



Skill India
कौशल भारत - कुशल भारत



सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

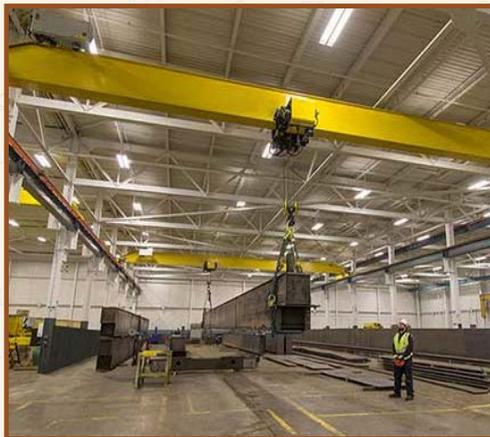


N.S.D.C
National
Skill Development
Corporation

Transforming the skill landscape



Facilitator Guide



Sector
Iron & Steel

Sub-Sector
**Steel, Sponge Iron, Ferro Alloys,
Re-Rollers, Refractory**

Occupation
Mechanical Maintenance

Reference ID: **ISC/Q0901, Version 1.0**
NSQF Level: **3**

EOT Overhead Crane Operator



Shri Narendra Modi
Prime Minister of India

“ Skilling is building a better India.
If we have to move India towards
development then Skill Development
should be our mission. ”

Acknowledgements

Indian Iron and Steel Sector Skill Council would like to thank Iron and Steel member company representatives for believing in our vision to enhance the employability of the aspiring workforce pool. IIS SSC facilitates this by developing and enabling the implementation of courses relevant to projected industry needs. The aim is to address two key requirements, of closing the industry-academia skill gap, and of creating a talent pool that can reasonably meet current competitiveness requirements and weather future externalities in the Iron and Steel Sector providing impetus to the Make in India program.

IIS SSC believes that this is an initiative of great importance for all stakeholders concerned – the industry, academia, and the aspirants. The tremendous amount of work and ceaseless support offered by the members of IIS SSC in developing a meaningful strategy for the content and design of program training materials has been truly commendable.

We would like to thank all concern stakeholders who have help us in bringing much needed focus to this effort.

About this Guide

This facilitator guide is designed to enable training for the specific Qualification Pack (QP). Each National Occupational (NOS) is covered across Unit/s.

This job involves operating overhead cranes for safe transfer of raw material, intermediaries and finished products within the plant on receiving the signal.

This job requires the candidate to work independently as well as in teams. Some of the key attributes includes physical fitness (including eye vision), not having colour blindness, having analytical skills, problem solving attitude, high concentration levels, a sharp reflex and willingness to work in a factory environment (high temperature and humidity).

Key learning objectives for the specific NOS mark the beginning of the Unit/s for that NOS.

Symbols Used



Steps



Activity



Tips



Notes



Objectives



Do



Ask



Explain



Elaborate



Field Visit



Say



Facilitation Notes



Demonstrat



Resources

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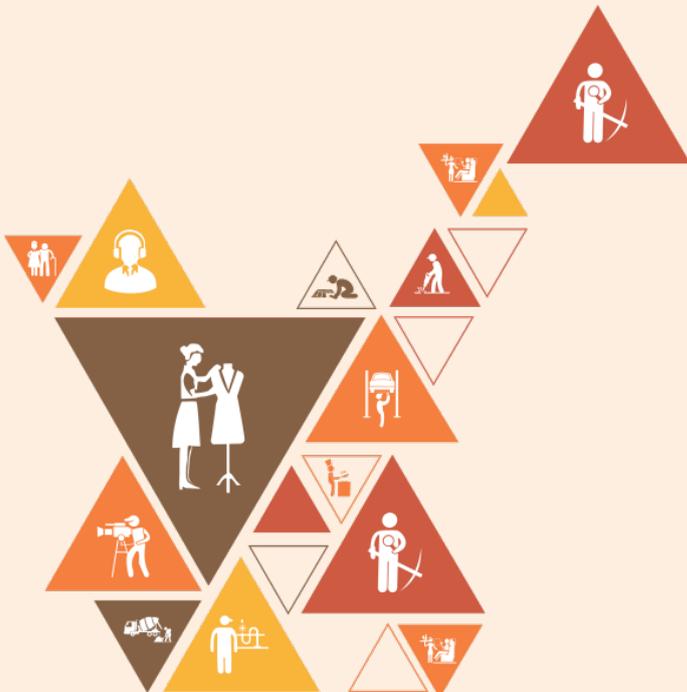


1. Introduction

Unit 1.1 – Introduction of Iron & steel industry

Unit 1.2 – Types of Iron & Steel Industry

Unit 1.3 – EOT Crane Operator – As a Job Role



Key Learning Outcomes

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

1. Explain Iron and Steel industry
2. List development activities in Iron and Steel industry
3. List employment opportunities in India
4. Explain Iron and Steel industry structure
5. List Iron and Steel plants in India
6. List the role and duties of a conveyor operator
7. Explain personal and professional attributes required for conveyor operator occupation.

UNIT 1.1: Introduction of Iron and Steel Industry

Unit Objectives

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

1. Explain about Iron and Steel industry
2. List development activities in Iron and Steel industry
3. List employment opportunities in India

Resources to be Used

- Facilitator can use the available objects such as a marker, duster, pen, notebook etc.

Do

- Take a parcel, mention some details such as student name, hobbies, likes, dislikes etc.
- Make the trainees stand in a circle, close enough to the person each side of them that they can pass the parcel quickly.
- Say 'Stop' when the trainees least expect it. The person who has the parcel at that time should get out from the class.
- Those who get out should introduce themselves by providing the details mentioned in the parcel.
- The winner of the game should stand and introduce himself/herself at the end of the game.
- At last, say thanks to the trainees for their participation.
- Ask for feedback on the exercise of participation and what they derived out of it.

Notes for Facilitation

- Ask the trainees about the expectations from the course.
- Invite trainees to participate. List the expectations on the whiteboard.
- You could ask the trainees who get out during the game to be the music keepers. They can start and stop the music as the game progresses.
- Encourage shy trainees to provide information about themselves by prompting them with questions such as 'what do you enjoy doing the most', 'what is your favorite movie or book' etc. Ask the trainees about the expectations from the course.
- Invite trainees to participate. List the expectations on the whiteboard.

Ask



- Ask them about their understanding for Iron & Steel industry.
- Ask about their expectations from the course and industry.

Say



- India is the world's third-largest producer of crude steel (up from eighth in 2003)
- India's crude steel capacity reached 109.85 Million tonnes (MT) in 2014-15, a growth of 7.4 per cent.
- Coal and iron-ore are required in large amounts in the production of iron and steel.
- According to the data released by Department of Industrial Policy and Promotion (DIPP), the Indian metallurgical industries attracted Foreign Direct Investments (FDI) to the tune of US\$ 8.7 billion, respectively, in the period April 2000–September 2015.

Elaborate



Elaborate following information about Iron and Steel Industry to trainees

- Production of Iron and Steel in India
- Conditions for the growth of Iron and Steel Industries in India
- Development activities in Iron & Steel Industry.
- Initiatives taken by Indian government for growth of Iron and Steel Industry.
- Foreign investments in Iron and Steel Industry.
- Employment opportunities in Iron and Steel Industry

Notes for Facilitation



- Start with a positive and happy note
- Summarize the main points.
- Encourage them to ask questions and involve during the session.
- Share your inputs and insight to encourage the trainees.
- Wrap the session up after summarizing the key points and answering questions.

UNIT 1.2: Types of Iron and Steel Industry

Unit Objectives

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

1. Explain Iron and Steel industry structure
2. List Iron and Steel plants in India

Resources to be Used

- Facilitator can use the available objects such as a marker, duster, pen, notebook etc.

Do

- Greet and welcome the participants to the next session of the program.

Say

- The Iron and Steel Industry in India has 2 separate divisions:
 - o Integrated producers
 - o Secondary producers
- Tata Iron and Steel Company (TISCO) is the oldest iron and steel centre of India.
- There are more than 50 Iron and Steel industries in India.

Ask

- Ask about presence of Iron and Steel industries in India.
- Ask about name of Iron and Steel players of India.

UNIT 1.3: EOT Crane Operator – As a Job Role

Unit Objectives

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

1. List role and duties of a EOT overhead crane operator
2. Explain personal and professional attributes under the crane operation occupation
3. List QP and NOS details of EOT overhead crane operator programme

Resources to be Used

- Available objects such as whiteboard, marker pens, duster.
- PC with LCD Projector or Flip Chart
- Participant Manual

Do

- Greet and welcome the participants to the next session of the program.
- Before starting the session ask them do they have any doubts pertaining to the previous unit.
- Capture their responses on board and share them wherever necessary.

Say

- An EOT overhead crane operator operates overhead cranes for lifting and moving raw material, intermediaries and finished products within the plant.
- He/she has to be physically fit, not have colour blindness, have analytical skills, problem solving attitude, high concentration levels, a sharp reflex and willingness to work in a factory environment.

Ask

Ask these questions to trainees

- List role and responsibilities of an EOT overhead crane operator.
- What are the skills required to become an EOT overhead crane operator?

Elaborate



EOT overhead crane operator job duties

- Overhead crane operators ensure safe movement as well as safe loading and unloading of large or bulky equipment.
- They operate stationary or traveling overhead crane to move, lift and position loads.
- Overhead crane operators manipulate or depress overhead crane controls like levers, pedals etc.
- An overhead crane operator has to clean and maintain hoisting and crane mechanism.



Fig 1.3.1 EOT Crane Operator

Explain



- The roles and responsibilities of an EOT overhead crane operator
- The career path of an EOT overhead crane operator
- Explain about the qualification pack (QP) and NOS details of EOT overhead crane operator job role.

Notes for Facilitation



- Summarize the main points.
- You could ask the trainees what they know about the need for EOT crane operation work.
- Give trainees some tips for how to become a successful EOT crane operator.
- Give the trainees a brief overview of what all will be covered in the program.
- Tell participants to complete the questions at the end of the unit.
- Ensure that every participant answer all the questions.

Notes



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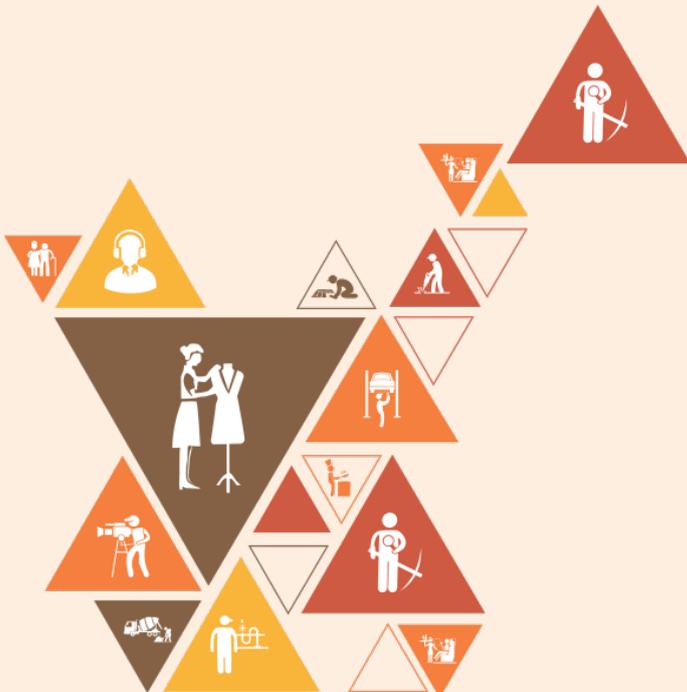


2. 5S and House Keeping

Unit 2.1 – Housekeeping at Workplace

Unit 2.2 – 5S System

Unit 2.3 – Waste Management



Key Learning Outcomes

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

1. Explain housekeeping issues in industry
2. List essential elements of housekeeping
3. Perform good housekeeping practices at work
4. Explain 5S Safety system
5. Explain need of 5S safety system
6. Conduct 5S audit
7. Explain waste management practices

UNIT 2.1: Housekeeping at Workplace

Unit Objectives

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

1. Explain housekeeping issues in industry
2. List essential elements of housekeeping
3. Perform good housekeeping practices at work

Resources to be Used

- Facilitator can use the available objects such as a marker, duster, pen, notebook, participant manual etc.
- PC with LCD Projector or Flip Chart

Do

- Welcome and greet the participants. Revise the learnings of the previous sessions and ask them if they have any doubts.

Say

- Housekeeping includes keeping work areas tidy and arranged; keep floors free of slip and trip accidents; clearing of waste materials and other fire hazards.
- Good housekeeping is a basic step for preventing accident and fire hazards. Poor housekeeping and hiding hazards can cause frequent accidents which can cause injuries.
- Good housekeeping is a vital factor in preventing accidents. The great majority of all work accidents are caused during the handling of goods or materials, and by people falling, being hit by falling objects, or striking against objects in the workplace. All these causes can be reduced by good housekeeping practices.
- Examples of housekeeping are: excessive material, waste or chips in the working area, congested aisles, tools left on machines, waste containers overflowing, lockers and workrooms in disorder, acids in open containers, broken glass etc.

Explain



- Explain principle of housekeeping.
- Explain benefits of housekeeping.
- Explain the checklist of housekeeping program.

Elaborate



Elements of effective housekeeping are:

- Hearing Protection
- Eye Hazards
- Chemical Exposure
- Mechanical Hazards
- Fire Hazards
- Carbon monoxide poisoning
- Dust and fumes

Ask



Ask these questions to trainee:

- What are the housekeeping concerns in a manufacturing industry?
- How carbon monoxide poisoning effects a person?
- What are the areas and objects need to take care under effective housekeeping program in an industry?

Notes for Facilitation



- Summarize the main points.
- Ask participants if they have any doubts.
- Encourage them to ask questions.
- Answer their queries satisfactorily.

UNIT 2.2: 5S System

Unit Objectives

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

1. Explain 5S Safety system
2. Explain need of 5S safety system
3. Conduct 5S audit

Resources to be Used

- Facilitator can use the available objects such as a marker, duster, pen, notebook, participant manual etc.
- PC with LCD Projector or Flip Chart

Do

- Welcome and greet the participants. Revise the learnings of the previous sessions and ask them if they have any doubts.

Say

- 5S is a basic, systematic approach for productivity, quality and safety improvement.
- 5S is created by a list of five Japanese words: seiri, seiton, seiso, seiketsu, and shitsuke.

Elaborate

5S describes how to organize a work space for efficiency and effectiveness by identifying and storing the items used, maintaining the area and items, and sustaining the new order.

Objectives of 5S:

- The manufacturing process to be standardize
- Tools can be search in very less time.
- By 5S the quality of products and Service is improve
- Production can be increase by the use of 5S.

- Focus on safety and health

Three purposes of conducting regular 5S Audit reviews are:

- Review compliance to the 5S standards for your factory
- Note and address non-compliance – to fix what is wrong!
- Provide a formal opportunity to suggest improvements

Explain



- Explain phases of 5S system.
- Explain advantages of 5S system.
- Explain purpose of 5S audit.

Ask



Ask these questions to trainees:

- What are the objectives and advantages of 5S?
- What are the standards that were set during 5S for make a checklist?
- What are the key tasks done during 5S audit?

Activity



- Ask the trainees to assemble together.
- Divide the class in to 5 equal groups.
- Tell them to do the 5S audit of your training center and prepare a report on it.
- By this activity, they will learn about how to conduct 5S audit of workplace.

Skill Practice	Time	Resources
5S Audit	1 hours	Sample 5S audit checklist

UNIT 2.3: Waste Management

Unit Objectives

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

1. Explain waste management
2. Explain methods of waste management

Resources to be Used

- Facilitator can use the available objects such as a marker, duster, pen, notebook, participant manual etc.
- PC with LCD Projector or Flip Chart

Do

- Welcome and greet the participants. Revise the learnings of the previous sessions and ask them if they have any doubts.

Say

- Waste management is the collection, transport, processing, recycling or disposal of waste materials.
- Waste may be classified as garbage, rubbish, industrial wastes, mining wastes etc.
- Industrial waste can be of following types: liquid waste, solid waste, organic waste, recyclable rubbish and hazardous waste.

Ask

Ask these questions to trainees:

- What are the elements of waste management strategy?
- What are the different methods of waste management?

Explain



- Explain different types of industrial waste.
- Explain different methods of waste management segregation, composting, landfill and recycling.

Field Visit



Arrange a visit to nearest steel industry and show the waste management system and how they do the segregation of waste.

Notes for Facilitation



- Summarize the main points.
- Ask participants if they have any doubts.
- Share your inputs and insight to encourage the trainees and add onto what they are doing.
- Wrap the session up after summarizing the key points and answering questions.

Exercise



Answers of the exercise

- | | | |
|---------------------|------|---------|
| 1. Using stair case | 2. c | 3. True |
| 4. c | 5. d | 6. b |
| 7. b | 8. c | 9. b |

Notes



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3. Check the Control Systems of the Crane

Unit 3.1 – EOT Crane and Its Components

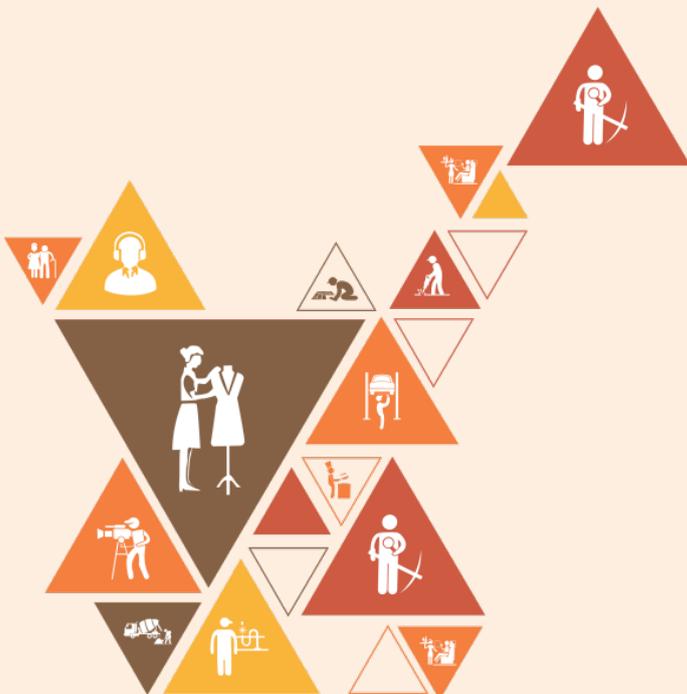
Unit 3.2 – Hoists and Slings

Unit 3.3 – Hoisting Accessories

Unit 3.4 – Pre-Inspection of Hoisting Equipment

Unit 3.5 – Knots and Hitches

Unit 3.6 – Load Calculation



Key Learning Outcomes

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

1. Explain about EOT cranes
2. List different types and categories of EOT crane
3. Explain working principle of EOT crane
4. List basic components of EOT crane
5. Identify basic parameters need to consider during selection of EOT crane
6. Explain about hoists and their lifting media
7. List different types of hoists
8. Explain about slings
9. Identify different type of slings
10. List different accessories required during lifting
11. Perform pre-inspection of various hoisting equipment
12. List various types of knots.
13. Explain about hitches
14. Explain Center of Gravity.
15. Demonstrate how to calculate load and volume requirements of crane

UNIT 3.1: EOT Crane and Its Components

Unit Objectives

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

1. Explain about EOT cranes and their working principle
2. List basic components of EOT crane
3. Identify basic parameters need to consider during selection of EOT crane

Resources to be Used

- Available objects such as whiteboard, marker pens, duster, EOT crane.
- PC with LCD Projector or Flip Chart
- Participant Manual

Do

- Welcome and greet the participants. Revise the learnings of the previous sessions and ask them if they have any doubts.

