like mobile apps, Aadhar card based payment, etc.

-Do 🗸

• Demonstrate how to make and receive payments through digital models like Paytm and state bank buddy.

-Ask

 Why do you think people have started using digital money instead of hard cash? Is demonetization the only reason?

-Say | ົ

- Digital money gives a lot of advantages over the conventional hard cash. Some of them are:
 - Digital payments are easy and convenient. You do not need to take loads of cash with you, a mobile phone or a card will suffice.
 - With digital payment modes, you can pay from anywhere anytime.
 - Digital payments have less risk.

-Summarize 🔎

- Ask the participants what they have learnt from this exercise/ activity.
- Ask if they have any questions related to what they have talked about so far.
- Close the discussion by summarizing the importance of e-commerce and digital money.

	Assistant Furniture Designer
Notes	



Unit 6.3: Money Matters

Key Learning Outcomes

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At the end of this unit, participants will be able to:

- 1. Discuss the importance of saving money
- 2. Discuss the benefits of saving money
- 3. Discuss the main types of bank accounts
- 4. Describe the process of opening a bank account
- 5. Differentiate between fixed and variable costs
- 6. Describe the main types of investment options
- 7. Describe the different types of insurance products
- 8. Describe the different types of taxes
- 9. Discuss the uses of online banking
- 10. Discuss the main types of electronic funds transfer

Unit 6.3.1: Personal Finance - Why to Save?

-Unit Objectives

At the end of this unit, participants will be able to:

- Discuss the importance of saving money
- Discuss the benefits of saving money

-Resources to be Used 🧬

Participant Handbook

-Ask ask

- How many of you save money?
- Why do you feel the need to save it?
- Do you plan your savings?
- Where do you keep the money you save?
- How do you use the money that you have saved?

-Example

Let's look at these two examples:

Example 1:

Suhani works in a good company and earns Rs.30, 000 month. She always saves 5000 per month and keeps it aside as a personal saving. She keeps the money at home and has saved quite a lot. One day her mother has a medical emergency and has to be taken to the hospital. Her family is worried about the amount they have to spend for the treatment. It will cost them atleast 40,000.

Suhani says tells her family not to worry and that she has about 50,000, which she has saved over the months.

Example 2:

Jasmeet works in the same company and earns the same as Suhani. She is very fond of shopping and spends most of her money on buying new clothes. At the end of the month, she is always asking her father for money as her pay is finished.

Ask ask

- Who do you identify with –Suhani or Jasmeet ?
- How do you think Suhani manages to save money which Jasmeet is unable to do?

Say 🔓

- We should always set aside some and save some money from our monthly pay. The future is unpredictable. Saving money not only gives you a sense of financial security but it can be used in case of emergencies.
- Discuss "Importance of Saving" with the participants as given in the Participant Handbook.

-Ask

- What are the benefits of saving money?
- What does being financially independent mean to you?



- Discuss "Benefits of Saving" with the participants as given in the Participant Handbook.
- Now let us continue with Suhani's story. Suhani has told her family not to worry and that she has about 50,000, which she has saved over the months. The family is happy about Suhani's decision of saving money, which will be of great help for them now.

Suhani is going to the hospital today to pay the first instalment for the treatment. Suddenly finds only 35,000 in her cash box when she counts and does not remember using it. She has not kept any record and now she is upset.

-Ask 🔤

- Was it a good decision by Suhani to save a part of her earnings every month?
- Was it a wise decision to keep all her savings as cash in a cash box?
- Could she have managed to save money in a better and more effective manner?
- Do you want to learn how to save money and use it effectively?

Say 뎙

• Let's learn personal saving with the help of a group activity.

-Team Activity 🙀

Personal Finance-Why to save

• This activity has two parts:

PART 1

WAYS TO SAVE MONEY

- You are earning 30,000/- per month. You have recently changed your job and have to move to a metropolitan city. You are now living as a paying guest paying 10,000/- per month. Your other estimated expenditures like travel, food, recreation would be around Rs. 17,000 per month.
- Make a list of different ways to save money.

PART 2

HOW WILL YOU USE THE MONEY

- After a year how much have you been able to save?
- How will you use the money that you have saved?

Do 🗸

- Divide the class into groups of four.
- Instruct the participants to think and prepare a list of the various ways they can save money.
- Give the participants 10 minutes to prepare the list.
- Once done, instruct them to think of how they could use the money they have saved.
- Give the participants 10 minutes to prepare the list.
- Keep a check on time. Tell the group to wind up quickly if they go beyond the given time limit.

Activity De-brief

- What were the different ways you could save money?
- How much money were you able to save?
- How will you use the money you have saved in one year?



• Discuss the importance of personal finance and why it is important to save money.

Summarize 🔎

You can summarize the session by discussing:

- The importance of saving money.
- Ways to save money.
- How the money saved can be used for different purposes.

Unit 6.3.2: Types of Bank Accounts, Opening a Bank Account



At the end of this unit, participants will be able to:

- Discuss the main types of bank accounts
- Describe the process of opening a bank account

-Resources to be Used

- Account opening sample forms
- Participant Handbook

-Ask ask

- How many of you save money?
- Where do you keep the money you save?
- How many of you have a bank account?
- What type of account do you have?

-Example

• Let's look at the given example:

Reena is in the third year of college but in the evening she gives tuitions for children living in her colony. She earns 15,000/- per month. As her students stay in different parts of the city, she has to walk a lot.

To save time, she decides to buy a second hand scooter for herself. But she has to save money for it. Her class mate advises her to open a recurring deposit account in the bank.

She goes to the bank close to her home. The personal manager gives her some forms to fill. She is confused as she has never done this before. Her elder sister has an account in the same bank. She asks for help from her sister. She goes to the bank the next day with her sister. The personal banker gives her a list of documents that she will need to submit with the form for opening an account. The banker advises her to open a 6 months recurring deposit.

-Ask

- Do you try to save money monthly but have to spend it on unforeseen expenditure?
- Have you ever thought of depositing your savings in a bank?

Say 🔓

- Before opening a bank account, you need to know the types of accounts we have in India.
- Discuss "Types of Bank Accounts" with the participants as given in the Participant Handbook.

-Ask

Can someone say what are the different types of bank accounts?



• Let's learn about the different types of bank accounts through an activity.

Team Activity 🛃

- Divide the class in four groups.
- Label the groups as savings account, current account, recurring account and fixed deposit.
- On a chart paper, ask them to write the key points of their account.

Activity De-brief

• Ask each group to present the key points of their account.

-Say | ໂ

- Now that you know about the four different types of accounts, let's learn how to open a bank account.
- Discuss "Opening a Bank Account" with the participants as given in the Participant Handbook.
- Discuss "Tips" that the participants should keep in mind while opening a bank account as given in the Participant Handbook.

-Ask ask

- What are the main documents required for opening a bank account?
- What are some important points to ask the bank personnel while opening an account?

Say 뎗

- Mention officially valid KYC documents (refer to the Participant Handbook)
- Now, let's understand the procedure of opening a bank account through an activity.

-Team Activity 🙀

Opening a Bank Account

- This activity is done in groups.
- Divide the class in groups of four or six.

PART 1

FILLING A BANK ACCOUNT OPENING FORM

- You have to fill a bank opening form.
- You can refer to the section "Opening a Bank Account" of your Handbook for reference.
- List all the steps that you will be required to fill in the form.
- List the documents that you needs for filling the form.
- Now fill in the form.

Activity De-brief

How did you design the form?

- What all details did you fill in the form?
- What were your KYC documents?
- How would this activity help you in future?

-Do 🗸

- Instruct the participants to read the section "Opening a Bank Account' of the Participant Handbook.
- $\bullet \quad {\rm Give \ each \ group \ one \ sample \ account \ opening \ form.}$
- Give the participants 5 minutes to read the form.
- Give them 15 minutes to fill it.
- Assist them by explaining each category and how to fill it.
- Keep a check on time.
- Tell the group to wind up quickly if they go beyond the given time limit.

-Summarize 🔎

Note:

- You can summarize the unit through a role play.
 - A person wanting to open an account in the bank.
 - What is the procedure that he will go through?
 - Discuss the key points of different types of bank accounts.
 - How to select the type of account
 - How to fill the account opening form.
- A sample account opening form is given in the following page for reference. Use it for the activity in the class.

Sample Bank Account Opening form.

Photograph			XXX Bank
	SAVING BANK AC	COUNT OPENING F	ORM
Account No.:			Date:
Name of the Branch			
Village/Town			
Sub District / Block Name			
District			
State			
SSA Code / Ward No.			
Village Code / Town Code		Name of Village /	Town
Applicant Details:			
Full Name Mr./Mrs./Ms.	First	Middle	Last Name
Marital Status			
Name of Spouse/Father			
Name of Mother			
Address			
Pin Code			
Tel No. Mobile			Date of Birth
Aadhaar No.			Pan No.
MNREGA Job Card No.			
Occupation/Profession			
Annual Income			
No. of Dependents			

	Owning Hous	se :	Y/N	Owning Farm	1
	Y/N No. of Anima	ls ·		Any other	
Existing Bank A/c. of family members / household		//N	lf y	ves, No. of A/cs.	
Kisan Credit Card	Whether Elig	ible	Y / N		
l request you to is	ssue me a Rup	av Card			
account after 6 i needs subject to	months of oper the condition raft facility. I sh	ning my that onl	account for y one mem	fter satisfactory ope meeting my emerg per from the house ms and conditions s	ency/ family hold will be
shall abide by a	all the terms an	nd condit	ions as may	be in force from tin	ne to time. I
declare that I hav Place:				t facility from any ot	her bank.
declare that I hav Place: Date:					her bank.
declare that I hav Place: Date: Nomination:	e not availed a			t facility from any ot	her bank.
declare that I hav Place: Date:	e not availed a			t facility from any ot	Applicant Applicant
declare that I hav Place: Date: Nomination: I want to nomi Name of Nominee	e not availed a	ny Overo	draft or Credi Date of Birth in case of	t facility from any oth Signature / LTI of Person authorised receive the am deposit on beha nominee in the ev	Applicant Applicant
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declare that I hav Place: Date: Nomination: I want to nomin Name of Nominee Place: Date: Witness(es)*	nate as under Relationship	Age	draft or Credi Date of Birth in case of	t facility from any oth Signature / LTI of Person authorised receive the am deposit on beha nominee in the ev /minor(s) de	her bank. Applicant in case to nount of alf of the vent of my eath.

Unit 6.3.3: Costs: Fixed vs. Variables: What are Fixed and Variable Costs?

-Unit Objectives 🏼 🎯

At the end of this unit, participants will be able to:

• Differentiate between fixed and variable costs

Resources to be Used

- Participant Handbook
- Blank sheets of paper and pens

-Ask

- What is cost?
- Will a telephone bill fall under the category of a fixed or variable cost?

Say 뎗

• Discuss: Fixed and Variable cost with examples.Let us do a small activity.

-Team Activity 🙀

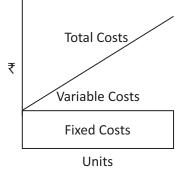
Identify the type of cost

- 1. Rent
- 2. Telephone bill
- 3. Electricity bill
- 4. Machinery
- 5. Insurance
- 6. Office supplies/ Raw materials
- 7. Employee salaries
- 8. Commision percentage given to sales person for every unit sold
- 9. Credit card fees
- 10. Vendor bills

Do 🗸

- Divide the class into two groups. Read out the list of costs given in the activity.
- Read out each item from the cost list and ask the groups in turns to identify whether it is a fixed or variable cost.

- Say 뎙
- We saw that your utility bills like rent, electricity, telephone etc. are all fixed costs because you have to pay it every month.
- Variable costs is an expense which varies with production output or volume. For example commission, raw material etc.
- Discuss "Cost: Fixed vs. variables" with the participants as given in the Participant Handbook.
- Illustrate the relation between the costs with a graph.



• Let's learn the difference between fixed and variable cost with the help of an activity.

-Team Activity 🙀

Fixed vs. Variable Costs

- This is a group activity.
- You want to start your own entrepreneur business.
- State the type of business you want to start.
- List down all the cost or requirements for your business.
- How will you differentiate between the fixed and variable cost.

Activity De-brief

- What is the total cost of your business?
- What are the fixed costs?
- What are the variable costs?
- How did you differentiate between the fixed and variable costs?

Do

- Instruct the participants that this is group work.
- Divide the class into small groups of 4 or 6.
- Give each group a sheet of paper.
- Tell the participants that they have to start their own entrepreneur business.
- Ask them the type of business they want to start.
- Instruct them to differentiate between the fixed and the variable costs of the business they want to start.
- Give the participants 15 minutes to discuss and write.
- Keep a check on time. Tell the group to wind up quickly if they go beyond the given time limit.

-Summarize 🧵

• Note: You can summarize the unit either by having a role play between a consultant and a budding entrepreneur explaining the differences between fixed and variable costs or by discussing the key points of the unit.

┌ Notes for Facilitation 🛛 🗐

•	Answers for the activity - Identify the type of cost		
1.	Rent	(Fixed)	
2.	Telephone bill	(Fixed)	
3.	Electricity bill	(Fixed)	
4.	Machinery	(Fixed)	
5.	Insurance	(Fixed)	
6.	Office supplies/ Raw materials	(Variable)	
7.	Employee salaries	(Fixed)	
8.	Commision percentage given to sales person for every unit sold	(Variable)	
9.	Credit card fees	(Variable)	
10.	Vendor bills	(Variable)	

Unit 6.3.4: Investments, Insurance and Taxes

-Unit Objectives 🚳

At the end of this unit, participants will be able to:

- Describe the main types of investment options
- Describe the different types of insurance products
- Describe the different types of taxes

-Resources to be Used

• Participant Handbook

-Ask ask

- Ask the students- "What do you see first thing in when you get your mobile bill? Apart from the amount and due date do you have a look at the taxes you are being billed for?
- Why do you think people get their cars insured or have a medical insurance?

{~}

• You have saved money and want to invest it, how would you decide what is the best investment for your money?

-Example

Let's have a look at a few scenarios.

Ranbir has sold his house and deposited the money in his bank. His Chartered Accountant tells him that he will have to re-invest the money otherwise he will have to pay capital tax. What is capital tax and how is it different from income tax?

Jasmeet and Anup are blessed with a baby girl. They decide to have an insurance policy that will mature when their daughter is ready to higher education.

Shivani is working in a corporate office and getting good pay. She will have to pay income tax so she decides to invest her money in tax saving schemes. She goes to the bank manager to discuss the best products in which she can invest.

-Say 🔓

• Discuss the Investment, Insurance and Taxes as given in the Participant Handbook.



• How do investments, insurances and taxes differ from each other?

Say 🔓

Let's learn the differences between the three by having an activity.

-Say 🔓

• We will have a quiz today.

-Team Activity 🙀

• The activity is a quiz.

Do 🗸

- Divide the class into groups of three and give a name to each group
- Explain the rules of the quiz. For each correct answer the group gets 1 mark. If the group is unable to answer the question is rolled over to the next group.
- Explain the purpose and duration of the activity.
- On the blackboard write the names of the groups.
- Ask the questions of the quiz.
- Keep a score for the groups.
- Set guidelines pertaining to discipline and expected tasks.

Summarize 🔎

• Summarize the unit by discussing the key points and answering question

Notes for Facilitation

QUESTIONS FOR THE QUIZ

1. What are bonds?

Bonds are instruments used by public and private companies to raise large sums of money.

2. Who issues the bonds?

Private and public companies issue the bonds.

3. Why are bonds issued?

To raise large amount of money as it cannot be burrowed from the bank.

4. Who is the buyer of stocks and equities?

The general public is the buyer.

- 5. What types of scheme is the Sukanya Samriddhi Scheme?
- *Small Saving Scheme*6. What if the difference between mutual and hedge funds?

Mutual funds are professionally managed financial instruments that invest the money in different securities

- on behalf of investors. Hedge funds invest in both financial derivatives and/or publicly traded securities.
- Why is a loan taken from the bank to purchase real estate?
 To lease or sell to make profit on appreciated property price.
- 8. Name the two types of insurances? *Life Insurance and Non-life or general insurance*
- 9. Which insurance product offers financial protection for 15-20 years? *Term Insurance*
- 10. What is the benefit of taking an endowment policy? It offers the dual benefit of investment and insurance.
- 11. Mr. Das gets monthly return on one of his insurance policies. Name the policy? Money Back Life Insurance

1	.2.	What are the two benefits of a Whole Life Insurance?
		It offers the dual benefit of investment and insurance
1	3.	Which policy covers loss or damage of goods during transit?
		Marine Insurance
1	.4.	After what duration is the income tax levied?
		One financial year
1	5.	What is long term capital gain tax?
		It is the tax payable for investments held for more than 36 months.
1	6.	Name the tax that is added while buying shares?
		Securities Transaction Tax
1	.7.	What is the source of corporate tax?
		The revenue earned by a company.
1	.8.	Name the tax whose amount is decided by the state?
		VAT or Value Added Tax
1	9.	You have bought a T.V. What tax will you pay?
		Sales Tax
2	0.	What's the difference between custom duty and OCTROI?
		Custom duty is the charges payable when importing or purchasing goods from another country. OCTROI is levied on goods that cross borders within India.

