Unit 1
Session 1: Methods of Communications

D. Answer the following questions.

Ans 1:

Verbal communication	Non-verbal communication
Verbal communication happens through the usage of words to exchange thoughts, feelings, and ideas with others.	Non-verbal communication happens in the absence of any oral or composed words.
A language is an important tool.	Non-verbal prompts like body movement, gestures, facial expressions, symbols, images, etc are an important tool.
Helpful in organizing complex ideas and experiences into meaningful categories.	Helpful when we are operating in a different culture. One can use body gestures to support expression.

Ans 2: Some functions of non-verbal communication with examples are as follows:-
- Leads to an emphasis on verbal communication. Example:-head nod or head shake to say 'Yes' or 'No'.
- Replaces verbal communication using behaviors that are easily recognized by others. Example:-In case to reply yes to a question, nod your head.
- Complementing or reinforcing verbal communication. Example:-while smiling and hugging a friend one can exclaim "Wow, I am so happy for you!"
- In order to communicate emotions. Example:-Drooping shoulder to a sad friend.

Ans 3: Factors enhancing our oral communication skills includes:-
- The speech which is an act of delivering a formal oral communication to an intended audience with clarity and appropriate words.
- Vocabulary which is the correct usage of words by reading new words from the dictionary daily.
- A rhythm which expresses one's attitude and different array of emotions such as surprise, happiness, etc.
- The tone of the speaker creates an impact on the listeners by reflecting the attitude and emotions of the speaker.
- The pitch which refers to the loudness or softness of speaker's voice by speaking in a clear, slow and conversational tone.

Ans 4: Following tips can help to enhance our communication skills as:
- Reading out loud.

- Making audio/video recordings of your reading and marking the areas where improvement needs to be done.
- Taking part in activities where public speaking is involved.
- Talking to the people in a manner that will show interest.

Ans 5: Visual communication is the most effective way of passing information in the following ways:-
- It plays a vital part in mankind's existence and expression.
- It is an effective way of passing information as the human mind processes images.
- Adding meaningful visual aids such as signs, graphic designs, films, posters, maps, charts, etc. can make visual communication more effective.
- Even an illiterate person can easily understand the information that is being presented using visual aids.

Ans 6: While preparing a presentation, the following points should be kept in mind:
- Make sure that your content is suitable for visual presentation.
- All fonts should be legible and appropriate for the communication style. Use callouts in modernization to highlight vital information.
- Keep significant negative space. When too much information is present in a layout, messaging becomes cluttered and innocent.
- Do not overwhelm the audience with multiple graphs of a single data when one combined graph may suffice.
- Use colors sparingly to highlight important information. Try and avoid bright or dull colors in the presentation.

Ans 7: Non-verbal communication depends on different non-verbal prompts like body movement, gestures, facial expressions, symbols and so on to express sentiments, attitudes or information. Complementing or reinforcing verbal communication in such a way that while smiling and hugging a friend one can exclaim "Wow, I am so happy for you!".

E. Application based questions.
Ans 1: Some tips to be followed by Aaryan while addressing the audience:
- He should deliver a formal oral communication to the intended audience with clarity and usage of appropriate words.
- Maintain a rhythm to express one's attitude and different array of emotions such as surprise, happiness, curiosity, etc.
- His tone should help in creating an impact on the listeners while reflecting the attitude and emotions.
- Always speak in a clear, slow and conversational tone in order to be an effective communicator.

He can use different non-verbal prompts like body movements, gestures, facial expressions, symbols, images, signal charts, and so on to express sentiments, attitudes, or information.

Ans 2. List of an effective non-verbal practices that Anika should keep in mind during her interview as:-
- Maintain eye contact with the interviewer.
- Smile and nod at appropriate times.
- Do not slouch while sitting.
- Keep feet on the floor and be attentive.
- Do not interrupt in between and rest an arm on the chair or on your lap.
- Be attentive to whatever interviewer is asking or saying.

Ans 3. Tapsee can keep the following points in her mind while preparing the presentation:
- Make sure her content is suitable for visual presentation.
- A logical hierarchy is followed by her in presenting the content.
- Simple icons should be used which are easy to understand and are universal.
- She should avoid multiple graphs of single data.
- All fonts should be legible and appropriate for the communication style. Use callouts in moderation to highlight vital information.

Ans 4. Some tips can be followed by Riya in order to score well in the creative writing section of her English paper and avoid mistakes:
- She should expand her vocabulary and learn new words with the help of a dictionary and form sentences using these words.
- Spellings of words can be revised by using flashcards.
- Regular reading should be done in order to use words appropriately.
- Write text keeping the audience in mind with clear and simple language.

Session 2: Communication Cycle

Ans 1: Communication cycle:
- A process where one person is a sender who conveys a message to another person (known as receiver), where the receiver acknowledges the message and send back the response to it.
- A communication cycle includes resources such as email threats, social media outlets, VoIP message outlet etc.

Ans 2: Principle of effective communication can be given as:
- **Simple language:** the language used in communication should be simple and understandable by both the sender and the receiver.
- **Definite:** communication should be definite.
- **Complete and concise:** the provided communication should be complete and to the point.

- **Appropriate medium:** A proper medium with several factors such as timings, the distance between the sender and the receiver.
- **Authentic:** information given should be factual, avoiding misleading or false.
- **Courteous:** The sender should be polite and courteous while communicating which helps in building a healthy relationship.

Ans 3: Importance of feedback includes:
- Feedback is an essential factor in the process of the communication cycle. It is the response received by the sender once the message is clear and understood by the receiver.
- Based on the feedback from the receiver, the sender can evaluate the effectiveness of the message.
- Feedback is a vital part of effective learning as it gives clear guidance to the students how they can improve their knowledge and performance.
- It can enhance a student's confidence, self-awareness, and enthusiasm for learning.

Ans 4: Feedback plays a vital role in learning where learning is an ongoing process.
- Proper feedback prevents from getting distracted and helps in remaining aligned to the goal.
- It helps to focus on the improvement areas and learn continuously which opens a new world of opportunities.

Ans 5: The following points should be taken into consideration to make descriptive feedback effective as:
- **Goal-oriented:** Many a time, students are unaware of the learning aim, thus, they should know what their learning aim is and how they can achieve it.
- **Actionable:** Students should apply their knowledge in order to avoid losing interest in learning.
- **User-friendly:** the feedback should be given in an easy way to understand the language, otherwise, the feedback provided will become worthless.
- **Timely:** The feedback needs to be given when someone is still striving for their goals.
- **Continuous:** Feedback should be given continuously, along with instructions.
- **Consistent:** The students should be given consistent feedback.

Ans 6:-

Specific feedback	Non-specific feedback
Specific feedback provides detailed information about something particular.	Non-specific feedback gives a vague response to the receiver.
It is beneficial as it gives the receiver something substantial to think about and	It may not be of much help as it does not guide the receiver properly to

work on areas which need improvement.	achieve the desired goals.
For example -It was impressive that you started with a question to hook the listeners. I like it"	For example:-"Great job", here the remark is not specific and does not indicate what went right that led to success.

Ans 7: Need for specific feedback can be given as:

- Specific feedback can be highly constructive which might prove beneficial to the receiver.
- It makes the receiver aware of the specific details that need to be focused on one's work and performance.
- Do not give feedback in order to avoid a defensive reaction as it helps the other person to improve.
- If feedback is given with the right intention, it can bring a remarkable change in the attitude or performance of a person.
- It should be marked that specific feedback should be given so that it is accepted and appreciated by others.

E. Application Based Questions.

Ans 1: The following can be some possible reasons behind the miscommunication which led Rahul's friend give workbook instead of a notebook:

- Information provided might not be completed.
- Effective listening was missing on the receiver's side which caused the problem.
- Descriptive feedback should be focused on where useful information can be provided in filling the gaps.

Ans 2: Karan did not understand the C++ program because it was not properly received and decoded by him and he did not pay attention to what Sujoy was teaching to him. He was busy texting someone due to which his mind was not present.

Ans 3: If Priya wants to get immediate approval from her father other than phone, she can use to send a message to her father. Here, the text message can act as a channel between the sender and the receiver.