Say

- An EOT crane stands for Electric Overhead Travelling crane and used for handling & moving heavy components within a specified area.
- It is extensively used in the warehouse, workshop and stock ground of mining, unloading or relocating heavy load.

Ask

Ask these questions to trainees:

- What is the working principle of EOT cranes?
- What are the different categories and types of EOT crane?

Elaborate



Elaborate and discuss below points with trainees

- Categories of Overhead cranes
 - o Top running single girder bridge cranes,
 - o Top running double girder bridge cranes and
 - o Under-running single girder bridge cranes.
- Parameters consider while selecting an EOT crane
- **Types of EOT Cranes**
 1. Single girder cranes
 2. Double Girder Bridge Cranes
 3. Gantry Cranes
 4. Monorail
- EOT Crane working principle
 1. Transmission of hoisting system
 2. Transmission of crane trolley traveling system
 3. Transmission of crane traveling system

Say



An EOT crane has various components. We need to select the crane and its components on the basis of load. Now, we discuss about various components of EOT crane, their functioning and specifications.

Ask



Ask these questions to trainees:

- List different components of EOT crane.
- What are the various parameters need to consider for an EOT crane selection?

Elaborate



Various components of EOT crane

1. Bridge
2. End trucks
3. Bridge Girder(s)
4. Platforms
5. Runway
6. Runway Rail
7. Hoist
8. Travel mechanism
9. Trolley
10. Bumper (Buffer)
11. Cabin
12. Electrical Equipment

Parameters needed for specifying an overhead crane

1. Crane Capacity
2. Lift Height
3. Runway Height
4. Clearance
5. Clear Span
6. Building Height
7. Runway Length
8. Hook approaches
9. Bridge, Trolley and Lift Speeds
10. Electrical Requirements
11. Control Requirements

UNIT 3.2: Hoists and Slings

Unit Objectives

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

1. Explain about hoists and their lifting media
2. Explain about slings
3. List different types of hoists and slings

Resources to be Used

- Available objects such as whiteboard, marker pens, duster, different types of hoists and slings
- PC with LCD Projector or Flip Chart
- Participant Manual

Do

- Welcome and greet the participants. Revise the learnings of the previous sessions and ask them if they have any doubts.

Say

- A hoist is used for lifting or lowering a load with the help of a lift-wheel around which a rope or chain wraps.
- Hoists generally carry a hook at fixed end which connects to a crane or trolley for moving or lifting the load.

Elaborate

Discuss and elaborate the below points with trainees:

- **Types of hoists**
 1. Manual hoists
 2. Powered hoists

- **Hoists selection factors**
 - o The weight of the load
 - o Physical size of the load.
 - o Clearance Considerations
 - o Lifting Speed Considerations
 - o Hoist duty Cycle Considerations
- Characteristics of chain hoists
- Characteristics of wire rope hoists

Ask



Ask these questions to trainees

- List different types of hoists.
- What are the characteristics of manual and powered hoists?
- What is the importance of hoist in an EOT crane operation?
- What is the difference between chain hoist and wire rope hoist?

Do



- Show different types of hoists to trainees.
- Explain the specification and use of each hoist to them.

Say



- Wire rope consists of individual wires laid into a number of strands, which are then wrapped around a central core.
- Wire rope slings have great strength combined with flexibility.
- The core of wire rope may be constructed of fiber rope, independent wire rope, or a wire strand.
- Chain slings are made up of chain rings. The advantage of chain slings is that they deteriorate and corrode less.

Elaborate

Elaborate and discuss following topics as given in trainee handbook

- Components of wire rope i.e. core, wire and strand
- Factors of wire rope sling
 - o Rope lay
 - o Sling eye design
 - o D/d Ratios Apply to Slings
 - o Choker Hitch Rated Capacity Adjustment
- General operating practices of slings

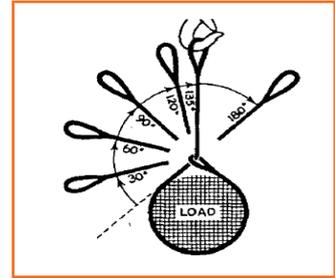


Fig 3.2.1 D/d Ratio of Slings

Ask

Ask these questions to trainees:

- You could ask the wire rope slings and its components.
- What are the factors need to consider during selection of wire rope slings?
- What are the important points should be looked during pre-use inspection of slings?
- What are the general operating practices of slings?

Do

- Show different types of slings to trainees.
- Explain the specification and use of each sling to them.

Demonstrate

Take the trainees into workshop and demonstrate the procedure of identifying defects in various types of slings as given in trainee handbook.

- Defects in wire rope sling
- Defects in synthetic web slings
- Defects in chain sling

UNIT 3.3: Hoisting Accessories

Unit Objectives

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

1. List different accessories required during lifting
2. Explain their use and specification

Resources to be Used

- Available objects such as whiteboard, marker pens, duster and hoisting accessories and components.
- PC with LCD Projector
- Participant Manual

Do

- Greet and welcome the participants to the next session of the program.
- Before starting the session ask them do they have any doubts pertaining to the previous unit.
- Capture their responses on board and share them wherever necessary.

Say

During lifting of load by an EOT crane, we need to use various types of hoisting accessories for safe lifting and moving of load. In this session, we will discuss about various hoisting accessories and how to use them properly.

3.3.1: Shackles

Resources to be Used

- Available objects such as whiteboard, marker pens, duster and different types of shackles.

Say

- A shackle is a curved piece of metal secured with a pin or bolt across the opening.
- There are two basic shapes for shackles and they are either anchor pattern or chain pattern.

Ask

Ask these questions to trainees:

- What are the different types of shackles available?
- What they know about the technique to use shackles?

Elaborate

Elaborate and discuss following points:

- Different types of Shackles
- Technique to use shackles
- Safety considerations need to follow during use of shackles

Do

- Show the shackles to the trainees.
- Demonstrate the use of shackles.
- Wrap the session after summarizing the main points.

3.3.2: Eye Bolts

Resources to be Used

- Available objects such as whiteboard, marker pens, duster and different types of eye bolts.

Say

- A screw which has threads on one end and loop on the opposite end is known as eye bolts.
- Eye bolts are mainly used for attaching the cables with the objects for lifting.

Ask

Ask these questions to trainees:

- What are the different types of eye bolts available?
- List safety measures for using an eye bolt.

Elaborate

Elaborate and discuss following points:

- Types of eye bolts:
- Eye bolt applications
- Selection of correct eye bolt
- Safety measures using eye bolt
- Eye bolt installation procedure

Do

- Show the eye bolts to the trainees.
- Take the trainees into workshop and demonstrate the eye bolts installation procedure for lifting and object.
- Wrap the session after summarizing the main points.

3.3.3: Hooks

Resources to be Used

- Available objects such as whiteboard, marker pens, duster and different types of hooks.

Say

- Most hooks are constructed from forged alloy steel and are stamped with their rated safe working loads (SWLs).

Ask

Ask these questions to trainees:

- How many types of hooks are used?
- How to inspect the hooks before use?

Elaborate

Elaborate and discuss following points:

- Types of hooks
- Pre-use inspection of hooks

Do

- Show the hooks to the trainees.
- Demonstrate the use of hooks.
- Give safety tips for using hooks.
- Wrap the session after summarizing the main points.

3.3.4: Wire Rope Clips

Resources to be Used

- Available objects such as whiteboard, marker pens, duster and different types of wire rope clips.

Say

- They are used in the field to make an eye on wire rope.
- Clips (clamps) shall be legibly and permanently marked with size and the manufacturer's identifying mark.

Ask

Ask these questions to trainees:

- How many types of wire clips are used?
- How to inspect the wire clips before use?

Elaborate

Elaborate and discuss following points:

- Types of wire clips
- Pre-use inspection of wire clips
- Installation procedure of clips

Do

- Show the wire rope clips to the trainees.
- Demonstrate the method of installing wire rope clips.
- Demonstrate the use of wire rope clips.
- Wrap the session after summarizing the main points.

3.3.5: Turnbuckles

Resources to be Used

- Available objects such as whiteboard, marker pens, duster and different types of turnbuckles.

Say

- The turnbuckles are used otherwise should be avoided, a qualified engineer must be approved, analyzed and designed that system.
- The turnbuckles should be made-up from forged alloy steel. If vibration is present, then a turnbuckle is used in an application to prevent them from loosening and turning.

Ask

Ask these questions to trainees:

- What is the use of a turnbuckle during load lifting?
- How to inspect the turnbuckles before use?

Elaborate

Elaborate and discuss following points:

- Pre-use inspection of turnbuckles
- Installation procedure of turnbuckles

Do

- Show the turnbuckles to the trainees.
- Demonstrate the method of installing turnbuckles.
- Demonstrate the pre-use inspection procedure of turnbuckles.
- Wrap the session after summarizing the main points.

3.3.6: Lifting Beams, Spreaders and Frames

Resources to be Used

- Available objects such as whiteboard, marker pens, duster and spreader beams.

Say

- Spreader beams are used to support long loads during lifts.
- They eliminate the hazard of the load tipping, sliding or bending and the tendency of the sling to crush the load.

Ask

Ask these questions to trainees:

- What is the use of a spreader beam during load lifting?
- How to inspect the spreader beam before use?

Elaborate

Elaborate and discuss following points:

- Pre-use inspection of spreader beam

Do

- Show the spreader beam to the trainees.
- Demonstrate the pre-use inspection procedure of spreader beam.
- Show the use of spreader beam during load lifting.
- Wrap the session after summarizing the main points.

3.3.7: Sheave and Cargo Blocks

Resources to be Used

- Available objects such as whiteboard, marker pens, duster and sheave and cargo blocks.

Say

- Sheaves are used to change travel direction of the wire ropes.
- A block is a frame that encloses one or more sheaves and is provided with a hook or some other means that allows attachment to cargo or to a fixed anchor point.

Ask

Ask these questions to trainees

- What is the use of a sheave and cargo block during load lifting?
- How to inspect the sheave and cargo block before use?

Elaborate

Elaborate and discuss following points as given in trainee handbook

- Types of sheaves and cargo blocks
- Pre-use inspection of sheave and cargo block
- Use of sheave and cargo block

Do

- Show the sheave and cargo block to the trainees.
- Demonstrate the pre-use inspection procedure of sheave and cargo block.
- Show the use of sheave and cargo block during load lifting.

Activity



- Ask the trainees to assemble together.
- Ask them to get into pairs for practice.
- Tell them to demonstrate the proper installation and use of hoisting accessories.

Skill Practice	Time	Resources
Installation and use of hoisting accessories.	5 hours	Wire rope clips, eye bolts, hooks, shackles, turnbuckles cargo bocks, sheaves

Do



- Provide hoisting accessories and tools required during installation to trainees.
- Tell them to install hoistign accessories in crane, inspect them for proper functioning and then show theri use for lifting a load.
- Guide them dusing the activity.
- Go around and make sure they are doing it properly.

Notes for Facilitation



- Summarize the main points.
- Ask participants if they have any doubts.
- Encourage them to ask questions.
- Answer their queries satisfactorily.

UNIT 3.4: Pre Inspection of Hoisting Equipment

Unit Objectives

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

1. Discuss about pre inspection requirements.
2. Demonstrate pre-inspection procedure of various hoisting equipment

Resources to be Used

- Available objects such as whiteboard, marker pens, duster, hoisting equipment, inspection tools.
- PC with LCD Projector
- Participant Manual

Do

- Greet and welcome the participants to the next session of the program.
- Before starting the session ask them do they have any doubts pertaining to the previous unit.

Say

- It is necessary to pre-inspect the various hoisting equipment and accessories like wire rope slings, synthetic web sling, hook, shackle and eye bolt.
- Follow the manufacturer instructions when installing and inspecting the hoisting equipment.

Ask

- Ask about the pre-inspection checklist of various hoisting equipment like wire rope slings, synthetic web sling, hook, shackle and eye bolt.

Elaborate

Elaborate and discuss the following hoisting equipment pre-inspection as given in trainee handbook

- Wire rope slings pre-inspection
- Synthetic web slings-pre use inspection
- Hooks-Pre use inspection
- Shackles-Pre use inspection
- Eye bolt pre-use inspection
- Hoist rings pre-use inspection

Demonstrate

Take the trainees into workshop and demonstrate the pre-use inspection procedure of hoisting equipment and accessories as given in trainee handbook.

Activity

- Ask the trainees to assemble together.
- Ask them to get into pairs for practice.
- Tell them to inspect the available hoisting equipment and accessories as discussed.
- By this activity, they learn how to inspect the hoisting equipment and accessories before starting the crane operation.

Skill Practice	Time	Resources
Pre inspection of hoisting equipment and accessories	2 hours	Sling, shackle, eyebolt, hook, hoist ring

Do

- Provide hoisting equipment and accessories, tools and equipment required during inspection procedure to trainees.
- Tell them to inspect the hoisting equipment and accessories, identify the defects and then take the action as demonstrated in workshop.

UNIT 3.5: Knots and Hitches

Unit Objectives

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

1. List various types of knots.
2. Explain about hitches
3. List various types of hitches

Resources to be Used

- Available objects such as whiteboard, marker pens, duster, ropes.
- PC with LCD Projector or Flip Chart
- Participant Manual

Do

- Greet and welcome the participants to the next session of the program.
- Before starting the session ask them do they have any doubts pertaining to the previous unit.

Say

- For lifting light material and lowering tools, the knots are more efficient and practical than other lifting methods.
- To support the load a hitch is the manner of using the sling. A hitch is any of several knots utilized to form a temporary noose in a rope or to protect a rope around a timber, post or pipe so that it will grip provisionally but can be eagerly uncompleted.

Ask

Ask these questions to trainees:

- What are the different types of knots used?
- What are the different types of hitches?

Elaborate



- Different types of knots used are:
 - o Bowline
 - o Bowline on the Bight
 - o Square Knot
 - o Two Half Hitches
 - o Running Bowline
 - o Figure-Eight Knot
 - o Butterfly Knot
- Different types of hitches are:
 - o Suspended Load
 - o Single Vertical Hitch
 - o Choker Hitch
 - o Single Choker Hitch
 - o Double Choker Hitch
 - o Basket Hitch

Explain



- Explain the characteristics of each type of knot.
- Explain the characteristics of each type of hitch.

Demonstrate



Take the trainees into workshop and demonstrate the steps of making different types of knots and hitches as given in trainee handbook.

Activity



- Ask the trainees to assemble together.
- Tell each trainee has to perform task individually.
- Tell them they have to form all types of knots and hitches.
- By this activity, they learn about how to make different types of knots and hotches.

Skill Practice	Time	Resources
Forming different types of knots and hitches	2 hours	Rope

Do



- Provide some pieces of ropes to each trainee.
- Tell them to form all types of knots and hotches as demonstrated in workshop.
- Go around and make sure they are doing it properly.
- Share your inputs and insight to encourage the trainees and add onto what they are doing.

Notes for Facilitation



- Summarize the main points.
- Ask participants if they have any doubts.
- Answer their queries satisfactorily.

UNIT 3.6: Load Calculation

Unit Objectives

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

1. Explain Center of Gravity.
2. Perform load and volume calculations

Resources to be Used

- Available objects such as whiteboard, marker pens, duster etc.
- PC with LCD Projector or Flip Chart
- Participant Manual

Do

- Welcome and greet the participants. Revise the learnings of the previous sessions and ask them if they have any doubts.

Say

- Gravity effects such evolutions as:
 - a) Lifting
 - b) Lowering
 - c) Stabilizing
- Force acts parallel to those surfaces toward a direction contradicting the relative movement between them.
- Every object resting on earth is said to be “at rest” and in a state of Static Equilibrium. All objects seek a state of equilibrium.

Ask

Ask these questions to trainees:

- How to evaluate the load?
- Ask about the symmetrical and asymmetrical loads for centre of gravity .

Elaborate

Discuss and elaborate following topics

- Weight calculation of load of different shapes
- Load calculation of symmetrical and asymmetrical loads
- Center of gravity (CG)
 - o Load is stable
 - o Load is unstable

Explain

Explain the steps to establish the weight of any load as given in trainee handbook.

1. Determine volume
2. Determine the material of the object
3. Determine weight of object

Do

Take examples given in trainee handbook and show how to calculate the weight of following

- Symmetrical loads
- Asymmetric loads
- Other shapes

Notes for Facilitation

- Summarize the main points.
- Ask participants if they have any doubts.
- Encourage them to ask questions.
- Answer their queries satisfactorily.



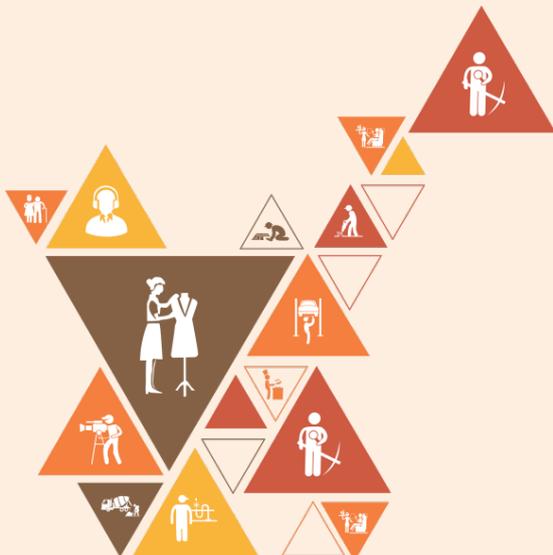
4. Operate the Crane to Transfer Material

Unit 4.1 – Prepare EOT Crane for Operation

Unit 4.2 – Operating EOT Crane

Unit 4.3 – Maintenance of EOT Crane

Unit 4.4 – Troubleshooting and Repairing of EOT Crane



Key Learning Outcomes

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

1. Explain inspection need to done before operation
2. Explain preparation need to done before operation
3. Explain common accidents occur during EOT crane operation
4. Identify safety considerations during EOT crane operation
5. Describe hand signals for crane operation
6. Carryout trial operation of crane
7. Perform starting and stopping of crane
8. Perform handling of asymmetrical loads
9. Perform handling of symmetrical loads
10. Perform maintenance of EOT crane
11. Perform lubrication of EOT crane
12. Perform maintenance of EOT crane components
13. Perform troubleshooting and repairing of EOT carne components

UNIT 4.1: Prepare EOT Crane for Operation

Unit Objectives

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

1. Explain inspection need to done before operation
2. Explain preparation need to done and safety considerations for EOT operation

Do

- Welcome and greet the participants. Revise the learnings of the previous sessions and ask them if they have any doubts.

Resources to be Used

- Available objects such as whiteboard, marker pens, duster, EOT crane and inspection tools.
- PC with LCD Projector or Flip Chart
- Participant manual

Say

- Before starting the operation, operator has to done the pre-inspection of crane. Operator has to check the proper working of brakes, levers control system etc.
- For proper operation, operator has to do the necessary routine checks.

Ask

Ask these questions to trainees:

- What are the routine checks need to be done before operating the crane?
- What is the need of routine inspection of crane?

Demonstrate



Take the trainees into workshop and demonstrate inspection activities need to done before operating an EOT crane components as given in trainee handbook.

Field visit



Plan a visit to industry and show how to inspect the crane before operation.

Activity



- Ask the trainees to assemble together.
- Divide the class into five equal groups.
- Tell them to pre-check crane before operation.
- By this activity, they learn how to inspect the crane before starting the operation.

Skill Practice	Time	Resources
Pre-inspection of EOT crane	3 hours	EOT Crane Inspection tools and equipment

Do



- Provide tools and equipment required during inspection of crane to trainees.
- Tell them to inspect the parts of crane and identify the defects as demonstrated in workshop.
- Guide the groups during the inspection of crane.
- Go around and make sure they are doing it properly.
- Share your inputs and insight to encourage the trainees and add onto what they are doing.

