

Job Role

OFFICE EXECUTIVE

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Grade - XI



Sector : Management

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PSS Central Institute of Vocational Education

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Shyamla Hills, Bhopal- 462 013 Madhya Pradesh, India, Website: www.psscive.ac.in

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PREFACE

The textbook for Office Executive is a comprehensive resource designed to prepare students for the dynamic role of Office Executive. Office Executive plays a critical role in managing schedules, coordinating meetings, maintaining records and providing general administrative support to management, employees and visitors. The content of the textbook has been meticulously aligned with the National Occupational Standards (NOS) to ensure students acquire the requisite knowledge, skills, and competencies for the job role.

Through this textbook, students will develop key skills such as product knowledge, interpersonal communication, ethical decision-making, and team collaboration. The inclusion of real-world examples, case studies, and interactive activities further enhances learning, enabling students to transition seamlessly into the world of work and contribute effectively to their roles.

The student textbook has been developed with the contribution of the expertise from the subject and industry experts and academicians for making it a useful and inspiring teaching-learning resource material for the vocational students. Adequate care has been taken to align the content of the textbook with the National Occupational Standards (NOS) for the job role of Office Executive, so that the students acquire necessary knowledge and skills as per the performance criteria mentioned in the respective NOSs of the Qualification Pack (QP). The textbook has been reviewed by experts so as to make sure that the content is integrate with NOS and maintained high quality. The NOS for the job role of 'Office Executive' covered in this textbook are as follows:

1. MEP/N0216: Use Computers to store, retrieve and communicate information
2. MEP/N0204: Manage routine office activities
3. DGT/VSQ/N0102: Employability Skills

This textbook is divided into four key units, each designed to equip office executive with essential skills for effective workplace management. The first unit is An Introduction to the role of an office executive which provides a foundational understanding of office operations, defining the responsibilities of an office executive and their role in maintaining workflow efficiency. The second unit on Leveraging Technology for Mastering Information Management, explores the use of digital tools, automation, and data management systems to enhance productivity and streamline office processes. The third unit on Managing Office Activities highlights organizing daily tasks, coordinating with teams, handling correspondence, and ensuring smooth office operations. The fourth unit focuses on essential Skills for Success, emphasizes professional growth by covering key competencies such as communication, time management, problem-solving, and adaptability, preparing office executives for long-term success in their careers.

Vipin Kumar Jain
Associate Professor & Head,
Department of Humanities,
Science, Education and Research,
PSS Central Institute of Vocational Education, Bhopal

(i)

STUDY MATERIAL DEVELOPMENT COMMITTEE

Members

1. Nidhi Gupta, State Coordinator, Jan Abhiyan Parishad (PESA cell), Bhopal, Madhya Pradesh
2. Nazia Sulatana, Associate Professor, Osmania University, Hyderabad, Telangana
3. Deeksha Chaurasia, Assistant Professor, Department of Business and Commerce and Department of Humanities, Science, Education and Research, Pandit Sunderlal Sharma Central Institute of Vocational Education, (NCERT), Bhopal, Madhya Pradesh

Member-Coordinator

Vipin Kumar Jain, Associate Professor and Head, Department of Humanities, Science, Education and Research (DHSER), Pandit Sunderlal Sharma Central Institute of Vocational Education, (NCERT), Bhopal, Madhya Pradesh

Reviewers

Rajendra Bhutada, Lecturer, Modern Office Management, Government Women's Polytechnic College, Bhopal, Madhya Pradesh

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MODULE 1 AN INTRODUCTION TO THE ROLE OF AN OFFICE EXECUTIVE

Module Overview

In modern, fast-paced workplaces, the role of an Office Executive is crucial for ensuring smooth daily operations. An Office Executive manages communication, supports office processes, and facilitates coordination across different departments. This position requires a combination of technical expertise, interpersonal skills, and strong organisational abilities.

The responsibilities of an Office Executive have evolved. Today, the role goes beyond routine office tasks. Office Executives are involved in managing information, planning schedules, coordinating internal tasks, and assisting in decision-making processes. They must demonstrate professionalism, adaptability, and a comprehensive understanding of organisational operations. Maintaining responsibility, respect, and a positive work environment is also an essential part of their role.

An Office Executive needs a diverse set of skills to perform effectively. The key competencies include clear communication, time management, task organisation, teamwork, and multitasking with accuracy. The performance of an Office Executive can significantly impact the efficiency and productivity of the entire office, making their role vital to the organisation's success.

This unit is structured into four focused sessions to build these essential competencies. The first session explores the Roles and Responsibilities of an Office Executive, offering a clear understanding of the position and its significance within an organisation. The second session delves into Professional Communication, emphasising the importance of clear, respectful, and effective communication in the workplace. The third session covers Task Management and Prioritisation, equipping learners with strategies to handle multiple responsibilities efficiently. The last session highlights Teamwork and Collaboration, reinforcing the value of working effectively with colleagues to achieve common goals.

Learning Outcomes

1. Understand the role and responsibilities of an Office Executive
2. Develop effective communication skills
3. Learn to manage office tasks and prioritize effectively
4. Understand teamwork and collaboration in an office environment

SESSION 01: ROLES AND RESPONSIBILITIES OF AN OFFICE EXECUTIVE

The roles and responsibilities of an office executive are important to manage the daily operations of the office and help achieve the desired office goals. The main responsibilities of an office executive include managing office functions, Streamlining communication, distributing work, keep records, managing finances, maintaining office space, maintain safety and health standards, managing employees, following policies and procedures, and managing special projects. An office executive must require various skills to fulfil the responsibilities, such as communication skills, management skills, financial management skills, and problem-solving skills. An office executive must know the use of various tools and techniques such as computers, software, and other office equipment to fulfil their responsibilities.

History of Office

In Indian context, Chitragupta is regarded as the divine administrator and record-keeper, responsible for maintaining detailed accounts of every human's actions in the after life. This concept, deeply rooted in Indian beliefs, reflects the cultural importance of truth, accountability, and duty (*Dharma*). According to scriptures, Chitragupta carefully records all deeds in a divine register called the *Agrasandhani*, which forms the basis for judgement for *Karmas*. This divine system represents an early model of organised record-keeping and administrative structure, which mirrors the essential principles of a modern office.

The idea of an office existed in ancient Egypt, China, and Rome, where officials kept records and managed government work. The word "office" comes from the Latin word "officium", meaning duty or service. The real development of the office as a workplace for business and administration started in England during the 16th and 17th centuries.

In England, as trade and businesses grew, people needed special places to do paperwork and manage accounts. The East India Company, founded in 1600 AD, is one of the earliest examples of a company with a formal office setup. Later, during the Industrial Revolution (18th–19th century), offices became common across Europe and America to support factories and businesses.

Many countries had early forms of offices, the modern office system mainly started in England and then spreaded to the rest of the world.

MEANING OF OFFICE

According to Mills & Standing Ford

“An office is the administrative center of a business. The purpose of an office has been defined as the providing of service of communication and record.” In other words, an office is an important unit of any organisation where clerical, managerial, and administrative tasks related to the organisation are carried out.

MEANING OF OFFICE EXECUTIVE

An office executive is a person who manages the daily operations of the office and helps in achieving the goals of the office. He/she is responsible for streamlining office functions, promoting communication and making the office environment safe and healthy. They work closely with the office staff and get involved in making and implementing the plans to achieve the goals of the office.

According to Peter Drucker, “An office executive is a person who manages the operations of the office and helps in achieving the goals of the office, as well as works for the development of the office staff”.

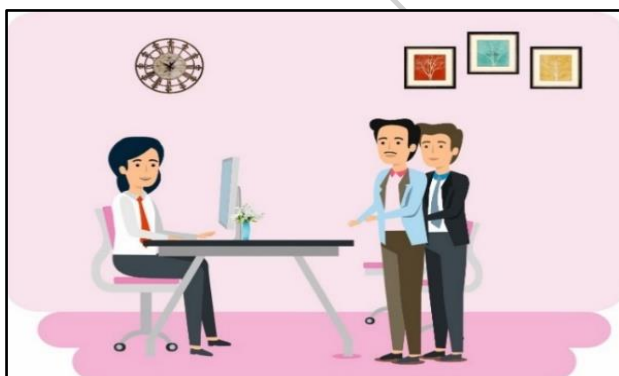


Figure 1.1: Office Executive

IMPORTANCE OF AN OFFICE EXECUTIVE

An office executive plays a key role in an organisation by managing various administrative and operational tasks. The importance of the office executive is seen in many aspects. He/she controls the flow of information, keeps documents organised and coordinates between various departments of the organisation. Following are the important tasks performed by office executive are as follows:

- 1. Coordination:** Office Executive facilitate the seamless functioning of the office by overseeing a range of administrative duties. This involves coordinating schedules, organising meetings, and managing communications, enabling everyone to concentrate on their designated tasks.

- 2. Resource Utilisation:** Office Executive oversee the management of office supplies and resources. They ensure that all items, from stationery to equipment, are readily available and operational, thereby avoiding interruptions in the office workflow.
- 3. Work Distribution and Progress Monitoring:** Office executive distributes tasks among the office staff and monitors their progress. The work allocation facilitates easy and timely completion of works.
- 4. Assistance to Employees and Managers/Directors:** Office executive act as a link between employees and managers/directors, responding to issues, promoting dialogue, and making sure that everyone has the necessary resources to carry out their responsibilities efficiently.
- 5. Planner and Organiser of Events:** Office executive frequently take the initiative in coordinating office functions, gatherings, and various activities. This enhances team spirit and encourages a supportive and cooperative workplace atmosphere.
- 6. Problem Analyst:** Office Executives possess the skills to manage unforeseen problems that can occur in the workplace, including technical difficulties and logistic obstacles. Their forward-thinking mindset guarantees that issues are addressed promptly, reducing any effect on productivity.
- 7. Documentation and Record Management:** Office executive are responsible for the upkeep of essential records and documentation, guaranteeing that information is systematically organised and readily available when required. This is crucial for ensuring compliance and operational efficiency.
- 8. Boosting Productivity:** A wide range of administrative tasks, office executives enable other team members to concentrate on their primary duties, thereby improving overall productivity.
- 9. Fostering Office Morale:** Office executive's involvement and assistance can greatly influence the workplace environment, contributing to a more enjoyable and motivating atmosphere for employees.

Need for Office Executive

Following are the need for an office executive:

- 1. Ensures Smooth Office Operations:** Office executive helps manage daily routines such as scheduling, correspondence, filing, and coordination. This ensures that all departments function in sync and operations run without interruptions.

- 2. Supports Management and Staff:** Office executive plays a vital role by managing administrative duties such as preparing reports, maintaining records, and supporting communication. It is this support that allows the managers and teams to focus more effectively on their core functions and strategic objectives.
- 3. Enhances Internal and External Communication:** The Office executive serves as a point of contact for both internal teams and external clients or vendors. This role improves the flow of communication and reduces the chances of miscommunication.
- 4. Maintains Recordkeeping and Documentation:** The role includes maintaining and organising official documents, data records, and confidential files, which are essential for audits, decision-making, and compliance.
- 5. Facilitates Time Management:** It is by managing calendars, scheduling appointments, and organising meetings or travel plans that the office executive contributes to the productive use of time. The support provided ensures the timely execution of tasks and enhances the overall efficiency of the organisation.
- 6. Upholds Professional Standards:** It is through prompt, polite, and well-structured communication, along with effective office management, that the executive upholds professionalism and contributes to fostering a positive image of the organisation.

ROLE OF OFFICE EXECUTIVE IN AN ORGANISATION

The role of an office executive in an organisation cannot be overlooked. The successful functioning of an organisation is dependent on the active coordination and support from the office executive. Following are the role played by an office executive in an organisation:

- 1. New ideas and advancements:** The common task for office executive is to find areas where office operations need to be improved. They might introduce creative solutions, simplify procedures and deploy new technologies for increasing productivity and efficiency.
- 2. Proactive Problem Solvers:** Office executive anticipate needs, identify potential challenges and proactively develop solutions ensuring executive's time is used effectively. They provide valuable insights, offer constructive feedback and contribute to a productive work environment.
- 3. Managing Confidential Information:** An office executive in offices frequently oversee private and sensitive data, including financial records, personnel files, and strategic plans. They guarantee that this data is managed safely and in accordance with privacy laws.

- 4. Training and Development:** Office executive is in-charge of training and development can plan and lead staff training sessions, guaranteeing that workers have the abilities and know-how to carry out their jobs well. This can involve keeping track of training records and setting up opportunities for professional growth.
- 5. Management of Vendors:** Office executive should negotiate contracts, build and preserve relationships with suppliers, and guarantee the prompt delivery of goods and services. This entails assessing the performance of the vendor and suggesting adjustments as needed.
- 6. Data Management:** Office executive are in charge of the office's data management. This entails maintaining databases, making sure data is accurate, and putting data protection measures in place to protect sensitive information.
- 7. Navigator of Knowledge:** Office executive carry out research and compiling data from various sources as well as keeping up with best practices and trends in the industry and providing the larger team with invaluable resources.
- 8. Tech-Aware Expert:** Effectively boosting productivity and efficiency by leveraging a variety of software and technologies and adopting digital solutions and adjusting to new technologies guaranteeing data security and adherence to pertinent laws by the executives.



Figure 1.2: Role of Office Executive in an Organisation

DUTIES OF OFFICE EXECUTIVE

An office executive is not only a professional with specialised skills but also a magnifier in organisation growth. The main duty of an office executive is to handle the administrative and managerial functions of the organisation in a systematic manner. The duties of an office executive are as follows:

Administrative Duties

Following are the Administrative Duties performed by an office executive:

- 1. Office Management:** An office executive oversees the smooth functioning of daily operations, ensuring all administrative tasks are handled efficiently.
- 2. Communication:** They serve as a communication bridge between staff, management, and external stakeholders, promoting clarity and coordination.
- 3. Record Keeping:** Maintaining accurate and up-to-date records is a key duty, supporting both compliance and effective decision-making.
- 4. Financial Management:** They assist in handling office finances, including tracking expenses, processing payments, and ensuring financial accuracy.
- 5. Office Maintenance:** An office executive ensuring that office equipment is functional and facilities are well-maintained is vital to support daily work.

Specific Administrative Duties of an Office Executive

The following are the various administrative duties of an office executive:

- 1. Administration of Finance:** Office executives help with financial reporting, bookkeeping, and budgeting. They handle financial documents such as expense reports and invoices as well as work together with the finance division to guarantee on-time payments.
- 2. Support for Human Resources:** Office executive keep track of personnel records and oversee Human Resource paperwork and encourage employee engagement and Human Resource initiatives.
- 3. Project Support:** They offer administrative assistance for a range of initiatives and projects. They Monitor project timelines, track document progress, and provide regular updates. They Coordinate with team members to ensure project goals are achieved efficiently.
- 4. Management of Facilities:** Office executive are in-charge of the upkeep and administration of office buildings, making sure that the actual workspace is secure, hygienic, and productive. These covers overseeing maintenance, repairs, and security protocols.
- 5. Contract Management:** Office executive draft and oversee contracts with suppliers, service providers, and other outside parties. They guarantee that contracts adhere to legal requirements as well as company policies.

- 6. Crisis Management:** Office executive should be well equipped to deal with crises and unforeseen circumstances. It is necessary that they possess create crisis management plans. They make sure the office is ready for any interruptions and can bounce back fast.
- 7. Assistance with Public Relations:** In order to improve the company's public image, office executive might assist with Public Relation initiatives by organising media relations, writing press releases, and overseeing correspondence with outside parties.
- 8. Digital Transformation and Automation:** Office executives may spearhead campaigns to automate repetitive tasks and adopt digital tools in the current digital era. This may entail managing digital workflows, putting software solutions into place, and encouraging a tech-savvy workplace culture.

Managerial Duties

Following are the Managerial Duties performed by an office executive:

- 1. Work Distribution:** Office executives delegate tasks to staff based on priorities and monitor progress to ensure timely completion.
- 2. Staff Management:** They play a role in staff supervision, offering feedback, guidance, and training to support team development.
- 3. Policy Implementation:** They ensure that office policies and procedures are correctly followed and effectively implemented.
- 4. Project Management:** Office executives may take charge of special assignments or projects, overseeing planning and execution.
- 5. Health and Safety:** They contribute to upholding health and safety standards, creating a secure and productive work environment.

Other Duties

Following are the other Duties performed by an office executive:

- 1. Goal Support:** They actively support the office in reaching its goals by streamlining processes and boosting team efficiency.
- 2. Staff Collaboration:** Working closely with team members, they promote collaboration and provide developmental support as needed.
- 3. Creating a Healthy Environment:** They help foster a positive, safe, and healthy work atmosphere for all staff.

RESPONSIBILITIES OF AN OFFICE EXECUTIVE

An office executive holds a significant role in maintaining the efficient operation of an office environment.

The following are the key responsibilities that an office executive typically undertakes:

1. **Policy Maker:** Office executive ought to be skilled in both preparation and execution. They must lead and oversee many divisions, like marketing and human resources, to operate as efficiently as possible, he/she creates certain policies and procedures.
2. **Visionary Leader:** Office executive must have a clear vision and continuously predict the future based on the success of the business. They must also come up with future growth initiatives. Not only that, but they also need to inform the employees of the changes.
3. **Decision Maker:** Office executive must have excellent skills and know exactly which tasks they should perform and which should be assigned to others. They should ensure that their ideas and recommendations are accurate and right.
4. **Collaboration between Board and Staff:** Office executive serves as a liaison between the Board and the staff in making important decisions. They must adhere to and uphold the Board's regulations, particularly during orientation and assessment.
5. **Employee Engagement:** The office executive's officer is expected to oversee and organise initiatives for staff encouragement, motivation, etc. An office executive is important in keeping the office structurally active and running all operations smoothly. As an invaluable asset to a business, the office executive adopts a proactive approach and handles wide range of responsibilities.

MEANING OF OFFICE ASSISTANT

An office is a dynamic space where ideas are generated, projects are managed, and productivity is fostered. At the core of this bustling environment is the Office Assistant, a pivotal figure who ensures the seamless functioning of daily operations.



Figure 1.3: Office Assistant

An office assistant is essential to making sure that daily operations in an office setting go without a hitch. In order to maintain efficient and open lines of communication, they manage a range of clerical duties, including answering calls, emails, and correspondence. They guarantee that crucial information is readily available and properly documented by keeping files and records organised and up to date. In order to maintain a well-stocked office, they also keep an eye on and restock office supplies. Office assistants help with appointment and meeting scheduling, which promotes a productive and well-organised workplace. The initial point of contact for guests and customers, they offer a polished and hospitable presence that enhances the company's reputation. The office assistant's contributions are essential to keeping the workplace organised and effective.

According to Henry Fayol, “An office assistant is a person who assists in various administrative and managerial functions in the office.”

Chester Barnard defines “An office assistant as a person who provides assistance in various administrative and managerial functions in the office and provides support to the office staff”.

Need for Office Assistant

1. The office assistant plays a vital role in minimising the workload of other staff by handling routine and time-consuming tasks.
2. Office assistant ensures that all office-related tasks are completed within deadlines, helping the office function efficiently.
3. Office assistant helps in keeping the office clean, orderly, and well-managed, which promotes a productive work environment.
4. Office assistant provides essential support for everyday activities, ensuring that everything runs smoothly without interruptions.

The following are the roles of an office assistant:

1. Office assistant oversees and handles the day-to-day administrative duties to keep the office running effectively.
2. It ensures smooth communication both within the office and with external parties, enhancing workflow and collaboration.
3. The assistant is responsible for updating and maintaining accurate records, which are crucial for office organisation and compliance.
4. It involves managing basic financial tasks such as processing invoices, tracking expenses, and assisting with budgets.
5. The assistant helps maintain the workspace, manages task distribution, and supports staff to ensure smooth operations.
6. It offers administrative support to other employees, helping them stay focused on their core responsibilities.

7. The assistant ensures that office tools and facilities are functional, arranging for repairs or replacements when needed.

The following are the skills and qualifications required for an office assistant:

1. The assistant must possess strong organisational and clerical skills to manage documents, schedules, and workflows.
2. It is essential to communicate clearly and professionally with team members, clients, and other stakeholders.
3. The assistant should be skilled in managing files and maintaining accurate documentation for office efficiency.
4. It includes understanding basic financial tasks like billing, budgeting, and handling financial documents accurately.
5. The assistant should be proficient in office software, email systems, and digital tools used in everyday operations.
6. It is important to manage multiple tasks efficiently and meet deadlines without compromising on quality.
7. The assistant must think critically and resolve issues quickly to maintain workflow and prevent disruptions.
8. It involves working collaboratively with other team members to support a harmonious and effective office environment.

RELATIONSHIP BETWEEN OFFICE ASSISTANT AND OFFICE EXECUTIVE

The relationship between an Office Assistant and an Office Executive is highly complementary and collaborative, with both roles being essential for the smooth functioning of an organisation. Following are some important aspects of the relationship between the office assistant and the office executive: -

- 1. Collaboration:** There should be a relationship of collaboration between the office assistant and the office executive. Both should work together and help each other.
- 2. Instructions and guidance:** Office executive should provide instructions and guidance to the office assistant. They should follow the instructions of the office executive and work under their guidance.
- 3. Communication:** There should be a relationship of communication between the office assistant and the office executive. Both should communicate with each other and understand each other's needs.
- 4. Trust:** There should be a relationship of trust between the office assistant and the office executive. Both should trust each other and believe in each other's abilities.

5. Administrative support: Office executive and office assistant provide administrative support to an organisation. The office assistant focusses on routine tasks while the office executive handles strategic responsibilities. They insure smooth and efficient functioning of the office.

Difference between an office executive and an office assistant

The following are the difference between an office assistant and an office executive:

| Aspect | Office Assistant | Office Executive |
|------------------------------|--|--|
| Primary Focus | Office Assistant manages day-to-day clerical duties and supports general office operations. | Office Executive provides high-level administrative assistance which requires strategic thinking abilities. |
| Communication | Office Assistant handles regular correspondence such as answering phones, managing files and ordering supplies, etc. | Office Executive handles key communications and activities, including managing calendars for national and international meetings, arranging travel, and prioritising tasks to ensure efficient workflow. |
| Documentation | An Office Assistant maintains and organises files and records, which are part of routine tasks. | Office Executive oversees documentation for projects and reports, often requiring high confidentiality. |
| Skills Requirement | For an office assistant, basic administrative skills are required for this job. | An Office Executive must possess strong thinking, communication, decision-making skills, and proficiency in CRM and project management tools. |
| Support to Leadership | Office Assistant provides general support to staff | Office Executive provides essential support to executives and managers |
| Customer Interaction | Office Assistant serves as the initial point of contact for customers and clients, representing the office professionally and ensuring a welcoming first impression. | Office Executive handles complex client interactions and business relationships for the organisation. |
| Project Coordination | Office Assistant assists in planning and executing smaller tasks in the project management. | Office Executive oversees the coordination of tasks and larger projects. |
| Problem Solving | Office Assistant addresses minor issues and challenges | Office Executive offers answers for more difficult issues. |

| | | |
|---------------------------|---|---|
| Financial Tasks | Office Assistant handles basic financial tasks (invoices, petty cash) | Office Executive assists with budget preparation and financial oversight. |
| Career Progression | Office Assistant can advance to higher positions such as Office Manager or Supervisor with experience and demonstrated skills.. | Office Executive can advance to the position of Executive Director. |

PRACTICAL EXERCISES

Activity 1: Create A Mind Map Outlining the Skills Needed for an Office Executive.

Materials Required: Notebook, Paper, Pen and Pencil.

Procedure:

1. Take a notebook and write about role of an office executive and importance of their skills in an organisation.
2. Divide the class into a group of 4 students and ask each group to brainstorm and list the skills they think are essential for an office executive.
3. Each group present their list of skills to the class.
4. Students can also organise role-playing scenarios where students can practice some of the identified skills. For example:
 - a. Simulate a busy day where students need to prioritize tasks and manage their time effectively.
 - b. Conduct mock phone calls or email exchanges to practice professional communication.
5. After completion of activity key points can be summarized and emphasising on development of skills for a successful career as an office executive.
6. Teacher should give feedback.

Activity 2: Conduct Group discussion on the differences between an Office Assistant and an Office Executive.

Materials Required: Notebook, Paper, Pen, Pencil.

Procedure:

1. Distribute the required materials notebook, paper, pen, and pencil to all group members before the discussion begins.
2. Divide the class into small groups of 4–6 members each to ensure effective participation and communication.

3. The teacher should introduce the topic: "Differences between an Office Assistant and an Office Executive."
4. The teacher should briefly explain the roles and importance of both positions.
5. Each group discusses the topic for 10–15 minutes.
6. Students should note key points in their notebooks or on paper, using pens or pencils.
7. Teachers should encourage equal participation.
8. One representative from each group presents their group's findings to the whole class.
9. The teacher should summarize the key differences discussed and provides additional input if necessary.
10. The teachers should provide feedback on the group's collaboration and participation.

Activity 3: Research assignment on successful Office Executives and their career paths.

Materials Required: Notebook, Paper, Pen, Pencil and Checklist.

Procedure:

1. Provide each student with a notebook, paper, pen, pencil, and a checklist to track their progress throughout the assignment.
2. The teacher should explain the objective of the research assignment to explore the career paths of successful Office Executives and understand the skills and steps involved in their growth.
3. Students are instructed to select at least one successful Office Executive (from real-life examples, interviews, case studies, or online profiles) to research.
4. Students conduct their research individually or in pairs. They take notes on the Executive's background, education, key career milestones, skills, challenges faced, and achievements.
5. Students refer to the checklist to ensure they cover all required points such as education, job roles, skills, promotions, and contributions.
6. Each student prepares a short-written report summarizing their findings.
7. The students should present their finding in the class.
8. The teacher reviews each report and provides feedback based on the checklist criteria and presentation quality.

CHECK YOUR PROGRESS

A. Fill in the Blanks

1. An _____ is a person responsible for managing the daily operations and ensuring smooth office functioning.

2. The divine record-keeper in Indian mythology known for maintaining records of human actions is _____.
3. The Latin word “_____” means duty or service, from which the word "office" is derived.
4. One of the managerial duties of an office executive is to ensure proper _____ of work among staff.
5. An office assistant is the _____ point of contact for visitors and clients.

B. Multiple Choice Questions

1. What is the primary role of an office executive?
 - a) Marketing and Sales
 - b) Managing daily operations and administrative functions
 - c) Supervising only clerical tasks
 - d) Repairing office equipment
2. According to Indian mythology, who is known as the divine administrator?
 - a) Chanakya
 - b) Vishwakarma
 - c) Chitragupta
 - d) Indra
3. Which of the following is a specific administrative duty of an office executive?
 - a) Developing company website
 - b) Organising team-building trips
 - c) Drafting and managing vendor contracts
 - d) Managing social media
4. Which skill is essential for both office assistants and office executives?
 - a) Cooking skills
 - b) Strong organisational skills
 - c) Artistic design skills
 - d) Agricultural knowledge
5. The modern office system originated primarily in:
 - a) India
 - b) China
 - c) England
 - d) America

C. State Whether the Following Statements are True or False

1. Office assistants only work with digital tools and not on physical records.

2. Office executives support managers and enhance productivity through administrative control.
3. The East India Company had one of the first formal office setups.
4. Office executives do not contribute to project management.
5. Both office assistants and office executives contribute to the health and safety of the workplace

D. Match the Column

| S. No | Column A | S. No | Column B |
|-------|-----------------------|-------|---|
| 1. | Peter Drucker | A | Maintains daily office operations and support |
| 2. | Office Assistant | B | Defined office executive's managerial role |
| 3. | Administrative Duties | C | Preparing for unexpected events and recovery |
| 4. | Managerial Duties | D | Includes communication and record-keeping |
| 5. | Crisis Management | E | Includes staff supervision and policy execution |

E. Short Answer Questions

1. Define the term "Office Executive".
2. What is the significance of Chitrugupta in Indian administrative thought?
3. Mention three duties of an office assistant.
4. List any three managerial duties of an office executive.
5. What are the essential skills required for an office assistant?

F. Long Answer Questions

1. Describe the roles and responsibilities of an office executive in detail.
2. Explain the relationship between an office assistant and an office executive.
3. Discuss the difference between office executive and office assistant with examples.
4. Highlight the administrative and managerial duties of an office executive.
5. Explain the historical evolution of office systems from ancient to modern times.

G. Check your performance

1. Imagine you have joined as an office executive in a firm, what do you think would be your duties and responsibilities?
2. As an office executive, how would you define the nature of relationship of your work and the work of an office assistant?

SESSION 2: PROFESSIONAL COMMUNICATION

Communication means sharing information, ideas, thoughts, or feelings between two or more people. It can be done through speaking, writing, gestures, pictures, or even body language. Communication skills are the ability to send and receive messages in a clear, precise, effective manner. It ensures that the message is understood and used correctly. Effective communication skills are an important skill that is required for success in personal and professional life so that the message is understood and used correctly.

MEANING OF PROFESSIONAL COMMUNICATION

The sharing of ideas, information, and messages in a work or organisational setting while adhering to established norms and procedures is referred to as professional communication. It is essential for success in the workplace and productive teamwork, allowing both people and groups to collaborate effectively and accomplish organisational goals.

Verbal communication (e.g., meetings and presentations), written communication (e.g., emails, reports, and memos), and non-verbal communication (e.g., body language, tone of voice) are all examples of professional communication. Clarity, conciseness, appropriateness, and respect are its defining characteristics, and they all support the development of constructive working relationships and mutual understanding among stakeholders, clients, and co-workers.

According to Prof. J. Haste “Business communication is the interaction between two or more business people for effective organisation and administration”.

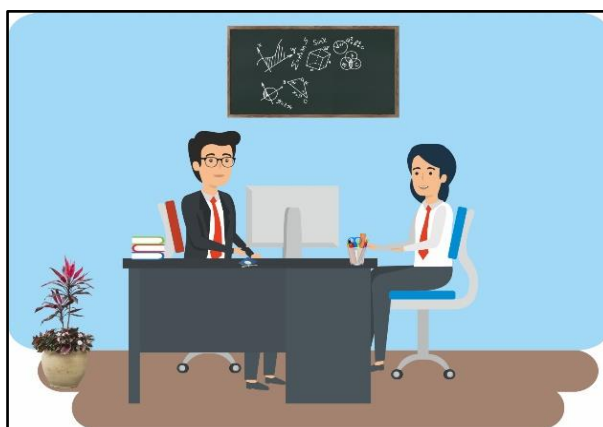


Figure 1.4: Office Executive in Professional Communication

TYPES OF PROFESSIONAL COMMUNICATION

Following are the types of Professional Communication:

1. **Verbal Communication:** Verbal communication is the exchange of information through spoken words. Verbal exchanges can occur in virtual meetings, over the phone, or in person chats. Speaking clearly, having a positive tone, and being able to actively listen are all crucial in a professional context. People with strong verbal communication skills can effectively negotiate, solve problems, clarify complex ideas, and provide constructive, respectful feedback.
2. **Written Communication:** Written communication includes emails, memos, reports, newsletters, and business letters. It is commonly used for official correspondence, recordkeeping, and conveying complex information that may need future reference. In professional settings, the structure and tone of written communication are vital; it should be clear, well-organised, and free of errors to ensure the message is understood and to maintain the sender's professionalism.
3. **Non-Verbal Communication:** Non-verbal communication includes body language, posture, eye contact, facial expressions, and gestures. These cues can be just as impactful as spoken words in the workplace. For example, an open posture and steady eye contact convey confidence and attentiveness, while closed body language or avoiding eye contact may signal discomfort or lack of interest. Understanding these non-verbal signals is essential for accurately interpreting messages.
4. **Digital Communication:** As technology advances, professional communication relies more on digital platforms like instant messaging, video conferencing, emails, and collaboration tools. These methods provide convenience and flexibility, they also present challenges, including the risk of miscommunication and the necessity for clear, concise messaging due to the absence of non-verbal cues.

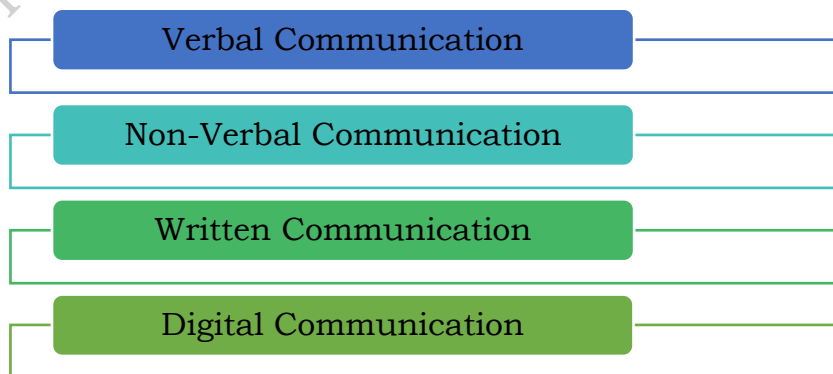


Figure 1.5 Types of Professional Communication

IMPORTANCE OF PROFESSIONAL COMMUNICATION

Following are the Importance of Professional Communication:

- 1. Shared Understanding:** The ability to communicate effectively ensures that everyone involved interprets the message the same way. It reduces errors, miscommunications, and the need for repeated clarifications, ultimately saving time and helping projects finish on schedule.
- 2. Stronger Relationships:** It is through clear and respectful communication that trust, cooperation, and mutual respect are established among colleagues, managers, and clients. This fosters teamwork and helps achieve shared objectives smoothly.
- 3. Conflict Resolution:** The use of courteous and effective communication allows individuals to express their concerns without escalating conflict. It supports active listening and empathy, which help identify root problems and lead to mutually acceptable solutions.
- 4. Increased Productivity and Efficiency:** It enables employees to clearly understand their roles and responsibilities, reducing mistakes and boosting confidence. The result is smoother operations, fewer misunderstandings, and greater overall organisational effectiveness.
- 5. Career Advancement:** The ability to communicate ideas clearly and persuasively is highly valued by employers. It often leads to recognition, increased responsibilities, and career growth opportunities.
- 6. Enhanced Decision-Making:** It ensures that relevant information is shared openly among stakeholders, allowing for better evaluation of options and risks. This clarity supports strategic planning, faster responses, and team alignment in executing decisions.

COMMUNICATION TOOLS AND TECHNOLOGIES IN AN OFFICE ENVIRONMENT

In any business environment, effective communication is crucial for maintaining productivity. There are Various methods and technologies are used to facilitate smooth collaboration and information sharing, encompassing platforms, hardware, and digital tools that enable both synchronous (real-time) and asynchronous (delayed) communication. Following are the Communication Tools and Technologies in an Office Environment:

- 1. Email Platforms:** Email remains a primary tool for business communication. Platforms like Gmail and Microsoft Outlook offer features such as task integration, spam filtering, and scheduling, making them ideal for formal correspondence, detailed information sharing, and maintaining communication records.

- 2. Instant Messaging and Chat Applications:** Workplace communication has been completely transformed by real-time messaging platforms like Google Chat, Slack, and Microsoft Teams. These tools facilitate file sharing, group debates, and immediate contact.
- 3. Video Conferencing Tools:** Video conferencing tools like Zoom, Microsoft Teams, and Google Meet have grown essential with the growth of remote work. These tools support online meetings, webinars, and training sessions through features such as screen sharing, breakout rooms, and recording functions.
- 4. Collaborative Document Platforms:** The Cloud-based tools like Google Workspace and Microsoft 365 allow multiple users to edit documents, spreadsheets, and presentations simultaneously. These platforms promote teamwork through real-time collaboration, version control, and change tracking.
- 5. Project Management Tools:** The Project Management Tools centralize communication and ensure all team members stay informed on progress and responsibilities. The tools like Trello, Asana, and Monday.com simplify project workflows by providing features such as task tracking, deadline management, and visual dashboards.
- 6. Unified Communication Systems:** The platforms like Cisco WebEx and RingCentral combine voice calls, video meetings, messaging, and collaboration tools into a single, integrated system. This unified approach streamlines communication, making it easier for remote and hybrid teams to stay connected and productive without needing to switch between multiple applications.
- 7. Telephone Systems:** Traditional office landlines are increasingly being replaced by VoIP (Voice over Internet Protocol) services such as Vonage and Zoom Phone. These modern systems support voice calls, voicemail, and call forwarding, while integrating with digital tools to enhance productivity.
- 8. Intranet:** The Internal systems like Confluence and SharePoint act as centralized platforms for storing company policies, documents, and updates. These intranet tools enhance internal communication and ensure that important information is easily accessible to all employees.
- 9. Hardware Communication Tools:** Physical communication tools like interactive whiteboards, office phones, and conference room systems continue to play a vital role in in-office communication. Equipment such as smart boards and Polycom phones bridge traditional and modern methods, improving collaboration and overall workplace interaction.

PRACTICAL EXERCISES

Activity 1: Practice different types of professional communication (verbal, written, non-verbal, and digital) through real-world scenarios.

Material Required:

- Printed scenario cards or slips (with different communication situations)
- Notepads and pens
- Laptops/tablets/smartphones (optional, for digital messages)
- A timer or stopwatch

Procedure:

1. Divide the class into 4 groups.
2. Distribute one scenario card to each group (e.g., conducting a meeting, sending a client email, giving feedback using body language, using a chat platform for team coordination).
3. Each group must prepare and role-play the scenario using their assigned communication mode:
 - a. Group 1: Verbal communication
 - b. Group 2: Written communication
 - c. Group 3: Non-verbal communication
 - d. Group 4: Digital communication (e.g., chat or video message)
4. Give them time to prepare.
5. Each group performs or presents their communication scenario.
6. After all presentations teacher should facilitate a discussion about:
 - a. Which communication mode was used?
 - b. What challenges arose?
 - c. How effective was the message?
 - d. Could another mode have been more suitable?

Activity 2: Conduct Office Tools Treasure Hunt**Material Required:**

- Printed name cards of tools (e.g., Slack, Zoom, Trello, Outlook)
- Printed description cards with features/uses (e.g., “Used for team task tracking”, “For formal email communication”)
- Timer or stopwatch
- Chart paper or whiteboard (optional, for score tracking)

Procedure:

1. Divide the class into 4 groups
2. Mix and spread all cards (tools and descriptions) around the room.
3. Each team must hunt for and correctly match the tool with its description.
4. Allow time to complete the activity.

5. Once finished, each team presents their matched pairs.
6. Students must discuss each tool's function, benefit, and when it's used in a real office setting.
7. Teacher should give points for each correct match and declare a winning team to encourage engagement.

Activity 3: Perform Crisis Communication Drill

Material Required:

- Crisis scenario handouts (e.g., data breach, deadline change, system failure)
- Notepads or laptops
- Optional: Access to email platform or mock digital messaging app

Procedure:

1. Divide the class into 4 groups.
2. Provide each team with a crisis scenario.
3. Ask them to:
 - a. Draft a verbal announcement for the team.
 - b. Compose a written email to senior management.
 - c. Plan a non-verbal or visual message (e.g., infographic or body language in a meeting).
4. Give time for preparation.
5. Each team presents their communication strategy.
6. Teacher should evaluate based on:
 - a. Clarity
 - b. Appropriateness
 - c. Completeness of message
 - d. Use of correct communication tools
7. Wrap up with feedback and highlight best practices in crisis communication.

CHECK YOUR PROGRESS

A. Fill in the Blanks

1. _____ communication includes body language, facial expressions, and gestures.
2. Professional communication must be clear, _____, respectful, and appropriate.
3. _____ tools such as Zoom and Google Meet are used for remote meetings and webinars.
4. A well-written _____ should be clear, well-structured, and free from errors.
5. In the office environment, _____ like Gmail and Outlook are used for formal correspondence.

B. Multiple Choice Questions

1. What is professional communication?
 - a) Informal chatting with friends
 - b) Communication without rules or structure
 - c) Exchange of ideas and messages in a formal or work setting
 - d) Only face-to-face interaction in the workplace

2. Which of the following is *not* a type of professional communication?
 - a) Verbal
 - b) Written
 - c) Musical
 - d) Digital

3. Which tool is best used for project tracking and task deadlines?
 - a) Google Meet
 - b) Gmail
 - c) Trello
 - d) SharePoint

4. Non-verbal communication includes:
 - a) Writing emails
 - b) Speaking clearly
 - c) Facial expressions and body language
 - d) Listening to podcasts

5. Which platform integrates emails, chats, meetings, and collaboration into one?
 - a) Zoom
 - b) RingCentral
 - c) WhatsApp
 - d) Excel

C. State Whether the Following Statements are True or False

1. Written communication is not useful for recordkeeping.
2. Slack and Microsoft Teams are examples of instant messaging tools used in offices.
3. Effective professional communication reduces misunderstandings.
4. Body language plays no role in digital communication.
5. Confluence and SharePoint are examples of internal communication platforms.

D. Match the Column

| S. No. | Column A | S. No. | Column B |
|--------|-------------------------------|--------|---|
| 1. | Verbal Communication | A | Trello, Monday.com, Asana |
| 2. | Collaborative Platforms | B | Includes spoken words in meetings and presentations |
| 3. | Unified Communication Systems | C | Google Workspace and Microsoft 365 |
| 4. | Written Communication | D | RingCentral, Cisco WebEx |
| 5. | Project Management Tools | E | Emails, reports, memos |

E. Short Answer Questions

1. Define professional communication.
2. Mention two benefits of effective professional communication in the workplace.
3. What is the importance of non-verbal communication?
4. Name any three communication tools used in office settings.
5. What are the key features of good written communication?

F. Long Answer Questions

1. Explain the types of professional communication with examples.
2. Discuss the importance of professional communication in organisational success.
3. Describe various communication tools and technologies used in modern offices.
4. How does professional communication contribute to conflict resolution and productivity?
5. Compare and contrast verbal and non-verbal communication with relevance to workplace scenarios.

G. Check your performance:

1. Identify any instances where your message might have been unclear or too lengthy, and simplify it for better understanding.
2. Adjust your communication style based on your audience (e.g., a team member vs. a client vs. a manager)?
3. How effectively do you handle disagreements or conflicts in professional settings? Think about a time when you encountered a challenging situation

SESSION 3: TASK MANAGEMENT AND PRIORITISATION

An essential element in workplace dynamics is task management. Task management is understood as a process of undertaking plans, organising office work, prioritising, and tracking tasks to ensure that all tasks are completed efficiently and effectively. It is a critical aspect of personal and professional productivity, enabling individuals or teams to achieve their goals within set deadlines. Task management involves breaking down larger objectives into smaller, manageable tasks, assigning responsibilities, and monitoring progress. Effective task management includes prioritising tasks based on urgency and relevance, keeping in mind the deadlines, and allocating resources appropriately.

In a team setting, task management fosters collaboration and ensures accountability by clearly defining roles and responsibilities. It also helps in identifying potential bottlenecks or delays, enabling proactive problem-solving.

MEANING OF TASK MANAGEMENT

Task management involves the planning, organising, prioritising, and monitoring of tasks to guarantee their completion efficiently and effectively. Task management consists of dividing larger goals into smaller, achievable tasks, allocating responsibilities, and tracking progress.