Session 3: Communication Barriers

Ans 1: Communication Barrier:

- An obstacle that prevents the receiver from receiving and understanding the message that has been sent by a sender.
- If a message is not understood clearly, it may lead to communication gaps which can cause confusion and misunderstanding.

Two communication barriers include:

- **Internal barriers:** These barriers occur due to some inherent traits or the frame of mind of the communicators. Factors responsible for internal barriers include intense emotions, poor listening skills, prejudice, different viewpoints, or different cultural backgrounds.
    - For example you were out with your friends and your mother asked you to get something and you forgot.
- **External barriers:** External barriers occur due to factors we have no control over and are outside our body and mind. Factors like noise, different time zones and distance, faulty communication equipment, or technologies, physical disabilities, and physical barriers preventing us from observing non-verbal communication are some of the causes for this type of barrier.
    - For example Its an emergency and due to poor signal you are not able to connect the call to anyone of your family members.

Ans 2: Two factors which are responsible for causing internal barriers during communication are:

- **Poor listening skills:** Poor listeners do not attend carefully to all the information being given by the speaker which can be both verbal and non-verbal signals, including intonation and body language.
- **The difference in perception and viewpoint:** The receiver may not look at things the same way as the person who is communicating, leading to the disagreement between the sender and the receiver causing the communication gaps.

Ans 3: Prejudice can cause miscommunication due to some personal grudges or due to biases against a particular person leading to false assumptions and causing miscommunication.

For example: if you do not like somebody personally, even if he is saying something in your favor, you may not believe him. The mistrust that you have against that person has caused a barrier between the two of you.

Ans 4: The types of barriers which are related to our state of mind or some internal issues, are called 'Internal Barriers'.Poor listeners do not attend carefully to all the

information being given by the speaker which can be both verbal and non-verbal signals, including intonation and body language.

Ans 5: Active listening means fully concentrating on what is being said rather than just hearing the message. One can bring active listening into practice to overcome the communication barrier by following:

- Developing good listening skills without making any distractions for the sender.
- Developing trust between the sender and the receiver.
- Do not assume against a person who is communicating.
- Respecting other cultures.

Ans 6: It is important to overcome communication barriers because they can hinder our ability to communicate. Also, barriers can hamper productive and effective communication which can lead to poor relationships, loss of trust, misunderstanding, waste of time and energy with other such undesirable outcomes.

Ans 7: Care that should be taken while giving the feedback:

- Keep it simple and appropriate to serve the purpose of communication.
- Use the correct language so that the receiver interprets it correctly.
- Avoid lengthy and complicated messages.

Ans 8: Various measures can be taken to overcome barriers related to the message that is being conveyed:

- To overcome the barriers formed due to problems with the formation of the message, one should ensure proper encoding of the message being conveyed before it is sent.
- Keep it simple and appropriate to serve the purpose of communication.
- Using correct language to ensure that the receiver correctly interprets the meaning of the message being conveyed.
- Using appropriate body language with correct gestures, facial expressions, and body posture while talking.

Ans 9: There are two types of barriers including internal and external barriers. Some common and effective way to overcome all communication barriers includes:

Overcoming Internal Barriers: Internal barriers are caused due to one's state of mind and some inbuilt characteristics or personality. Hence, one has to make a conscious effort to overcome them.

- Be sensitive and empathetic and be confident of having the attention and interest of the receiver.
- Develop trust between the sender and the receiver.
- Keep your emotions in check to create trust. If a receiver responds with criticism, the sender should not overreact or become defensive but

- instead, consider the feedback as purposeful as possible.
- Do not assume against a person who is communicating. It is necessary to be open-minded while communicating.
- Be unbiased and fair about people when communicating.
- Respect other cultures by developing sensitivity and understanding while communicating in a different cultural environment.

Overcoming External barriers: Overcoming external barriers requires a change in the environment we are communicating in, which includes the use of appropriate equipment or facilities.

- Use proper communication channels to prevent noise and other distractions.
- Find alternate means of communication to overcome physiological problems such as sign language, written communication, or hearing aids should be used in such situations.
- Use emojis while texting to express feelings.
- Seeking Feedback is an effective way to overcome all the different types of communication barriers.

Ans 10:

a. **False**, one must not use lengthy sentences while communicating because sometimes the vocabulary used in a conversation is too difficult and complicated to understand or a sentence may be too long for one to perceive its meaning which can cause communication barrier.

b. False, because one cannot see non-verbal gestures, postures, and general body language while communicating. Thus, it may have an adverse effect on the outcome of communication hence it is less effective.

c. True, the cultural difference may affect communication because social interaction varies in different cultures. What may seem like an appropriate gesture in one culture might be inappropriate in another. For example, making eye contact is considered a good communication technique in the U.S., but in most Asian countries, making eye contact with a senior person is considered to be disrespectful.

E. Application based Questions:

Ans 1: Most of the personal, professional and social problems can be overcome by maintaining a clear, appropriate and unambiguous communication. All that is needed is some effort on our part to identify and avoid the barriers to effective communication, to make our lives and lives around us better. Thus, following things should be taken care of by Uma while communicating with the people in France:

- Develop sensitivity and understanding of their culture while communicating.
- Develop good listening skills by giving proper attention.
- Use appropriate body language to express their thoughts.

Ans 2: Following skills can be practiced by Rahul to overcome his annoying nature:

- He should develop good listening skills.
- He should be unbiased and fair about the person who is communicating.
- He should not assume against a person who is communicating. It is necessary to be open-minded while communicating.
- He should be sensitive and empathetic towards the sender.

Ans 3: No, she will not be able to communicate with other students effectively as it will not be clear and precise for better understanding. Also, using complicated terminology will bore the students and the correct message will not be conveyed.

Ans 4: Vikas should follow the given advice to improve his performance in his exams:

- He should be a good listener and should pay attention to the sender.
- He should be sensitive and empathetic towards his teacher.
- He should develop trust towards him/her in order to reduce the perception errors.
- He should keep his emotions in check and maintain a balanced frame of mind.

Session 4: Effective communication

Ans 1: Key factors for effective communication are:
- **Content:** It refers to the language that has been used in the message and interpreting the meaning of words differently. Some words have different meanings depending on the context, which may confuse at times. To make communication effective, construct proper sentences and use the right words.
- **Process**: It refers to the way the message is delivered-the non-verbal elements in the speech like the tone of voice, gestures, body language and the state of mind can be identified during communication. Effective communication happens only when the verbal message is consistent with the tone and body language.
- **Context:** It refers to the situation or environment in which the message is delivered, including the physical environment (e.g. noisy or quiet room, mall, hospital, etc.), cultural factors (e.g., international cultures, organisational cultures, etc.) and developmental factors (e.g., the age of the speaker and the receiver).

Ans 2: The information being conveyed through the communication should be clear because the message is the first step in any communication and it must be as transparent as possible.
- In order to make it simple, avoid using complex words, sentences, and confusing language.
- Effective message can be conveyed if the sender has clarity in his thoughts.
- The message should be easily understood by the receiver; this will happen when the purpose of communication is clear.
- The message should have a single goal and not a mixture of ideas.

Ans 3: One can achieve conciseness in communication by making it brief yet in a comprehensive manner. Adding unnecessary details make our communication ineffective. The fewer the words, the more impressive and effective is communication. Avoid fillers like 'sort of', 'like', 'basically' to make the speech impressive.

- The message must be precise and to the point.
- Short and brief messages should be used to maintain the receiver's attention.
- Every word used should be meaningful and of interest to the receiver.

Ans 4: The features of correct communication include:

- Accuracy is an important element of communication. It avoids miscommunication and mistrust and creates a positive image in the mind of the receiver.
- Correct language, i.e., grammar, vocabulary, and sentence construction should be used to ensure a proper response.
- While writing, correct spelling and punctuation should be applied.
- The facts and figures used should be accurate.

Ans 5: The following care should be taken to ensure the completeness of a message which has all the information the receiver needs to know. To ensure that a message is complete, it is essential to think of the questions the receiver might have when he receives the message. The message should address these questions:

- We must ensure that all relevant information is conveyed through the message.
- It should answer all the queries in the mind of the receiver to obtain a better response and understanding from him.
- Usually informal communication, the sender is also required to convey what action needs to be taken by the receiver as a result of the conversation.