Unit 6.3.5: Online Banking, NEFT, RTGS, etc.



At the end of this unit, participants will be able to:

- Discuss the uses of online banking
- Discuss the main types of electronic funds transfer

-Resources to be Used

- Participant Handbook
- Computer System with internet connection
- Debit card

-Ask

- When was the last time you visited a bank?
- How do you pay your bill for electricity and telephone?
- Have you ever tried to transfer money from one bank account to another bank account using the online banking facility?

-Say 🔓

- Most of us lead a busy life. Time has become more important than money. In this busy schedule no one has time to stand in bank queues. That's where Online Banking comes in. Online banking or internet banking means accessing your bank account and carrying out financial transactions through the internet.
- Discuss "What is online banking?" from the Participant Handbook.
- There are various advantages of online banking:
 - It saves time, as you need to visit the branch..
 - You can conduct your banking transactions safely and securely without leaving the comfort of your home.
 - Online Banking also gives you round the clock access.
 - Online Banking makes it possible for you to pay your bills electronically.

Do 🗸

- Show them how they can use the internet banking.
- Use the computer system and show the demo videos on how to use internet banking provided on most banking sites. the computer system.
- Tell the class the various features of online banking:
 - Through their website set-up your online account.
 - Choose a secure username and password.
 - Set-up your contact information.
 - Once your information is verified, you are good to go.
 - Once you enter the portal explore all the features and learn your way through the portal.
- Discuss about maintaining the security of the online account.

Say 뎗

- One of the biggest advantage that online banking offers, as discussed earlier, is transferring money from one account to another. This transaction is called electronic funds transfer. Electronic transfers are processed immediately with the transferred amount being deducted from one account and credited to the other in real time, thus saving time and effort involved in physically transferring a sum of money.
- Discuss "Electronic Funds Transfer" from the Participant Handbook.

Do 🗸

- Discuss how to transfer money from one account to another using online banking (NEFT/ RTGS, etc.).
- Illustrate with an example.

-Summarize 🔎

- Close the discussion by summarizing the about online banking.
- Ask the participants if they have any questions related to what they have talked about so far.

	Assistant Furniture Designer
Notes	



Unit 6.4: Preparing for Employment and Self Employment

Ö

Key Learning Outcomes

At the end of this unit, participants will be able to:

- 1. Discuss the steps to follow to prepare for an interview
- 2. Discuss the steps to create an effective Resume
- 3. Discuss the most frequently asked interview questions
- 4. Discuss how to answer the most frequently asked interview questions
- 5. Identify basic workplace terminology

Unit 6.4.1: Interview Preparation: How to Prepare for an Interview

-Unit Objectives 🏻 🎯

At the end of this unit, participants will be able to:

Discuss the steps to follow to prepare for an interview

-Resources to be Used

• Participant Handbook

-Ask 🤅

- Have you ever attended an interview?
- How did you prepare before going for an interview?

-Say 뎙

- An interview is a conversation between two or more people (the interviewer(s) and interviewee) where questions are asked by the interviewer to obtain information from the interviewee.
- It provides the employer with an opportunity to gather sufficient information about a candidate and help them select the ideal candidate.
- It also provides the interviewee with an opportunity to present their true potential to the employer, build confidence and help make a decision about the job by asking questions regarding designation, salary, perks, benefits, promotions, transfers, etc.
- Let's do an activity to understand how to prepare for interviews better.

-Activity 1 🙊

Introducing Yourself

Do 🗸

- Select a participant and ask him/her to answer the following questions: "What can you tell me about yourself."
- Give the participant at least one minute to speak.
- Once he/she is done, ask the rest of the participant what they gathered about the participant who was
 providing information.
- Now repeat the exercise with five other participants.

-Ask

- What information you should include when you are describing or introducing yourself in an interview?
- What information you should not include when you are describing or introducing yourself in an interview?

-Say 痛

- Tell the participants that when an interviewer asks you to say something about yourself, he/she is not asking you to present your life history.
- Introduction should be short and crisp, and should present you in a positive light. It should include the following points:
 - Any work experience that you might have
 - A brief summary of your educational qualifications
 - Your strengths and achievements
 - Any special projects that you might have been part of
- The following topics should be avoided during an introduction:
 - Detailed description of your family (unless you are specifically asked to do so)
 - Too much information about your weaknesses
 - Information that is not true

Do 🗸

- Congratulate each participant for sharing their points.
- Ask the audience to applaud for them.
- Ask de-brief questions to cull out the information from each group.
- Keep a check on time.

-Activity 2 🎘

Planning the right attire

-Do 🗸

• Describe 2 individuals to the participants. One is wearing a casual t-shirt, jeans, and slippers. He has not combed his hair and neither has he trimmed or shaved his beard. The other individual is dressed formally with a shirt and pant, and is well-groomed. He has also worn formal shoes and a belt. Ask the participants which person would they prefer to hire in their organization and why?

Summarize

- Close the discussion by discussing 'how to prepare for an interview' as discussed in the Participant Handbook.
- You can add the following points to it:
 - Tell the participants to create a positive and good impression in an interview. It is important for them to prepare for an interview beforehand.
 - The interviewer analyses not only your technical knowledge in relation to the job, but also whether or not you are a fit for the organization.
 - Every employer looks at the whole package and not just one or two things in isolation. Therefore, the way you dress and the way you present yourself is also important along with your skills and talents.
 - The participants will get only one chance to create a good first impression.

Unit 6.4.2: Preparing an Effective Resume: How to Create and Effective Resume?

-Unit Objectives 🏼 🎯

At the end of this unit, participants will be able to:

Discuss the steps to create an effective Resume

-Resources to be Used 🧬

- Participant Handbook
- Blank papers and pens

-Ask

- When preparing for an interview, what are the most important things that you need to do?
- What documents do you carry with you, when you go for an interview?
- What is a resume?
- Why do you need a resume?

Say 🔓

- Resume is not just a sheet of paper with your qualifications printed on it.
- It is a selling tool that will help the employer to see how and what you can contribute for company.
- Talk about the steps involved in creating an effective/attractive resumes discussed in the Participant Handbook.
- Now let's prepare a resume to understand the process in a better way.

Do 🗸

- This is an individual activity.
- Give the details of the activity.
- Instruct them to read the activity carefully.
- The participant is expected to make an attractive resume based on the information provided.
- Give the class 25-30 minutes to study the case and create a resume.
- At the end of 30 minutes, the participants should exchange the resume with the person sitting next to him or her.
- Every participant will evaluate the resume prepared with their fellow participants.

Say 뎗

- Do you think the candidate should apply for the job posting described in the advertisement?
- We have already discussed the steps involved in creating an effective/attractive resumes.
- Now let's prepare a resume for the candidate details given in the activity.



Case Study Analysis

- In the first section of the activity, you are being given the information about a candidate who is applying for a particular job.
- In the second section, you are being given the detailed description of the job posting. Create a resume for the candidate to apply for the job posting.
- Use the information that has been provided about the candidate to create this resume.

Candidate Details

Nipesh Singla was born on 20th April, 1988 in Chandigarh, India. He currently resides at 1XX7, Sector XX D, Chandigarh –160018. His mobile number is 988XXXX01, and e-mail address is nxxxxxxxla@gmail.com. Nipesh attended middle and senior school at Government Boys Senior Secondary School, Sector 15, Chandigarh. He has been a very talented boy since school. He was fond of painting and watching old Hindi movies. As part of a school charity program, he volunteered at the children's hospital during his senior years.

In July 2007, he joined Westwood School of Hotel Management, Zirakpur to pursue a diploma course in Hotel Management and Catering. After completing this course, he joined XYZ Group of Hotels as a Housekeeping intern in June 2010 for six months. In this role, he was responsible for cleanliness and maintenance of one floor in the hotel. Taking advantage of his strong interpersonal skills, he also got opportunities to make housekeeping arrangements for corporate meetings. While pursuing education, he gained working knowledge of Microsoft Word, Excel, Access and PowerPoint.

Nipesh is detail-oriented, flexible and adaptable. He has successfully worked with a diverse work force. He gelled well with his peers, both in college and during his internship. After completing the internship, his objective has been to find a job opportunity where he can use his skills and experience. Backed by experience, he is confident about his skills as housekeeping assistant.

Job Posting

* Do you see yourself as a HOUSEKEEPING SUPERVISOR?

What's your passion? Whether you're into cricket, reading or hiking, at IHG we are interested in YOU. At IHG, we employ people who apply the same amount of care and passion to their jobs as they do in their hobbies - people who put our guests at the heart of everything they do. And we're looking for more people like this to join our friendly and professional team.

THE LOCATION:

At the moment, we are looking for HOUSEKEEPING SUPERVISOR to join our youthful and dynamic team at Holiday Inn Amritsar, Ranjit Avenue in Amritsar, Punjab (India). Holiday Inn Amritsar is ideally located in Amritsar's commercial district on Ranjit Avenue with the world famous Golden Temple located only a short distance away. Sparkling chandeliers mark an incomparable arrival experience as you escape to the welcoming environment that is, Holiday Inn Amritsar. The fresh international brand to celebrate and explore Amritsar.

Salary: Negotiable

Industry: Travel / Hotels / Restaurants / Airlines / Railways

Functional Area: Hotels, Restaurants

Role Category: Housekeeping

Role: Housekeeping Executive/Assistant.

Desired Candidate Profile

Friendly, pleasant personality, Service - oriented.

You should ideally be Graduate/ Diploma holder in HM and at least 2 years of experience as a supervisor in good brand with good communication skills, English is a must.

In return we'll give you a competitive financial and benefits package. Hotel discounts worldwide are available as well as access to wide variety of discount schemes and the chance to work with a great team of people. Most importantly, we'll give you the room to be yourself.

*Please get in touch and tell us how you could bring your individual skills to IHG.

Education-

UG: Any Graduate/ Diploma holder

PG: Post Graduation Not Required

Say 🔓

• Now, let's share the resume with the fellow participant sitting next to you and evaluate each other's effort.

Do 🗸

- Congratulate each participant for making their first attempt towards creating an effective resume.
- As a follow up activity, you can suggest them to prepare their own resume and show it to you the next day.

Summarize 🔎

- Close the discussion by showing some effective resume samples to the candidates.
- Ask the participants what they have learnt from this activity.
- Ask if they have any questions related to what they have talked about so far.

Notes for Facilitation

- Keep printed copies of the activity ready for the session.
- Put down the suggested format of the resume on the board while explaining the steps in preparing a resume.
- Do check the participants' resume and suggest necessary changes.
- Suggested example for the case presented:

Nipesh Singla

#1XX7, Sector XX-D

Chandigarh-160018

Mobile No: 91-988XXXXX01

E-mail: nxxxxxxxla@gmail.com

Objective: Seeking an opportunity to use my interpersonal skills and experience to contribute to your company's growth, profitability and objectives.

Professional strengths:

- Proficient in housekeeping
- Experienced in and capable of working with a diverse work force
- Team player and friendly in nature
- Successful working in a multi-cultural environment

- Detail oriented, flexible, and adaptable
- Knowledge of Microsoft Word, Excel, Access and PowerPoint

Educational background:

- Diploma in Hotel Management and Catering, Westwood School of Hotel Management, Zirakpur
- High School, Government Boys Senior Secondary School, Sector 15, Chandigarh

Professional internships:

- Housekeeping Intern, XYZ Group of Hotels, New Delhi (June 2010 August 2010)
 - * Responsible for cleanliness and maintenance of one floor in the hotel.
 - Got opportunities to make housekeeping arrangements for corporate meetings.

Volunteer Work:

• Student volunteer at children's hospital in Chandigarh.

Nipesh Singla

Unit 6.4.3: Interview FAQs



At the end of this unit, participants will be able to:

- Discuss the most frequently asked interview questions
- Discuss how to answer the most frequently asked interview questions

-Resources to be Used 🧬

• Participant Handbook

Say 🔓

- Tell the participants you will provide them with interview situation and questions and they have to try to answer them.
- Tell them you will also explain the different ways to approach these questions.

Do 🗸

- Divide the class in pairs and ask the participants to perform a role play.
- One partner will play the role of the interviewer while the other will play the role of the interviewee.
- Tell them the interviewer can start the interview by asking the interviewee to introduce himself/herself.
- Call all the pairs one by one in front of the class to enact the role play.
- Follow the same pattern for all other situations.
- Time allotted for each situation is 8-10 minutes.
- Congratulate each participant for giving their input.
- Ask the class to applaud each time a team has completed their role play.
- Keep a check on time.

-Role Play 😴

• Conduct the role plays for the situations given.

-Do 🗸

Situation 1

- The interviewer will start by asking the interviewee a few generic questions such as:
 - What is your name?
 - Tell me something about yourself?
 - Can you tell me something about your family?
- Then, the interviewer will bluntly ask the following questions:
 - How do you explain this huge time gap in your resume?
 - What is the reason for this?
 - Weren't you looking for a job or is it that no one selected you?

-Say 뎗

De-brief:

- When you put information on your resume, you should be prepared to answer any questions about it.
- Be present and focused on the questions being asked to you.
- One way of tackling the blunt questions is to tell the interviewer you did not come across an opportunity where you were sufficiently satisfied with both the remuneration offered as well as the profile. Therefore, you waited for the right opportunity to come along while looking for an ideal job.

-Do 🗸

Role Play – Situation 2

- The interviewer will start by asking the interviewee a few generic questions such as:
 - What is your name?
 - Tell me something about yourself?
 - Can you tell me something about your family?
- Then, at the end of the interview, ask the interviewee:
 - There are over 200 people who have applied for this job, some with excellent work experience. Why should I hire you?

Say โ

De-brief:

- There is nothing wrong with stating your strengths and achievements. However, do not come across as arrogant or too boastful.
- You need show the interviewee that you have unique skills or talents to contribute to the company. The interviewer needs to know how you stand apart from the rest of the crowd.
- Tell the interviewer you are looking forward to working with the company and that you are a hard-working individual.

-Do 🗸

Role Play – Situation 3

- The interviewer will start by asking the interviewee a few generic questions such as:
 - What is your name?
 - Tell me something about yourself?
 - Can you tell me something about your family?
- Then, lean forward, clasp your hands on the table and in a soft voice ask the interviewee:
 - Did you ever experience any neglect or disregard from your previous office? In other words, did you ever suffer because your office or team displayed favouritism?

-Say 🔓

De-brief:

- Keep this in mind: Do not criticize anyone during an interview.
- You are free to express your opinion, however, your language, answers, body language, and the tone of your voice should remain constructive and neutral.
- Since criticism will show you in negative light, you should keep your answers honest yet diplomatic.
- You can tackle such questions by saying, "I got along well with most of my faculty and peers."

Do 🗸

Role Play – Situation 4

- The interviewer will start by asking the interviewee a few generic questions such as:
 - What is your name?
 - Tell me something about yourself?
 - Can you tell me something about your family?
- Then very bluntly ask the interviewee:
 - How long do you plan to stay with this company if you are selected?
- After the candidate responds, ask sarcastically:
 - Do you seriously mean that?

Say 🔓

De-brief:

- Don't provide unreal and idealistic answers.
- Your answers should be honest yet diplomatic. In a situation like this, the interviewer does not expect you to provide a specific timeline.
- You can say something like, "I would like to stay with the company as long as I can contribute constructively and develop as an employee, within the organization, professionally and financially."

Do

Role Play – Situation 5

- The interviewer will start by asking the interviewee a few generic questions such as:
 - What is your name?
 - Tell me something about yourself?
 - Can you tell me something about your family?
- Ask him/her how important he/she thinks it is to be punctual in the corporate world.
- After he/she answers, look up sternly at the interviewee and in a crisp voice, say:
 - You were late for this interview by 10 minutes. That surely does not seem to be in line with what you just said?

Say 뎗

De-brief:

- Politely apologize for being late.
- You can add something such as, "I assure you this is not a habit". All your future actions should be in line with this statement.
- Avoid giving any excuses.
- You might feel obligated to provide a justification for your tardiness, but the interviewer is not interested in that.
- Do not over apologize. Once this response is out of the way, turn your focus back to the interview.

-Do 🗸 -

Role Play – Situation 6

- The interviewer will start by asking the interviewee a few generic questions such as:
 - What is your name?
 - Tell me something about yourself?
 - Can you tell me something about your family?
- After asking a few academic or job-related questions, ask the interviewee:
 - If you get this job, what salary package do you expect us to give you?

-Say ໂ

De-brief:

• If there is no way for you to avoid this question, respond to the interviewer by providing a reasonable and well-thought out salary range.

-Do 📐

Role Play – Situation 7

- The interviewer will start by asking the interviewee a few generic questions such as:
 - What is your name?
 - Tell me something about yourself?
 - Can you tell me something about your family?
 - Then, bringing the interview to a close, ask the interviewee:
 - Do you have any questions for me?

Say 🔓

De-brief:

- Ask relevant questions.
- Don't bombard the interviewer with questions.
- If you have questions about the result of the interview, you can limit your questions to 1 or 2. Keep them short and relevant like:
 - When will I be informed about the results of the interview?
 - What are the working hours?
 - Will the job require me to travel?