Say



- During lifting and moving load by EOT crane, many hazardous situations can occur due to negligence of safety.
- Now, we will discuss the common accidents and safety considerations to overcome those accidents.

Ask



Ask these questions to trainees:

- What are the common hazards occur during load lifting and moving an EOT crane?
- What safety precautions need to consider during crane operation?

Elaborate



Discuss and elaborate these points as given in trainee handbook:

- Common hazards occur during lifting and moving of load by EOT crane are:
 - o Overloading
 - o Caught between crane structure
 - o Hit by moving load
 - o Caught between load and lifting gear etc.
- Safety precautions for avoiding hazards during operation

Activity



- Ask the trainees to assemble together.
- Divide the class into five equal groups.
- Tell them to identify the hazardous situations inside the training center.
- By this activity, they learn how to identify the hazards in the workplace.

Skill Practice	Time	Resources
Identification of hazards in training center	2 hours	Notepad

Do



- Divide the training center area into five parts and allocate the parts to each group.
- Tell them, they have to inspect their part of training center and identify the hazards which can cause accidents in the training center.
- They also have to provide safety considerations or steps need to follow to avoid those accidents.
- Guide the groups during the inspection of training center.
- Go around and make sure they are doing it properly.
- Share your inputs and insight to encourage the trainees and add onto what they are doing.

Notes for Facilitation



- Summarize the main points.
- Ask participants if they have any doubts.
- Answer their queries satisfactorily.

Exercise



1. Lifting greater than 75% of the rated capacity, Lift involving more than one crane, Lift over occupied structures or in tight quarters Blind, lift (out of the view of the operator)
2. True 3. True 4. True 5. False
6. False 7. d 8. d 9. True

Notes



UNIT 4.2: Operating EOT Crane

Unit Objectives

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

1. Identify hand signals for crane operation
2. Demonstrate starting and stopping of crane
3. Demonstrate handling of asymmetrical and symmetrical loads

Do

- Welcome and greet the participants. Revise the learnings of the previous sessions and ask them if they have any doubts.

Resources to be Used

- Available objects such as whiteboard, marker pens, duster, EOT crane, load, hoisting accessories.
- PC with LCD Projector or Flip Chart
- Participant manual

Say

- There is a specific procedure of operating an EOT crane, we will learn about it.

Ask

Ask these questions to trainees:

- What are the necessary safety precautions need to follow during crane operation?
- How can they safely handle symmetrical and asymmetrical loads?
- What are the various hand signals need to follow during crane operation?

Do

- Show the various hand signals need to follow during crane operation
- Explain the meaning of each hand signal to trainees.

Elaborate

The following are basic safety considerations need some attention during crane operation:

1. Do not load beyond the rated capacity
2. Conduct a periodic visual inspection for signs of damage or wear.
3. Always “inch” the hoist into the load.
4. Limit switches are for emergency use only
5. Be sure that the hoist raises or lowers properly.
6. Centre the hoist over the load before lifting.
7. Use padding on the edge of load if it is sharp and angular to prevent damage to the rope.
8. Wire ropes for load handling should not be placed on the portion of the load which may cause them to move or slip off.
9. Do not drag the load.
10. Know the hand signals.
11. Do not jog controls unnecessarily.
12. When the crane is be used after a long period of disuse, be sure to operate all the motions without load first.

Demonstrate

Take the trainees into workshop and demonstrate the procedure of given operations of an EOT crane as given in trainee handbook.

- Starting the crane
- Stopping the crane
- Moving asymmetrical loads
- Moving symmetrical loads

Activity

- Ask the trainees to assemble together.
- Tell the trainees to practice operation of an EOT crane
- Tell them, they have to do the practice one by one.
- By tis activity, they learn how to operate the crane, lift and move the load properly.

Skill Practice	Time	Resources
Crane operation	5 hours	EOT Crane, load and hoisting equipment

Do

- Call each student and tell them to operate the crane one by one as demonstrated in workshop.
- Tell them to first attach the hoisting equipment, after that start and stop the crane, lift and move the given load as demonstrated.
- Guide them during crane operation, so that they can do the practice safely.
- Go around and make sure they are doing it properly.

Field visit

Plan a visit to nearby industry and show starting, stopping, lifting and moving load by EOT crane for their better understanding.

Notes for Facilitation

- Summarize the main points.
- Allow the trainees to do practice in workshop.
- Ask participants if they have any doubts.
- Answer their queries satisfactorily.

Exercise

1. False
2. True
3. True
4. d
5. True

UNIT 4.3: Maintenance of EOT Crane

Unit Objectives

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

1. Perform maintenance of EOT crane
2. Perform lubrication of EOT crane

Do

- Welcome and greet the participants. Revise the learnings of the previous sessions and ask them if they have any doubts.

Resources to be used

- Available objects such as whiteboard, marker pens, duster, EOT crane, inspection tools.
- PC with LCD Projector or Flip Chart
- Participant manual

Say

- Service life and operational safety of the crane depend to a large extent on proper maintenance and lubrication. All driving parts should be regularly examined for faultless operation.
- Crane should be inspect for worn and broken parts, lubrication, loose fasteners and electrical parts during maintenance activities.

Ask

Ask these questions to trainees:

- What they know about maintenance schedule of EOT cranes?
- What they know about inspection and repairing of defects in EOT cranes?

Elaborate



Preventive maintenance of an EOT crane includes:

- Fluid Replacement
- Frequently Worked Parts
- Pads
- Hoses
- Warning Devices and Signs

Explain



- Explain lubrication schedule of EOT Crane.
- Explain maintenance and inspection chart of EOT Crane.

Demonstrate



Take the trainees into workshop and demonstrate maintenance activities for EOT crane components as given in trainee handbook.

- Maintenance of wire ropes
- Discard of wire ropes
- Maintenance of pulleys & sheaves
- Maintenance of gear box
- Maintenance of couplings
- Maintenance of motor
- Motor dismantling
- Motor assembly
- Maintenance of breaks
- Maintenance of electrical equipment
 - a. Control gear
 - b. Control panels
 - c. Resistor banks

Activity



- Ask the trainees to assemble together.
- Divide the class into five equal groups
- Tell them to perform maintenance and lubrication of crane.
- By this activity, they learn how to conduct the maintenance and lubrication of an EOT crane.

Skill Practice	Time	Resources
Maintenance and lubrication of EOT crane	5 hours	EOT Crane, lubricant Inspection tools and equipment

Do



- Provide tools and equipment required during maintenance and lubrication of crane and its components to trainees.
- Tell them to inspect the parts of crane, identify the defects and then do the repairing as demonstrated in workshop.
- Guide the groups during the maintenance and lubrication of crane and its components .
- Go around and make sure they are doing it properly.
- Share your inputs and insight to encourage the trainees and add onto what they are doing.

Field visit



Plan a visit to nearby industry and show maintenance program of EOT crane.

Notes for Facilitation



- Summarize the main points.
- Allow the trainees to do practice in workshop.
- Ask participants if they have any doubts.
- Answer their queries satisfactorily.

UNIT 4.4: Troubleshooting of Defects in EOT Crane

Unit Objectives

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

1. Perform troubleshooting of EOT crane components
2. Perform repairing of EOT crane components

Do

- Welcome and greet the participants. Revise the learnings of the previous sessions and ask them if they have any doubts.

Resources to be used

- Available objects such as whiteboard, marker pens, duster, EOT crane, inspection and repairing tools.
- PC with LCD Projector or Flip Chart
- Participant manual

Say

- Regular inspection and repairing of defects is especially important for cranes.
- The daily safety inspection must be conducted by the crane operator each day and/or prior to use at the beginning of each shift.

Ask

Ask these questions to trainees:

- What are the common defects occurred in EOT crane?
- What they know about troubleshooting and repairing of various components of EOT crane?

Elaborate



Discuss and elaborate these points with trainees:

1. Daily inspection checklist of machines
2. Troubleshooting of defects, their causes and remedies for EOT crane components
 - I. Hook
 - II. Drums
 - III. Brakes
 - IV. Gear Box
 - V. Couplings
 - VI. Bearings
 - VII. Wheels
 - VIII. Drive Motor
 - IX. Control Panel
 - X. Main Switch
 - XI. Electrical hoists

Demonstrate



Take the trainees into workshop and demonstrate daily equipment safety check procedures as given in trainee handbook to them.

- Preliminary equipment checkout
- Daily equipment safety checkout (powered systems)
- Daily equipment safety checkout (hooks)
- Daily equipment safety checkout (bottom block assembly)
- Daily equipment safety checkout (wire rope and load chain)
- Daily equipment safety checkout (miscellaneous items)

Activity



- Ask the trainees to assemble together.
- Divide the class into five equal groups
- Tell them to perform troubleshooting and repairing of an EOT crane.

Skill Practice	Time	Resources
Troubleshooting and repairing of EOT crane	5 hours	EOT Crane Repairing tools and equipment

Do



- Provide tools and equipment required during troubleshooting and repairing of crane and its components to trainees.
- Tell them to inspect the parts of crane, identify the defects and then do the repairing as demonstrated in workshop.
- Guide the groups during the troubleshooting and repairing of crane and its components .
- Go around and make sure they are doing it properly.
- Share your inputs and insight to encourage the trainees and add onto what they are doing.

Notes for Facilitation



- Summarize the main points.
- Ask participants if they have any doubts.
- Encourage them to ask questions.
- Answer their queries satisfactorily.

Exercise



1. d
2. b
3. a

Key Learning Outcomes

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

1. Explain safety requirements and resources required in different areas for personal safety.
2. Demonstrate safe work practices while working at workshop.
3. Explain hazards, types of hazards and how to control hazards
4. Identify PPE required during work.
5. Demonstrate safe working practices at heights.
6. Demonstrate safe working practices at confined spaces.
7. Demonstrate actions need to perform during fire hazards.
8. Demonstrate use of fire extinguisher during fire hazards.
9. Perform first aid during an accident.
10. Explain problem identification process.
11. Explain risk management process.
12. Explain escalation matrix and problem escalation process.
13. Explain reporting and documentation requirements.
14. Explain accident reporting procedure.
15. Perform reporting of accidents and defective tools.

UNIT 5.1: Occupational, Health and Safety (OHAS)

Unit Objectives

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

1. Explain health and safety requirements in industry
2. List essential elements of safety
3. Describe good safe work practices

Resources to be Used

- Available objects such as a duster, pen, notebook etc.

Do

- Welcome and greet the participants. Revise the learnings of the previous sessions and ask them if they have any doubts.

Say

- The health and safety of employees is crucial since it affects both economic and social factors.
- The nature of various types of accidents is shown by an iceberg of incidents. They are unsafe actions, incidents, minor injuries, lost time injuries, serious accidents and fatalities.
- You have to regularly attend review meetings, trainings, emergency safety drills and safety audits to ensure safety at workplace.

Ask

Ask these questions to trainees

- What are the three important aspects of safety in Iron and Steel industry?
- List essential elements necessary for safety.
- What are the good safety practices?
- What they think about safety in Iron and Steel industry?

UNIT 5.2: Hazard

Unit Objectives

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

1. Explain hazards and different types of hazards
2. Explain how to identify and control hazards
3. Identify safe working practices

Do

- Welcome and greet the participants. Revise the learnings of the previous sessions and ask them if they have any doubts.

Say

- A hazard is something that has the potential to cause injury, disease or death in a workplace.
- Aspects for the development of a safe workplace environment are development policies, consultative process, hazard identification and control.
- Always follow safety signages to ensure safety at workplace and ensure the control measures.

Ask

- What are the different types of hazard?
- You can pick the students and ask the hazard warning sign.
- What are the most common hazard in workshop?

Elaborate

Discuss and elaborate these points with trainees:

- Important aspects to the development of a safe workplace environment.
 - o The development of policies
 - o The development of consultative processes

- o Hazard identification, assessment and control.
- Types of hazard
 - o Physical hazard
 - o Mechanical hazard
 - o Chemical hazard
 - o Electrical hazard
- Common hazards occur in Iron & Steel plant
 - o Road hazards
 - o Coke oven and sinter plant
 - o Blast furnace and steel melting shop
 - o Rolling mills
 - o Power plant
 - o Material handling
 - o Other common hazards which occur in steel plant
- Common causes of hazard

Do



- Show all the hazard warning sign and their differences.
- Ask the various techniques to avoid and control from hazards.
- Give trainees some time to think about effects of hazard on our body.

Activity



- Ask the trainees to assemble together.
- Show the hazard signage chart to trainees and tell them to identify hazard signages one by one.
- By this activity, they will learn about different hazard signages paced at workplace.

Skill Practice	Time	Resources
Identify hazards signage	20 min	Hazard signage chart

UNIT 5.3: Safe Working Practices

Unit Objectives

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

1. Identify safe working practices
2. Perform safe handling and lifting of material
3. List personal protective equipment required for work

Resources to be Used

- Available objects such as a duster, pen, notebook, PPE, heavy weight etc.

Do

- Welcome and greet the participants. Revise the learnings of the previous sessions and ask them if they have any doubts.

Say

- There are safe practices need to be consider for avoiding general workshop hazards.
- Use of personal protective equipment is the first step towards the safety. Personal protective equipment serves as the last resort for controlling hazards and is one, but not the only, ancillary or temporary measure.
- Every worker has to lift and move heavy weight during the job whenever required.
- Extreme care should be taken while lifting or moving the job so that no damage occurs to the job or plant and also to prevent accidents at work place.

Ask

- What are the safe practices for avoiding general shop hazards?
- What type of PPE is required for a mechanical drafter job?
- What are the benefits of PPE at workplace?

Elaborate

Discuss and elaborate the following points with trainees:

- Safe practices to avoid workshop hazards
- Safe practices to avoid machine hazards
- Personal protective equipment and their use
- Safe material handling and lifting



Fig 5.3.1: PPE

Do

- Show them the PPE.
- Demonstrate the use and requirement of PPE.
- Demonstrate the safe material handling practices.

Demonstrate



Take the trainees into workshop and demonstrate the safe lifting of heavy material manually

Activity



- Ask the trainees to assemble together.
- Tell the trainees to make pairs
- Tell them they have to demonstrate manual lifting of heavy material.
- By this activity, they will learn about how to lift a heavy load safely.

Skill Practice	Time	Resources
Safe weight lifting procedure	1 hours	PPE
		Heavy weight

Do



- Provide a heavy material to each pair.
- Make sure they are lifting the weight properly in correct body posture.
- Wrap the unit up after summarizing the key points and answering questions.

Field Visit



- Plan a visit in the industry and show the various material handling equipment and safe working practices used in the industry.

Exercise



Answers of the exercise

1. a
2. d
3. d
4. b
5. b

UNIT 5.4: Working at Heights and Confined Spaces

Unit Objectives

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

1. Explain risks of working at heights
2. Identify safety precautions while working at heights
3. Explain risks of working at confined spaces
4. Identify safety precautions while working at confined spaces

Resources to be Used

- Available objects such as a duster, pen, notebook, ladder, respiratory equipments etc.

Do

- Welcome and greet the participants. Revise the learnings of the previous sessions and ask them if they have any doubts.

Notes for Facilitation

- You could ask the students about the understanding of safe working practices at heights and confined spaces.
- Invite students to participate. List the responses from students on the whiteboard.
- Give the students a brief overview of what all will be covered in the program.

Say



- Falls from height are responsible for many serious and fatal injuries every year.
- The Health and Safety Executive recommends a five-step approach to risk assessment, and the risk of slips, trips and falls should also be considered.

Elaborate



Elaborate and discuss following topics with the trainees:

- Safety equipment can used while working on heights
 - o Mobile elevated platforms
 - o Ladders
 - o Step-ladders
 - o Scaffolder
 - o Harnessing belts
- Do's and don'ts while working on heights
- Risk assessment procedure

Do



- Show the risk assessment procedure
 1. Look for hazards associated with falls from height around the workplace.
 2. Decide who might be harmed and how.
 3. Consider the risks.
 4. Record your findings if you have five or more employees.
 5. Regularly review the assessment.
- Demonstrate the safe use of ladders

Demonstrate



Demonstrate the steps of using a ladder safely as given in participant manual.

Say



- The confined space can be any space of an enclosed nature where there is a risk of death or serious injury from hazardous substances or dangerous conditions. Confined space such as Storage tanks, Silos, Reaction vessels, enclosed drains and Sewers.
- If you cannot avoid entry into a confined space, make sure you have a safe system for working inside the space.

Ask



- What is confined space?
- How the danger can arise in confined space?
- What can occur if there is lack of oxygen?
- List the safe systems of work at confined spaces.

Elaborate



Elaborate and discuss following topics with the trainees:

- Confined space
- Dangers in confined space
 - o Lack of oxygen
 - o Poisonous gas, fumes and vapours
 - o Liquids and solids which can suddenly fill the space, or release gases into it
 - o Fire and explosions
 - o Residues left in tanks, vessels etc.
 - o Dust present in high concentrations
 - o Hot conditions
- Essential elements need to consider while working in confined space
 - o Isolation
 - o Cleaning
 - o Size of entrance
 - o Provision of ventilation

UNIT 5.5: Fire Prevention

Unit Objectives

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

1. Explain fire hazards and how to control them
2. Explain about fire extinguishers
3. List types of fire extinguishers
4. Demonstrate how to use fire extinguishers

Resources to be Used

- Available objects such as a duster, pen, notebook, fire extinguisher, fire alarm, PPE etc.

Do

- Welcome and greet the participants. Revise the learnings of the previous sessions and ask them if they have any doubts.

Say

- Fire is defined as a self-sustaining combustion process in which a substance (fuel) combines with oxygen in air to produce immense heat and light.
- Fire hazards pose threats to life and property.
- There are four classes of fire i.e. Class A, Class B, Class C and Class D.
- A fire extinguisher is an active fire protection device used to extinguish or control small fires, often in emergency situations.

Ask

- What is fire?
- What are the common types of fire safety equipment used in industry?
- What is fire extinguisher and how you can use it?

Elaborate

Elaborate and discuss following topics with the trainees

- Fire and classes of fire
- Ways and effects of fire hazard
- Fire-fighting equipment
- Fire extinguisher
- Types of fire extinguisher and their classification according to classes of fire
- Use of fire extinguisher
- Tips during fire outbreak

Do

- Tell them about the fire fighting equipments.
- Show them the equipments and explain their use.
- Demonstrate them the use of fire extinguisher.
- Explain them about different types of fire extinguishers.

Demonstrate

- Take the trainees into the workshop.
- Demonstrate the steps of using fire extinguisher.

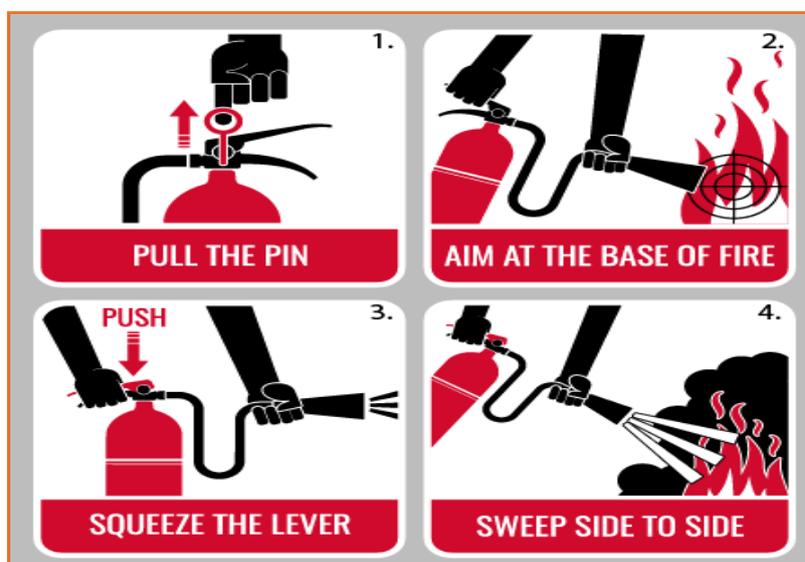


Fig 5.5.1 Steps of using fire extinguisher

Activity 1



- Ask the trainees to assemble together.
- Tell them to demonstrate the use of fire extinguisher one by one.
- By this activity, they will learn about use of fire extinguisher

Skill Practice	Time	Resources
Use of fire extinguisher	2 hours	Fire extinguisher
		PPE

Do



- Support them in using a fire extinguisher properly.
- Go around and make sure they are doing it properly.