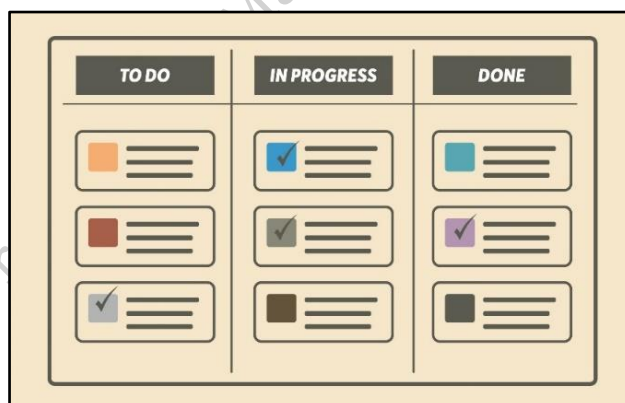


Figure 1.6 Task Management

Importance of Task Management

The following are the Importance of Task Management:

- a. **Time Management:** Task management essentially leads to time management as various tasks in the organisation are completed without delays and wastage of resources. Any office executive needs to understand that time management is an essential part of a successful work routine and that excellence in daily operational tasks can be achieved through effective time management.

- b. Priority Setting:** It is necessary in office management that help in completing important tasks first and doing low-priority tasks later. Priority setting will help an office executive know which tasks to do first and which tasks may be postponed depending on their urgency and priority.
- c. Division of Work:** The complexity of tasks can be reduced by dividing them into smaller parts. Division of work always facilitates an easy and timely completion of work. An office executive can divide the work based on the strengths and weaknesses of the employees in the workplace. It helps in improving the productivity of group members and individuals.
- d. Increasing Productivity:** Task management is essential as the group/team members will be able to know which tasks are important for completion, and thereby productivity increases.
- e. Resource Optimisation:** It helps in making the best use of limited resources in the office. As offices have limited resources at their disposal, it becomes inevitable for an office executive to understand the utility of resources and allot these to various tasks in the office.

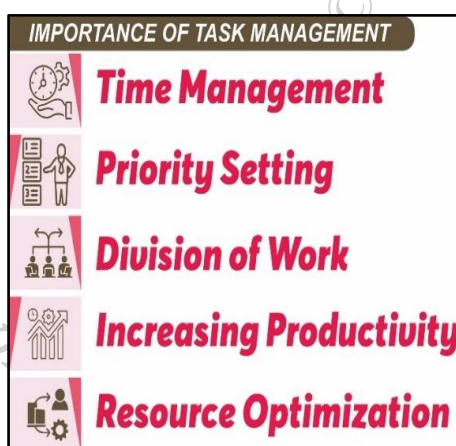


Figure 1.7 Importance of Task Management

Essentials of Task Management

Task management can be easily accomplished given the following essentials:

- 1. Planning:** The first step of task management is to prepare a clear plan of tasks. Planning is laying down a future course of action. It includes defining objectives, setting deadlines, and allocating resources.
- 2. Task Allocation:** Tasks should be assigned based on the skills and abilities of group members. Team members may have different abilities and skills, and therefore, as an office executive, the tasks may be allocated to the team/group members based on their relative strengths and capabilities.

- 3. Monitoring and Tracking:** Task management involves monitoring the progress of tasks and making changes as needed. As an office executive, a person must understand the importance of completing the task within the stipulated time and hence monitoring and tracking become very vital in task management.
- 4. Communication and Coordination:** Ensuring effective communication and coordination among group members leads to quality work. Imagine working in an office where there is a lack of coordination and employees do not have a clear role. It would be difficult to connect, communicate and coordinate with the teams at the workplace. Therefore, effective communication and coordination facilitate effective task management.
- 5. Evaluation and Improvement:** Assess the quality of tasks and take feedback to improve the process. An office executive has the responsibility of taking feedback from all employees regarding the completion of tasks assigned.

TASK MANAGEMENT STRATEGIES

Task management strategies are methods and practices used to organise, prioritise, and complete tasks efficiently. Some effective task management strategies are as follows:

- 1. Prioritise Tasks:** The most important strategy of task management is to prioritise the tasks. Use techniques like the Eisenhower Matrix (urgent vs. important) or ABC (A most important, urgent, (B important but less urgent, and C least important, least urgent) prioritisation to identify high-priority tasks and focus on them first. It determines that important tasks are completed first and low-priority tasks are done later.
 - a) **80/20 Principle (Pareto Principle):** According to this principle, 80% of the results are achieved from only 20% of the tasks. Therefore, focus needs to be on those tasks that have the highest impact.
 - b) **Eisenhower Matrix:** Tasks are divided into four categories-
 - Important and immediate tasks.
 - Important but delayed tasks.
 - Urgent but less important tasks.
 - Neither important nor urgent tasks.
- 2. Break Tasks into Smaller Steps:** Break complex tasks into smaller, achievable steps to stay focused, reduce overwhelm, and maintain steady progress.

- 3. Set Smart Goals:** Planning task management is the cornerstone of success. It includes division of tasks, setting deadlines and providing necessary resources. SMART stands for Specific, Measurable, Achievable, Relevant, and Time-bound to maintain clarity and focus.
- 4. Time Blocking:** The allocation of specific time slots for tasks in a schedule to ensure dedicated focus on each activity. Some of the techniques of time management are
 - a) Pomodoro Technique:** The Pomodoro Technique involves working in focused 25-minute intervals, followed by a short 5-minute break to maintain productivity and avoid burnout.
 - b) Daily To-Do List:** A daily to-do list helps prioritise key tasks for the day, keeping focus on what matters most and ensuring steady progress.
 - c) Setting Deadlines:** Setting clear and firm deadlines for each task encourages accountability, boosts motivation, and supports timely completion.
- 5. Adopt the Two-Minute Rule:** If a task can be completed in under two minutes, do it immediately instead of postponing.
- 6. Tracking and Monitoring:** Track the progress of the work regularly and make improvements as needed. The following are examples of tracking and monitoring:
 - a) Gantt Chart:** A Gantt Chart visually represents task timelines and progress, making it easier to track project milestones and dependencies.
 - b) Work Review:** Regular weekly or monthly work reviews help assess progress, identify challenges, and adjust plans as needed for continued improvement.
 - c) Taking Feedback:** Collecting feedback from team members and stakeholders ensures alignment, encourages collaboration, and enhances the quality of the work.
- 7. Review and Reflect:** It involves consistently assessing your task list to monitor progress, realign priorities, and gain insights from completed work for continuous improvement.
- 8. Limit Multitasking:** It means concentrating on a single task to enhance efficiency and minimise mistakes.

Task Management Methods and Tools

In modern times, various tools and techniques are available for task management:

1. **Traditional methods:** Traditionally, an office executive would design tasks and be engaged in making plans and preparing checklists for task management. Such plans and checklists would enable the office executive to divide tasks among teams.
2. **Digital tools:** It is through the passage of time and the advent of newer technology that an office executive may use software like Trello, Asana, Microsoft Project, Gantt charts, etc., to easily and quickly assign, allocate, track, and complete tasks.
3. **Agile and Scrum method:** In organisations that are ever-evolving and dynamic in nature, the office executive must utilise methods such as agile and scrum, which are suitable for a rapidly changing work environment and evolving scenarios.
4. **Kanban board:** A Visual Project management tool that uses cards and columns to represent task and their progress through a workflow. This method of task management makes it possible for the office executive to track workflow and ensure the timely completion of the work.



Figure 1.8: Task Management Methods and Tools

TOOLS FOR TIME AND TASK MANAGEMENT

Time and task management have become an essential part of modern life. Every individual and organisation need to manage their tasks and time efficiently and effectively, whether in personal life or in Professional life. The use of the right tools makes this process even easier, organised and effective. In this time and task management tools like calendars, to-do lists and digital management platforms are extremely helpful and useful.

Major tools of time and task management

The following are the Major tools of time and task management

1. **Calendar: A** Calendar is one of the most basic and effective tools of time management. It helps in time and task management by scheduling tasks and meetings on time. It follows important dates and deadlines.

Types

- a) Physical calendars are the traditional calendars mounted on the wall.
- b) Digital Calendar like Google Calendar, Outlook Calendar, etc.

2. **To-Do List: A** To-Do List is a list of tasks that have to be completed. It helps to organise tasks based on priority. It clarifies daily, weekly and monthly goals.

Example: Handwritten lists, Digital lists like Microsoft To-Do, etc.

3. **Digital Management Tools:** In today's time, digital tools have revolutionised work and time management. The Major Tools are Trello, Asana, Slack, Microsoft To-Do, Google Calendar, etc.

Importance of Prioritisation in an Office Setting

Prioritisation in an office setting enables individuals and teams to work smarter, achieve goals effectively, and maintain a healthy work-life balance. The following are the Importance of Prioritization in an Office Setting:

1. **Increase Productivity:** Prioritising tasks helps employees focus on high-impact activities, ensuring that the most important work is completed first and contributing directly to organisational goals.
2. **Effective Time Management:** It is with clear priorities that employees can wisely allocate time and effort, avoid unnecessary delays, and focus on essential tasks, etc.
3. **Meeting Deadlines:** Prioritisation ensures that critical tasks are completed within set deadlines, reducing the risk of missed opportunities or penalties.
4. **Improves Decision-Making:** It provides clarity on what requires immediate attention, enabling employees to make informed decisions under pressure.
5. **Reduces Stress:** A structured approach to prioritisation minimises feelings of overwhelm and chaos, fostering a calmer and more organised work environment.
6. **Enhanced Collaboration:** Clear priorities help teams align their efforts, ensuring that everyone is working toward common objectives without duplication or confusion.

Major components of priority setting in the office establishment

The following are the Major components of priority setting in an office establishment:

- 1. Location Selection:** Selection of the office location is the most important priority. It affects the accessibility of the organisation, convenience of customers and efficiency of operations, like Key factors for Location, Accessibility of customers and employees, Transportation facilities, and Surrounding business environment.
- 2. Financial Planning:** It is very important to decide the budget and set financial priorities for setting up an office, like Necessary financial priorities, Rent or property purchase, Office furnishings and equipment, and operating costs.
- 3. Infrastructure and Technology:** Infrastructure and technical equipment for the office, like computers, internet, furniture etc., should be provided on a priority basis, like Technology priorities, Fast and reliable internet, Management software, Communication equipment.
- 4. Legal and Administrative Processes:** Legal formalities and administrative processes should be completed on priority in setting up an office, like Legal requirements, business registration, licenses and permits, and labour law compliance.
- 5. Staff Recruitment:** Recruitment of qualified and experienced staff should be a priority in setting up an office for the success of the office, like key focus areas, identification of required positions, recruitment of the right talent, training and development.
- 6. Communication and Networking:** Communication and networking help in establishing an efficient system for communication within and outside the office is extremely important like Priorities, Phone lines and email systems, Contact with customers and suppliers.
- 7. Security and Comfort:** Security measures and employee comfort are important to be taken care of in the office like Priority areas, Safety equipment (CCTV, fire alarm), Comfortable and healthy work environment.

Challenges in priority setting

There are several challenges that an office executive faces while prioritisation of tasks. Following are the Challenges in priority setting:

1. Lack of resources makes it difficult to give equal priority to all tasks.
2. If goals are not clearly defined, setting priorities can be extremely difficult.
3. The rapid changes in the business environment can affect priorities.
4. The unavailability of skilled staff affects priority setting.

PRACTICAL EXERCISES**Activity 1: Develop a Weekly Planner for Managing Tasks and Deadlines**

Material Needed: Book, Pen, Paper, Ruler (if on paper), Computer system (if using google sheets)

Procedure:

1. Ask students to list their weekly academic and personal tasks.
2. Instruct them to assign deadlines to each task.
3. Guide them to assign priority levels (High/Medium/Low) and time estimates.
4. Let them draw a weekly grid or use Google Sheets to record the planner.
5. Teacher should Review and discuss a few planners in class.

Activity 2: Case Studies on Prioritizing Tasks in a Busy Office Scenario

Material Needed: Book, Pen, Paper, Ruler

Procedure:

1. Teachers Should Introduce the concept of urgency vs importance (Eisenhower Matrix can be referenced).
2. Distribute or read aloud a case study where a manager must handle multiple tasks (e.g., handling a client meeting, responding to emails, submitting a report, attending a staff meeting).
3. Ask students to list and categorize tasks as urgent/important, not urgent/important, etc.
4. Discuss their prioritization logic and choices.
5. Teacher should Conclude by discussing best practices for managing such situations.

Activity 3: Create a Workflow Diagram for a Typical Office Project

Material Needed: Book, Pen, Paper, Ruler, Colour pencils

Procedure:

1. Divide the class into small groups (3–5 members).
2. Assign a hypothetical office project to each group (e.g., launching a product, organising a seminar).
3. Ask them to identify all the necessary steps to complete the project.
4. Instruct them to draw a workflow diagram showing the sequence of tasks, dependencies, and timelines.
5. Encourage use of colour coding for clarity (e.g., red for critical steps, green for completed, blue for resources).
6. Let each group present and explain their diagram.
7. Teacher should Provide constructive feedback.

Activity 4: Prepare a Work Plan for a Day**Material Needed:** Book, Pen, Paper, Ruler**Procedure:**

1. Student should write down all the homework, projects, and study activities you need to do today.
2. Mark the most important or urgent tasks with a star (*) or number them.
3. Guess how long each task might take to complete.
4. Using ruler and paper, divide your day into time slots (like hours or half-hours).
5. Write each task into a time slot according to its priority and how much time they think they need.
6. Teacher should look over schedule to see if it's doable and adjust if they have too many tasks in one-time slot.

CHECK YOUR PROGRESS**A. Fill in the Blanks**

1. _____ involves breaking down larger objectives into smaller, manageable tasks and monitoring their progress.
2. _____ technique involves 25 minutes of focused work followed by a short break.
3. A _____ helps visualize project timelines and track progress.
4. The _____ Matrix categorizes tasks based on urgency and importance.
5. _____ calendar like Google Calendar is used to schedule and manage tasks digitally.

B. Multiple Choice Questions

1. What is the first step in effective task management?
 - a) Monitoring tasks
 - b) Planning
 - c) Communication
 - d) Delegation
2. According to the Pareto Principle, what percentage of tasks generally yield 80% of results?
 - a) 10%
 - b) 20%
 - c) 30%
 - d) 40%

3. Which of the following is NOT a digital task management tool?
 - a) Trello
 - b) Kanban
 - c) Pomodoro Timer
 - d) Whiteboard
4. What is a key benefit of prioritization in office settings?
 - a) Delay in decision-making
 - b) Increased stress
 - c) Enhanced productivity
 - d) Decreased collaboration
5. What is the purpose of using a To-Do List?
 - a) To track employee attendance
 - b) To monitor salary disbursement
 - c) To organise and prioritize tasks
 - d) To schedule company holidays

C. State Whether the Following Statements are True or False

1. Agile and Scrum are suitable for static, unchanging work environments.
2. The Eisenhower Matrix is used to set financial priorities in offices.
3. A digital calendar helps in scheduling and tracking deadlines effectively.
4. The Two-Minute Rule states that complex tasks should be completed first.
5. Communication and coordination are essentials for effective task management.

D. Match the Column

| S. No. | Column A | S. No. | Column B |
|--------|--------------------|--------|--|
| 1. | Pomodoro Technique | A | Visual project timeline |
| 2. | Gantt Chart | B | Working in 25-minute focused intervals |
| 3. | Kanban Board | C | Task flow visualization using cards & columns |
| 4. | SMART Goal | D | Specific, Measurable, Achievable, Relevant, Time-bound |
| 5. | Priority Setting | E | Completing important tasks first |

E. Short Answer Questions

1. What is task management and why is it important in office settings?
2. Explain the 80/20 rule in the context of task prioritization.
3. Mention any two essential components of task management.
4. What is a To-Do List and how does it help in productivity?
5. Define 'Monitoring and Tracking' in task management.

F. Long Answer Questions

1. Discuss the importance of task management and the strategies used for it.
2. Explain any three digital tools used in task management with examples.
3. Describe the components of priority setting in office establishment.
4. What are the major challenges in prioritization and how can they be addressed?
5. Elaborate on SMART goals and their relevance in task planning.

G. Check Your Performance

1. Imagine you are working under deadlines to complete three tasks; how would you manage the three tasks?
2. Your boss has assigned you the work of computing festive bonus payable to employees and also has invited you to draft the minutes of board meeting. How would you prioritise these works? Justify your answer.

SESSION 4: TEAMWORK AND COLLABORATION

Teamwork and collaboration are vital for reaching shared objectives and promoting innovation. Successful teamwork requires transparent communication, mutual respect, and trust among participants. Collaborative efforts enable the integration of varied skills and viewpoints, thereby improving problem-solving capabilities and fostering creativity.

MEANING OF TEAMWORK AND COLLABORATION: Teamwork involves the way team members work together to achieve team goals and objectives. Teamwork involves the processes by which team contributions transform efforts into outcomes and enhance team effectiveness and satisfaction.

According to Salas, Rosen, Burke and Goodwin, “Teamwork refers to the enactment of teamwork processes that support effective team performance.”

University of Kansas states that, Collaboration is generally seen as a cooperative way that two or more entities work together towards a shared goal.

Collaboration refers to a form of interaction often employed by for-profit, non-profit, and governmental entities to achieve a mutual objective, task, or outcome. Collaboration and teamwork are essential for cultivating a productive and positive workplace atmosphere. Implementing sound principles and practices, organisations can leverage the combined capabilities of their teams, thereby enhancing innovation and more effectively reaching their objectives.

In the current digital era, technology is essential for improving teamwork and collaboration. Techniques such as project management applications (e.g., Trello, Asana) and communication platforms (e.g., Slack, Microsoft Teams) facilitate real-time collaboration, particularly in remote or hybrid work environments. These tools help streamline workflows, track progress, and maintain accountability, making it easier for teams to collaborate regardless of geographical barriers. However, it is essential to ensure that all team members are comfortable using these tools and that training is provided to maximize their effectiveness.

Collaboration and teamwork are essential elements for achieving success within an organisation. The optimization of team capabilities can be achieved by emphasizing effective communication, establishing clear roles, building trust, resolving conflicts, leveraging technology, and fostering a culture of continuous improvement. The capacity for collaborative work not only boosts productivity and innovation but also helps create a positive workplace

environment where individuals feel appreciated and involved. As organisations encounter increasingly complex challenges, nurturing robust teamwork and collaboration will be crucial for attaining lasting success.

Effective communication is the foundation of successful teamwork. When team members are encouraged to share ideas and provide feedback openly, it fosters alignment and supports progress toward shared objectives. In contrast, poor communication can lead to confusion, misunderstandings, and conflicts that derail a team's efforts. Establishing a culture of openness and trust requires maintaining clear and consistent communication channels. This can be achieved through regular check-ins, team meetings, and the use of collaborative tools that keep everyone informed and engaged.



Figure 1.9: Teamwork and Collaboration

IMPORTANCE OF TEAMWORK AND COLLABORATION

The significant importance of teamwork and collaboration can be emphasised in several essential aspects:

- 1. Improved Problem-Solving:** The Varied viewpoints contribute to more innovative solutions and enhanced decision-making.
- 2. Greater Efficiency:** The Joint efforts can optimise processes, minimize redundancy, and elevate productivity.
- 3. Skill Enhancement:** The teamwork provides opportunities for members to learn from one another, promoting both personal and professional development.
- 4. Strengthened Relationships:** The Collaboration fosters trust and camaraderie, resulting in a more unified team atmosphere.
- 5. Elevated Morale:** The collaborative work can instil a sense of belonging and shared objectives, enhancing motivation and job satisfaction.
- 6. Flexibility:** The Teams are better equipped to adapt to changes and challenges, utilising their collective strengths to overcome obstacles.

TECHNIQUES OF EFFECTIVE TEAMWORK AND COLLABORATION

Following are the Techniques of Effective Teamwork and Collaboration:

- 1. Set Clear Goals:** The team should on team should understand what they are working toward and what the expected results are.
- 2. Encourage Open Communication:** A space in office should be created where people feel comfortable sharing ideas and giving feedback.
- 3. Practice Active Listening:** It is important to listen carefully when someone is speaking and to show that their opinions are heard and valued.
- 4. Define Roles Clearly:** Everyone should know what their responsibilities are. This avoids confusion and helps people stay accountable for their tasks.
- 5. Use the Right Tools:** The use of project management tools like Trello, Asana, or Slack to organise tasks and communicate better.
- 6. Have Regular Check-ins:** It is important for the team to meet regularly (weekly or as needed) to discuss what is working well, what needs improvement, and what changes may be necessary for better coordination.
- 7. Welcome Different Ideas:** People come from different backgrounds and bring different skills. It is a helpful way to solve problems more creatively.
- 8. Set Team Rules:** The team should set rules for communication, solve conflicts, and make decisions. This helps everyone stay on the same page.

Personal Problems at the Workplace

Personal problems at the workplace are issues that come from an employee's private life or emotional state and affect their job performance, behaviour, or relationships at work.

Common Personal Problems at Work: These issues can be range from family to health to financial matters which are:

- 1. Family Issues:** If there are problems at home like illness, relationship issues, or too many responsibilities, it can be hard to focus at work.
- 2. Health Problems:** It becomes difficult to stay energetic and productive if someone is dealing with stress, anxiety, or health problems.
- 3. Financial Stress:** The stress of money issues, such as debts or loans, can distract a person and lower their work performance.
- 4. Work-Life Balance:** If a person cannot balance their job and personal life well, it can lead to burnout and frustration.
- 5. Relationship Problems:** It is hard to stay emotionally strong at work when going through breakups, marital problems, or feeling lonely.

Deal with Personal Problems at Work

Personal issues can affect focus, mood, and overall performance at work. It is important to handle these problems effectively, as this helps maintain productivity and the overall well-being of individuals. Following are some strategies to manage personal problems while maintaining professionalism:

- 1. Talk When Needed:** If personal problems start to affect work, it helps to talk to a boss or HR. Sharing the problem can bring support or help to handle the situation better.
- 2. Take Breaks to Relax:** Taking short breaks during work helps to clear the mind and reduce stress. These breaks can be used to breathe deeply, walk a little, or just rest for a moment.
- 3. Get Help from Professionals:** If problems are too difficult to manage alone, speaking with a counsellor or therapist can really help. Their support and guidance can make things easier.
- 4. Plan Tasks and Time:** Planning the day can reduce stress. Big jobs can be broken into smaller steps, and the most important tasks should come first. This helps make work easier to manage.
- 5. Take Care of Health:** Caring for both body and mind is important. Enough sleep, healthy food, regular movement, and relaxing activities can all support well-being.
- 6. Keep Work and Personal Life Separate:** Work time and personal time should stay apart. Personal matters are best handled outside of work hours to stay focused and productive.

VIRTUAL COLLABORATION TOOLS

Virtual collaboration tools are digital platforms that facilitate communication, project management, document sharing, and teamwork for remote or distributed teams. These tools are essential for ensuring smooth collaboration regardless of physical location. Following are the most widely used virtual collaboration tools:



Figure 1.10: Virtual collaboration tools

1. Communication Tools: The Effective communication is key to coordination and productivity in the workplace, especially in remote settings. Following are the *communication tools*:

- a) **Slack:** A messaging platform designed for team communication. It allows for direct messaging, group channels, file sharing, and integrations with other tools like Google Drive, Trello, and Zoom.
- b) **Microsoft Teams:** A comprehensive communication and collaboration platform that integrates with Office 365. It allows for real-time messaging, video calls, file sharing, and collaborative document editing.
- c) **Zoom:** A video conferencing tool that allows virtual meetings, webinars, and screen sharing. It also provides breakout rooms for smaller group discussions and meeting recordings.
- d) **Google Meet:** A video communication service integrated with Google Workspace, allowing teams to meet virtually, share screens, and collaborate on Google Docs in real time.

2. File Sharing and Document Collaboration: The Real-time file access and collaborative editing streamline workflows and reduce confusion. Following are the *file sharing and document collaboration tools*:

- a) **Google Drive:** A cloud-based storage platform that enables users to save files and share them with others. Google Drive works with Google Docs, Sheets, and Slides, allowing for collaborative document editing in real time.
- b) **Dropbox:** A cloud storage platform for storing and sharing files. Dropbox also offers document collaboration features through Dropbox Paper.
- c) **Microsoft OneDrive:** A cloud storage platform that integrates with Microsoft Office apps, allowing teams to store, share, and collaboratively edit documents in real time.
- d) **Box:** A cloud-based file storage and sharing platform that supports collaboration through file sharing, commenting, and integrating with other apps.

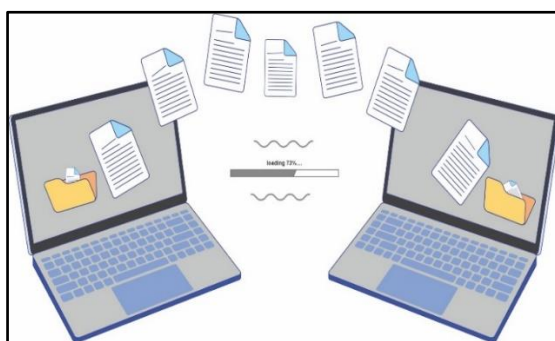


Fig. 1.11: File Sharing and Document Collaboration

3. Project Management Tools: The Monitoring tasks, setting deadlines, and tracking progress becomes more structured and efficient. Following are the *project management tools*:

- a) **Trello:** A visual teamwork platform that employs boards, lists, and cards to structure tasks and processes. It is very useful for monitoring projects, delegating tasks, and working with team members simultaneously.
- b) **Asana:** A management tool for projects that assists teams in planning, organising, and monitoring their tasks. It enables task allocation, schedule oversight, project monitoring, and connections with other collaborative software.
- c) **Monday.com:** A project management tool offering customizable workflows and task monitoring capabilities. It offers a visual platform for teams to work together on projects, delegate tasks, and monitor progress.
- d) **Jira:** A tool for managing projects, mainly utilized by software development teams. It aids in monitoring problems, errors, and the advancement of projects through Agile methods.

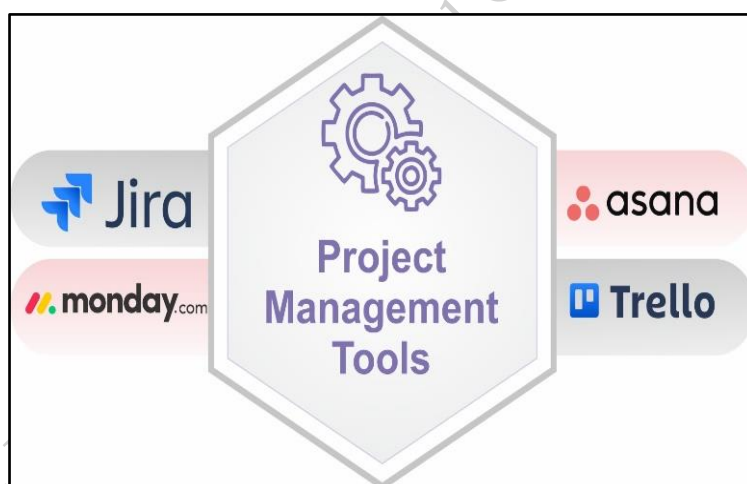


Fig. 1.12: Project Management Tools

4. Document Editing and Co-Authoring: The Simultaneous editing and easy access to shared documents improve accuracy and collaboration. Following are the *document editing and co-authoring tools*:

- a) **Google Docs/Sheets/Slides:** These tools allow teams to collaboratively create, edit, and share documents, spreadsheets, and presentations in real time these are the part of google workspace.
- b) **Microsoft Office 365:** A suite of cloud-based productivity tools, including Word, Excel, and PowerPoint, that allow for real-time co-authoring and collaboration on documents.

- c) **Zoho Docs:** A cloud-based office suite offering tools for document creation, file management, and team collaboration, with real-time editing and sharing features.

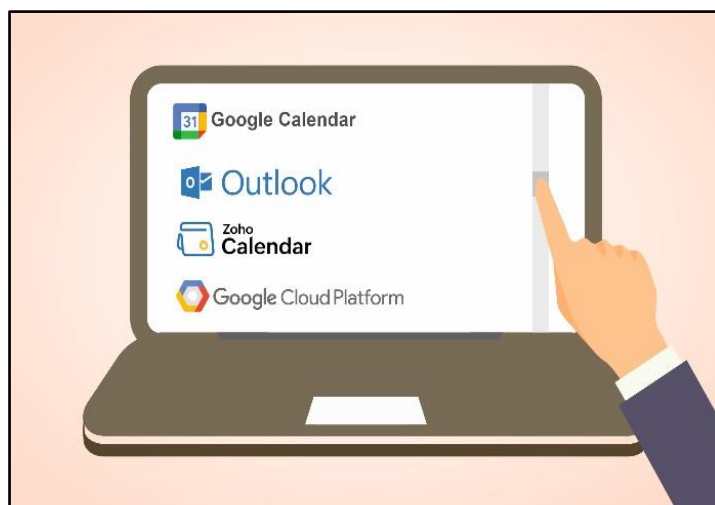


Fig. 1.13: Document Editing and Co-Authoring

- 5. Time Management and Scheduling:** The Scheduling meetings, tracking availability, and managing time is simplified. Following are the *time management and scheduling tools*:

- a) **Google Calendar:** A calendar and scheduling tool that helps teams schedule meetings and events, and share availability with others.
- b) **Outlook Calendar:** It provides scheduling, task management, and meeting coordination for teams using Microsoft Office 365. It is integrated with Microsoft outlook.
- c) **Calendly:** A scheduling tool that helps eliminate the back-and-forth of setting meeting times by allowing others to book appointments based on availability.

- 6. Task and Workflow Automation:** The Repetitive tasks are minimized, improving overall efficiency and consistency. Following are the *task and workflow automation tools*:

- a) **Zapier:** A tool that connects different apps and automates repetitive tasks by setting triggers and actions (e.g., sending Slack messages when a new file is uploaded to Google Drive).
- b) **Trello Butler:** An automation tool built into Trello, which helps streamline workflows by automating repetitive tasks (e.g., moving cards between lists based on certain triggers).
- c) **Asana Rules:** Asana's automation feature that allows teams to automate tasks like assigning work or moving tasks to different stages based on pre-set rules.

- 7. Whiteboarding and Brainstorming:** The Visual collaboration supports creative thinking and idea development. Following are the *whiteboarding and brainstorming tools*:
- Miro:** An online collaborative whiteboard tool used for brainstorming, mapping, planning, and working visually. It allows teams to create diagrams, flowcharts, and more in real-time.
 - Lucid chart:** A diagramming and flowchart tool that allows teams to create visual representations of processes, workflows, and systems. It supports real-time collaboration.
 - Jam board:** A digital whiteboard tool from Google that allows teams to draw, write, and collaborate on brainstorming sessions and visual discussions.
- 8. File Version Control:** The Tracking changes and managing different file versions ensures accuracy in collaborative work. Following are the *file version control tools*:
- GitHub:** A code repository and version control platform used by software development teams to manage and collaborate on coding projects.
 - GitLab:** GitLab allows teams to manage code repositories and track issues Another platform for version control and collaboration in software development.
 - Bitbucket:** A Git-based source code repository platform that also offers code collaboration features and integrations with other tools.
- 9. Team Collaboration and Social Tools:** The Strengthening informal communication and internal engagement supports team unity. Following are the *team collaboration and social tools*:
- Yammer:** A social networking tool for enterprise communication, where employees can share updates, ask questions, and collaborate in informal group discussions.
 - Workplace by Facebook:** A business communication platform that mimics Facebook's user interface but is designed for team collaboration. It includes chat, video calling, and file sharing.
- 10. Virtual Team Building Tools:** The Enhancing team morale and interpersonal relationships boosts productivity and satisfaction. Following are the *virtual team building tools*:
- Donut:** A tool for Slack that encourages informal team bonding by randomly pairing team members for virtual coffee chats or meetings.
 - Quiz Breaker:** A fun team-building tool that enables teams to play quizzes together, encouraging engagement and interaction.
 - House party:** A social video app that allows users to interact with each other in real time. Some teams use it for virtual team-building activities.

RESOLVING CONFLICTS AND RELATIONSHIP BUILDING

Conflicts and fostering relationships within a team are essential for sustaining a positive and efficient work atmosphere. The following are several strategies for each aspect:

Conflict Resolution

Conflict resolution refers to the process of addressing disagreements or disputes between individuals or groups in a constructive, respectful, and effective manner. It aims to reduce tension, promote understanding, and find mutually acceptable solutions to conflicts that arise in the workplace. The following approaches can be adopted:

- 1. Encourage Open Dialogue:** It is important to promote an environment where the team members feel safe to voice their concerns and actively listen to one another's viewpoints.
- 2. Maintain Objectivity:** The focus should be on the specific issue rather than personal disagreements. It helps to utilise facts and examples to support arguments.
- 3. Engage a Mediator:** It can be useful to bring in an impartial third party if conflicts intensify, to guide the discussion and help identify common ground.
- 4. Highlight Shared Objectives:** It is helpful to remind team members of their collective goals to enhance collaboration and alleviate tensions.
- 5. Collaboratively Develop Solutions:** The team should facilitate brainstorming sessions where members can work together to devise solutions to the conflict.
- 6. Establish Ground Rules:** It is essential to create a framework for addressing conflicts as they arise, encouraging respect and constructive communication.

Relationship Building

Relationship building involves intentionally fostering positive, trusting, and supportive connections among team members. Strong relationships improve collaboration, communication, and team morale, which are essential elements of a high-performing workplace. Following strategies help in strengthen workplace relationships:

- 1. Conduct Team-Building Activities:** It is helpful to arrange events and exercises that enable team members to bond outside of their regular work responsibilities.

- 2. Schedule Regular Check-Ins:** The practice of holding informal one-on-one meetings provides insight into individual concerns and helps strengthen relationships.
- 3. Recognize Achievements:** It is important to celebrate both individual and team successes to cultivate a strong sense of belonging.
- 4. Foster Collaboration:** It creates better teamwork and trust when opportunities are given for team members to collaborate on projects.
- 5. Offer Support:** It shows empathy and provides assistance during challenging times, reinforcing a culture of care and cooperation.
- 6. Encourage Inclusivity:** It is essential to ensure that all voices are acknowledged and valued, creating an atmosphere where everyone feels comfortable sharing ideas.

PRACTICAL EXERCISES

Activity 1: Simulated team project where students must work together to solve a problem or complete a task.

Materials Required: Spaghetti or popsicle sticks, Masking tape, String, Scissors, A small weight (e.g., a book or a bag of beans), Ruler and Paper and markers for planning

Procedure:

1. Organise students into small groups consisting of 4-5 members.
2. Inform the teams that their objective is to create a bridge capable of supporting a specified weight using the materials provided.
3. Teams engage in brainstorming and discussion of their concepts and they create a design sketch on paper, considering the materials and weight capacity.
4. Teams discuss the successes and challenges encountered during the construction phase.
5. Each team presents their design and the obstacles they faced. They may also share insights gained regarding teamwork and collaboration.
6. Student should submit their project to their teacher.
7. Teacher should give feedback.

Activity 2: Discussion on conflict resolution strategies and role-playing scenarios to practice these techniques.

Materials Required: Role-play scenario cards (either printed or handwritten), Notepads and pens for reflective writing, Optional – a timer.

Procedure:

1. Organise students into small groups consisting of 3-4 members each.
2. Each group will be assigned a conflict scenario to role-play, enabling them to practice different resolution techniques.
3. Hand out a scenario card to each group.
4. Allow groups time to review their scenarios and deliberate on their approach to the conflict.
5. Encourage students to select which conflict resolution strategies they will implement and assign roles (e.g., disputants, mediator).
6. Each group will present their role-play to the class, showcasing the conflict and their chosen resolution strategy.
7. Once all groups have presented, lead a discussion on the insights gained from the role-plays.
8. Teacher should give feedback.

Activity 3: Build the Tallest Tower to enhance teamwork, communication, and planning under time constraints.

Materials Required:

- 20 straws per group
- 1 roll of masking tape (shared among groups)
- 1 measuring tape
- Timer or stopwatch

Procedure:

1. Divide the class into small teams (4–5 members each).
2. Give each team 20 straws and access to masking tape.
3. Instruct them to build the tallest free-standing tower using only the provided materials within 15 minutes.
4. Teams must discuss, assign roles, and strategize before building.
5. The team should measure and compare towers; reflect on teamwork, communication, and challenges.
6. Teacher should give feedback.

Activity 4: Perform role play on practicing conflict resolution strategies in real-life scenarios.

Materials Required:

- Scenario cards (printed role-play situations involving workplace or classroom conflicts)
- Timer
- Whiteboard or chart paper (for notes)

Procedure:

1. Divide the class into pairs or small groups.

2. Hand each group a conflict scenario card (e.g., disagreement on project responsibilities).
3. Assign roles (Person A, Person B, Observer/Mediator).
4. Ask them to role-play the conflict and resolve it using techniques like open dialogue, objectivity, or mediation.
5. Discuss as a class what worked well and what could improve.
6. Student should submit their script to their teacher.
7. The teacher should evaluate and give feedback.

CHECK YOUR PROGRESS

A. Fill in the Blanks

1. _____ and collaboration are essential for fostering innovation and achieving shared goals.
2. Effective _____ is the foundation of successful teamwork.
3. _____ refers to a cooperative way two or more entities work together towards a shared goal.
4. _____ tools like Trello and Asana help manage tasks and projects collaboratively.
5. Conflict _____ is the process of resolving disagreements respectfully and constructively.

B. Multiple Choice Questions

1. What is the main benefit of teamwork in the workplace?
 - a) Delayed decision-making
 - b) Reduced productivity
 - c) Enhanced innovation and problem-solving
 - d) Decreased collaboration
2. Which of the following tools is used for real-time messaging and collaboration?
 - a) Microsoft Word
 - b) Trello
 - c) Zoom
 - d) Slack
3. What is a key technique of effective teamwork?
 - a) Ignoring feedback
 - b) Encouraging open communication
 - c) Avoiding team rules
 - d) Working alone

4. Which of these tools is best suited for virtual whiteboarding and brainstorming?
 - a) Google Calendar
 - b) Lucid chart
 - c) Dropbox
 - d) GitHub
5. What does Zapier help teams do?
 - a) Schedule meetings
 - b) Automate tasks between different apps
 - c) Conduct video calls
 - d) Write code

C. State Whether the Following Statements are True or False

1. Team collaboration improves job satisfaction and team morale.
2. Microsoft Excel is a project management tool for real-time communication.
3. Conflict resolution includes encouraging open dialogue and maintaining objectivity.
4. Trello is a communication tool like Zoom.
5. Personal problems can affect focus, mood, and productivity at work.

D. Match the Column

| S. No. | Column A | S. No. | Column B |
|--------|-----------------------|--------|---|
| 1. | Trello | A | Real-time collaborative document editing |
| 2. | Google Docs | B | Video conferencing and screen sharing |
| 3. | Zoom | C | Constructively addressing workplace disagreements |
| 4. | Conflict Resolution | D | Creating trust and positive team dynamics |
| 5. | Relationship Building | E | Project management using boards and cards |

E. Short Answer Questions

1. What is the difference between teamwork and collaboration?
2. Name two personal problems that can affect job performance.
3. List any two tools used for file sharing and document collaboration.
4. Why is open communication important in teamwork?
5. What is the role of virtual team-building tools?

F. Long Answer Questions

1. Discuss the importance of teamwork and collaboration in the workplace.
2. Explain five techniques for building effective teamwork and collaboration.
3. Describe how virtual collaboration tools enhance team productivity.
4. How can personal problems impact work, and how should they be managed professionally?
5. Explain the methods of resolving conflicts and fostering workplace relationships.

G. Check your performance

1. How well do team members understand their roles and responsibilities?
2. What collaboration tools do we use, and how well are they integrated into our workflow?
3. How do we celebrate team achievements, and what impact does this have on morale?
4. How diverse is our team in terms of skills and perspectives, and how does this impact our performance?
5. How effectively does our team communicate? Provide examples of strong communication practices.

MODULE 2 | **LEVERAGING TECHNOLOGY FOR MASTERING INFORMATION MANAGEMENT**

Module Overview

The modern era is characterised by a vast flow of information, where data is regarded as a strategic resource for organisations and institutions alike. It is no longer sufficient to rely on traditional, manual methods for managing such information due to its volume, variety, and velocity. The integration of technology into information management systems has emerged as a powerful solution to this challenge, enabling organisations to collect, organise, store, and retrieve data with greater efficiency and accuracy.

The use of technological tools such as cloud computing, artificial intelligence (AI), data analytics, and automated software systems has transformed how information is handled across all sectors. It allows for real-time data processing, streamlined communication, and improved decision-making based on accurate insights. The implementation of platforms like Enterprise Resource Planning (ERP), Customer Relationship Management (CRM), and Document Management Systems (DMS) further helps in eliminating redundancies and maintaining consistency of information across departments.

The impact of technology on information management extends beyond business to fields like healthcare, education, governance, and finance. It ensures faster access to critical data through systems like electronic health records, digital databases, and secure online portals. Thus, mastering information management through the intelligent use of technology not only enhances operational efficiency but also ensures data security, regulatory compliance, and long-term sustainability. It is, therefore, essential for individuals and organisations to adopt and adapt to these technologies to remain competitive and responsive in an ever-evolving digital landscape.

This unit comprises four sessions designed to build foundational digital skills. The first session introduces Operating Systems and Data Storage Applications, highlighting their role in managing hardware resources and storing information efficiently. The second session, Navigating and Retrieving Files, focuses on methods for organising, locating, and accessing digital files and folders. The third session explores Word Processors and Spreadsheets, covering the creation, formatting, and analysis of text and numerical data. The final session on Communication and Safety Protocols addresses the use of digital communication tools and essential practices for maintaining cybersecurity and data protection.

Learning Outcomes

1. Identification of operating systems and applications for data storage
2. Navigate and retrieve files effectively
3. Describe Input, format, and save data in word processors and spreadsheets.
4. Communicate information effectively and follow safety protocols

SESSION 1: OPERATING SYSTEM AND DATA STORAGE APPLICATION

An Operating System (OS) is a type of software that manages a computer's hardware and software. It operates as the computer's brain, handling everything from program execution to file organisation and virus protection. A computer would not function without an operating system, much like a car without a driver. There are various operating systems, including Windows, macOS, Linux, Android, and iOS, each designed for a unique purpose. Some operating systems, such as Real-Time OS, manage vital systems like traffic lights, whilst others, such as Mobile OS, are designed for smartphones and tablets.

Data storage and backup are crucial for keeping information safe. Devices such as Hard Disk Drive (HDD), Solid State Drive (SSD), and cloud storage help to secure data storage, while backup systems ensure that important files are not lost. Businesses also use Management Information Systems (MIS) to collect, store, and analyse data for better decision-making.

OPERATING SYSTEM

An operating system is a special software that helps a computer work. It is like the brain of the computer that controls everything. Example: Windows, macOS and Android, etc. The following are the functions of an operating system:

1. It manages computer hardware, including keyboards, mice, screens, and printers.
2. It runs programmes, including games, music, and word processors.
3. It organises files, including images, movies, and documents.
4. It protects the PC from viruses and faults.