Explain

- Tell the participants to be prepared for answering different types of questions in an interview.
- Stay calm and focused, and take a moment to think about how you should respond. Always maintain a confident tone.
- Even if you don't intend to, your body language conveys your level of discomfort with a particular question. Try to keep your actions, tone, and gestures neutral.
- Maintain your composure while answering personal question.

Do 🗸

- Tell all the participants to form pairs again.
- Tell them to use the following list of frequently asked interview questions to conduct mock interviews.
- They will use all or some of these questions to conduct mock interviews with their partners.
- One partner will play the role of the interviewer while the other will play the role of the interviewee.
- After they are through asking and answering the questions, the roles will be reversed.
- The same list of questions will be used again.
- After each mock interview ask the interviewer to provide feedback and clear any doubts that may arise.
- Time allotted for each situation is 30-35 minutes.

-Activity 🛞

Mock Interview Questions

Mock Interview Questions

Tell me something about your family.

What qualities would you look for in a Manager or a Supervisor?

Why did you apply for this job?

What do you know about this company?

How do you deal with criticism?

How do you plan to strike a good work-life balance?

Where do you see yourself five years from now?

Have you applied for jobs in other companies?

What kind of salary do you expect from this job?

Do you have any questions for me?

-Summarize 🔎

- Close the discussion by discussing the questions in the both activities.
- Ask the participants what they have learned from this activity.
- Ask if they have any questions related to what they have talked about so far.

Unit 6.4.4: Work Readiness – Terms and Terminology



At the end of this unit, participants will be able to:

Identify basic workplace terminology

-Resources to be Used

- Participant Handbook
- Chart papers, blank sheets of paper and pens

-Ask

- What do you understand by workplace terminology?
- Are offer letter and contract of employment the same?

Say 뎙

• Let's start this unit with an activity.

-Team Activity 🛃

Workplace terminology

• This is a group activity conducted in three parts.

Part 1

Sheila received a call from the recruiter of MND Company. Before she is recruited by the company, think of the recruitment process she will have to go through. Start from the telephone call to signing her letter of acceptance. Write down all the words that come to your mind.

Activity De-brief

- Have the participants read out the words they have written
- Encourage all the participants to participate in the activity

Do

- Divide the class into small groups of 4 or 6.
- Instruct the participants that they will be doing a brainstorming activity.
- Give them one chart paper each. Tell them to divide the chart in two parts.
- Instruct them that they have to use one half of the chart paper now. The other half will be used later.
- The participants have to write all the words that come to their mind related to the recruitment process.
- Give them 10 minutes to do the activity.
- Tell them that there are no right or wrong answers.
- Keep a track of the time.

Say 뎙

- You all know quite a few words related to the terms used in the office.
- Let us talk about some new terms that have been missed out.
- Discuss "Work Readiness Terms and Terminology" with the participants as given in the Participant Handbook.

Ask ask

- Why is it important to know the workplace terms?
- How do they help?
- Can the words be categorised further?

Say 🔓

• Let's now continue the activity.

-Team Activity 🙀

Terms and Terminology

• This is again a group activity. The members of the group remain the same as in Activity 1.

Part 2

With the help of the new terms you have learned, make a flow chart of the hiring process of MND Company.

Activity De-brief

Ask the groups to share the flow charts and the new terms they added while preparing the flow chart.

-Do 🗸

- Instruct the participants that they have to use the 2nd half of the same chart they had used before.
- Using the new terminology and the terms they had previously written on the chart, they have to make a flow chart of the hiring process of the MND Company.
- Give them 10 minutes for this activity.
- Keep a check on time. Tell the group to wind up quickly if they go beyond the given time limit.

Say 🔓

• Let's go ahead with the activity.

-Team Activity 🙀

Terms and Terminology

• The activity continues with the same group members.

Part 3

Sheila now works for the MND Company. She is not aware of the company culture and policies. She goes to the HR Department to get her doubts clarified. Can you think of the terms for which she wants clarity? Make a list of those words.

Activity De-brief

• Ask the groups to share their list of words. Some of the words are benefits, comp. time, deduction, employee training, holidays, lay-off, leave, maternity leave, mentor, notice, paternity leave, and time sheet.

-Do 🗸

- Instruct the participants to identify the key terms an employee of a company should know. They can use the same chart paper for this activity.
- Give them 5 minutes for this activity.
- Keep a check on time. Tell the group to wind up quickly if they go beyond the given time limit.



• Note: You can either summarize the key points of the unit or have a role play where an employee has just joined a company and the HR Manager explains the terms of employment.



Unit 6.5: Understanding Entrepreneurship

Key Learning Outcomes

At the end of this unit, participants will be able to:

- 1. Discuss the concept of entrepreneurship
- 2. Discuss the importance of entrepreneurship
- 3. Discuss the characteristics of an entrepreneur
- 4. Describe the different types of enterprises
- 5. List the qualities of an effective leader
- 6. Discuss the benefits of effective leadership
- 7. List the traits of an effective team
- 8. Discuss the importance of listening effectively
- 9. Discuss how to listen effectively
- 10. Discuss the importance of speaking effectively
- 11. Discuss how to speak effectively
- 12. Discuss how to solve problems
- 13. List the important problem solving traits
- 14. Discuss ways to assess problem solving skills
- 15. Discuss the importance of negotiation
- 16. Discuss how to negotiate
- 17. Discuss how to identify new business opportunities
- 18. Discuss how to identify business opportunities within their business
- 19. Discuss the entrepreneurial process
- 20. Describe the entrepreneurship ecosystem
- 21. Discuss the purpose of the 'Make in India' campaign
- 22. Discuss the key schemes to promote entrepreneurs
- 23. Discuss the relationship between entrepreneurship and risk appetite
- 24. Discuss the relationship between entrepreneurship and resilience
- 25. Describe the characteristics of a resilient entrepreneur
- 26. Recall entrepreneurial success stories
- 27. Discuss how to deal with failure

Unit 6.5.1: Concept Introduction (Characteristic of an Entrepreneur, types of firms/types of enterprises)

-Unit Objectives 🛛 🚳

At the end of this unit, participants will be able to:

- Discuss the concept of entrepreneurship
- Discuss the importance of entrepreneurship
- Discuss the characteristics of an entrepreneur
- Describe the different types of enterprises

-Resources to be Used 🔗

• Participant Handbook

Say G

• Let's start this session with some interesting questions about Indian entrepreneurs.

-Team Activity 🙀

Quiz Questions

- 1. Who is the founder of Reliance Industries? Dhirubhai Ambani
- 2. Who is the Chairman of Wipro Limited? Azim Premji
- 3. Who launched e-commerce website Flipkart? Sachin Bansal and Binny Bansal
- Who is the founder of Paytm?
 Vijay Shekhar Sharma
- 5. Who is CEO of OLA Cabs? Bhavish Aggarwal
- Who is the founder of Jugnoo?
 Samar Singla (autorickshaw aggregator)
- Who is the founder of OYO Rooms?
 Bhavish Aggarwal

-Do 🗸

- Tell them that you will ask them few questions about a few entrepreneurs.
- Divide the class in to two groups.
- In turns ask the quiz questions to the groups.
- If the answer is incorrect pass the question to the other group.
- Share the answer if the groups are not able to answer.
- Congratulate the participants who answered correctly.

-Ask ask

- What do you understand by entrepreneurs?
- What is the importance of entrepreneurship in today's scenario?
- What do you think are the characteristics of successful entrepreneurs?
- What are different types of enterprises that an entrepreneur in India can own and run?

Say 뎗

- Talk about entrepreneurs, importance of entrepreneurship, characteristics of successful entrepreneurs, and different types of enterprises in India as discussed in the Participant Handbook.
- Tell the participants, stories of successful Indian entrepreneurs- their struggles, the moments of heartbreak, the perseverance and triumph.
- Ask them if they know of any such entrepreneur.

Summarize 🔎

• Close the discussion by summarizing about the opportunities for entrepreneurs in India.

-Notes for Facilitation

- Check out different Government schemes for small entrepreneurs. Share the information with the participants.
- You can tell them about the government websites like Start Up India, mudra.org.in etc.
- Discuss about various schemes and policies by the Government of India for entrepreneurs.

Unit 6.5.2: Leadership and Teamwork

-Unit Objectives 🛛 🎯

At the end of this unit, participants will be able to:

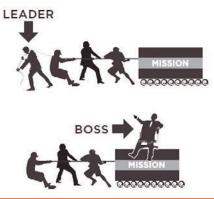
- List the qualities of an effective leader
- Discuss the benefits of effective leadership
- List the traits of an effective team

-Resources to be Used

- Participant Handbook
- Blank sheets of paper and pens

Do

- Show the picture given below to the class.
- Ask them to quickly write on a piece of paper what comes to their mind after seeing the picture.
- Now ask them, "What do you understand from this picture?"
- Encourage participants to share their thoughts.



Say 뎙

- This picture depicts the qualities of a leader and the difference between a leader and a boss.
- A boss focuses on structure and inspires fear whereas a leader follows vision and generates enthusiasm.
- A boss blames employees for the breakdown whereas a leader fixes breakdowns.
- A boss depends on authority whereas a leader depends on goodwill.
- A boss says "I" and a leader says "We."
- A boss drives employees whereas a leader coaches them.
- A boss takes credit whereas a leader gives credit.

Say 뎗

• Talk about leadership and leadership qualities for an entrepreneur as discussed in the Participant Handbook.

-Ask

• Why is it important for a leader to be effective? How does it help the organization?

-Say 뎗

- Let us discuss benefits of effective leadership as discussed in the Participant Handbook.
- "Out-of-the-box thinking" is one of the new leadership styles. It means thinking differently and from a new perspective.

-Ask ask

• Do you consider yourself a team player?

-Team Activity 🍃

Long Chain

• This is a group activity.

-Do 📐

- Divide the class into 2 teams.
- Ask each team to create a chain using materials they have in class such as shoe laces, belts, paper, handkerchief, ribbons, etc.
- The team that creates the longest chain wins the game.
- Observe if the participants are interacting with their team or working in isolation.
- Share your observations with the class.

Say Say

De-brief:

- What did the winning team do differently?
- Who was responsible for the winning team's success?
- How does this activity explain the role of teamwork in entrepreneurial success?

Say Say

- Tell the class that both the teams performed well.
- Discuss that the objective of this activity was to open communication channels and how this has been achieved.
- The participants should aim to keep the communication channels open when interacting with their peers and team members.
- It will set the pace and enthusiasm required for all the ensuing teamwork activities.
- Talk about teamwork and importance of teamwork in entrepreneurial success as discussed in the Participant Handbook.

Summarize 🔎

- Close the discussion by summarizing about the importance of teamwork for employees.
 - Teamwork helps in reducing stress for the employees.
 - Teamwork helps employers in generating more number of solutions to a problem and developing improved communication amongst employees.
- Ask the participants what they have learned from these exercises.
- Ask if they have any questions related to what they have talked about so far.

Unit 6.5.3: Communication Skills: Listening & Speaking: The Importance of Listening Effectively

-Unit Objectives 🏻 🎯

At the end of this unit, participants will be able to:

- Discuss the importance of listening effectively
- Discuss how to listen effectively
- Discuss the importance of speaking effectively
- Discuss how to speak effectively

-Resources to be Used 🧬

• Participant Handbook



Activity - Chinese Whisper

Step 1: Form a circle.

Step 2: Start a whisper chain. Any one participant will whisper a message into his/her neighbour's ear. No one else must hear the message. The message can be serious or downright silly.

Step 3: The next person who first heard the message should whisper the message very quickly to the person sitting next to them.

Step 4: The game goes on until the last person says whatever they heard out loud and the first person reveals the real message.

Compare them and have a great laugh!

-Ask 💽

De-brief questions:

- Was the original message the same as the message that is communicated at the end of the game?
- Why do you think there was a difference in the messages?

Say 5

- No, the original message was not same at the end of game.
- The barriers to communication like language, disturbance and noise, poor listening skills, boredom, poor speaking skills, etc. are the potential reasons this happens.
- There are various aspects to communication. Speaking skills and listening skills are two major components to any communication. There is always some room for improvement in the way we communicate.
- It is important to accept the reality of miscommunication and work to minimise its negative impacts.

-Say 뎗

- Communication is a two-way process where people exchange information or express their thoughts and feelings
- It involves effective speaking and effective listening.
- If I go to the store to get bread, I exchange money for the bread. I give something and get something in return. Communication takes place in the same manner. You have to provide and receive information for communication to take place.

Ask ask

- How often do you hear these statements?
 - "You're not listening to me!"
 - "Why don't you let me finish what I'm saying?"
 - "You just don't understand!"
- What do you think the other person is trying to convey to you through these sentences?
- We will not talk about the importance of listening effectively as discussed in the Participant Handbook.

Say 뎗

• Let's play a game to understand effective listening process better.

Do 🗸

- This is a class activity.
- The participants need to answer the questions they hear.
- Instruct them to listen carefully.
- You will read it at a stretch and if need be repeat it once more.
- Tell the participants to raise their hand if they know the answer to the question asked.
- Keep a check on time.

-Activity 2 😥

Riddles:

Is there any law against a man marrying his widow's sister?

If you went to bed at eight o'clock at night and set the clock's alarm to ring at nine o'clock, how many hours of sleep would you get?

Do they have a 26th of January in England?

If you had only one match and entered a dark room that had a kerosene lamp, oil heater, and a wood stove, what would you light first?

The Delhi Daredevils and the Chennai Super Kings play five IPL matches. Each wins three matches. No match was a tie or dispute. How is this possible?

There was an airplane crash. Every single person died, but two people survived. How is this possible?

If an airplane crashes on the border of two countries, would unidentified survivors be buried in the country they were travelling from?

A man builds an ordinary house with four sides except that each side has a southern exposure. A bear comes to the door and rings the doorbell. What is the colour of the bear?

Answers:

There's no law against a man marrying his widow's sister, but it would be the neatest trick in the book since to have a widow, the man would have to be dead.

You'd get one hour's sleep since alarm clocks do not know the difference between morning and night.

Oh, yes. They have a 26th of January in England. They also have a 27th, a 28th, and so on.

First of all, you would light the match.

Who said the Delhi Daredevils and the Chennai Super Kings were playing against each other in those games?

Every SINGLE person died, but those two were married.

You can't bury survivors under any law especially if they still have enough strength to object.

The bear that rang the doorbell would have to be a white bear. The only place you could build a house with four southern exposures is at the North Pole where every direction is in South.

Ask (ask)

De-brief question:

- What were the barriers that came into your way of listening?
- How can you overcome barriers to listening?

-Say 뎙

- There is a difference between hearing and listening.
- If you don't listen properly, the message may be misunderstood.
- Be open-minded while listening to someone.
- It is important to listen effectively and carefully without making assumptions.

-Activity 3 🔅

Elevator Pitch:

You are in the lift of a hotel and you bumped into your former client who is a famous businessman. He has financed a lot of small business ventures and can finance your new start-up too. After exchanging pleasantries, he asks you what your new company does. You open your mouth, and then pause. Where do you even begin?

Then, as you try to organize your thoughts, his meeting is called, and he is on his way. If you would been better prepared, you're sure that he would have stayed long enough to schedule a meeting with you too.

If you were given another chance, what would you have said to this person?

Do 🗸

- Start off the task by providing a beginning sentence to get the story started, and then go around the classroom getting each one to add a new sentence to keep the story going.
- This task should be done spontaneously allowing only a little time to think (30 seconds).
- For example: There was once a student who was looking for a job after graduation.

-Notes for Facilitation

- Tell the participants to follow these steps to create a great pitch, but bear in mind that you'll need to vary your approach depending on what your pitch is about.
 - 1. **Identify Your Goal:** Start by thinking about the objective of your pitch. For instance, do you want to tell the potential clients about your organization? Do you have a great new product idea that you want to pitch to an executive or do you want a simple and engaging speech to explain what you do for a living?
 - 2. **Explain What You Do:** Start your pitch by describing what your organization does. Focus on the problems that you solve and how you help people. Ask yourself this question as you start writing: what do you want your audience to remember most about you? Keep in mind that your pitch should excite you first. After all, if you don't get excited about what you're saying neither will your audience. People may not remember everything that you say, but they will likely remember your enthusiasm.
 - 3. **Communicate Your USP:** Your elevator pitch also needs to communicate your unique selling proposition or USP. Identify what makes you, your organization or your idea unique. You'll want to communicate your USP after you've talked about what you do.
 - 4. **Engage with a Question:** After you communicate your USP, you need to engage your audience. To do this, prepare open-ended questions (questions that can't be answered with a "yes" or "no" answer) to involve them in the conversation. Make sure that you're able to answer any questions that he or she may have.
 - 5. **Put it all Together:** When you've completed each section of your pitch, put it all together. Then, read it aloud and use a stopwatch to time how long it takes. It should be no longer than 20-30 seconds. Remember, the shorter it is, the better!

Example:

Here's how your pitch could come together:

"My company deals with cloth retail online business and we use various e-commerce platforms to sell our products. This means that you can do shopping with ease and spend time on other important tasks. Unlike other similar companies, we have a strong feedback mechanism to find out exactly what people need. This means that, on average, 95 percent of our clients are happy with our products. So, how can you help us in creating our own web portal?