Activity 2



- Ask the trainees to assemble together.
- Give them a situation of fire drill and tell them to prepare a fire drill report individually.
- By this activity, they will learn about writing a fire drill report.

Skill Practice	Time	Resources
Fire drill report	2 hours	Report format
		Fire drill details

Do



- Go around and make sure they are writing the report properly.
- Support them in writing the report.
- Wrap the unit up after summarizing the key points and answering questions.

UNIT 5.6: Emergencies, Rescue and First Aid Procedures

Unit Objectives

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

1. Demonstrate basic first aid techniques during electric shock, burns and choking
2. Perform CPR process
3. Demonstrate bandaging process

Say

- If you think someone is suffering from electric shock, approach with extreme caution and its your duty to give the basic first aid to save the life of victim.

Ask

Ask these questions to trainees

- What are the basic steps of first aid?
- What is CPR process?

Demonstrate

You can make a group of few trainees to demonstrate the steps of first-aid in following situations:

- Free a person from electrocution
- Bleeding and Wounds
- Burns
 - o Chemical or Compressed Gas Burns
 - o Heat or Electrical Burns
- Choking
- Basic techniques of banding
- Artificial respiration and the CPR Process
- Correct method to move injured people during an emergency

Do



- Show the do's and don't's in case of an electric shock to trainees .

Do's	Don't
Take rest	Do not give the victim anything to eat or drink
Lay the victim on his/her back	Do not move the victim
Keep the victim warm by using the blanket or clothes.	Do not keep the victim in warm and hot conditions.
If the victim is not in pain, raise the feet and legs of victim with the support of a pillow.	If victim in pain, do not move.

Activity



- Ask the trainees to assemble together.
- Tell them to divide into six groups.
- Tell them to prepare a role play of an accident and demonstrate the first aid steps need to perform for saving the victim.

Skill Practice	Time	Resources
First aid practices	3 hours	Mannequin, first-aid box

Do



- Support the teams in preparation of role play
- Praise their effort during the demonstration.
- Wrap the unit up after summarizing the key points and answering questions.

Exercise



1. c 2. b 3. a 4. a 5. b 6. c
 7. c 8. b 9. b 10. True

UNIT 5.7: Risk Management and Escalation Matrix

Unit Objectives

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

1. Explain risk management process
2. Explain escalation matrix

Resources to be used

- Available objects such as a duster, pen, notebook etc.

Do

- Welcome and greet the participants. Revise the learnings of the previous sessions and ask them if they have any doubts.

Say

- Risk Management consists of methodical steps for handling hazards in the workplace.
- One major component of risk management is workplace safety inspections. Inspections are a major tool in ensuring that a workplace remains safe.

Ask

Ask these questions to trainees

- How to control the problems?
- What is risk management process?

Elaborate

After inspection, make an inspection report, which includes the following information:

1. Fill in the name of the area inspected if not already indicated on the sheet, the date and inspectors' names in the area provided.
2. Check either yes or no according to the situation or item listed, or put a check next to each listed control.
3. Record suggested remedial action in the comments for the identified action items.
4. State what needs to be or should be done to correct and better control the hazardous situation.

Demonstrate

Demonstrate the process of risk assessment

1. Identifying any foreseeable problem
2. Assessing the problem
3. Control the problem or if this is not possible, controlling the risk from the problem - \
4. Reviewing risk assessment

Activity

- Ask the students to assemble together.
- Divide the class into five equal groups
- Tell them to make a checklist of inspection according to norms and standards and conduct the inspection of workplace

Skill Practice	Time	Resources
Inspection	1 hour	Checklist

Do

- Ask them to get into pairs for practice.
- Go around and make sure they are doing it properly.
- Wrap the unit up after summarizing the key points and answering questions.

Say



- For escalating issues to the concerned department, every organization follows a specific procedure. This procedure is based on escalation matrix.

Ask



Ask these questions to trainees

- What is escalation matrix and its features?
- What they understand about the process of problem management?
- How escalation matrix works for complaints?

Explain



- Explain the process of problem management
- Explain the key features of escalation matrix
- Explain How does escalation matrix work for Complaints

Elaborate



- Escalation matrix is a complaint logging system (complaint box) allows you to specify multiple user contacts to be notified in the event of issues. By using escalation matrix you can notify the right people at the right time about critical alerts irrespective of the business hours.
- The key features of escalation matrix are as follows:
 - o The escalation levels are based on schedules.
 - o The service is available 24X7 and schedules are allocated accordingly.
 - o The schedules are time zone specific.
 - o A matrix can be defined at multiple levels ranging from senior management to lower management.

UNIT 5.8: Reporting and Documentation

Unit Objectives

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

1. Explain accident and incident reporting
2. Explain how to write reports properly
3. Perform reporting of faulty and damage tools

Resources to be used

- Available objects such as a duster, pen, notebook, sample accident report format etc.

Do

- Welcome and greet the participants. Revise the learnings of the previous sessions and ask them if they have any doubts.

Say

- It is extremely important to report accidents and incidents right away, no matter how minor it may be.
- Reporting of incidents and accidents is required under the Work Health and Safety (WHS) legislation
- Always report an accident to management immediately. There should be a form at each workplace that you (or the person involved) and any witnesses can fill out, where possible, otherwise it can be completed by a health and safety representative (HSR) if necessary.

Elaborate

Hazard reports can take a number of different forms:

- the standard hazard report used by workers for all hazards
- reports of infections

- near-miss incident reports
- reports of damage and faulty tools, equipment and machines
- routine inspection reports

Structure of an accident report:

- Description of the occurrence
- Nature of injury or disease
- Injury or disease happened as a result of the occurrence?
- First aid, medical treatment or hospital admission
- Part of the body affected
- Source of injury
- Probable cause or causes of injury
- Investigation
- Notification checklist
- Preventative action
- Witness details

Ask

Ask these questions to trainees

- What are the areas covered in accident report?
- Why reporting and documentation is necessary?
- What are the important things to remember filling reports and documents?

Say

- Like accident or incident reporting, reporting of faulty and damaged machine, tools and equipments is also necessary.
- Any damaged, faulty or malfunctioning tools, equipment should be immediately withdrawn from use and addressed according to organizational policies and procedures

Elaborate



Check the following details before doing reporting or providing any repair suggestions:

- Last date of inspection
- Last date of repair and which part was repaired.
- Life cycle of the tool, equipment or machine

In machine or equipment faulty or damage report you have to provide following details:

- Name of the tool or machine
- Registration details of machine
- Who does the inspection of toll and machine before the use
- Trouble or hazard from the defective tool or machine
- Defective part name or number
- Remedial action - Tool or machine has to be discontinued or need repair
- Which process is going to affect due to the faulty machine or tool
- Report whether the machine or tool is performing accurately or precisely.
- Report that there limits, fits and tolerances are set or not according to industrial standards.

Activity



- Ask the students to assemble together.
- Make pairs of students
- Tell them to imagine a fire accident and prepare a fire accident report

Skill Practice	Time	Resources
Fire accident report	1 hour	Checklist

Notes



A large rectangular area enclosed by an orange border, containing 25 horizontal lines for writing notes.

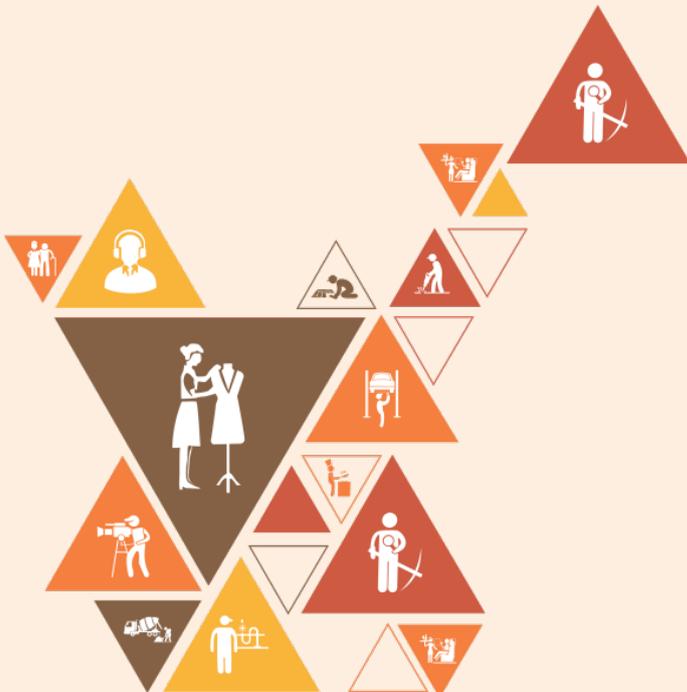




6. Work Effectively with Others

Unit 6.1 – Working with Others

Unit 6.2 – Workplace Etiquette



Key Learning Outcomes

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

1. Discuss how to do effective communication with colleagues
2. Explain workplace etiquettes
3. Describe characteristics of team
4. List advantages of teamwork

UNIT 6.1: Working with Others

Unit Objectives

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

1. Discuss how to communicate effectively with colleagues
2. Explain effective communication
3. Describe characteristics of team

Resources to be used

- Available objects such as a duster, pen, notebook etc.

Do

- Welcome and greet the participants. Revise the learnings of the previous sessions and ask them if they have any doubts.

Ask

- What is the need and importance of teamwork?
- List advantages of team work.

Say

- The current trend of working in an organization is to work in form of teams. While working in an organization they have to support and guide other team members also.
- A good team is the one that motivates its members to have a positive attitude, perform better.
- Team work is a very important part of working life. They can have a big impact on the profitability of an organization, team and individual performance, company reputation, etc.
- The three important determinants of teamwork are leadership, the building of the right kind of groups or teams for better productivity.

Elaborate



Lessons from the Geese:

Teams are much more effective than individuals for work. Let's look at an example from Mother Nature to learn how an effective team works.

The geese actually fly in a group on their long flight of migration.

The flapping of the geese that are in front of the formation creates a draft for the geese at the rear reducing air resistance. This indicates their true sense of responsibility towards the fellow beings.

When the leader of the formation of the geese is tired, it goes back and another goose then comes in the front to lead the group of Geese. So, these Geese have no fixed leadership or hierarchy.

No goose likes to fly out of formation because it would get tired easily. Even if it does fly out of formation, it quickly comes back to its place. So, Geese have amazing team sense!

Geese also make a lot of noise while they fly. But it's interesting to note that the noise is not made by the geese leading the formation, but by the Geese in the back of the formation, which serve to support and keep everyone going. Isn't that the unique vocal support?

If one goose is ill and falls out of formation, a few of others stay with it, to be with it until it gets well or dies. Now, that's what we call team spirit!

Geese are unique as a team. The team behaves as a cohesive whole with a common goal of reaching a particular destination in mind. Team members help each other since they can collectively achieve much more than they can alone.

As explained about the Geese, being a human if we are sharing common set of direction and have consider our community can move fast and reach to our goal in shorter period because we move with trust on each other.

Considering the Geese if we follow their footsteps we will be connected with the persons who could lead us to reach our destination. We willing accept help from others and offer our help to others.

It pays to take turns in doing the hard tasks and share the leadership. As with Geese, people are interdependent on each other's skills, capabilities and unique arrangements of gifts, talents and resources.

We need to make sure we are encouraging each other in the team. In teams where there is encouragement, the production is much higher.

If we have as much sense as Geese, we will stand by each other in difficult times as well as when we are strong. Now, what do you say to that!!!

Explain



- Explain teamwork checklist need to follow at workplace
- Advantages of teamwork

Activity



- Divide students into teams and give them equal amounts of newspaper, gum, cello tapes – no scissors or blade should be used. Ask them to construct a castle in 30 mins. Best team will be identified based upon the following criteria:
 - Which team can build the tallest, structurally-sound castle?
 - Which team can build a castle the fastest?
- Divide students into teams and in each team, 1 person should be the player. The player should not speak throughout the game, The eyes of the player will be tied and the rest of the team should direct him towards the exit of the room. The player should not touch any object till he/she reaches the exit door. Also, the team members should make sure they give him the proper clue for the directions. There is one more requirement. The player should first be directed to a place where the marker pen is placed. The player needs to pick it and then go towards the exit door. The team should co-ordinate amongst them and helps the player throughout the game. Time limit is 15 mins for each team.
 - o Questions to ask during the review:
 - o Did you come up with a strategy before starting the challenge?
 - o Did you adapt your game plan?
 - o How did you feel being blindfolded? Did you always trust your communicators?
 - o Did you get frustrated at any point?

Say



- Each colleague plays an important role in the success of the organization
- People like hearing their own names, don't assume a person is more or less important, Self-assess and Respect other people's personal space are some ways of communicate with others properly.
- Communication is a tool which connects us with other human beings. An effective communication not only helps in developing a sense of belonging but also facilitates better working, improves relationships, reduces stress.
- Communication is the process of exchange of words, ideas, feelings. It is the meaningful exchange of information between two or more participants.

Ask



- What are the ways of effective communication with colleagues?

Explain

- Elements of effective communication
- Ways of effective communication

Team Activity

- Ask the trainees to assemble together.
- Tell the trainees to make pairs and plan a communication on any topic.
- Each pair has to communicate together for 5 minutes.in front of class.

Skill Practice	Time	Resources
Effective communication between 2 persons	1 hour	Communication tools

Do

- Go around and make sure they are doing it properly.
- Praise them for their efforts.
- Wrap the unit up after summarizing the key points and answering questions.

Notes

UNIT 6.2: Workplace Etiquette

Unit Objectives

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

1. Explain organization policies and procedures
2. Explain workplace etiquette

Resources to be used

- Available objects such as a duster, pen, notebook etc.

Do

- Welcome and greet the participants. Revise the learnings of the previous sessions and ask them if they have any doubts.

Ask

- What is the role of colleagues in the success of the organization?
- How to make a good impression on the job?
- Why one's uniform should be neat, clean and ironed?

Say

- Office etiquette is important because bad manners at work can be bad for business by negatively affecting employee morale and productivity.
- Etiquette is basically polite behavior and courtesy, a person is expected to follow.
- The way you present yourself to others in the business world speaks volumes about you. Many people form first impressions about others within seconds of meeting them
- Make a positive impression, cooperate with colleagues and work space savvy are some important tips to help you succeed on the job.
- A well-groomed personality projects a good image and speaks well of hygiene and efficiency.

Elaborate



Discuss and elaborate these points with trainees

- Organization policies and procedures while working with colleagues:
- Work etiquettes
- Grooming of personnel

Do



Show certain etiquette that should be kept in mind at workplace:

- o Stand straight, make eye contact and turn towards people when they are speaking.
- o Follow the dress code prescribed by the organization.
- o Limit personal calls especially when you are working in a manufacturing unit.
- o Eat and smoke to the designated areas
- o Discipline
- o Commitment to work
- o Punctuality

Activity



- Ask the students to narrate instances when they have been scolded by their school teachers/ elders for behaving inappropriately-like dragging one' feet while walking, etc.
- Look for other such instances.

Notes for Facilitation



- Summarize the main points.
- Ask participants if they have any doubts.
- Encourage them to ask questions.
- Answer their queries satisfactorily.



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7. Employability & Entrepreneurship Skills

Unit 7.1 - Personal Strengths & Value Systems

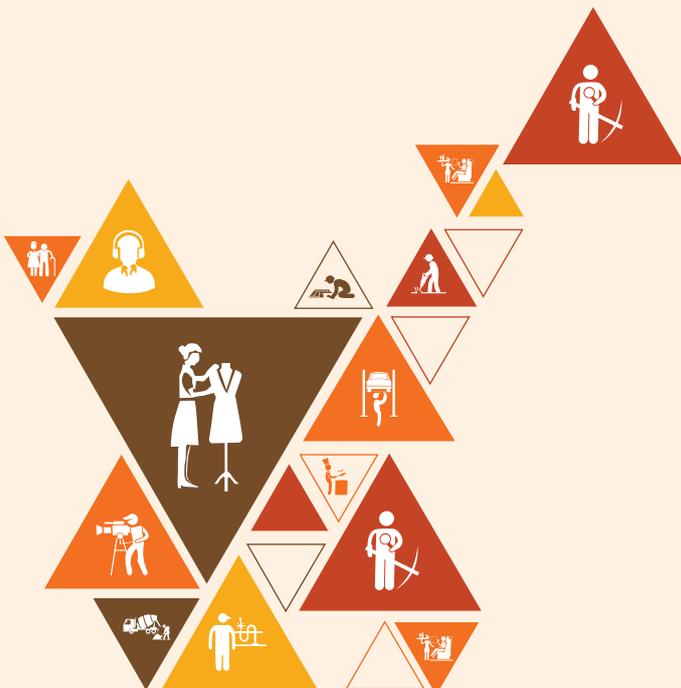
Unit 7.2 - Digital Literacy: A Recap

Unit 7.3 - Money Matters

Unit 7.4 - Preparing for Employment & Self Employment

Unit 7.5 - Understanding Entrepreneurship

Unit 7.6 - Preparing to be an Entrepreneur



Key Learning Outcomes

After the completion of this module, the participant will be able to:

1. Explain the meaning of health
2. List common health issues
3. Discuss tips to prevent common health issues
4. Explain the meaning of hygiene
5. Understand the purpose of Swachh Bharat Abhiyan
6. Explain the meaning of habit
7. Discuss ways to set up a safe work environment
8. Discuss critical safety habits to be followed by employees
9. Explain the importance of self-analysis
10. Understand motivation with the help of Maslow's Hierarchy of Needs
11. Discuss the meaning of achievement motivation
12. List the characteristics of entrepreneurs with achievement motivation
13. List the different factors that motivate you
14. Discuss how to maintain a positive attitude
15. Discuss the role of attitude in self-analysis
16. List your strengths and weaknesses
17. Discuss the qualities of honest people
18. Describe the importance of honesty in entrepreneurs
19. Discuss the elements of a strong work ethic
20. Discuss how to foster a good work ethic
21. List the characteristics of highly creative people
22. List the characteristics of highly innovative people
23. Discuss the benefits of time management
24. List the traits of effective time managers
25. Describe effective time management technique
26. Discuss the importance of anger management
27. Describe anger management strategies
28. Discuss tips for anger management
29. Discuss the causes of stress
30. Discuss the symptoms of stress
31. Discuss tips for stress management
32. Identify the basic parts of a computer
33. Identify the basic parts of a keyboard
34. Recall basic computer terminology
35. Recall the functions of basic computer keys
36. Discuss the main applications of MS Office
37. Discuss the benefits of Microsoft Outlook
38. Discuss the different types of e-commerce
39. List the benefits of e-commerce for retailers and customers
40. Discuss how the Digital India campaign will help boost e-commerce in India
41. Explain how you will sell a product or service on an e-commerce platform
42. Discuss the importance of saving money
43. Discuss the benefits of saving money
44. Discuss the main types of bank accounts
45. Describe the process of opening a bank account
46. Differentiate between fixed and variable costs
47. Describe the main types of investment options
48. Describe the different types of insurance products
49. Describe the different types of taxes

50. Discuss the uses of online banking
51. Discuss the main types of electronic funds transfers
52. Discuss the steps to prepare for an interview
53. Discuss the steps to create an effective Resume
54. Discuss the most frequently asked interview questions
55. Discuss how to answer the most frequently asked interview questions
56. Discuss basic workplace terminology
57. Discuss the concept of entrepreneurship
58. Discuss the importance of entrepreneurship
59. Describe the characteristics of an entrepreneur
60. Describe the different types of enterprises
61. List the qualities of an effective leader
62. Discuss the benefits of effective leadership
63. List the traits of an effective team
64. Discuss the importance of listening effectively
65. Discuss how to listen effectively
66. Discuss the importance of speaking effectively
67. Discuss how to speak effectively
68. Discuss how to solve problems
69. List important problem-solving traits
70. Discuss ways to assess problem solving skills
71. Discuss the importance of negotiation
72. Discuss how to negotiate
73. Discuss how to identify new business opportunities
74. Discuss how to identify business opportunities within your business
75. Understand the meaning of entrepreneur
76. Describe the different types of entrepreneurs
77. List the characteristics of entrepreneurs
78. Recall entrepreneur success stories
79. Discuss the entrepreneurial process
80. Describe the entrepreneurship ecosystem
81. Discuss the government's role in the entrepreneurship ecosystem
82. Discuss the current entrepreneurship ecosystem in India
83. Understand the purpose of the Make in India campaign
84. Discuss the relationship between entrepreneurship and risk appetite
85. Discuss the relationship between entrepreneurship and resilience
86. Describe the characteristics of a resilient entrepreneur
87. Discuss how to deal with failure
88. Discuss how market research is carried out
89. Describe the 4 Ps of marketing
90. Discuss the importance of idea generation
91. Recall basic business terminology
92. Discuss the need for CRM
93. Discuss the benefits of CRM
94. Discuss the need for networking
95. Discuss the benefits of networking
96. Understand the importance of setting goals
97. Differentiate between short-term, medium-term and long-term goals
98. Discuss how to write a business plan
99. Explain the financial planning process
100. Discuss ways to manage your risk
101. Describe the procedure and formalities for applying for bank finance
102. Discuss how to manage your own enterprise
103. List important questions that every entrepreneur should ask before starting an enterprise

UNIT 7.1: Personal Strengths & Value Systems

Unit Objectives

After the completion of this unit, the participant will be able to:

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

7.1.1: Health, Habits, Hygiene: What is Health?