Importance of Operating System

The operating system (OS) is absolutely critical for any computer to function. The following are important aspects of the Operating System:

1. **Manages Hardware and Software:** The OS acts as the central control system, orchestrating how all the computer's parts (CPU, memory, storage, keyboard, mouse, printer, etc.) work together with the various software programs.

2. **User Interface:** The OS provides the way to interact with the computer. Whether it's a graphical interface (like Windows or macOS) with icons and menus, or a command-line interface, the OS makes the computer understandable and usable for humans.
3. **Resource Management:** The OS efficiently allocates and manages the computer's resources like the CPU (deciding which program gets processing time), memory (assigning space to running applications), and storage (organising files on the hard drive). This prevents conflicts and ensures smooth operation.
4. **Program Execution:** The OS provides the necessary environment for all applications (web browsers, word processors, games, etc.) to run. It loads programs into memory, starts their processes, and gives them access to the resources they need.
5. **File Management:** The OS organises and manages all files and folders on storage devices. This includes creating, deleting, copying, moving, and retrieving files, making it easy to keep data organised.
6. **Device Management:** The OS communicates with and controls all connected peripheral devices (printers, scanners, webcams, etc.) through specialised software called device drivers. This allows us to use these devices without needing to understand their complex internal workings.

TYPES OF OPERATING SYSTEMS

Operating systems are special programs that help a computer work. There are different types of operating systems, and each is used for specific jobs. The following are the types of Operating systems:

1. **Batch Operating System:** It handles multiple tasks or jobs simultaneously. The jobs are collected in a "batch" and processed one after the other. Example: OS used in banks or big factories to process large amounts of data.
2. **Time-Sharing Operating System:** It allows many users to utilise the computer simultaneously by sharing time. Example: OS used in big offices or colleges where multiple people work on the same computer system.
3. **Real-Time Operating System (RTOS):** It works quickly and gives results promptly. These are used in systems that need fast responses. Example: OS used in traffic lights, aeroplanes, or medical machines.
4. **Single-User Operating System:** It allows only one person to use the computer at a time. Example: Windows on a personal computer or laptop.
5. **Multi-User Operating System:** It allows many people to use the same computer at the same time. Example: Linux or UNIX, used in servers or big companies.

6. Mobile Operating System: It is designed for smartphones and tablets. It allows mobile devices to run apps, games, and other content. Example: Android, iOS.

Operating Systems

An operating system is like the brain of a computer. It helps the computer work and allows it to do things like play games, watch videos, or write documents. The following are three common types of operating systems:

- 1. Windows:** Windows is an operating system made by Microsoft. It is one of the most popular operating systems in the world. Windows is easy to use and works on many kinds of computers. It lets to use software like MS Word, PowerPoint, and games. It's used in Schools, offices, and homes. Examples: Windows 10, Windows 11.
- 2. macOS:** macOS is an operating system made by Apple. It is only used on Apple computers like MacBook and iMac. It's used in macOS and is known for being fast, stylish, and secure. It works well for creative tasks like making videos, music, or designs. Examples: macOS Ventura, macOS Monterey.
- 3. Linux:** Linux is an operating system that is free to use. It is different from Windows and macOS because anyone can change and improve It's used in Servers, schools, and by tech experts. Examples: Ubuntu, Fedora, Debian.

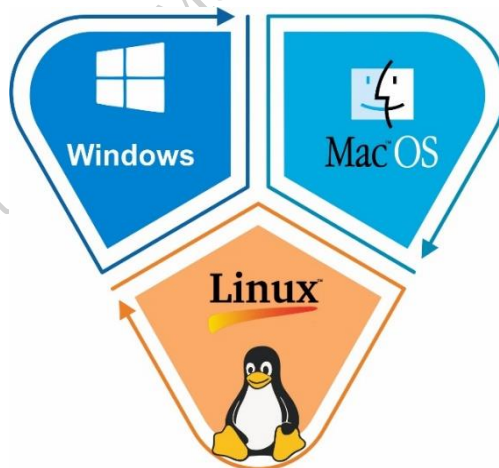


Figure 2.1 Operating Systems: Windows, macOS, Linux

CONCEPT OF DATA STORAGE AND DATA BACKUP

Data storage is the process by which we store information, such as documents, apps, videos, and photos, on devices like computers, phones, or USB drives. It functions as a digital locker where all of the important belongings are kept safe. All of the information on a computer, phone, or tablet is stored. It can be considered a digital locker where one can keep

important things like photos, videos, documents, and apps. Examples of data storage: Hard Drives, Memory Cards/USB Drives and Cloud Storage Data backup is the process of creating a copy of this information so that we don't lose it in the event of an emergency, such as when a device malfunctions or accidentally erases something. Backups can be made online using cloud services like Google Drive or on a USB drive. Data backup is important because it helps prevent important files and photos from being permanently lost. Data Backup means making a copy of the important information so it can't be lost. It's like keeping a spare key to the house just in case something goes wrong. Example: Copying files to a USB drive, memory card, or external hard drive, saving files online using services like Google Drive or Dropbox.

TYPES OF STORAGE SYSTEMS

Information storage systems help us save important files like schoolwork, photos, videos, and apps. There are three main types:

- 1. HDD (Hard Disk Drive):** This is a standard storage system found in many computers. It can store a large amount of data for a minimal cost. HDDs are ideal for storing large files, although they can be slower than other solutions.
- 2. SSD (Solid State Drive):** SSDs are speedier and more durable than hard drives. They help the computer start up quicker and run apps more efficiently. It is more expensive, but it has speed and reliability.
- 3. Cloud Storage:** Cloud storage stores data online, allowing access to it from anywhere with an internet connection. It is convenient because it eliminates the need to carry a storage device and protects data even if the computer or phone is lost or damaged. Example: Google Drive, Dropbox, and iCloud.

COMMON SOFTWARE APPLICATION FOR DATA STORAGE

Many software applications help store and manage files and data. The popular ones are:

- 1. MS Office:** MS Office is a collection of programs that help to create and store documents, presentations, and spreadsheets. In MS Office, one can store files on a computer or save them in the cloud using OneDrive (Microsoft's cloud service) to access them from any device. The most common MS Office programs are:
 - a) Microsoft Word:** It is used for writing documents like essays, letters, or reports.
 - b) Microsoft Excel:** It is used for organising and analysing data in tables and charts.
 - c) Microsoft PowerPoint:** It is used for making slideshows and presentations.

2. Google Drive: Google Drive is a cloud storage service provided by Google. It allows for storing files online so they can be accessed from any device, anywhere, as long as the internet is available. The best thing about Google Drive is that it automatically saves work and can also share files easily with others. Google also includes applications like:

a) **Email:**

b) **Google Docs:** A tool for writing documents online, similar to Microsoft Word.

c) **Google Sheets:** A tool for creating and editing spreadsheets, similar to Microsoft Excel.

d) **Google Slides:** A tool for creating presentations, similar to Microsoft PowerPoint.

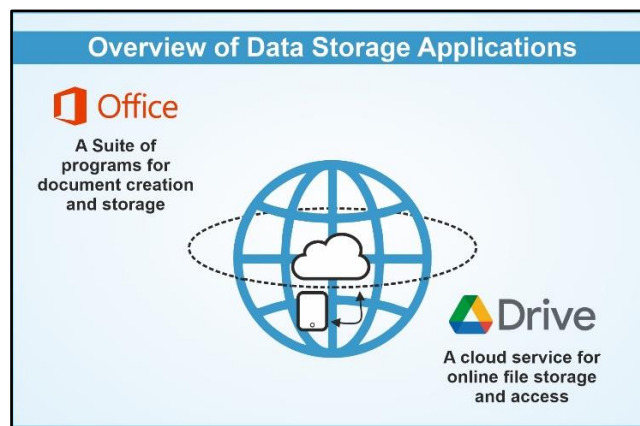


Figure 2.2: Data Storage Application



Figure 2.3: Comparison between MS Office and Google Drive

CONCEPT OF MANAGEMENT INFORMATION SYSTEM (MIS)

A Management Information System (MIS) is a system that makes important information available to businesses and organisations and helps them to make decisions. It collects, organises, and processes data to assist managers and executives in understanding the company's performance and making decisions.

Example: Consider that a school needs to know how many students are performing well in their examinations or which courses require additional attention. An MIS would collect this information from a variety of sources, including exam results, attendance records, and teacher comments. The data is subsequently organised and presented in an understandable format, such as reports or charts.

An MIS helps answer questions like:

1. How many products have been sold this month?
2. Are we making enough profit?
3. Which areas of the company need improvement?

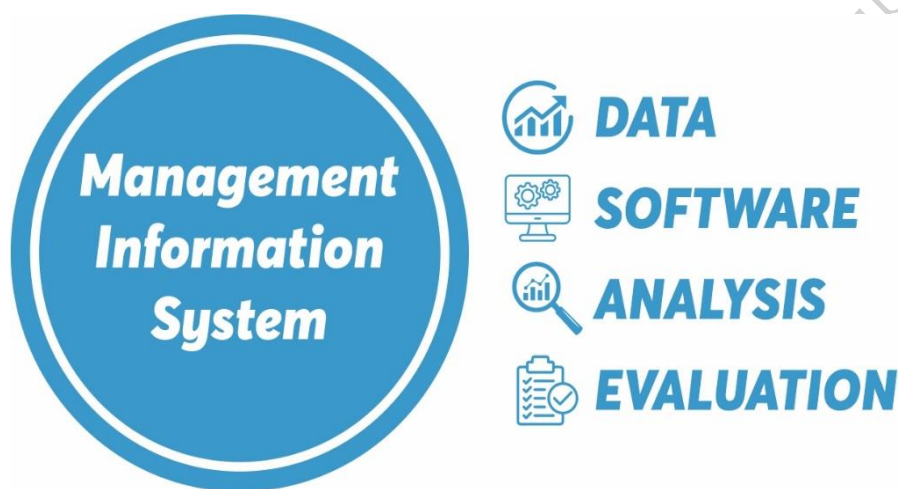


Figure 2.4: Management Information System

AI in the office

AI in the office refers to the application of artificial intelligence technologies to improve various aspects of office operations and employee productivity. This includes automating tasks, analysing data, and providing intelligent assistance to streamline workflows, enhance decision-making, and improve overall office efficiency.

PRACTICAL EXERCISES

Activity 1: Identify the OS (Classroom Discussion/Group Activity) to understand different operating systems and their applications.

Material required: Computer systems with different OS installed, Notebook, Paper, Pen

Procedure:

1. Divide the class into small groups and take each group to the computer lab one by one

2. The teacher will display logos or screenshots of various operating systems (Windows, macOS, Linux, Android, iOS).
3. Students will identify the OS and discuss where it is commonly used.
4. Each group will present an OS, explaining its features, advantages, and where it is used.
5. At the end of this activity, students will learn to differentiate between various OS and their purposes.
6. The student should write a note on the same learning.
7. Student should submit the work to their teacher.
8. The teacher should give feedback.

Activity 2: Prepare a presentation on the importance of data backup and different storage options.

Material required: Computer systems, Notebook, Pen

Procedure:

1. Students will create an important document (a short paragraph or list).
2. Students will save it in three locations:
 - a) On the computer's local storage (HDD/SSD).
 - b) On a USB drive or external storage device.
 - c) In Cloud Storage (Google Drive, OneDrive, or Dropbox).
3. Students will discuss the advantages and disadvantages of each method.
4. Students need to give a presentation in class on the importance of data backup and different storage options.
5. The student should submit the presentation.
6. The teacher should give feedback.

Activity 3: Prepare a report on how MIS helps businesses.

Material required: Computer systems, Notebook, Pen

Procedure:

1. The class will be divided into groups, each acting as a department in a company (Sales, Finance, HR, Inventory).
2. Each group will collect data related to their department (e.g., number of employees, sales records, stock levels).
3. The student will organise this data into a simple report or chart.
4. A "Manager" will review the reports and make decisions based on the data.
5. Students will write a report on how MIS helps businesses make informed decisions.
6. Student should submit their report to their teacher.
7. Teacher should evaluate and give feedback.

CHECK YOUR PROGRESS**A. Fill in the Blanks**

1. An _____ is software that manages computer hardware and software resources.
2. A _____ stores data online and can be accessed through the internet.
3. _____ is a fast and durable storage device, better than traditional hard drives.
4. _____ is an example of a Mobile Operating System.
5. A _____ helps organisations collect, process, and use information for decision-making.

B. Multiple Choice Questions

1. Which of the following is *not* an operating system?
 - a) Windows
 - b) Linux
 - c) Android
 - d) Google Chrome
2. What type of storage is Google Drive?
 - a) SSD
 - b) HDD
 - c) Cloud Storage
 - d) RAM
3. Which of these operating systems is used only in Apple devices?
 - a) Windows
 - b) macOS
 - c) Linux
 - d) Android
4. What does MIS stand for?
 - a) Modern Internet System
 - b) Management Information System
 - c) Mobile Interface Software
 - d) Machine Input System
5. Which tool in MS Office is used to make presentations?
 - a) Word
 - b) Excel
 - c) PowerPoint
 - d) Outlook

C. State Whether the Following Statements are True or False

1. An operating system is not required for a computer to function.
2. SSDs are faster than HDDs.
3. Linux is a paid operating system.
4. Google Sheets is part of the Google Drive applications.
5. MIS is only used in educational institutions.

D. Match the Column

| S. No | Column A | S. No | Column B |
|-------|-------------------------------|-------|-------------------------------------|
| 1. | Windows | A | Used for data-based decision-making |
| 2. | HDD | B | Operating System |
| 3. | Google Drive | C | Traditional storage device |
| 4. | Microsoft Excel | D | Cloud-based data storage |
| 5. | Management Information System | E | Spreadsheet software |

E. Short Answer Questions

1. What is the role of an Operating System in a computer?
2. Write two differences between HDD and SSD.
3. What is Cloud Storage? Give one example.
4. Name any two applications included in MS Office.
5. How does an MIS help in decision-making?

F. Long Answer Questions

1. Explain any four functions of an Operating System with examples.
2. Describe three types of Operating Systems and where they are used.
3. Discuss the importance of Data Backup. Mention two backup methods.
4. Compare MS Office and Google Drive in terms of usage and benefits.
5. What is a Management Information System (MIS)? Explain with one example.

G. Check Your Performance

1. What is a Management Information System (MIS), and how does it help businesses?
2. Compare Windows, macOS, and Linux based on their features, usability, and applications.

SESSION 2: NAVIGATING AND RETRIEVING FILES

Navigating means finding a way through a space, system, or environment. In physical settings, it refers to moving from one location to another, such as using a map to reach a destination. In digital settings, navigating involves interacting with computers, websites, or apps to locate information, open files, or access specific features.

Navigation, in the context of technology, is the method used to move between different areas within a digital platform. For example, on a website, navigation involves clicking links or buttons to move between pages. In mobile apps, users often swipe, scroll, or tap to reach the content or functions they need. In the real world, navigation helps guide movement from a starting point to a desired outcome or information.



Figure 2.5: Navigating Navigation

| S.No. | Basis | Navigating | Navigation |
|-------|---------|--|---|
| 1. | Meaning | It refers to the act of moving through a space, system, or environment. | It is the process or method used to move from one place to another. |
| 2. | Usage | It describes what a person is doing while moving through a system. | It refers to the structure or setup that allows movement or access. |
| 3. | Context | It is used when talking about an ongoing activity or task in real time. | It is used when referring to the overall design or concept of movement. |
| 4. | Focus | It focuses on the specific action of moving through or interacting with something. | It focuses on the overall system that guides movement or access. |

| | | | |
|----|-----------|---|--|
| 5. | Timeframe | It happens at the moment when a person or user is actively moving or searching. | It represents the concept or process that exists continuously or beforehand. |
| 6. | Example | "She is navigating the website to find the report." Here, it shows the action. | "The website has easy navigation." Here, it shows the system or layout. |

NAVIGATION PROCESS

The navigation process refers to the series of steps or actions taken to move from one point to another, whether in physical space or within a digital environment. It involves:

- 1. Identifying the Starting Point:** The navigation process begins by clearly understanding where the journey or task starts. This could be a physical location, such as a house or office, or a digital starting point like a website's homepage or an app's main screen.
- 2. Setting a Destination or Goal:** It is essential to determine the destination or the specific information that needs to be found. Having a clear goal in mind helps to guide the navigation and keep efforts focused on reaching the intended outcome.
- 3. Planning a Route or Method:** This step involves deciding on the best possible way to reach the destination. In real life, it might mean choosing the most efficient roads or paths, while in digital spaces, it could mean selecting the right menus, links, or commands to follow.
- 4. Following the Route:** The next step is to carefully follow the chosen path. This involves moving step-by-step by clicking links, entering commands, or physically travelling along directions to progress toward the goal.
- 5. Adjusting as Needed:** During navigation, unexpected obstacles or changes may arise. It is important to remain flexible and adjust the route when necessary to overcome challenges and continue moving forward smoothly.
- 6. Reaching the Destination:** The final step in the navigation process is successfully arriving at the desired location or finding the required information. Completing this step marks the end of the navigation journey or task.

STRUCTURE OF COMPUTER DRIVES, DIRECTORIES, AND FOLDERS

When we use a computer, it keeps all information, images, and documents in multiple locations. These areas are grouped in a way that makes it easy to

find everything. Following are the structures of Computer Drives, Directories, and Folders:

- 1. Drives:** Storage spaces in a computer are known as "drives." These can be thought of as large containers that hold all types of data. For example, the "C drive" typically stores the operating system, applications, and most user files. Additional drives, such as the "D drive" or "E drive," may be used for storing other types of data or backups.

Drive = Big box (storage space)

- 2. Directories:** A directory acts like a large drawer used to keep similar types of files together, helping users stay organised. Each drive can contain multiple directories, which may include different categories or formats of files.

Directory = Drawer inside the box

- 3. Folders:** Folders are subdivisions within directories. They function like smaller compartments used to sort documents by type or purpose—similar to folders in a physical file cabinet. For instance, one folder may be labelled "Homework" and another "Images," making it easier to locate specific files.

Folder = Smaller section in the drawer to organise files

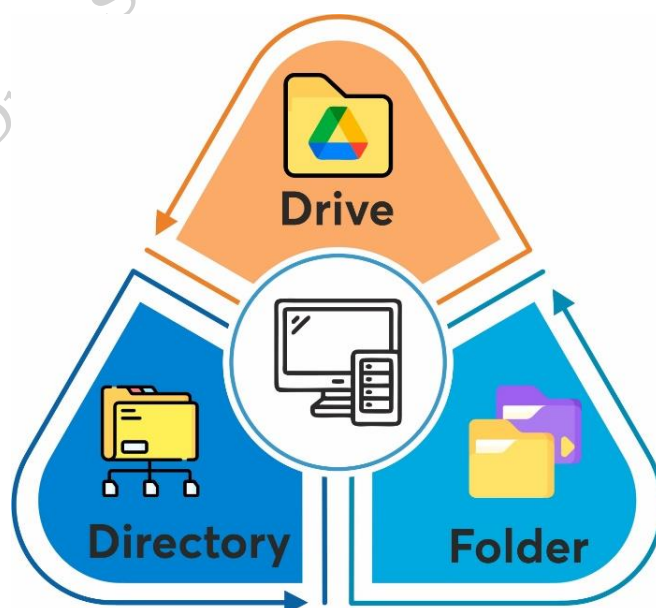


Figure 2.6: Computer Drives

RETRIEVING FILES

Retrieving files means accessing or getting back files that have been saved or stored on a computer or other digital device. It involves searching for the file in the right folder or location and opening it so the information can be used again. Retrieving files is an important part of managing data, allowing users to find and work with their documents, images, or other saved content whenever needed.

FILE AND FOLDER STORAGE AND NAMING

In a computer, Files and folders are essential tools for organising and storing digital information, much like books and notebooks are used for schoolwork.

- 1. File Storage:** A file is a piece of information saved on a digital device. It can be a document, image, video, or audio recording. When saved, a file is stored in a specific location such as a hard disk, SSD, or cloud-based storage. Each file is given a unique name that helps users identify and locate it later.
- 2. Folder Storage:** A folder serves as a digital container that can hold multiple files. For instance, a folder labelled "School Projects" might contain all files related to academic work. Using folders keeps digital storage organised and allows files to be grouped by category or purpose. Users can create as many folders as necessary to suit their needs.
- 3. Naming Files and Folders:** Giving meaningful names to files and folders is important for maintaining organisation. A clear name, such as "Math Homework January", is more helpful than a generic one like "document1." File and folder names should be descriptive, concise, and free of unnecessary special characters like "!" or "#".

FILE TYPES AND SEARCH FUNCTIONALITIES

Computers handle many different types of files, each designed for a specific purpose. Understanding file types helps in organising, storing, and retrieving digital content efficiently. The following are some common file types:

File Types

- 1. Text Files (.txt):** Text files are used to store plain text without any formatting. They are ideal for writing notes, lists, or basic information.
- 2. Word Documents (.doc, .docx):** It is created using applications like Microsoft Word; these files allow users to add formatted text, images, tables, and other elements.
- 3. Image Files (.jpg, .png, .gif):** These files contain photos or graphics. They are used for visual content and can be opened using any standard image viewer.

- 4. Spreadsheet Files (.xls, .xlsx):** It is used for organising data in rows and columns; these files are created with programs like Microsoft Excel. They are useful for calculations, budgeting, and data analysis.
- 5. Presentation Files (.ppt, .pptx):** These files are used to design slideshows, often with text, images, and graphs. Applications like Microsoft PowerPoint are used to create and view them.
- 6. Audio Files (.mp3, .wav):** These store sound recordings or music and can be played with audio software or media players.
- 7. Video Files (.mp4, .avi):** These files contain moving images and sound. They can be opened with video players for watching movies, recordings, or presentations.

Search Functionalities

When a computer contains a large number of files, locating a specific one can be challenging. Modern operating systems provide several search functionalities that help users quickly find the files they need:

- 1. Search Bar:** It is common for most computers to include a built-in search bar, usually found in the Start menu or within the File Explorer. It allows the user to type the name of a file or folder, and the system will display the relevant matches.
- 2. File Type Search:** It is possible to locate files of a particular format by entering the file extensions (e.g., .jpg, .docx, .mp3) into the search bar. It helps filter the results and display only the files of that specific type.
- 3. Keyword Search:** It can be helpful to enter a keyword from the file name or its content if the exact file name is unknown. It means, for example, typing "Science" may bring up the documents or presentations containing that word.
- 4. Advanced Search Options:** It is offered by some systems to use advanced features such as searching by file size, date modified, or author. It allows for more precise results, especially when dealing with large data sets.

MEANING AND IMPORTANCE OF ORGANISATIONAL DATA ACCESS AND SECURITY POLICIES

Every organisation contains significant information, such as client information, company records, and financial data. This information must be protected so that it is not lost, stolen, or misused.

Data Access

Data access refers to the rules and guidelines that govern who can see, utilise, and alter certain information within an organisation. For example, not

everyone in the organisation should be allowed to see or update important client information. Only authorised individuals, such as managers or staff with special authority, should have access to this information.

Data Security

Data security is the process of preventing unauthorised access, theft, or damage to data. Organisations use a range of procedures, such as firewalls, encryption, and passwords, to safeguard their data. This makes it easier to guarantee that vital information is not misused and that only the appropriate individuals have access to it.



Figure 2.7: Data Access and Security Policies

Importance of Data Access and Security Policies

The following are the Importance of Data Access and Security Policies:

1. Data access and security policies safeguard private or sensitive information. For example, a company's customer list or payment information must be maintained securely to prevent fraud or identity theft.
2. Security policies ensure that only authorised individuals can see or modify sensitive data. This protects hackers or unauthorised users from improperly accessing or exploiting the data.
3. Customers and partners trust enterprises with their data. When a company's data is safeguarded and managed securely, it fosters trust. A data breach (where data is disclosed or stolen) can damage a company's reputation.
4. Organisations must protect sensitive data, such as personal or financial information, under applicable laws and regulations. Data access and security rules guarantee that the organisation adheres to these laws and avoids legal consequences.

5. Data breaches and losses can result in high fines, lawsuits, and lost business. Organisations can avoid financial concerns by implementing effective data access and security rules.

Finally, corporate data access and security policies are critical for protecting sensitive data, ensuring privacy, and maintaining customer and employee confidence. These policies serve to protect information while also ensuring that the organisation functions efficiently and legally.

PRACTICAL EXERCISES

Activity 1: Website Navigation Exploration to understand how to navigate through a website efficiently

Material required: Computer systems, Notebook, Pen

Procedure:

1. Open a website of your choice (e.g., an educational website, an online store, or a news site).
2. Identify and list the different navigation elements, such as menus, search bars, and buttons.
3. Try to find specific information using different navigation methods (e.g., clicking links, using the search bar, or using filters).
4. Write a summary of your experience, noting what was easy and what was difficult.
5. Student should submit their summary of experience work to their teacher

Activity 2: Organising Files and Folders to learn how to structure files and folders on a computer

Material required: Computer systems, Notebook, Pen

Procedure:

1. On your computer, create a new folder named "My Projects."
2. Inside this folder, create subfolders for different categories like "Documents," "Images," and "Videos."
3. Place different types of files (e.g., a Word document, a picture, and a video) inside the appropriate folders.
4. Rename the files with meaningful names (e.g., "Science_Project.docx" instead of "doc1").
5. Take a screenshot of your organised folder structure and share it with your teacher.
6. The teacher should give feedback.

Activity 3: Conduct a file type matching game to identify different file types and their uses.

Material required: Computer systems with different types of files stored, a Notebook, and a pen

Procedure:

1. The teacher will provide a list of file names with extensions (e.g., Report.docx, Music.mp3, Photo.jpg).
2. Students need to match each file with its correct type (Text File, Image File, Audio File, etc.).
3. Students have to write one use for each file type.
4. Student submit their file to their teacher.
5. The teacher should evaluate and share feedback with the student.
6. The teacher should give feedback.

CHECK YOUR PROGRESS

A. Fill in the Blanks

1. The act of moving through a digital system to find specific content is called _____.
2. A _____ acts like a drawer that holds similar types of files together on a computer.
3. _____ files contain photos or graphics and are used for visual content.
4. The _____ search helps in locating files based on their name or content.
5. A _____ is used to group multiple files under one label for better organisation.

B. Multiple Choice Questions

1. Which of the following best describes a folder?
 - a) A storage drive
 - b) A file type
 - c) A container for organising files
 - d) A shortcut
2. What is the first step in the navigation process?
 - a) Following the route
 - b) Setting a destination
 - c) Reaching the destination
 - d) Identifying the starting point

3. Which file type is typically used for storing presentations?
 - a) .xls
 - b) .pptx
 - c) .jpg
 - d) .txt
4. What does data access define in an organisation?
 - a) The amount of storage used
 - b) Who can see and use specific information
 - c) How fast a file is retrieved
 - d) How data is displayed
5. Which of the following is a benefit of good data security policies?
 - a) Higher internet speed
 - b) Legal consequences
 - c) Customer trust
 - d) File duplication

C. State Whether the Following Statements are True or False

1. Navigating and navigation both refer to the same concept in digital systems.
2. Word documents are stored with file extensions .doc or .docx.
3. A directory is a smaller unit than a folder.
4. Encryption and passwords are tools used for data security.
5. The Search Bar helps in locating physical files only.

D. Match the Column

| S. No | Column A | S. No | Column B |
|-------|------------------|-------|--|
| 1. | Drive | A | Used for data in rows and columns |
| 2. | Folder | B | Large container that stores data |
| 3. | Keyword Search | C | Digital container holding related files |
| 4. | Data Access | D | Helps find files using words from the name/content |
| 5. | Spreadsheet File | E | Rules on who can use or edit data |

E. Short Answer Questions

1. What is the difference between navigating and navigation?
2. How does planning a route help in the navigation process?
3. What is the purpose of using folders on a computer?
4. Define data access with an example.
5. Mention any two file types and their uses.

F. Long Answer Questions

1. Explain the steps involved in the navigation process with examples.
2. Describe the structure of computer drives, directories, and folders.
3. Discuss the importance of naming files and folders properly.
4. What are data access and data security policies, and why are they important?
5. Explain various file types and how search functionalities help in file retrieval.

G. Check Your Performance

1. Prepare a chart showing Organisational Data Access and Security Policies.
2. Draw a chart showing different types of files found on a computer and their purposes.

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SESSION 3: WORD PROCESSORS AND SPREADSHEETS

Word processors and spreadsheets are essential tools that help to create, edit, and manage information easily. A word processor, like Microsoft Word or Google Docs, allows users to type, format, and save documents efficiently. It offers features like bold, italics, alignment, and referencing to make writing look professional. Spreadsheets, such as Microsoft Excel and Google Sheets, help organise data, perform calculations, and create charts for better understanding. Basic formulas make calculations quick, while graphs and charts make data visually clear. This session will focus on all these functions.

MEANING OF WORD PROCESSORS

A word processor is a program that allows to generation, editing, formatting, and saving of text documents. It resembles an electronic typewriter, but with many more functions. Word processors include Microsoft Word, Google Docs, and LibreOffice Writer.

Functions of a Word Processor

The following are the Functions of a Word Processor:

- 1. Input:** The Input function is the initial phase in generating a document, such as a report, letter or essay. It is used to type text into a document. The Keyboard is used to enter letters, numbers, and symbols.
- 2. Editing:** Word processors allow for modifying text, including correcting spelling problems. After typing the document, make necessary modifications or adjustments like:
 - a) Add or remove words.
 - b) Rearrange text accordingly.
 - c) Change the format by making text bold, italic, or underlined.
 - d) Adjust text alignment (left, right, centre).
 - e) Adjust the font, size, and colour of the text.
- 3. Saving:** After creating or editing a document, the word processor allows you to save it. Saving involves keeping a document on a computer or in the cloud so that you may access it later. Select where to save the document and give it a name to make it simpler to locate.

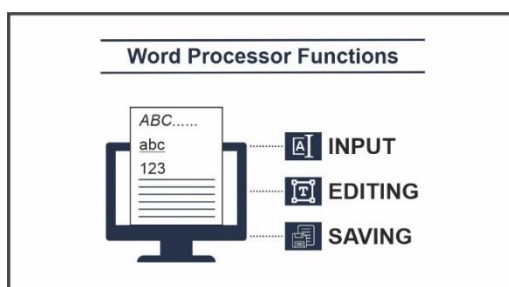


Figure 2.8: Word Processor Functions

Importance of Word Processors

1. A word processor is easy to use and allows for quick adjustments to papers.
2. A word processor saves time by eliminating the need to retype everything. It simply edits the text which was already typed.
3. A word processor enables professional text formatting, resulting in more visually appealing papers.
4. A word processor automatically saves work, ensuring it's not lost and making it easily accessible whenever needed.
5. Word processor are sophisticated tools that allow to create, modify, and save text documents, making it easier to complete school assignments, correspondence, and other writing projects.

FORMATTING TOOLS AND REFERENCING IN WORD PROCESSOR

When using a word processor such as Microsoft Word or Google Docs, a variety of formatting tools and options to help text look good and professional. Referencing allows to arrange and show where knowledge came from, such as books or websites

Formatting Tools

Formatting tools in a word processor help to change how the text looks. Following are some of the most important formatting tools used in word processor:

- 1. Font Style and Size:** Font style is the design of the text, like Arial, Times New Roman, or Comic Sans. Font size changes how big or small the text is. Example: a range of sizes (e.g., 12, 14, 16).
- 2. Bold, Italic, and Underline:** Bold makes text darker and thicker. It's used to highlight important words. Italic slants the text to the right. It's used for emphasis or to show titles of books or movies. Underline adds a line under the text. It can make words stand out.
- 3. Text Color:** Text Color change the color of the text to make it more colorful or highlight important information.
- 4. Alignment:** This controls where the text appears on the page:
 - a) Left alignment puts text on the left side of the page (most common).
 - b) Centre alignment places text in the middle.
 - c) Right alignment moves text to the right side.
- 5. Lists:** Using bulleted or numbered lists helps organise ideas or steps clearly and effectively.

- 6. Spacing:** Spacing can change the line spacing (space between each line) and paragraph spacing (space between paragraphs) to make the text easier to read.

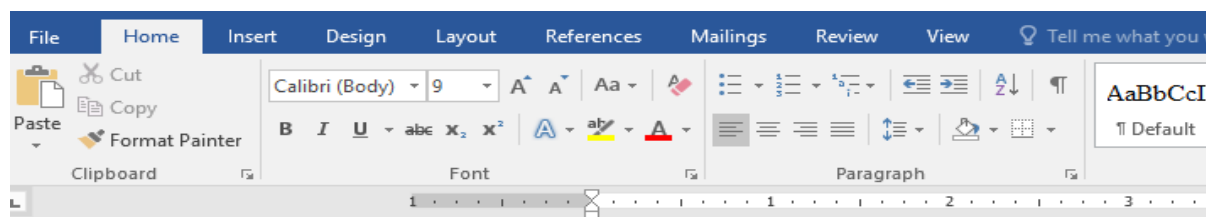


Figure 2.9: Formatting Tools

Referencing

Referencing is indicating where information came from. This is vital when writing essays or reports since it allows readers to know which sources is used. Word processors have functions that make reference easier:

- 1. Citation:** The citations identify the source of information. Word processors automatically include citations in several formats, including APA, MLA, and Chicago style. For example, if you were referencing a book or a website, you would mention the author's name and title.
- 2. Bibliography or Works Cited:** The bibliography or works cited page appears at the end of a document and lists all the sources that were referenced. It ensures proper credit is given to original authors and helps readers locate those sources. Word processors assist in creating this list by automatically sorting and formatting citations according to the required style.

Importance of formatting

Following are the Importance of formatting in word processor:

1. It makes the text easier to read by organising information clearly through the use of headings, paragraphs, and spacing. Proper formatting prevents the document from appearing cluttered, helping readers absorb the content quickly.
2. The formatting tools such as font styles, sizes, colors, and alignment contribute to a professional and polished look. It creates a positive impression on the reader and makes the document visually attractive.
3. It helps structure the document by dividing it into sections using headings, bullet points, and numbered lists. This logical organisation allows readers to navigate the content easily and find specific information without difficulty.
4. It draws attention to key points using bold, italics, underlining, or color changes. This emphasis helps important ideas stand out, ensuring that critical details are not missed.

- It ensures uniformity throughout the document by applying the same styles and formatting rules. Consistent formatting improves the overall coherence and professionalism of the work, making it easier to understand.

Importance of referencing

The following are the Importance of referencing in a word processor:

- It gives credit to the original authors and sources of information used within the document. The proper acknowledgement helps avoid plagiarism by clearly showing which ideas or data are borrowed from others.
- It adds credibility to the document by supporting statements and arguments with reliable and verifiable sources. The inclusion of references reassures readers that the content is well-researched and trustworthy.
- It allows readers to verify facts and explore the sources for further study or clarification. The availability of references makes it easier to follow up on information and gain a deeper understanding of the topic.
- It supports academic and professional standards by adhering to accepted citation guidelines. The consistent use of referencing formats reflects attention to detail and respect for intellectual property.
- It enhances the overall quality of the document by demonstrating thorough research and careful documentation. The presence of references indicates that the writer has engaged seriously with the subject matter.

MEANING OF SPREADSHEET

A spreadsheet is a computer program that facilitates the organisation and manipulation of data and figures. It resembles a large table with rows and columns. We can enter words, numbers, or formulas in each cell, which is a tiny box in the table. Spreadsheet applications include Google Sheets and Microsoft Excel.

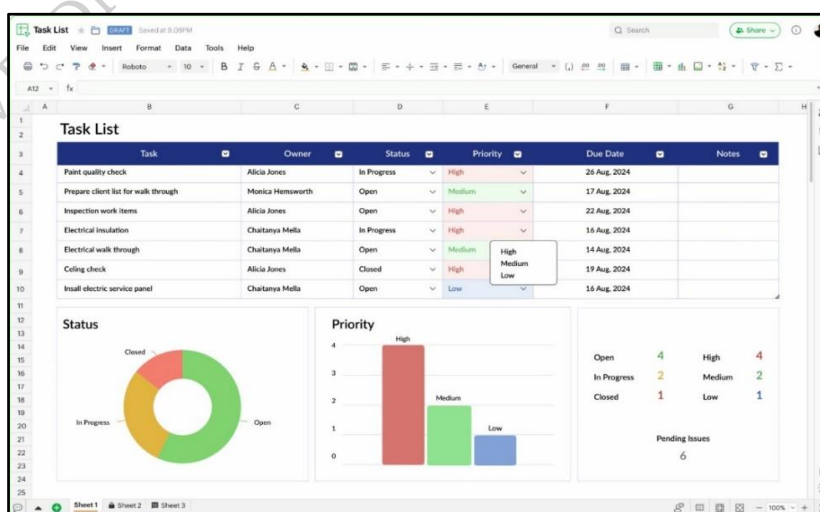


Figure 2.10: Spreadsheet

Functions of a Spreadsheet

The following are the Functions of a Spreadsheet

- 1. Information Storage:** Spreadsheets are a useful tool for efficiently storing and organising data.
- 2. Calculating:** Spreadsheets are capable of automatically adding, subtracting, multiplying, and dividing numbers.
- 3. Sorting and Filtering:** These processes make it easier to organise and locate information.
- 4. Creating Charts and Graphs:** Spreadsheets can create vibrant charts and graphs from numbers.
- 5. Money Management:** Spreadsheets are used by people to track spending and create budgets.
- 6. Creating Lists:** They assist in creating schedules, to-do lists, and school schedules.
- 7. Saving Time:** Spreadsheets may perform large computations rapidly by utilising formulae and functions.

Formatting Tools in a Spreadsheet

Formatting tools help make a spreadsheet look neat and easy to read. The following are some common formatting tools used in spreadsheets:

- 1. Changing Text Style and Size:** The text style and size can be adjusted to make content more readable. It allows the text to appear larger, smaller, or in different colours for emphasis.
- 2. Bold, Italic, and Underline:** The formatting options like bold, italic, and underline are used to highlight key data. It draws attention to important words, labels, or figures in the spreadsheet.
- 3. Adding Colours and Borders:** The use of colours and borders helps distinguish different sections of data. It improves clarity by separating categories or highlighting specific cells.
- 4. Aligning Text:** The text in a cell can be aligned to the left, right, or centre. It ensures content is well-positioned and visually organised within cells.
- 5. Changing Number Format:** The number format can be modified to show data as currency, percentage, or dates. It provides better context and meaning to numerical information.
- 6. Merging Cells:** The merging feature combines two or more cells into one larger cell. It is often used for headings or to centre titles across multiple columns.

- 7. Wrap Text:** The wrap text option allows long content to fit within a single cell. It prevents data from being cut off and keeps the layout tidy.

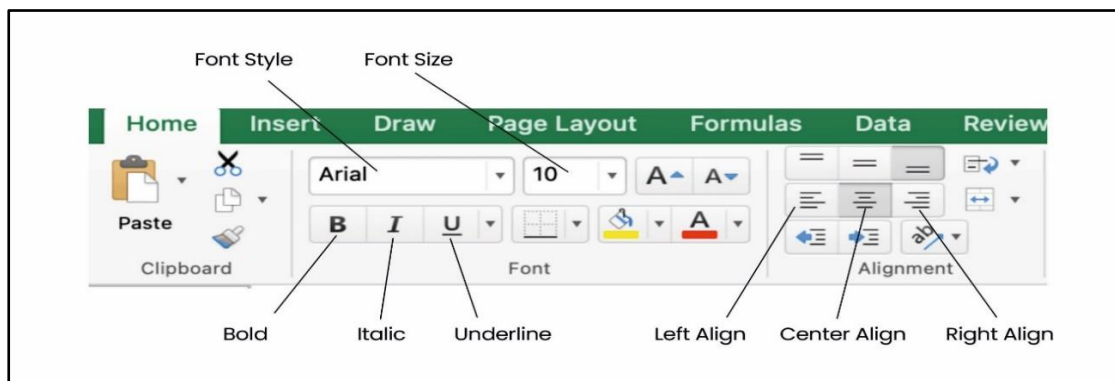


Figure 2.11: Spreadsheet

Referencing in a Spreadsheet

The referencing feature allows the use of data from one cell in another cell. It helps perform calculations, link data across sheets, and update values automatically when the original data changes. There are three types:

- 1. Relative Referencing:** The relative reference changes automatically when a formula is copied to another cell. It adjusts based on the new position, making it useful for repetitive calculations.
- 2. Absolute Referencing:** The absolute reference remains fixed, even when the formula is copied elsewhere. It uses a dollar sign (e.g., \$A\$1) to lock the row and column in place.
- 3. Mixed Referencing:** The mixed reference keeps either the row or the column constant, but not both. It uses a format like \$A1 or A\$1, depending on which part needs to stay fixed.

Importance of Formatting in a Spreadsheet

The following are the Importance of Formatting in a spreadsheet:

1. It allows formulas to dynamically link to data in other cells, so when the original data changes, all related calculations update automatically. This ensures accuracy and saves time by reducing manual adjustments.
2. It helps maintain consistency across large datasets by preventing the need to re-enter the same data multiple times. The use of references reduces errors caused by manual data entry.
3. It supports complex calculations and data analysis by connecting information from different parts of the spreadsheet or even from different sheets or workbooks. This makes it easier to summarise and compare data.

4. It enables efficient data management by allowing users to create relationships between cells, which simplifies updating and reviewing information.
5. It enhances collaboration, as changes made by one user in referenced cells are reflected throughout the spreadsheet, keeping data synchronised and reliable.

Importance of Referencing in a Spreadsheet

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BASIC FORMULAS AND DATA VISUALISATION IN SPREADSHEETS

Spreadsheets, like Microsoft Excel or Google Sheets, are powerful tools that help to organise data, perform calculations, and create visual representations from given information.

Basic Formulas in Spreadsheets

Formulas in a spreadsheet help to do calculations automatically. Type the formula into a cell, and the spreadsheet gives the result. The following are some common formulas:

1. SUM()

It adds a range of numbers. For example, =SUM (A1:A5) adds the values from cell A1 to A5.

2. AVERAGE()

It calculates the average (mean) of a range of numbers. For example, =AVERAGE (B1:B4) gives the average of the values in cells B1 through B4.

3. MAX()

It finds the highest value in a given range. For example, =MAX (C1:C10) shows the largest number in cells C1 to C10.

4. MIN()

It returns the smallest value in a range. For example, =MIN (D1:D10) gives the lowest value in the selected cells.

5. COUNT()

It counts the number of cells that contain numbers. For example, =COUNT (E1:E10) tells how many numeric values are in that range.

6. IF()

It checks whether a condition is true or false, and returns different results accordingly. For example, =IF(A1>50, "Pass", "Fail") shows "Pass" if A1 is greater than 50, otherwise "Fail".

Data Visualisation in Spreadsheets

Displaying the data as visuals, such as graphs and charts, is known as data visualisation. This facilitates information understanding and comparison. The following are the forms of data visualisation:

1. Bar Chart

The bar chart uses horizontal or vertical bars to represent data. Each bar's length is proportional to the value it represents.

It is ideal for comparing different items or categories side by side, such as sales by region or marks in various subjects.

2. Column Chart

The column chart is similar to the bar chart but displays data with vertical bars.

It is commonly used to show data changes over time or to compare values across categories, such as monthly revenue or population growth.

3. Line Chart

The line chart connects data points with lines to show trends over a period of time.