6. **Practice:** Like anything else, practice makes perfect. Remember, how you say it is just as important as what you say. If you don't practice, it's likely that you'll talk too fast, sound unnatural or forget important elements of your pitch. Set a goal to practice your pitch regularly. The more you practice, the more natural your pitch will become. Practice in front of a mirror or in front of colleagues until the pitch feels natural.

-Summarize 🔎

• Close the discussion by summarizing how to speak effectively as discussed in the Participant Handbook.

Unit 6.5.4: Problem Solving & Negotiation Skills

Unit Objectives

At the end of this unit, participants will be able to:

- Discuss how to solve problems
- · List the important problem solving traits
- · Discuss ways to assess problem solving skills
- Discuss the importance of negotiation
- Discuss how to negotiate

Resources to be Used 💣

• Participant Handbook

Ask a

- What is a 'problem'?
- What do you think are the problems you may face in the process of becoming a successful entrepreneur?

Say Sa

- Discuss the definition of problem as given in the Participant Handbook.
- In a hurdle race the hurdles are the obstacles on the way to reach your goal.
- Similarly, obstacles are the hurdles you may face while reaching your goal i.e. to set-up your own business. Your goal will be to reach the finishing line after crossing these hurdles.

-Ask 🔤

- What do you do when you face a problem?
- How do you resolve it? You can pick examples from the question asked previously 'the problems they are likely to face in the process of becoming a successful entrepreneur'.

-Say 🔓

• Discuss how to solve problems as given in the Participant Handbook.

Team Activity 🙀

- This is a group activity.
- The groups will solve the problem and come up with the best solution in each case.
- 1. Unable to arrange for some extra finance for setting up a beauty parlour. The loan sanctioned and disbursed is not enough. You have tried all your contacts, friends and relatives. But unable to manage the extra amount. Bank will not sanction more amount as you have used up the complete sanction limit.
- 2. You have rented a space for your business and all arrangements are done. You will be operating from the office space rented in two days. Now the owner comes up to you and says he wants to sell the place and wants you to vacate in 15 days.
- 3. You have just set up your business and need extra human resource. You have tried invieing a few also tied up with an agency for getting the right candidate. But you are unable to get the right candidate. If the candidate is good, you cannot offer the salary demanded. If the candidate agrees to the salary, he/she has other demands like working hours to be reduced, leaves etc. which may not work for your set up.

Do 🗸

- Divide the class into three groups. Give one scenario to each group.
- Explain the purpose and duration of the activity.
- Ask the groups to build on the scenario and present their solution as a role play.

Say 뎙

De-brief questions:

- 1. What was the problem?
- 2. Is there any other alternative solution?
- 3. Is this the best solution presented?

Ask as

• Try to think of some people around you who are able to solve problems very easily. Even you or your friends might be approaching them when there is a problem. What qualities do they have? What personality traits do such people possess?

-Say 🔓

• Discuss the important traits for problem-solving as given in the Participant Handbook.

-Ask (ask)

• In order to build a successful organization, you need to hire people who possess good problem solving skills. How would you assess the level of problem solving skills of potential candidates before hiring them?

Say 뎙

• Discuss how to assess for problem-solving skills as given in the Participant Handbook.

-Summarize 🔎

- Ask the participants the things that they have learnt so far.
- Ask if they have any questions related to what they have talked about so far.
- Summarize the discussion on problem solving.

-Activity

• The activity is to organise an election event. Select three volunteers from the group. They have to give a speech on their election manifesto to the class. They have to negotiate with the fellow participants and convince them to vote for them. The best negotiator will win the election.

Do 🗸

- Ask three participants to volunteer for the activity.
- Explain the purpose and duration of the activity.
- Set guidelines pertaining to discipline and expected tasks.

Ask ask

- Out of the three contestants, whom would you support? Why? What did they say or do which convinced you to make your decision?
- Have you ever tried to negotiate in your personal or professional life?
- Ask the class to share some of their experiences where they have been able to strike a deal by negotiating.

Say 뎗

• Discuss "What is Negotiation?" as given in the Participant Handbook.

Ask a

 Why is it important to negotiate? As an entrepreneur, where do you think that negotiation skills will be needed?

Say 🔓

• Discuss the importance of negotiation while starting a business as given in the Participant Handbook.

Say 뎙

• Discuss the important steps to negotiate as given in the Participant Handbook.

-Role Play 👿

- Conduct a role play activity.
- Ask the students to assemble together.
- Explain the purpose and duration of the activity.
- Set guidelines pertaining to discipline and expected tasks.

Do 🗸

- Divide them into groups of four (4) (depending on the batch size).
- Give them the hand-outs for role play scenarios.
- Two groups to be given scenarios on problem solving.
- Other two groups to be given scenarios on negotiation.
- The groups will build on the scenarios and prepare for the role play.
- Give the groups at least 5 mins to discuss and be ready with the role play.
- Invite each group one by one to come and present their role play.

Problem solving Scenario 1

Avinash has a Mobile Repair Store in Allahabad. His outlet is one of the most popular one in the vicinity and he has great rapport with his customers. He is always well-dressed, jovial and full of energy.

It's around 11 AM, when a customer barges in to the shop and starts shouting at Avinash for giving her back the instrument which is still not working. The screen of her mobile is also cracked from one side. Avinash remembered thoroughly checking the handset before handing it over to the customer. The customer threatens to sue the company and to go to Consumer Court for cheating her.

Problem solving Scenario 2

You are running a successful small scale business, Shreeji Aggarbattis,. Your staff members do door to door selling and organise marketing campaigns in local markets. Your brand has established it's name in last few years.

Recently, lot of customers have been coming to you and lodging complaints that your staff members indulge in malpractices. Few of them informed you that a staff member engaged them in a friendly conversation. In the meanwhile, the other gave them lesser packets of aggarbattis than they paid for.

Another set of customers lodged complaint about the misconduct and rude behaviour of a particular staff member.

You often hear from your customers that the orders don't get delivered on time or wrong products get delivered.

You have already been struggling with shortage of staff and such complaints are a serious concern as it is hampering your brand image. What strategies will you adopt to solve this problem?

Negotiation Scenario 1

You have interviewed a prospective new employee who could be a key member of your new entrepreneurial venture. The new person is demanding a salary that is 20% higher than you thought based on your business plan. Finances are tight, yet you believe this person could make a significant impact on future profits. If you paid the required salary for the new person, then you would have to restructure your entire business plan. You've been searching for an individual with this skill level for three months. to the candidate is waiting for your response. Now you have to call him in to make the final negotiations.

Negotiation Scenario 2

You are a young entrepreneur who has just registered his start up project and applied for a bank loan accordingly. You receive a letter saying that your loan application has been rejected as your start up idea did not appeal to the bank and they think that it is not a revenue generating model. You have taken an appointment to meet the manager and show your negotiation skills to get your loan approved.

Notes for Facilitation

Facilitating Role Plays

Preparing for the activity

- 1. Carefully review the details of the scenario and the character descriptions.
- 2. Become familiar with the key issues being addressed in the scenario.
- 3. Study the provided material so that you are ready to address issues related to the situations depicted in the role-plays.
- 4. Anticipate and know how to address issues participants might raise during the activity.

Conducting the activity

- 1. Introduce the activity. Emphasize that role-playing provides participants with an opportunity to apply their new knowledge, skills, and tools in situations that simulate actual interactions with customers.
- 2. Ask participants to form pairs. Direct the members of each group to choose who will play the roles. Remind the groups that each participant should be given the opportunity to play/practice the different roles.
- 3. Conduct a demonstration so that participants become familiar with the expectations related to the roles and support materials.
- 4. Give the pairs/ groups 10 to 15 minutes to conduct the role-play (depending on the duration of the session).
- 5. After all the groups have finished with the role-play, conduct a debriefing session on each role-play.
- 6. Ask the groups to take five minutes to talk about what happened during the role-play. The groups should discuss the questions given in the debriefing for each role-play. Encourage participants to provide constructive criticism during their discussions.

-Summarize 🎾

• Wrap the unit up after summarizing the key points and answering questions.

Unit 6.5.5: Business Opportunity Identification: Entrepreneurs and Opportunities

-Unit Objectives 🏼 🎯

At the end of this unit, participants will be able to:

- Discuss how to identify new business opportunities
- Discuss how to identify business opportunities within their business

Resources to be Used 🕼

- Participant Handbook
- Blank sheets of paper
- Pens

-Ask ask

- How does an entrepreneur identify an opportunity?
- What do you think are the common queries or concerns faced by entrepreneurs?
- How can you identify new business opportunity?

Say 🔓

- Let's talk about opportunity, common queries or concerns faced by entrepreneurs, idea as an opportunity, factors to consider when looking for opportunities, ways to identify new business, and opportunity analysis as discussed in Participant Handbook.
- Let's do an activity to understand ways to identify business opportunities within your business.

Do 🗸

- Tell the class that this is an individual activity.
- Tell the participants to create a matrix on their notebooks.
- There will be four boxes in your matrix.
- Strength, Weakness, Opportunity and Threats will be the four headings of the matrix. This is called the SWOT matrix.
- Read out the questions to them and tell the participants they need to answer the questions asked in each matrix.
- Tell them they can also use their own understanding of themselves to fill the SWOT matrix.

Activity

Do your SWOT analysis

Strength	Weakness
What are your strengths?	What are your weaknesses?
What unique capabilities do you possess?	What do your competitors do better than you?
What do you do better than others?	
What do others perceive as your strengths?	
Opportunity	Threat
What trends may positively impact you?	Do you have solid financial support?
What opportunities are available to you?	What trends may negatively impact you?

-Do 🗸

- Congratulate everyone for the class activity.
- Ask the audience to applaud for themselves.
- Allot the participants sufficient time to complete this activity, but do keep a check on time.
- Ask de-brief questions to cull out information from the participants.

-Ask

De-brief questions:

- What are your weaknesses according to your SWOT analysis?
- Do you think you can change your weakness into strength? How?
- Do you think you can work on your threats? How?

-Summarize 🔎

- Close the discussion by summarizing ways to identify business opportunities within your business.
- Ask the participants what they have learned from this exercise.
- Ask if they have any questions related to what they have talked about so far.

Unit 6.5.6: Entrepreneurship Support Eco-System

- Unit Objectives 🛛 🎯

At the end of this unit, participants will be able to:

- Discuss the entrepreneurial process
- Describe the entrepreneurship ecosystem
- Discuss the purpose of the 'Make in India' campaign
- Discuss the key schemes to promote entrepreneurs

Resources to be Used 💣

- Participant Handbook
- Chart papers
- Marker pens
- Pencils
- Colour pencils
- Scale
- Eraser
- Other requisite stationery material

Ask ask

- Do you think that entrepreneurs need support?
- What do you think is an eco-system?
- What do you think 'entrepreneurship support eco-system' means?

Say 뎙

- Let's learn what entrepreneurship support eco-system means.
- Discuss 'Entrepreneurship Support Eco-System' as given in the Participant Handbook.

Ask 💽

- Can you define entrepreneurship support eco-system?
- What are the key domains of the support eco-system?

Say 🔓

- Let's learn more about these domains by conducting an activity.
- You have to make a poster showing the components of the six main domains of entrepreneurship support eco-system.

Team Activity 🛃

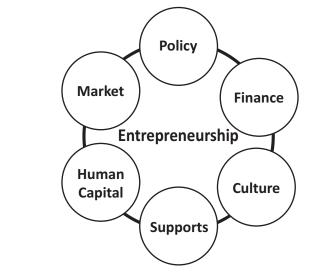
Making a poster showing the entrepreneurship support eco-system.

-Do 🗸

- Divide the class into groups of four or six.
- Hand out chart paper and coloured pens.
- Explain the purpose and duration of the activity.
- Go around checking the progress of each group.
- Set guidelines pertaining to discipline and expected tasks.

Activity De-brief

Ask each group to display their poster and explain the key domains of entrepreneurship support eco-system.



-Ask

• What kind of government support eco-system is available for entrepreneurs in India?

Say 뎗

• Discuss 'Make in India' campaign as given in the Participant Handbook.

Team Activity

• Presentation on key schemes to promote entrepreneurs

Do 🗸

- Divide the class into pairs.
- Number each pair from 1-15.
- Assign a scheme, same as their group number, to each group.
- Ask them to read the scheme carefully and present it to the class.
- Explain the purpose and duration of the activity.
- Go around checking the progress of each group.
- Set guidelines pertaining to discipline and expected tasks.

Activity De-brief

• Ask each group to explain the scheme offered by government to promote entrepreneurs.

Summarize

• Summarize the unit by discussing the key points and answering questions the participants may have.

Unit 6.5.7: Risk Appetite & Resilience



At the end of this unit, participants will be able to:

- Discuss the relationship between entrepreneurship and risk appetite
- Discuss the relationship between entrepreneurship and resilience
- Describe the characteristics of a resilient entrepreneur

Resources to be Used

- Participant Handbook
- Chart papers
- Blank sheets of paper
- Pens and marker pens

Ask

- Can you define risk or explain what constitutes a risk?
- What do you people mean when they say, "This may be a risky proposition"?
- What risks are they talking about?

Example

Let's have a look at these two examples:

Rohit and his family were travelling by car from Delhi to Nainital. It was their second trip there. Rohit was familiar with the road. His friends told him that the highway after Rampur was in a bad condition. They advised him to take a shortcut and turn left from Moradabad and take the Kaladhungi road. This road is in a better condition.

Since he was going with his family, and did want take the risk of getting lost, he left early. He took the Kaladhungi road and reached Nainital well in time.

Suresh and his family too were travelling by car from Delhi to Nainital. It was their second trip there. His friends too advised him to take a shortcut and turn left from Moradabad and take the Kaladhungi road as this road was in a better condition.

Suresh too decided to take the Kaladhungi road but he left Delhi in the afternoon. It was dark by the time he reached Kaladhungi, and he was sure that he was taking the correct turn. As it was late, he could not find anyone to give him directions. He ended up being in an unknown place that was scarcely inhabited.

Say 뎗

- Let's see what type of risks Rohit and Suresh took.
- Discuss 'Risk Appetite and Resilience' with the participants as given in the Participant Handbook.

Say 🔓

• Let's learn more about risk appetite and resilience with the help of an activity.

- Team Activity 🙀

Risk Appetite

- This is a group activity.
 - In the previous unit, you read success stories of Mr Dhirubhai Ambani and Dr Karsanbhai Patel.
 - Mr Ambani left his job and started his company Reliance with just Rs. 50,000/-.
 - Dr Patel kept his job, went door-to-door to sell Nirma, and only when the brand started gaining popularity did he start his own company.
 - What types of risk did both of them take?
 - What risk factors, do you think, did they keep in mind before launching their company?
 - Write the Risk Appetite Statement of both the companies.

Activity De-brief

- Who took a greater risk?
- What are the differences between the Risk Appetite Statement of both the companies?

Do 🗸

- Instruct the participants that this is group work.
- Divide the class into small groups of 4.
- Give each group a chart paper.
- Tell the participants that they have to evaluate the risks taken by Mr Dhirubhai Ambani and Dr Karsanbhai Patel.
- Give the participants 15 minutes to discuss and write.
- Keep a check on time. Tell the group to wind up quickly if they go beyond the given time limit.

Ask ask

- Do you think all entrepreneurial ventures are successful?
- What happens if the first venture is not successful?
- Should the entrepreneur stop when faced with challenges or face them?

-Example

• Let's have a look at the following example:

Vijay Shekhar Sharma is the founder of Paytm, which is a giant Indian e-commerce. He was born in a middleclass family in Uttar Pradesh. He started his first job at an MNC. He quit after six months and built a company One97 with his friends. As One97 grew bigger, it needed more money because it was running more servers, bigger teams, and had to pay royalty. At that time, the tech bubble popped and technology companies were running in losses. Finally, money ran out. So One97 took loans and then more loans at higher rates of interest, as high as 24 per cent, and became caught in a vicious cycle.

In 2014, Paytm was launched with online wallet services after which, the company enabled online payment transactions. The company got licenses from RBI in 2016 to launch India's first ever payment bank. Moreover, the main motive of Paytm was to transform India into a cashless economy.

After demonetization came into effect, Vijay Shekhar Sharma started promoting online and digital transactions to deal with the cash crunch. In fact, the service of the company's mobile wallet is accepted across India. The logo of Paytm is now popular almost everywhere from tea stalls to major companies.

- Say 뎗
- Let's see what qualities made Vijay Shekhar Sharma a resilient entrepreneur.
- Discuss Entrepreneurship and Resilience with the participants as given in the Participant Handbook.

Say 🔓

• Let's learn more about entrepreneurship and resilience with the help of an activity.

Team Activity 🛃

Entrepreneurship and Resilience

- This is a group activity.
 - Think of some entrepreneurship ventures that faced challenging times, but later resulted in success stories.
 - Who is the founder of that company?
 - What challenging times did it face?
 - How did it overcome those challenges?
 - List the resilient characteristics of the entrepreneur.

Activity De-brief

- Each group to give their presentation.
- Why did you choose this company?
- What is the success story of the company?