Resources to be Used

- Participant Handbook

Ask

- What do you understand by the term “Health?”
- According to you, who is a healthy person?

Say

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

Ask

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

Say

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

Role Play

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

Summarize

- Through this activity we got some tips on how can we prevent these common health issues.

Say

- Let us now see how many of these health standards we follow in our daily life.

Activity

- Health Standard Checklist from the Participant Handbook.

Ask 

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

Say 

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

Do 

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

Summarize 

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

Ask **Discuss:**

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

Say 

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

Activity 

- Health Standard Checklist: Hygiene

Say 

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

Do 

- Ensure that all the participants have opened the right page in the Participant Handbook.
- Read aloud the points for the participants and explain if required.
- Give them 5 minutes to do the exercise. .
- At the end of 5 minutes, ask the participants to check how many ticks have they got.
- Ask them to calculate their score.
- Tell them what each score indicates by reading aloud what has been mentioned in the Participant Handbook.

Ask 

- How many of you have heard about “Swachh Bharat Abhiyan”?
- Can you tell the class what it is about?

Summarize 

- Tell them about Swachh Bharat Abhiyan as given in the Participant Handbook and request them to take a pledge to keep our country clean.

Ask 

- What is a habit?

Say 

- Discuss some good habits which can become a way of life.

Summarize 

- Tell them about good and bad habits and the reasons to make good habits a way of life.

7.1.2: Safety

Resources to be Used

- Participant Handbook
- Safety signs and symbols
- Safety equipments
- Blank papers
- Pens

Say

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

Team Activity

Safety Hazards

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

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

Table 7.1.2.1 Safety Hazards

Ask

- How could you or your employees get hurt at work?

Say

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

Do

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

Say

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

Do

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

Ask

De-briefing

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

Summarize

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

7.1.3: Self Analysis- Attitude, Achievement Motivation: What is Self Analysis?

Resources to be Used

- Participant Handbook
- Old newspapers
- Blank papers
- Pencils/ pens

Activity

- This is a paper pencil activity.

What are the three sentences that describe you the best?

What do you need to live happily?

What are your strengths and weaknesses?

Do

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

Say

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

Team Activity

Tower building

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

Do

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

Ask

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

Say 

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

Ask 

- Is your attitude positive or negative?

Say 

- Let me tell you a story :

It's Little Things that Make a Big Difference.

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

Ask 

- What did you learn from this story?

Activity **What Motivates You?**

- This is an individual activity.
- It is an exercise given in the Participant Handbook.

Do 

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

Say 

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

Summarize 

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

7.1.4: Honesty & Work Ethics

Resources to be Used

- Participant Handbook

Ask

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

Say

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

Do

- Divide the class into four groups of maximum six participants depending on the batch size.
- Give one case study to each group.
- Instruct them to read the case carefully.
- Put down the de-brief questions on the board and ask the groups to focus their discussion around these questions.
- The group is expected to analyse and discuss the case amongst them and find a solution to the given problem. Give the class 5-10 minutes to discuss the case and note down their solutions.
- At the end of 10 minutes the team should present their case solution to the class. The presentation can be a narration or a role play.
- Ask the group to select a group leader for their group. The group leader to discuss and assign roles to the group members for the presentation.

Team Activity

Case Study Analysis

Scenario 1

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

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

Scenario 2

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

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

Scenario 3

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

Scenario 4

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

Say

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

Do 

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

Summarize 

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

7.1.5: Creativity and Innovation

Resources to be Used

- Participant Handbook
- Chart papers
- Marker pens

Ask

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

Say

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

A.P.J. Abdul Kalam

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

Water filter/purifier at source

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

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

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

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

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

Solar seeder

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

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

Looms for physically challenged

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

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

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

Ask 

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

Say 

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

Team Activity 

- This is a group activity.

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

Activity De-brief

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

Do 

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

Summarize



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

Notes for Facilitation



- Source for stories on innovations:

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

7.1.6: Time Management

Resources to be Used

- Participant Handbook

Ask

Does this sound like you?

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

Example

- Let's look at these two examples:

Example 1:

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

Example 2:

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

Ask

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

Activity

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

Say

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

Ask

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

Say

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

Activity

Effective Time Management

- This activity has two parts:

PART 1 TO-DO LIST

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

PART 2 URGENT-IMPORTANT GRID

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

• **Category 2: Not Urgent/Important**

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

• **Category 3: Urgent/Not Important**

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

• **Category 4: Not Important and Not Urgent**

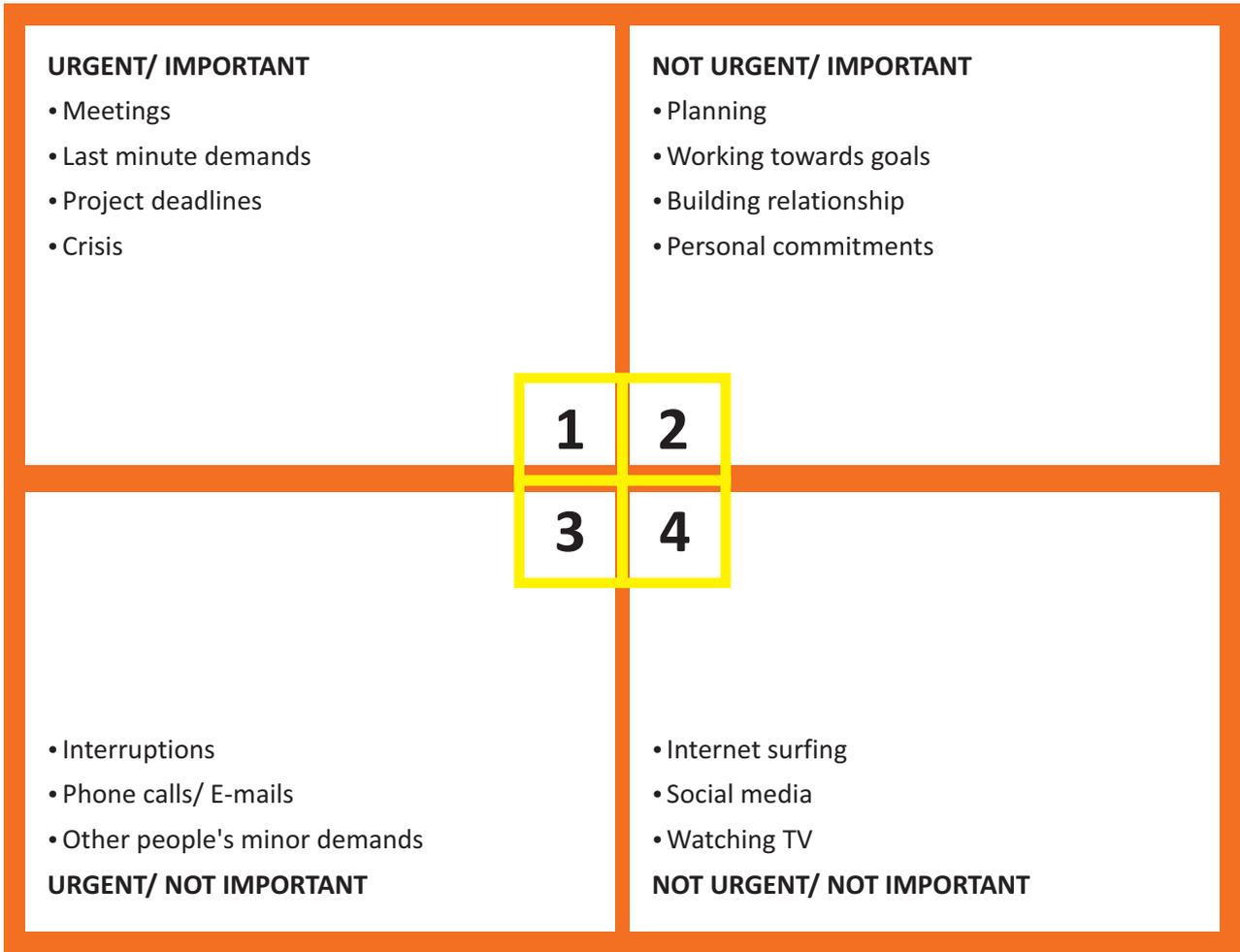
- This category doesn't really include tasks, but rather habits that provide comfort, and a refuge from being disciplined and rigorous with your time management.
- Some may be activities that other people want you to do.
- These might include unplanned leisure activities as well.

TO- DO list format

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

Table 7.1.6.1 TO- DO list format

URGENT-IMPORTANT GRID



URGENT/ IMPORTANT GRID format

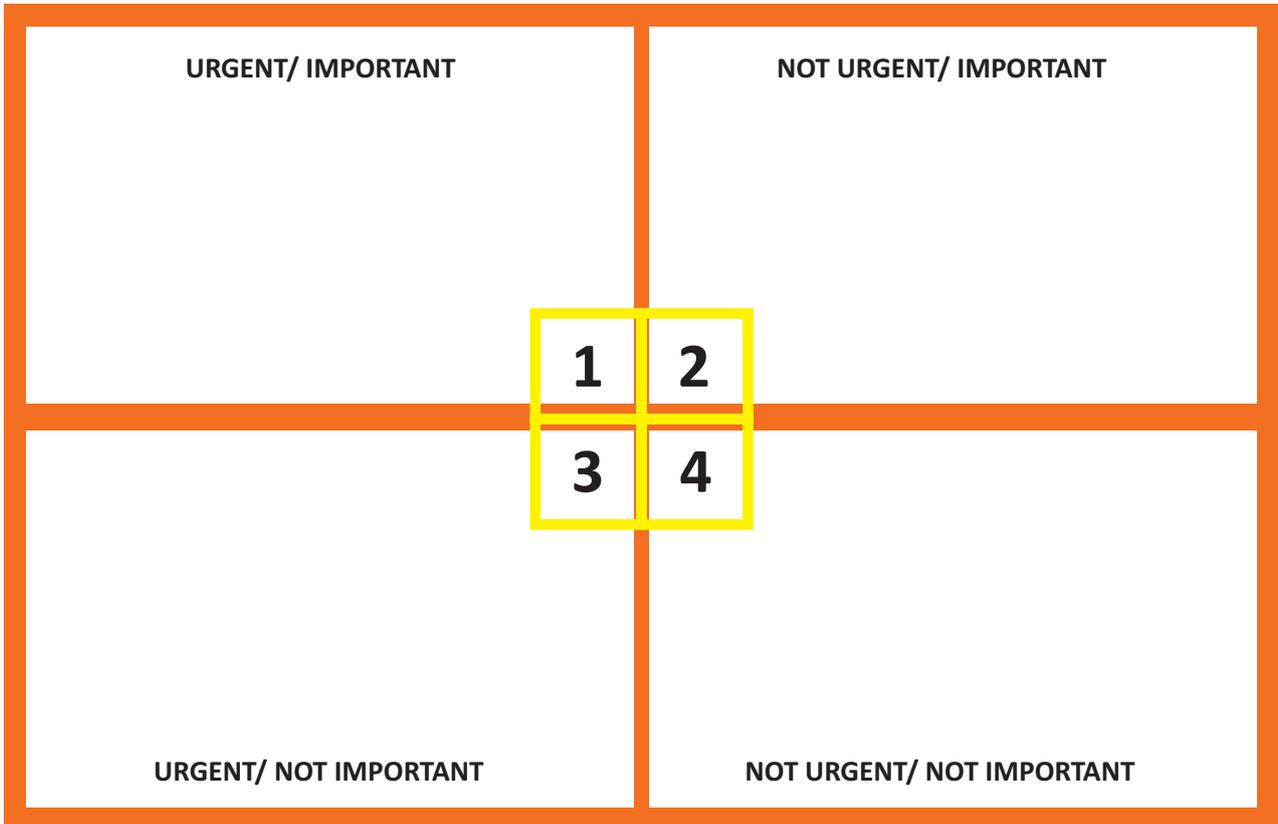


Fig 7.1.6.1. Time Management

Do

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

Say

Activity De-brief:

How can we balance tasks between the four categories?

How to manage time through this grid?

• Category 1: Urgent/Important

- ♦ Try to keep as few tasks as possible here, with the aim to eliminate.
- ♦ If you spend too much of your time in this category, you are working solely as a trouble shooter, and never finding time to work on longer-term plans.

• Category 2: Not Urgent/Important

- ♦ Plan these tasks carefully and efficiently as they are most crucial ones for success.
- ♦ If necessary, also plan where you will do these tasks, so that you're free from interruptions.
- ♦ Include strategic thinking, deciding on goals or general direction and planning in your planning process.

• Category 3: Urgent/Not Important

- ♦ Ask yourself whether you can reschedule or delegate them.
- ♦ A common source of such activities is other people. Sometimes it's appropriate to say "no" to people politely, or to encourage them to solve the problem themselves.

• Category 4: Not Important and Not Urgent

- ♦ You also want to minimize the tasks that you have in this category.
- ♦ These activities are just a distraction – avoid them if possible.
- ♦ You can simply ignore or cancel many of them.
- ♦ Politely say "no" to work assigned by others, if you can, and explain why you cannot do it.
- ♦ Schedule your leisure activities carefully so that they don't have an impact on other important tasks.

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

Summarize

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

Notes for Facilitation



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

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

7.1.7: Anger Management

Resources to be Used

- Participant Handbook

Ask

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

Say

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

Do

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

Activity

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

Ask

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

Say 

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

Do 

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

Activity 

Trigger points and Anger Management Techniques Activity

Anger Triggers

List of triggers that make you angry:
Someone says you did something wrong.
You want something you can't have now.
You get caught doing something you shouldn't have been doing.
You are accused of doing something you didn't do.
You are told that you can't do something.
Someone doesn't agree with you.
Someone doesn't do what you tell him to do.
Someone unexpected happens that messes up your schedule.
Result of your anger:
Write the techniques that you use to manage your anger:
Anger Management Techniques

Say

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

Do

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

Ask

De-brief questions:

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

Summarize

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

Notes for Facilitation

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

7.1.8: Stress Management: What is stress?

Resources to be Used

- Participant Handbook

Ask

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

Say

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

Ask

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

Say

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

Do

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

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

Team Activity

Case Study Analysis

Scenario 1

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

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

Scenario 2

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

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

Scenario 3

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

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

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

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

Scenario 4

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

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

Ask**De-brief questions:**

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

Say

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

Do

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

Say

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

De-brief:**Scenario 1**

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

Scenario 2

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

Scenario 3

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

Scenario 4

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

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

Do 

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

Scenario 5

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

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

Say **De-brief:**

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

Summarize

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

Notes for Facilitation

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

UNIT 7.2: Digital Literacy: A Recap

Unit Objectives

After the completion of this unit, the participant will be able to:

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

7.2.1: Computer and Internet Basics: Basic Parts of a Computer

Resources to be Used

- Participant Handbook
- Computer Systems with the required applications

Say

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

Explain

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

Ask

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

Say

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

Summarize

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

Practical

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

Do

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

7.2.2: MS Office and Email: About MS Office

Resources to be Used

- Participant Handbook
- Computer Systems with MS Office

Ask

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

Say

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

Explain

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

Ask

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

Say

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

Do

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

Demonstrate

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

Practical

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

Summarize

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

7.2.3: E-Commerce

Resources to be Used

- Computer System with internet connection
- Participant Handbook

Ask

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

Say

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

Ask

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

Say

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

Team Activity

E-commerce examples

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

Say

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

Do

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

Say

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

Explain

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

Say

- Now let us discuss how to sell a product using E-commerce.
- Every product has to be sold on a platform on the internet. Think of it as a shop that you have to sell your product. Now this shop can be your own or shared or rented. If the shop is your own or rented there will be only your products in that shop. If the shop is shared, there will be products of multiple sellers in that shop. A common example is a departmental store which has products from multiple brands in the shop.
- Similarly, in E-commerce the shop is the website where your products are displayed. If it is your own website it will exclusively showcase your products. In this case the cost that you will incur will be:
 - T:2:30
 - P: 2:00
 - Developing the website
 - Hosting the website
 - Maintenance of the website
- If you rent a website it will also showcase your own products but the development, hosting and maintenance parts goes to the owner. This saves time and the cost to manage these activities.
- Smaller companies usually go for renting a website and the bigger ones develop their own website.
- The concept of shared platforms has become very popular in recent times. In this platform the sellers have to register and then they can sell their goods on a common platform. Among the most popular of these are Amazon, Myntra, Flipkart, etc.

Role Play

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

Ask

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

Say

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

Do

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

Ask

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

Say

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

Summarize

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

UNIT 7.3: Money Matters

Unit Objectives

After the completion of this unit, the participant will be able to:

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

7.3.1: Personal Finance – Why to Save?

Resources to be Used

- Participant Handbook

Ask

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

Example

- Let's look at these two examples:

Example 1:

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

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

Example 2:

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

Ask

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

Say

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

Ask

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

Say

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

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

Ask

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

Say

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

Team Activity

Personal Finance- Why to save

- This activity has two parts:

PART 1

WAYS TO SAVE MONEY

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

PART 2

HOW WILL YOU USE THE MONEY

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

Do

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

Activity De-brief

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

Say



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

Summarize



You can summarize the session by discussing:

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

7.3.2: Types of Bank Accounts, Opening a Bank Account

Resources to be Used

- Account opening sample forms
- Participant Handbook

Ask

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

Example

- Let's look at the given example:

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

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

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

Ask

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

Say

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

Ask

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

Say 

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

Team Activity 

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

Activity De-brief

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

Say 

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

Ask 

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

Say 

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

Team Activity **Opening a Bank Account**

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

PART 1**FILLING A BANK ACCOUNT OPENING FORM**

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

Activity De-brief**How did you design the form?**

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

Do

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

Summarize

Note:

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

Sample Bank Account Opening form.