It is useful for tracking continuous data, like temperature changes, stock prices, or sales trends across several months or years.

4. Pie Chart

The pie chart displays data as slices of a circle, with each slice representing a portion of the whole.

It is most effective when showing percentages or proportions, such as the market share of different companies or budget distribution.

5. Area Chart

The area chart is a variation of the line chart, where the area under the line is filled with colour.

It is used to show how values change over time and can also represent cumulative data, such as the total number of users over months.

6. Scatter Plot

The scatter plot displays individual data points on a graph based on two variables.

It helps identify patterns, trends, or correlations between the variables, such as the relationship between study time and exam scores.



Figure 2.12: Data Visualisation

Create a Chart or Graph

The following are the steps to create a chart or graph:

1. **Select the Data:** The first step is to select the data range that needs to be visualised, including both labels and values. It tells the spreadsheet which values to display and what to name them in the chart.
2. **Click on the “Insert” Tab:** The next step is to go to the toolbar and click on the “Insert” tab. It opens up various chart options available in the spreadsheet program.
3. **Choose a Chart Type:** From the chart options, choose the chart or graph type that best represents the data (e.g., bar, line, pie). It’s important to select a type that clearly shows the information and is easy to understand.
4. **Insert the Chart:** Once the chart type is selected, click to insert it into the sheet. The chart will appear using the selected data and can be moved or resized as needed.
5. **Customise the Chart:** The chart can be edited by adding a title, labels, legends, and changing colours or styles. It helps make the chart more readable and suitable for presentations or reports.
6. **Save the Spreadsheet:** After creating and customising the chart, save the spreadsheet. This ensures that the chart is stored and can be used or shared later.

Importance of Formulas and Visualisation

The following are the Importance of Formulas and visualisation:

- 1. Automates Calculations:** It performs automatic calculations based on the data entered in the cells. The formula saves time by quickly generating results without the need for manual math.
- 2. Ensures Accuracy:** It reduces human error by calculating values based on a defined formula. The result updates automatically whenever the input data changes, keeping the information accurate.
- 3. Analyses Large Datasets:** It helps process large amounts of data efficiently using functions like SUM, AVERAGE, or COUNTIF. The spreadsheet can quickly summarise or filter the data without manual review.
- 4. Saves Time and Effort:** It eliminates repetitive work by allowing the same formula to be used across multiple cells. The formula can be dragged or copied, making large calculations faster and easier.
- 5. Supports Logical Decisions:** It allows the use of logical functions like IF to check conditions and return specific outputs. The formula helps in automating decisions based on set rules.
- 6. Keeps Data Dynamic:** It keeps the spreadsheet flexible and up to date, as the formulas automatically respond to any data changes. The results are always current without needing to re-calculate manually.

PRACTICAL EXERCISES**Activity 1: Formatting a Document: Basic formatting tools in a word processor**

Material required: Computer systems with MS Office, Notebook, Pen

Procedure:

1. Open a word processor (Microsoft Word, Google Docs, or LibreOffice Writer).
2. Type a short paragraph about your favourite hobby.
3. Apply the following formatting:
 - a) Change the font style and size.
 - b) Make one sentence bold, another italic, and underline an important word.
 - c) Align the text to the centre.
4. Save the document with a proper name.
5. The teacher should give feedback.

Activity 2: Using basic formulas in a spreadsheet

Material required: Computer systems with MS Office, Notebook, Pen

Procedure:

1. Open a spreadsheet application (Microsoft Excel or Google Sheets).
2. Create a table with two columns: "Item" and "Price." Add five items and their prices.
3. In a new cell, use the SUM formula to calculate the total cost.
4. Use the AVERAGE formula to find the average price.
5. Save the spreadsheet.
6. The teacher should check and give feedback

Activity 3: Creating a chart in a spreadsheet

Material required: Computer systems with MS Office, Notebook, Pen

Procedure:

1. In a spreadsheet, enter the names of five students in one column and their test scores in the next column.
2. Highlight the data and insert a bar chart.
3. Customise the chart by adding a title and labels.
4. Save the file and present your chart to the class.
5. The teacher should give feedback

CHECK YOUR PROGRESS**A. Fill in the Blanks**

1. A _____ is used to type, edit, and format text documents.
2. The _____ function in Excel adds a range of numbers.
3. A _____ chart shows data as slices of a circle.
4. _____ referencing in spreadsheets keeps both the row and column fixed.
5. _____, Italic, and Underline are examples of formatting tools.

B. Multiple Choice Questions

1. Which of the following is a word processor?
 - a) Excel
 - b) PowerPoint
 - c) Google Docs
 - d) Paint
2. What does the SUM() function do in a spreadsheet?
 - a) Finds maximum
 - b) Adds numbers
 - c) Counts text
 - d) Sorts data

3. Which tool changes the appearance of text?
 - a) Filter
 - b) Border
 - c) Font style
 - d) Formula bar
4. Which of the following is used to reference the same cell even when the formula is copied?
 - a) Relative Reference
 - b) Absolute Reference
 - c) Mixed Reference
 - d) Direct Reference
5. What type of chart is best for showing trends over time?
 - a) Bar Chart
 - b) Pie Chart
 - c) Line Chart
 - d) Column Chart

C. State Whether the Following Statements are True or False

1. Google Sheets is a word processor.
2. Bold text is used to emphasise important information.
3. The AVERAGE () function returns the smallest value.
4. Word processors cannot include citations.
5. A pie chart shows data in circular slices.

D. Match the Column

| S.No | Column A | S.No | Column B |
|------|--------------------|------|-------------------------|
| 1. | SUM() | A | Google Docs |
| 2. | Word Processor | B | Shows trends |
| 3. | Line Chart | C | Changes text appearance |
| 4. | Font Style | D | \$A\$1 |
| 5. | Absolute Reference | E | Adds numbers |

E. Short Answer Questions

1. What is the purpose of a word processor?
2. Name two formatting tools in a spreadsheet.
3. Explain the function of the AVERAGE () formula.
4. What do you understand by referencing in spreadsheets?
5. Write a short note on the importance of formatting in word processors.

F. Long Answer Questions

1. Describe the main functions of a word processor and their importance.

2. Explain different formatting tools available in spreadsheets with examples.
3. Discuss various types of referencing in spreadsheets.
4. What is data visualisation? Explain its types with examples.
5. Write a detailed note on the use of basic formulas in spreadsheets.

E. Check Your Performance

1. Prepare a chart showing the different Functions of a Word Processor.
2. Prepare a chart showing the use of basic formulas like addition, subtraction, multiplication, and division in spreadsheets

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SESSION 4: COMMUNICATION AND SAFETY PROTOCOLS

Communication and adherence to safety rules are critical for effective operations in any workplace. Clear and transparent communication with vendors, staff members, and stakeholders promotes efficiency and reduces misunderstandings. It is important to build good communication channels, gather feedback, and utilize technology properly. Resolving inquiries with tolerance and expertise helps to retain positive relationships.

The emails are essential in both professional and personal communication since they allow for the rapid exchange of information. Cybersecurity is also critical for protecting personal and professional information from internet attacks. Following safety precautions while using computers helps to prevent injuries and creates a comfortable working environment.

COMMUNICATION WITH COURIER VENDORS, STAFF, AND STAKEHOLDERS

Communication with courier vendors, staff, and stakeholders is crucial for ensuring smooth operations and achieving organisational goals. Following are the best practices to enhance communication across these groups:

- 1. Establish Clear Communication Channels:** It is important to use appropriate channels such as emails, meetings, or messaging platforms based on the type of communication. This ensures that information flows smoothly and reaches the right recipients without delay.
- 2. Set Clear Expectations and Goals:** It is essential to clearly define objectives, roles, and responsibilities for everyone involved. This helps align efforts, minimize confusion, and improve overall collaboration.
- 3. Maintain Consistent and Transparent Communication:** It is helpful to regularly share updates, progress, and changes with all parties. This transparency builds trust and keeps everyone informed and engaged.
- 4. Foster Two-Way Communication:** It is valuable to encourage feedback and active participation from vendors, staff, and stakeholders. This leads to better communication, stronger relationships, and more effective decision-making.
- 5. Utilize Technology Effectively:** It is beneficial to use digital tools and platforms that allow real-time updates, data sharing, and communication. This enhances productivity and ensures timely access to information.
- 6. Be Empathetic and Culturally Sensitive:** It is necessary to respect and understand the diverse backgrounds and perspectives of all individuals involved. This strengthens cooperation and improves engagement across teams.

7. Plan and Deliver Effective Presentations: It is important to structure presentations clearly and tailor them to the audience's needs. This ensures that information is understood, retained, and well-received.

8. Manage Conflicts Proactively: It is critical to address disagreements promptly and constructively. This approach prevents escalation and promotes healthy, professional relationships.



Figure 2.13: Enhancing communication in an Organisation

HANDLE QUERIES EFFECTIVELY

Handling questions or concerns from others is an important skill. The following are the ways to handle queries effectively:



Figure 2.14: Effective Query Handling

- 1. Listen Carefully:** The office executive needs to give full attention when someone is speaking. This demonstrates respect and helps in understanding their perspective clearly.
- 2. Be Patient:** It is necessary to allow the individual to explain their concern without interruptions. Patience ensures a complete understanding of the issue before responding.
- 3. Ask Clarifying Questions:** It is helpful to ask polite and relevant questions if any part of the concern is unclear. This leads to a better understanding of the problem.

- 4. Stay Calm and Polite:** It is essential to remain calm and speak respectfully, even if the other person is upset. A calm and polite approach can help de-escalate tension.
- 5. Offer Practical Solutions:** It is important to suggest suitable solutions after fully understanding the issue. The proposed options should be discussed together to reach an effective resolution.
- 6. Follow Up Promptly:** It is a good practice to check in after resolving the concern to ensure satisfaction. This shows responsibility and builds trust through continued support.

Email

An Email (short for Electronic Mail) is a digital method of sending and receiving messages over the internet. It is widely used for personal, academic, and business communication. Users can send not only text but also documents, images, videos, and links to one or multiple recipients. Email services like Gmail, Outlook, and Yahoo Mail are commonly used worldwide due to their speed and efficiency.

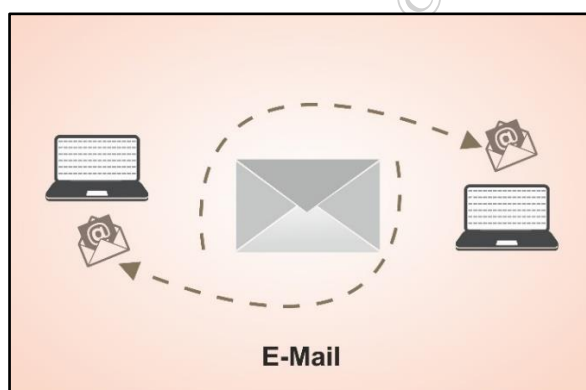


Figure 2.15: Email

Advantages of Email

The following are the advantages of an email:

- 1. Fast Communication:** It allows instant delivery of messages across the globe. Unlike traditional mail, emails are received within seconds, making them ideal for urgent and time-sensitive communication.
- 2. Cost-Effective:** It is a free or low-cost method of communication. There's no need for paper, postage, or printing, which makes emails economical, especially for businesses and organisations.
- 3. Easy to Share Information:** It enables users to send not only written messages but also attachments like PDFs, spreadsheets, and presentations. It's also easy to send the same message to multiple people using CC (Carbon Copy) or BCC (Blind Carbon Copy).

- 4. Environmentally Friendly:** It reduces paper use, printing, and physical delivery needs. This contributes to a greener environment by lowering waste and energy consumption.
- 5. Record Keeping and Documentation:** It automatically saves a copy of sent and received messages. This helps users keep a record of conversations, decisions, and agreements for future reference and accountability.

Disadvantages of Email

The following are the disadvantages of an email:

- 1. Requires Internet Access:** It cannot be used offline. In areas with limited or no internet access, sending or receiving emails becomes impossible.
- 2. Risk of Spam and Phishing:** It is often targeted by unwanted messages (spam) and malicious emails (phishing) that try to trick users into sharing personal or financial information. This poses a security risk.
- 3. Possibility of Miscommunication:** It lacks facial expressions, tone of voice, and body language, which can lead to misunderstandings or unclear messages. A message that seems neutral to one person may feel rude or confusing to another.
- 4. Email Overload:** It can become overwhelming to manage a large number of emails daily. Important messages may get buried under promotional or irrelevant emails, causing delays in response.
- 5. Privacy and Security Issues:** It can be vulnerable to hacking or unauthorised access. If not properly protected with strong passwords and security measures, sensitive data in emails may be exposed.

EMAIL CATEGORIES

Email is an easy way to communicate using the internet. They are used for sending messages, files, and other information. To use emails properly, it's important to know about their categories. There are different types of emails based on how they are used:

- 1. Personal Emails:** It is sent to family, friends, or people we know. Example: Wishing someone a happy birthday or asking how they are doing.
- 2. Professional Emails:** It is used for work, school, or official communication. Example: Sending homework to a teacher or applying for a job.
- 3. Promotional Emails:** It is sent by companies to promote their products or services. Example: Emails about discounts, new products, or special offers.

SEEK THE ASSISTANCE OF THE IT HELP DESK

The IT Help Desk is a team that helps with computer and technology problems. If something goes wrong with the computer, internet, or software, the IT Help Desk is there to fix it or provide guidance. Contact the IT Help Desk when:

- If the computer or software consistently freezes or becomes unresponsive, it is necessary to contact the IT Help Desk to diagnose and fix the issue.
- When the internet connection is lost or the network login fails, the IT team can help restore access and ensure connectivity is stable.
- If you are unable to log in due to forgotten passwords or locked accounts, the IT Help Desk will assist in resetting the credentials securely.
- If unusual activity, pop-ups, or alerts are noticed, it is essential to report the issue immediately so that the IT team can investigate and protect the system.
- For any malfunction in office equipment, such as printers or scanners, IT support is required to troubleshoot or replace faulty devices.
- When new software is required or existing tools need updates, the IT team ensures it is installed correctly and meets company standards.
- If a suspicious message is received, it must be reported to IT immediately to prevent data breaches or cyber threats.
- Any unfamiliar technical error messages should be forwarded to the IT Help Desk for analysis and resolution.

Importance of IT Help Desk

The following are the importance of IT Help Desk:

1. It plays a crucial role in maintaining the functionality of digital tools, networks, and systems that employees rely on for their tasks.
2. Quick resolution of technical issues ensures that employees can resume their work without prolonged interruptions, helping the organisation stay efficient.
3. It assists users with software, hardware, and connectivity problems, enabling even non-technical staff to work confidently and effectively.
4. Help Desk enforces security protocols and responds to threats promptly, protecting sensitive company data and ensuring regulatory compliance.
5. It helps in setting up accounts, systems, and devices for new employees, and ensures secure removal of access when employees exit the organisation.
6. The Help Desk tracks recurring issues and generates reports that can inform IT improvements and infrastructure upgrades.
7. Offering timely, courteous, and effective assistance builds confidence among employees in the organisation's technological support.

ELECTRICAL SAFETY PRECAUTIONS AND ERGONOMIC GUIDELINES FOR USING A COMPUTER

Computers are very useful and must be used safely. The following are electrical safety precautions:

1. Make sure computer cables and plugs are not damaged or frayed. Replace them if needed.
2. Do not place drinks or liquids near the computer to prevent electrical shocks or damage.
3. Always plug the computer into a socket with the correct voltage. Avoid overloading sockets with too many devices.
4. Shut down the computer and unplug it when not in use for a long time.
5. Always use the computer with clean, dry hands to avoid electrical shocks.
6. A surge protector keeps the computer safe from sudden power surges.

Ergonomic Guidelines (for Comfortable and Safe Use)

The following are the Ergonomic Guidelines for Comfortable and Safe Use:

- 1. Correct Sitting Posture:** It is essential to sit with the back straight and fully supported by the chair to avoid stress on the spine. The feet should rest flat on the floor or on a footrest to ensure stability and promote healthy circulation. It helps prevent back pain, fatigue, and discomfort during prolonged periods of desk work.
- 2. Proper Desk and Chair Height:** The correct height of the desk and chair ensures that the eyes are level with the top of the screen, reducing the need to tilt the head. It also allows the hands to remain straight and aligned with the keyboard, minimising strain on the wrists, shoulders, and neck. This arrangement supports comfort and efficiency.
- 3. Take Breaks:** It is important to take regular breaks to reduce eye strain and physical tension. The 20-20-20 rule—looking at something 20 feet away for 20 seconds every 20 minutes—relaxes the eyes. The body also benefits from standing and stretching after every hour of sitting, which improves circulation and reduces fatigue.
- 4. Screen Position:** The computer monitor should be placed at arm's length and just below eye level. It allows for a natural and comfortable viewing angle, reducing neck and eye strain. Adjusting screen brightness and contrast helps avoid glare and makes on-screen content easier to read.
- 5. Keyboard and Mouse Use:** It is crucial to keep the wrists straight and relaxed while typing or using the mouse to prevent repetitive strain injuries. The use of ergonomic accessories like a mouse pad with wrist support can provide added comfort. This positioning supports long-term hand and wrist health.

6. Lighting: The workspace must have adequate lighting to ensure that the screen and documents are easily readable. It is best to avoid glare by positioning lights properly and not working in extremely bright or dark conditions. Proper lighting reduces eye fatigue and improves focus throughout the day.

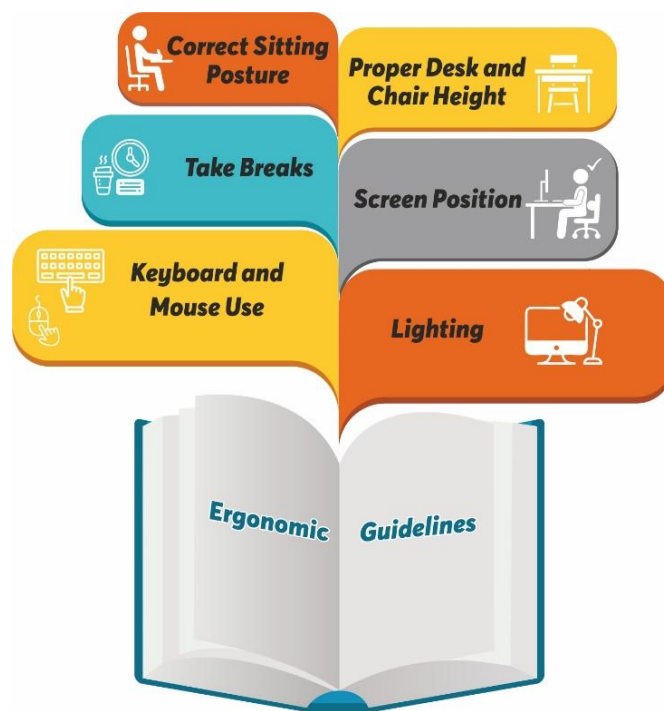


Figure 2.16: Ergonomic Guideline

Important of Precautions and Guidelines

1. **Prevents Injuries:** It protects you from electrical shocks and strain on your body.
2. **Improves Health:** It helps avoid back pain, neck pain, and eye strain.
3. **Increases Comfort:** It makes it easier and more enjoyable to work on the computer.
4. **Extends Computer Life:** Keeping it safe from electrical problems makes computer last longer.

MEANING OF CYBERSECURITY

The process of safeguarding computers, networks, and data from harm or abuse is known as cybersecurity. It safeguards our gadgets and personal information against hackers, malware, and other internet threats. Think of it as a security guard that keeps terrible things from happening online, such as pictures, passwords, or important data being stolen.

IMPORTANT OF CYBERSECURITY

Following are the importance of cybersecurity:

- 1. Protection of Sensitive Information:** It helps safeguard personal, financial, and organisational data from unauthorized access, theft, or misuse. *The* loss of such data can lead to serious consequences including identity theft and financial fraud.
- 2. Maintaining Privacy and Confidentiality:** It ensures that private communications and confidential information remain secure. *The* violation of privacy not only impacts individuals but can also damage institutional credibility.
- 3. Ensuring Business Continuity:** The implementation of strong cybersecurity practices allows organisations to operate smoothly by preventing disruptions caused by cyberattacks, malware, or data breaches.
- 4. Building Customer Trust:** The security of customer data enhances trust and loyalty. *It* reflects an organisation's responsibility towards protecting its users' interests.
- 5. Compliance with Legal and Regulatory Requirements:** The existence of cybersecurity measures ensures adherence to data protection laws and industry regulations, helping avoid legal penalties and sanctions.
- 6. Reducing the Risk of Cyber Threats:** It minimizes vulnerability to attacks by keeping systems updated and secured. *The* evolving nature of threats makes proactive security crucial.
- 7. Supporting National Security and Infrastructure:** The protection of critical infrastructure—such as banking, defense, energy, and health—is essential to national security. *It* is vital to defend against cyber warfare and terrorism.
- 8. Promoting Awareness and Digital Responsibility:** *It* fosters a culture of cyber awareness and responsible behaviour among individuals and employees. *The* knowledge of potential risks leads to better digital habits and safer internet use.

CYBERSECURITY PRACTICES FOR DATA HANDLING

Data handling is the safe management of information such as images, homework files, and personal information. It is about keeping this data structured and safe against loss, theft, or misuse.

Cybersecurity Practices for Data Handling**Following are the Cybersecurity Practices for Data Handling:**

1. Passwords should be difficult to guess, using a combination of letters, numbers, and special characters. Passwords must never be shared with anyone.
2. Important documents should be saved on the cloud or an external drive. This allows for quick recovery in case of data loss or damage.
3. Public Wi-Fi networks can be insecure. Sensitive information such as banking details or passwords should not be entered while using them.
4. Emails or attachments from unknown senders should not be opened. These may contain viruses or phishing links designed to steal data.
5. Regular updates of computers, phones, and applications help fix security vulnerabilities and protect data.
6. Antivirus programs protect devices from malware, viruses, and other cyber threats.
7. Before entering sensitive information online, ensure the website begins with "https" and displays a padlock symbol in the browser's address bar.
8. Avoid sharing excessive personal information online such as full name, address, or contact number unless absolutely necessary.
9. Always log out of accounts when finished on shared or public devices to protect personal data.
10. Do not download applications from unverified sources or click on unidentified links, as these may harm the device or compromise information.

PRACTICAL EXERCISES**Activity 1: Conduct role play on effective communication by practicing real-life workplace scenarios.**

Material required: Notebook, Pen, Paper

Procedure:

1. Divide the class into small groups.
2. Assign each student's group a scenario (e.g., handling a customer complaint, explaining safety protocols, responding to an email).
3. Each group acts out the scenario while others observe.
4. Discuss what was done well and what could be improved.
5. Ask the students to note important points during discussion and present in the class.
6. Submit the role-play script to the teacher.

Activity 2: Conduct Cybersecurity Awareness Quiz

Material required: Notebook, Pen, white board/black board

Procedure:

1. The teacher prepares multiple-choice or short-answer questions on cybersecurity topics.
2. Students are optionally divided into teams to encourage collaboration.
3. Notebooks and pens are distributed, and the board is set up for questions and scores.
4. The teacher explains the quiz rules, including time limits and answer submission.
5. Questions are asked one at a time, written on the board, and students write answers.
6. Answers are collected or shared aloud, then reviewed and discussed by the teacher.
7. Scores are tallied, winners announced, and points displayed on the board.
8. The teacher provides feedback and discusses key cybersecurity concepts to reinforce learning.

Activity 3: Practicing the Creation and Composition of Professional Emails

Material required: Computer systems with MS Office, Internet connection, Notebook, Pen

Procedure:

1. Ask students to create their mail ID
2. Ask IT desk to help students in creating ID and Passwords
3. Provide a scenario (e.g., requesting IT help, reporting an issue, sending an official update).
4. Students will draft an email based on the scenario.
5. Review emails together, highlighting strengths and areas for improvement in clarity, tone, and professionalism.
6. Student should have sent an e-mail to their teacher.
7. Teacher should give their feedback through e-mail.

CHECK YOUR PROGRESS**CHECK YOUR PROGRESS****A. Fill in the Blanks**

1. An _____ is used to send and receive messages over the internet.
2. A _____ helps with computer or software issues in an organisation.

3. _____ communication helps avoid misunderstandings in the workplace.
4. _____ is the protection of systems and data from digital threats.
5. _____ posture helps prevent back and neck pain while using a computer.

B. Multiple Choice Questions

1. Which of the following is an example of professional email use?
 - a) Wishing a friend happy birthday
 - b) Sharing a family photo
 - c) Sending a job application
 - d) Posting on social media
2. What does the IT Help Desk do?
 - a) Fix electrical appliances
 - b) Solve internet and computer issues
 - c) Deliver office packages
 - d) Design posters
3. Which practice improves workplace ergonomics?
 - a) Using the computer in a dark room
 - b) Sitting with a straight back
 - c) Typing with bent wrists
 - d) Placing monitor above eye level
4. Which one is a cybersecurity risk?
 - a) Using strong passwords
 - b) Downloading from unknown websites
 - c) Updating antivirus software
 - d) Logging out after use
5. What does “https” in a web address indicate?
 - a) The website is slow
 - b) It is a social media site
 - c) It’s a secure website
 - d) It contains advertisements

C. State Whether the Following Statements are True or False

1. Public Wi-Fi is always safe for banking transactions.
2. Taking regular screen breaks can prevent eye strain.
3. Emails can include file attachments.
4. A calm tone can help in resolving workplace queries.
5. Sharing passwords increases cybersecurity.

D. Match the Column

| S. No. | Column A | S. No. | Column B |
|--------|-------------------|--------|--------------------------------|
| 1. | Ergonomic posture | A | Helps prevent back pain |
| 2. | https | B | Secure site indicator |
| 3. | Antivirus | C | Used for digital communication |
| 4. | Email | D | Protects against malware |
| 5. | IT Help Desk | E | Assists with IT issues |

E. Short Answer Questions

1. What is the role of the IT Help Desk in an office?
2. Mention two safety rules for using computers.
3. What is cybersecurity?
4. How can effective communication improve teamwork?
5. Name two types of emails with one example each.

F. Long Answer Questions

1. Explain the importance of ergonomic practices while using a computer.
2. Describe the advantages and disadvantages of using email.
3. What are the best practices for handling queries in the workplace?
4. Why is cybersecurity essential in today's digital world?
5. How can organisations ensure effective communication with stakeholders?

F. Check Your Performance

1. Prepare chart showing different types of emails.
2. Prepare chart showing the steps to handle customer queries effectively.

MODULE 3 MANAGING OFFICE ACTIVITIES**Module Overview**

Managing office activities is a crucial aspect of ensuring the smooth and efficient functioning of any organisation. It involves overseeing a wide range of tasks such as communication, documentation, scheduling, record-keeping, and coordination among staff members. The objective is to maintain an organised workflow, avoid duplication of efforts, and support the timely completion of tasks. A well-managed office contributes to a productive work environment and allows employees to focus on their core responsibilities without unnecessary interruptions or confusion.

The process of managing office activities includes planning daily operations, allocating responsibilities, monitoring progress, and evaluating outcomes. It also requires effective supervision of office resources such as stationery, equipment, and digital tools to prevent wastage and ensure availability. Communication plays a key role in this process, as clear instructions and timely updates help avoid misunderstandings and delays. Standard operating procedures (SOPs), checklists, and automation tools can further enhance the consistency and accuracy of routine office functions.

In the modern workplace, the role of technology in managing office activities has become increasingly important. Digital platforms are widely used for scheduling meetings, managing files, tracking tasks, and facilitating communication. Cloud storage, office management software, and virtual collaboration tools have revolutionised how offices operate, making them more agile and efficient. Thus, effective management of office activities not only supports day-to-day operations but also aligns administrative functions with organisational goals, promoting overall efficiency and growth.

This unit consists of four sessions. The first session Calls and Visitors Management, which covers professional handling of incoming and outgoing communication. The second session is Documentation and File Organisation Skills which focuses on maintaining records and filing systems. The third Session Organising and Managing Office Meetings teaches meeting planning, documentation, and follow-up; and the last Session Gender-Neutral Language at Work promotes inclusive and respectful communication practices in the workplace.

Learning Outcomes

1. Understand and apply effective telephonic communication skills
2. Demonstrate record-keeping and documentation skills
3. Organize and coordinate meetings effectively
4. Ensure inclusivity and gender mainstreaming in communication and understand POSH Act

SESSION 1: CALLS AND VISITORS MANAGEMENT

Calls and visitor management is a vital aspect of any professional setting, as it involves greeting and assisting callers and visitors respectfully and efficiently. When answering calls or welcoming visitors, it's important to create a positive first impression by being polite, attentive, and professional. This includes actively listening to their needs, addressing their concerns, and following organisational protocols to ensure smooth communication.

MEANING OF GREETING CALLERS/VISITORS

In any office or organisation, greeting callers and visitors in a polite and friendly way is essential. The first impression someone gets when they call or visit an office can shape their opinion of the entire organisation. When a visitor walks into the office or a caller contacts the company, it is important to make them feel welcomed, respected, and valued.

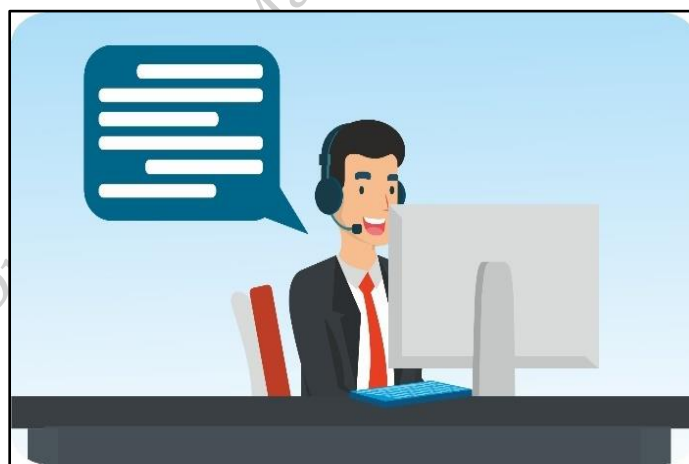


Figure 3.1: Greeting callers

A warm greeting sets a positive tone for the conversation, helping to establish trust and a professional relationship. Whether it's answering the phone or welcoming someone in person, a positive greeting can make a big difference.

IMPORTANCE OF GREETING CALLERS/VISITORS

The following are the importance of greeting callers and visitors in simple language:

1. **Creates a Positive First Impression:** A warm greeting makes callers and visitors feel welcomed as soon as they arrive or call, giving them a good first impression of the organisation.
2. **Trust and Rapport:** Trust and Rapport help in building trust and establishing a friendly relationship. When we greet People are more likely to feel comfortable and open up when they are treated kindly.
3. **Shows Respect:** Greeting someone shows that we value their time and presence. It's a way of respecting them and making them feel important.
4. **Sets a Positive Tone:** A friendly greeting sets a positive mood for the conversation or visit, making the interaction more pleasant and productive.
5. **Improves Communication:** Greeting people properly can create an open and welcoming environment for communication. This can help avoid misunderstandings and make the conversation go more smoothly.
6. **Customer Satisfaction:** The Callers and visitors are more likely to have a positive experience if they are greeted well. This can improve their overall satisfaction with the service or business.
7. **Promotes a Professional Image:** A polite and professional greeting reflects well on the organisation, showing that the workplace is organised and cares about its interactions.
8. **Builds Positive Relationships:** Regularly greeting visitors and callers helps to build long-term positive relationships, which is beneficial for future interactions and trust-building.



Figure 3.2: Importance of greeting callers/visitors

TECHNIQUES FOR ACTIVE LISTENING

Active listening is a key skill when managing calls and visitors. It means paying full attention to the speaker, understanding their message, responding thoughtfully, and remembering what they said. Instead of just hearing the words, active listening requires to focus on the speaker, show interest, and avoid distractions. Following are some techniques for active listening:

- 1. Give Full Attention:** The Focus should be completely on the speaker. This involves eliminating distractions such as mobile phones or other ongoing tasks.
- 2. Show Active Listening:** The use of non-verbal cues like nodding and maintaining eye contact. The Simple verbal acknowledgments such as "I see" or "That's interesting" help convey attentiveness.
- 3. Ask Clarifying Questions:** When additional information is needed, asking relevant questions helps in gaining a clearer understanding of the speaker's message.
- 4. Paraphrase or Summarize:** Paraphrasing or summarizing involves restating the speaker's message in own words to confirm understanding. This practice helps ensure clarity and shows the speaker that their message has been accurately interpreted.
- 5. Avoid Interruptions:** It is important to avoid interruptions by allowing the speaker to fully express their thoughts before responding. This respectful approach promotes attentive listening and supports effective communication.



Figure 3.3: Techniques for active listening

GENERAL ORGANISATIONAL STRUCTURE

The organisational structure refers to the formal system that defines how tasks, responsibilities, and authority are distributed within an organisation. It outlines the hierarchy of positions, communication channels, and the flow of decision-making. A well-designed organisational structure enhances efficiency, coordination, and clarity in roles. Following are the types of organisational structures:

- 1. Functional Structure:** In a functional structure, the organisation is divided into departments based on specific functions such as marketing, finance, human resources, and production. Each department is managed by specialists who focus on their area of expertise, which enhances operational efficiency and accountability. This structure is most suitable for organisations with a stable environment and routine tasks.
- 2. Divisional Structure:** The divisional structure groups operations based on products, services, geographical regions, or customer segments. Each division operates like a semi-autonomous unit with its own resources and functional departments. This structure enables quick decision-making within divisions and is ideal for large companies with diverse offerings or wide geographical reach.
- 3. Matrix Structure:** A matrix structure combines aspects of both functional and divisional structures. Employees report to two managers—one functional and one project-based—which encourages coordination across departments and projects. While it enhances flexibility and collaboration, it can also create confusion if roles and responsibilities are not clearly defined.
- 4. Flat Structure:** The flat structure reduces or eliminates layers of middle management, promoting direct communication between employees and top leadership. It supports faster decision-making, fosters a collaborative culture, and empowers employees. However, it may lead to challenges in supervision and scalability as the organisation grows.
- 5. Hierarchical (Line) Structure:** A hierarchical or line structure is the most traditional and commonly used model, where authority flows from top to bottom in a clear chain of command. Each level of the organisation has a defined role and reporting relationship. This structure ensures discipline and clarity in responsibilities but may slow down decision-making and innovation.
- 6. Team-Based Structure:** In a team-based structure, the organisation is built around project or task-specific teams rather than departments. These teams are often cross-functional, encouraging innovation, collaboration, and shared responsibility. While this approach enhances adaptability, it may require strong coordination and leadership to manage overlapping tasks and goals.

Levels of Management

Management is a broad term that refers to specific functions carried out by individuals within an organisation who are connected through a structured hierarchy. Each person within this hierarchy is accountable for the successful

execution of a particular task. To carry out their responsibilities effectively, individuals are granted a certain level of authority, which empowers them to make decisions. This relationship between authority and responsibility establishes the roles of superiors and subordinates, leading to the formation of various levels within the organisation. An organisation has three distinct levels of management:

- 1. Top Management:** **Top management** comprises the senior-most executives such as the CEO, COO, president, and vice presidents, who lead various functional areas like finance and marketing. Their primary role is to set organisational goals, formulate strategies, and coordinate departmental activities to ensure the organisation's success and sustainability. They are responsible for the overall performance, societal impact, and long-term survival of the business, often working under high pressure with significant responsibility.
- 2. Middle Management:** **Middle management** acts as a bridge between top and lower-level managers. They are responsible for implementing the strategies set by top management and overseeing the work of first-line managers. Their key roles include interpreting policies, assigning tasks, ensuring adequate staffing, motivating employees, and coordinating with other departments for smooth operations.
- 3. Operational or Supervisory Management:** Operational or Supervisory management includes foremen and supervisors who directly oversee the workforce at the lowest level of the organisational hierarchy. They implement the instructions of middle management, ensure quality output, minimize wastage, and maintain safety standards. Their close interaction with workers plays a vital role in maintaining discipline, productivity, and overall efficiency.

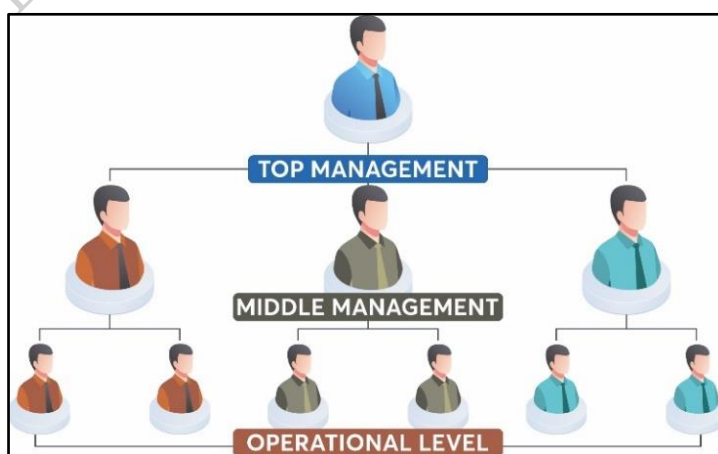


Figure 3.4: General Organisational Structure

As part of the middle management, an Office Executive plays a crucial linking role, supporting strategic plans from above and ensuring their execution at the ground level through administrative efficiency and effective coordination.

REPORTING STRUCTURE

Reporting Structure refers to the formal system within an organisation that defines how information flows, who reports to whom, and how authority and responsibilities are distributed. It outlines the chain of command and clarifies roles at various levels, ensuring accountability and smooth communication. Following are the types of reporting structures:

- 1. Vertical (Hierarchical) Reporting Structure:** This is the traditional top-down structure where employees report to a direct supervisor, and authority flows from top management down to the operational level.
- 2. Horizontal (Flat) Reporting Structure:** In a flat structure, there are fewer layers of management, and employees have more autonomy. Communication is often more direct and collaborative.
- 3. Matrix Reporting Structure:** Employees report to more than one manager—typically a functional manager and a project manager. This structure encourages cross-functional collaboration but requires clear communication to avoid confusion.
- 4. Team-Based Reporting Structure:** Teams are formed around projects or tasks, and reporting lines are more flexible. Leadership may rotate or be shared based on expertise and the nature of the work.

The reporting structure of an Office Executive establishes the chain of authority and communication within the organisation. It specifies to whom the Office Executive is accountable, any subordinates they may oversee, and the flow of tasks and information across different levels. Positioned under middle management, the Office Executive plays a key role in coordinating interdepartmental activities and may supervise junior staff to ensure efficient office operations. This structure supports effective communication and helps maintain administrative order throughout the organisation.

ESCALATION MATRIX

An Escalation Matrix is a step-by-step process used when an issue needs to be resolved by higher authorities. Escalation helps in handling customer complaints, technical problems, or workplace conflicts in a structured way. It ensures that problems are addressed quickly and efficiently without confusion. Follow the escalation process to seek help.

For example:

- a) **Level 1:** Report the issue to the immediate supervisor.
- b) **Level 2:** If the issue is not resolved, escalate it to the department head or senior manager.
- c) **Level 3:** If the problem is still unresolved, take it to the senior management or HR department.

Meaning of Organisational Data

Organisational Data refers to the structured information that represents the internal setup and operations of an organisation. It includes details about the company's structure, departments, employees, roles, processes, policies, and systems. This data forms the backbone of business operations and is essential for planning, decision-making, and resource management. Organisational data includes all the important information related to the company, such as:

1. Employee records
2. Customer details
3. Financial reports
4. Project details
5. Confidential documents



Figure 3.5: Organisational Data

Data Access and Security Policies

Data Access and Security Policies are a set of formal rules and guidelines that govern how data within an organisation can be accessed, used, shared, and protected. These policies ensure that sensitive and confidential information is only available to authorized individuals and is handled securely at all times. The purpose of these policies is to protect the organisation's digital assets from unauthorized access, data breaches, and misuse. They define who has permission to access specific types of data, under what conditions, and what security measures must be followed (such as password protection, encryption, or multi-factor authentication). Following are the importance of Data Security Policies:

- 1. Protects Sensitive Information:** Data security policies help safeguard confidential business, employee, and customer information from unauthorized access, theft, or breaches.
- 2. Ensures Compliance with Laws and Regulations:** They ensure the organisation adheres to legal standards such as GDPR, IT Act, HIPAA, etc., thereby avoiding legal penalties and reputational damage.
- 3. Minimizes Cybersecurity Risks:** It establishes clear protocols for data access, handling, and storage, thereby reducing the organisation's exposure to threats like malware, phishing, and hacking attempts.
- 4. Enhances Customer Confidence:** When stakeholders are assured that their data is well-protected, it strengthens the organisation's reputation and fosters long-term trust and loyalty.
- 5. Clarifies Responsibilities and Accountability:** These policies outline specific roles in data management, ensuring that employees understand their duties in protecting information and responding effectively to security incidents.
- 6. Ensures Continuity During Disruptions:** In the event of a cyberattack or data loss, security policies guide timely recovery and help maintain essential business operations with minimal impact.
- 7. Promotes Awareness of Data Security:** The consistent enforcement of data security policies, along with regular training, helps create a workplace environment that values data privacy. It encourages responsible digital behaviour and ensures that employees remain aware of their role in maintaining information security.

As an Office Executive, access to specific data may be necessary to perform daily tasks effectively. However, data is not universally accessible to all employees; instead, access is granted based on individual job roles and responsibilities to ensure data security and confidentiality.

Common Data Security Rules

Following are the Common Data Security Rules to Follow as an Office Executive:

- 1. Use Strong Passwords:** It is essential to use strong passwords that include uppercase and lowercase letters, numbers, and special characters. This significantly increases protection against unauthorized access.
- 2. Do Not Share Login Credentials:** The sharing of login credentials must be strictly avoided, as it increases the risk of data breaches and misuse of organisational systems.

- 3. Lock Computer When Not in Use:** The computer should be locked whenever unattended. This prevents unauthorized individuals from viewing or manipulating sensitive information.
- 4. Do Not Download Unauthorized Software:** The installation of unauthorized or unverified software can introduce harmful malware. It should be ensured that only approved applications are used, following organisational policy.
- 5. Report Suspicious Activity Immediately:** The prompt reporting of any unusual or suspicious system activity is vital. This allows the IT team to act quickly and prevent potential threats.
- 6. Follow Email Security Protocols:** It is crucial to handle emails cautiously. Suspicious links, attachments, or unknown senders should be verified before taking any action.
- 7. Stay Informed Through Training:** The regular participation in data security training ensures awareness of current threats and updates in security policies. This strengthens an organisation's overall security posture.

It is the responsibility of every Office Executive to follow these rules diligently. The consistent application of data security practices contributes to the protection of organisational assets and supports a secure working environment.

ORGANISATIONAL PROTOCOLS FOR HANDLING CALLS

Every organisation has its own set of guidelines for handling calls. These guidelines help ensure that calls are answered promptly, information is shared correctly, and the right people are contacted. These protocols are important for smooth communication within the office. Following are some common protocols for handling calls in most workplaces:

- 1. Answering Calls Promptly and Politely:** The call should be answered within 2-3 rings using a courteous and professional greeting. It is important to introduce the organisation or department and oneself clearly to create a positive first impression.
- 2. Maintaining a Polite and Professional Tone:** The tone of voice should be calm, friendly, and confident. It is essential to listen attentively, avoid interrupting the caller, and speak clearly to ensure mutual understanding.
- 3. Identifying the Caller's Purpose:** The caller's name and the reason for the call should be identified early in the conversation. It helps in directing the call efficiently and addressing the concern effectively.