Ans 6: The content of a message is important because the transmitted content will be received and understood by the receiver in a manner that was intended by the sender. It also means that you want to say, what you say, and what the receiver interprets, is consistent.

Ans 7: The benefit of effective communication includes:

- Effective communication reduces misunderstandings and prevents us from overlooking important information. This saves time as situations can be understood accurately.
- It creates a comfortable environment, where people of the same or different genders, religions, and cultural backgrounds, who behave and think differently, can share their thoughts, feelings, and ideas; feel respected and understood.
- It allows the people involved to build trust and remove any negative emotions. This results in a desire to work towards a common goal.
- It increases our self-respect because we can deliver our message confidently and receive the outcome we have hoped for.
- However, the most significant benefit of using effective communication techniques is that it improves our relationships with others.

Ans 8: The 7 C's of effective communication are known as the seven principles of communication which help us to focus our thoughts and ideas for effective communication. These principles serve as a checklist to communicate more effectively and are applicable for both verbal as well as non-verbal communication.
The 7 C's include:

- **CLEAR:** Constructing the message with clarity so that the message can be conveyed effectively if the sender has clarity in his thoughts.
- **CONCISE** to explain things in a brief yet comprehensive manner and adding unnecessary details make our communication ineffective.
- **CONCRETE** which makes the communication believable and credible, in order to create trust between the communicators.
- **CORRECT**: Accuracy is an important element of communication in order to avoid miscommunication and mistrust, and creates a positive image in the mind of the receiver.
- **COHERENT:** A coherent message is logical and makes sense to the receiver. Coherence deals with the fluency of communication. Without coherence, the receiver of the message will lose track of what you want to convey.
- **COMPLETE:** A complete message will have all the information the receiver needs to know. To ensure that a message is complete, it is essential to think of the questions the receiver might have when he receives the message.
- **COURTEOUS:** The message should convey respect for the receiver so that the feelings and views of the receiver along with his knowledge, experience, and age, must be considered. It shows respect for the receiver.

Ans 9: Three principles of communication are:

- **Content**: It refers to the language that has been used in the message and interpreting the meaning of words differently.
- **Process**: It refers to the way the message is delivered-the non-verbal elements in the speech like the tone of voice, gestures, body language and the state of mind can be identified during communication.
- **Context:** It refers to the situation or environment in which the message is delivered, including the physical environment, cultural factors, and developmental factors.

Ans 10: Effective communication result in saving time by reducing misunderstandings and preventing us from overlooking important information. This saves time as situations can be understood accurately. It can also protect people from embarrassment or awkwardness because of wrong assumptions.

E. Application Based Questions:

Ans 1: Due to lot of spelling mistakes in a chart and poster Poonam's communication will not be effective. Following advice can be given to her as:-

- Avoid using complex words, sentences, and confusing languages.
- Correct language i.e grammar, vocabulary and sentence construction should be used.
- While writing, correct spelling and punctuation should be applied.
- Fewer the words, the more impressive and effective is communication.

Ans 2: Deepak's project on "Development in India's Space Programmes" which has information from the books and the Internet should keep the following points in his mind:-

- A message should be precise and to the point.
- A message should be supported by facts and figures to eliminate any doubt in the receiver's mind.
- While giving information, citations, or references of the source of the information must be given to increase credibility.
- All relevant information is conveyed through the message.

Ans 3: To ensure team of student delegates to be courteous, the following points should be kept in mind:-

- The message should convey respect for the receiver.
- The feelings and views of the receiver along with his knowledge, experience, and age, must be considered. It shows respect for the receiver.
- The receiver should be addressed in a friendly and courteous manner by using respectful terms or gestures.
- One must be sensitive to the culture and background of the receiver, especially when communicating with people from different ethnicities.
- Even if you disagree with the receiver, it is essential for you to understand and respect his point of view.

Session 5: Basic Writing Skills

Ans 1: A phrase is a group of words that form a unit within a sentence but is incomplete independently. A phrase lacks both the subject and the object.

Examples: to learn French (phrase)

TYPES OF PHRASES:

- There are different kinds of phrases:
- A noun phrase acts as a noun in a sentence. **Example**: We all love eating ice cream. (noun phrase - eating ice cream)

- A verb phrase is a group of main verbs and helping verbs within a sentence.
  Example: This jewelry may be worth millions of rupees! (verb phrase - may be worth)
- An adjective phrase is built around an adjective and consists of adjectives and/or articles. **Example:** Radhika walked on the stage very gracefully. (adjective - very gracefully, describes the object - walk)
- An adverbial phrase is built around an adverb by adding words before or are it. **Example:** We strolled through the gardens very slowly. (adverbial phrase - very slowly)
- A prepositional phrase always begins with a preposition and is followed by a noun. **Example:** All rooms below the deck are for sleeping. (prepositional phrase - below, noun - deck)

Ans 2: Usage of the definite article: The usage depends on the sound at the beginning of the next word. Use 'a' when the next word starts with a consonant sound.

- The definite article, 'the' can be used with both countable nouns (singular as well as plural) and uncountable nouns.
- Its main use is to specify a person, place, or thing.
- It is used when the noun that follows is already known.

Example 1: The rich should help the poor.

The names of rivers, mountain ranges, gulfs, seas, oceans, groups of islands, names of ships, etc.

Examples: the Yamuna; the Mount Everest; the Andaman and Nicobar islands

The names of countries in the plural. Examples: the Netherlands; the Philippines

Ans 3: Difference in the usage of 'a' and 'an'

Usage of 'a'	Usage of 'an'
1. Before a singular countable noun when it is mentioned for the first me Example: This is a river	1. 'an' performs a similar function as 'a'. It is used before singular countable nouns which begin with a vowel sound (a, e, i, o, u). Examples: He has an axe.

2. The following words begin with vowel leers but have consonant sounds. Therefore, they have the article 'a' before them. Examples: a union (The U at the beginning of union sounds like You.)	2. The following words begin with consonant leers but have vowel sounds. Therefore, they have the article 'an' before them. Examples: an honour; an honest man; (The H at the beginning of honour and honest is silent.)

Ans 4: Following Rules should be followed for writing a sentence:

- Use short sentences
- Limit sentence content
- Economise on words
- Arrange the sentences in a proper sequence
- Design sentences to emphasize on the topic

Ans 5: Adjective refers to a word that describes, modifies, or gives more information about a noun or a pronoun.

Examples: cold, happy, young, two, fun. The tall man bought a pair of black leather shoes.

Ans 6:

- A subject is a word or a group of words which conveys the names of persons or things that we are speaking about.
- A predicate, on the other hand, is the part of a sentence which contains a verb and states something about the subject.
  - Let us learn more about the subject and predicate through the following sentences: All the trees are shedding their leaves. 'All the trees' is the subject here because the sentence is telling us something about the trees; 'are shedding their leaves' is the predicate because that is being said about 'All the trees'. The subject usually comes first in a sentence. However, in certain cases, it is placed at the predicate for emphasis.

E. Application Based Questions:

Ans 1: Akanksha should keep in mind the following seven elements while giving the presentation on 'Women Empowerment in India'

- Her presentation should be clear so that the message conveyed should be easily understood by the receiver.

- She should explain her message precisely and to the point.
- She should make the use of concrete communication which can be specific and clear, rather than vague and general.
- She should give accurate information.
- Her message should be organized logically and has a smooth flow with the proper sequence.
- The audience should be addressed in a friendly and courteous manner with respectful terms and gestures.
- She should ensure that all relevant information is conveyed through the message.

Ans 2: Rules that Suhana should follow while using articles in a sentence:

- The words which begin with the consonants letters but have the vowel sounds. Therefore, they have the article 'an' before them.

  Eg. An honest, where H at the beginning is silent

- The following words begin with consonant leers but have vowel sounds. Therefore, they have the article 'an' before them. Examples: an honour; an honest man; (The H at the beginning of honor and honest is silent.)
- if a singular countable noun is preceded by an adjective, a or an is used before the adjective, according to its initial sound.
- The indefinite article is not normally used before uncountable nouns, such as water, sugar, wheat, iron, music, beauty, etc. We do not say 'I ate rice for lunch'; we can say 'I ate a bowl of rice for lunch' since bowls can be counted.