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

Detail of Assets	Owning House : Y/N	Owning Farm :		
	Y/N			
	No. of Animals :	Any other :		
Existing Bank A/c. of family members / household	Y / N	If yes, No. of A/cs. _____		
Kisan Credit Card	Whether Eligible Y / N			
I request you to issue me a Rupay Card .				
I also understand that I am eligible for an Overdraft after satisfactory operation of my account after 6 months of opening my account for meeting my emergency/ family needs subject to the condition that only one member from the household will be eligible for overdraft facility. I shall abide by the terms and conditions stipulated by the Bank in this regard.				
Declaration:				
I hereby apply for opening of a Bank Account. I declare that the information provided by me in this application form is true and correct. The terms and conditions applicable have been read over and explained to me and have understood the same. I shall abide by all the terms and conditions as may be in force from time to time. I declare that I have not availed any Overdraft or Credit facility from any other bank.				
Place:				
Date:		Signature / LTI of Applicant		
Nomination:				
I want to nominate as under				
Name of Nominee	Relationship	Age	Date of Birth in case of minor	Person authorised in case to receive the amount of deposit on behalf of the nominee in the event of my /minor(s) death.
Place:				
Date:				Signature / LTI of Applicant
Witness(es)*				
1. _____				
2. _____				
*Witness is requires only for thumb impression and not for signature				

Table 7.3.2.1. Sample Bank Account Opening form

7.3.3: Costs: Fixed vs. Variables: What are Fixed and Variable Costs?

Resources to be Used

- Participant Handbook
- Blank sheets of paper
- Pens

Ask

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

Say

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

Team Activity

Identify the type of cost

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

Do

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

Say

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

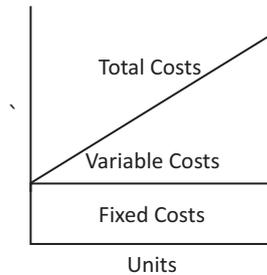


Fig 7.3.3.1. Graphical illustration of fixed vs. variable costs

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

Team Activity

Fixed vs. Variable Costs

- This is a group activity.

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

Activity De-brief

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

Do

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

Summarize

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

Notes for Facilitation

- Answers for the activity - Identify the type of cost

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

7.3.4: Investments, Insurance and Taxes

Resources to be Used

- Participant Handbook

Ask

- Ask the participants- “What do you see first thing in when you get your mobile bill? Apart from the amount and due date do you have a look at the taxes you are being billed for?”
- Why do you think people get their cars insured or have a medical insurance?
- You have saved money and want to invest it, how would you decide what is the best investment for your money?

Example

- Let's have a look at a few scenarios.

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

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

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

Say

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

Ask

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

Say

- Let's learn the differences between the three by having an activity.
- We will have a quiz today.

Team Activity

- The activity is a quiz.

Do 

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

Summarize 

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

Notes for Facilitation **Questions for the quiz**

1. What are bonds?
Bonds are instruments used by public and private companies to raise large sums of money.
2. Who issues the bonds?
Private and public companies issue the bonds.
3. Why are bonds issued?
To raise large amount of money as it cannot be borrowed from the bank.
4. Who is the buyer of stocks and equities?
The general public is the buyer.
5. What types of scheme is the Sukanya Samriddhi Scheme?
Small Saving Scheme
6. What is the difference between mutual and hedge funds?
Mutual funds are professionally managed financial instruments that invest the money in different securities on behalf of investors. Hedge funds invest in both financial derivatives and/or publicly traded securities.
7. Why is a loan taken from the bank to purchase real estate?
To lease or sell to make profit on appreciated property price.
8. Name the two types of insurances?
Life Insurance and Non-life or general insurance
9. Which insurance product offers financial protection for 15-20 years?
Term Insurance
10. What is the benefit of taking an endowment policy?
It offers the dual benefit of investment and insurance.
11. Mr. Das gets monthly return on one of his insurance policies. Name the policy?
Money Back Life Insurance

12. What are the two benefits of a Whole Life Insurance?

It offers the dual benefit of investment and insurance

13. Which policy covers loss or damage of goods during transit?

Marine Insurance

14. After what duration is the income tax levied?

One financial year

15. What is long term capital gain tax?

It is the tax payable for investments held for more than 36 months.

16. Name the tax that is added while buying shares?

Securities Transaction Tax

17. What is the source of corporate tax?

The revenue earned by a company.

18. Name the tax whose amount is decided by the state?

VAT or Value Added Tax

19. You have bought a T.V. What tax will you pay?

Sales Tax

20. What is the difference between custom duty and OCTROI?

Custom duty is the charges payable when importing or purchasing goods from another country. OCTROI is levied on goods that cross borders within India.

7.3.5: Online Banking, NEFT, RTGS, etc.

Resources to be Used

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

Ask

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

Say

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

Do

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

Say

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

Do

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

Summarize

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

UNIT 7.4: Preparing for Employment & Self Employment

Unit Objectives

After the completion of this unit, the participant will be able to:

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

7.4.1: Interview Preparation: How to Prepare for an Interview?

Resources to be Used

- Participant Handbook

Ask

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

Say

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

Activity 1

- Introducing Yourself

Do

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

Ask

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

Say

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

Do

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

Activity 2

- Planning the right attire

Do

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

Summarize

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

7.4.2: Preparing an Effective Resume: How to Create an Effective Resume?

Resources to be Used

- Participant Handbook
- Blank papers
- Pens

Ask

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

Say

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

Do

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

Say

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

Activity

Case Study Analysis

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

Candidate Details

Nipesh Singla was born on 20th April, 1988 in Chandigarh, India. He currently resides at 1XX7, Sector XX D, Chandigarh –160018. His mobile number is 988XXXXX01, and e-mail address is nxxxxxxxla@gmail.com. Nipesh attended middle and senior school at Government Boys Senior Secondary School, Sector 15, Chandigarh. He has been a very talented boy since school. He was fond of painting and watching old Hindi movies. As part of a school charity program, he volunteered at the children's hospital during his senior years.

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

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

Job Posting

* Do you see yourself as a HOUSEKEEPING SUPERVISOR?

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

THE LOCATION:

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

Salary: Negotiable

Industry: Travel / Hotels / Restaurants / Airlines / Railways

Functional Area: Hotels, Restaurants

Role Category: Housekeeping

Role: Housekeeping Executive/Assistant.

Desired Candidate Profile

Friendly, pleasant personality, Service - oriented.

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

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

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

Education-

UG: Any Graduate/ Diploma holder

PG: Post Graduation Not Required

Say

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

Do

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

Summarize

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

Notes for Facilitation

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

Nipesh Singla

#1XX7, Sector XX-D

Chandigarh-160018

Mobile No: 91-988XXXXX01

E-mail: nxxxxxxxxla@gmail.com

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

Professional strengths:

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

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

Educational background:

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

Professional internships:

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

Volunteer Work:

- Student volunteer at children's hospital in Chandigarh.

Nipesh Singla

UNIT 7.4.3: Interview FAQs

Resources to be Used

- Participant Handbook

Say

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

Do

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

Role Play

Conduct a role play for the situation given.

Situation 1

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

Say

De-brief:

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

Role Play

Conduct a role play for the situation given.

Role Play – Situation 2

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

Say

De-brief:

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

Role Play

Conduct a role play for the situation given.

Role Play – Situation 3

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

Say

De-brief:

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

Role Play

Conduct a role play for the situation given.

Role Play – Situation 4

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

Say

De-brief:

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

Role Play

Conduct a role play for the situation given.

Role Play – Situation 5

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

Say

De-brief:

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

Role Play

Conduct a role play for the situation given.

Role Play – Situation 6

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

Say

De-brief:

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

Role Play

Conduct a role play for the situation given.

Role Play – Situation 7

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

Say

De-brief:

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

Explain

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

Do

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

Activity

Mock Interview Questions

Mock Interview Questions
Tell me something about your family.
What qualities would you look for in a Manager or a Supervisor?
Why did you apply for this job?
What do you know about this company?
How do you deal with criticism?
How do you plan to strike a good work-life balance?
Where do you see yourself five years from now?
Have you applied for jobs in other companies?
What kind of salary do you expect from this job?
Do you have any questions for me?

Summarize

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

7.4.4: Work Readiness – Terms and Terminology

Resources to be Used

- Participant Handbook
- Chart papers
- Blank sheets of paper
- Pens

Ask

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

Say

- Let's start this unit with an activity.

Team Activity

Workplace terminology

- This is a group activity conducted in three parts.

Part 1

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

Activity De-brief

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

Do

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

Say

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

Ask

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

Say

- Let's now continue the activity.

Team Activity

Terms and Terminology

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

Part 2

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

Activity De-brief

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

Do

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

Say

- Let's go ahead with the activity.

Team Activity

Terms and Terminology

- The activity continues with the same group members.

Part 3

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

Activity De-brief

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

Do 

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

Summarize 

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

UNIT 7.5: Understanding Entrepreneurship

Unit Objectives

After the completion of this unit, the participant will be able to:

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

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

Resources to be Used

- Participant Handbook

Say

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

Team Activity

Quiz Questions

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

Do

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

Ask

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

Say

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

Summarize

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

Notes for Facilitation

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

7.5.2: Leadership and Teamwork

Resources to be Used

- Participant Handbook
- Blank sheets of paper
- Pens

Do

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



Fig 7.5.2.1. Leadership and Teamwork

Say

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

Say

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

Ask

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

Say 

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

Ask 

- Do you consider yourself a team player?

Team Activity **Long Chain**

- This is a group activity.

Do 

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

Say **De-brief:**

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

Say 

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

Summarize 

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

7.5.3: Communication Skills: Listening & Speaking: The Importance of Listening Effectively

Resources to be Used

- Participant Handbook

Activity

Activity – Chinese Whisper

Step 1: Form a circle.

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

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

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

Compare them and have a great laugh!

Ask

De-brief questions:

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

Say

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

Say

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

Ask

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

Say

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

Do

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

Activity 2**Riddles:**

Is there any law against a man marrying his widow's sister?
If you went to bed at eight o'clock at night and set the clock's alarm to ring at nine o'clock, how many hours of sleep would you get?
Do they have a 26th of January in England?
If you had only one match and entered a dark room that had a kerosene lamp, oil heater, and a wood stove, what would you light first?
The Delhi Daredevils and the Chennai Super Kings play five IPL matches. Each wins three matches. No match was a tie or dispute. How is this possible?
There was an airplane crash. Every single person died, but two people survived. How is this possible?
If an airplane crashes on the border of two countries, would unidentified survivors be buried in the country they were travelling to or the country they were travelling from?
A man builds an ordinary house with four sides except that each side has a southern exposure. A bear comes to the door and rings the doorbell. What is the colour of the bear?

Answers:

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

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

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

First of all, you would light the match.

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

Every SINGLE person died, but those two were married.

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

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

Ask **De-brief question:**

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

Say 

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

Activity 3 **Elevator Pitch:**

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

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

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

Do 

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

Notes for Facilitation



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

Example:

Here's how your pitch could come together:

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

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

Summarize



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

7.5.4: Problem Solving & Negotiation Skills

Resources to be Used

- Participant Handbook

Ask

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

Say

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

Ask

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

Say

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

Team Activity

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

Do 

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

Say **De-brief questions:**

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

Ask 

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

Say 

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

Ask 

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

Say 

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

Summarize 

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

Activity 

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

Do 

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

Ask 

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

Say 

- Discuss “What is Negotiation?” as given in the Participant Handbook.

Ask 

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

Say 

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

Say 

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

Role Play 

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

Do 

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

Problem solving Scenario 1

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

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

Problem solving Scenario 2

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

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

Another set of customers lodged complaint about the misconduct and rude behaviour of a particular staff member. You often hear from your customers that the orders don't get delivered on time or wrong products get delivered.

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

Negotiation Scenario 1

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

Negotiation Scenario 2

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

Notes for Facilitation **Facilitating Role Plays****Preparing for the activity**

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

Conducting the activity

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

Summarize 

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

7.5.5: Business Opportunity Identification: Entrepreneurs and Opportunities

Resources to be Used

- Participant Handbook
- Blank sheets of paper
- Pens

Ask

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

Say

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

Do

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

Activity

Do your SWOT analysis

Strength

What are your strengths?
 What unique capabilities do you possess?
 What do you do better than others?
 What do others perceive as your strengths?

Opportunity

What trends may positively impact you?
 What opportunities are available to you?

Weakness

What are your weaknesses?
 What do your competitors do better than you?

Threat

Do you have solid financial support?
 What trends may negatively impact you?

Do

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

Ask

De-brief questions:

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

Summarize

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

7.5.6: Entrepreneurship Support Eco-System

Resources to be Used

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

Ask

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

Say

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

Ask

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

Say

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

Team Activity

- Making a poster showing the entrepreneurship support eco-system.

Do

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

Activity De-brief

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

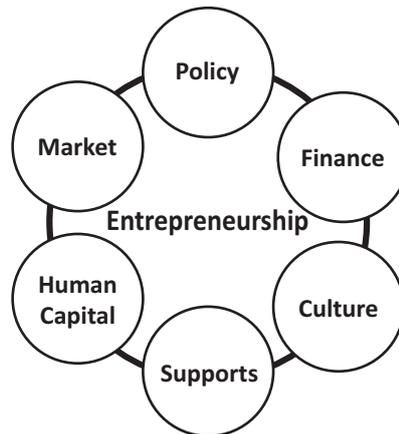


Fig 7.5.6.1. Entrepreneurship Support Eco-System

Ask

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

Say

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

Team Activity

- Presentation on key schemes to promote entrepreneurs

Do

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

Activity De-brief

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

Summarize

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

7.5.7: Risk Appetite & Resilience

Resources to be Used

- Participant Handbook
- Chart papers
- Blank sheets of paper
- Pens
- Marker pens

Ask

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

Example

- Let's have a look at these two examples:

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

Since he was going with his family, and did not want to take the risk of getting lost, he left early. He took the Kaladhungi road and reached Nainital well in time.

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

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

Say

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

Say

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

Team Activity

Risk Appetite

- This is a group activity.

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

Activity De-brief

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

Do

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

Ask

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

Example

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

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

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

After demonetization came into effect, Vijay Shekhar Sharma started promoting online and digital transactions to deal with the cash crunch. In fact, the service of the company's mobile wallet is accepted across India. The logo of Paytm is now popular almost everywhere from tea stalls to major companies.

Say 

- Let's see what qualities made Vijay Shekhar Sharma a resilient entrepreneur.
- Discuss Entrepreneurship and Resilience with the participants as given in the Participant Handbook.

Say 

- Let's learn more about entrepreneurship and resilience with the help of an activity.

Team Activity **Entrepreneurship and Resilience**

- This is a group activity.

- Think of some entrepreneurship ventures that faced challenging times, but later resulted in success stories.
- Who is the founder of that company?
- What challenging times did it face?
- How did it overcome those challenges?
- List the resilient characteristics of the entrepreneur.

Activity De-brief

- Each group to give their presentation.
- Why did you choose this company?
- What is the success story of the company?

Do 

- Instruct the participants that this is group work.
- Divide the class into small groups of 4.
- Give each group a chart paper.
- Tell the participants that they have to think of an entrepreneur who faced challenging times, but eventually succeeded.
- Give the participants 15 minutes to discuss and write.
- Keep a check on time. Tell the group to wind up quickly if they go beyond the given time limit.

Summarize 

- You can summarize the key points of the unit.
- Ask the participants what they learned from the activities.
- Clarify any questions or doubts they might have.

7.5.8: Success and Failures

Resources to be Used

- Participant Handbook

Ask

- Have you heard the quote 'nothing is impossible'?
- What do you think it means?
- Do you think that all successful entrepreneurs became famous overnight or did they have to struggle or face failure before succeeding?

Example

- Let's have a look at this example.

Shah Rukh Khan, also known as, SRK or King Khan is a force to reckon with. Did he achieve stardom overnight? Shah Rukh Khan, who has seen many struggles in his life – he has slept on streets, struggled to support himself and his sister at a very young age, and lost his parents very early in life, which led to his sister seeking mental health support. Amidst all the chaos and challenges, he kept pushing himself, and today he stands tall as the 'Badshah of Bollywood'. Certainly those years were not easy for him.

When he was young, he stood at Marine Drive and said, “I will rule this city one day”. Failure was not just his companion during or before his stardom, it is still a substantial part of his life. Success does not come easy. What made him a star was his acceptance of failure and the urge to improve.

Say

- How do you define success and failure?
- What is fear?
- Discuss “success and failure” with the participants as given in the Participant Handbook.

Ask

- Have you felt or experienced fear?
- What led you to feel that emotion?
- How did you handle it?

Say

- Let's learn the about success and failure with the help of an activity.

Team Activity

- Divide the class into groups of four.
- Instruct them to think of one scenario where they have to interview a successful entrepreneur.
- Explain the purpose and duration of the activity.
- Set guidelines pertaining to discipline and expected tasks.
- They have to choose one person from the group as the interviewee and one as the interviewer.
- Go around and make sure they have understood what is to be done and are discussing the roles properly.
- Check that everyone understands their role. Give clarifications if needed. Give the participants about 5 minutes to discuss and decide their roles.
- Ask the groups to stop the discussion as soon as the time is over.
- Invite each group one by one to come and present their interview as a role play.

Notes for Facilitation

Facilitating Role Plays

Preparing for the activity

1. Carefully review the details of the scenario and the character descriptions.
2. Become familiar with the key issues being addressed in the scenario.
3. Study the provided material so that you are ready to address issues related to the situations depicted in the role plays.
4. Anticipate potential questions that might be raised by the participants and be ready to address them.

Conducting the activity

1. Introduce the activity. Emphasize that role playing provides participants with an opportunity to apply their new knowledge, skills, and tools in situations that simulate actual interactions with customers.
2. Ask participants to form pairs. Direct the members of each group to choose who will play the roles. Remind the groups that each participant should be given the opportunity to play/practice the different roles.
3. Conduct a demonstration so that participants become familiar with the expectations related to the roles and support materials.
4. To maintain spontaneity of the interactions during the role play, ask the participants not to discuss the details of their roles prior to the role play.
5. Give the pairs 15-20 minutes to conduct the role play.
6. Circulate among the groups to answer any questions that may arise and provide guidance as needed.
7. After all the pairs have finished with the role play, conduct a de-briefing session on each role play.
8. Ask the groups to take five minutes to talk about what happened during the role play. The groups should discuss the questions given in the de-briefing for each role play. Encourage participants to provide constructive criticism during their discussions.
9. Conclude the activity by asking participants to think about whether and how they might use scripted role plays in their real life.

Summarize

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

UNIT 7.6: Preparing to be an Entrepreneur

Unit Objectives

After the completion of this unit, the participant will be able to:

1. Discuss how market research is carried out
2. Describe the 4 Ps of marketing
3. Discuss the importance of idea generation
4. Recall basic business terminology
5. Discuss the need for CRM
6. Discuss the benefits of CRM
7. Discuss the need for networking
8. Discuss the benefits of networking
9. Discuss the importance of setting goals
10. Differentiate between short-term, medium-term and long-term goals
11. Discuss how to write a business plan
12. Explain the financial planning process
13. Discuss ways to manage your risk
14. Describe the procedure and formalities for applying for bank finance
15. Discuss how to manage their own enterprise
16. List the important questions that every entrepreneur should ask before starting an enterprise

7.6.1: Market Study/ The 4Ps of Marketing/ Importance of an IDEA: Understanding Market Research

Resources to be Used

- Participant Handbook
- Chart papers
- Markers pens
- Blank sheets of paper

Ask

- Suppose, you want to open a restaurant, what are the factors you will consider?
- How will you promote your restaurant?