- 4. Transferring Calls Properly:** If a call needs to be transferred, the caller should be informed politely, and the correct extension or department should be identified. It is important to ensure that the call is successfully connected and not dropped.
- 5. Taking and Delivering Messages Accurately:** It is essential to record a detailed message when the intended recipient is unavailable. The message should include the caller's name, contact number, time of call, and purpose. The information must be delivered promptly to the concerned person to ensure effective follow-up and communication.
- 6. Handling Difficult or Irate Callers:** It is vital to remain calm and composed when dealing with difficult callers. Listening patiently, acknowledging their concerns, and assuring them of assistance helps in diffusing tension.
- 7. Ending the Call Professionally:** It should be ensured that the caller's queries are fully addressed before concluding the conversation. The use of polite closings, such as "Thank you for calling" or "Have a nice day," leaves the caller with a lasting positive impression.
- 8. Maintaining Call Records:** The documentation of important calls, particularly those related to appointments, complaints, or key decisions is essential. It ensures accountability, provides reference for future actions, and supports effective follow-up.

The consistent application of these protocols helps maintain professionalism and efficiency in office communication. It ensures that all callers experience courteous and effective service, reflecting well on the organisation.

Script for dealing with customers

A script provides structure to customer interactions, ensuring consistency and professionalism. Following are the detailed script structure:

Detailed Script Structure

Following are the professional script for dealing with customers:

Stages of a Customer Service Call with Purpose and Sample Dialogue

| Stage | Reframed Script/Dialogue | Purpose |
|----------------------------|--|--|
| 1. Greeting | "Good morning/afternoon. You've reached [Organisation Name], this is [Your Name]. How may I assist you today?" | The purpose is to make the caller feel welcomed and begin the interaction on a courteous note. |
| 2. Active Listening | "I completely understand your concern. Kindly give me a moment while I look into the details for you." | It helps demonstrate empathy and assures the caller that the issue is being taken seriously. |

| | | |
|---------------------------------|--|--|
| 3. Clarification | “To confirm, are you referring to [repeat or summarize the issue]?” | The goal is to avoid confusion and ensure accurate understanding before proceeding. |
| 4. Providing Information | “Thank you for your patience. Based on my findings, here is the information regarding your query...” | It ensures that the customer receives clear and correct information or a solution. |
| 5. Escalation | “This matter requires attention from our [relevant department]. May I please take your contact details for a prompt follow-up?” | The intent is to professionally redirect complex issues while ensuring continuity. |
| 6. Taking Messages | “Mr./Ms. [Name] is currently unavailable at the moment. Would you like to leave a message for them?” | It allows the communication to continue smoothly even when the recipient is not available. |
| 7. Closing the Call | “Is there anything else I can assist you with today?” “Thank you for calling [Organisation Name]. Wishing you a wonderful day!” | The purpose is to close the conversation politely and ensure complete support has been provided. |
| 8. Follow-Up (if needed) | “This is [Your Name] from [Organisation Name], following up on your recent query regarding [subject/topic]...” | It reinforces customer satisfaction and shows commitment to resolving the issue. |

Feedback

Feedback helps businesses understand how well they are meeting customer expectations and where there are areas for improvement. It also acts as a tool for customer engagement and relationship-building. Following are the importance of feedback:

- 1. Improves Performance:** It helps individuals understand what is being done well and where improvements are needed. The feedback guides better decision-making and enhances overall performance over time.
- 2. Foundation for Continuous Learning:** It encourages a growth mindset by highlighting areas for development. The process supports personal and professional learning through regular evaluation.
- 3. Enhances Communication:** It promotes open dialogue by clearly conveying expectations and concerns. The feedback reduces misunderstandings and fosters a transparent work environment.

- 4. Tool for Ensuring Accountability:** It clarifies individual roles and responsibilities, making them accountable for their actions. The feedback ensures alignment of efforts with the organisation's objectives.
- 5. Boosts Motivation and Morale:** It provides recognition and encouragement through positive and constructive comments. The practice motivates individuals to perform better and increases their job satisfaction.
- 6. Guide for Quality Control:** It helps in maintaining high standards by identifying mistakes or gaps early. The feedback ensures that output meets the required quality benchmarks.
- 7. Strengthens Workplace Relationships:** It builds mutual trust and respect through honest and respectful communication. The feedback fosters teamwork and strengthens collaboration across teams.

Types of Feedback

Following are the types of feedback:

- 1. Positive Feedback:** It reinforces good performance by acknowledging and appreciating what has been done well. The feedback motivates individuals to continue their efforts and builds confidence.
- 2. Negative Feedback:** It highlights areas of concern or performance gaps that require correction. The feedback aims to help individuals identify mistakes and take corrective action for improvement.
- 3. Constructive Feedback:** It focuses on both strengths and areas of improvement in a respectful, solution-oriented manner. The feedback is intended to support growth while maintaining morale.
- 4. Destructive Feedback:** It is often critical and non-supportive, lacking in specific guidance. The feedback can lower morale and hinder improvement if not delivered carefully and respectfully.
- 5. Formal Feedback:** It is structured and documented, often delivered through performance appraisals, reports, or official meetings. The feedback is usually scheduled and follows a formal process.
- 6. Informal Feedback:** It is spontaneous and conversational, given during day-to-day interactions. The feedback can be immediate and helpful for real-time improvement.
- 7. Upward Feedback:** It flows from subordinates to supervisors, providing input on leadership, team support, or work environment. The feedback promotes transparency and mutual respect.
- 8. Peer Feedback:** It is given by colleagues at the same level, often used in team environments. The feedback encourages collaboration and helps identify blind spots in performance.

9. Self-Feedback: It involves individuals evaluating their own performance. The feedback helps in self-awareness, goal-setting, and personal development.

Standard Tool for Handling Queries

The standard tool for handling queries refers to a systematic method or platform used to receive, document, and resolve inquiries effectively. It may include query registers, digital ticketing systems, or customer service software. It ensures that each query is recorded, tracked, and addressed within a set timeframe, thereby improving response quality and organisational accountability. This helps in maintaining high levels of customer satisfaction and operational efficiency by:

- 1. Query Register:** The query register is a physical or digital logbook where incoming queries are recorded systematically. It helps in tracking, prioritizing, and following up on requests or complaints.
- 2. Email Management System:** The system is used to manage incoming and outgoing official emails efficiently. It ensures all email queries are acknowledged, documented, and responded to in time.
- 3. Helpdesk Software:** The helpdesk tool automates query handling through ticket generation, status tracking, and assignment to concerned personnel. It improves accountability and reduces response time.
- 4. Customer Relationship Management (CRM) System:** The CRM system stores client data and interactions, allowing personalized and informed responses to queries. It strengthens customer satisfaction and loyalty.
- 5. Telephonic Query Log:** The telephonic log records details of phone queries including the caller's name, date/time, and subject. It helps in follow-ups and ensures no verbal query is lost.
- 6. Online Feedback Forms:** The feedback tools collect queries or concerns directly from websites or apps. It offers a direct, convenient way for users to raise issues or seek information.
- 7. Internal Communication Tools (e.g., Slack, Teams):** These platforms facilitate internal query resolution between departments or staff. It speeds up coordination and reduces delays.

REPORTING AND RECORDKEEPING OF HANDLED QUERIES

Reporting and recordkeeping of handled queries play a vital role in ensuring accountability, service quality, and consistency. It involves documenting each query with details such as the date, contact information, nature of the issue,

and actions taken. These records help track unresolved issues, support follow-up, and identify recurring problems. Following are the ways through which one can handle queries:

- 1. Log Each Query:** Office executive should keep a record of key details about customer's query, such as the nature of the issue, the date and time it was reported, and the resolution provided.
- 2. Categorize Queries:** Office executive should group queries into different categories (e.g., product issues, billing inquiries, technical support). This allows teams to address common problems and identify recurring issues.
- 3. Track Resolution Times:** Office executive should keep track of how long it takes to resolve different types of queries. This data can help identify bottlenecks in the service process.
- 4. Maintain Clear Records:** Office executive should store all records in a centralized database that's accessible to all team members, ensuring smooth handoffs if needed.

Importance

Following are the importance of Reporting and Recordkeeping of Handled Queries:

- 1. Improves the Quality of Service:** It allows the organisation to evaluate the effectiveness of query resolution. After reviewing the documented interactions, the management can identify patterns, recurring issues, or service delays. This helps in improving the quality of responses and enhancing the customer experience.
- 2. Ensures Accountability:** The recordkeeping system ensures that every query is linked to a responsible staff member. It holds employees accountable for their actions, encourages timely follow-up, and promotes a culture of responsibility within the workplace.
- 3. Facilitates Follow-Up:** It becomes easier to track unresolved issues or revisit previous communications with accurate documentation. The recorded details help in continuing conversations smoothly and prevent miscommunication, showing customers that the organisation values their concerns.
- 4. Supports Decision-Making:** The collected data from reports serve as a valuable resource for managers and decision-makers. It helps in identifying trends, understanding customer expectations, and shaping future policies and improvements accordingly.

- 5. Provides Legal and Audit Support:** The documented records act as evidence in case of disputes or audits. It supports legal compliance, protects the organisation's interests, and ensures that proper procedures were followed during query handling.
- 6. Enables Performance Review:** It assists in monitoring employee performance by showing how efficiently queries were addressed. The reports can be used for appraisals, training needs identification, and recognizing high-performing employees.

RESOLVE QUERIES

The ultimate goal of handling queries is to provide solutions that meet the customer's needs and resolve their issues efficiently. Following are the Steps to Resolve Queries:

- 1. Receive the Query Clearly:** It is crucial to pay full attention while receiving a query, whether verbal or written. Listening without interrupting and reading without skimming ensures that the issue is understood accurately. Misunderstanding at this stage can lead to ineffective solutions.
- 2. Acknowledge the Query:** The first impression matters. A timely and polite acknowledgment reassures the customer that their concern is important. Simple phrases like "Thank you for bringing this to our notice" help build confidence and set a positive tone for the interaction.
- 3. Identify the Issue:** It is necessary to break down the query to identify what exactly needs to be resolved. This step may involve asking follow-up questions to clarify vague or incomplete queries. The goal is to define the problem clearly before jumping to solutions.
- 4. Gather Relevant Information:** The next step involves collecting all relevant information related to the query. This could include previous communication history, transaction details, service logs, or any supporting documentation. Accurate data ensures precise and efficient resolution.
- 5. Consult Guidelines or Higher Authorities (if required):** It is not always possible to resolve every query at the executive level. Some concerns may require approval, technical expertise, or escalation. In such cases, consulting organisational protocols or a senior manager is essential.
- 6. Communicate the Solution Clearly:** The customer should be informed of the resolution in a clear, respectful, and jargon-free manner. Providing explanations for actions taken helps in building trust and ensures that the customer understands what has been done.

- 7. Implement the Resolution Promptly:** It is important to carry out the necessary action as soon as a solution is agreed upon. Delay in implementation can frustrate the customer and affect the organisation's credibility.
- 8. Confirm Resolution with the Customer:** The process doesn't end with providing a solution. It is important to confirm whether the customer is satisfied with the outcome and if any further support is required. This step reflects the organisation's commitment to quality service.
- 9. Record the Query and Resolution:** It is essential to document the entire process for internal records. This includes the nature of the query, how it was resolved, and by whom. Such records are valuable for performance audits, training, and future references.
- 10. Follow-Up if Necessary:** The follow-up, especially for critical or unresolved issues, is a best practice that helps in building long-term customer relationships. A short message or call after a few days shows responsibility and care.

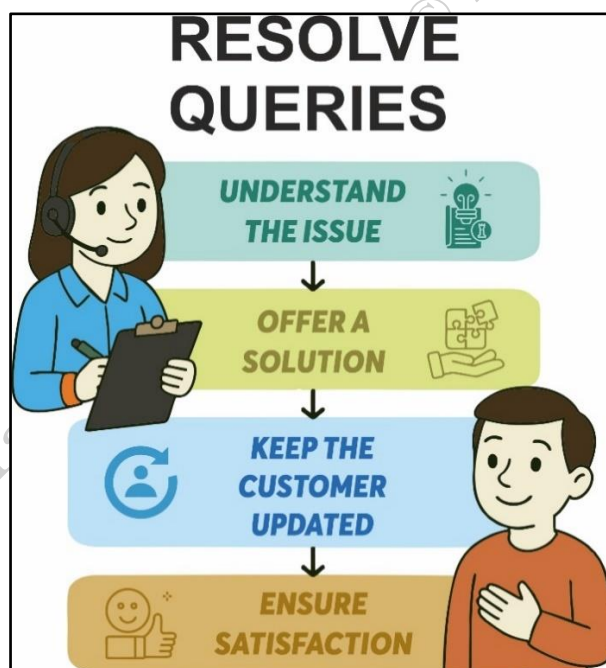


Figure 3.6: Steps to Resolve Queries

PRACTICAL EXERCISES

Activity 1: Conduct Role-Play on Receiving and Transferring Calls

Material Required: Telephone or mobile phone (for mock calls), Scenario cards with different call situations and Notepad and pen for note-taking

Procedure:

1. Divide Class into two groups – Call Handlers and Callers.
2. Distribute scenario cards with various call situations.
3. The Call Handler must:
 - a) Answer the call professionally.
 - b) Listen actively and summarize the query.
 - c) Determine whether to resolve the issue or transfer the call.
 - d) Follow proper call transfer etiquette (e.g., informing the caller before transferring).
4. The Callers should rate the interaction based on clarity, politeness, and professionalism.
5. Rotate roles so that everyone gets a chance to be both a caller and a call handler.
6. Teacher should discuss learnings and areas of improvement at the end.

Activity 2: Create a Checklist for Greeting Callers/Visitors

Material Required: Chart paper or whiteboard and Markers or pens

Procedure:

1. Teacher should discuss the importance of greeting callers/visitors professionally.
2. Ask Student to brainstorm key elements of a good greeting.
3. Divide class into 3-4 groups.
4. Create a checklist covering essential points:
 - a) Greeting the caller/visitor warmly
 - b) Introducing oneself and the organisation
 - c) Listening attentively to their query
 - d) Speaking clearly and professionally
5. Each group presents their checklist, and the best points are compiled into a final version.
6. Teacher should display the checklist in the classroom or office setting for future reference.
7. Student should practice greetings using the checklist to reinforce learning.

Activity 3: Conducting Mock Calls to Practice Listening and Summarizing Queries

Material Required: Pre-written customer query scripts, Notepads for note-taking and Timer for time-tracking responses.

Procedure:

1. Divide Class into two groups – one as the customer and the other as the office executive.

2. The customer reads out a query, and the office executive listens carefully.
3. The office executive must:
 - a) Summarize the query in their own words.
 - b) Ask clarifying questions if needed.
 - c) Provide an appropriate response or solution.
 - d) Ensure the customer confirms their query has been understood correctly.
4. Swap roles and repeat the exercise.
5. Teacher should provide feedback on clarity, listening skills, and summarization accuracy.
6. Student should discuss how summarization improves communication in the workplace.

Activity 4: Preparing a Flowchart of Organisational Structure

Material Required: Chart paper/whiteboard or digital flowchart tool and Markers or pens

Procedure:

1. Divide Class into 3-5 groups.
2. Assign different departments (e.g., HR, Finance, Sales, Operations) to each group.
3. Ask each group to create a department structure, including:
 - a) Who reports to whom?
 - b) How information flows within the department?
 - c) How departments communicate with each other?
4. Combine departmental charts to create an overall organisational flowchart.
5. Discuss the importance of a clear information flow and how it improves efficiency.
6. Each group presents their section and explains their department's structure.

CHECK YOUR PROGRESS

A. Fill in the Blanks

1. A _____ greeting creates a positive first impression on callers and visitors.
2. The _____ structure defines the formal reporting and authority hierarchy in an organisation.
3. _____ listening involves focusing fully on the speaker and responding thoughtfully.
4. The _____ Matrix outlines steps to escalate unresolved issues to higher authorities.
5. _____ data includes employee records, project details, and customer information.

B. Multiple Choice Questions

1. Which of the following is not a technique of active listening?
 - a) Nodding
 - b) Interrupting
 - c) Asking clarifying questions
 - d) Paraphrasing
2. What is the first step in resolving a query?
 - a) Confirming the resolution
 - b) Implementing the solution
 - c) Receiving the query clearly
 - d) Escalating the issue
3. A matrix organisational structure involves:
 - a) Reporting to only one manager
 - b) No defined roles
 - c) Reporting to both a functional and project manager
 - d) Eliminating hierarchy
4. In a flat structure, communication is:
 - a) Complex
 - b) Hierarchical
 - c) Direct and collaborative
 - d) Delayed
5. Data access policies help in:
 - a) Promoting data leaks
 - b) Securing confidential information
 - c) Decreasing productivity
 - d) Ignoring employee roles

C. State Whether the Following Statements are True or False

1. Greeting visitors has no impact on customer satisfaction.
2. An escalation matrix helps solve unresolved problems effectively.
3. A team-based structure discourages collaboration.
4. Data security policies protect digital assets from threats.
5. Call records are not needed after the call ends.

D. Match the Columns

| S.No. | Column A | S.No. | Column B |
|-------|-----------------------------|-------|--|
| 1. | Matrix Structure | A | Reporting to two managers |
| 2. | Top Management | B | CEO, COO, President |
| 3. | Active Listening | C | Paraphrasing, asking questions |
| 4. | Call Handling Protocol | D | Answer within 2-3 rings, professional tone |
| 5. | Escalation Matrix - Level 2 | E | Department Head or Senior Manager |

E. Short Answer Questions

1. Define active listening and list any two techniques.
2. What are the key Mention any two benefits of maintaining query records?
3. responsibilities of an Office Executive?
4. What is meant by organisational data?
5. Explain the purpose of a call handling script.

F. Long Answer Questions

1. Explain the importance of greeting callers and visitors with suitable examples.
2. Describe the different types of organisational structures.
3. How can data security policies protect an organisation?
4. Write a detailed note on steps involved in query resolution.
5. Discuss the roles of top, middle, and operational level management.

G. Check Your Performance

1. Conduct mock calls to practice listening and summarizing queries.
2. Prepare flow chart of organisation structure with specification of information flow in different departments.

SESSION 2: DOCUMENTATION AND FILE ORGANIZATION SKILLS

Documentation refers to the systematic process of recording, organising, and maintaining written or digital records related to various activities, procedures, or events within an organisation. It involves creating detailed and accurate information that can be referred to whenever needed, ensuring consistency and transparency in operations. The documentation may include reports, manuals, forms, guidelines, meeting notes, emails, or records of communication. It serves as an essential tool for accountability, knowledge sharing, and decision-making. Proper documentation helps track progress, verify compliance, and preserve institutional memory for future reference and audits.

- 1. Evidence of Transactions and Agreements:** It acts as a written proof of the transactions, agreements, and official commitments. The documentation helps both parties stay aligned and protects their rights by clearly stating what has been agreed upon.
- 2. Reliable Record Keeping and Reference:** It helps in maintaining the permanent records of important information. The documents serve as a reliable source for future reference, supporting daily operations and long-term decision-making.
- 3. Legal Compliance and Protection:** It ensures that the organisation complies with legal and regulatory requirements. The properly maintained documentation safeguards the organisation during audits, disputes, and legal investigations.
- 4. Enhanced Communication:** It strengthens internal and external communication by providing clear and consistent written records. The documentation includes reports, memos, and emails that convey important information effectively.
- 5. Support for Business Continuity:** It contributes to business continuity by ensuring access to essential information during emergencies or staffing changes. The well-organised documents allow smooth transitions and uninterrupted operations.
- 6. Improved Organisation and Efficiency:** It promotes an efficient workflow by helping employees find information quickly. The organised documentation system reduces delays and enhances overall workplace productivity.

7. Confidentiality and Information Security: It protects sensitive and confidential information from unauthorized access. The secure documentation system ensures the privacy and integrity of business and personal data.



Figure 3.7: Importance of documentation

MEANING OF CONTACT LISTS

A contact list refers to a compiled collection of names, phone numbers, email addresses, and other relevant details of individuals or organisations. It is commonly used in both professional and personal settings to store and manage communication details in an organised way. In workplaces, contact lists help employees quickly connect with colleagues, clients, service providers, or stakeholders. Whether maintained digitally or on paper, a contact list ensures efficient communication, timely coordination, and streamlined workflow by keeping essential contact information readily accessible.

IMPORTANCE OF MAINTAINING CONTACT LISTS

Contact lists are used to store essential details about clients, customers, employees, suppliers, and other important people involved with the organisation. These lists ensure that all contact information, such as phone numbers, emails, addresses, and job titles, are stored in a systematic way.

The main benefits of keeping contact lists organised include:

- 1. Improves Communication Efficiency:** It ensures quick access to essential contact information like phone numbers, email addresses, and designations. *The* availability of this data minimizes delays and enhances clarity in both internal and external communication.
- 2. Supports Quick Access in Emergencies:** The contact list becomes especially useful during emergencies, providing immediate access to key personnel. *It* allows the team to act promptly by reaching the right individuals without confusion or delay.
- 3. Enhances Coordination and Collaboration:** It helps streamline communication among departments, teams, and external stakeholders. *The* organised structure of contact lists supports consistent collaboration and efficient exchange of information.
- 4. Boosts Customer Service and Follow-up:** The contact list contains important client and vendor details, making it easier to handle queries and follow-ups. *It* directly contributes to building trust and ensuring customer satisfaction.
- 5. Strengthens Professional Networking:** It serves as a reference for maintaining long-term professional relationships. *The* list supports networking efforts by keeping contact details readily available for future collaborations or business opportunities.
- 6. Minimizes Communication Gaps:** The regularly updated contact list ensures that the right people receive timely updates. *It* reduces chances of miscommunication and helps in maintaining smooth workflow across teams.

CONCEPT OF FILING SYSTEMS

A filing system refers to an organised approach for arranging, storing, and retrieving both physical and digital documents and records, ensuring that information can be located quickly and efficiently whenever required. It helps maintain order and consistency in managing information, supporting day-to-day operations and long-term recordkeeping. The system may include classification methods (alphabetical, numerical, chronological, subject-wise), storage equipment (folders, cabinets, drives), and standard procedures to ensure that documents are secure, traceable, and accessible only to authorized individuals.

IMPORTANCE OF MAINTAINING FILING SYSTEMS

Filing systems are the backbone of efficient document management in any workplace. Whether physical or digital, a good filing system helps ensure that documents are stored in an organised manner and are easily retrievable when needed. The importance of maintaining an effective filing system includes:

- 1. Organisation:** It ensures that documents are sorted and stored based on type, date, or subject, allowing quick and easy access without unnecessary delays.
- 2. Efficiency:** It reduces the time spent searching for documents, enabling employees to focus on more productive tasks and enhancing overall workflow.
- 3. Security:** It allows for secure storage of sensitive or confidential information, helping to prevent unauthorized access and ensuring that files remain protected.
- 4. Compliance:** It helps organisations meet legal and regulatory requirements by keeping essential records systematically arranged for easy access during audits, inspections, or legal proceedings.

MEANING OF FILE CATALOGUE

A file catalogue is a systematically arranged index or directory that lists all the files and documents stored within a physical or digital filing system. It helps users easily locate, retrieve, and manage files by providing key information such as file names, categories, reference numbers, storage locations, or dates. It acts as a roadmap for efficient file management, reducing the time and effort needed to search for specific records. The file catalogue is essential for maintaining organisation, ensuring consistency, and supporting accountability within an office or institutional setting.

IMPORTANCE OF FILE CATALOGUE

A file catalogue is important because it acts as a central directory, allowing users to easily find, access, and manage files within a system by providing organised information about each file, including its location, description, and other relevant details, which significantly improves efficiency and reduces time spent searching for specific documents.

Following are the benefits of a file catalogue:

- 1. Easy file discovery:** The Users can quickly locate needed files by searching through categorized metadata like file name, keywords, date created, or author.

- 2. Improved organisation:** A structured catalogue system helps maintain order within a large collection of files, preventing clutter and confusion.
- 3. Enhanced data management:** The detailed information about each file, a catalogue facilitates better data governance and tracking of file versions.
- 4. Collaboration support:** When shared across a team, a catalogue enables efficient collaboration by allowing multiple users to easily access and understand the purpose of different files.

TECHNIQUES FOR TRACKING FILE MOVEMENT AND INVENTORY

Tracking the movement and inventory of files is essential for efficient document management. It helps ensure that files are not lost, misplaced, or delayed. Following are some effective techniques for tracking files:

- 1. Manual Logs:** It involves maintaining a physical register or logbook where individuals record details whenever they access or transfer files. The method provides a simple, low-cost way to monitor file usage and accountability.
- 2. Barcode Systems:** It utilizes barcodes affixed to physical files, allowing them to be scanned during check-in and check-out. The system updates a digital inventory in real-time, ensuring accurate and efficient file tracking.
- 3. Digital Document Management Systems (DMS):** It refers to platforms such as Google Drive or Microsoft SharePoint that enable users to monitor document access, edits, and sharing activity. The systems offer version control and automated logs, enhancing transparency and accountability.
- 4. File Tracking Software:** It includes specialized applications designed to track both digital and physical files. The software helps locate files, identify users who accessed them, and record timestamps for better document control.

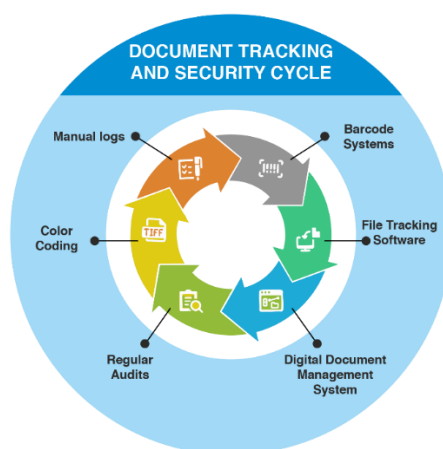


Figure 3.8: Techniques for tracking file movement and inventory

- 5. Regular Audits:** It consists of scheduled reviews of file inventories to confirm document locations, detect inconsistencies, and verify compliance. *The process prevents loss or unauthorized alteration of critical information.*
- 6. Color-Coding and Labelling:** It involves assigning different colors or labels to folders based on file categories or departments. *The visual distinction simplifies identification and speeds up the process of filing and retrieval.*

PRACTICAL EXERCISES

Activity 1: Organising a Class Project to Create a Shared Contact List and Filing System

Material Required: Computer with spreadsheet software (Excel/Google Sheets), Notebooks for manual entry (if required), Folders and labels for document filing and Index cards for categorization

Procedure:

1. Divide the class into teams:
 - a. Team 1:** Responsible for gathering contact information (names, phone numbers, emails, addresses).
 - b. Team 2:** Responsible for categorizing and structuring the contact list.
 - c. Team 3:** Responsible for setting up a filing system for storing documents.
2. Collect contact details from students, teachers, or local businesses.
3. Enter the information into a spreadsheet with categories like Name, Designation, Organisation, Contact Details, etc.
4. Ensure that the list is properly formatted and easy to search.
5. Categorize documents into folders (e.g., academic records, business reports, invoices).
6. Label each folder clearly for easy retrieval.
7. Decide whether to use a digital or physical filing system.
8. Each team explains their part of the project.
9. Discuss challenges faced and solutions implemented.
10. Teacher should share feedback on how the system improves efficiency.

Activity 2: Visit a Local Business to Observe Their Document Management System

Material Required:

1. Permission from a local business for a visit
2. Notepads for taking observations
3. Pre-prepared questionnaire for interviews

Procedure:

1. Teacher should contact a local business (e.g., a bank, office, or retail store) to arrange a visit.
2. Assign different students specific roles (e.g., one student asks about digital filing, another about physical document storage).
3. Observation and Note-Taking
 - a) Observe how documents are stored and retrieved.
 - b) Note whether the system is digital, physical, or a mix of both.
 - c) Identify security measures taken to protect confidential information.
4. Interview a Staff Member (If Possible):
 - a) What type of filing system do they use?
 - b) How do they store, organise, and retrieve important documents?
 - c) What challenges do they face in managing records?
5. After the visit, students present their findings in class.
6. Teacher should discuss the best practices and challenges faced in document management.

Activity 3: Practice Retrieving and Replacing Documents in a Mock Filing System**Material Required:**

- a) File folders, labels, and cabinets (physical)
- b) Computer (if using a digital filing system)
- c) Pre-prepared documents with case scenarios

Procedure:

1. Student should prepare a filing cabinet with folders labelled by category (e.g., Employee Records, Financial Documents, Meeting Minutes).
2. Alternatively, create a digital filing system using Google Drive or a similar platform.
3. Each student is given a document and must find the correct file to store it.
4. Another student retrieves a document based on a given request.
5. Students race to retrieve a specific document within a set time.
6. Students practice replacing files correctly after use.
7. Teacher should discuss common filing mistakes and how to improve efficiency and identify strategies to keep files organised and easy to find.

PRACTICAL EXERCISES**A. Fill in the Blanks**

1. _____ helps in recording, organising, and maintaining official records in a systematic manner.

2. A _____ is an index that lists all documents stored in a system for easy retrieval.
3. A _____ list stores important contact information like phone numbers and email addresses.
4. In filing systems, _____ classification arranges documents according to dates.
5. _____ audits are conducted to verify the presence and accuracy of filed documents.

B. Multiple Choice Questions

1. What is the primary purpose of documentation?
 - a) Decorating the office
 - b) Promoting products
 - c) Recording and preserving official information
 - d) Hiring employees
2. Which of the following is not a benefit of contact lists?
 - a) Improved communication
 - b) Faster typing speed
 - c) Enhanced coordination
 - d) Quick access during emergencies
3. A file catalogue helps in:
 - a) Selling products
 - b) Cleaning the office
 - c) Locating files easily
 - d) Conducting interviews
4. Barcode systems help in:
 - a) Increasing font size of documents
 - b) Enhancing security through scanning
 - c) Painting file cabinets
 - d) Translating documents
5. Which is a digital document management tool?
 - a) Pen drive
 - b) Logbook
 - c) Google Drive
 - d) File folder

C. State Whether the Following Statements are True or False

1. A contact list is used to maintain financial records.
2. Documentation improves business continuity and accountability.

3. File tracking software is used only in manual filing systems.
4. Color coding helps in quick identification of files.
5. Filing systems delay the retrieval of documents.

D. Match the Columns

| S.No. | Column A | S.No. | Column B |
|-------|----------------|-------|---|
| 1. | Contact List | A | Quick access to communication details |
| 2. | File Catalogue | B | Directory to locate and manage stored documents |
| 3. | Barcode System | C | Scanning files to update inventory |
| 4. | Regular Audit | D | Verifying location and accuracy of files |
| 5. | Documentation | E | Systematic recording of organisational activities |

E. Short Answer Questions

1. What is the role of documentation in business operations?
2. Mention any two advantages of maintaining a contact list.
3. Define a file catalogue and its use.
4. What is the purpose of filing systems in organisations?
5. List two techniques used for tracking file movement.

F. Long Answer Questions

1. Explain the importance of documentation with any four key benefits.
2. Describe the concept and significance of contact lists in the workplace.
3. What is a filing system? Explain different classification methods used.
4. Discuss various techniques for tracking file movement and inventory.
5. How does a file catalogue improve efficiency in document management?

G. Check Your Performance

1. Organise a class project to create a shared contact list and filing system.
2. Visit a local business to observe their document management system.
3. Practice retrieving and replacing documents in a mock filing system.

SESSION 3: ORGANIZING AND MANAGING OFFICE MEETINGS

Meetings are an important part of working in any office. They allow people to share ideas, make decisions, and work together to solve problems. But to make meetings effective, they need to be well-organised.

CONCEPT OF MEETING IN THE OFFICE

A meeting is a gathering of people in a workplace to discuss a specific topic or solve a problem. Meetings can be formal or informal, and they can involve people from different departments or just a small group of co-workers. They help in making decisions, planning projects, and sharing important information.



Figure 3.9: Meeting in the Office

Important of Organising Meetings

Following are the Important of Organising Meetings:

- 1. Keeps Participants Focused:** It ensures discussions remain aligned with the agenda, minimizing distractions and off-topic conversations. The clarity of objectives helps participants contribute meaningfully and stay engaged throughout the meeting.
- 2. Promotes Efficient Use of Time:** It allows meetings to start and end within a scheduled timeframe. The defined structure helps allocate time appropriately to each topic, avoiding prolonged or unnecessary discussions.
- 3. Supports Achievement of Meeting Goals:** It provides a roadmap for accomplishing the intended outcomes of the meeting. The clear objectives help participants work collectively towards making decisions, solving problems, or generating ideas.

- 4. Prevents Wastage of Resources:** It reduces the risk of unproductive meetings that waste time and energy. The advance planning, defined agenda, and expected outcomes create a purposeful atmosphere where everyone's contribution counts.
- 5. Ensures Participation of Relevant Stakeholders:** It involves inviting only those individuals who are essential to the discussion. The selective participation leads to more focused discussions and effective decision-making.
- 6. Addresses the Right Topics:** It ensures that only relevant and prioritized issues are discussed. The agenda-driven approach enables thorough coverage of important topics without deviating from the meeting's goals.
- 7. Clarifies Roles and Expectations:** It defines what each participant is responsible for during the meeting. The clarity of roles—such as presenting, moderating, or decision-making—leads to better collaboration and accountability.
- 8. Enables Informed Decision-Making:** It structures discussions in a way that supports thoughtful and informed decisions. The pre-defined discussion points and shared data make decision-making smoother and more efficient.
- 9. Improves Post-Meeting Follow-up:** It includes assigning clear action items, responsibilities, and deadlines. The documentation and communication of next steps ensure that meeting outcomes are implemented effectively.



Fig. 3.10: Importance of Organising Meetings

STEPS TO PREPARE MEETING VENUES AND AGENDAS

Proper preparation of the meeting venue and agenda is essential to ensure a smooth and productive meeting experience. It involves setting up a comfortable environment and organising a structured plan for discussion.

- a) Preparing the Venue:** It is important to select a quiet, clean, and comfortable location that suits the number of participants. The space should be well-lit, adequately ventilated, and arranged according to the meeting format. For virtual meetings, it is essential to test the required software (such as Zoom or Microsoft Teams), internet connection, microphones, and cameras in advance. Ensuring that all technical and physical arrangements are in place helps avoid disruptions.
- b) Preparing the Agenda:** It is necessary to develop a clear and concise agenda that outlines the key topics to be discussed. This document serves as a roadmap for the meeting and ensures that time is used effectively. The agenda should be shared with participants beforehand, allowing them to prepare. A well-crafted agenda typically includes:
- The main objectives or purpose of the meeting
 - The names of individuals responsible for presenting each topic
 - Time slots or limits allocated for each discussion item

Following are the steps to prepare meeting venues and agendas:

- 1. Choose the Right Venue:** It is important to select a venue that is comfortable, spacious, and appropriate for the nature of the meeting. The room should have adequate seating for all participants, and it must be free from noise and distractions. If the meeting is conducted online, then choosing a reliable digital platform like Zoom, Microsoft Teams, etc., is essential for smooth communication.
- 2. Ensure the Necessary Equipment is Available:** The success of any meeting depends on whether the required equipment is available and functioning. It includes items like projectors, screens, microphones, whiteboards, etc. In case of virtual meetings, it is necessary to test the computer, internet connection, and software tools beforehand to avoid technical interruptions.
- 3. Set Up the Seating Arrangements:** The seating arrangement should suit the type and purpose of the meeting. For instance, a round-table setup encourages discussion, while a classroom-style arrangement suits presentations. It is essential to ensure that everyone can see and hear each other clearly, which improves participation and engagement during the meeting.

- 4. Send Out Invitations in Advance:** Sending invitations to the relevant participants well in advance helps them plan and prepare. The invite should include the meeting's date, time, venue (or virtual link), and purpose. It ensures clarity and reduces confusion or last-minute issues for the attendees.
- 5. Prepare and Share the Agenda:** The agenda is the backbone of the meeting, as it outlines the key topics to be discussed. Preparing it in advance and sharing it with participants helps everyone stay informed and organised. The agenda should clearly state the meeting's objective, the points of discussion, time allocation for each item, and who will present what, etc.
- 6. Manage Time Effectively:** It is essential to allocate specific time slots to each agenda item to maintain flow and structure. This prevents the meeting from running over time and helps ensure that all topics are adequately covered. Sticking to the schedule also respects the time of all participants.
- 7. Check the Meeting Space in Advance:** Before the meeting begins, visit the venue to make sure everything is in order. Check aspects like seating comfort, lighting, ventilation, and availability of required equipment. For virtual meetings, it is advisable to test the microphone, camera, software platform, etc., to avoid delays or malfunctions.
- 8. Prepare the Meeting Materials:** It is important to have all necessary materials such as presentations, handouts, reports, etc., ready before the meeting starts. These should be shared with participants either beforehand or at the beginning of the meeting, so they have time to review and contribute meaningfully.
- 9. Set Clear Objectives for the Meeting:** The meeting should have a clearly defined goal—whether it's decision-making, brainstorming, problem-solving, etc. Stating the objectives in advance helps participants remain focused and ensures that discussions stay aligned with the desired outcomes.

EQUIPMENT SETUP FOR MEETINGS

Meetings may need different types of equipment depending on the format and location. Following are the steps for setting up equipment for meetings:

- 1. Check the Meeting Space for Necessary Equipment:** It is essential to inspect the meeting room in advance to confirm that it includes all the required equipment, such as a projector, screen, microphones, speakers, whiteboard, or flipchart. In the case of a virtual meeting, ensure that the chosen platform (e.g., Zoom, Microsoft Teams, etc.) is properly installed and ready for use.

- 2. Test Audio and Visual Equipment:** Testing the audio-visual setup helps prevent technical glitches during the meeting. It includes checking whether the microphones and speakers are working clearly and that the projector or display screen shows visuals properly. In a virtual setting, it is important to ensure that the microphone and camera are functioning well, and that the video and audio quality are satisfactory for all participants.
- 3. Prepare Presentation Tools in Advance:** If any participant will be giving a presentation, make sure that all supporting tools and materials—such as PowerPoint slides, documents, etc.—are preloaded and functioning correctly. Test the laptop or desktop where the presentation will be run to verify that it displays clearly for both in-person and online attendees.
- 4. Ensure a Stable Internet Connection:** It is essential to have a reliable internet connection, particularly for virtual or hybrid meetings where uninterrupted communication is critical. Before the meeting begins, test the Wi-Fi or LAN connection to ensure it is stable and fast enough to support video calls, screen sharing, file uploads, etc. A strong connection helps prevent lags, disconnections, or delays that could disrupt important discussions.
- 5. Set Up Seating and Ensure Visibility:** The seating arrangement should allow every participant to have a clear view of the screen or speaker. Position the chairs and tables in a way that supports visibility and sound clarity. In virtual meetings, adjust the camera to ensure all participants are clearly visible, and position audio devices effectively to capture voices from every part of the room.

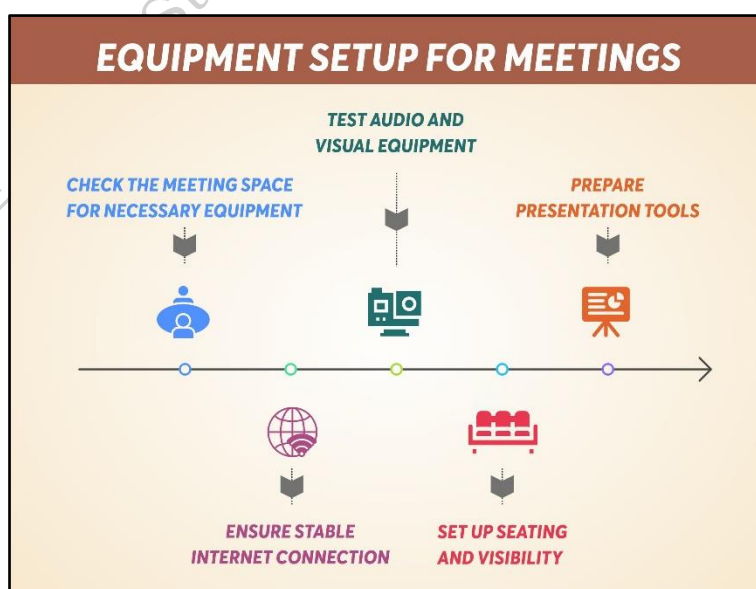


Figure 3.11: Equipment Setup for Meetings

POST-MEETING FOLLOW-UP ACTIVITIES

After the meeting, it's important to follow up to ensure that everyone knows their tasks and the meeting's decisions are acted upon. Following are the key steps:

- 1. Write and Share the Meeting Minutes:** It is important to take clear notes during the meeting to capture the key points, decisions, and action items. After the meeting, write the minutes and share them with all participants. This helps everyone remember what was discussed and what actions are expected.
- 2. Identify the Action Items and Assign Responsibilities:** The meeting summary should be reviewed to identify all tasks that need to be completed. Assign each task to the appropriate person or team, and ensure the deadlines are clearly communicated. This ensures accountability.
- 3. Send Reminders for the Assigned Tasks:** It is helpful to send reminders to the participants a few days after the meeting regarding their responsibilities. This keeps everyone on track and prevents important actions from being missed.
- 4. Follow Up on the Decisions Taken:** The decisions made during the meeting should be followed up regularly to confirm they are being implemented. It is important to check progress and offer support if needed.



Figure 3.12: Post-Meeting Follow-Up Activities

- 5. Ask for Feedback on the Meeting:** It is valuable to collect feedback from participants regarding how the meeting was conducted. Ask whether the agenda was clear, the discussions were productive, and the time was used efficiently. This helps improve future meetings.

6. Prepare for the Next Steps: It is essential to promptly plan the next steps based on the outcomes of the meeting. These may include scheduling a follow-up meeting, initiating new tasks, or launching specific projects. Timely action helps maintain momentum and ensures smooth execution.