Unit 2
Session 1: Stress Management and its Techniques

D. Answer the following questions.

Ans1: Life is a chain of events marked by pain, anxiety, unmet expectations, failures, fear, and anticipation of loss. The endless greed for materialistic pleasures, achieving our goals, pressure from society or bitter past experiences create a chaotic atmosphere in our lives. All this leads to a state of emotional disturbance widely known as **'Stress'**.

Ans2:
- Stress can be viewed as a disease that afflicts people of all age groups—adolescents, youth, and the elderly. It often leads to addiction, loneliness, and antisocial mannerisms that give rise to various ailments such as headache, nausea, degeneration of cognitive abilities, and heart-related problems.
- Stress can be defined as a reaction to any external stimuli that trigger changes in one's personality. Stress causing agents are known as stressors, which can be self-induced or external.

Ans3: Every person goes through a stressful phase. There is, hence, a need to manage stress in order to live a healthy life. One needs to identify the stressors that directly have an adverse effect on the physical, emotional, behavioral, or mental health of a human being. There are some factors that can contribute to stress which includes the following:
- Threat
- Dangerous situations
- Irrational demands
- Societal or peer pressure
- Unrealistic goals
- Expectations
- Bad experiences
- Financial loss
- Discrimination

Ans4:
- Stress does not always have a negative impact on us. It can sometimes be useful and help us to accomplish great things. For instance, some challenges are difficult to face and cause stress; and yet, they help us to push our limits. This is known as 'eustress'. Eustress provides us with energy and motivation to achieve our goals.
- Example: Suppose a child took a test and performed well. To achieve this result, he might have planned his schedule, prioritised his activities, set up a daily routine, etc. The situation was a bit stressful, but the child managed to reduce the effects of stress by planning well.

Ans5: MEANING OF STRESS MANAGEMENT
Stress management refers to a wide range of techniques that enable a person to cope with psychological stress effectively. It covers all the tools and mechanisms that alleviate 'chronic' stress, which could otherwise prove to be a lethal disease. It includes a pool of techniques that assist individuals in eradicating anxiety and negative thoughts and work on their well-being.

Ans6: IMPORTANCE OF STRESS MANAGEMENT
- Stress management allows a person to react positively in stressful situations.
- It provides ways to measure the different levels of stress so that the inflicted person can resort to self-help or seek help from a professional.
- It helps to identify distinct stressors, which can either be good or bad. They can be self-induced or be triggered due to external situations. They can be categorised as:
  - Positive stressor
  - Dangerous stressor (leads to stressful situations)
  - Irrelevant stressor
  - After successfully recognising the stressors, stress management provides practical measures to target those stressors.
  - It infuses a sense of control and accomplishment. It equips you with the ability to handle any situation efficiently.
  - It helps to bring about a healthy change in one's perception of events, people, or situations.
  - Stress management helps to bridge the gap between the available resources and the unrealistic demands surrounding them.
  - Stress management also enhances the physiology of a person. It boosts his immune system and makes him healthy. It emphasises on a balanced diet, sound sleep, and exercise. Thus, it helps in bringing a positive change in the outlook and lifestyle of a person.

Ans7:
- Stress causing agents are known as stressors, which can be self-induced or external. Stressors are factors that have an adverse effect on the physical, emotional, behavioral, and mental health of a human being.
- Stressors can be categorised as positive, dangerous, and irrelevant stressors.
- Stressors, which can either be good or bad. They can be self-induced or be triggered due to external situations. They can be categorised as:
  - Positive stressor
  - Dangerous stressor (leads to stressful situations)
  - Irrelevant stressor

Ans8: BENEFITS OF PHYSICAL EXERCISE
- Exercise includes all activities that maintain physical fitness and mental well-being of a person. It makes the person active and helps to build strong immunity.
- It also assists in the proper functioning of various organ systems.
- It is recreational and also helps in developing social bonds.
- Apart from this, exercise has proven to be effective in minimising stress levels.
- It helps to release endomorphins which is chemicals in the brain that act as natural painkillers, and eradicate insomnia.
- In a frustrating situation, a person starts feeling stressed. Here, more vigorous forms of exercise like weight training provides a way to vent out negative feelings.
- Exercise makes a person sturdy and helps him to tackle stressful situations positively.
- It improves the state of the body, as a fit body is always able to manage stress in a better manner.
- It can help to build confidence and self-esteem.

Ans 9: In the following ways Yoga and Meditation help to reduce the stress levels:

Yoga	Meditation
Yoga is practiced for self-development, the enlightenment of the soul, and spiritual growth. It helps in relieving stress and uplifting our mood.	Meditation is a way of bringing positivity into one's life and helps to restore calm and peace in our life. Regular practice of meditation reduces stress, anxiety, and depression. It is a natural and inexpensive way that provides immunity to stress.

Ans 10: There are some stress management techniques as follows:
- **PHYSICAL EXERCISE:** It makes the person active and helps to build strong immunity.
- **YOGA:** It is practiced for self-development, the enlightenment of the soul, and spiritual growth.
- **MEDITATION:** It is a way of bringing positivity into one's life and helps to restore calm and peace in our life.
- **VACATIONS WITH FRIENDS AND FAMILY:** Breaks from our hectic daily schedules and spending holidays with friends and family can be a refreshing experience which can help in relieving stress. Pursuing leisure activities or hobbies can also help you to de-stress. One is able to deepen social relations, admire nature's beauty, and break the monotonousness of life.
- Enjoying with friends and family can relieve stress in the following ways:
  o It adds variety to life
  o Creates memorable moments
  o Helps to develop various hobbies like photography, writing poetry, etc.
  o Develops a sense of creativity, self-inspiration, and socializing.
  o Fosters feelings of unity, integrity, and cooperation
  o It is a relaxing and rejuvenating experience.

- **TAKING NATURE WALK:** We must regularly take some time out of our busy schedule to appreciate nature's beauty. The fluttering of leaves, the sound of water flowing, soft breeze, brightly-coloured blossoms—all have a calming effect on our minds.
- Taking nature walks can relieve stress as:
  o It calms a troubled mind.
  o It improves positivity and mental well-being.
  o It helps build a sense of creativity, motivation, and strength.
  o It induces the basic qualities of living in harmony, peace, and cooperation.

E. Application Based questions

Ans 1: Rahul must do some of these stress management techniques to relax his mind during exam time.

- He should do Meditation. It will bring positivity into his life and helps to restore calm and peace in his life. Regular practice of meditation reduces stress, anxiety, and depression. It is a natural and inexpensive way that provides immunity to stress.
- Meditation will help him to change his perspective during difficult situations.
- Meditation will provide him a stronger sense of motivation.
- He should go for Nature Walk regularly take some time out of his busy schedule to appreciate nature's beauty. The fluttering of leaves, the sound of water flowing, soft breeze, brightly-coloured blossoms—all have a calming effect on his mind.
- Nature Walk will him to calm his troubled mind.

Ans 2: In a frustrating situation Poonam must use these techniques as follows:

- She should do vigorous forms of exercise like weight training provides a way to vent out negative feelings.
- Physical Exercise makes her sturdy and helps him to tackle stressful situations positively.
- She should go on vacations with friends and family.
- She should do yoga, it will help her in relieving stress and uplifting her mood.
- Yoga will help her to the removal of different ailments from the body.

Session 2: Ability to work Independently

Ans1: Four elements that keep a person motivated are:
- Personal drive to achieve, the desire to improve, or to meet specific standards
- Commitment to personal or organisational goals
- Initiative or readiness to act on opportunities
- Optimism, which is the ability to continue and pursue goals in the face of failures

Ans 2: Advantages of working independently includes:
- **Boosts self-confidence:** Independent people are likely to be more confident in handling problems affecting their lives.
- **Makes the person self-reliant:** An independent person is resourceful and relies only on himself.
- **Makes the person emotionally independent:** Independent people experience challenging life situations without involving other people.