Example

- Let's have a look at this example.

Arjun was an MBA working in a company. But he wanted to start a low cost budget hostel for foreign tourists coming to India. He did a lot of market research before starting the project. Based on the information he gathered, he made his business plan. His hostel is now flourishing and he is thinking of expanding to other tourist destinations.

Say

- Discuss “Market Study” with the participants. Refer to the Participant Handbook.
- Let's learn about market study and research with the help of an activity.

Team Activity

Market Study

- This is a group activity.
- You want to start your own tuition centre.
- What type of research will you do?

Activity De-brief

- Ask each group to come forward and give a brief presentation.
- Encourage other groups to be interactive and ask questions.
- What factors did you keep in mind while doing your research?
- Based on our research would you go ahead and open a tuition centre?

Do 

- Instruct the participants that this is group work.
- Divide the class into small groups of 4 or 6.
- Give each group a chart paper.
- Tell the participants that they have to start their own tuition centre.
- Give the participants 10 minutes to discuss and write the research work they need to do.
- Keep a check on time. Tell the group to wind up quickly if they go beyond the given time limit.

Say 

- By opening a tuition centre you are offering a service.

Ask 

- What factors will you keep in mind before opening it?

Say 

- Discuss “The 4Ps of Marketing” with the participants as given in the Participant Handbook.

Say 

- Let's learn about the 4Ps of Marketing with the help of an activity.

Team Activity **4 Ps of Marketing**

- This is a group activity.
- You have to sell a pen to four different segments:
 1. Rural villagers
 2. Rural middle class
 3. Urban middle class
 4. Upper end rich people (Niche market)

Keeping the 4Ps of Marketing in mind, what marketing strategy will you design to sell the pen?

Activity De-brief

- Ask each group to present their strategy.
- Encourage other groups to be interactive and ask questions.

Do 

- Instruct the participants that this is group work.
- Divide the class into four groups.
- Give each group a chart paper.
- Assign each group a target audience for selling the pens:
 1. Rural villagers
 2. Rural middle class
 3. Urban middle class

- Upper end rich people
- Tell the participants that they have to design a marketing strategy keeping the 4Ps of Marketing in mind.
- Give the participants 20 minutes to discuss and come up with their strategy.
- Keep a check on time. Tell the group to wind up quickly if they go beyond the given time limit

Activity De-brief

- Ask each group to come forward and give a brief presentation.
- Ask each group what they kept in mind while designing their marketing strategy.
- Encourage other groups to be interactive and ask questions.

Say 

- Each entrepreneur has an idea of wants he wants to sell. It may be a service or a product.
- Discuss “Importance of an IDEA” as given in the Participant Handbook.

Summarize 

- Summarize the key points of the unit.
- Ask the participants what they learnt from the activities.
- Encourage them to ask if they have any doubts.

7.6.2: Business Entity Concepts

Resources to be Used

- Participant Handbook

Say

- Let's recall some basic business terminology.
- Discuss the Business Entity Concepts as given in the Participant Handbook.
- Let's learn some basic business terminology by having an activity.
- We will have a quiz today.

Activity

- The activity is a quiz.

Do

- Divide the class in two groups and give a name to each group.
- Explain the rules of the quiz. For each correct answer the group gets 1 mark.
- If the group is unable to answer the question is passed to the next group.
- Explain the purpose and duration of the activity.
- Ask the questions of the quiz.
- Keep a score of the groups.
- Set guidelines pertaining to discipline and expected tasks.

Summarize

- Summarize the unit by discussing the key points.

Notes for Facilitation

QUESTIONS FOR THE QUIZ

1. What does B2B mean?
Business to business
2. What is a financial report?
A comprehensive account of a business' transactions and expenses
3. Who is a sales prospect?
A potential customer
4. How is working capital calculated?
Current assets minus current liabilities

5. What is an estimation of the overall worth of a business called?

Valuation

6. You are buying a house. What type of transaction is it?

Complex transaction

7. How will you calculate the net income?

Revenue minus expenses

8. How is Return on Investment expressed?

As percentage

9. How will you calculate the cost of goods sold?

Cost of materials minus cost of outputs

10. What is revenue?

Total amount of income before expenses are subtracted.

11. What is a Break-Even Point?

This is the point at which the company will not make a profit or a loss. The total cost and total revenues are equal.

12. What is the formula used to calculate simple interest?

*$A = P(1 + rt)$; $R = r * 100$*

13. What are the three types of business transactions?

Simple, Complex and Ongoing Transactions

14. The degrading value of an asset over time is known as .

Depreciation

15. What are the two main types of capital?

Debt and Equity

7.6.3: CRM & Networking

Resources to be Used

- Participant Handbook

Ask

- Can your business run without customers/buyers?
- Who is the most important entity in any business?

Say

- The key to every success business lies on understanding the customer's expectations and providing excellent customer service.
- Discuss about CRM and its benefits. Refer to the Participant Handbook.
- Providing excellent customer service entails:
 - ♦ Treating your customers with respect.
 - ♦ Be available as per their need/ schedule.
 - ♦ Handling complaints effectively.
 - ♦ Building long lasting relationships.
 - ♦ Collecting regular feedback.
- Handle customer complaints proactively. Ask “what happened”, “why it happened”, “how can it be avoided next time”, etc.
- Collecting feedback from the customers regularly will enable you to improve your good/service.
- “Let's understand it better with the help of some case scenarios. You will be given some cases within your groups. You have to analyse the case scenario that has been given to you and then find an appropriate solution to the problem.”

Do

- Divide the class into four groups of maximum six participants depending on the batch size.
- Give one case study to each group.
- Instruct them to read the case carefully.
- The group is expected to analyse and discuss the case amongst them and find a solution to the given problem.
- Put down the discussion points (de-brief questions) on the board. Give the class 5-10 minutes to discuss the case and note down their solutions.
- At the end of 10 minutes, the team should present their case solution to the class.

Team Activity

Case Study Analysis

Raju runs a business of wooden furniture. He has a huge list of customers on Facebook and WhatsApp who give him orders regularly. Ankita is one of his old and regular customers. She placed an order for a new chester and TV cabinet via WhatsApp and requested Raju to send them as soon as possible. When the parcel reached Ankita through courier she found that chester was broken and the TV unit was chipped from the bottom. Ankita was heartbroken. It was a complete waste of money. She sent a message to Raju on WhatsApp, expressing her anger and disappointment. Raju might lose an old customer forever if he doesn't satisfy the customer. What should Raju do to retain his customer?

Scenario 2

Rajni runs a boutique shop. She sells suits and sarees. She is one of the most successful designer in her city. Rajni swears that all the clothes in her boutique have unique designs. Smita has to attend her cousin's wedding; she goes to Rajni's boutique to buy a saree. Smita wanted a unique designer saree. Rajni customized a saree for her and sent it over the courier. When Smita had a look at the saree she realised her two friends had the same design sarees. She sent a message to Rajni on WhatsApp, expressing her anger and disappointment. Did Rajni make a false promise? Were her designs copied? What could happen to Rajni's image after this incident? What would you do if you were in Rajni's place?

Scenario 3

Shama is a beautician who offers parlour services to ladies by making home visits. Recently, Shama got her name registered on an e-commerce website. Two days earlier, she got a message from Mrs Sushma. The appointment was fixed for next day, 11:00 am and the remuneration for the services was decided beforehand. When Shama reached there at 10:50 am, Mrs Sushma was not at home. When Shama called her, she asked her to wait for a while. Mrs Sushma reached home at 11:45 am. Meanwhile, Shama had to reschedule her next appointment. After availing Shama's services, Mrs Sushma refused to pay the requisite amount and started finding faults in the services provided by her. Who was at fault in this scenario? What should you do in case the customer behaves unreasonably? What would you do if you were in Shama's place?

Scenario 4

Shailender is the manager of a car showroom. He proactively takes part in all the transactions that happen in his showroom. Vinita wants to buy a new car. She has chosen a car from Shailender's showroom. The salesperson has given her a very good discount and has also promised free service for one year. Vinita goes to the showroom and asks to complete all the formalities to purchase the car. When she sees the final bill she realize that she has not received the promised discount neither was there any mention of the free services. She immediately demands to see the Shailender. When Shailender's head asks how much discount Vinita was promised, he realised the discount will make the sale in loss. The car showroom owner might lose a customer and deal due to false commitments made by his manager. Besides, the customer might tell this to other people, creating a bad name and image for the showroom. If you owned that showroom, how would you have convinced your customer?

Say

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

Do 

- Congratulate each group for the presentation/ role play.
- Ask the audience to applaud for them.
- Keep a check on time. Tell the group to wind up the discussion quickly if they go beyond the given time limit.

Say 

- If your customers are happy with you they will give referrals which will help to grow your business.
- One more way of growing business is 'Networking'.
- Discuss Networking and its benefits. Refer to the Participant Handbook.

Activity **Group Discussion**

- Conduct a group discussion in the class on how they can do networking for their business.

Summarize 

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

7.6.4: Business Plan: Why Set Goals?

Resources to be Used

- Participant Handbook
- Chart papers
- Blank papers
- Marker pens
- Ruler

Ask

- Remember we had written SMART Goals in a previous session? Let's try and recall why it is important to set goals?
- While framing SMART goals, we talked about 'T' in SMART, which was 'Time Bound'? What do we mean by time bound goals?
- What time limit did you set for your goal- 3 weeks, 3 years, 10 years?

Say

- Talk about short term, long term and medium term goals, as discussed in the Participant Handbook.

Ask

- As you are planning to become an entrepreneur, you must have thought of an idea for a start-up. What is your business idea?

Do

- Ask few participants to share their business ideas.

Ask

- Have you created a business plan for your business idea?
- Do you think it is important to have a business plan in place? Why/ why not?

Say

- Talk about 'Why Create a Business Plan' as discussed in the Participant Handbook.
- Let's understand it better with the help of an activity.

Team Activity

Writing a business Plan

- This is a group activity.
- Give the groups the required resources such as chart paper and markers.
- This activity is divided into two parts:
 1. Create a business idea
 2. Develop a business plan
- The group will discuss and come up with a new business idea and present their idea to the class.
- In the second part of the activity the group will develop a business plan for the business idea.
- The business plan prepared will be presented by the groups to the class.

MY BUSINESS PLAN
Executive Summary: What is your Mission Statement?
Business Description: What is the nature of your business?
Market Analysis: What is your target market?
Organization and Management: What is your company's organizational structure?
Service or Product Line: What is the lifecycle of your product/ service?
Marketing and Sales: How will you advertise and sell your products?
Funding Request: How much fund is required and from where?

Say

- Teams will need to brainstorm for this part of the activity.
- Use the blank papers for the second part of this activity
- Make your business plan on a chart paper based on the following parameters:
 1. Executive Summary
 2. Business Description
 3. Market Analysis
 4. Organization and Management
 5. Service or Product Line
 6. Marketing and Sales
- Explain each parameter in detail as done in the Participant Handbook.
- Discuss each parameter with the business idea examples of the groups.
- Groups will discuss and develop the business plan for their business idea.

Say 

- Now, let's share our plan with the class.
- Each group will briefly describe the plan to the class.
- Post presentation, the other groups may ask questions to the group who have presented their plan.

Do 

- Congratulate each group for sharing their points.
- Ask the audience to applaud for them.
- Keep a check on time. Tell group to wind up the discussion quickly if they go beyond the given time limit.

Say 

- Along with a business plan, you need to create a financial plan and evaluate the risk involved with your start up.
- Discuss 'Financial Planning' and 'Risk Management' in detail as given in the Participant Handbook.

Summarize 

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

Notes for Facilitation 

- Keep the business plan format ready in a flipchart to display it during the activity.

7.6.5: Procedures and Formalities for Bank Finance

Resources to be Used

- Participant Handbook
- Bank loan/finance form sample

Ask

- While preparing a business plan in the last session, we discussed financial planning to arrange financial resources for your start-up. Therefore, how will you collect funds to start your business?

Say

- While most entrepreneurs think 'product' is the most difficult thing to decide for a business, start-up capital poses an even a bigger obstacle. Though there are various ways of funding the business, to convince investors to invest money is the most challenging.
- Some of the funding options available in India are:
 - ♦ **Bootstrapping:** Also called self-financing is the easiest way of financing
 - ♦ **Crowd funding:** Funds are collected by consumers pre-ordering or donating for starting the business.
 - ♦ **Angel investors:** Individual or group of investors investing in the company
 - ♦ **Venture capitalists:** Venture capitals are professionally managed funds who invest in companies that have huge potential. They usually invest in a business against equity.
 - ♦ **Bank loans:** The most popular method in India.
 - ♦ **Microfinance Providers or NBFCs**
 - ♦ **Government programmes**
- Let us know discuss the most popular method i.e. bank finance in detail here.

Do

- Discuss the list of documents that are required to apply for a loan like letter of introduction, business brochure, references of other banks, and financial statements.
- Explain the details to be filled in a loan application form.
- Divide the class into groups. Give each group a loan application form.
- Ask the groups to discuss and fill the form.

Summarize

- Close the discussion by summarizing the important documents needed for bank loan.
- Ask the participants if they have any questions related to what they have talked about so far.

Notes for Facilitation

- Checklist of documents is provided as resources for the session.
- You can make some copies and distribute it during the group activity.
- Download sample loan application forms from any nationalised bank's website. Print sufficient copies to circulate it amongst the groups.

CHECKLIST OF DOCUMENTS TO BE SUBMITTED ALONG WITH LOAN APPLICATION (Common for all banks)
1. Audited financial statements of the business concern for the last three years
2. Provisional financial statements for the half – year ended on _____
3. Audited financial statements of associate concern/s for the last three years
4. Copy of QIS II for the previous quarter ended on _____
5. Operational details in Annexure I
6. CMA data for the last three years, estimates for current year and projection for the next year
7. Term loan/DPG requirements in Annexure II
8. List of machinery in respect of machinery offered as security in Annexure III
9. Additional details for export advances furnished in Annexure IV
10. Property statements of all directors/partners/proprietor/guarantors
11. Copies of ITAO of the company for the last three years
12. Copies of ITAOs/WTAOs of the directors/partners/proprietor and guarantors
13. Copies of certificate from banks and financial institutions certifying the latest liability with them
14. Copy of board resolution authorizing the company to apply to your bank for the credit facilities mentioned in application
15. Copy of memorandum and article of association (in case of limited company)/partnership deed (in case of partnership firm)
16. Cash budget for the current year and next year in case of contractors and seasonal industries

7.6.6: Enterprise Management – An Overview: How to Manage Your Enterprise?

Resources to be Used

- Participant Handbook

Ask

- Having set-up a business, do you think it is possible to do everything on your own?
- Does one require trained persons for help?
- What does management mean?

Say

- Let's have a look at this example:

Kapil had a small business that was beginning to pick up pace. He wanted to expand his business, and therefore employed few more people. One day, as he was walking past Ramesh, one of his new employees, he overheard Ramesh talking rudely to a customer on the phone. This set him thinking. Kapil realised that he should have regular team meetings to motivate his employees and speak with them about any problems they might be facing during work. He should also conduct training sessions on new practices, soft skills, and technology, and develop work ethics manual for managing his enterprise.

Say

- Was Kapil correct in his approach or he should have scolded Ramesh instantly in front of his other employees?
- Discuss “Enterprise Management – An Overview” with the participants as given in the Participant Handbook.

Say

- Let's learn how to effectively manage an enterprise or business through an activity.

Team Activity

Enterprise Management

- This is a group activity.
- Design a matrix listing the topics and key words that are needed to run an enterprise effectively and smoothly.

Activity De-brief

- Have each group present their matrix.
- Encourage participants of the other groups to ask question about each other's presentation.

Do

- Instruct the participants that this is group work.
- Divide the class into small groups of 4.
- Give each group a chart paper and coloured pen.
- Tell the participants that they have to make a matrix they need to fill.
- They have to write the main topics and key words that will help them effectively manage their enterprise.
- Give the participants 15 minutes to discuss and write.
- Keep a check on time. Tell the group to wind up quickly if they go beyond the given time limit.

Summarize

- Ask the participants what they have learned from this exercise/activity.
- Ask if they have any questions related to what they have talked about so far.
- Close the discussion by summarizing the importance of effective management to run an enterprise as given in the Participant Handbook.

7.6.7: 20 Questions to Ask Yourself before Considering Entrepreneurship

Resources to be Used

- Participant Handbook
- Blank sheets of paper
- Pens

Ask

- Why do you want to become an entrepreneur?

Say

- It is very important to know why you want to become an entrepreneur. Your personal goals for becoming an entrepreneur play a key role in the success of your business. Your goals should be clear well before you start your business.
- Apart from the goals, the other aspects of business that you need to bear in mind are the potential problems that you may face to set-up, your areas of interest, and all the other dimensions of the business.
- Let's understand it better with the help of some questions that every entrepreneur should ask before starting their own business.
- Open the Participant Handbook section named '20 Questions to Ask Yourself Before Considering Entrepreneurship'. You have to answer the questions individually.
- Then, we will have a class discussion on all the questions.

Do

- Read out the questions one by one in front of all the participants.
- Participants have to answer all the one by one questions.
- Give the class 10-15 minutes to note down their answers.
- At the end of 15 minutes, open the discussion for all the questions.
- Moderate the discussion by focusing on the relevant points.
- Keep a check on time and don't let the discussion get sabotaged or lose track of time. Ensure all the questions are covered and discussed.

Summarize

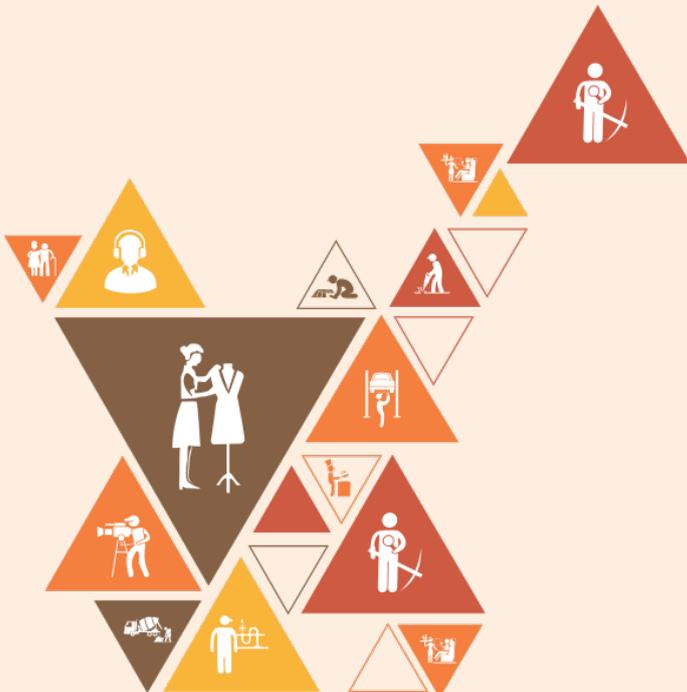
- Ask the participants what they have learned from this exercise/activity.
- Ask if they have any questions related to what they have talked about so far.