TECHNIQUE FOR CONVEYING CONCERN AND COMMITMENT

The Table clearly shows how each technique can be applied in a meeting to convey concern and commitment:

| Technique | What It Means | Why It Matters | How It Sounds or Looks in Action |
|--------------------------------------|---|---|--|
| Active Listening | It helps if full attention is given when someone is speaking by showing empathy and responding with care. | It helps build trust and shows that the speaker's concerns are truly heard. | "It sounds like the deadline is really weighing on you. Let's find a way to ease that pressure." |
| Expressing Empathy | If emotions and challenges are acknowledged, it shows genuine understanding. | It helps others feel supported and understood. | "I can see why that decision is tough to accept. Let's tackle it together." |
| Asking for Input and Appreciating It | It's helpful to actively ask for feedback and make others feel their ideas matter. | It encourages collaboration and shows that every voice matters. | "What are your thoughts on this? We really value your ideas." |
| Clarifying and Offering Solutions | When concerns are clarified before offering solutions, it leads to better outcomes. | It shows commitment to solving issues, not just listening passively. | "Let's form a small group to look into this. I'll be happy to lead it." |
| Following Up on Action Items | It helps if specific actions and timelines are committed to and followed through. | It builds accountability and keeps things moving forward. | "I'll get in touch with the marketing team by Friday and follow up again Monday." |

| | | | |
|-----------------------------------|---|--|--|
| Non-Verbal Communication | If body language like eye contact and nodding is used, it shows engagement without speaking a word. | It reinforces attention and respect, helping others feel acknowledged. | Leaning in slightly, maintaining eye contact, and nodding while listening. |
| Providing Positive Reinforcement | When contributions are acknowledged with appreciation, morale and motivation improve. | It lifts morale and shows appreciation for effort. | “That’s a fantastic suggestion—it’ll really help us make progress.” |
| Being Transparent and Honest | It’s helpful to be open, even when the information is difficult to share. | It builds credibility and encourages open dialogue. | “It’s true the budget cuts will affect us, but we’ll adjust and move forward together.” |
| Encouraging Collaboration | If a team-oriented approach is encouraged, solutions tend to be more inclusive and effective. | It fosters unity and leads to better, more inclusive solutions. | “Let’s get everyone’s input and figure out the best way forward as a team.” |
| Wrapping Up with Clear Next Steps | It helps to summarise key decisions and assign tasks so everyone knows what comes next. | It ensures clarity and shows commitment to action. | “We’ve agreed on the next steps—I’ll contact the client, and we’ll check back in two weeks.” |

PRACTICAL EXERCISES

Activity 1: Plan and Organise a Mock Meeting

Material Required:

- Whiteboard and markers
- Notepads and pens
- Chairs and tables for setup
- Laptop/projector (if needed)
- Printed meeting agenda templates

Procedure:

1. Choose a relevant topic (e.g., project updates, office policies, event planning).
2. Assign a student as the Meeting Organiser to draft an agenda. The agenda should include:
 - a) Meeting date, time, and venue
 - b) List of attendees
 - c) Purpose of the meeting
 - d) Discussion points
 - e) Time allocation for each topic
3. Assign Meeting Roles like
 - a) Chairperson who Leads the meeting.
 - b) Note-Taker who Records key points.
 - c) Attendees who Participate in discussions.
4. Arrange chairs in a U-shape or boardroom style.
5. Check seating arrangements, lighting, and ventilation.
6. Ensure all equipment (projector, microphone) is working.
7. Conduct the Meeting and Follow the agenda and discussion flow.
8. Encourage participants to contribute ideas and Note-taker records important points and decisions.
9. Teacher should recap key takeaways and assign action items to specific individuals.

Activity 2: Creating a Meeting Arrangements Checklist**Material Required:**

Chart paper or printed checklist template

Pens or markers

Procedure:

1. Discuss the importance of proper meeting arrangements.
2. Brainstorm key requirements for a successful meeting.
3. Create a checklist covering the following:
4. Before the Meeting:
 - a) Venue booked and arranged
 - b) Invitations sent to participants
 - c) Agenda prepared and shared
 - d) Necessary equipment (projector, laptop, microphones) checked
 - e) Refreshments arranged (water, tea, snacks if needed)
5. During the Meeting:

- a) Note-taking materials available
 - b) Attendance recorded
 - c) Timer/clock to track discussion time
 - d) Technical support for equipment (if required)
6. After the Meeting:
- a) Meeting minutes prepared
 - b) Action items assigned
 - c) Follow-up emails sent
 - d) Venue cleared and cleaned
7. Teacher should review the checklist together and refine it based on feedback.

Activity 3: Conduct Role-Play on Post-Meeting Activities

Material Required:

Notepads and pens

Sample meeting minutes' template

Computer or phone for composing emails

Procedure:

1. The Note-Taker presents key decisions, action points, and pending issues.
2. Each participant receives a task assigned during the meeting.
3. Participants write a professional email summarizing the meeting. Email should include:
 - a) Meeting date and subject
 - b) Summary of key points
 - c) List of assigned tasks and deadlines
 - d) Next steps or follow-up meeting date
4. Exchange emails with a partner for feedback and Improve clarity and professionalism.
5. Student should read out a sample follow-up email to the class.
6. Teacher should evaluate the samples.

CHECK YOUR PROGRESS

A. Fill in the Blanks

1. A _____ helps guide the flow and focus of a meeting by listing discussion topics.
2. The practice of listening with attention and empathy during a meeting is called _____.
3. _____ meetings allow people from different locations to connect through digital platforms.

4. After a meeting, _____ should be shared to document key decisions and action points.
5. An _____ internet connection is necessary for successful virtual meetings.

B. Multiple Choice Questions

1. What is the primary purpose of a meeting in an office?
 - a) To entertain employees
 - b) To share ideas, solve problems, and make decisions
 - c) To increase company revenue instantly
 - d) To review personal goals
2. What is typically included in a meeting agenda?
 - a) Holiday plans
 - b) Names of employees' families
 - c) Key topics and time allocations
 - d) Company history
3. Which of the following is not an essential post-meeting activity?
 - a) Writing and sharing minutes
 - b) Ignoring participant feedback
 - c) Assigning responsibilities
 - d) Sending task reminders
4. What technique shows genuine understanding in meetings?
 - a) Ignoring the speaker
 - b) Expressing empathy
 - c) Multitasking
 - d) Changing the subject
5. What is an example of non-verbal communication during a meeting?
 - a) Nodding and eye contact
 - b) Reading a book
 - c) Typing an email
 - d) Leaving the room silently

C. State Whether the Following Statements are True or False

1. An agenda helps keep the meeting disorganised.
2. Audio and visual equipment should be tested in advance.
3. Post-meeting follow-up is not necessary if the meeting was long.
4. Active listening can help build trust in a meeting.
5. Providing positive reinforcement boosts participant morale.

D. Match the Columns

| S.No. | Column A | S.No. | Column B |
|-------|-----------------------|-------|--------------------------------------|
| 1. | Agenda | A | List of topics to be discussed |
| 2. | Active Listening | B | Giving full attention to the speaker |
| 3. | Minutes of Meeting | C | Summary of discussions and decisions |
| 4. | Virtual Meeting Tools | D | Zoom, Microsoft Teams, Google Meet |
| 5 | Seating Arrangement | E | Supports visibility and engagement |

E. Short Answer Questions

1. What is the purpose of organising a meeting in the workplace?
2. Name two items that should be checked in the meeting room before starting.
3. What is the benefit of having a clear agenda?
4. Why is post-meeting follow-up important?
5. What is meant by 'active listening' in a meeting?

F. Long Answer Questions

1. Describe five key steps involved in preparing a venue and agenda for a meeting.
2. Explain how to set up equipment for both in-person and virtual meetings.
3. What are some important post-meeting follow-up activities?
4. List and explain five techniques for conveying concern and commitment in meetings.
5. Why is it essential to define roles and objectives in a meeting?

G. Check Your Performance

1. Create a checklist for meeting arrangements, including equipment and refreshments.

SESSION 4: GENDER-NEUTRAL LANGUAGE AT WORK

Gender-neutral language refers to using words and phrases that don't specify or assume a person's gender. In simple terms, it means avoiding words like "he" or "she" when talking about someone in a general way. Instead, use words like "they" or "them" to talk about people without focusing on whether they are male, female, or another gender.

For example, instead of saying "Each employee should bring his or her report," you could say "Each employee should bring their report." This way, the language doesn't assume anything about the person's gender.

Gender neutral language

Gender-neutral language includes using terms that don't specify gender. For instance, instead of using "fireman," we can say "firefighter," or instead of "chairman," we can say "chairperson" or simply "chair." Other examples of gender-neutral language include:

- "Salesperson" instead of "salesman"
- "Manager" instead of "man" or "woman" manager
- "They" as a pronoun instead of "he" or "she"

If we use gender-neutral language helps, ensure that no one feels excluded or stereotyped based on their gender.

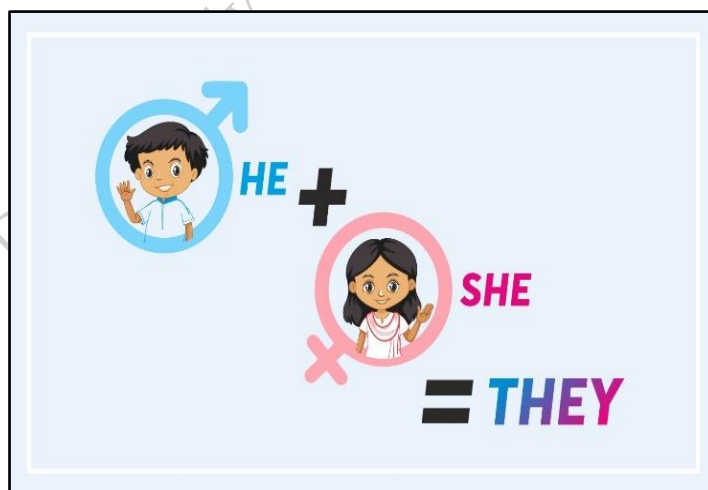


Figure 3.13: Gender neutral language in professional communication

IMPORTANCE OF INCLUSIVITY IN WORKPLACE COMMUNICATION

Inclusivity in the workplace refers to fostering an environment where all individuals, regardless of their gender, feel respected, accepted, and valued. The use of gender-neutral language plays a key role in promoting such an

inclusive culture by ensuring that communication is free from bias or assumptions. It allows employees to express themselves openly without the fear of being misinterpreted or stereotyped based on gender. When inclusivity is actively practiced, it strengthens collaboration, enhances mutual respect, and helps employees feel a strong sense of belonging within the organisation.

The use of gender-neutral language is important because it:

- 1. Promotes Inclusivity:** The use of gender-neutral language ensures that all individuals, regardless of gender identity, feel included and respected in communication.
- 2. Avoids Stereotyping:** The use of such language helps prevent the reinforcement of traditional gender roles and stereotypes by avoiding assumptions about a person's gender based on their profession or role (e.g., "policeman" vs. "police officer").
- 3. Reflects Modern Social Norms:** The use of gender-neutral terms aligns with evolving societal values that recognize and respect gender diversity and equality.
- 4. Supports Professionalism and Respect:** The use of inclusive language in professional and educational settings fosters a respectful environment for everyone, regardless of their gender identity.
- 5. Complies with Policies and Guidelines:** The use of non-discriminatory language often aligns with institutional, legal, and organisational guidelines that promote equality and prevent bias.
- 6. Avoids Miscommunication:** The use of gender-neutral words reduces the risk of unintentionally offending or excluding individuals, thereby improving clarity and effectiveness in communication.
- 7. Sets a Positive Example:** The use of inclusive language by educators, leaders, and media influences broader acceptance and adoption of respectful communication practices in society.

STRATEGIES FOR MAINTAINING GENDER NEUTRAL BEHAVIOR

Gender-neutral language may seem like a small adjustment, but it plays a significant role in helping individuals feel acknowledged, respected, and included. The following are effective strategies to promote gender-neutral behaviour in the workplace:

- 1. Use Neutral Titles:** It is helpful to avoid gender-specific titles such as "Mr." or "Ms." when addressing others. Instead, use names or job roles (e.g., "Supervisor," "Team Member") to communicate in a more inclusive manner.

- 2. Ask for Preferred Pronouns:** When interacting with new colleagues or clients, take the initiative to ask for their preferred pronouns (e.g., “he,” “she,” “they”). This demonstrates respect for individual identity and helps build a more considerate work culture.
- 3. Avoid Gender-Based Assumptions:** It is important not to assume someone’s gender based on their appearance, name, or voice. The use of gender-neutral pronouns like “they” or restructure sentences to eliminate the need for gendered language.
- 4. Foster an Inclusive Environment:** It encourage open conversations about pronouns during introductions or meetings. Normalizing these discussions helps ensure that all individuals feel safe and affirmed in expressing their identities.
- 5. Review and Update Workplace Materials:** Review internal documents, forms, and communications to eliminate gendered language. For example, replace terms like “manpower” with inclusive alternatives such as “workforce” or “staff.”
- 6. Respect Pronouns and Gender Identity:** Once an individual communicates their gender identity or pronouns, it is essential to use them consistently and respectfully. In case of an error, offer a prompt and sincere apology and make efforts to use the correct terms moving forward.

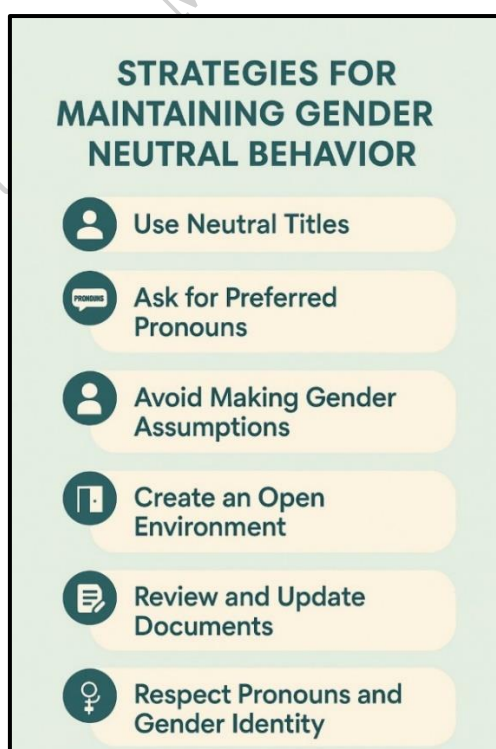


Figure 3.14: Strategies for maintaining gender neutral behaviour

RIGHTS FOR WOMEN IN THE OFFICE

Women have the same rights as men when it comes to working in an office. These rights help ensure that women are treated fairly and with respect. The following are the rights for women in office:

- 1. Equal Pay:** Women should receive the same salary as men for doing the same work. Gender should not affect the pay.
- 2. Non-Discrimination:** Women should not be treated unfairly or differently because of their gender. This includes being considered for promotions, tasks, or leadership roles.
- 3. Safety:** Women have the right to work in a safe environment, free from harassment or violence. This includes protection from sexual harassment.
- 4. Maternity Leave:** Women are entitled to maternity leave when they have a baby. This leave allows them to take care of their health and their child without losing their job.
- 5. Flexible Work Options:** Many workplaces offer flexible work hours or the option to work from home. This helps women balance their work and personal life, especially for those with children or other caregiving responsibilities.
- 6. Leadership Opportunities:** Women should have the same chances as men to move up in their careers. Companies should promote women into leadership roles when they have the skills and experience.

Following are the Rights for Persons with Disabilities in the Office

People with disabilities should have equal rights and opportunities in the workplace. They must be treated with respect and given the support they need to do their job. Key points include:

- 1. Equal Opportunity:** A person with a disability should have the same chance to apply for and be hired for a job as anyone else. Employers cannot refuse to hire someone just because of a disability.
- 2. Reasonable Accommodations:** If a person with a disability needs any special equipment or changes to their workspace to do their job, the employer must provide it. For example, adding ramps for wheelchair access or providing special software for someone who is visually impaired.
- 3. Non-Discrimination:** Just like women, persons with disabilities should not be discriminated against at work. They should not be treated unfairly or differently because of their disability.

- 4. Accessible Workplaces:** Offices should be designed in a way that makes it easy for people with disabilities to move around. This includes things like ramps, elevators, and accessible bathrooms.
- 5. Supportive Environment:** Employers should create an inclusive workplace where everyone, including people with disabilities, feels comfortable and valued. This includes offering training or awareness programs for all employees to understand and support people with disabilities.
- 6. Job Protection:** Employees with disabilities should be protected from being fired or treated unfairly because of their disability. If necessary, they should be allowed to take time off for medical treatments or therapies.

Etiquettes and Precautions for Work from Home

Working from home gives comfort, but to stay professional and productive follow some basic etiquettes and precautions.

Etiquettes for Work from Home: Work from home etiquettes refer to professional behaviours and practices that help maintain discipline, communication, and efficiency in a remote work setting. Following are the etiquettes for work from home:

- 1. Maintain Regular Working Hours:** It is important to follow a consistent work schedule, as it ensures discipline and establishes a clear boundary between professional and personal time. The routine helps manage tasks efficiently and supports coordination with the team.
- 2. Dress Professionally:** The act of wearing proper work attire, even at home, helps develop a professional mindset. It prepares one mentally for work responsibilities and promotes readiness for virtual meetings.
- 3. Be Punctual for Virtual Meetings:** It is essential to join meetings on time and check all technical settings in advance. The habit reflects professionalism and shows respect for colleagues' time and commitments.
- 4. Communicate Clearly and Regularly:** The regular exchange of information through messages, emails, or calls maintains team coordination. It helps avoid misunderstandings and ensures that tasks are completed smoothly.
- 5. Avoid Distractions:** It is beneficial to set up a quiet, dedicated workspace that limits interruptions. The arrangement enhances focus and supports better productivity during working hours.

6. Respect Work-Life Boundaries: The practice of limiting work within designated hours is necessary to maintain mental well-being. It prevents burnout and promotes a healthy balance between work and life.

Precautions for Work from Home: Precautions for remote work involve safety, health, and data protection measures that ensure a smooth and secure working experience. Following are the precautions for work from home:

- 1. Use Secure Internet Connections:** It is critical to use private, password-protected Wi-Fi networks. The measure protects against unauthorized access and ensures the safety of confidential data.
- 2. Protect Confidential Information:** The management of sensitive information should follow strict security protocols. It includes storing documents securely and avoiding sharing data through unsecured platforms.
- 3. Set Up an Ergonomic Workspace:** It is necessary to arrange an ergonomic desk and chair to support proper posture. The setup reduces physical discomfort and supports long-term health.
- 4. Take Regular Breaks:** The inclusion of short, timed breaks throughout the day helps refresh focus. It minimizes fatigue and increases overall efficiency.
- 5. Install Antivirus and Firewall Software:** It is vital to have updated antivirus and firewall protection. The software guards against cyber threats, including malware, phishing, and hacking.
- 6. Update Work Devices Regularly:** The regular updating of software and systems enhances device performance. It also ensures security patches are applied promptly, reducing vulnerabilities.

Difference Between Work from Home and Offline Office

| S.No. | Point of Difference | Work from Home | Offline Office |
|-------|-------------------------|---|---|
| 1. | Place of Work | The work is performed from home or any remote location. | The work is carried out at the official workplace or office premises. |
| 2. | Dress Code | The dress code is generally casual or semi-formal. | The dress code typically requires formal or business attire. |
| 3. | Commute (Travel) | There is no need to commute, which saves both time and travel expenses. | Daily commuting is required to reach the office, which takes time and cost. |

| | | | |
|-----|---------------------------|---|---|
| 4. | Work Environment | The environment is home-based and may include distractions. | The office provides a professional setup with minimal distractions. |
| 5. | Supervision | The work is mostly self-managed or monitored virtually. | Direct and in-person supervision is available from seniors or managers. |
| 6. | Communication | Communication is primarily virtual—via phone, email, or video conferencing. | Communication is mostly face-to-face, enabling more immediate interaction. |
| 7. | Work-life Balance | The schedule is flexible, but personal and work life may overlap. | The structure allows for a clearer separation between personal and professional life. |
| 8. | Productivity | Productivity varies based on personal discipline and home working conditions. | Productivity is often higher due to structured routines and a dedicated workspace. |
| 9. | Team Collaboration | Teamwork may be slower and less interactive due to digital delays. | Collaboration is faster and more dynamic through real-time discussions. |
| 10. | Technical Needs | Requires reliable internet, devices, and personal technical support. | The office provides necessary equipment and dedicated IT support. |

MEANING OF THE POSH ACT

The POSH Act (Prevention of Sexual Harassment at Workplace Act, 2013) is an Indian law that aims to prevent, prohibit, and redress sexual harassment of women in workplaces. It mandates organisations to provide a safe and respectful work environment by addressing complaints related to sexual harassment and ensuring strict action against offenders.

The Act defines sexual harassment as unwelcome acts, including physical contact, demands for sexual favours, sexually coloured remarks, showing pornography, or any other unwelcome verbal or non-verbal conduct of a sexual nature. It applies to all workplaces, including private and public sectors, and covers employees, interns, and even visitors.

HANDLING SEXUAL HARASSMENT AT THE WORKPLACE

The organisations must adopt strict measures to prevent and handle sexual harassment complaints. The POSH Act ensures that workplaces remain safe, inclusive, and free from harassment, empowering employees to work with dignity and respect. Following are key procedures and measures for addressing workplace sexual harassment:

- 1. Formation of the Internal Complaints Committee (ICC):** It is mandatory for every organisation with 10 or more employees to establish an Internal Complaints Committee (ICC). The committee must consist of a presiding officer (a senior female employee), two internal members from the staff, and one external member associated with an NGO or possessing legal expertise. The ICC is responsible for receiving and addressing complaints related to sexual harassment.
- 2. Filing a Complaint:** An aggrieved woman has the right to submit a written complaint to the ICC within three months from the date of the incident. In situations where she is unable to file the complaint herself, a representative—such as a colleague, legal guardian, or any authorized person—may submit the complaint on her behalf.
- 3. Inquiry and Investigation Process:** After receiving a complaint, the ICC is required to initiate a formal inquiry and complete the investigation within 90 days. The process involves hearing both parties, collecting evidence, and maintaining strict confidentiality throughout the proceedings.



Figure 3.15: Handling Sexual Harassment at the Workplace

- 4. Disciplinary Actions and Recommendations:** If the complaint is found to be valid, the ICC may recommend appropriate disciplinary measures. These may include a formal warning, job transfer, salary deduction, suspension, or termination of the offender. Additionally, the ICC may advise financial compensation to be paid to the complainant.

5. Promoting a Safe and Respectful Workplace: Organisations are expected to take proactive steps in preventing workplace harassment by:

- Conducting regular awareness and training sessions.
- Implementing clear and strict anti-harassment policies.
- Promoting a workplace culture that upholds dignity, safety, and zero tolerance towards any form of harassment.

PRACTICAL EXERCISES

Activity 1: Workshop on Gender-Neutral Language in Professional Communication

Material Required:

- Presentation slides on gender-neutral language
- Examples of gendered vs. gender-neutral phrases
- Handouts with guidelines for inclusive communication

Procedure:

1. Teacher should
 - a) Explain why gender-neutral language is important.
 - b) Discuss workplace scenarios where language can unintentionally be biased.
 - c) Provide real-life examples of gendered language (e.g., "chairman" vs. "chairperson").
2. Ask students to rewrite them in an inclusive way.
3. Students should act out workplace interactions, practicing gender-inclusive communication.
4. Teacher should share tips on addressing diverse teams respectfully.
5. Teacher should distribute a quick reference guide on gender-neutral communication.

Activity 2: Reviewing Real-Life Scenarios to Identify Gendered vs. Neutral Statements

Material Required:

Printed statements (some gendered, some neutral)
Markers and sticky notes

Procedure:

1. Divide class into small groups.
2. Provide workplace scenarios with gendered phrases (e.g., "Hey guys!" instead of "Hey team!").
3. Each group identifies gender biases and suggests gender-neutral alternatives.

4. Groups present their corrections and discuss challenges in implementation.
5. Create a class-wide agreement on using gender-neutral language in future communications.
6. Teacher should evaluate and give feedback.

Activity 3: Creating a Guide for Inclusive Communication Practices

Material Required:

Computers for digital guide creation or chart paper for a physical version
Handouts with best practices

Procedure:

1. Divide class into teams.
2. Each team is responsible for a different section (e.g., email etiquette, workplace conversations, public speaking).
3. Compile all sections into a comprehensive guide.
4. Review and finalize the guide, ensuring clarity and effectiveness.
5. Distribute copies and encourage feedback for future updates.
6. Teacher should give feedback to teams.

Activity 4: Discussing Conflict Resolution & Handling Grievances Professionally

Material Required:

Case study examples

Sample escalation matrix (Step-by-step grievance handling process)

Procedure:

1. Teacher should present a case study of a workplace conflict (e.g., a client making inappropriate remarks).
2. Ask students to perform role-play as an employee handling the complaint.
3. Guide them through the escalation process:
 - a) Step 1: Try to resolve the issue directly.
 - b) Step 2: Report to a supervisor or HR.
 - c) Step 3: Formal written complaint if unresolved.
 - d) Step 4: Escalate to external authorities if necessary.
4. Student should discuss when and how to involve HR or legal authorities in a conflict.
5. Teacher should give feedback to students.

Activity 5: Organising a Workshop on the POSH Act & Workplace Safety.

Material Required:

Presentation slides on the POSH Act

Case studies and real-life examples

Handouts summarizing rights and complaint procedures

Procedure:

1. Student host welcomes participants and introduces the importance of the POSH Act and workplace safety.
2. Teacher or guest speaker explains key provisions of the POSH Act using student-friendly slides.
3. Students are divided into groups, given real-life inspired scenarios, and asked to discuss and suggest solutions.
4. Selected groups perform short role-plays on handling harassment or simulating an ICC inquiry.
5. Provide students with informative handouts about their rights and complaint procedures.
6. Students ask questions or reflect on what they learned from the session.
7. Distribute feedback forms to evaluate the effectiveness of the workshop.
8. Put up posters or notices summarizing POSH guidelines and ICC contact info in student areas.

Activity 6: Simulating Scenarios of Sexual Harassment & Practicing Appropriate Responses

Material Required:

Pre-prepared scenarios (printed scripts or role-play cards)

List of best practices for responding to harassment

Procedure:

1. Divide class into groups.
2. Assign each group a scenario related to workplace harassment (e.g., inappropriate jokes, unwanted advances, cyber harassment).
3. Each group perform role-plays on the given scenarios:
 - a) Responding assertively to the situation.
 - b) Reporting it to the correct authority (supervisor, HR, ICC).
 - c) Offering support to victims and bystanders.
4. Discuss key takeaways from each scenario.
5. Teacher should conclude with a reinforcement of reporting procedures and available resources for victims.

CHECK YOUR PROGRESS

A. Fill in the Blanks

1. Gender-neutral language avoids assuming a person's _____.
2. Instead of saying "salesman," we can use the word _____.

3. Using gender-neutral words helps promote _____ in communication.
4. Pronouns like "they" or "them" are examples of _____ language.
5. An environment where everyone feels valued and accepted is called an _____ workplace.

B. Multiple Choice Questions

1. Which of the following is a gender-neutral term?
 - a) Chairman
 - b) Fireman
 - c) Salesman
 - d) Firefighter
2. What is the main purpose of using gender-neutral language at work?
 - a) To sound more technical
 - b) To promote inclusivity and avoid bias
 - c) To follow traditional writing rules
 - d) To confuse the reader
3. What should be done when addressing someone if you are unsure of their gender?
 - a) Use "he" by default
 - b) Ask for preferred pronouns
 - c) Avoid speaking to them
 - d) Use "sir" or "madam" randomly
4. Which of these phrases is not gender-neutral?
 - a) Team member
 - b) Police officer
 - c) Businessman
 - d) Supervisor
5. Gender-neutral behaviour includes:
 - a) Avoiding feedback
 - b) Ignoring identities
 - c) Respecting pronouns
 - d) Assuming gender from appearance

C. State Whether the Following Statements are True or False

1. Gender-neutral language prevents stereotyping.
2. Using "he or she" is always necessary when talking about people.
3. Inclusivity strengthens collaboration in the workplace.
4. It is disrespectful to ask someone their preferred pronouns.
5. Using the word "chairperson" instead of "chairman" is gender-neutral.

D. Match the Columns

| S.No. | Column A | S.No. | Column B |
|-------|-------------|-------|--|
| 1. | Salesman | A | Gender-neutral term is “chairperson” |
| 2. | Inclusivity | B | Everyone feels valued and respected |
| 3. | Chairman | C | Gender-neutral term is “salesperson” |
| 4. | Pronouns | D | Words like he, she, they |
| 5. | POSH Act | E | Protects women from workplace harassment |

E. Short Answer Questions

1. What is gender-neutral language?
2. Give two examples of gender-neutral job titles.
3. Why is it important to use inclusive language in the workplace?
4. What should you do if you use the wrong pronoun by mistake?
5. List two ways to maintain gender-neutral behaviour at work.

F. Long Answer Questions

1. Explain five reasons why using gender-neutral language is important in the workplace.
2. Describe three strategies that promote gender-neutral behaviour at work.
3. What are some rights of women in the workplace?
4. How does the POSH Act protect women at the workplace?
5. Compare and contrast gender-neutral language and gender-based language with examples.

G. Check Your Performance

1. Review real life scenarios to identify gendered vs. gender neutral statements.
2. Create a guide for inclusive communication practices to share with peers.
3. Discuss the Matter formerly with relevant authority in case of Conflicts or Grievance from clients that cannot be redressed by self
4. Organise a workshop or seminar where students or employees learn about the POSH Act, its provisions, and the steps to take if they face or witness sexual harassment at the workplace.

MODULE 4 FOUNDATIONS FOR PERSONAL, PROFESSIONAL, AND CIVIC EMPOWERMENT

Module Overview

In today's dynamic and interconnected world, it is crucial for individuals to be well-equipped not only with technical knowledge but also with essential life skills that promote personal growth, responsible citizenship, and career readiness. This unit is designed to provide a holistic foundation that nurtures self-awareness, confidence, communication, and the ability to make informed choices. It emphasises the importance of aligning one's values, behaviour, and actions with the broader needs of society, while also fostering a sense of purpose and accountability.

Empowerment in personal and professional life is closely tied to one's ability to communicate effectively, make sound decisions, manage finances, and contribute meaningfully to the community. Developing such capacities enables individuals to become self-reliant, adaptable, and proactive in diverse environments. This unit encourages learners to recognize their strengths, address their limitations, and prepare for challenges they may encounter in both the workplace and society at large.

Civic empowerment is another cornerstone of this unit, highlighting the role of citizens in upholding democratic values and contributing to nation-building. It nurtures respect for the Constitution, appreciation of diversity, and commitment to justice, equality, and sustainability. When learners understand and practice civic responsibility, they become active participants in societal development, fostering harmony, inclusion, and progress.

This unit consists of four sessions. The first session focuses on Constitutional Values and Civic Responsibilities, highlighting the duties and rights of individuals as citizens. The second session enhances Communication Skills in English, essential for academic, professional, and social success. The third session develops Employability Skills and Career Development strategies, guiding individuals to plan and prepare for future careers. The last session introduces Financial Literacy and Customer Service, equipping individuals with practical knowledge required to manage personal finances and engage effectively in service-oriented roles.

Learning Outcomes

1. Recognize and understand constitutional values
2. Role of learning and develop basic English communication skills
3. Enhance Employability skills and create a career development plan
4. Financial literacy and enhancement of customer services skills

SESSION 1: CONSTITUTIONAL VALUES AND CIVIC RESPONSIBILITIES

The principles that support morality, maintain social order, and direct government are the cornerstones of any culture in a country. Constitutional values, include equality, justice, liberty, and fraternity. These values, enshrined in the Indian Constitution, serve as guiding principles for fair and inclusive governance, nurturing a sense of unity, transparency, and equality in society. They represent the goals of the people living in the society and act as a guide for a just and peaceful society.



Figure 4.1: Concept of Constitutional Values

Key Constitutional Values

Following are the Constitutional Values:

1. **Justice:** Justice is the cornerstone of a democratic society and ensures fairness in all aspects of life. It is categorized into three distinct types:

A. Social Justice: In order to promote equality among many groups, social justice seeks to eradicate obstacles like caste, gender, and class. It lessens social discrimination and fosters inclusivity by guaranteeing that everyone has an equal chance to thrive and contribute to the advancement of society.

B. Economic Justice: The goal of economic justice is to close the wealth and poverty gaps. In order to prevent economic exploitation of any person or group, it places a strong emphasis on the equitable distribution of wealth and resources. This idea promotes equitable pay, equal employment opportunities, and an improved quality of life for everybody.

C. Political Justice: All citizens can use their right to vote and have a voice in governance when political justice is upheld, which ensures equal participation in political processes. It encourages inclusive decision-making, giving people the ability to shape laws that impact their daily lives.

- 2. Liberty:** Liberty is the ability to think, speak, believe, and act freely within the bounds of the law. It creates an atmosphere in which people may freely express themselves, come up with new ideas, and advance society. Liberty fosters intellectual growth and permits a wide range of viewpoints to flourish.
- 3. Equality:** Equality guarantees that every citizen, regardless of caste, gender, religion, or socioeconomic status, receives the same treatment under the law. In order to create an inclusive society, it seeks to eradicate systemic injustices and backs laws like affirmative action and anti-discrimination initiatives.
- 4. Fraternity:** Fraternity weaves a stronger national fabric by transcending cultural and social divides, fostering unity and collective aspirations. It also encourages mutual respect, cooperation, and social peace among citizens.
- 5. Secularism:** Freedom of religion and the state's neutrality in religious affairs are guaranteed under secularism. This avoids discrimination on the basis of religion and fosters unity. Secularism contributes to the development of a tranquil, inclusive society by keeping religion apart from political matters.
- 6. Democracy:** In a democracy, representatives are chosen by the people in free and fair elections. It supports the rule of law, accountability, and transparency. Informed decision-making is encouraged by active engagement in governance, giving citizens the ability to influence their own destiny.
- 7. Sovereignty:** A nation's independence and capacity to make decisions independently of outside influences are represented by its sovereignty. It gives politicians and citizens the authority to run the nation and uphold its integrity.

Importance of Constitutional Values

Following are the Importance of Constitutional Values:

- 1. Framework for Governance:** A country's legal and political systems are firmly based on its constitutional values. They serve as a framework for the creation of laws and regulations, guaranteeing that governance is conducted in an impartial, open, and moral way.
- 2. Protection of Rights:** Constitutional values protect against exploitation while preserving rights such as equality before the law and freedom of speech. All citizens are treated with decency and respect thanks to these ideals.
- 3. Promotes Unity in Diversity:** Constitutional values promote inclusivity and harmony by honouring diverse communities. It creates a more unified society by bolstering national integrity,
- 4. Ensures Social Stability:** Constitutional values reduce inequalities and resolve conflicts to maintain harmony. It fosters peaceful coexistence and supports economic growth.
- 5. Strengthens Democratic Principles:** Constitutional values uphold accountability, transparency, and rule of law while empowering citizens in decision-making. These values drive national progress.

Example: Article 14: Equality Before Law, Article 19: Freedom of Expression, Directive Principles of State Policy (Part IV), etc.

CIVIC RIGHTS AND DUTIES

Civil rights and obligations are the foundation of a functional society. Civic rights allow citizens to participate fully in a democracy by ensuring the maintenance of their equality and liberty. Civic duties, on the other hand, emphasises the responsibilities that individuals have to preserve social order and promote the well-being of society at large. Together, they provide a harmonious framework that fosters harmony, development, and the smooth operation of a nation.



Figure 4.2: Civic Rights and Duties

Civic Rights

These rights are necessary to preserve people's individual liberties while shielding them from discrimination and oppression. They enable people to live moral lives, contribute to social advancement, and further the nation, civic rights are crucial to a just society. The constitution promotes equality, justice, and individual liberty by defending these rights.

Key Civic Rights in India

- 1. Right to Equality (Article 14–18):** **Right to Equality** ensures equality before the law and equal protection of the laws, prohibits discrimination based on religion, race, caste, sex, or place of birth.
- 2. Right to Freedom (Article 19–22):** Right to Freedom includes freedom of speech and expression, assembly, association, movement, residence, and the right to practice any profession or occupation.
- 3. Right against Exploitation (Article 23–24):** Right against Exploitation prohibits human trafficking, forced labour, and child labour under hazardous conditions.
- 4. Right to Freedom of Religion (Article 25–28):** Right to Freedom of Religion Grants all individuals the freedom to profess, practice, and propagate any religion.
- 5. Cultural and Educational Rights (Article 29–30):** Cultural and Educational Rights protects the rights of minorities to conserve their culture, language, and script, and establish and administer educational institutions.
- 6. Right to Constitutional Remedies (Article 32):** Right to Constitutional Remedies empowers citizens to approach the Supreme Court or High Courts to seek enforcement of Fundamental Rights through writs like habeas corpus, mandamus, etc.

Civic Duties

The moral and legal responsibilities of citizens to advance the welfare and development of their nation are referred to as civic duties. These obligations guarantee that people behave morally and responsibly, which promotes order and harmony in society. Performing civic responsibilities enhances the democratic foundation of the country and advances the welfare of everybody.

Key Civic Duties in India

According to Article 51A of the Constitution of India, the following are the key civic duties expected from every citizen:

- 1. Abide by the Constitution and Respect National Symbols:** It is the duty of every citizen to follow the Constitution and uphold its ideals and institutions. The National Flag and the National Anthem represent national identity and unity, and showing respect for them reflects one's patriotism and commitment to democratic values.
- 2. Follow the Ideals of the Freedom Struggle:** It is essential for citizens to remember and follow the noble values that inspired India's fight for independence. The principles of truth, justice, non-violence, and equality should continue to guide our behaviour in modern civic life.
- 3. Protect the Sovereignty, Unity, and Integrity of India:** The nation's sovereignty and unity must be preserved by all citizens, without exception. It includes rejecting terrorism, separatism, and communalism, and actively supporting national integrity through unity and responsible conduct.
- 4. Defend the Nation and Offer National Service:** It is the responsibility of every citizen to be ready to defend the country when needed. Whether during war, natural calamities, or national emergencies, citizens should contribute through defense service or voluntary support.
- 5. Promote Harmony and Brotherhood:** The spirit of fraternity among citizens must transcend religion, region, caste, and language. Promoting peace, tolerance, and understanding ensures a cohesive and inclusive society.
- 6. Preserve the Rich Heritage of Indian Culture:** It is important to protect and value India's vast cultural diversity and historical legacy. This includes preserving languages, art forms, architecture, and traditions that reflect the collective heritage of the nation.
- 7. Protect and Improve the Natural Environment:** The environment must be safeguarded through responsible and sustainable practices. Citizens should actively participate in conserving forests, water bodies, wildlife, and natural resources while showing compassion toward all living creatures.
- 8. Develop Scientific Temper and Spirit of Reform:** The development of a rational, scientific, and inquisitive mindset is essential for progress. Citizens should reject superstition and blind belief, and embrace reason, evidence-based thinking, and positive reforms.
- 9. Safeguard Public Property and Abjure Violence:** It is the duty of citizens to use public property responsibly and protect it from misuse or damage. They should reject violence as a means of protest and promote lawful, peaceful methods of conflict resolution.

10. Strive for Excellence: The pursuit of excellence in all areas of life strengthens both the individual and the nation. Whether in education, profession, or public service, citizens should consistently aim for quality, innovation, and improvement.

11. Ensure Education for Children (For Parents/Guardians)

It is the responsibility of every parent or guardian to provide proper education to their children aged 6 to 14 years. This helps in building an informed, skilled, and empowered generation essential for national development.

Importance of Civic Rights and Duties

Following are the Importance of Civic Rights and Duties:

- 1. Strengthening Democracy:** It is through the exercise of civic rights that individuals can freely express their opinions and hold the government accountable. At the same time, the fulfilment of civic duties ensures responsible and active participation in governance. Together, they uphold democratic principles and encourage informed public engagement.
- 2. Promoting Equality and Justice:** The recognition of civic rights ensures fair and equal treatment for all citizens, while the observance of civic duties reflects a commitment to justice and collective welfare. Respecting both promotes social balance, reduces disparities, and strengthens public trust in institutions.
- 3. Maintaining Social Order:** It is through adherence to civic duties—such as obeying laws and respecting authority—that social order is maintained. These duties cultivate discipline, reduce conflict, and help create a peaceful and secure environment for all members of society.
- 4. Encouraging National Growth:** The nation's progress depends on active and balanced participation in civic rights and duties by its citizens. Responsibilities like protecting the environment contribute to sustainable development, while exercising rights supports innovation and economic growth.

PERSONAL VALUES AND ETHICS: HONESTY, INTEGRITY, AND RESPECT

The core principles that guide people's behaviour, decisions, and relationships with others are their personal ethics and values. These values act as a moral compass, guiding individuals through life's opportunities and obstacles by promoting virtues like responsibility, dependability, and fairness in all interactions. Building strong interpersonal and professional relationships requires having vital traits like honesty, integrity, and respect. People try to create a society that is morally pure and respectful by upholding these values.

Core Personal Values and Ethics

- 1. Honesty:** Honesty is the foundation of trust and sincerity in all human interactions. It involves being truthful, transparent, and open, which helps reduce misunderstandings and fosters clear communication. Whether in personal relationships or professional settings, honesty strengthens integrity and builds dependable connections.

Examples include admitting mistakes, sharing accurate information, and consistently honouring one's commitments.



Figure 4.3: Core Personal Values and Ethics

- 2. Integrity:** Integrity means consistently adhering to strong moral and ethical principles, even in challenging situations. It reflects a harmony between one's words and actions and is a key factor in earning the trust and respect of others. Individuals with integrity act fairly, take responsibility for their choices, and inspire others by standing up for what is right.

Examples include rejecting dishonest practices, standing up for fairness, and accepting responsibility for one's actions.



Figure 4.4: Integrity

- 3. Respect:** Respect is about valuing the rights, beliefs, and experiences of others. It fosters empathy, inclusiveness, and cooperation by encouraging individuals to appreciate diverse perspectives. Respectful behaviour

creates a positive and harmonious environment in both social and professional spheres.

Examples include active listening, recognizing different viewpoints, and treating everyone with dignity and kindness.



Figure 4.5: Respect

Importance of Personal Values and Ethics

Following are the Personal Values and Ethics:

- 1. Building Trust: The trust** developed through ethical behaviour fosters cooperation, reduces conflicts, and supports both personal and professional growth. The values like honesty and integrity form the basis of trust, which is essential for building strong relationships
- 2. Promoting Accountability: The sense of accountability** it fosters builds openness, promotes transparency, and helps ensure a fair and responsible environment. Ethical behaviour encourages individuals to take ownership of **their** actions and learn from their mistakes.
- 3. Enhancing Reputation: This reputation** enhances personal and professional relationships and opens up opportunities for growth and long-term success. The principles of honesty and respect helps in creating a trustworthy reputation. It reinforces the integrity of an individual and supports the development of strong, positive connections.
- 4. Fostering Harmony: This harmony** fosters cooperation, reduces conflict, and promotes social cohesion and mutual growth. The practice of respect and inclusivity helps in creating a peaceful environment. It fosters the cooperation needed for social harmony and collective growth.
- 5. Guiding Decision-Making: They ensure** that decisions align with core values, promote fairness, and contribute to the long-term well-being of

individuals and society. The presence of personal ethics offers clarity in making ethical and responsible decisions. It helps align actions with the values of honesty, justice, and societal good.

SOCIAL RESPONSIBILITY

Social Responsibility refers to the ethical duty of individuals, organisations, and governments to act for the benefit of society at large. It involves behaving in a way that does not harm others and contributes positively to the community, environment, and the nation.

Types of Social responsibilities

A business has several responsibilities, some of the prominent ones are as follows:

- 1. Economic Responsibility:** It refers to the duty of organisations or individuals to be financially responsible and sustainable. The primary obligation is to produce goods and services that are needed by society and to operate profitably, creating jobs and contributing to economic development.

Example: A business offering quality products at fair prices and paying fair wages to employees.

- 2. Legal Responsibility:** It involves obeying the laws and regulations set by the government. This includes adhering to labor laws, environmental regulations, consumer protection laws, and corporate governance norms.