- **Makes decision-making an easy task:** People who are emotionally and financially dependent on others cannot make strong and timely decisions.
- **Brings out the best in a person:** Having a free and independent mind gives the freedom to explore one's own skills and talents, which ultimately brings out the best in a person.
- **Increases self-value and self-esteem:** The achievement of emotional, social, and personal independence gives the person a sense of accomplishment. This eventually changes the perception of a person about himself and how others perceive him.
- **Makes the person accountable:** An independent person is wholly responsible for the outcome of the task which he has undertaken. If he fails to accomplish the task, he is answerable for it, and likewise, gets full credit when he succeeds in finishing it.

Ans 3:

External self-awareness	Internal self-awareness
This type of self-awareness requires understanding how other people perceive us. External self-awareness often surfaces in situations when people are the centre of attention.	This type of self-awareness represents how we see our values, passion, aspirations, thoughts, feelings, behaviours, strengths, weaknesses, and their impact on others
For example, while giving a presentation or talking to a group of friends.	For example, feeling nervous when you realise that your teacher has caught you lying.
People who have a high degree of external self-awareness may be categorised as 'pleasers'. They are aware that their actions and behaviours are being evaluated, so they often behave in a socially acceptable way. External self-awareness can also cause people to become distressed, anxious, or worried about how others perceive them.	High job and relationship satisfaction, personal and social control, and happiness are some of the positive aspects of internal self-awareness, whereas anxiety, stress, and depression are some of the negative aspects.

Ans 4: Self-regulation is important for becoming independent:
- The self-regulation is important to become independent as we can say that the fundamentals of being independent are the ability to work on your own, with minimal direction, confidence, self-awareness, self-motivation, and self-regulation.
- It teaches how to respond to the difficulties and challenges that you might face in your everyday lives. It also instills a sense of being in control of your own learning and success.

Ans 5. Dr. Eurich and her team identified four leadership archetypes, each with a different set of opportunities to improve.

- **High internal and Low External Self-awareness INTROSPECTORS:** They are clear on who they are; they do not challenge their views, often harming their relationships and limiting their success.
- **Low internal and Low External Self-awareness SEEKERS:** They do not know who they are, what they stand for, or how others perceive them. They feel frustrated with their performance and relationships.
- **High Internal and high external Self-awareness AWARE:** They know who they are, what they want, and seek out other people's opinions. They are great leaders.
- **Low internal and High external PLEASERS:** They are too focused on what others think and fail to focus on what matters to them. They make choices that hinder their success and achievements.

Ans 6: Self-regulation involves being able to control reactions to emotions like frustration or excitement.

Ans 7: A seeker is someone who always wants to know more, to the point where their mind becomes restless. If you're a seeker you're not just curious -- you are defined by your curiosity.
They do not know who they are, what they stand for, or how others perceive them. They feel frustrated with their performance and relationships.

Ans 8: It is important to be self-aware because it influences our personal development. When you are self-aware, you are more confident, innovative, and empathetic. Your decision-making abilities and communication skills are also enhanced. Those with enhanced self-awareness can work independently and become more effective leaders.
Thus, self-awareness is an essential factor in achieving success and becoming independent.

E. Application based questions.

Ans 1: In the work on a project independently following strategies Deepak should keep in mind while working in the project:
- He should be able to motivate himself to complete the task successfully even in the absence of others.
- He should organize his task in a manner that best suits him and can achieve his objectives on time.
- He should be able to handle multiple tasks at the same time if needed.
- He should be disciplined enough to organise his work flow and follow the planned schedule as he is self-accountable.
- He should express himself in an effective manner is critical be it virtually through phone or an e-mail.

- He needs to be resourceful to handle any situation.

Ans 2: Amita should possess the following skills in order to help the students become self-motivated and charge of their learning.
- She should set high but realistic goals
- She should take an appropriate level of risk
- She should look for constant feedback in order to improve
- She should be committed to personal or organizational goals
- She should utilize opportunities
- She should continue to. Pursue goals despite setbacks

Ans 3:
a. Deepak possess Estrinsic Motivation as his behavior is driven by the desire to attain some sort of an external reward, including money, power, and good grades.

b. Malvika possess Intrinsic Motivation as her behavior is driven by his innate desire to do something for his own sake and personal rewards. In other words, motivation to perform a task will come from within because the person finds this accomplishment quite satisfying—for example, her desire because she was eager to learn.

Unit 3
Session 1: Operating System

B. Answer the following questions.

Ans1: Main advantage of Graphical User interface includes:
- This operating system is graphic based and interactive in nature.
- The commands have been replaced by graphic symbols displayed on the computer screen called icons.
- The user can perform all operations by clicking on these icons.
- Now, a user does not need to remember the lengthy commands or their syntax as they had to do in Command-line Interface (CLI) or Character User Interface (CUI).
- Some examples of GUI are: Windows Operating System, Mac OS, Linux, etc.

Ans2:
Operating system with examples:
- The first program that loads on a computer when you switch on the system is called the operating system.
- It is a program that acts as an interface between the software and computer hardware. It is a specialised set of programs to manage the overall functioning of a computer and its resources.
- An operating system controls and monitors the execution of the other programs and applications.
- It performs basic tasks, such as recognising input from the keyboard, sending output to the monitor, managing files and directories on the storage devices, and controlling peripheral devices.
- Some common examples of operating systems: Windows, Macintosh (Mac), Linux, DOS, and Unix.

Ans 3: Purpose of multitasking operating system are:
Ans3 Multitasking, in an operating system, is allowing a user to perform more than one computer task (such as the operation of an application program) at a time. The operating system is able to keep track of where you are in these tasks and go from one to the other without losing information
PURPOSE: An operating system that is capable of doing multiple tasks or executing processes while using common processing resources like CPU, is called a Multitasking Operating System.

Ans 4: Security management feature of an operating system:
The operating system provides various techniques, which ensure the integrity and confidentiality of the user's data. Following are the security measures that are used to protect the user's data from threats and intrusion:
- Protection against unauthorised access through login and password.
- Protection against intrusion by keeping the firewall active.
- Displaying messages related to system vulnerabilities.

SESSION 2: MANAGING FILES AND FOLDERS

B. Answer the following questions.

Ans1:
Files are used to store information in computers. If you save files randomly, then you will waste your time and energy in searching for them when needed. The Operating System organises the data in such a way that it is easy to store and find. This is done by using the File System. A File System defines the ways in which files are named and where they are placed logically for storage and retrieval.

Ans 2: Difference between a file and folder:

File	Folder
1. A computer resource for recording data discretely in a computer storage device. Right (folder)	1 A directory that contains other file and folders.
2. User can create, read, modify, delete and rename files.	2. User can create rename, delete and copy a folder.
3 Has an extension.	3 Does not have an extension.
4.works as a container to store data.	4. works as a container to store related files and folders.
5 User can copy data from one file to another.	6 User can copy one folder to another folder.

Ans 3: You can rename several files at one time, which is useful for grouping the related items. To do this, select the files and then follow the steps given above. Type one name, and then each of the files will be saved with the new name and a different sequential number at the end (for example, Renamed File (2), Renamed File (3), and so on).

Ans 4: The Recycle Bin in used by Windows computers to store deleted items. It temporarily stores files and folders before they are permanently deleted. ... The Recycle Bin window allows you to delete items individually or restore them to their original location.
This is the way we can empty its contents:
1. Right-click on the Recycle Bin.
2. From the shortcut menu, select the option Empty Recycle Bin.
3. You will be asked to confirm if you want to permanently delete the files. Click on Yes to delete.

Ans 5: To delete a file from the folder, follow the given steps:

- Select the file that you want to delete.
- Click on the Organize option and select the Delete option from the drop-down menu.
- A message box appears on the screen asking for the confirmation to delete the file.
- Select Yes to confirm. You will find that the selected file has been deleted.

SESSION 3: CARE AND MAINTENANCE OF A COMPUTER

D. Answer the following questions.

Ans 1:
- **WINDOW 7 DESKTOP:** A Microsoft Windows is a series of Graphical User Interface (GUI) operating systems, which was developed, marketed, and sold by Microsoft. Windows OS was the first graphical user interface for IBM-compatible PCs, which soon dominated the PC market.