8. Annexures

Annexure I: Training Delivery Plan

Annexure II: Assessment Criteria



Annexure I

Training Delivery Plan

Training Delivery Plan			
Program Name:	EOT Overhead Crane Operator		
Qualification Pack Name & Ref. ID	EOT Overhead Crane Operator, ISC/Q0901		
Version No.	1.0	Version Update Date	30-12-2015
Pre-requisites to Training (if any)	Minimum qualification – 10th standard		
Training Outcomes	<p>By the end of this program, the participants will be able to:</p> <ol style="list-style-type: none"> 1. Check the control systems of the crane 2. Operate the crane to transfer material 3. Use basic health and safety practices at the work place 4. Works effectively with others 		

Sl. No	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools/ Aids	Duration
1	Overview of Iron & Steel Industry	Icebreaker	<ul style="list-style-type: none"> • Introduce each other • Build rapport with fellow students and the facilitator • Explain about Iron & steel industry • List types of Iron & Steel Industry • List products of Iron & Steel industry 		Group Activity: Passing the Parcel	PPTs of Iron and steel manufacturing, Charts showing the same	T:4:00
2	5S and House keeping	Housekeeping	<ul style="list-style-type: none"> • Explain need of housekeeping. • Describe various elements of housekeeping 	ISC/N0008 PC10, PC11, PC12 KB3, KB4, KB5, KB6 SB7, SB8, SB9, SB10, SB11, SB12, SB13	<ul style="list-style-type: none"> • Facilitator-led-discussion 	PPTs, housekeeping material	T:5:00 P:3:00

Sl. No	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools/Aids	Duration
		5S system and waste management	<ul style="list-style-type: none"> • Explain 5S safety system • Explain phases of 5S safety • Identify various types of waste in industry • List various methods of waste management 	ISC/N0008 PC10, PC11, PC12 KA1, KA2 SB2, SB3, SB4	<ul style="list-style-type: none"> • Classroom lecture • Presentation • Demonstration • Activity 	PPTs of 5S, Display Charts of 5S, Audit Checklists of 5S	T:3:00 P:3:00
3	Check the control systems of the crane	EOT Crane	<ul style="list-style-type: none"> • Explain about EOT crane • List different categories and types of EOT crane. • List specifications need to consider during selection of EOT crane 	ISC/N0913 PC1, PC2, KA6, KA7, KA8, KB1 SB1, SB2, SB3	<ul style="list-style-type: none"> • Classroom lecture • Presentation 	SOP for EOT crane setup and working, work instructions, Hand tools and power tools for EOT	T:8:00
		Components of EOT crane	<ul style="list-style-type: none"> • List various parts of an EOT Crane • Explain functioning of parts of an EOT crane 	ISC/N0913 KA6, KA7, KA8, KB1, KB2, KB6, KB7 SB1, SB2, SB3	<ul style="list-style-type: none"> • Classroom lecture • Presentation 	EOT crane	T:8:00
		Hoists and Slings	<ul style="list-style-type: none"> • Explain about hoists and slings • List different types of slings • List various hoisting equipment used during lifting 	ISC/N0913 PC1, PC2, KB1, KB2	<ul style="list-style-type: none"> • Classroom lecture • Presentation • Demonstration 	Various types of hoists and slings	T:5:00 P:3:00
		Hoisting accessories	<ul style="list-style-type: none"> • List various hoisting accessories used during lifting • Explain functioning of various hoisting accessories 	ISC/N0913 PC3, PC4, PC5, KB1, KB2 SB1, SB2, SB3	<ul style="list-style-type: none"> • Classroom lecture • Presentation 	Eye bolts, shackles, turnbuckle, hook, cargo block, sheaves etc.	T:8:00

Sl. No	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools/ Aids	Duration
		Installation of hoisting accessories	<ul style="list-style-type: none"> Describe procedure of installation of hoisting accessories Demonstrate procedure of installation of hoisting accessories 	ISC/N0913 PC3, PC4, PC5, PC6 KA1, KA2, KA3, KA4, KA5 SA1, SA2, SA3	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration Activity 	Eye bolts, shackles, turnbuckle, hook, cargo block, sheaves etc. Hand tools	T:2:00 P:6:00
		Pre-use inspection of hoisting accessories	<ul style="list-style-type: none"> Describe pre-use inspection of hoisting accessories Demonstrate pre-use inspection of hoisting accessories 	ISC/N0913 PC3, PC4, PC5, PC6 KA1, KA2, KA3, KA4, KA5, KB3, KB4, KB5 SA1, SA2, SA3, SB4	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration Activity 	Eye bolts, shackles, turnbuckle, hook, cargo block, sheaves etc. Inspection tools	T:2:00 P:6:00
		Practice installation and use of hoisting accessories	<ul style="list-style-type: none"> Practice installation of hoisting accessories Practice use of hoisting accessories for lifting a load 	ISC/N0913 PC3, PC4, PC5, PC6 SA1, SA2, SA3, SB4, SB5	<ul style="list-style-type: none"> Demonstration Activity 	Eye bolts, shackles, turnbuckle, hook, cargo block, sheaves etc. Hand and inspection tools	P:8:00
		Knots	<ul style="list-style-type: none"> Explain knots Demonstrate how to make different types of knots 	ISC/N0913 KB1, KB2	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration 	Ropes	T:2:00 P:6:00
		Hitches	<ul style="list-style-type: none"> Explain hitches Demonstrate how to make different types of hitches 	ISC/N0913 KB1, KB2	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration 	Ropes	T:2:00 P:6:00
		Load calculation	<ul style="list-style-type: none"> Explain Center of Gravity. Perform load and volume calculations 	ISC/N0913 KB1, KB2, KB4	<ul style="list-style-type: none"> Classroom lecture Presentation Activity 	Load	T:2:00 P:4:00

Sl. No	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools/ Aids	Duration
4	Operate the crane to transfer material	Hand signals	<ul style="list-style-type: none"> Identify different hand signals need to follow during crane operation Explain meaning of hand signals 	ISC/N0914 PC2, KB1 SA1, SA2, SA3, SA4 SB4, SB5, SB6, SB7	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration 	Hand signal chart, PPT	T:2:00 P:6:00
		Preparation for crane operation	<ul style="list-style-type: none"> Explain inspection need to done before operation Explain preparation need to done before operation 	ISC/N0914 PC1, KA1, KA2, KA3, KA4, KA5, KB1, KB2, KB7 SA1, SA3, SA4	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration 	EOT Crane, SOP for EOT crane setup and working, work instructions, Hand tools and power tools for EOT	T:4:00 P:4:00
		Pre-use inspection of hoisting equipment	<ul style="list-style-type: none"> List various hoisting equipment Perform pre-inspection of hoisting equipment 	ISC/N0914 PC1, KA1, KA2, KA3, KA4, KA5, KB1, KB3	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration 	EOT Crane, Hand tools and power tools, hoisting accessories	T:2:00 P:6:00
		Practice 1 - inspection of hoisting equipment	<ul style="list-style-type: none"> Demonstrate inspection of eye bolt, slings, hooks Practice inspection of eye bolt, slings, hooks 	ISC/N0914 PC1, KA1, KA2, KA3, KA4, KA5, KB1, KB3	<ul style="list-style-type: none"> Presentation Demonstration Activity 	EOT Crane, Hand tools and power tools, hoisting accessories	P:8:00
		Practice 2 - inspection of hoisting equipment	<ul style="list-style-type: none"> Demonstrate inspection of shackles, hoists, crane parts etc. Practice inspection of shackles, hoists, crane parts etc. 	ISC/N0914 PC1, KA1, KA2, KA3, KA4, KA5, KB1, KB3	<ul style="list-style-type: none"> Presentation Demonstration Activity 	EOT Crane, Hand tools and power tools, hoisting accessories	P:8:00
		Safety considerations during crane operation	<ul style="list-style-type: none"> List common accidents occur Explain safety considerations during crane operation 	ISC/N0914 PC1, KA6, KA7, KA8, KB1, KB5, KB6	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration 	PPT, EOT crane	T:4:00 P:4:00

Sl. No	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools/ Aids	Duration
		Safe hoisting practices	<ul style="list-style-type: none"> Describe safe hoisting practices Demonstrate safe hoisting practices 	ISC/N0914 PC3, KB1, KB4, KB5, KB6	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration 	EOT Crane, Hand tools and power tools, hoisting accessories	T:2:00 P:6:00
		Starting and stopping crane	<ul style="list-style-type: none"> Describe procedure of starting and stopping of crane Demonstrate procedure of starting and stopping of crane 	ISC/N0914 PC3, KB1, KB4, SA5, SA6, SA7, SA8, SA9	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration 	EOT Crane, Hand tools and power tools, hoisting accessories, load	T:1:00 P:7:00
		Handling asymmetrical loads	<ul style="list-style-type: none"> Describe handling of asymmetrical loads Demonstrate handling of asymmetrical loads 	ISC/N0914 PC3, KB1, KB4, SA5, SA6, SA7, SA8, SA9	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration 	EOT Crane, Hand tools and power tools, hoisting accessories, load	T:2:00 P:6:00
		Practice - Handling asymmetrical loads	<ul style="list-style-type: none"> Practice handling of asymmetrical loads 	ISC/N0914 PC3, KB1, KB4	<ul style="list-style-type: none"> Demonstration Activity 	EOT Crane, hoisting accessories, load	P:8:00
		Handling symmetrical loads	<ul style="list-style-type: none"> Describe handling of symmetrical loads Demonstrate handling of symmetrical loads 	ISC/N0914 PC3, KB1, KB4, SA5, SA6, SA7, SA8, SA9	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration 	EOT Crane, Hand tools and power tools, hoisting accessories, load	T:2:00 P:6:00
		Practice - Handling symmetrical loads	<ul style="list-style-type: none"> Practice handling of symmetrical loads 	ISC/N0914 PC3, KB1, KB4	<ul style="list-style-type: none"> Demonstration Activity 	EOT Crane, hoisting accessories, load	P:8:00
		Practice crane operation	<ul style="list-style-type: none"> Practice starting and stopping of crane Practice handling of asymmetrical and symmetrical loads 	ISC/N0914 PC3, KB1, KB4, SA5, SA6, SA7, SA8, SA9	<ul style="list-style-type: none"> Demonstration Activity 	EOT Crane, Hand tools and power tools, hoisting accessories, load	P:8:00

Sl. No	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools/ Aids	Duration
		EOT Crane maintenance	<ul style="list-style-type: none"> Describe maintenance schedule of EOT crane Demonstrate maintenance and lubrication of EOT crane 	ISC/N0914 PC4, KA1, KA2, KA3, KA4, KA5, KB1, KB3, KB5, KB6 SB1, SB2, SB3, SB8, SB9	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration Activity 	EOT Crane, inspection tools, hoisting accessories, lubricant	T:2:00 P:6:00
		Practice EOT crane maintenance	<ul style="list-style-type: none"> List tools and equipment required for maintenance Practice maintenance and lubrication of EOT crane 	ISC/N0914 PC4, KA1, KA2, KA3, KA4, KA5, KB1, KB3, KB5, KB6 SB1, SB2, SB3, SB8, SB9	<ul style="list-style-type: none"> Demonstration Activity 	EOT Crane, inspection tools, hoisting accessories, lubricant	P:8:00
		Troubleshooting and repairing of crane	<ul style="list-style-type: none"> Describe procedure of troubleshooting and repairing of EOT crane Demonstrate procedure of troubleshooting and repairing of EOT crane 	ISC/N0914 PC4, KA1, KA2, KA3, KA4, KA5, KB1, KB3, KB5, KB6 SB1, SB2, SB3, SB8, SB9	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration 	EOT Crane, inspection tools, hoisting accessories	T:2:00 P:6:00
		Practice 1 - Troubleshooting and repairing of crane	<ul style="list-style-type: none"> List tools and equipment required for troubleshooting Practice troubleshooting of EOT crane 	ISC/N0914 PC4, KA1, KA2, KA3, KA4, KA5, KB1, KB3, KB5, KB6 SB1, SB2, SB3, SB8, SB9	<ul style="list-style-type: none"> Demonstration Activity 	EOT Crane, inspection and repairing tools, hoisting accessories	P:8:00
		Practice 2 - Troubleshooting and repairing of crane	<ul style="list-style-type: none"> List tools and equipment required for repairing Practice repairing of EOT crane components 	ISC/N0914 PC4, KA1, KA2, KA3, KA4, KA5, KB1, KB3, KB5, KB6 SB1, SB2, SB3, SB8	<ul style="list-style-type: none"> Demonstration Activity 	EOT Crane, inspection and repairing tools, hoisting accessories	P:8:00

Sl. No	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools/ Aids	Duration
5.	Use basic health and safety practices at the workplace	Hazards	<ul style="list-style-type: none"> • Explain occupational health & safety • Explain hazards and different types of hazards 	ISC/N0008 PC1, PC2, PC3, PC4, PC7 KB3, KB4, KB5, KB6 SA1, SA2	<ul style="list-style-type: none"> • Classroom lecture • Presentation 	PPTs for OHAS related to job role	T:3:00 P:5:00
		Safe working practices	<ul style="list-style-type: none"> • Explain safe working practices at workshop. • List various types of PPE • Explain safe working at heights and confined spaces 	ISC/N0008 PC1, PC5, PC6, PC8, PC9 KB7, KB8, KB9, KB10, KB11, KB12, KB13, KB14, KB23 SB5, SB6	<ul style="list-style-type: none"> • Classroom lecture • Presentation • Demonstration • Activity 	PPTs for OHAS related to job role, PPE related to job role, safety material	T:3:00 P:5:00
		First aid procedures	<ul style="list-style-type: none"> • Demonstrate fire safety procedures • Demonstrate emergencies, rescue and first aid procedures 	ISC/N0008 PC17, PC18, PC19, PC22, PC23 KB20	<ul style="list-style-type: none"> • Classroom lecture • Presentation • Demonstration • Activity 	PPTs for OHAS related to job role, first-aid box	P:6:00
6.	Work effectively with others	Communication with others	<ul style="list-style-type: none"> • Explain ways of oral communication • Demonstrate ways of communicating appropriately with others 	ISC/N0009 PC1, PC2, PC3 KA1, KA2, KA3, KA4 KB1, KB2, KB4, KB5, KB6, KB7, KB8, KB9, KB10 SA1, SA2, SA3 SB1, SB7, SB8, SB9	<ul style="list-style-type: none"> • Classroom lecture • Presentation • Demonstration • Activity 	Communication skills PPTs, posters	T:3:00

Sl. No	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools/ Aids	Duration
		Team work	<ul style="list-style-type: none"> List characteristics of a good team. Explain need of team work to achieve career goals 	ISC/N0009 PC4, PC5, PC9, PC10 KB3, KB14, KB15, KB16, KB17 SA4, SA5, SA6 SB2, SB3, SB4, SB5, SB6,	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration Activity 	PPTs, team management posters	T:3:00
		Workplace etiquettes	<ul style="list-style-type: none"> Demonstrate appropriate behaviour and etiquette at work place 	ISC/N0009 PC6, PC7, PC8 KB11, KB12, KB13 SB10, SB11, SB12, SB13	<ul style="list-style-type: none"> Classroom lecture Presentation Demonstration 	PPTs, posters	T:2:00

Annexure II

Assessment Criteria

CRITERIA FOR ASSESSMENT OF TRAINEES

Assessment Criteria	
Job Role	EOT Overhead Crane Operator
Qualification Pack	ISC/Q0901
Sector Skill Council	Indian Iron & Steel Sector Skill Council

Sr. No.	Guidelines for Assessment
1	Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2	The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3	Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below)
4	Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on these criteria.
5	To pass the Qualification Pack, every trainee should score a minimum of 70% in every NOS.
6	In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

Assessment outcome (NOS Code and Description)	Assessment criteria PC)	Total Marks	Out Of	Marks Allocation	
				Theory	Skills Practical
ISC/N0913: Check the control systems of the crane	PC1. Understand and interpret the different signals used in the shop floor	350	40	10	30
	PC2. Respond to the signal when received and prepare for transfer of material		40	10	30
	PC3. Check the condition of the ground (e.g. building site) before setting up the crane		60	20	40
	PC4. Check the movement of the crane – cross trolley and long trolley, lifting hook, break, before operating		70	20	50

	PC5. Check crane cabin/pendant/remote control instruments to make sure that loads hooked on their machines are within safe working limits		70	20	50
	PC6. Inspect working condition of brake system (hoist break, cross trolley brake and long travel brake)		70	20	50
	NOS Total Marks	Total	350	100	250
ISC/N0914: Operate the crane to transfer material	PC1. Understand and aware on how much material can be safely hoisted in each load according to the crane's capacity	400	105	25	80
	PC2. Observe and follow the signals given by shop floor who direct the moving and positioning of the loads		105	25	80
	PC3. Move the crane and position the hook so that shop floor personnel can attach loads, slings, shackles and chains		105	25	80
	PC4. Maintain cranes by inspecting them for defects or wear, lubricate ropes and winches, and replace worn cables		85	25	60
	NOS Total Marks	Total	400	100	300
ISC/N0008: Use basic health and safety practices at the workplace	PC1. Use protective clothing/equipment for specific tasks and work conditions	150	9	4	5
	PC2. State the name and location of people responsible for health and safety in the workplace		6	1	5
	PC3. State the names and location of documents that refer to health and safety in the workplace		2	1	1
	PC4. Identify job-site hazardous work and state possible causes of risk or accident in the workplace		8	4	4
	PC5. Carry out safe working practices while dealing with hazards to ensure the safety of self and others state methods of accident prevention in the work environment of the job role		6	1	5
	PC6. State location of general health and safety equipment in the workplace		6	1	5
	PC7. Inspect for faults, set up and safely use steps and ladders in general use		6	1	5

PC8.	Work safely in and around trenches, elevated places and confined areas	6	1	5
PC9.	Lift heavy objects safely using correct procedures	6	1	5
PC10.	Apply good housekeeping practices at all times	2	1	1
PC11.	Identify common hazard signs displayed in various areas	6	5	1
PC12.	Retrieve and/or point out documents that refer to health and safety in the workplace	5	1	4
PC13.	Use the various appropriate fire extinguishers on different types of fires correctly	9	4	5
PC14.	Demonstrate rescue techniques applied during fire hazard	8	4	4
PC15.	Demonstrate good housekeeping in order to prevent fire hazards	2	1	1
PC16.	Demonstrate the correct use of a fire extinguisher	6	1	5
PC17.	Demonstrate how to free a person from electrocution	6	1	5
PC18.	Administer appropriate first aid to victims as required e.g. in case of bleeding, burns, choking, electric shock, poisoning etc.	8	3	5
PC19.	Demonstrate basic techniques of bandaging	6	1	5
PC20.	Respond promptly and appropriately to an accident situation or medical emergency in real or simulated environments	7	2	5
PC21.	Perform and organize loss minimization or rescue activity during an accident in real or simulated environments	6	1	5
PC22.	Administer first aid to victims in case of a heart attack or cardiac arrest due to electric shock, before the arrival of emergency services in real or simulated cases	6	1	5
PC23.	Demonstrate the artificial respiration and the CPR Process	6	1	5
PC24.	Participate in emergency procedures	6	1	5

	PC25. Complete a written accident/ incident report or dictate a report to another person, and send report to person responsible		4	1	3
	PC26. Demonstrate correct method to move injured people and others during an emergency		2	1	1
	NOS Total Marks	Total	150	45	105
ISC/N0009: Work effectively with others	PC1. Accurately receive information and instructions from the supervisor and fellow workers, getting clarification where required	100	10	5	5
	PC2. Accurately pass on information to authorized persons who require it and within agreed timescale and confirm its receipt		9	4	5
	PC3. Provide information to others clearly, at a pace and in a manner that helps them to understand		11	1	10
	PC4. Display helpful behavior by assisting others in performing tasks in a positive manner, where required and possible		10	5	5
	PC5. Consult with and assist others to maximize effectiveness and efficiency in carrying out tasks		10	5	5
	PC6. Display appropriate communication etiquette while working		11	1	10
	PC7. Display active listening skills while interacting with others at work		11	1	10
	PC8. Use appropriate tone, pitch and language to convey politeness, assertiveness, care and professionalism		8	3	5
	PC9. Demonstrate responsible and disciplined behaviors at the workplace		14	4	10
	PC10. Escalate grievances and problems to supervisor		6	1	5
	NOS Total Marks	Total	100	30	70
	QP Total		1000	275	725



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