Example: A company following all safety standards and environmental laws in its manufacturing process.

- 3. Ethical Responsibility:** It goes beyond legal obligations and focuses on doing what is morally right. Ethical responsibility includes fairness, transparency, honesty, and respect for human rights.

Example: Treating employees fairly, avoiding exploitation, and ensuring ethical sourcing of materials.

- 4. Philanthropic Responsibility:** It refers to voluntary activities undertaken to improve society and quality of life. This may include charity work, donations, community development programs, and educational sponsorships.

Example: A business funding education for underprivileged children or organising free health camps.

PRACTICAL EXERCISES**Activity 1: Prepare a chart showing Constitutional Values**

Materials Required: Notebook, pen, chart paper.

Procedure:

1. Divide class into groups.
2. Each group should divide chart paper into sections—either as columns, bubbles, or a flowchart—to represent each value clearly.
3. Decide on headings and space for explanation or examples.
4. Write the name of each constitutional value neatly in bold.
5. Below each, provide a short explanation or a real-life example.
6. Use different colours or symbols (like scales for justice, handshake for fraternity) for visual appeal.
7. Cross-check the spelling, content accuracy, and alignment. Make any corrections before finalizing the chart.
8. Submit the chart to your teacher.

Activity 2: Demonstrate civic responsibilities through interactive role-play and teamwork.

Materials Required: Props, script outlines.

Procedure:

1. Divide the class into small groups of 4–6 students. Each group will prepare and perform one scenario based on a specific civic responsibility.
2. Assign or let students choose topics such as:
 - Respecting the Constitution
 - Participating in voting
 - Keeping public spaces clean
 - Promoting unity and harmony
 - Protecting the environment
 - Educating others about fundamental duties
3. Each group will brainstorm a short scene where characters demonstrate responsible or irresponsible civic behaviour.
4. Groups can use simple props, name tags, or dress items to make their scene realistic and engaging.
5. Each group performs their role-play in front of the class.
6. After all performances, teacher should hold a short discussion where students reflect on what they learned about civic responsibilities.

Activity 3: Create a poster on Civic Rights and Duties

Materials Required: Chart paper, markers, images.

Procedure:

1. The teacher briefly explains the concept of civic rights (like Right to Freedom, Equality, Education) and civic duties (like Respect for Constitution, Environmental Protection, etc.).
2. Students can work individually or be divided into small groups or pairs.
3. Students plan the layout of their poster — they may divide it into two sections (Rights and Duties), use drawings, symbols, or slogans to highlight their message.
4. Students can use chart paper and other materials to design their poster creatively.
5. Each student or group presents their poster to the class, explaining the meaning of the rights and duties shown.
6. Posters can then be displayed on the classroom wall, bulletin board, or in the school corridor.

CHECK YOUR PROGRESS**A. Fill in the Blanks**

1. The value that ensures fairness in all aspects of life is called _____.
2. _____ means treating everyone equally before the law without any discrimination.
3. The Indian Constitution guarantees the _____ of religion to all citizens.
4. _____ means being truthful, transparent, and open in all interactions.
5. Civic duties are mentioned in Article _____ of the Indian Constitution.

B. Multiple Choice Questions (MCQs)

1. Which article guarantees the Right to Equality?
 - a) Article 14
 - b) Article 19
 - c) Article 32
 - d) Article 21
2. What does 'Fraternity' promote?
 - a) Individualism
 - b) Economic growth only
 - c) Unity and social peace
 - d) Political power

3. Which of the following is NOT a Fundamental Right?
 - a) Right to Education
 - b) Right to Property
 - c) Right to Equality
 - d) Right to Freedom

4. Which personal value helps build trust in relationships?
 - a) Authority
 - b) Respect
 - c) Anger
 - d) Jealousy

5. Ethical Responsibility involves:
 - a) Only following the law
 - b) Producing low-quality products
 - c) Doing what is morally right
 - d) Avoiding profit generation

C. State Whether the Following Statements are True or False

1. Justice is only limited to political rights.
2. Respect includes recognizing different viewpoints.
3. Civic rights allow citizens to avoid paying taxes.
4. Philanthropic responsibility is a voluntary action to improve society.
5. The value of sovereignty means accepting foreign rule.

D. Match the Column

| S. No. | Column A | S. No. | Column B |
|--------|---------------------------------------|--------|-------------------------------------|
| 1. | Liberty | A | Article 19–22 |
| 2. | Right to Freedom | B | Fairness, honesty, and transparency |
| 3. | Ethical Responsibility | C | Preserve forests and wildlife |
| 4. | Civic Duty to protect the environment | D | Article 32 |
| 5. | Right to Constitutional Remedies | E | Freedom to think and express |

E. Short Answer Questions

1. What is meant by the term 'constitutional values'?
2. Explain any two types of justice in brief.
3. What is the significance of civic duties?
4. Define 'integrity' with one example.
5. What is legal responsibility in the context of social responsibility?

F. Long Answer Questions

1. Discuss the importance of constitutional values in ensuring good governance.
2. Describe the fundamental rights provided by the Indian Constitution.
3. Explain the key civic duties of Indian citizens as per Article 51A.
4. How do personal values like honesty, integrity, and respect help in building a just society?
5. Write a detailed note on the different types of social responsibilities with examples.

G. Check your Performance

1. Draw a chart comparing civic rights and duties, highlighting their roles in a democratic society.
2. Create a poster emphasizing the importance of environmental protection as a civic duty.
3. Create a flowchart showing the connection between personal values, ethical behaviour, and societal harmony.

SESSION 2: COMMUNICATING IN ENGLISH

Communicating in English refers to the ability to express thoughts, ideas, and emotions clearly and effectively using the English language. It is an essential skill in today's global and professional environment.

MEANING OF LEARNING

Learning is an essential and unavoidable part of human life. It begins even before birth, as a baby starts absorbing sensory experiences from the mother's womb and continues to build upon these experiences based on the surrounding environment. At its core, learning is a natural human instinct aimed at acquiring new knowledge, understanding unfamiliar phenomena, and developing awareness of behaviours, attitudes, values, and beliefs. It signifies a continuous progression in knowledge and personal growth.

According to Susan Ambrose, learning is "a process that leads to change, which occurs as a result of experience and increases the potential of improved performance and future learning."

Learning is not a simple or one-time act; it is a complex, dynamic, and lifelong process. In the context of an office executive, learning involves the systematic acquisition of facts, skills, and procedures that can be recalled and applied effectively in professional settings. True learning is reflected not just in information retention but in observable changes in behaviour and an enhancement of one's capabilities.

For an office executive, effective learning should encompass the development of:

- **Cognitive skills** involve improving one's ability to think critically, reason logically, remember information, and make effective decisions.
- **Emotional skills** focus on recognizing, understanding, and managing personal emotions as well as building healthy interpersonal relationships.
- **Psychomotor skills** refer to developing physical coordination and control necessary for efficiently handling tools, machinery, or technology in the workplace.

Thus, learning must be seen not only as a path to knowledge but also as a key to professional efficiency, adaptability, and growth.

IMPORTANCE OF CONTINUOUS LEARNING

As a learner of this course on office executive, it is important to remember that learning should be for life, whereby learn to adapt to the unexpected

changes. Continuous learning is an ongoing process facilitating expansion of knowledge and skills thereby rendering professional growth and dynamism. Continuous learning is basically self-motivated persistence in gaining knowledge and expanding the capabilities of an individual. Such learning remains for life and is also called life-long learning. Continuous learning is essential in an organisational set-up.

IMPORTANCE OF CONTINUOUS LEARNING FOR EMPLOYEES

Following Are the Importance of Continuous Learning for Employees:

- 1. Keeps Skills Updated:** It helps individuals regularly update the knowledge and the skills required in their professional fields. By learning the latest tools, technologies, and methods, it ensures the continued relevance of the individual in the job market and prevents skill obsolescence.
- 2. Enhances Career Growth:** It contributes to the personal and professional development of an individual by improving the qualifications and competencies needed for career advancement. The ability to learn continuously helps one stay competitive and opens the door to promotions, new job roles, or transitions into the desired field, etc.
- 3. Boosts Confidence and Encourages Innovation:** It builds the confidence required to take on new tasks and responsibilities effectively. The consistent pursuit of learning improves critical thinking, encourages innovation, and strengthens the ability to solve problems creatively and efficiently.
- 4. Improves Adaptability:** It prepares individuals to respond effectively to changes in the workplace, such as the introduction of new systems, the restructuring of roles, or the implementation of digital technologies. The capacity to adapt to changing environments and demands is one of the key benefits of lifelong learning.
- 5. Promotes Personal Development:** It helps in developing the broader aspects of personality, such as values, beliefs, attitudes, and emotional intelligence. Through continuous learning, individuals improve not only professionally but also in the areas of communication, decision-making, empathy, and ethical understanding, etc.
- 6. Strengthens Organisational Competitiveness:** It contributes to building the overall strength of an organisation by ensuring that employees remain competent, skilled, and motivated. When organisations invest in the learning and development of their staff, it leads to higher productivity, better teamwork, and improved service delivery—all of which are critical to maintaining a competitive edge.

Importance of Continuous Learning for an Organisation

Continuous learning plays a vital role in enhancing an organisation's performance, adaptability, and employee engagement. The following points highlight its significance:

- 1. Building a Learning-Oriented Culture:** It enables organisations to function as learning ecosystems, where acquiring knowledge and upskilling are integrated into daily operations. A strong learning culture supports the achievement of organisational goals and long-term success.
- 2. Driving Innovation and Growth:** It encourages forward-thinking and creative problem-solving among employees. Organisations that promote continuous learning are better equipped to innovate, adapt to market changes, and sustain growth in a competitive environment.
- 3. Enhancing Employee Value and Engagement:** It contributes to employees feeling valued and respected within the organisation. When learning opportunities are provided, it fosters a sense of self-worth, professional growth, and belonging, which leads to higher motivation and retention.
- 4. Reducing Costs on Hiring and Training:** It minimizes the need for frequent recruitment by continuously upskilling existing staff. As a result, the organisation reduces expenditure on onboarding and training new employees while maximizing the potential of its current workforce.

SIGNIFICANCE OF LEARNING THE ENGLISH LANGUAGE

Learning the English language holds great importance in today's globalized and professional world. Following are the significance of Learning the English Language:

- 1. Enhances Global Communication:** The English language is spoken widely across the world. Learning it enables individuals to communicate confidently in the global arena. It plays a crucial role in bridging cultural and linguistic gaps in international interactions.
- 2. Improves Career Opportunities:** In the modern job market, English is often the primary language used in corporate, academic, and governmental settings. Knowing it helps individuals secure better job prospects and promotes career growth. It is often a key requirement in multinational companies.
- 3. Supports Access to Knowledge and Information:** A significant portion of the world's academic research, technological updates, and educational content is published in English. Understanding it allows learners to access, absorb, and apply this knowledge effectively for personal and professional development.

- 4. Builds Confidence in Social and Professional Settings:** The fluency in the English language plays a crucial role in boosting one's confidence during presentations, group discussions, and interviews. It enables the individual to express thoughts clearly and ensures that ideas are effectively understood by others. The mastery of English enhances both verbal and written communication skills, making it an essential tool for academic success, professional growth, and effective interpersonal interactions.
- 5. Aids in Higher Education and Competitive Exams:** The use of English as the medium of instruction in many prestigious universities and institutions makes it an essential language for academic success. The learning of English strengthens a student's academic readiness and enhances overall performance in higher education. The proficiency in the language is also critical for achieving success in national and international competitive examinations, where English comprehension, vocabulary, and communication skills are frequently assessed.

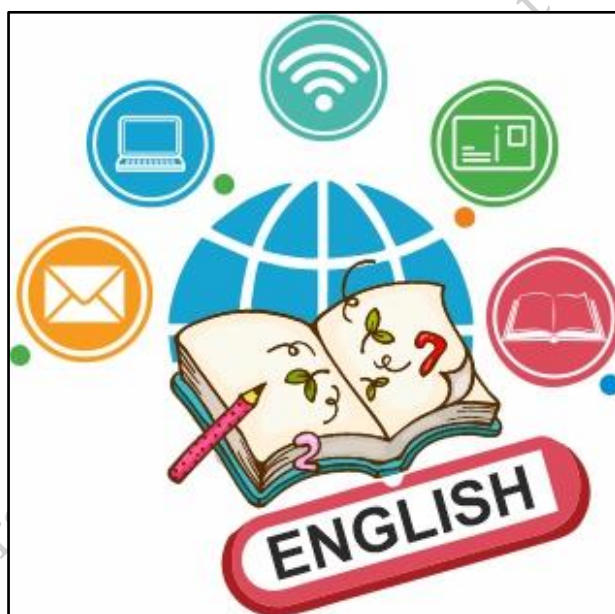


Figure 4.6: Importance of Learning English

ESSENTIAL CONVERSATION SKILLS IN ENGLISH

It is important to understand that effective communication in English involves more than simply knowing vocabulary; it requires the mastery of essential conversational skills that enhance clarity, boost confidence, and foster meaningful connections in every interaction. The development of these skills plays a vital role in ensuring success in both personal and professional settings by enabling individuals to express themselves clearly, listen actively, and engage respectfully in dialogue.

- 1. Use of Polite Expressions:** It is important to use polite phrases such as please, thank you, excuse me, and sorry to create respectful and pleasant conversations. The use of such expressions builds positive relationships and reflects good manners.
- 2. Ability to Start and End Conversations:** It is essential to know how to begin a conversation with greetings or questions and conclude it with polite closing remarks. The proper start and end of a conversation show social awareness and communication competence.
- 3. Art of Active Listening:** It involves paying close attention to the speaker, responding thoughtfully, and showing interest through verbal and non-verbal cues. The ability to listen actively helps build trust and clarity in communication.
- 4. Use of Clear Pronunciation and Tone:** It is necessary to speak clearly and maintain an appropriate tone to ensure the message is understood. The right pronunciation and tone add meaning and prevent misunderstandings.
- 5. Practice of Turn-Taking:** It requires sharing speaking time and listening patiently to others. The respectful exchange during conversations ensures everyone gets a chance to speak and be heard.
- 6. Use of Open-Ended Questions:** It helps in continuing a conversation by encouraging longer and more thoughtful responses. The use of such questions shows curiosity and improves engagement.
- 7. Ability to Use Body Language:** It includes maintaining eye contact, using hand gestures, and expressing emotions through facial expressions. The correct use of body language supports spoken words and adds depth to communication.
- 8. Confidence to Ask for Clarification:** It is perfectly acceptable to request repetition or explanation when something is unclear. The courage to seek clarification shows a desire to understand and learn better.

READING AND UNDERSTANDING WRITTEN INFORMATION

The ability to read and comprehend written information is an essential life skill. It is crucial for success in both academic and professional settings, whether the content appears in a book, an email, a news article, or a set of instructions. It enhances critical thinking and supports informed decision-making in everyday situations. The following are key components and strategies for improving reading comprehension and understanding.

- 1. Vocabulary Development:** It is essential to build a strong vocabulary as it helps readers understand the meaning of unfamiliar words in context. The broader the vocabulary, the easier it becomes to comprehend complex texts. It also reduces the need to constantly refer to a dictionary, allowing for smoother and faster reading.
- 2. Skimming and Scanning:** The techniques of skimming and scanning are vital for efficient reading. Skimming allows the reader to quickly grasp the main idea of a passage by reading only key sentences or headings. Scanning, on the other hand, helps locate specific information such as dates, figures, or names without reading the entire text in detail. It improves reading speed and focus.
- 3. Identifying Main Ideas and Supporting Details:** It is important to differentiate between the central idea of a paragraph and the supporting details that explain or illustrate it. The main idea gives direction to the text, while the supporting facts or examples help in better understanding and retention. This strategy also aids in writing summaries.
- 4. Making Inferences:** The ability to read between the lines and make logical inferences based on the provided information is crucial for deeper understanding. It involves connecting the dots, recognizing implied meanings, and drawing conclusions, even when they are not explicitly stated in the text.
- 5. Critical Thinking:** It is essential to apply critical thinking while reading. The reader should question the content, evaluate the strength of arguments, and consider the reliability of the source. The development of this skill promotes an analytical mindset and enhances the ability to engage meaningfully with any written material.
- 6. Note-taking and Summarizing:** The act of taking notes while reading improves concentration and helps capture the most relevant information. Summarizing, in turn, reinforces understanding by encouraging the reader to restate key ideas in their own words. It is especially helpful during revision or research work.
- 7. Regular Practice:** It is through regular reading practice that comprehension skills are honed. The more one reads, the more familiar they become with different styles, formats, and vocabulary. The habit of reading daily—be it articles, books, or essays—cultivates focus, increases reading stamina, and promotes lifelong learning.

WRITING SHORT MESSAGES, NOTES, AND EMAILS IN ENGLISH FOR OFFICE

In any professional setting, effective written communication plays a crucial role in maintaining clarity, coordination, and productivity. The common forms of written communication in offices include short messages, notes, and emails, each serving a specific purpose and suited to different levels of formality.

1. Writing Short Messages: Short messages are brief and informal written communications sent through instant messaging platforms such as WhatsApp, SMS, Slack, Microsoft Teams, or internal chat apps. They are used for quick coordination and to convey time-sensitive information.

Purpose:

- To remind someone about a task or meeting
- To confirm or update someone about something
- To inform someone quickly when verbal communication is not possible
- To request something in a short and direct manner

Example: Hi Harsha, please confirm your attendance for today's 4 PM meeting. – Priyanka

2. Writing Notes: A note is a short piece of written communication used to leave a message, instruction, or reminder, especially when the receiver is not present. Notes can be handwritten (e.g., sticky notes), typed and printed, or shared digitally within office software.

Purpose:

- To give instructions (e.g., "Call the client before 4 PM")
- To provide reminders (e.g., "Meeting with HR at 11 AM")
- To alert someone about an issue or update (e.g., "System maintenance today after 6 PM")
- To pass on messages when a person is not available

3. Writing Emails: An email is a formal or semi-formal electronic message used for official communication in the workplace. Emails are suitable when you need to communicate clearly, maintain a record, or interact with someone formally—especially with seniors, clients, or external agencies.

Purpose:

- To request leave or permission
- To give formal updates or reports

- To schedule or confirm meetings
- To follow up on pending work
- To send files, proposals, or official documents
- To provide detailed information or instructions

Example: Formal Email (Leave Request)

Subject: Leave Request for 10th August

Dear Sir,

I am writing to request a leave of absence for 10th August 2025, as I have to attend a family function. I will ensure that all my tasks are completed before that day.

Kindly grant me permission.

Thank you.

Sincerely,

Deeksha Chaurasia

Assistant Manager – Sales

PRACTICAL EXERCISES

Activity 1: Writing Emails

Material Required: Notebook, Pen/Pencil, or Computer

Procedure:

1. Assign students different email scenarios (e.g., requesting approval, updating a client, or apologizing for a delay).
2. Each student drafts an email using a formal structure (subject line, salutation, body, and closing).
3. Students exchange emails with a peer for proofreading and suggestions.
4. Select a few emails to review as a class and discuss improvements.
Example Scenario: Write an email to apologize for a delay in delivering a project.

Email:

"Subject: Apology for Delay in Project Submission

Dear Mr. Sharma,

I hope you are doing well. I apologize for the delay in submitting the project due to unforeseen circumstances. We are working diligently to ensure its completion by Friday. Thank you for your understanding.

Best regards,
Ananya Gupta"

5. Teacher should give feedback.

Activity 2: Conduct Role-play for Office Phrases

Material Required: Flashcards with phrases, Pen/Pencil

Procedure:

1. Write common office phrases (e.g., "Could you please provide...", "How about we...", "I apologize for...") on flashcards.
2. Divide the class into pairs and distribute a flashcard to each pair.
3. One student creates a scenario using the given phrase, and the other student responds appropriately.
4. Each pair performs their dialogue for the class, emphasizing tone and professionalism.

Example Scenario: Use "Could you please provide..." to request information about a task.

Dialogue:

Student 1: "Could you please provide the updated timeline for the project?"

Student 2: "Sure, I will share it with you by this afternoon."

5. Teacher should give feedback.

Activity 3: Dos and Don'ts Analysis

Material Required: Printouts of sample messages, notes, and emails (some with errors and some well-written).

Procedure:

1. Divide students into small groups and give each group a set of sample communications.
2. Identify and list errors in poorly written examples (e.g., unprofessional tone, spelling errors).
3. Rewrite the poorly written examples to make them professional and clear.
4. Groups share their revised versions with the class.

Example:

Original: "Hey, send me the doc asap. Thx."

Revised: "Hi Arjun, could you please share the document at your earliest convenience? Thanks!"

- The teacher should provide feedback.

Activity 4: Prepare Report on Professional Communication

Material Required: Notebook, Pen/Pencil

Procedure:

- Divide the class into groups of 4.
- Assign each group a specific type of professional communication (short messages, notes, emails, etc.).
- Groups conduct research on best practices and write a short report explaining the key aspects of their assigned topic.
- Present the report to the class, including examples and guidelines.
Example Group Topic: Writing Professional Emails
Content: "Emails should have a clear subject line, a polite salutation, a concise body, and a professional closing."
- Teacher should give feedback.

CHECK YOUR PROGRESS

A. Fill in the Blanks

- _____ learning is the continuous process of acquiring new knowledge and skills throughout life.
- The ability to express thoughts clearly using the English language is called _____.
- _____ questions are used to encourage longer and more thoughtful responses in a conversation.
- The use of _____ expressions like "please" and "thank you" creates respectful conversations.
- Writing _____ is a formal method of communication used in the workplace.

B. Multiple Choice Questions (MCQs)

- What is the meaning of lifelong learning?
 - Learning during childhood only
 - Learning only in school
 - Learning continuously throughout life
 - Learning only for jobs

2. Which of the following is a polite expression?
 - a) Hurry up
 - b) Wait
 - c) Thank you
 - d) Go away
3. Which skill involves reading between the lines to understand meaning?
 - a) Scanning
 - b) Vocabulary building
 - c) Note-taking
 - d) Making inferences
4. What is the purpose of skimming?
 - a) To memorize words
 - b) To read every detail
 - c) To find specific data
 - d) To get the main idea quickly
5. Which of the following is most appropriate for formal office communication?
 - a) Chat message
 - b) Sticky note
 - c) Email
 - d) Phone call

C. State Whether the Following Statements are True or False

1. Reading comprehension has no connection with vocabulary.
2. Using clear tone and pronunciation improves communication.
3. Continuous learning is only important for students.
4. Asking for clarification in a conversation shows confidence.
5. An email is less formal than a short message.

D. Match the Columns

| S.No. | Column A | S.No. | Column B |
|-------|----------------------|-------|--|
| 1. | Continuous Learning | A | Encourage detailed responses |
| 2. | Active Listening | B | Gaining knowledge over a lifetime |
| 3. | Email | C | Paying attention and responding thoughtfully |
| 4. | Skimming | D | Formal office communication |
| 5. | Open-ended Questions | E | Reading quickly to get the main idea |

E. Short Answer Questions

1. What is meant by continuous learning?
2. Explain two essential conversation skills used in English.
3. Why is the English language important for career development?
4. What is the difference between skimming and scanning?
5. What is the role of note-taking in improving reading comprehension?

F. Long Answer Questions

1. Discuss the importance of continuous learning for employees and organisations.
2. Describe the essential conversation skills that improve communication in English.
3. Explain the strategies for improving reading comprehension.
4. Write the differences among short messages, notes, and emails used in the office.
5. Why is the English language significant in professional and academic settings?

G. Check Your Performance

1. Prepare cue cards with different conversational scenarios (e.g., ordering food, asking for directions, job interviews).
2. Create a simple flowchart or mind map that illustrates common conversation patterns: Draw facial expressions or tone indicators to teach students how to match their emotions with words.
3. Prepare flashcards with images to illustrate key vocabulary from the reading material. Example: For the word "mountain," include a drawing or picture of a mountain along with its definition and an example sentence.

SESSION 3: EMPLOYABILITY SKILLS AND CAREER DEVELOPMENT

The aim of education lies in attaining its goals. The goal could be either seeking employment, serving society, setting up a business or engaging in research and development to innovate. All or any of these goals require skills that enhance the capabilities of the individuals. A combination of all the skills that promote an individual's chances of getting employed is called as employability skills. These skills could be either technical, cognitive, or personal attributes that help an individual succeed in the workplace. Such skills need not be specific to a job but may be applicable across industries and professions. Employability skills may be either hard skills related to the technical abilities required for a specific job or soft skills related to interpersonal and communication abilities of an individual.



Figure 4.7: Employability Skills

The following are the essential skills that enhance employability and workplace performance:

- 1. Communication Skills:** These include active listening, fluency in speech (especially in English), and the ability to express ideas clearly and confidently. Strong communication skills are vital for job interviews, workplace interactions, and building professional relationships.
- 2. Technical and Problem-Solving Skills:** These involve the ability to identify issues, analyse information, and develop effective solutions within an organisational setup. Such skills reflect a person's logical thinking, innovation, and decision-making abilities.
- 3. Interpersonal and Teamwork Skills:** Also known as people skills, these relate to one's ability to collaborate with others, respect diverse opinions, and maintain positive working relationships. They play a crucial role in group effectiveness and contribute to a healthy work culture.

- 4. Time Management Skills:** This refers to an individual's capacity to prioritise tasks, organise schedules, and manage work efficiently. Time management ensures productivity and helps meet deadlines without compromising quality.
- 5. Adaptability and Flexibility:** In a constantly evolving business environment, the ability to adapt to change is highly valued. Employees must be open to learning, flexible in their approach, and responsive to new situations and technologies.
- 6. Leadership and Initiative Skills:** These are demonstrated through the ability to take charge, guide teams, coordinate activities, and communicate effectively within groups. Leadership is not only about authority but also about influence, responsibility, and proactive contribution.

NEED FOR EMPLOYABILITY SKILLS

Employability skills are becoming more and more important in today's world of work, where success is based not just on technical knowledge but also on an individual's ability to contribute to the larger corporate goals and understand the intricacies of the workplace. The following are the needs for Employability Skills:

- 1. Bridging the Gap Between Education and Employment:** It is important to recognise that having a degree alone does not guarantee employment. The industry often seeks candidates who are not only knowledgeable but also job-ready. Employability skills such as communication, teamwork, and problem-solving bridge the gap between classroom learning and real-world job expectations.
- 2. Enhancing Workplace Productivity:** It is the application of soft skills that ensures smooth workplace operations. Time management, adaptability, and leadership contribute to individual performance and overall organisational success. These skills help employees handle work efficiently and meet deadlines consistently.
- 3. Improving Career Growth and Opportunities:** It is through continuous improvement of employability skills that individuals advance professionally. Skills such as self-motivation, digital literacy, and learning agility make employees more valuable to employers and open up paths for promotions and new opportunities.
- 4. Responding to a Changing Job Market:** It is adaptability that allows individuals to stay relevant in a rapidly evolving job market. With the rise of automation, digital platforms, and hybrid work models, transferable skills like creativity, communication, and critical thinking have become more important than ever.

5. Fostering Entrepreneurial Mindsets: It is employability skills that lay the foundation for innovation and self-employment. Problem-solving, decision-making, and goal-setting help individuals take initiative, manage teams, and grow their own businesses or ventures.

6. Contributing to National Development: It is through skilled and employable citizens that a nation strengthens its workforce. Employability skills enhance job creation, economic productivity, and competitiveness on a global scale.

DEFINITION OF JOB

A job is a specific set of tasks or duties performed by an individual within an organisation or context in exchange for compensation, typically in the form of wages or salary. It is a fundamental unit of work that contributes to achieving the goals of the employer and allows the individual to meet financial and professional needs.

For example, the job of an accountant or a junior accounts officer would have the job description related to bookkeeping, recording of transactions and maintaining financial books of accounts.

Meaning of Career

A career is the journey of a person's work life, which includes a series of jobs, roles, or professions they undertake over time. It reflects not only employment but also a person's growth, learning, and achievements in their chosen field of interest.

- It is a long-term professional path that aligns with an individual's goals, skills, values, and passions.
- It is built through education, training, work experience, and personal development.
- It is not just about earning a livelihood but also about finding purpose, satisfaction, and contribution in one's work life.

Example: A person may start their career as a teacher, move on to become a school administrator, and later work as an education policy advisor are all part of their career in education.

A career can be of two types as follows.

1. Professional Careers: It involves jobs that require formal education and recognised qualifications, such as doctors, engineers, and lawyers. The career paths are well-defined, and the work is usually regulated by professional bodies or institutions to maintain high standards.

- 2. Technical Careers:** It emphasises hands-on skills and practical knowledge acquired through diplomas or certifications. The roles such as electricians, lab technicians, and IT support professionals are vital for the smooth functioning of technical operations in various industries.
- 3. Administrative Careers:** The focus of these careers is on supporting and organising workplace functions. It includes roles like clerks, office assistants, and HR executives, where maintaining records, scheduling, and communication are key responsibilities.
- 4. Creative and Media Careers:** It centres around expression, innovation, and artistic talents. The careers in this category include graphic designers, journalists, content writers, and filmmakers, all of whom use media platforms to inform, influence, or entertain the public.
- 5. Entrepreneurial Careers:** The path involves building and managing one's own business or start-up. It demands risk-taking, creativity, and leadership, where individuals become job creators and contribute to economic development.
- 6. Vocational Careers:** These are skill-based and learned through specific vocational training programs. The occupations such as carpenters, beauticians, welders, and mechanics are highly practical and essential for the trade and service sectors.
- 7. Public Service Careers:** The careers under this category aim to serve the community and the nation. It includes positions like civil servants, police officers, and public school teachers, often requiring qualifying competitive exams and a sense of responsibility toward society.
- 8. Sales and Marketing Careers:** It involves promoting and selling products or services using communication, strategy, and customer understanding. The roles include sales executives, marketing officers, and brand managers who drive business growth through outreach and persuasion.
- 9. Education and Training Careers:** The focus is on teaching, mentoring, and nurturing learners across age groups. It includes school teachers, professors, and skill trainers who play a crucial role in building human capital and lifelong learning.
- 10. Health and Wellness Careers:** It is dedicated to caring for physical and mental well-being. The careers such as nurses, physiotherapists, counsellors, and psychologists aim to improve the quality of life and offer essential healthcare services to the community.

DIFFERENCE BETWEEN JOB AND CAREER

| | Job | Career |
|-----------------------------|--|---|
| Definition | It is a specific position or role undertaken primarily to earn income. | It refers to a long-term professional path focused on growth, development, and fulfilment. |
| Duration | It is usually short-term or temporary in nature. | It typically spans many years, often lasting a lifetime. |
| Purpose | The main aim is to earn money and meet immediate needs. | The purpose is to pursue personal passions and achieve professional goals. |
| Focus | It centres on performing assigned duties and responsibilities. | It emphasises continuous learning, skill enhancement, and advancement. |
| Growth Opportunities | It offers limited chances for advancement or learning. | It provides ongoing opportunities for education, experience, and career progression. |
| Commitment | It demands minimal long-term involvement. | It requires consistent dedication, effort, and long-term planning. |
| Personal Fulfilment | It may not always align with personal interests or provide satisfaction. | It aligns with personal values and delivers a sense of meaning and purpose. |
| Example | Working as a cashier in a retail outlet. | Pursuing a career in finance, like starting as an accountant and progressing to a CFO role. |

CAREER GOALS

Career goals refer to the specific professional objectives or milestones that an individual aim to achieve over time. These goals provide direction, motivation, and a sense of purpose in one's career journey. They help individuals focus on personal development, job satisfaction, and long-term success. The following are the types of career goals:

- 1. Short-Term Career Goals:** Short-term career goals are those that a person can achieve within a short time frame, generally ranging from a few weeks to one or two years. These goals often focus on small but important steps that contribute to larger ambitions. It may involve acquiring a new skill, completing a certification, preparing for an interview, or gaining experience in a new area.

- 2. Long-Term Career Goals:** Long-term career goals take a longer duration to accomplish, typically more than three years. These goals define a broader vision of a person's professional future. They may involve reaching a senior position, becoming a subject matter expert, pursuing higher education, or establishing one's own business.
- 3. Skill-Based Career Goals:** Skill-based goals are focused on developing or improving specific competencies that are required in one's professional field. These may include technical skills such as computer programming, graphic design, data analysis, or language proficiency. They may also involve soft skills like communication, leadership, problem-solving, or teamwork.
- 4. Position-Based Career Goals:** These goals are centred around attaining specific job titles or roles within an organisation or industry. These goals offer direction and help individuals identify what qualifications or achievements are necessary for advancing in their field.
- 5. Financial Career Goals:** Financial career goals involve setting income-related targets or financial achievements through one's profession. These may include earning a particular salary, receiving bonuses, building savings, or achieving financial independence. They also help individuals plan for long-term financial needs like education, home ownership, or retirement.
- 6. Personal Development Goals:** Personal development goals focus on improving individual characteristics that contribute to career success. These include emotional intelligence, time management, stress control, confidence, and adaptability. They support professional growth by helping individuals build stronger relationships, handle pressure better, and become more self-aware.

Steps to Set Career Goals

Setting career goals is a structured process that helps individuals clarify their ambitions and take actionable steps toward achieving them. The following are essential steps to effectively set career goals:

- 1. Conduct the Self-Assessment:** The first step is to conduct the self-assessment to evaluate the interests, strengths, values, and personality traits of the individual. It forms the foundation for setting realistic career objectives by identifying what motivates the person and what areas require development.
- 2. Explore the Career Options:** The second step involves exploring the career options that align with the individual's profile. It is important to research the available job roles, industry requirements, growth prospects, and salary expectations to make informed decisions about future goals.

- 3. Define the Career Vision:** The career vision serves as a long-term guiding path. It provides the clarity needed to outline where one aspires to be in the future—whether in leadership, entrepreneurship, or specialised expertise—and it helps in prioritising short-term objectives accordingly.
- 4. Set the SMART Goals:** It is essential to apply the SMART framework. SMART stands for Specific, Measurable, Achievable, Relevant, and Time-bound while formulating career goals. It ensures that each goal is clear, trackable, realistic, aligned with personal aspirations, and achievable within a defined timeline.
- 5. Break Down the Actionable Steps:** The larger goals should be broken down into smaller, manageable tasks. It may include activities such as completing certification programs, gaining practical experience, expanding the professional network, or seeking mentorship to support goal achievement.
- 6. Monitor the Progress and Review Regularly:** It is important to monitor the progress consistently and conduct periodic reviews. The regular evaluation helps in identifying any obstacles, assessing completed milestones, and making adjustments to strategies based on new opportunities or changing priorities.
- 7. Maintain the Commitment and Motivation:** The long-term pursuit of career goals requires commitment and motivation. It can be sustained through celebrating achievements, engaging in continuous learning, and staying connected with mentors or peer groups who reinforce encouragement and direction.

CAREER PLANNING

Career Planning is a systematic process of setting professional goals and identifying the path, skills, and experiences required to achieve them. It involves understanding one's interests, strengths, and values, and aligning them with available career opportunities. The goal of career planning is to provide direction, increase employability, and ensure long-term personal and professional fulfilment.

Importance of Career Planning

Career planning plays a crucial role in shaping one's professional journey. The following points highlight the importance of career planning:

- 1. Provides direction and clarity:** The process of career planning helps individuals clearly define what they want to achieve professionally. It reduces confusion and ensures a focused approach to career growth.
- 2. helps in identifying suitable career opportunities:** With proper planning, individuals can assess various career options based on their qualifications, interests, and the demand in the job market.

3. **enhances skill development:** Career planning encourages continuous learning and the acquisition of skills that are necessary for advancement in a chosen field.
4. **supports long-term growth:** A well-planned career is more likely to offer steady progress, promotions, and personal fulfilment over time, rather than short-term job satisfaction.
5. **increases adaptability to change:** In today's fast-changing work environment, career planning prepares individuals to adapt by regularly updating their skills and reassessing their goals.
6. **boosts confidence and motivation:** Knowing the steps toward a career goal builds confidence and keeps an individual motivated throughout their professional journey.
7. **aligns personal values with professional goals:** Career planning ensures that personal values, lifestyle preferences, and ambitions are in harmony with career decisions, leading to greater job satisfaction.



Figure 4.8 Career Planning

Stages in the Career Planning Process

The career planning process involves a series of structured stages that help individuals make informed decisions about their professional path. Each stage plays a critical role in understanding personal strengths, exploring options, and setting achievable goals. The following are the key stages in the career planning process:

1. **Self-Assessment:** It is the initial stage where an individual evaluates their own interests, skills, values, and personality traits. This stage helps in identifying what type of work aligns best with one's capabilities and preferences. It lays the foundation for exploring suitable career options.

- 2. Career Exploration:** It involves researching different career fields, job roles, required qualifications, growth opportunities, and work environments. The exploration helps in comparing various options and narrowing down choices that match the individual's profile and aspirations.
- 3. Goal Setting:** It is the process of defining short-term and long-term career objectives based on the findings from the assessment and exploration stages. These goals act as a roadmap, giving clear direction and purpose to the career journey.
- 4. Skill Development and Planning:** It includes identifying the skills, education, and experiences needed to achieve the set goals and then preparing accordingly. This stage may involve pursuing courses, training, internships, or certification programs to build a strong professional profile.
- 5. Implementation:** It refers to putting the career plan into action by applying for jobs, networking, attending interviews, and engaging in professional activities. This stage marks the transition from planning to practical execution of the career strategy.
- 6. Review and Adaptation:** It is the ongoing process of evaluating the progress of the career plan and making necessary adjustments based on new interests, market trends, or life changes. Career planning is dynamic, and this stage ensures that individuals remain flexible and responsive to changing circumstances.

CAREER DEVELOPMENT

Career development is a detailed process of making an informed decision related to the occupation or profession that a person desires to engage in and attain career goals. It can be understood as an interaction of psychological, sociological, economic and other factors that determine the choice of a job or a career a person desires to pursue during his lifetime or during a greater part of his life.

“Career Development is self-development over the life span through the integration of the roles, settings and events of a person's life”.

-Gysbers and Moore

IMPORTANCE OF CAREER DEVELOPMENT

Career development is a lifelong process that enables individuals to grow professionally, improve skills, and achieve meaningful goals in alignment with their interests and values. It plays a vital role not only in personal success but also in organisational productivity and national progress. The following points highlight the importance of career development:

- 1. Enhancement of Skills and Knowledge:** The continuous process of career development ensures the upgrading of professional skills and expansion of knowledge. It helps individuals remain competent in the dynamic job market and promotes adaptability and innovation across various industries.
- 2. Improvement in Job Satisfaction and Motivation:** It leads individuals to roles that align with their interests and strengths, thereby enhancing motivation and satisfaction. The outcome is increased productivity, greater engagement, and a sense of fulfilment in the workplace.
- 3. Promotion of Goal-Oriented Growth:** The structured nature of career development encourages individuals to set achievable goals and pursue them with discipline. It provides a clear direction for professional advancement and personal growth.
- 4. Expansion of Employment Opportunities:** By fostering diverse skills and practical experience, it enhances employability. Individuals gain access to a wider range of job roles and career paths aligned with their capabilities.
- 5. Support for Financial Stability:** It contributes to long-term financial well-being by improving income potential, enabling promotions, and fostering career progression. A stable career helps in achieving financial independence and security.
- 6. Strengthening of Organisational Productivity:** The development of employees' careers results in better performance, increased loyalty, and reduced attrition. It builds a more capable and dedicated workforce, benefiting the organisation as a whole.
- 7. Contribution to National Development:** A skilled and professionally developed workforce drives economic growth and societal advancement. It empowers citizens to participate effectively in national development through innovation and productivity.

Steps in Career Development

Following are the steps in career development:

- 1. Self-Assessment:** It is the first and most crucial step where individuals evaluate their interests, values, skills, and personality traits. The process helps in identifying strengths and areas of improvement, providing direction for suitable career paths.
- 2. Career Exploration:** It involves researching various career options, job roles, and industry trends. The exploration helps individuals understand the qualifications required, growth opportunities, and alignment with personal goals.
- 3. Goal Setting:** It is essential to set short-term and long-term career goals based on the self-assessment and exploration. The clarity of goals provides motivation and a roadmap for professional progress.
- 4. Skill Development:** The acquisition of new skills or enhancement of existing ones is necessary to meet career objectives. It includes formal education, training, certifications, and on-the-job learning that improve employability.
- 5. Career Planning:** It is the process of mapping out steps to reach the desired career goals. The plan includes timelines, required qualifications, networking strategies, and backup options.
- 6. Gaining Experience:** It is important to gain practical experience through internships, part-time jobs, volunteering, or projects. The hands-on exposure builds confidence and provides valuable insights into the real work environment.
- 7. Continuous Evaluation and Adjustment:** The career path should be regularly reviewed to assess progress and make necessary adjustments. It ensures that the development remains aligned with changing goals, industry dynamics, and personal circumstances.

PREPARATION OF CV AND RESUME

A Curriculum Vitae, popularly called as the CV, is a document that consists of list of a person's education qualifications, technical qualifications, specialized expertise, accomplishments, notable, awards, honours, achievements, and professional experiences. It is a detailed description of all the academic activities and accomplishments of a person.

A resume is a summary of a person's relevant education and experiences. This document usually includes sections on education, professional and volunteer experiences, and any relevant skills, training, or certificates.

Preparing a well-crafted CV (Curriculum Vitae) or resume is essential for presenting one's qualifications, skills, and experience effectively to prospective employers or institutions. While both serve the purpose of showcasing professional background, the preparation of each document requires a different approach based on its format and intent.

1. Understanding the Purpose: The first step in preparing a CV or resume is understanding the purpose it serves. The CV is used mainly for academic, research, or education-related opportunities, where it provides a detailed overview of the individual's qualifications. The resume, on the other hand, is used for job applications in most industries, where it highlights only the most relevant achievements.

2. Gathering Accurate Information: The preparation begins by collecting all necessary information including academic records, professional experiences, skills, certifications, research work, publications, and references. It is important to ensure the accuracy and completeness of the details to maintain credibility.

3. Structuring the Document: The structure of the CV typically includes sections such as:

- Personal Information
- Career Objective
- Educational Qualifications
- Work/Teaching Experience
- Research/Publications (for CV)
- Skills and Competencies
- Awards and Honours
- References

The resume structure is more concise and often includes:

- Contact Information
- Professional Summary or Objective
- Key Skills
- Work Experience
- Educational Background
- Certifications (if relevant)

4. Using a Professional Format: The layout should be clean and formal. The font should be professional (such as Times New Roman or Arial), and the formatting should ensure readability. Bullet points may be used to list items clearly. The CV may be more detailed, while the resume should stick to concise and focused information relevant to the role.

- 5. Tailoring for the Role:** The resume must be customized for each job application. It is important to match the language and keywords from the job description to ensure the resume aligns with the employer's expectations. The CV, while generally fixed in content, may have a customized cover letter that supports the application.
- 6. Reviewing and Proofreading:** The final step in preparation is thoroughly reviewing the document. It is essential to check for grammatical errors, formatting consistency, and factual accuracy. A well-edited CV or resume reflects professionalism and attention to detail.