- **STARTING WINDOWS:** When you switch on your computer, Windows starts automatically and displays a welcome message. It is followed by the first screen of Windows, known as Desktop. It contains some graphic symbols called icons.

- **DESKTOP:** The word 'Desktop' has been derived from the real-life desktop (the top of our working table) where you may find a pen stand, notepad, calculator, files, etc. The desktop of Windows also serves the same purpose. You can find various icons like, shortcut icons, document icons, disk drive icons, etc., on your computer's desktop.

- **TASKBAR:** A taskbar is a long horizontal bar at the bottom of the desktop. It has the Start button on the extreme left side. The middle section of the bar shows buttons with a label for each of the opened applications and allows us to quickly switch between them. You can activate the application window by clicking on its taskbar button. When an application is active, its button is highlighted in a lighter shade.

Ans 2: Common icons present on Windows taskbar are:
 A taskbar is a long horizontal bar at the bottom of the desktop.
- It has the Start button on the extreme left side.
- The middle section of the bar shows buttons with a label for each of the opened applications and allows us to quickly switch between them.
- You can activate the application window by clicking on its taskbar button. When an application is active, its button is highlighted in a lighter shade.
- The right side of the taskbar is known as the Notification Area, which includes a clock and group of icons that provide status and notifications about things like updates, network connectivity, incoming mails, battery, volume, etc.

- The Show Desktop button is present on the extreme right of the taskbar.
- Simply placing the cursor on this button minimises all the open windows and shows the desktop.

Ans 3:
DIFFERENT TYPES OF OPERATING SYSTEM:
- **SINGLE USER OPERATING SYSTEM:** These operating systems could support only one user to do one thing at a time. The most popular Single User Operating Systems were: Microsoft Windows 3.1, Microsoft Windows 95, and Microsoft DOS.
- **GRAPHICAL USER INTERFACE (GUI):** This operating system is graphic based and interactive in nature. The commands have been replaced by graphic symbols displayed on the computer screen called icons. Some examples of GUI are: Windows Operating System, Mac OS, Linux, etc.
- **MULTI-USER OPERATING SYSTEM:** Multi-user Operating Systems allow more than one user to use the same computer at the same time. Some of the Operating Systems that fall in this category are: Linux, Unix, and Microsoft Windows. Windows 2000 was the first version of Windows, which allowed us to create several user accounts on a single machine.
- **MULTITASKING OPERATING SYSTEM:** An operating system that is capable of doing multiple tasks or executing processes while using common processing resources like CPU, is called a Multitasking Operating System.
- **MULTITHREADING OPERATING SYSTEM:** These are the operating systems that allow different parts of an application or program to run simultaneously. For example, if you host a Game server on LAN, your friends will utilise the different parts of the same game by connecting with your machine at the same time.
- **REAL TIME OPERATING SYSTEM (RTOS):** RTOS is designed to handle real life scenarios and problems. Such operating systems have the capability to prioritise the processes, minimise execution time, and work independently.
- **DISTRIBUTED OPERATING SYSTEM:** Distributed Operating System runs on computers which are located in different geographical areas, interconnected through a network. It controls these interconnected systems and makes them appear to be a single computer.

Ans 4: The first program that loads on a computer when you switch on the system is called the operating system. It is a program that acts as an interface between the software and computer hardware. It is a specialised set of programs to manage the overall functioning of a computer and its resources. An operating system controls and monitors the execution of the other programs and applications. It performs basic tasks, such as recognising input from the keyboard, sending output to the monitor, managing files and directories on the storage devices, and controlling peripheral devices. Some common examples of operating systems are Windows, Macintosh (Mac), Linux, DOS, and Unix.
The most popular Single User Operating Systems were: Microsoft Windows 3.1, Microsoft Windows 95, and Microsoft DOS.

Ans 5 GUI:
- Graphic operating system it is graphic based and interactive in nature.
- The commands have been replaced by graphic symbols displayed on the computer screen called icons.
- The user can perform all operations by clicking on these icons.
- A user does not need to remember the lengthy commands or their syntax as they had to do in Command-line Interface (CLI) or Character User Interface (CUI).
- Some examples of GUI are: Windows Operating System, Mac OS, Linux, etc.
- GUI is more user friendly as it lets the user to interact with the computer by using visual tools.

Ans 6: Most of the operating systems use hierarchical file systems, wherein the access to the data starts at the top and proceeds downward throughout the levels of hierarchy. The files are organised into folders (directories) and sub-folders in a tree like structure. In a hierarchical file system, the files are organized in to folders and sub-folders in a tree-like structure.

Ans 7: Sometimes your computer may be very slow and you might be getting disk errors. It can happen due to the temporary Internet files that need to be deleted from your computer regularly.
Follow the given steps to delete the temporary Internet files:
- Double click on the Computer icon given on the desktop.
- The Computer window will open.
- You will get a list of drives installed on your computer.
- Right click on Local Disk (C:).A shortcut menu having various options appears.
- Select the Properties option from the menu. The Properties window will open.
- Click on the Disk Clean up button. The Disk Cleanup for (C:)window opens.
- Click on the checkbox of the option that you want to clear, files like Temporary Files, Temporary Internet files, and so on.
- Click on OK. You will get a message for confirmation for the deletion of files. Click on the Delete Files button.
- All the temporary files from your computer will be deleted. Alternate Method to Remove Temporary Files
- Click on the Start button.
- Type %temp% in the Search files and folders textbox.
- The Temp folder containing temporary files and folders will open.
- Select all the files by pressing Ctrl+A key combination.
- Press Delete key. You will get a message box asking for confirmation. Click Yes to confirm.
- All the files from this folder will be deleted.

Ans 8:
Some precautions which should be taken to protect our computer hardware healthy:
- Keep the computer system and its peripherals away from dust and moisture.
- Cover the computer system when not in use to protect it from dust.
- Replace the faulty part immediately.

- Take regular backup of your data. You can use an external hard disk to store the less frequently required files. You can also use the cloud space for storage.
- Always keep the software updated.
- Also, upgrade the hardware equipment with the latest technology.
- Completely uninstall the unwanted programs from your computer regularly.
- Keep your anti-virus software up-to-date. Plan a full scan of the system on a weekly basis.
- Do not overcharge the batteries of the UPS or the laptop.
- Avoid blocking the exhaust vents.
- Keep the computer system away from direct heat and magnetic fields.
- Always shutdown the computer properly.

Ans 9: A virus can cause problems in a computer in many ways.
Signs of Virus Attack:
- Reduce the speed of a computer by decreasing the memory.
- Cause strange movements or patterns on the screen.
- Display unusual messages like "Your PC is stoned" etc.
- Increase the use of diskspace and growth in file size as the virus attaches itself to many files.
- Frequent hanging of the system.
- Shows abnormal write protect error.
- Display a change in data against the file name in the directory, when a virus modifies the file.
- Reformat the hard disk.
- Delete or damage the files.

Ans 10:
Virus attacks not only lead to data confidentiality loss, but they also affect the way in which our computer system functions. Modified files and processes, frequent functionality disruptions, modified speed, etc. are some of the other harmful effects of malware attacks. Thus, it becomes essential that we ensure our safety in the cyber-world.
- **Security Programs:** Installing reliable anti-virus software is a must. The antivirus should be regularly updated. It should also be programmed to regularly scan and quarantine the system.
- **Installation of Firewalls:** Restricting access to unwanted sites through appropriate settings in the browsers should also be done as a mandatory act.
- **Secure Internet Access**: Be vigilant when accessing or uploading information on the Internet. Only secure sites should be used for financial transactions and no personal information should be shared or saved (even accidentally) on any website. Installation and download from un-authorized sources should be avoided.
- **Regular Security Updates:** Keep your applications and operating system updated at all times.
- **Avoid Spams:** Mails from un-wanted and un-warranted sources should be deleted without reading or downloading. Any attachments in such mails should never be downloaded or installed onto the system.