Do 🗸

- Instruct the participants that this is group work.
- Divide the class into small groups of 4.
- Give each group a chart paper.
- Tell the participants that they have to think of an entrepreneur who faced challenging times, but eventually succeeded.
- Give the participants 15 minutes to discuss and write.
- Keep a check on time. Tell the group to wind up quickly if they go beyond the given time limit.

Summarize 🔎

- You can summarize the key points of the unit.
- Ask the participants what they learned from the activities.
- Clarify any questions or doubts they might have.

Unit 6.5.8: Success and Failures



At the end of this unit, participants will be able to:

- Recall entrepreneurial success stories
- Discuss how to deal with failure

-Resources to be Used 💣

• Participant Handbook

Ask ask

- Have you heard the quote 'nothing is impossible'?
- What do you think it means?
- Do you think that all successful entrepreneurs became famous overnight or did they have to struggle or face failure before succeeding?

-Example

Let's have a look at this example.

Shah Rukh Khan, also known as, SRK or King Khan is a force to reckon with. Did he achieve stardom overnight? Shah Rukh Khan, who has seen many struggles in his life – he has slept on streets, struggled to support himself and his sister at a very young age, and lost his parents very early in life, which led to his sister seeking mental health support. Amidst all the chaos and challenges, he kept pushing himself, and today he stands tall as the 'Badshah of Bollywood'. Certainly those years were not easy for him.

When he was young, he stood at Marine Drive and said, "I will rule this city one day". Failure was not just his companion during or before his stardom, it is still a substantial part of his life. Success does not come easy. What made him a star was his acceptance of failure and the urge to improve.

-Say 뎙

- How do you define success and failure?
- What is fear?
- Discuss "success and failure" with the participants as given in the Participant Handbook.

-Ask

- Have you felt or experienced fear?
- What led you to feel that emotion?
- How did you handle it?

Say 뎙

• Let's learn the about success and failure with the help of an activity.

Role Play 😴

- Conduct a role play.
- Ask the participants to assemble together.
- Explain the purpose and duration of the activity.
- Set guidelines pertaining to discipline and expected tasks.

Do 🗸

- Divide the class into groups of four.
- Instruct them to think of one scenario where they have to interview a successful entrepreneur.
- They have to choose one person from the group as the interviewee and one as the interviewer.
- Go around and make sure they have understood what is to be done and are discussing the roles properly.
- Check that everyone understands their role. Give clarifications if needed. Give the participants about 5 minutes to discuss and decide their roles.
- Ask the groups to stop the discussion as soon as the time is over.
- Invite each group one by one to come and present their role play.

Notes for Facilitation

Facilitating Role Plays

Preparing for the activity

- 1. Carefully review the details of the scenario and the character descriptions.
- 2. Become familiar with the key issues being addressed in the scenario.
- 3. Study the provided material so that you are ready to address issues related to the situations depicted in the role plays.
- 4. Anticipate potential questions that might be raised by the participants and be ready to address them.

Conducting the activity

- 1. Introduce the activity. Emphasize that role playing provides participants with an opportunity to apply their new knowledge, skills, and tools in situations that simulate actual interactions with customers.
- 2. Ask participants to form pairs. Direct the members of each group to choose who will play the roles. Remind the groups that each participant should be given the opportunity to play/practice the different roles.
- 3. Conduct a demonstration so that participants become familiar with the expectations related to the roles and support materials.
- 4. To maintain spontaneity of the interactions during the role play, ask the participants not to discuss the details of their roles prior to the role play.
- 5. Give the pairs 15-20 minutes to conduct the role play.
- 6. Circulate among the groups to answer any questions that may arise and provide guidance as needed.
- 7. After all the pairs have finished with the role play, conduct a de-briefing session on each role play.
- 8. Ask the groups to take five minutes to talk about what happened during the role play. The groups should discuss the questions given in the de-briefing for each role play. Encourage participants to provide constructive criticism during their discussions.
- 9. Conclude the activity by asking participants to think about whether and how they might use scripted role plays in their real life.

-Summarize

• Wrap the unit up after summarizing the key points and answering questions.

	Assistant Furniture Designer
Notes	
NOLES	



Unit 6.6: Preparing to be an Entrepreneur

Key Learning Outcomes

At the end of this unit, participants will be able to:

- 1. Discuss how market research is carried out
- 2. Describe the 4 Ps of marketing
- 3. Discuss the importance of idea generation
- 4. Recall basic business terminology
- 5. Discuss the need for CRM
- 6. Discuss the benefits of CRM
- 7. Discuss the need for networking
- 8. Discuss the benefits of networking
- 9. Differentiate between short-term, medium-term and long-term goals
- 10. Discuss how to write a business plan
- 11. Explain the financial planning process
- 12. Discuss ways to manage your risk
- 13. Describe the procedure and formalities for applying for bank finance
- 14. Discuss how to manage their own enterprise
- 15. List the important questions that every entrepreneur should ask before starting an enterprise

Unit 6.6.1: Market Study/The 4Ps of Marketing/Importance of an IDEA: Understanding Market Research

- Unit Objectives

At the end of this unit, participants will be able to:

- Discuss how market research is carried out
- Describe the 4 Ps of marketing
- Discuss the importance of idea generation

Resources to be Used

- Participant Handbook
- Chart papers, markers pens, blank sheets of paper

- Ask

- Suppose, you want to open a restaurant, what are the factors you will consider?
- How will you promote your restaurant?

- Example <table-cell>

• Let's have a look at this example.

Arjun was an MBA working in a company. But he wanted to start a low cost budget hostel for foreign tourists coming to India. He did a lot or market research before starting the project. Based on the information he gathered, he made his business plan. His hostel is now flourishing and he is thinking of expanding to other tourist destinations.

Say 🔓

- Discuss "Market Study" with the participants. Refer to the Participant Handbook.
- Let's learn about market study and research with the help of an activity.

Team Activity

Market Study

- This is a group activity.
- You want to start your own tuition centre.
- What type of research will you do?

Activity De-brief

- Ask each group to come forward and give a brief presentation.
- Encourage other groups to be interactive and ask questions.
- What factors did you keep in mind while doing your research?
- Based on our research would you go ahead and open a tuition centre?



- 4. Upper end rich people (Niche market)
- Keeping the 4Ps of Marketing in mind, what marketing strategy will you design to sell the pen?

Activity De-brief

- Ask each group to to present their strategy.
- Encourage other groups to be interactive and ask questions.

Do 🗸

- Instruct the participants that this is group work.
- Divide the class into four groups.
- Give each group a chart paper.
- Assign each group a target audience for selling the pens:
 - 1. Rural villagers
 - 2. Rural middle class
 - 3. Urban middle class

- 4. Upper end rich people
- Tell the participants that they have to design a marketing strategy keeping the 4Ps of Marketing in mind.
- Give the participants 20 minutes to discuss and come up with their strategy.
- Keep a check on time. Tell the group to wind up quickly if they go beyond the given time limit

Activity De-brief

- Ask each group to come forward and give a brief presentation.
- Ask each group what they kept in mind while designing their marketing strategy.
- Encourage other groups to be interactive and ask questions.

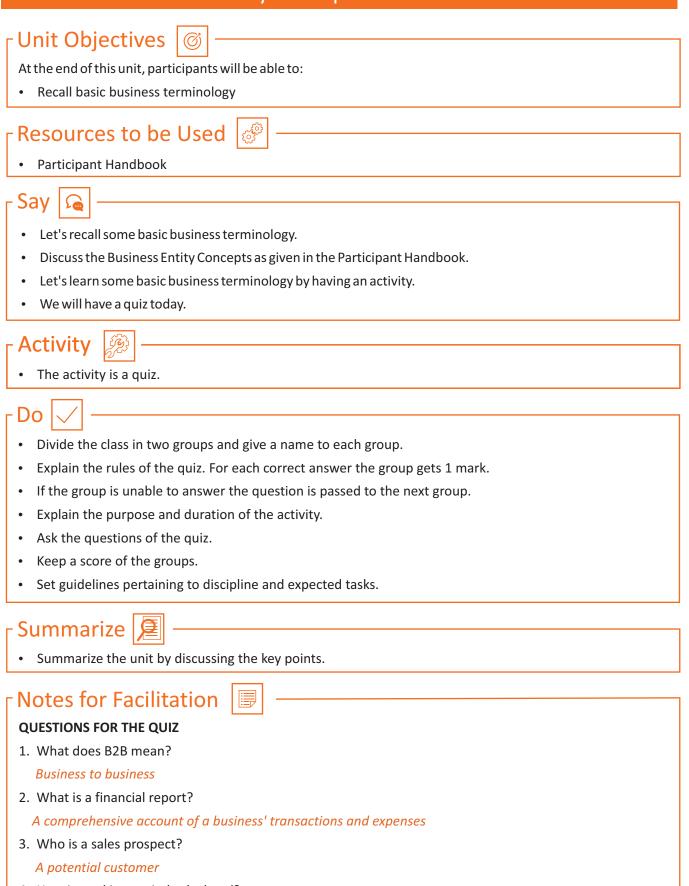
Say Say

- Each entrepreneur has an idea of wants he wants to sell. It may be a service or a product.
- Discuss "Importance of an IDEA" as given in the Participant Handbook.

Summarize 🖌

- Summarize the key points of the unit.
- Ask the participants what they learnt from the activities.
- Encourage them to ask if they have any doubts.

Unit 6.6.2: business Entity Concepts



4. How is working capital calculated? Current assets minus current liabilities

5	5. What is an estimation of the overall worth of a business called?
	Valuation
6	5. You are buying a house. What type of transaction is it?
	Complex transaction
7	7. How will you calculate the net income?
	Revenue minus expenses
8	8. How is Return on Investment expressed?
	As percentage
9	How will you calculate the cost of goods sold?
	Cost of materials minus cost of outputs
1	0. What is revenue?
	Total amount of income before expenses are subtracted.
1	1. What is a Break-Even Point?
	This is the point at which the company will not make a profit or a loss. The total cost and total revenues are equal.
1	2. What is the formula used to calculate simple interest?
	A = P(1 + rt); R = r * 100
1	3. What are the three types of business transactions?
	Simple, Complex and Ongoing Transactions
1	4. The degrading value of an asset over time is known as
	Depreciation
1	5. What are the two main types of capital?
	Debt and Equity

Unit 6.6.3: CRM & Networking

- Unit Objectives 🏼 🎯

At the end of this unit, participants will be able to:

- Discuss the need for CRM
- Discuss the benefits of CRM
- Discuss the need for networking
- Discuss the benefits of networking

Resources to be Used

Participant Handbook

· Ask 🔤

- Can your business run without customers/buyers?
- Who is the most important entity in any business?

Say 뎗

- The key to every success business lies on understanding the customer's expectations and providing excellent customer service.
- Discuss about CRM and its benefits. Refer to the Participant Handbook.
- Providing excellent customer service entails:
 - Treating your customers with respect.
 - Be available as per their need/ schedule.
 - Handling complaints effectively.
 - Building long lasting relationships.
 - Collecting regular feedback.
- Handle customer complaints proactively. Ask "what happened", "why it happened", "how can it be avoided next time", etc.
- Collecting feedback from the customers regularly will enable you to improve your good/service.
- "Let's understand it better with the help of some case scenarios. You will be given some cases within your groups. You have to analyse the case scenario that has been given to you and then find an appropriate solution to the problem."

Do

- Divide the class into four groups of maximum six participants depending on the batch size.
- Give one case study to each group.
- Instruct them to read the case carefully.
- The group is expected to analyse and discuss the case amongst them and find a solution to the given problem.
- Put down the discussion points (de-brief questions) on the board. Give the class 5-10 minutes to discuss the case and note down their solutions.
- At the end of 10 minutes, the team should present their case solution to the class.

Team Activity 🙀

Case Study Analysis

Raju runs a business of wooden furniture. He has a huge list of customers on Facebook and WhatsApp who give him orders regularly. Ankita is one of his old and regular customers. She placed an order for a new chester and TV cabinet via WhatsApp and requested Raju to send them as soon as possible. When the parcel reached Ankita through courier she found that chester was broken and the TV unit was chipped from the bottom. Ankita was heartbroken. It was a complete waste of money. She sent a message to Raju on WhatsApp, expressing her anger and disappointment. Raju might lose an old customer forever if he doesn't satisfy the customer. What should Raju do to retain his customer?

Scenario 2

Rajni runs a boutique shop. She sells suits and sarees. She is one of the most successful designer in her city. Rajni swears that all the clothes in her boutique have unique designs. Smita has to attend her cousin's wedding; she goes to Rajni's boutique to buy a saree. Smita wanted a unique designer saree. Rajni customized a saree for her and sent it over the courier. When Smita had a look at the saree she realised her two friends had the same design sarees. She sent a message to Rajni on WhatsApp, expressing her anger and disappointment. Did Rajni make a false promise? Were her designs copied? What could happen to Rajni's image after this incident? What would you do if you were in Rajni's place?

Scenario 3

Shama is a beautician who offers parlour services to ladies by making home visits. Recently, Shama got her name registered on an e- commerce website. Two days earlier, she got a message from Mrs Sushma. The appointment was fixed for next day, 11:00 am and the remuneration for the services was decided beforehand. When Shama reached there at 10:50 am, Mrs Sushma was not at home. When Shama called her, she asked her to wait for a while. Mrs Sushma reached home at 11:45 am. Meanwhile, Shama had to reschedule her next appointment. After availing Shama's services, Mrs Sushma refused to pay the requisite amount and started finding faults in the services provided by her. Who was at fault in this scenario? What should you do in case the customer behaves unreasonably? What would you do if you were in Shama's place?

Scenario 4

Shailender is the manager of a car showroom. He proactively takes part in all the transactions that happen in his showroom. Vinita wants to buy a new car. She has chosen a car from Shailender's showroom. The salesperson has given her a very good discount and has also promised free service for one year. Vinita goes to the showroom and asks to complete all the formalities to purchase the car. When she sees the final bill she realize that she has not received the promised discount neither was there any mention of the free services. She immediately demands to see the Shailender. When Shailender's head asks how much discount Vinita was promised, he realised the discount will make the sale in loss. The car showroom owner might lose a customer and deal due to false commitments made by his manager. Besides, the customer might tell this to other people, creating a bad name and image for the showroom. If you owned that showroom, how would you have convinced your customer?

Say 뎗

- Now, let's discuss the problem and solution with the class.
- The group will first briefly describe the case to the class.
- Then discuss the issue identified and the proposed solution.
- Present the solution as a role play.
- Post presentation, the other groups may ask questions from the group that has presented.

-Do 🗸

- Congratulate each group for the presentation/role play.
- Ask the audience to applaud for them.
- Keep a check on time. Tell the group to wind up the discussion quickly if they go beyond the given time limit.

Say 뎗

- If your customers are happy with you they will give referrals which will help to grow your business.
- One more way of growing business is 'Networking'.
- Discuss Networking and its benefits. Refer to the Participant Handbook.

Activity

Group Discussion

• Conduct a group discussion in the class on how they can do networking for their business.

Summarize 🔀

- Ask the participants what they have learnt from this exercise/ activity.
- Ask if they have any questions related to what they have talked about so far.
- Close the discussion by summarizing the importance of CRM and Networking for entrepreneurs.
- Close the discussion by summarizing the importance of CRM and Networking for entrepreneurs.

Unit 6.6.4: Business Plan: Why Set Goals?

- Unit Objectives 🏼 🎯

At the end of this unit, participants will be able to:

- Differentiate between short-term, medium-term and long-term goals
- Discuss how to write a business plan
- Explain the financial planning process
- Discuss ways to manage your risk

Resources to be Used

- Participant Handbook
- · Chart papers, blank papers, marker pens, ruler

- Ask

- Remember we had written SMART Goals in a previous session? Let's try and recall why it is important to set goals?
- While framing SMART goals, we talked about 'T' in SMART, which was 'Time Bound'? What do we mean by time bound goals?
- What time limit did you set for your goal-3 weeks, 3 years, 10 years?

Say 🔓

• Talk about short term, long term and medium term goals, as discussed in the Participant Handbook.

- Ask

• As you are planning to become an entrepreneur, you must have thought of an idea for a start-up. What is your business idea?

- Do 🗸

• Ask few participants to share their business ideas.

Ask ask

- Have you created a business plan for your business idea?
- Do you think it is important to have a business plan in place? Why/ why not?

Say Say

- Talk about 'Why Create a Business Plan' as discussed in the Participant Handbook.
- Let's understand it better with the help of an activity.

Team Activity 🙀

Writing a business Plan

- This is a group activity.
- Give the groups the required resources such as chart paper and markers.

- This activity is divided into two parts:
 - 1. Create a business idea
 - 2. Develop a business plan
- The group will discuss and come up with a new business idea and present their idea to the class.
- In the second part of the activity the group will develop a business plan for the business idea.
- The business plan prepared will be presented by the groups to the class.

MY BUSINESS PLAN

Executive Summary: What is your Mission Statement?

Business Description: What is the nature of your business?

Market Analysis: What is your target market?

Organization and Management: What is your company's organizational structure?