DIFFERENCE BETWEEN CV AND RESUME

| Aspect | Curriculum Vitae (CV) | Resume |
|-------------------------|---|---|
| Definition | The CV is a comprehensive document that outlines an individual's academic background, work history, research, publications, and achievements in detail. | The resume is a brief, targeted summary of a person's skills, work experience, and qualifications relevant to a specific job. |
| Length | It is typically longer often 2 to 4 pages or more depending on the experience and field. | It is usually 1 to 2 pages long, focusing only on relevant information for the position. |
| Content | The CV includes full details of academic qualifications, teaching experience, publications, honours, affiliations, and other accomplishments. | The resume highlights the most relevant skills and experiences tailored to a particular job role. |
| Purpose | It is used mainly for academic, research, education, and medical fields. | It is used for most industry and corporate job applications. |
| Customization | It remains mostly static and is updated over time with new achievements. | It is customized for each job application to match the specific job requirements. |
| Geographic Usage | It is commonly used in Europe, Asia, and for academic roles worldwide. | It is widely used in the United States, Canada, and corporate sectors globally. |

MEANING OF INTERVIEW

An interview is a formal conversation or interaction between a candidate and an employer (or selection panel), typically conducted to assess the suitability of the candidate for a particular job or role. The purpose of the interview is to evaluate the candidate's qualifications, experience, skills, personality, and overall fit for the position and the organisation. It provides the employer an opportunity to clarify details from the resume, and it allows the candidate to understand the expectations and environment of the organisation.

IMPORTANT TIPS FOR INTERVIEW

Some of the important tips for interview are given below:

- 1. Research about the Organisation:** It is important to research the company's mission, vision, products/services, and recent achievements. The knowledge of the organisation demonstrates interest, preparation, and seriousness about the opportunity.
- 2. Understanding of the Job Role:** It is essential to thoroughly understand the job description and required skills. The familiarity with the role helps in aligning personal experiences with employer expectations.
- 3. Practice of Common Interview Questions:** It is helpful to rehearse answers to frequently asked questions like "Tell me about yourself," or "What are your strengths and weaknesses?" The practice boosts confidence and reduces nervousness.
- 4. Preparation of Documents:** It is necessary to carry all required documents, including updated CV/resume, certificates, ID proof, and passport-sized photographs. The organisation of documents shows professionalism and responsibility.
- 5. Dress Code and Punctuality:** It is advised to wear formal, clean, and appropriate attire. The punctual arrival at the interview venue shows respect for time and commitment.
- 6. Confidence and Body Language:** It is important to maintain eye contact, offer a firm handshake, and sit with an upright posture. The positive body language reflects self-confidence and engagement.
- 7. Clarity in Communication:** It is crucial to speak clearly, answer concisely, and avoid filler words. The clarity in responses helps in effective communication and makes a strong impression.
- 8. Expression of Gratitude:** It is polite to thank the interviewer(s) at the end of the session. The expression of gratitude reflects good manners and professional etiquette.

PRACTICAL EXERCISES**Activity 1: Developing a Personal Career Development Plan**

Materials Required: Notebook, Pen/pencil, paper, Career Planning Worksheet

Procedure:

1. Write down your strengths, skills, and interests related to career choices.
2. Set career goals like short-term goals (1-2 years) and long-term goals (5-10 years).
Example:
 - a) Short-term: Complete a relevant online certification.
 - b) Long-term: Become a manager in a specific industry.
3. Research the necessary qualifications, skills, and experiences needed for the chosen career path.
4. Create an Action Plan
5. Prepare a timeline to achieve the goals with a specific deadline.
6. Summarize your goals, action steps, and timeline in 5-6 sentences.
7. Submit the report to the teacher.

Activity 2: Create a Professional CV based on a Job Description

Materials Required: Notebook, Pen/pencil, paper

Procedure:

1. Assign the work of creating a CV to each student
2. The student should describe the job in terms of essential requirements of the job.
3. The student should make sure that your achievements are the main focus and free of distractions by using a clear, uncomplicated framework.
4. The student needs to mention something that draws the interest of the employer, such as a project or effort, to show your passion for the business.
5. Student should submit their drafted CV and cover letter to their teacher.

Activity 2: Conduct Mock Interviews where Students Practice Answering Common Interview Questions with Clarity and Confidence

Materials Required: Notebook, pen, paper

Procedure:

A practice interview where you are given standard interview questions and given feedback on your responses is called a mock job interview. It mimics an

actual interview, so you may get more accustomed to the procedure and boost your confidence.

1. Schedule 45-minute sessions for each mock interview. Allocate 20-25 minutes for the interview and the remaining time for feedback.
2. Instruct students in interviewing, common questions, and confident response skills.
3. Encourage students to dress as if attending a real interview and to bring an updated copy of their resume.
4. Invite former students from businesses that have not visited your college yet to serve as mock interviewers. This creates employer relationships and provides exposure to new firms.
5. In a group arrangement, place a table with two chairs at the front. Students take turns answering 2-3 interview questions, followed by group feedback.
6. Students conducting interview should classify other students giving interviews as "Ready," "Almost Ready," or "Not Ready" following each interview so that students can assess their level of readiness.
7. Teacher should give feedback to their students regarding interview.

CHECK YOUR PROGRESS

A. Fill in the Blanks

1. _____ skills refer to the ability to manage time, communicate, and work well in teams.
2. A _____ is a document that summarizes a person's education, skills, and experience.
3. The process of finding out what you're good at and matching it to a career is called _____.
4. _____ development helps individuals prepare for future job roles and goals.
5. A _____ interview is a formal meeting between an employer and a job candidate.

B. Multiple Choice Questions (MCQs)

1. Which of the following is an employability skill?
 - a) Drawing
 - b) Teamwork
 - c) Singing
 - d) Sleeping

2. What is the first step in career planning?
 - a) Writing a resume
 - b) Identifying your interests and strengths
 - c) Attending an interview
 - d) Getting a job offer
3. A resume should include:
 - a) Hobbies only
 - b) Family background
 - c) Skills, education, and work experience
 - d) Personal problems
4. Why is time management important at the workplace?
 - a) To delay tasks
 - b) To waste less time
 - c) To finish work efficiently
 - d) To ignore deadlines
5. Career development includes:
 - a) Playing games
 - b) Long-term planning and learning
 - c) Watching movies
 - d) Only working part-time

C. State Whether the Following Statements are True or False

1. Employability skills help a person perform effectively at a job.
2. A resume is not required while applying for jobs.
3. Goal setting is not important for career development.
4. Teamwork and communication are key employability skills.
5. Career planning helps make informed job choices.

D. Match the Columns

| S.No. | Column A | S.No. | Column B |
|-------|-----------------|-------|-----------------------------------|
| 1. | Resume | A | Formal job discussion |
| 2. | Career Planning | B | Summary of skills and experience |
| 3. | Time Management | C | Understanding interests and goals |
| 4. | Interview | D | Working well with others |
| 5. | Teamwork | E | Using time effectively |

E. Short Answer Questions

1. What are employability skills? Give two examples.
2. What is the purpose of a resume?

3. Define career development in your own words.
4. Why is goal setting important for career planning?
5. Mention any two tips to improve communication at the workplace.

F. Long Answer Questions

1. Discuss the importance of employability skills in today's job market.
2. How can students identify their strengths and interests for career planning?
3. Write a short note on the key components of a professional resume.
4. Explain how time management and teamwork contribute to career success.
5. Describe the role of continuous learning in career development.

G. Check your Performance

1. Imagine that you get job offers from two firms one a bank and another an insurance company, how would you make the choice of a career? What steps would you take in designing a career development plan?
2. Draft a CV for a job related to a job of your choice.
3. Imagine that you are attending an interview for the job of an office executive, how would you prepare for the interview?

SESSION 4: FINANCIAL LITERACY AND CUSTOMER SERVICE

Financial literacy refers to the knowledge, skills, and understanding that enable individuals to make informed and effective decisions about their financial resources. It involves mastering various financial concepts and the ability to apply them in real-life scenarios to manage money responsibly and achieve financial well-being.

Key Components of Financial Literacy

Following are the key components of Financial Literacy:

- 1. Budgeting:** It involves tracking income and expenses to create a spending plan. It helps in balancing current needs with future financial goals, while promoting regular saving habits.
- 2. Savings and Investments:** It ensures financial security for emergencies or future needs through saving. If invested wisely, money can grow over time using options such as stocks, bonds, mutual funds, and retirement plans.
- 3. Debt Management:** It refers to the wise use of credit cards and loans. If dues are paid on time and high-interest debts are avoided, financial stress can be significantly reduced.
- 4. Understanding Financial Products:** It is important to be familiar with bank accounts, insurance, and financial services. If terms like interest rates and premiums are well understood, better financial decisions can be made.
- 5. Taxes:** It is beneficial to have basic knowledge of taxation. If returns are filed accurately and on time, financial responsibilities are met, and legal tax-saving options can be utilised.
- 6. Risk Management:** It involves identifying potential financial risks. If proper insurance coverage or investment diversification is used, financial stability can be maintained.
- 7. Retirement Planning:** It includes setting aside funds during the working years. If planned properly, a comfortable and secure post-retirement life can be achieved through pensions, savings, or investments.
- 8. Consumer Rights and Protection:** It includes awareness of rights in financial transactions. If fraud is recognised early and personal information is protected, misuse can be prevented and confidence in financial dealings can be enhanced.

Importance of Financial Literacy

The following are the importance of financial literacy:

- 1. Foundation of Personal Financial Management:** It provides individuals with the knowledge to manage income, expenses, savings, and investments wisely. The ability to plan and track financial activities leads to better control over one's financial life.
- 2. Skill to Make Informed Decisions:** It helps individuals evaluate options related to loans, insurance, budgeting, and purchases. The awareness reduces the chances of falling into debt traps and financial scams.
- 3. Habit of Saving and Investing.** It encourages regular saving and helps in understanding various investment avenues like mutual funds, fixed deposits, and retirement plans. The practice of disciplined saving and investing builds financial security and wealth over time.
- 4. Preparation for Emergencies** It enables planning for unexpected expenses such as medical emergencies or job loss. The creation of emergency funds and insurance coverage offers peace of mind during uncertain times.
- 5. Reduction of Financial Stress:** It empowers individuals to live within their means, avoid unnecessary debts, and plan for the future. The financial stability resulting from sound financial habits leads to reduced anxiety and improved well-being.
- 6. Contribution to National Economic Growth** It cultivates a financially aware and responsible citizenry. The collective practice of saving, investing, and ethical borrowing contributes to the strength of the economy.
- 7. Support for Long-Term Goals** It aligns financial decisions with personal goals such as higher education, home ownership, or retirement. The clarity about goal setting and financial planning ensures long-term achievement and satisfaction.

Basics of Financial Literacy

Following are the basics of financial literacy:

- 1. Budgeting:** It involves planning and managing income and expenses to ensure financial stability. The creation of a personal or family budget helps prioritize needs, avoid overspending, and achieve financial goals.

- 2. Saving:** It refers to setting aside a portion of income for future use or emergencies. The habit of saving builds a financial cushion, prepares for uncertainties, and supports long-term investments.
- 3. Income and Expenses:** It means being aware of sources of income and regularly tracking where and how money is spent. The knowledge helps individuals maintain balance and avoid unnecessary debts.
- 4. Role of Banking:** It includes using services such as savings accounts, fixed deposits, online banking, and ATM facilities. The understanding of banking tools is essential for safely storing money and conducting financial transactions efficiently.
- 5. Credit and Debt:** It involves borrowing money and the responsibility of repaying it with interest. The wise use of credit—like loans and credit cards helps in meeting major expenses, but careless borrowing can lead to financial strain.
- 6. Investment:** It refers to putting money into assets like stocks, bonds, mutual funds, or real estate for wealth growth. The knowledge of basic investment options enables informed choices and risk management.
- 7. Importance of Financial Goals:** It involves setting short-term and long-term objectives, such as buying a home, starting a business, or retiring comfortably. The act of goal-setting provides direction and motivation for sound financial planning.
- 8. Value of Insurance and Risk Management:** It protects against financial loss due to accidents, illness, or property damage. The understanding of different insurance options helps reduce the impact of unexpected events.

SALARY AND ITS COMPONENTS

Salary is the regular compensation paid by an employer to an employee for the services rendered during a specified period. It is a crucial aspect of employment and includes various components beyond just the basic pay. Understanding these components is essential for employees to assess their total earnings, tax liabilities, and benefits. The following are the key components of a salary:

- 1. Basic Salary:** It is the core component of the salary and forms the base for calculating other benefits and allowances. The basic salary is usually a fixed portion and does not include bonuses or extra payments. It is taxable and often forms a significant part of the take-home pay.

- 2. House Rent Allowance (HRA):** It is paid to employees who live in rented accommodation to help cover their housing expenses. The HRA is partially or fully exempt from income tax under certain conditions, based on the city of residence and rent paid.
- 3. Dearness Allowance (DA):** It is a cost-of-living adjustment allowance paid to government and public sector employees. The DA is revised periodically to offset inflation and maintain the purchasing power of employees.
- 4. Conveyance Allowance:** It is provided to cover the cost of commuting from home to office and back. The conveyance allowance is often a fixed amount and may have tax exemptions up to a certain limit.
- 5. Medical Allowance / Reimbursement:** It is offered to cover the medical expenses of the employee or their family members. The medical reimbursement is non-taxable up to a certain limit if bills are submitted.
- 6. Bonus:** It is a performance-linked component paid either monthly, quarterly, or annually based on company policy. The bonus may be statutory (as per law) or discretionary and is fully taxable.
- 7. Provident Fund (PF) Contribution:** It is a retirement benefit scheme where both the employee and employer contribute a fixed percentage of basic salary. The PF helps in long-term financial planning, and the employer's contribution is considered a benefit to the employee.
- 8. Gratuity:** It is a lump-sum amount paid by the employer to an employee upon retirement or after completing five years of service. The gratuity is a part of the salary structure aimed at long-term employee retention and is partially tax-exempt.
- 9. Professional Tax:** It is a small amount deducted from the salary by the state government where applicable. The professional tax varies from state to state and is deducted monthly.
- 10. Income Tax Deductions (TDS):** It refers to the Tax Deducted at Source on the salary as per applicable tax slabs. The employer deducts TDS on behalf of the employee and deposits it with the government.
- 11. Special Allowance:** It is paid to employees over and above the basic salary and other fixed allowances. The special allowance may be given to meet specific needs or as an incentive and is generally taxable.

Taxes and Deductions

Taxes and deductions are essential elements in salary management and financial literacy. Understanding them helps individuals plan their income, manage expenses, and stay compliant with legal and financial obligations. The following are the key components of taxes and deductions commonly applicable to salaried employees:

- 1. The Income Tax (TDS – Tax Deducted at Source):** It is the amount of tax deducted by the employer from the employee's salary before paying it out. The deduction is based on the total annual income and the applicable income tax slab as per government rules. The employer deposits this tax with the government on behalf of the employee.
- 2. The Professional Tax:** It is a small tax levied by the state government on salaried individuals. The amount varies from one state to another and is deducted monthly by the employer. It is mandatory where applicable and is relatively minimal in amount.
- 3. The Employee Provident Fund (EPF) Contribution:** It is a fixed percentage of the basic salary deducted and deposited into the employee's provident fund account. The EPF helps in retirement savings, and the same percentage is also contributed by the employer.
- 4. The Employee State Insurance (ESI) Contribution:** It applies to employees earning below a certain salary limit and working in organisations covered under the ESI Act. The deduction covers medical and health benefits for employees and their dependents. A part is deducted from the employee's salary, and the employer also contributes.
- 5. The Gratuity Contribution (if applicable):** It is a portion calculated and set aside by the employer for employees completing a minimum number of service years. While it is not deducted monthly, the employer provides it at the time of resignation or retirement.
- 6. The Loan Repayment or Advance Recovery:** It includes deductions made for any loans or salary advances taken by the employee. The amount is deducted as per a pre-approved schedule until the full repayment is made.
- 7. The Insurance Premiums (if opted):** It refers to deductions for health or life insurance premiums that the employee agrees to pay through salary. The premium is automatically deducted and may include company-sponsored or voluntary policies.
- 8. The Other Statutory Deductions:** It may include union fees, welfare fund contributions, or other mandatory deductions, depending on the organisation and employment laws. These deductions are generally small and fixed but are essential for compliance.

Incomes other than salaries

The individuals, in addition to earning a salary, may generate income from various other sources. These sources are recognised under the Income Tax Act of India and are taxable based on their nature and category. Understanding these incomes helps in effective financial planning and tax compliance. The following are the major categories of income other than salaries:

- 1. The Income from House Property:** It refers to the rental income earned from residential or commercial properties owned by the individual. The income is taxable even if the property is vacant but not self-occupied. The government allows standard deductions and interest on home loan benefits under this head.
- 2. The Income from Business or Profession:** It includes the earnings generated by self-employed individuals, freelancers, or business owners from their professional or commercial activities. The income is calculated after deducting all related expenses, and it is taxed under the “profits and gains of business or profession.”
- 3. The Capital Gains Income:** It arises when a person sells a capital asset such as land, buildings, stocks, mutual funds, or gold. The gain is classified as short-term or long-term, depending on the holding period, and is taxed accordingly. The capital gains are subject to exemptions under certain conditions (e.g., reinvestment in property or bonds).
- 4. The Income from Other Sources:** It is a residual category covering any income that does not fall under the other specified heads. This may include interest earned on savings or fixed deposits, dividends, lottery winnings, gifts (above a threshold), royalty, and income from family pension. It is fully taxable unless specifically exempted.
- 5. The Agricultural Income (with conditions):** It includes income from farming, harvesting, or rent from agricultural land. Though agricultural income is exempt from tax, it may be considered for rate purposes if the person has other taxable income (used for calculating tax slabs).

MEANING OF CUSTOMERS

The customer refers to any individual or organisation that purchases goods or services from a business. The customer plays a central role in business operations, as their satisfaction directly impacts the success and sustainability of the enterprise. Understanding customer needs and behaviour is essential for building long-term relationships and improving service delivery.

TYPES OF CUSTOMERS

Following are the types of customers:

1. **New Customers:** These are individuals or organisations purchasing from the business for the first time. They require detailed information and effective engagement to convert them into loyal buyers.
2. **Regular or Loyal Customers:** These customers frequently buy products or services from the business. They are essential for consistent revenue and often provide valuable feedback.
3. **Discount Customers:** These customers are primarily attracted by low prices or special offers. They may switch to competitors if better deals are offered elsewhere.
4. **Impulse Customers:** These customers make spontaneous buying decisions without prior planning. Effective marketing and presentation influence their choices.
5. **Need-Based Customers:** These individuals make purchases only when a specific need arises. They seek efficiency and quick service during transactions.
6. **Wandering Customers:** These customers browse without a clear intention to buy. They may eventually make purchases if approached with the right information and assistance.

MEANING OF CUSTOMER SERVICE

Customer service refers to the assistance and support provided by a business to its customers before, during, and after the purchase of a product or service. It involves addressing customer inquiries, resolving complaints, offering guidance, and ensuring customer satisfaction. The quality of customer service plays a crucial role in shaping the customer's overall experience, building brand loyalty, and maintaining long-term relationships. Effective customer service requires strong communication skills, empathy, product knowledge, and a customer-centric approach.

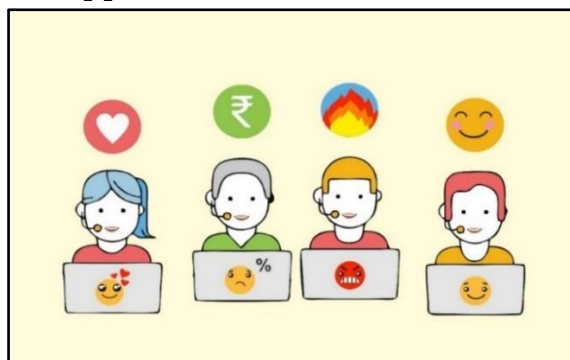


Figure 4.9: Customer Service

ESSENTIAL CUSTOMER SERVICE SKILLS REQUIRED WHILE COMMUNICATING WITH CUSTOMERS

The following are the essential customer skills required while communicating with the customers are:

- 1. Effective Listening:** It is essential to actively listen to customers to fully understand their concerns, needs, and expectations. The ability to listen patiently without interrupting ensures that customers feel heard and valued.
- 2. Clear Communication:** It is important to convey information clearly and concisely. Using simple and polite language helps avoid misunderstandings and ensures the customer receives accurate and helpful responses.
- 3. Empathy:** It is the ability to understand and relate to the emotions of the customer. Showing empathy helps build trust and makes the customer feel supported and respected.
- 4. Patience:** It is critical when dealing with confused or upset customers. Taking time to calmly address their issues can lead to effective solutions and a positive customer experience.
- 5. Problem-Solving:** It is necessary to quickly analyze issues and offer practical, effective solutions. Strong problem-solving skills reflect reliability and competence in handling customer concerns.
- 6. Product Knowledge:** It is vital to be well-informed about the company's products or services. This allows representatives to answer queries confidently and guide customers accurately.
- 7. Positive Attitude:** It is helpful in maintaining a friendly and professional tone throughout the interaction. A positive approach often leads to better customer satisfaction and repeat business.
- 8. Adaptability:** It is essential to adjust communication style according to different customer personalities and situations. Being flexible ensures better handling of diverse concerns.

PROFESSIONAL RESPONSES TO CUSTOMER REQUESTS

As an office executive, handling customer requests professionally is a core responsibility. It reflects the organisation's image and directly impacts customer satisfaction and loyalty. Every response should be timely, respectful, clear, and solution-focused. Following are the key elements and examples of how an office executive should respond professionally:

The following are the professional responses to customer requests

- 1. Acknowledging the Request:** The first step in professional communication is to acknowledge the customer's request clearly and respectfully. It shows that the message has been received and that the concern will be addressed. The acknowledgment builds trust and conveys that the issue is being taken seriously.
- 2. Understanding the Customer's Need:** The office executive must read or listen to the request carefully to understand it fully. It ensures that the response is accurate and relevant to the customer's actual concern. The ability to show empathy and reflect understanding strengthens the customer relationship.
- 3. Providing Accurate and Clear Information:** The response must include accurate, clear, and concise information that directly addresses the customer's query. It enhances clarity and helps avoid miscommunication. The use of simple and straightforward language ensures the customer easily grasps the message.
- 4. Offering Solutions or Alternatives:** When fulfilling the original request is not possible, the office executive should suggest practical alternatives. It reflects the organisation's willingness to support the customer in other ways. Offering solutions keeps the conversation positive and helps retain customer interest.
- 5. Using Courteous Language and Apologizing if Needed:** The use of polite, respectful, and professional language is essential, especially when handling complaints. It helps in maintaining a calm and positive tone. If there is any inconvenience, the executive should offer a sincere apology to show accountability and concern.
- 6. Following Up or Providing Additional Support:** When a request requires time to resolve, the executive should keep the customer updated. It is important to share timely follow-ups and additional support if needed. The updates reassure the customer that the matter is being actively worked on.
- 7. Closing the Communication Politely:** The interaction should end with a courteous message that invites further engagement. It leaves a good impression and assures the customer that support is always available. The polite closing shows professionalism and respect for the customer's time.

PRACTICAL EXERCISES**Activity 1: Mock Financial Transaction Roleplay**

Materials required: Notebook, pen, sample Debit/Credit card, Mobile phone, Fake currency

Procedure:

1. Choose a Transaction Type: Select a financial transaction to simulate, such as:
 - a. Purchasing an item from a store.
 - b. Transferring money via mobile banking.
 - c. Making an online payment.
2. Simulate the Transaction:
 - a. If using cash, write down the amount paid and the change received.
 - b. If using a card, write the steps to swipe or enter the PIN.
 - c. If using a digital payment app, note the transaction ID and confirmation message.
3. Ensure Security Measures:
 - a. Verify transaction details before confirming payment.
 - b. Keep PINs and passwords secure.
 - c. Check for fraud alerts or suspicious activity.
4. Record the details of the transactions, including the item purchased or service paid for, the payment method used, and any safety measures taken.
5. Submit the summary to the teacher

Activity 2: Salary Computation and Identification of Deductions

Materials required: Notebook, Pen/Pencil, Paper, Calculator, Salary Structure Handout

Procedure:

1. Divide the class into groups of 4.
2. Each group will receive a handout with a sample salary structure (including Basic Pay, HRA, DA, etc.).
3. Analyse and list the different components of salary: Gross Salary, Allowances, Deductions, and Net Salary.
4. Calculate deductions such as:
 - a) Provident Fund (PF) – 12% of Basic Pay
 - b) Income Tax – As per applicable tax slab
 - c) Other deductions (if applicable)
5. Compute Net Salary
6. Each group will compare their calculations and discuss how deductions affect the take-home salary.

7. Each group will document their calculations, findings, and insights in a report.
8. Submit the report to the teacher

Activity 3: Simulate a customer service scenario where students respond to customer needs

Role-plays, often known as customer service scenarios, help agents be ready for interactions with clients. Based on common scenarios that arise when serving clients, they offer advice on how to handle them. This is an example of a simulated live chat between a consumer and an IT course student who is offering live chat assistance.

Customer:

Hello, I need your assistance to log in to my account.

Student:

Hi, I would be pleased to assist you. I'm sorry to hear that you're experiencing difficulties. Could you please let me know if you're getting any error messages when attempting to log in?

Customer:

Yes, despite being certain that my password is valid, I'm seeing a "Incorrect password" notice.

Student:

I appreciate the information. It seems possible that there is a problem with the login information. First, let's attempt a password reset. Would you kindly follow the directions after clicking the "Forgot Password" link on the login page?

Customer:

I've already attempted to reset it, but the issue persists.

Student:

I understand! Let's try deleting the cookies and cache in your browser. That can occasionally fix login problems. Please try logging in again after that. We can also see if there is a problem with your account if that doesn't help. Is that acceptable?

Customer:

All right, I'll try it.

Student:

Great! Please take your time and contact me if you require any help. I'll be right here!

Scenario for more Roleplays

1. When a customer places an online food order, the incorrect item is sent to their address.
2. A consumer gets more irritated after standing in line for a long time because they believe their time is not being respected.
3. An online order is discount-seeking; however, the delivery date is later than anticipated.
4. When a customer requests a refund for a good or service, the store's refund policy usually prohibits refunds beyond a predetermined amount of time.

CHECK YOUR PROGRESS**A. Fill in the Blanks**

1. _____ refers to setting aside money for future use or emergencies.
2. _____ is the core component of the salary and forms the base for calculating other benefits.
3. _____ tax is deducted by the employer before paying the salary to the employee.
4. A _____ customer makes spontaneous buying decisions.
5. _____ refers to the assistance provided by a business before, during, and after a purchase.

B. Multiple Choice Questions

1. Which of the following is a component of financial literacy?
 - a) Gossiping
 - b) Budgeting
 - c) Decorating
 - d) Guesswork
2. Dearness Allowance is mainly provided to:
 - a) Only private employees
 - b) Office visitors
 - c) Government and public sector employees
 - d) Interns only
3. What is the purpose of the Provident Fund (PF)?
 - a) Shopping needs
 - b) Short-term borrowing
 - c) Long-term financial planning
 - d) Entertainment expenses

4. Who is a regular customer?
 - a) A customer who never buys
 - b) A customer who buys frequently
 - c) A customer who asks too many questions
 - d) A customer who only compares prices
5. Which of the following is a professional customer service skill?
 - a) Interrupting
 - b) Ignoring
 - c) Effective listening
 - d) Complaining

C. State Whether the Following Statements are True or False

1. Budgeting involves guessing your expenses without any tracking.
2. Capital gains arise when an asset, like stocks or property, is sold at a profit.
3. The Gratuity is deducted every month from an employee's salary.
4. Empathy in customer service helps build trust with customers.
5. Tax Deducted at Source (TDS) is deposited by the employee directly to the government.

D. Match the Column

| S.No. | Column A | S.No. | Column B |
|-------|--------------------|-------|-------------------------------------|
| 1. | Basic Salary | A | Retirement benefit |
| 2. | Capital Gains | B | Cost-of-living adjustment allowance |
| 3. | Dearness Allowance | C | Spontaneous buyer |
| 4. | Impulse Customer | D | Profit from the sale of an asset |
| 5. | Provident Fund | E | Fixed monthly pay |

E. Short Answer Questions

1. Define financial literacy.
2. Mention any two components of a salary.
3. Who is a need-based customer?
4. What is the importance of savings?
5. What does good customer service involve?

F. Long Answer Questions

1. Explain the key components of financial literacy with examples.
2. Describe the various types of customers and how they influence business.
3. List and explain five professional customer service skills.
4. What are the different types of taxes and deductions applicable to salaried individuals?
5. Write in detail about the salary structure and its components.

G. Check your performance

1. Imagine that you are drawing a salary whose components include HRA, PF and conveyance allowance; how would you account for the salary? Use hypothetical figures.
2. Imagine that you are working in a company selling soaps and shampoos. How would you handle your brand loyal customer? Would your technique differ if you were to approach a discount seeking customer?

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ANSWER KEY

UNIT 1: AN INTRODUCTION TO THE ROLE OF AN OFFICE EXECUTIVE

Session 1: Roles and Responsibilities of an Office Executive

A. Fill in the Blanks

1. Office Executive
2. Chitragupta
3. Officium
4. Allocation
5. First

B. Multiple Choice Questions

1. b) Managing daily operations and administrative functions
2. c) Chitragupta
3. c) Drafting and managing vendor contracts
4. b) Strong organisational skills
5. c) England

C. True or False

1. False
2. True
3. True
4. False
5. True

D. Match the Column

1. B
2. A
3. D
4. E
5. C

Session 2: Professional Communication

A. Fill in the Blanks

1. Non-verbal
2. Concise
3. Digital
4. Email
5. Email platforms

B. Multiple Choice Questions

1. c) Exchange of ideas and messages in a formal or work setting
2. c) Musical
3. c) Trello
4. c) Facial expressions and body language
5. b) RingCentral

C. True or False

1. False
2. True
3. True
4. False
5. True

D. Match the Column

1. B
2. C
3. D
4. E
5. A

Session 3: Task Management and Prioritisation

A. Fill in the Blanks

1. Task Management
2. Pomodoro

3. Gantt Chart
4. Eisenhower
5. Digital

B. Multiple Choice Questions

1. b) Planning
2. b) 20%
3. d) Whiteboard
4. c) Enhanced productivity
5. c) To organise and prioritise tasks

C. True or False

1. False
2. False
3. True
4. False
5. True

D. Match the Column

1. B
2. A
3. C
4. D
5. E

Session 4: Teamwork and Collaboration

A. Fill in the Blanks

1. Teamwork
2. Communication
3. Collaboration
4. Project management
5. Resolution

B. Multiple Choice Questions

1. c) Enhanced innovation and problem-solving
2. d) Slack
3. b) Encouraging open communication
4. b) Lucid chart
5. b) Automate tasks between different apps

C. True or False

1. True
2. False
3. True
4. False
5. True

D. Match the Column

1. A
2. B
3. C
4. D
5. E

UNIT 2: LEVERAGING TECHNOLOGY FOR MASTERING INFORMATION MANAGEMENT

Session 1: Operating System and Data Storage Application

A. Fill in the Blanks

1. Operating System
2. Cloud Storage
3. SSD
4. Android
5. MIS

B. Multiple Choice Questions

1. d) Google Chrome
2. c) Cloud Storage
3. b) macOS
4. b) Management Information System
5. c) PowerPoint

C. True or False

1. False
2. True
3. False
4. True
5. False

D. Match the Column

1. B
2. C
3. D
4. E
5. A

Session-2: Navigating and Retrieving Files

A. Fill in the Blanks

1. Navigation
2. Folder
3. Image
4. Keyword
5. Folder

B. Multiple Choice Questions

1. c)
2. d)
3. b)
4. b)
5. c)

C. True or False

1. False
2. True
3. False
4. True
5. False

D. Match the Column

1. B
2. C
3. D
4. E
5. A

Session-3: Word Processors and Spreadsheets

A. Fill in the Blanks

1. Word Processor
2. SUM

3. Pie
4. Absolute
5. Bold

B. Multiple Choice Questions

1. c) Google Docs
2. b) Adds numbers
3. c) Font style
4. b) Absolute Reference
5. c) Line Chart

C. True or False

1. False
2. True
3. False
4. False
5. True

D. Match the Column

1. E
2. A
3. B
4. C
5. D

Session 4: Communication and Safety Protocols

A. Fill in the Blanks

1. Email
2. IT Help Desk
3. Clear
4. Cybersecurity
5. Ergonomic

B. Multiple Choice Questions

1. c) Sending a job application
2. b) Solve internet and computer issues
3. b) Sitting with a straight back
4. b) Downloading from unknown websites
5. c) It's a secure website

C. True or False

1. False
2. True
3. True
4. True
5. False

D. Match the Column

1. A
2. B
3. D
4. C
5. E

UNIT 3: MANAGING OFFICE ACTIVITIES

Session 1: Calls and Visitors Management

A. Fill in the Blanks

1. warm
2. organisational
3. Active
4. Escalation
5. Organisational

B. Multiple Choice Questions

1. b) Interrupting
2. c) Receiving the query clearly
3. c) Reporting to both a functional and project manager
4. c) Direct and collaborative
5. b) Securing confidential information

C. True or False

1. False
2. True
3. False
4. True
5. False

D. Match the Columns

1. A
2. B

3. C
4. D
5. E

Session 2: Documentation and File Organisation Skills

A. Fill in the Blanks

1. documentation
2. file catalogue
3. contact
4. chronological
5. regular

B. Multiple Choice Questions

1. c) Recording and preserving official information
2. b) Faster typing speed
3. c) Locating files easily
4. b) Enhancing security through scanning
5. c) Google Drive

C. True or False

1. False
2. True
3. False
4. True
5. False

D. Match the Columns

1. A
2. B
3. C
4. D
5. E

Session 3: Organising and Managing Office Meetings

A. Fill in the Blanks

1. meeting agenda
2. active listening
3. Virtual minutes of the meeting

4. stable

B. Multiple Choice Questions

1. b) To share ideas, solve problems, and make decisions
2. c) Key topics and time allocations
3. b) Ignoring participant feedback
4. b) Expressing empathy
5. a) Nodding and eye contact.

C. True or False

1. False
2. True
3. False
4. True
5. True

D. Match the Columns

1. A
2. B
3. C
4. D
5. E

Session 4: Gender-Neutral Language at Work

A. Fill in the Blanks

1. gender
2. salesperson
3. inclusivity
4. gender-neutral
5. inclusive

B. Multiple Choice Questions

1. d) Firefighter
2. b) To promote inclusivity and avoid bias
3. b) Ask for preferred pronouns

4. c) Businessman
5. c) Respecting pronouns

C. True or False

1. True
2. False
3. True
4. False
5. True

D. Match the Columns

1. C
2. B
3. A
4. D
5. E

UNIT 4: FOUNDATIONS FOR PERSONAL, PROFESSIONAL, AND CIVIC EMPOWERMENT

Session 1: Constitutional Values and Civic Responsibilities

A. Fill in the Blanks

1. Justice
2. Equality
3. Freedom
4. Honesty
5. 51A

B. Multiple Choice Questions

1. a) Article 14
2. c) Unity and social peace
3. b) Right to Property
4. b) Respect
5. c) Doing what is morally right

C. True/False

1. False
2. True
3. False
4. True
5. False

D. Match the Column

1. E
2. A
3. B
4. C
5. D

Session 2: Communicating in English**A. Fill in the Blanks**

1. Lifelong
2. Communication
3. Open-ended
4. Polite
5. Email

B. Multiple Choice Questions

1. c) Learning continuously throughout life
2. c) Thank you
3. d) Making inferences
4. d) To get the main idea quickly
5. c) Email

C. True/False

1. False
2. True
3. False
4. True
5. False

D. Match the Column

1. B
2. C
3. D
4. E
5. A

Session 3: Employability Skills and Career Development**A. Fill in the Blanks**

1. Employability
2. Resume
3. Career assessment
4. Career
5. Job

B. Multiple Choice Questions

1. b) Teamwork
2. b) Identifying your interests and strengths
3. c) Skills, education, and work experience
4. c) To finish work efficiently
5. b) Long-term planning and learning

C. True/False

1. True
2. False
3. False
4. True
5. True

D. Match the Column

1. B
2. C
3. E
4. A
5. D

Session 4: Financial Literacy and Customer Service**A. Fill in the Blanks**

1. Saving
2. Basic salary
3. TDS
4. Impulse
5. Customer service

B. Multiple Choice Questions

1. b) Budgeting
2. c) Government and public sector employees

3. c) Long-term financial planning
4. b) A customer who buys frequently
5. c) Effective listening

C. True/False

1. False
2. True
3. False
4. True
5. False

D. Match the Column

1. E
2. D
3. B
4. C
5. A

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GLOSSARY

| Term | Meaning |
|-----------------------------------|--|
| Office Executive | A professional responsible for managing administrative tasks in an office. |
| Task Management | The process of organising and prioritising tasks for efficiency. |
| Professional Communication | Clear and effective communication is used in business environments. |
| Collaboration | Working together with a team to achieve common goals. |
| Data Storage | Methods of saving and securing digital files and documents. |
| Word Processor | A software used for creating, editing, and formatting documents. |
| Spreadsheet | A tool used for organising, analysing, and calculating data. |
| Call Management | Handling incoming and outgoing calls efficiently. |
| Visitor Management | The process of tracking and managing visitors in an office. |
| File Organisation | Arranging documents systematically for easy access. |
| Meeting Coordination | Planning and organising office meetings effectively. |
| Gender-Neutral Language | Language that avoids bias towards any particular gender. |
| Civic Responsibility | Duties and responsibilities of a citizen towards society. |
| Financial Literacy | Understanding financial concepts to manage money effectively. |
| Customer Service | Assistance and support are provided to customers for a better experience. |
| Prioritization | Identifying and focusing on the most important tasks first. |
| Email Etiquette | Professional conduct is followed while sending business emails. |
| Time Management | Efficiently allocating time to different tasks for productivity. |
| Multitasking | Handling multiple tasks simultaneously with efficiency. |

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| Decision-Making | Choosing the best course of action among alternatives. |
| Record-Keeping | Maintaining organised records for reference and compliance. |
| Work Ethics | A set of moral principles that guide professional behaviour. |
| Leadership Skills | The ability to guide and motivate a team effectively. |
| Public Speaking | The act of speaking confidently to an audience. |
| Office Automation | Use of technology to streamline office operations. |
| Networking | Building professional relationships for career growth. |
| Soft Skills | Personal attributes that enhance job performance and interactions. |
| Hard Skills | Technical abilities required for a specific job. |
| Data Security | Protecting digital information from unauthorised access. |
| Confidentiality | Ensuring sensitive information is not disclosed to unauthorised persons. |
| Cloud Computing | Storing and accessing data over the internet instead of a local server. |
| Cyber Security | Protection of computer systems from digital threats. |
| Digital Communication | Exchange of information via emails, chats, and online meetings. |
| Negotiation Skills | Ability to reach a mutual agreement through discussion. |
| Presentation Skills | Ability to effectively deliver information to an audience. |
| Conflict Resolution | Managing and resolving workplace disputes professionally. |
| Adaptability | Ability to adjust to changes and new environments. |
| Critical Thinking | Analysing facts to make informed decisions. |
| Analytical Skills | Ability to assess information and solve problems logically. |
| Customer Satisfaction | Meeting or exceeding customer expectations. |
| File Backup | Creating duplicate copies of important files to prevent data loss. |
| Workplace Safety | Measures taken to ensure employee safety in an office. |

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| Performance Appraisal | Evaluation of an employee's work performance. |
| Meeting Minutes | A recorded summary of discussions and decisions made in a meeting. |
| Cloud Storage | Online storage of files for easy access from any device. |
| Ergonomics | Designing workplaces for comfort and efficiency. |
| HR Policies | Guidelines governing employee conduct and responsibilities. |
| Interpersonal Skills | Skills that help build effective relationships at work. |
| Financial Planning | Managing finances to achieve long-term financial goals. |
| Corporate Etiquette | Professional behaviour is expected in a corporate setting. |
| Risk Management | Identifying and addressing potential risks in a business. |
| Workplace Diversity | Inclusion of different genders, ethnicities, and cultures in a workplace. |
| Digital Marketing | Promotion of products and services using online platforms. |
| Data Entry | Inputting information into a system for record-keeping. |
| Helpdesk Support | Assistance provided to employees and customers for technical issues. |
| Service Level Agreement (SLA) | A contract that outlines the expected level of service between a provider and client. |
| Procurement | The process of acquiring goods and services for business operations. |
| Email Correspondence | Exchanging official messages via email. |
| Enterprise Resource Planning (ERP) | Software for managing business processes. |
| Inventory Management | Keeping track of stock levels and product availability. |
| Meeting Agenda | A list of topics to be discussed in a meeting. |
| Self-Motivation | Ability to take initiative and complete tasks without supervision. |
| Office Etiquette | Professional behaviour and manners in a workplace. |

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| Stakeholder Engagement | Interacting with people who have an interest in an organisation's success. |
| Problem-Solving Skills | Ability to find solutions to challenges effectively. |
| Business Correspondence | Formal communication between companies and clients. |
| Compliance | Adhering to laws and regulations in business operations. |
| Customer Retention | Strategies to maintain long-term customer relationships. |
| Telephonic Etiquette | Professional behaviour while handling phone conversations. |
| Crisis Management | Handling emergencies in a business setting. |
| Digital Literacy | Ability to use technology efficiently. |
| Market Research | Gathering information about consumer needs and preferences. |
| Data Analysis | Evaluating data to derive useful insights. |
| Virtual Meetings | Online conferences are conducted through video conferencing platforms. |

SHORT TERMINOLOGY

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| CRM – Customer Relationship Management |
| KPI – Key Performance Indicator |
| ERP – Enterprise Resource Planning |
| MIS – Management Information System |
| SLA – Service Level Agreement |
| HRM – Human Resource Management |
| VPN – Virtual Private Network |
| TAT – Turnaround Time |
| SOP – Standard Operating Procedure |
| FAQ – Frequently Asked Questions |
| ISO – International Organisation for Standardisation |
| ROI – Return on Investment |
| BFSI – Banking, Financial Services, and Insurance |
| R&D – Research and Development |
| KYC – Know Your Customer |
| PMS – Performance Management System |
| NDA – Non-Disclosure Agreement |
| G-Suite – Google Business Suite |
| POS – Point of Sale |
| ITIL – Information Technology Infrastructure Library |
| GDPR – General Data Protection Regulation |
| FMCG – Fast-Moving Consumer Goods |
| TQM – Total Quality Management |
| EOD – End of Day |
| EOM – End of Month |
| BRD – Business Requirement Document |
| AI – Artificial Intelligence |
| ML – Machine Learning |
| IoT – Internet of Things |
| DMS – Document Management System |
| T&C – Terms and Conditions |
| UX – User Experience |
| CFO – Chief Financial Officer |
| COO – Chief Operating Officer |
| CEO – Chief Executive Officer |
| BPO – Business Process Outsourcing |
| GST – Goods and Services Tax |

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| IT – Information Technology |
| HR – Human Resources |
| P&L – Profit and Loss |
| CSAT – Customer Satisfaction Score |
| NPS – Net Promoter Score |
| IoE – Internet of Everything |
| RFQ – Request for Quotation |
| TNA – Training Needs Analysis |

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