- **Backups:** Taking backups regularly is a good practice. This not only protects us against data loss but also helps to restore the integrity of the data. Make sure that the data is encrypted by using encryption software to protect from unauthorized access.
- **Scanning all Portable Devices:** Scan all portable storage devices, such as pen drive etc., before use as these are the most common sources of infection in computers.

Antivirus Software: Antivirus software is computer programs, which are designed to identify, prevent, and remove viruses from a computer. They perform the following tasks in a computer:
- Scan the computer files to look for known viruses, matching definitions from the virus dictionary
- Identify suspicious behavior from any computer program that might indicate infection
- Simply installing antivirus software in our computer does not guarantee 100% protection, as the installed antivirus program would not be able to detect new virus programs. We should keep on updating our computer with the latest versions of the antivirus programs. Most of the antivirus software companies provide the facility to download the latest updates from their websites. Some of the popular antivirus programs are:
  - Norton Antivirus
  - McAfee Virus
  - Scan AVG Antivirus
  - Quick Heal Antivirus
  - Avira Antivirus
- Antivirus software are computer programs, which are designed to identify, prevent and remove viruses from a computer.

Ans 11: Spam refers to the unwanted e-mails that you get from unknown senders. These e-mails are sent for the purpose of advertising, spreading malware, phishing, and often contain inappropriate content.
Harmful: If you open a spam mail there is a chance that a virus may attack your system or your personal details may be at a risk.

Ans 12: The use of Disk Defragmenter utility: when you save a file on your computer, it may not be saved in a contiguous location in the actual memory space. This leads to creating empty fragments on the disk. These fragments cause the computer system to slow down when you want to open the file again. To avoid this, you should run the Disk Defragmenter utility program on a regular basis.
To start defragmentation:
Click on Start > All Programs > Accessories > System Tools> Disk Defragmenter.

Unit 4
Session 1: Entrepreneur and Entrepreneurship

D. Answer the Following Questions.

Ans 1.
- Entrepreneurship plays an influential role in the economic growth and the standard of living of society because there is a direct relationship between entrepreneurship and society.
- As we know, that entrepreneurs need society to establish their businesses, so in the same way society cannot function without the presence of entrepreneurs.
- Entrepreneurs also play an important role in the growth of their local community, region, and state by contributing to their economic growth as well as of the country.
- This same economic growth drives development and progress in society.

Ans. 2. Job seekers are those persons who look for jobs to earn their livings, on the other hand, job creators are those who generate jobs for other people. As an entrepreneur, it is their duty to facilitate new business opportunities of employment for the people.

For example, when a few IT companies were founded in the 1990s, millions from other sectors benefitted from it. Businesses in associated industries, like call center operations, network maintenance companies, and hardware providers flourished.

Education and training institutes nurtured a new class of IT workers, who were offered better, and high-paying jobs. Infrastructure development organizations and real estate companies capitalized on this growth as workers migrated to employment hubs seeking better opportunities.

The job creation by new and existing businesses is one of the primary goals of economic development, which are fulfilled by the present and upcoming entrepreneurs.

Ans. 3. The three most important qualities to become a successful entrepreneur are:-
- The first most important quality is being an **OPEN-MINDED.** Entrepreneurs must take every event and situation as a business opportunity. They need to continuously generate ideas about workflows, efficiency, people skills, and potential new business. They can look at everything around them and reshape it into a path that leads them towards their goal.
- The second most important quality is being **RISK-TAKER.** It's a crucial part of starting a new business. Being easily satisfied will never allow you to achieve greatness. Entrepreneurs do not let uncertainty and potential failure stop them from trying. Instead, they look at challenges and risks as opportunities. They foresee rewards in the risks.
- The third most important quality is **CONFIDENCE.** One should not doubt or lose their confidence while chasing their dreams. They must always show confidence in their business ideas and believe that their efforts will surely, sooner or later bear results.

Ans. 4. The five main functions of an entrepreneur are:
- **DECISION MAKING:** The primary task of an entrepreneur includes taking vital business decisions related to purchasing and sale of the finished goods and services. This further decides the policy of production by determining what to produce, how much to produce, how to produce, where to produce, how to sell, and so on.
- **MANAGEMENT CONTROL:** The next function of an entrepreneur is to establish the management and control of his business, for which he must possess good management skills and select the right type of people to work with him.

- **DIVISION OF INCOME:** Another important function is to make necessary arrangements for the division of total income among the different factors of production. He needs to plan in such a way that even when the business faces a loss in business, he has to pay rent, interest, wages, and other contractual incomes.
- **RISK-TAKING AND UNCERTAINTY-BEARING:** Risk-taking is the most important function of an entrepreneur. Estimating the production is risky as an entrepreneur is required to produce goods and services foreseeing their future demand. The entrepreneur undertakes two kinds of risks during production—Measurable and Insurable Risks and Uncertainty Risks. Measurable and Insurable Risks There are some risks, for example, risk of fire, loss of goods in transit, theft, etc., which can be insured against any damage. These are known as measurable and insurable risks. Uncertainty Risks Some risks, however, cannot be insured against because their probability cannot be calculated accurately. These are known as uncertainty risks. These type of risks occur due to unknown or unexpected events. It is difficult to predict and control the damage done by these risks. Examples include damage done by natural disasters, new competitors or products, a sudden change in economic policies, etc.
- **INNOVATION:** The last and one of the very crucial functions of an entrepreneur is to be innovative and innovate continuously new products, new techniques or discover new markets. This will work as a competitive advantage for them to grow and adapt the business according to the demand and changing trend.

Ans. 5. The three most common myths about entrepreneurship:
- The first most common myth is- "**ENTREPRENEURS ARE LONERS AND INTROVERTS".** It is not true because even though some entrepreneurs prefer working alone to focus on their targets but they also actively seek advice and make contact with others to discuss their business ideas for business growth.
- The second most common myth is- "**ENTREPRENEURS ARE JOB HOPPERS**". It is not true as they only jump from one company to another only to gain experience before starting their business. They use their corporate experience to learn everything about the business they intend to set-up.
- The third most common myth is- "**ENTREPRENEURS FINANCE THEIR BUSINESS FROM VENTURE CAPITALISTS**". It is also not true as most of the entrepreneurs fund their business from personal savings, as financing through venture capitalists is an expensive thing. Even some times they arrange money by borrowing from friends or through money lending institutions.

Ans. 6. As we know that one of the known myth if **"ENTREPRENEURS ARE MAINLY MOTIVATED TO GET RICH"**, but we are very well aware that starting a business is not a get-rich-quick alternative. A new business takes one to three years to establish themselves and then resulting in making a profit. Therefore, during the start-up stage, entrepreneurs should not splurge on a luxurious lifestyle but instead choose to use their surplus money to pay off the debt or reinvest in the business with a focus on creating a company with a strong financial base for future expansion.

Ans. 7. Entrepreneurs bring about social change by improving the quality of life and greater economic freedom through their unique offering of new goods and services. For example, The water supply in a water-scarce region may impact their income by keeping them away from their work in order to collect water. If an invention of a low-cost, flow-based pump that can fill their water containers automatically gets established, it will enable people to focus on their jobs without worrying about a basic necessity like water. More time devoted to work will then further lead to increased economic growth.

Ans. 8. No, entrepreneurs are neither high nor low risk-takers. They are the ones who prefer situations in which they can get a profitable outcome. They are ready to face challenges which they believe will lead to positive results and the establishment of their successful ventures. An entrepreneur is capable of taking calculated risks by knowing which business to start and which to avoid.

Ans. 9. Entrepreneurs invest in community projects and provide financial support to local charities with the following aims:-
- It can help in building their brand identity
- Increase their reach to a wider audience
- Boost their employee morale
- Builds better public relations
- Increase the standard of living in a community

Ans. 10. The government and other institutes are encouraging and assisting entrepreneurship as a career choice for the young through the following ways:-
- Setting up of "Ministry of Skill Development and Entrepreneurship" by the Government of India in 2014.
- Offering courses on entrepreneurship by educational institutes.
- Setting up of a large number of incubators and business accelerators to mentor, coach, and train upcoming entrepreneurs.
- Recognition of entrepreneurs in the community as role models through seminars, webinars, YouTube videos, blogs, books, Massive Open Online Course (MOOC) from Coursera and Stanford Online; Open forums, etc.
- Organizing alumni meet up at various institutions, where successful entrepreneurs are returning to their campuses and actively involving themselves in mentoring and creating an angel fund.