Service or Product Line: What is the lifecycle of your product/ service?

Marketing and Sales: How will you advertise and sell your products?

Funding Request: How much fund is required and from where?

-Say 뎗

- Teams will need to brainstorm for this part of the activity.
- Use the blank papers for the second part of this activity
- Make your business plan on a chart paper based on the following parameters:
 - 1. Executive Summary
 - 2. Business Description
 - 3. Market Analysis
 - 4. Organization and Management
 - 5. Service or Product Line
 - 6. Marketing and Sales
- Explain each parameter in detail as done in the Participant Handbook.
- Discuss each parameter with the business idea examples of the groups.
- Groups will discuss and develop the business plan for their business idea.

Say 痛

- Now, let's share our plan with the class.
- Each group will briefly describe the plan to the class.
- Post presentation, the other groups may ask questions to the group who have presented their plan.

Do 🗸

- Congratulate each group for sharing their points.
- Ask the audience to applaud for them.
- Keep a check on time. Tell group to wind up the discussion quickly if they go beyond the given time limit.

Say โม

- Along with a business plan, you need to create a financial plan and evaluate the risk involved with your start up.
- Discuss 'Financial Planning' and 'Risk Management' in detail as given in the Participant Handbook.

Summarize

- Ask the participants what they have learnt from this exercise/ activity.
- Ask if they have any questions related to what they have talked about so far.

Notes for Facilitation

• Keep the business plan format ready in a flipchart to display it during the activity.

Unit 6.6.5: Procedures and Formalities for Bank Finance

Unit Objectives 🎯

At the end of this unit, participants will be able to:

Describe the procedure and formalities for applying for bank finance

Resources to be Used

- Participant Handbook
- Bank loan/finance form sample ٠

- Ask (ask

While preparing a business plan in the last session, we discussed financial planning to arrange financial resources for your start-up. Therefore, how will you collect funds to start your business?

Say

- While most entrepreneurs think 'product' is the most difficult thing to decide for a business, start-up capital poses an even a bigger obstacle. Though there are various ways of funding the business, to convince investors to invest money is the most challenging.
- Some of the funding options available in India are:
 - Bootstrapping: Also called self-financing is the easiest way of financing
 - **Crowd funding**: Funds are collected by consumers pre-ordering or donating for starting the business. •
 - Angel investors: Individual or group of investors investing in the company
 - Venture capitalists: Venture capitals are professionally managed funds who invest in companies that have huge potential. They usually invest in a business against equity.
 - Bank loans: The most popular method in India.
 - Microfinance Providers or NBFCs
 - Government programmes
- Let us know discuss the most popular method i.e. bank finance in detail here.

Do

- Discuss the list of documents that are required to apply for a loan like letter of introduction, business brochure, references of other banks, and financial statements.
- Explain the details to be filled in a loan application form.
- Divide the class into groups. Give each group a loan application form.
- Ask the groups to discuss and fill the form.

Summarize 😫

- Close the discussion by summarizing the important documents needed for bank loan.
- Ask the participants if they have any questions related to what they have talked about so far.

Notes for Facilitation

- Checklist of documents is provided as resources for the session.
- You can make some copies and distribute it during the group activity.
- Download sample loan application forms from any nationalised bank's website. Print sufficient copies to circulate it amongst the groups.

CHECKLIST OF DOCUMENTS TO BE SUBMITTED ALONG WITH LOAN APPLICATION (Common for all banks)

- 1. Audited financial statements of the business concern for the last three years
- 2. Provisional financial statements for the half year ended on
- 3. Audited financial statements of associate concern/s for the last three years
- 4. Copy of QIS II for the previous quarter ended on _____
- 5. Operational details in Annexure I
- 6. CMA data for the last three years, estimates for current year and projection for the next year
- 7. Term loan/DPG requirements in Annexure II
- 8. List of machinery in respect of machinery offered as security in Annexure III
- 9. Additional details for export advances furnished in Annexure IV
- 10. Property statements of all directors/partners/proprietor/guarantors
- 11. Copies of ITAO of the company for the last three years
- 12. Copies of ITAOs/WTAOs of the directors/partners/proprietor and guarantors
- 13. Copies of certificate from banks and financial institutions certifying the latest liability with them
- 14. Copy of board resolution authorizing the company to apply to your bank for the credit facilities mentioned in application
- 15. Copy of memorandum and article of association (in case of limited company)/partnership deed (in case of partnership firm)
- 16. Cash budget for the current year and next year in case of contractors and seasonal industries

Unit 6.6.6: Enterprise Management – An Overview: How to Manage Your Enterprise?

Unit Objectives

At the end of this unit, participants will be able to:

• Discuss how to manage their own enterprise

Resources to be Used

• Participant Handbook

- Ask

- Having set-up a business, do you think it is possible to do everything on your own?
- Does one require trained persons for help?
- What does management mean?

Say 🔓

• Let's have a look at this example:

Kapil had a small business that was beginning to pick up pace. He wanted to expand his business, and therefore employed few more people. One day, as he was walking past Ramesh, one of his new employees, he overheard Ramesh talking rudely to a customer on the phone. This set him thinking. Kapil realised that he should have regular team meetings to motivate his employees and speak with them about any problems they might be facing during work. He should also conduct training sessions on new practices, soft skills, and technology, and develop work ethics manual for managing his enterprise.

Say Sa

- Was Kapil correct in his approach or he should have scolded Ramesh instantly in front of his other employees?
- Discuss "Enterprise Management An Overview" with the participants as given in the Participant Handbook.

Say Sa

• Let's learn how to effectively manage an enterprise or business through an activity.

Team Activity 🛃

Enterprise Management

- This is a group activity.
- Design a matrix listing the topics and key words that are needed to run an enterprise effectively and smoothly.

Activity De-brief

- Have each group present their matrix.
- Encourage participants of the other groups to ask question about each other's presentation.

Do 🗸

- Instruct the participants that this is group work.
- Divide the class into small groups of 4.
- Give each group a chart paper and coloured pen.
- Tell the participants that they have make a matrix they need to fill.
- They have to write the main topics and key words that will them effectively manage their enterprise.
- Give the participants 15 minutes to discuss and write.
- Keep a check on time. Tell the group to wind up quickly if they go beyond the given time limit.

Summarize 🔎

- Ask the participants what they have learned from this exercise/activity.
- Ask if they have any questions related to what they have talked about so far.
- Close the discussion by summarizing the importance of effective management to run an enterprise as given in the Participant Handbook.

Unit 6.6.7: 20 Questions to Ask Yourself before Considering Entrepreneurship

- Unit Objectives 🛛 🎯

At the end of this unit, participants will be able to:

· List the important questions that every entrepreneur should ask before starting an enterprise

Resources to be Used 🧬

- Participant Handbook
- Blank sheets of paper
- Pens

Ask ask

Why do you want to become an entrepreneur?

Say 뎗

- It is very important to know why you want to become an entrepreneur. Your personal goals for becoming an entrepreneur play a key role in the success of your business. Your goals should be clear well before you start your business.
- Apart from the goals, the other aspects of business that you need to bear in mind are the potential problems that you may face to set-up, your areas of interest, and all the other dimensions of the business.
- Let's understand it better with the help of some questions that every entrepreneur should ask before starting their own business.
- Open the Participant Handbook section named '20 Questions to Ask Yourself Before Considering Entrepreneurship'. You have to answer the questions individually.
- Then, we will have a class discussion on all the questions.

Do

- Read out the questions one by one in front of all the participants.
- Participants have to answer all the one by one questions.
- Give the class 10-15 minutes to note down their answers.
- At the end of 15 minutes, open the discussion for all the questions.
- Moderate the discussion by focusing on the relevant points.
- Keep a check on time and don't let the discussion get sabotaged or lose track of time. Ensure all the questions are covered and discussed.

Summarize 🔎

- Ask the participants what they have learned from this exercise/activity.
- Ask if they have any questions related to what they have talked about so far.

Notes





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Transforming the skill landscape



7. Annexures

Annexure I: Training Delivery Plan Annexure II: Assessment Criteria Annexure III: Answers to Exercises for PHB



Annexure I

Training Delivery Plan

Training Delivery Plan			
Program Name:	Assistant Furniture Designer	r	
Qualification Pack Name & Ref. ID	Assistant Furniture Designer	r, FFS/Q0160	
Version No.	1.0	Version Update Date	12-07-2017
Pre-requisites to Training (if any)	Class XII, preferable		
Training Outcomes	 she converts the conceptes. 3. Assess client need and she understands and ablishe converts the conceptes conceptualized ideas 4. Identify the various type gains knowledge about ings of chairs, bed, sofate entertainment units, stute 5. Identify various furnitue ferent furniture materia 6. Identify different type learns about furniture to He/she learns about cree 8. Maintain Health and Safety meass ment safety relevant to 9. Carry out work effective 	ign objective: He/ she und te to be designed. design required kind of fu le to design the required fun- otualized ideas onto a paper design required kind of fu le to design the required fun- outalized ideas onto a paper onto a paper by making sk bes of furniture and furnit various types of legs, back , base unit/wall unit, cabine udy table, dressing table, an are materials: He gains know al and their properties. is of furniture and furnit ypes and parts. cale model and build a fun- eating scale model, build pr Safety at site/ workplace: sures in terms of personal	erstands and iden- arniture piece: He/ rniture pieces. He / r by making sketch- arniture pieces. He / r by making sketch- tetches ure parts: He/ she k, seats, and draw- ets, crockery units, d shelves/drawers. bwledge about dif- ure parts: He/she rniture prototype: ototype and test. Well versed with safety and equip- ectively with stake-

Sr. No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools/Aids	Duration (hours)
1-2	Introduc- tion	Introduc- tion to the Job Role	 Practise ways to impart general discipline in the classroom Evaluate the responsibilities of Design Assistant its job opportunities Interpret scope of Furniture & Fittings industry Demonstrate ways to impart basic skills of communication 	Bridge Module	Classroom lecture/ PPT session/ Question and Answer	white Board, Marker, Computer, Presen- tation software, Projector Charts	Theory 08:00 Hours Practical 00:00 Hours
3-4	Under- standing the Organ- isational Context/ Company/ Employer		 Outline the organisation procedures and formalities to be completed during work Demonstrate ways to perform statutory responsibilities under organization rules and regulations, escalation hierarchy and code of conduct Evaluate the organisational processes, products, and services Acquire the knowledge to understand codes, standards, policies, manuals, rules and regulation of the organization Contact the concerned persons in case of queries on procedures/ products/ any problem Explain the escalation procedure in organisation Identify the common hazards in the work area and workplace procedures for dealing with them Practise ways to contact person in case of queries on procedures on procedures on procedures on procedures on procedures for dealing with them 	FFS/N0109	Classroom lecture/ PowerPoint Presentation/ Question and Answer	white Board, Marker, Computer, Presen- tation software, Projector, Charts	Theory 08:00 Hours Practical 00:00 Hours

5-6	Ensuring	Health and	 Illustrate the proper disposal system for waste and by-product Evaluate the organisation's capability and expertise in developing select design range for specific furniture category. Appriase the organisation's regular buyers and their tastes and preferences Assess the roles and responsibilities in executing the work and support requirement from subordinates 	FFS/N8601	Classroom	white	Theory
	Health and Safety at Workplace	Safety	 Ineory and Practical Aspects: Demonstrate ways to work safely at all times, complying with health and safety legislation, regulations and other relevant guidelines Practise ways to ensure that health and safety instructions applicable to the workplace are being followed Examine ways to check the worksite for any possible health and safety hazards Comply with the manufacturers' instructions and job specifications relating to safe use of materials specifically chemicals and power equipment Practise ways to ensure safe handling and disposal of waste and debris 	PC1, PC2, PC3, PC4, PC4, PC5, PC6, PC7, PC8, PC9, PC10, PC11, PC12, PC13, PC14, PC15 PC16, PC17, PC18	lecture/ PowerPoint Presentation/ Question and Answer/ Prac- tical Demon- stration/ Role Play	White Board, Marker, Computer, Presen- tation software, Projector, Charts Masks, safety glasses, ear plugs, safety footwear, gloves, etc. first aid, different types of fire extin- guisher	04:00 Hours Practical 04:00 Hours

 1	1				1	, , , , , , , , , , , , , , , , , , , ,
		•	Identify and report			
			any hazards and			
			potential risks/ threats			
			to supervisors or			
			other authorised			
			personnel hazards:			
			sharp-edged tools,			
			hazardous surfaces,			
			physical hazards,			
			electrical hazards,			
			health hazards from			
			chemicals and other			
			such toxic material			
			etc. Demonstrate			
			techniques of first aid			
			activities in case of an			
			accident, if required			
			and asked to do so			
		•	Practise ways to select			
			and use appropriate			
			personal protective			
			equipment compatible			
			with the work and			
			compliant to relevant			
			occupational health			
			and safety guidelines			
		•	Personal Protective			
			Equipment: masks,			
			safety glasses, head			
			protection, earmuffs,			
			safety footwear, gloves,			
			aprons, etc.			
		٠	Employ ways to			
			maintain correct body			
			posture while standing			
			and working for long			
			hours and carrying			
			heavy materials			
		•	Demonstrate ways			
			to lift, carry or move			
			heavy wooden			
			furniture and			
			accessories from one			
			place to another using			
			approved safe working			
			practices			
		•	Practise handling all			
			the required tools,			
			machines, materials			
			and equipment safely			
		•	Comply with the			
			relevant occupational			
			safety policies while			
			handling sharp tools			
			to make and install			
			Furniture & Fittings	 		
			Furniture & Fittings			

7-8	Dealing with Emer- gencies	 handling glass, heavy wood, materials, chemicals, etc. Apply good housekeeping practices at all times Practise good housekeeping practices: clean/tidy work areas, removal/ disposal of waste products, protect surfaces Implement ways to report accident/ incident report to authorised personnel Demonstrate ways to perform basic safety checks before operation of all machines, tools and electrical equipment Comply with the recommended material handling procedure to control damage and personal injury Demonstrate safe working practices at all times 	FFS/N8601 PC19, PC20, PC21, PC22, PC23, PC24,	Classroom lecture/ PowerPoint Presentation/ Question and	white board Marker, masks, safety	Theory 04:00 Hours Practical 04:00
		 emergency Know the electrical safety measures while working with electrically powered tools and equipment Follow agreed emergency and evacuation procedures in case of accidents, fires, natural calamities Check and ensure general health and safety equipment are available at work site 	PC25, PC26, PC27, PC28, PC29, PC30, PC31, PC32	Answer/ Prac- tical Demon- stration/ Role Play	glasses, ear muffs, safety footwear, gloves, aprons etc. first aid, different types of fire extin- guisher	Hours

Understand the use
of general health and
safety equipment:
fire extinguishers;
first aid equipment;
safety instruments
and clothing; safety
installations (e.g. fire
exits, exhaust fans)
restrictions imposed
on harmful chemicals
inside work area during
working hours
Demonstrate correctly
rescue techniques
applied during fire
hazard
Demonstrate good
housekeeping to
prevent fire hazards
Demonstrate the
correct use of a fire
extinguisher
Demonstrate how to
free a person from
electrocution
Respond promptly and
appropriately to an
accident situation or
medical emergency
Participate in
emergency procedures
Emergency procedures:
raising the alarm, safe/
efficient, evacuation,
correct means of
escape, correct
assembly point, roll
call, correct return to
work
Understand the use
the various appropriate
fire extinguishers on
different types of fires
correctly

r	
	Types of fires: Class
	A: e.g. ordinary solid
	combustibles, such as
	wood, paper, cloth,
	plastic, charcoal, etc.;
	Class B: flammable
	liquids and gases,
	such as gasoline,
	propane, diesel fuel,
	tar, cooking oil, and
	similar substances;
	Class C: e.g. electrical
	equipment such as
	appliances, wiring,
	breaker panels, etc.
	These categories of
	fires become Class A,
	B, and D fires when the
	electrical equipment
	that initiated the fire
	is no longer receiving
	electricity); Class D:
	combustible metals
	such as magnesium,
	titanium, and sodium
	(These fires burn
	at extremely high
	temperatures and
	require special
	suppression agents)
	Know methods of
	accident prevention in the work environment
	prevention: training
	in health and safety
	procedures; using
	health and safety
	procedures; use
	of equipment and
	working practices
	(such as safe carrying
	procedures); safety
	notices, advice;
	instruction from
	colleagues and
	supervisors