E. Application Based Questions-

Ans. 1. For handling such a situation, I would like to bring into my friend's notice about all the hard work we had put together and the research done before starting up this business. I would also like to make him understand that being patient and giving our hundred percent is the only key to success. I would also tell him that being successful is not a one day task, but we need to be consistent with our work and not lose our confidence.

Ans. 2. The five suggestions that will help them in making their new venture successful are:

- The first suggestion will be to always be work with **"DETERMINATION".** Successful entrepreneurs believe that all things are possible. Failures do not stop them. Instead, they look at defeat as an opportunity for success and always keep on working towards their goals.
- The second suggestion would be to always be **"COMPETITIVE"**. Successful entrepreneurs are fiercely competitive by nature and utilize every opportunity to strongly establish themselves better than the rest.
- The third suggestion will be to have **"STRONG PEOPLE SKILLS".** Successful entrepreneurs have strong communication skills, problem-solving abilities, empathy for others, and a willingness to work together towards the common welfare. Successful entrepreneurs always keep motivating their employees and ensure maximum

productivity. They are very good at highlighting the benefits of their business and launching their products.

- The fourth suggestion will be to always be **"DISCIPLINED".** Successful entrepreneurs eliminate any distractions that might stop them from achieving their goals. They plan strategies and outline tactics to accomplish them. They have a disciplined approach to their work and take steps every day towards the achievement of their objectives.
- The fifth suggestion would be having **"STRONG WORK ETHICS"** The successful entrepreneurs display strong ethical qualities at their workplace. They are a role model for work ethics and inspire all their employees to showcase the same.

Unit 5
Session 1: Sustainable Development

D. Answer the Following questions:

Ans 1.

Conventional approach	Sustainable approach
In this approach, the environment was considered a separate entity, detached from human emotion or action; whereas development was a term used to describe political goals and economic progress.	In this approach, the environment is where we live and development is what we all do to improve our lives. Both are inseparable.
Environmental protection agencies were added to the existing government structures to address environmental issues.	Major departments and government agencies including the in-charge of investment, employment, food, energy, and other economic and social development played key roles in national decision making, and determines whether environmental resources were maintained, protected, or degraded.
The focus was on countering the ill-effects of the policies which caused environmental degradation (cure).	The focus is on correcting the policies that are the source or root cause of adverse environmental effects (prevention).

Ans 2. Sustainable development is based on the following principles as it integrates environmental, social and economic concerns into all aspects of decision making:

- Living within environmental limits
- Achieving a sustainable economy
- Promoting good governance
- Using science responsibly
- Ensuring a strong, healthy, and just society

Ans 3. The aim of sustainable development is to balance our economic, environmental, and social needs, and at the same time allowing prosperity for the present and future generations. As per the United Nations and the other affiliated organizations, the main objectives of sustainable development are:

- **ECONOMIC GROWTH:** It means building a competitive economy; ensuring that sufficient land is available for supporting growth and innovation, while also identifying and coordinating with other developmental needs.
- **ENVIRONMENTAL PROTECTION:** This principle focuses upon protecting and enhancing the natural environment, by using natural resources wisely, and

minimising waste and pollution. This will further help in dealing with climate change and the global shift to a low-carbon economy.
- **SOCIAL INCLUSION:** This principle highlights creating high-quality development with accessible local services for the social community to support its health, social, and cultural well-being.
- **CULTURAL DIVERSITY:** This principle focuses on understanding the importance and building sensitivity towards all cultures and celebrating diversity.

Ans 4. The environment has been affected in the following ways:
- Poor air quality and overall climate change due to the usage of earth's natural resources in an inefficient and wasteful manner
- The rise in greenhouse gas emissions and the average global temperature by more than three degrees.
- Climate change leading to sea-level rise and melting glaciers which are further causing the destruction of ecosystems and biodiversity.

Ans 5. Some of the challenges are:
- One of the challenges is corruption which affects funding to developing countries, as foreign grants may get misdirected due to bureaucracy and corruption.
- Lack of effort at the local government level which prevents the implementation of the goals.
- Lack of financial resources to plan and carry out sustainable development.
- Another challenge is ensuring responsibility and accountability in achieving sustainable development. This requires linking regional, national, and international scales to assess if countries are meeting the goals.

Ans 6. The important features of sustainable development are:
- It is a long-term, integrated approach to development; addressing economic, environmental, and social issues while avoiding excess consumption of vital natural resources.
- It seeks to protect our natural environment, human well-being, and ecological health while driving innovation and not compromising our way of life.

Ans 7. The aim of all the member countries of the United Nations in implementing sustainable goals includes the following:
- To achieve a sustainable future for all and not for just for an individual country.
- To address global challenges such as poverty, inequality, climate change, environmental degradation, prosperity, peace, and justice.
- To promote welfare by all countries, poor, rich, and middle-income while protecting the planet.
- To foster economic growth as well as address social needs like education, health, social protection, and job opportunities while tackling climate change and environmental protection.

Ans 8. Three sustainable goals which you are relevant to the country are:

- **Proper use of means and resources:** Our country can emphasise on the wise use of resources like minerals, coal, petroleum, water, insecticides, chemical fertilizers, forest products, etc. This will lead to the minimum use of resources for maximum benefit without wastage. It helps to conserve and protect the environment.
- **Development of a positive attitude and holistic approach towards conservation:** We must aim at changes in people's knowledge, attitude, and skill towards the environment. It makes people aware of their responsibility to use and preserve natural resources like oceans, forests, land, ecosystems, etc. It creates a sense that natural resources are commonly shared by all; everyone has a shared responsibility towards these, and hence, these cannot be used according to one's will. It helps to conserve the natural and social environments.
- **Limited development:** Sometimes, the development of a country is done more than it is needed. It happens due to the greed of individuals. This undesirable development results in the depletion of the already limited non-renewable resources globally. As a country, we must aim at limited development.

Ans 9. Sustainable development is a historic opportunity as the very first time "Sustainable Development Goals (SDGs)" has been established. These are the collection of 17 global goals set by the United Nations General Assembly in 2015 for the year 2030. These were implemented from 1st January 2016. It is the first time when all the countries are aiming towards one global cause and thinking about mother earth.

Ans 10.: The problems faced by developing countries with regard to sustainable development are:

- Inadequate financial resources can hamper the planning and execution of sustainable development.
- War-torn countries are unable to prioritize sustainable development due to the political conditions of their countries.
- Countries facing natural occurrences, such as earthquakes and tsunamis pose a threat to sustainability as their adverse effects can destroy infrastructure.
- The conflict between immediate profit and investment in sustainable technologies also is a challenge in developing countries.
- The countries with issues such as corruption, faces challenges in fund-related issues, as financial aid provided to developing countries through foreign grants may get misdirected due to bureaucracy and corruption.
- Lack of effort at the local government level may also prevent the implementation of sustainable development goals.

Another challenge can be ensuring responsibility and accountability in achieving sustainable development goals. This requires linking regional, national, and international scales to assess if countries are meeting the goals.

E. Application based questions
Ans 1. To avoid wastage of paper, the following steps can be taken;

- All the unused papers can be collected by the students and can be bound into a notebook and used as a revision notebook.
- Also, the unused one side of the paper can be used for mathematical calculations or practicing diagrams.

Ans 2. Following changes can be adopted to contribute towards achieving sustainable development:
- Preventing wasting water by avoiding using showers for taking baths, washing the car by using an excess amount of water and checking all the leaking taps.
- Preventing wasting paper by efficiently using each and every paper and also buying notebooks made of recycled papers.
- Preventing petrol and diesel wastage by sharing vehicles and switching off the engine at red lights.

Ans 3. Yes, the following ways can be adopted to reduce the garbage and sustainably reuse the leftovers by:
- Emphasizing on the wise use of resources leading to the minimum use of resources for maximum ben fit without wastage.
- Creating awareness that instead of wasting food, students must be inculcated with the value of sharing food with their friends.
- Leftovers can be used by feeding animals nearby.