09-	Work Effec-	Interac-	Theory and practical	FFS/N8801	Classroom	white	Theory
10	tively with Others	tion with Seniors	 Aspects: Know how to seek assistance from supervisor or any such appropriate authority as and when required Ask questions and seek clarifications on work tasks whenever required Know the way to seek and obtain clarifications on policies and procedures, from the supervisor or other authorised personnel Identify and report any possible deviations to appropriate authority Address the problems effectively and report if required to immediate supervisor appropriately Receive instructions clearly from superiors and respond effectively on the same Follow escalation matrix in case of any grievance Accurately receive information and instructions from the supervisor related to one's work 	PC1, PC2, PC3, PC4, PC4, PC5, PC6, PC7, PC8	lecture/ PowerPoint Presentation/ Question and Answer/ Mod- els on escala- tion Matrix	Board Marker Computer Presen- tation software Projector Charts	Heory 04:00 Hours Practical 04:00 Hours
11- 12		Work Effectively	 Theory and practical Aspects: Coordinate and cooperate with colleagues to achieve work objectives Display courteous behaviour at all times Respond politely to customer queries and other team members Follow workplace dress code Keep work area in a tidy and organised state Adhere to timelines and quality standards 	FFS/N8801 PC9, PC10, PC11, PC12, PC13, PC14, PC15 PC16, PC17, PC18, PC19, PC20, PC21, PC22	Classroom lecture/ PowerPoint Presentation/ Question and Answer/ Prac- tical Demon- stration/ Role Play	white Board Marker Computer Presen- tation software Projector Charts	Theory 04:00 Hours Practical 04:00 Hours

			 Follow organisational policies and procedures Share information with team wherever and whenever required enhancing quality and productivity at the workplace Work together with co-workers in a synchronised manner Communicate with others clearly, at a pace and in a manner that helps them to understand Show respect to others and their work Display active listening skills while interacting with others at work Demonstrate responsible and disciplined behaviours at the workplace disciplined Behaviours: e.g. punctuality; completing tasks as per given time and standards; not gossiping and idling time; eliminating waste, honesty, etc. 				
13- 18	Research and cre- ation of furniture design concept	Introduc- tion to Furniture Design and Manage- ment	 Analyse the usage of terminology, abbreviations, symbols, dimension matrix etc. Outline the basics of design Practise ways to read and interpret 2D / 3D drawings Identify the various types of furniture and parts, and their drawings Summarise the history and style of furniture Examine the materials and its properties Demonstrate ways to design and prepare furniture drawing 	FFS/N0109	Classroom lecture/ PowerPoint Presentation/ Question and Answer/ Prac- tical Demon- stration/ Role Play	white Board, Marker, Comput- er, Office Suite, Pre- sentation software, Projector, Drafting Table, Drafting Instru- ments	Theory 12:00 Hours Practical 12:00 Hours

			 Interpret current market trends and client's preferences Examine the safety standards and precautions to be taken Demonstrate ways of using different types of personal protective gear Elaborate standard operating procedures and common issues troubleshooting knowledge about standard size and dimension of furniture Evaluate furniture ergonomics Demonstrate ways to use Auto-CAD, CorelDraw, and Photoshop design software Assess furniture material and their properties Appriase the use of joineries and all kind of furniture finishes Explain about furniture making process, techniques, process and step involved 				
19-21	C a	Eurniture Design Dbjective and Re- arch	 Practise ways to take clear instructions from design in-charge/ supervisor or client about design objective and the purpose of the furniture furniture piece to be designed e.g. decorative, functional, for individual client, for mass production etc. Identify the types of furniture to be designed, i.e. Chair/ sofa/table/ cupboard/ cabinet/kitchen modular furniture etc 	FFS/N0109 PC1, PC2, PC3, PC4, PC5, PC6, PC7	Classroom lecture/ PowerPoint Presentation/ Question and Answer/ Prac- tical Demon- stration/ Role Play	white Board, Marker, Comput- er, Office Suite, Pre- sentation software, Projector, Drafting Table, Drafting Instru- ments	Theory 10:00 Hours Practical 06:00 Hours

		 Evaluate the size and style of furniture to be designed Analyse the visual impact of the designed furniture piece on the surroundings Demonstrate ways to conduct market research for latest designs, fixtures/ fittings, style, trends, 				
		 wooden material / other material with the help of various websites, catalogues Illustrate ways to extract the information from research materials about recycling of waste material which can be used/ with the target piece of furniture Practiise making a detailed note of researched data for future reference 				
22-25	Prioritise Work Activities to achieve Desired Results	 Prepare a plan marking out the activities to be done Formulate a clear understanding about furniture piece to be designed Practise ways to follow timelines with processes involved to complete work in given time Demonstrate ways to arrange and organise all the researched data for analysis along with previously gained knowledge to create a design concept Illustrate ways to organise all ideas for design concept and discuss the same with seniors/peers to finalise/shortlist one or two ideas for creating new designs 	FFS/N0109 PC8, PC9, PC10	Classroom lecture/ PowerPoint Presentation/ Question and Answer/ Prac- tical Demon- stration/ Role Play	white Board, Marker, Comput- er, Office Suite, Pre- sentation software, Projector, Drafting Table, Drafting Instru- ments	Theory 12:00 Hours Practical 08:00 Hours

		 Prepare ways to convert these conceptualized ideas onto a paper by making of few basic rough design sketches Plan ways to observe and visualise all the sketches drawn to come up with final design paper sketch Practise ways to consult with design in-charge/supervisor to incorporate any 				
26- 31	Create Design Concept	 ideas/feedback/inputs received Prepare arrangements to organise all the researched data for analysis along with previously gained knowledge to create a design concept Demonstrate ways to organise all ideas for design concept Plan ways to discuss with seniors/peers to finalize/shortlist one or two ideas for creating new designs Demonstrate ways to convert these conceptualized ideas onto a paper by making of few basic rough design sketches Illustrate ways to observe and visualise all the sketches drawn to come up with final design paper sketch Practise ways to consult with design in charge/supervisor and incorporate any ideas/feedback/ inputs received to seek approval Measurement - length, width & depth in MKS & FPS system and its application Techniques of marking out and measuring accurately 	FFS/N0109 PC11, PC12, PC13, PC14, PC15	Classroom lecture/ PowerPoint Presentation/ Question and Answer/ Prac- tical Demon- stration/ Role Play	white Board, Marker, Comput- er, Office Suite, Pre- sentation software, Projector, Drafting Table, Drafting Instru- ments, Measure- ment Tools, Marking Tools	Theory 12:00 Hours Practical 24:00 Hours

32- 37		Furniture Design Drawing and Ap- proval	•	Demonstrate ways to make furniture design drawing of final sketch with the help of computer software package (CAD, Coral Draw etc.) Practise ways to draw plan, views, sections and other design structure with the help of software for designing furniture piece Formulate ways to include all dimensions such as construction details, material used, products finishes, and manufacturing technics, joineries, used in making of the furniture Implement ways to	FFS/N0109 PC16, PC17, PC18, PC19, PC20	Classroom lecture/ PowerPoint Presentation/ Question and Answer/ Prac- tical Demon- stration/ Role Play	white Board, Marker, Comput- er, Office Suite, Pre- sentation software, Projector, Drafting Table, Drafting Instru- ments	Theory 12:00 Hours Practical 12:00 Hours
			•	ensure to add design elements and features to this furniture drawing Plan ways to gain approval from design in charge/supervisor for the target furniture design drawing and its related aspects like dimensions of target				
				furniture etc.				
				Internal Assessment - Th - Pr	neory Assessme actical Assessme			
38-44	Create a scale model and build a furniture prototype	Create Scale Model	•	Demonstrate ways to select materials such as card board, small sticks or other materials to create scale model of the designed furniture Practise drawing layouts on card board sheet as per furniture dimension Illustrate ways to cut cardboard as per drawn layout Employ ways to join these cut card board piece together as per shape and size of furniture	FFS/N0110 PC1, PC2, PC3, PC4, PC5, PC6	Classroom lecture/ PowerPoint Presentation/ Question and Answer/ Prac- tical Demon- stration/ Role Play	white Board, Marker, Computer, Office Suite, Presen- tation software, Projector, Drafting Table, Drafting Instru- ments	Theory 20:00 Hours Practical 28:00 Hours

		stic ma fea the Exa rev pro also and of f Ana cor ins any are aris bef pro Pra app ser fee a fu san	plement ways to add the or other chosen terial to display the ture and details of a furniture piece umine ways to iew all sizes and oportions of scale, or review all joineries d making techniques furniture alyse ways to nduct a visual pection to identify or defects that or present or may se in scale model, fore proceeding to ototype sample ctise ways to seek proval from the niors, incorporate dback for getting urniture prototype nple ready			
45-51	Organi- sational policies, procedures of the context/ company	 org exp exp with ma pla Den org cod esc Eva org and Illu org prod for cor esc esc<td>alyse the anisation's berience and bertise working h various types of terials like wood, stics, metals etc. monstrate anisation processes, de of conduct and alation hierarchy iluate the canisation products d services strate the canisation beedures and malities to be mpleted during work imine the statutory ponsibilities der organisational islation and ulations best the canisation's bability and expertise developing select sign range for cefic furniture egory</td><td>FFS/N0110 KA1, KA2, KA4, KA5, KA8, KA9</td><td></td><td>Theory 16:00 Hours Practical 20:00 Hours</td>	alyse the anisation's berience and bertise working h various types of terials like wood, stics, metals etc. monstrate anisation processes, de of conduct and alation hierarchy iluate the canisation products d services strate the canisation beedures and malities to be mpleted during work imine the statutory ponsibilities der organisational islation and ulations best the canisation's bability and expertise developing select sign range for cefic furniture egory	FFS/N0110 KA1, KA2, KA4, KA5, KA8, KA9		Theory 16:00 Hours Practical 20:00 Hours

		 Outline the knowledge about the organisation's regular buyers and their tastes and preferences 				
52- 56	Build a Prototype and Test	 Interpret the detail drawings and specification to the craftsman /carpenter to get the furniture prototype ready Practise ways to ensure all the collected raw materials or sample materials are of standard quality Employ ways to make sure all cut size of materials are as per given layout Practise ways to check structure of prototype and analyze all joineries and techniques used are correct Demonstrate ways to analyse the look and appearance of the prototype sample and check for any errors Review and get the furniture prototype tested by supervisors, to check the levelling, balance, strengths, durability, longevity etc. Practise ways to ensure that the prototype finish is as per instruction and quality standard Review prototype in consultation with the supervisor and /or team keeping in view the ability and capacity of the organization in terms of equipment/ material to be used, labour skills, etc. 	FFS/N0110 PC7, PC8, PC9, PC10, PC11, PC12, PC13, PC14, PC15, PC16, PC17	Classroom lecture/ PowerPoint Presentation/ Question and Answer/ Prac- tical Demon- stration/ Role Play	white Board, Marker, Computer, Office Suite, Presen- tation software, Projector, Drafting Instru- ments	Theory 10:00 Hours Practical 18:00 Hours

		 Implement ways to develop a new prototype or make changes in this existing prototype sample as per feedback or inputs received Practise ways to get signoff/approval of this final prototype from the supervisor Demonstrate ways to assist in compliance with procedural documentation and if required take the photograph of the finished furniture prototype to make a portfolio/record purpose 				
57- 60	Analysing the basic concepts of furni- ture work	 Outline the knowledge of machines used/ availability with respect to the type of materials being worked upon Interpret the knowledge about terminology, abbreviations, symbols, dimension matrix etc. Identify the various types of designs of the products Outline the knowledge about the organization's regular buyers and their tastes and preferences Evaluate the roles and responsibilities in executing the work and support requirement from subordinates Examine the types of materials used in the selected product category, their trade names and availability in the market Assess the material characteristics with reference to product category like construction, dimensional properties, durability etc. 	FFS/N0110 KA3, KA6, KA7, KA9, KA10, KB1, KB2, KB6	Classroom lecture/ PowerPoint Presentation/ Question and Answer/ Prac- tical Demon- stration/ Role Play	white Board, Marker, Computer, Office Suite, Presen- tation software, Projector, Drafting Table, Drafting Instru- ments	Theory 10:00 Hours Practical 10:00 Hours

	Summarise the history and style of furniture				
61- 64 Carry out practical sessions	 Practise ways of measurement length, width & depth in MKS & FPS system, standard sizes and its application with accuracy Demonstrate ways of reading and interpreting 2D / 3D drawings Outline the knowledge about the various types of furniture and furniture parts like types of legs, back, seats, skirting etc. and their drawings (E.g chairs, bed, sofa, base unit/wall unit, cabinets, crockery units, entertainment units, study table, dressing table, shelves/drawers etc.) Evaluate the use of furniture making drawings and measurements Analyse the current market trends and customer preferences Employ effective communication and presentation skills Assess the safety standards and precautions to be taken and different types of personal protective gear and their usage Comply with the standard operating procedures Identify the common issues troubleshooting knowledge Examine furniture ergonomics. 	FFS/N0110 KB3, KB4, KB5, KB7, KB8, KB9, KB10, KB11, KB12, KB13, KB14, KB15, KB16, KB17	Classroom lecture/ PowerPoint Presentation/ Question and Answer/ Prac- tical Demon- stration/ Role Play	white Board, Marker, Computer, Office Suite, Presen- tation software, Projector, Drafting Table, Drafting Instru- ments	Theory 10:00 Hours Practical 10:00 Hours

 using design software like Auto-CAD, CorelDraw, Photoshop, etc. Appraise the use of furniture material e.g. wood, MDF etc. and their properties. Practise the use of joineries and all kind of furniture finishes etc. Outline the basic knowledge about furniture making techniques, process and step involved 		
Internal Assessment - Theory Assess - Practical Asse		
Total Duration	Theor Duration 156:0 Hours Praction Duration 164:0 Hours	on 10 rs cal on 10

Annexure II

Assessment Criteria

CRITERIA FOR ASSESSMENT OF TRAINEES

Assessment Criteria for Assistant Furniture Designer	
Job Role	Assistant Furniture Designer
Qualification Pack	FFS/Q0106
Sector Skill Council	Furniture & Fittings Skill Council

Sr. No.	Guidelines for Assessment
1	Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2	The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3	Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/ option NOS/set of NOS.
4	Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below)
5	Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on this criteria
6	To pass the Qualification Pack , every trainee should score a minimum of 70% in aggregate
7	In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack

Assessable		Total	Out	Marks Allocation	
Outcomes	Assessment Criteria for Outcomes		Out Of	Theory	Skills Practical
FFS/N0109 (Research and creation of furniture design	PC1. Taking clear instructions from design in charge/ supervisor or client about design objective and purpose of the furniture piece to be designed e.g. decorative, functional, for individual client, for mass production etc.		5	2	3
concept)	PC2. Identifying the type of furniture to be designed, i.e. Chair/sofa/table/ cupboard/cabinet/kitchen modular furniture etc.		3	1	2
	PC3. Evaluating the size of furniture to be designed, the style of the furniture e.g. modern, contemporary, classical, placement of furniture (office, home or any other location) and kind of usage of furniture.	100	7	2	5
	 PC4. Identifying the visual impact it should have (whether to complement or contrast the surrounding) and whether the designed furniture piece will be a focal piece or blend with surroundings. PC5. Conducting market research for latest designs, fixtures/ fittings, style ,trends , wooden material/other material like ply board, fibre board etc. with the help of various websites, catalogues. 		5	1	4
			7	2	5

	PC6. Identifying and extracting the information from research materials about recycling /best use of waste material which can be used/incorporated with the target piece of furniture, if allowed		5	2	3
	PC7. Making a detailed note of researched data for future reference		3	1	2
	PC8. Preparing a plan marking out the activities to be done		5	2	3
	PC9. Making a clear understanding of kind of furniture piece to be designed along with the materials to be used for furniture manufacturing and other requirements of for designing furniture		7	2	5
	PC10. Syncing timelines with processes involved to complete work in given time		5	2	3
	PC11. Arranging and organizing all the researched data for analysis along with previously gained knowledge to create a design concept		3	1	2
	PC12. Organizing all ideas for design concept and discuss the same with seniors/peers to finalize/shortlist one or two ideas for creating new designs		3	1	2
	PC13. Converting these conceptualized ideas onto a paper by making of few basic rough design sketches		7	2	5
	PC14. Observing and visualizing all the sketches drawn to come up with final design paper sketch		7	2	5
	PC15. Consulting with design in charge/supervisor & incorporate any ideas/feedback/inputs received and seek approval		5	2	3
	PC16. Making a furniture design drawing of final sketch with the help of computer software package (CAD, Coral Draw etc.)		7	2	5
	PC17. Drawing plan, views, sections and other design structure with the help of software for designing furniture piece.		5	1	4
	PC18. Including all dimensions such as construction details, material used, products finishes, and manufacturing technics, joineries, used in making of the furniture.		5	2	3
	PC19. Ensuring to add design elements and features to this furniture drawing		5	1	4
	PC20. Getting approval from design in charge/supervisor for the target furniture design drawing and its related aspects like dimensions of target furniture etc.		5	1	4
		Total	100	30	70
FFS/N0110 (Create a scale model and build	PC1. Selecting materials such as card board, small sticks or other materials to create scale model of the designed furniture		5	2	3
a furniture prototype)	PC2. Drawing layouts on card board sheet as per furniture dimension, cutting cardboard as per drawn layout. Joining these cut card board piece together, as per shape and size of furniture	100	6	2	4
	PC3. Adding sticks or other chosen material to display the feature and details of the furniture piece		5	1	4

	PC4. Reviewing all sizes and proportions of scale, also reviewing all joineries and making techniques of furniture		6	2	4
	PC5. Analysing and conducting a visual inspection to identify any problems that are present or may arise in scale model, before proceeding to prototype sample		5	2	3
	PC6. Presenting to seniors and seeking approval, incorporate feedback for getting a furniture prototype sample ready		5	2	3
	PC7. Giving detail drawings & specification to the craftsman / carpenter to get the furniture prototype ready		5	2	3
	PC8. Ensuring all the collected raw materials or sample materials are of standard quality		5	1	4
	PC9. Making sure all cut size of wood pieces are as per given layout		5	1	4
	PC10. Checking structure of prototype and analyzing all joineries and techniques used are correct		6	2	4
	PC11. Analyzing look and appearance of the prototype sample and check for any errors that didn't show up in the small scale. They should be worked out with the prototype		7	2	5
	PC12. Reviewing and getting the furniture prototype tested by supervisors. E.g. checking for levelling, balance, strengths, durability, longevity etc.		7	2	5
	PC13. Ensuring that the prototype finish is as per instruction and quality standard		6	2	4
	PC14. Reviewing prototype in consultation with the supervisor and /or team keeping in view the ability and capacity of the organization in terms of equipment/material to be used, labor skills, etc.		7	2	5
	PC15. Developing a new prototype or making changes in this existing prototype sample as per feedback or inputs received		7	2	5
	PC16. Getting signoff/approval of this final prototype from the supervisor		8	2	6
	PC17. Assisting in compliance with procedural documentation and if required take the photograph of the finished furniture prototype to make a portfolio/record purpose		5	2	3
		Total	100	30	70
FFS/N8601 Ensure health	PC1. Working safely at all times, complying with health and safety legislation, regulations and other relevant guidelines		3	2	1
and safety at workplace	PC2. Ensuring that health and safety instructions applicable to the work place are being followed		3	1	2
	PC3. Checking the worksite for any possible health and safety hazards		3	1	2
	PC4. Following manufacturers' instructions and job specifications relating to safe use of materials specifically chemicals and power equipment	100	3	1	2
	PC5. Ensuring safe handling and disposal of waste and debris		3	0	3
	PC6. Identifying and reporting any hazards and potential risks/ threats to supervisors or other authorized personnel Hazards: sharp edged tools, hazardous surfaces, physical hazards, electrical hazards, health hazards from chemicals and other such toxic material etc.		3	1	2
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PC7. Undertaking first aid activities in case of any accident, if required and asked to do so		3
PC8. Selecting and using appropriate personal protective equipment compatible to the work and compliant to relevant occupational health and safety guidelines Personal protective equipment: masks, safety glasses, head protection, ear muffs, safety footwear, gloves, aprons etc.		3
PC9. Maintaining correct body posture while standing and working for long hours and carrying heavy materials		3
PC10. Lifting, carrying or moving heavy wooden furniture and accessories from one place to another using approved safe working practices		4
PC11. Handling all required tools, machines , materials & equipment safely		4
PC12. Adhering to relevant occupational safety policies while handling sharp tools to make and install Furniture & Fittings		3
PC13. Taking safety measures while handling glass, heavy wood, materials, chemicals etc.	-	3
PC14. Applying good housekeeping practices at all times Good housekeeping practices: clean/tidy work areas, removal/disposal of waste products, protect surfaces	-	3
PC15. Reporting accident/incident report to authorised personal	-	3
PC16. Performing basic safety checks before operation of all machines, tools and electrical equipment		3
PC17. Following recommended material handling procedure to control damage and personal injury	-	3
PC18. Following safe working practices at all times	-	3
PC19. Following appropriate procedure in case a of fire emergency	-	3
PC20. Following electrical safety measures while working with electrically powered tools & equipment		4
PC21. Following agreed work location procedures in the event of an emergency or an accident		3
PC22. Following emergency and evacuation procedures in case of accidents, fires, natural calamities		3
PC23. Checking and ensuring general health and safety equipment are available at work site General health and safety equipment: fire extinguishers; first aid equipment; safety instruments and clothing; safety installations (e.g. fire exits, exhaust fans)		4
PC24. Complying with restrictions imposed on harmful chemicals inside work area during working hours		3
PC25. Correctly demonstrating rescue techniques applied during fire hazard		3
PC26. Demonstrating good housekeeping in order to prevent fire hazards		3
PC27. Demonstrating the correct use of a fire extinguisher		3
PC28. Demonstrating how to free a person from electrocution		3
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		,	1	1	
	PC29. Responding promptly and appropriately to an accident situation or medical emergency		3	0	3
	 PC30. Participating in emergency procedures Emergency procedures: raising alarm, safe/efficient, evacuation, correct means of escape, correct assembly point, roll call, correct return to work PC31. Using the various appropriate fire extinguishers on different types of fires correctly Types of fires: Class A: e.g. ordinary solid combustibles, such as wood, paper, cloth, plastic, charcoal, etc.; Class B: flammable liquids and gases, such as gasoline, propane, diesel fuel, tar, cooking oil, and similar substances; Class C: e.g. electrical equipment such as appliances, wiring, breaker panels, etc. These categories of fires become Class A, B, and D fires when the electrical equipment that initiated the fire is no longer receiving electricity); Class D: combustible metals such as magnesium, titanium, and sodium (These fires burn at extremely high temperatures and require special suppression agents) 		3	0	3
			3		2
	PC32. Stating methods of accident prevention in the work environment Methods of accident prevention: training in health and safety procedures; using health and safety procedures; use of equipment and working practices (such as safe carrying		3	3	0
		Total	100	30	70
FFS/N8801 (Work effectively	PC1. Seeking assistance from supervisor or any such appropriate authority as and when required		3	1	2
-					2
(Work effectively	appropriate authority as and when required PC2. Asking questions and seeking clarifications on work		3	1	
(Work effectively	 appropriate authority as and when required PC2. Asking questions and seeking clarifications on work tasks whenever required PC3. Seeking and obtaining clarifications on policies and procedures, from the supervisor or other authorized 		3	1	2
(Work effectively	appropriate authority as and when required PC2. Asking questions and seeking clarifications on work tasks whenever required PC3. Seeking and obtaining clarifications on policies and procedures, from the supervisor or other authorized personnel PC4. Identifying and reporting any possible deviations to		3 3 5	1 1 5	2
(Work effectively	 appropriate authority as and when required PC2. Asking questions and seeking clarifications on work tasks whenever required PC3. Seeking and obtaining clarifications on policies and procedures, from the supervisor or other authorized personnel PC4. Identifying and reporting any possible deviations to appropriate authority PC5. Addressing the problems effectively and reporting if 		3 3 5 3	1 1 5 1	2 0 2
(Work effectively	 appropriate authority as and when required PC2. Asking questions and seeking clarifications on work tasks whenever required PC3. Seeking and obtaining clarifications on policies and procedures, from the supervisor or other authorized personnel PC4. Identifying and reporting any possible deviations to appropriate authority PC5. Addressing the problems effectively and reporting if required to immediate supervisor appropriately PC6. Receiving instructions clearly from superiors and 	100	3 3 5 3 5	1 1 5 1 2	2 0 2 3
(Work effectively	 appropriate authority as and when required PC2. Asking questions and seeking clarifications on work tasks whenever required PC3. Seeking and obtaining clarifications on policies and procedures, from the supervisor or other authorized personnel PC4. Identifying and reporting any possible deviations to appropriate authority PC5. Addressing the problems effectively and reporting if required to immediate supervisor appropriately PC6. Receiving instructions clearly from superiors and respond effectively on the same 		3 3 5 3 5 3	1 1 5 1 2 1	2 0 2 3 2
(Work effectively	 appropriate authority as and when required PC2. Asking questions and seeking clarifications on work tasks whenever required PC3. Seeking and obtaining clarifications on policies and procedures, from the supervisor or other authorized personnel PC4. Identifying and reporting any possible deviations to appropriate authority PC5. Addressing the problems effectively and reporting if required to immediate supervisor appropriately PC6. Receiving instructions clearly from superiors and respond effectively on the same PC7. Following escalation matrix in case of any grievance PC8. Receiving accurately information and instructions from 		3 3 5 3 5 3 6	1 1 5 1 2 1 4	2 0 2 3 2 2 2
(Work effectively	 appropriate authority as and when required PC2. Asking questions and seeking clarifications on work tasks whenever required PC3. Seeking and obtaining clarifications on policies and procedures, from the supervisor or other authorized personnel PC4. Identifying and reporting any possible deviations to appropriate authority PC5. Addressing the problems effectively and reporting if required to immediate supervisor appropriately PC6. Receiving instructions clearly from superiors and respond effectively on the same PC7. Following escalation matrix in case of any grievance PC8. Receiving accurately information and instructions from the supervisor related to one's work PC9. Coordinating and cooperating with colleagues to 		3 3 5 3 5 3 6 5	1 1 5 1 2 1 4 3	2 0 2 3 2 2 2 2
(Work effectively	 appropriate authority as and when required PC2. Asking questions and seeking clarifications on work tasks whenever required PC3. Seeking and obtaining clarifications on policies and procedures, from the supervisor or other authorized personnel PC4. Identifying and reporting any possible deviations to appropriate authority PC5. Addressing the problems effectively and reporting if required to immediate supervisor appropriately PC6. Receiving instructions clearly from superiors and respond effectively on the same PC7. Following escalation matrix in case of any grievance PC8. Receiving accurately information and instructions from the supervisor related to one's work PC9. Coordinating and cooperating with colleagues to achieve work objectives 		3 3 5 3 5 3 6 5 5 5	1 1 5 1 2 1 4 3 0	2 0 2 3 2 2 2 2 5
(Work effectively	 appropriate authority as and when required PC2. Asking questions and seeking clarifications on work tasks whenever required PC3. Seeking and obtaining clarifications on policies and procedures, from the supervisor or other authorized personnel PC4. Identifying and reporting any possible deviations to appropriate authority PC5. Addressing the problems effectively and reporting if required to immediate supervisor appropriately PC6. Receiving instructions clearly from superiors and respond effectively on the same PC7. Following escalation matrix in case of any grievance PC8. Receiving and cooperating with colleagues to achieve work objectives PC10. Displaying courteous behaviour at all times PC11. Responding politely to customer queries and other 		3 3 5 3 5 3 6 5 5 5 5	1 1 5 1 2 1 4 3 0 0	2 0 2 3 2 2 2 2 5 5 5
(Work effectively	 appropriate authority as and when required PC2. Asking questions and seeking clarifications on work tasks whenever required PC3. Seeking and obtaining clarifications on policies and procedures, from the supervisor or other authorized personnel PC4. Identifying and reporting any possible deviations to appropriate authority PC5. Addressing the problems effectively and reporting if required to immediate supervisor appropriately PC6. Receiving instructions clearly from superiors and respond effectively on the same PC7. Following escalation matrix in case of any grievance PC8. Receiving accurately information and instructions from the supervisor related to one's work PC9. Coordinating and cooperating with colleagues to achieve work objectives PC10. Displaying courteous behaviour at all times PC11. Responding politely to customer queries and other team members 		3 3 5 3 5 3 6 5 5 5 5 5	1 1 5 1 2 1 4 3 0 0 0 1	2 0 2 3 2 2 2 2 5 5 5 4
(Work effectively	 appropriate authority as and when required PC2. Asking questions and seeking clarifications on work tasks whenever required PC3. Seeking and obtaining clarifications on policies and procedures, from the supervisor or other authorized personnel PC4. Identifying and reporting any possible deviations to appropriate authority PC5. Addressing the problems effectively and reporting if required to immediate supervisor appropriately PC6. Receiving instructions clearly from superiors and respond effectively on the same PC7. Following escalation matrix in case of any grievance PC8. Receiving and cooperating with colleagues to achieve work objectives PC10. Displaying courteous behaviour at all times PC11. Responding politely to customer queries and other team members PC12. Following work place dress code 		3 3 5 3 5 3 6 5 5 5 5 5 5 5	1 1 5 1 2 1 4 3 0 0 0 1 0	2 0 2 3 2 2 2 2 5 5 5 4 5 4 5

Grand Total (Assistant Furniture Designer)				120	280
		Total	100	30	70
	 PC21. Demonstrating responsible and disciplined behaviors at the workplace Disciplined behaviors: e.g. punctuality; completing tasks as per given time and standards; not gossiping and idling time; eliminating waste, honesty, etc. 		6	0	6
	PC20. Displaying active listening skills while interacting with others at work		5	0	5
	PC19. Showing respect to other and their work		5	0	5
	PC18. Communicating with others clearly, at a pace and in a manner that helps them to understand		6	3	3
	PC17. Working together with co-workers in a synchronized manner		6	0	6
	PC16. Sharing information with team wherever and whenever required to enhance quality and productivity at work place		5	2	3

Annexure III

Answers to Exercises for PHB

1. Introduction

Α.	Ch	Choose the Correct Option:				
	1.	Which sector also substantially contributes towards the mammoth growth of the Furniture & Fittings sector?				
		a) Bartending	b) Electrical	c) Hospitality		
		Answer: Hospitality				
	2.	The characteristic of which furn	iture type has geometric and ang	gular patterns?		
		a) Retro	b) Art Deco	c) Vintage		
		Answer: Art Deco				
	3.	The full form of OOPS is:				
		a) On-Line Operating Plan Syste	m b) Operation or	n Placental Support		
		c) Object-oriented Programming	g System			
	Answer: Object-oriented Programming System					
	4. Modularity helps in reducing training, operational (assembling, installing and dismantling) and:					
		a) Maintenance costs	b) Travel allowance	c) Electricity bills		
		Answer: Maintenance costs				
	5.	5. As per the early Indian culture, the furniture-making tradition started with the Vijayanagar Empire (South India) during which Century?				
		a) 50th	b) 14th	c) 3rd		
	Answer: 14th					

2. Research and Creation of Furniture Design Concept

Α.	. Fill in the Blanks				
	1.	1 refers to the pyramid of ranks or posts in an organisation.			
		a) SOP	b) Organizationa	hierarchy c) Tabulation of designs	
	Answer: Organizational hierarchy				
	2.	is usua	Illy tabulated on th	e first page.	
		a) BOM	b) TOM	c) KOL	
		Answer: BOM			
	 Allowances from the Blueprint helps in reducing the productivity of the assignment. 			educing the per unit and increasing the	
		a) Cost of Production	b) Work Order	c) Interpret the projections	
		Answer: Cost of Produc	ction		
	4.	CorelDraw software is programs.	a	that is used for designing and other graphics-related	
		a) Copy tool	b) Coloring tool	c) Vector graphics editor	
		Answer: Vector graphic	cs editor		
	5.	The full form of MDF is			
		a) Medium Density Fib	re	b) Marketing Development Funds	
		c) Multimedia Descript	ion Framework		
		Answer: Medium Dens	ity Fibre		
			,		

3. Create a Scale Model and Build a Furniture Prototype

Α.	Ch	oose the Correct Option			
	1.	1. What eliminates chances of future breakdowns and major faults?			
		a) Competition	b) Visual Inspection	c) Defect	
		Answer: Visual Inspection			
	2.	What is the software via which	you can generate prototype drawing of f	urniture?	
		a) AutoCAD	b) Video editor	c) Sketch down	
		Answer: AutoCAD			
	3.	Standard quality wood for maki	ng furniture should be:		
		a) Kiln-dried	b) Soggy	c) white	
		Answer: Kiln-dried			
	4.	4. Which instrument measures the angles when a light beam is struck on the furniture surface, and bounces back?			
		a) Thermometer	b) Gloss Meter	c) Finish meter	
		Answer: Gloss Meter			

4. Ensure Health and Safety at Workplace

Α.	Ch	Choose the Correct Option				
	1.	. What should be administered in case of ingestion and inhalation?				
		a) Saline Water	b) Activated charcoal	c) Milk		
		Answer: Activated charcoal				
	2.	The full form of PPE is:				
	a) Personal Protection Equipment b) Phase Partitioning Experiment			rtitioning Experiment		
		c) Professional Practice Examin	ation			
		Answer: Personal Protection Ed	quipment			
	3.	Reporting an accident/incident	to an authorised person can	be best done with the help of what?		
		a) Accident form	b) Supervisor	c) Hazard reporting form		
		Answer: Hazard reporting form	1			
	4.	waste do r waste box lined with red garba		t be put away separately in biological		
		a) Non-infectious biological	b) Atomic	c) Water-based		
		Answer: Non-infectious biologi	cal			
	5.	Incorrect and irregular disposal	l of wood dust/wood debris ca	an lead to		
		a) Head injury	b) Eye Injury	c) Bleeding Gums		
		Answer: Eye Injury				

5. Work Effectively with Others

Α.	Fill	Fill in the Blanks					
	1.	1. TAT adherence and quality assurance are important aspects of					
		a) Time management	b) Project ma	anagement			
		c) Company managem	nent				
		Answer: Project mana	agement				
	2.	Non-compliance or No	on-conformity occurs through Pr	otocol Violations and			
		a) Aggression	b) Protocol D	eviations			
		c) Conformation devia	ition				
		Answer: Protocol Dev	iations				
	3.		ding to the Dictionary, is "a com	plaint or a strong feeling that one has been			
		treated unfairly".	h) Carafarra ita				
		a) Grievance	b) Conformity	c) Complaint			
		Answer: Grievance					
	4.		communication involves the u	se of language spoken verbally or orally to			
		convey messages.					
		a) Oral	b) Physical	c) Grievance			
		Answer: Oral		·			





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