

MODULE 1 | BC

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1.1 Applying for a Job

In this lesson you will learn:

1. How to build and review your resume
2. How to write a cover letter
3. How to write job applications

Let's learn to build and review your resume



Story Time

Prashanth studies at an ITI.

He wants a job. He sees this notice and wants to apply.
What should Prashanth do to make his resume look very good?



ITI Campus Recruitment

24th February

Job Location: Delhi, Noida

Qualification: 10th + ITI (NCVT/SCVT)

ITI Trades: All trades are eligible

Year of Passing: 2015-2023

Age: 18-30 years

Companies: DVS Pvt. Ltd.

Salary: Rs. 12,000 - Rs. 18,000

Interested candidates can appear for test/interview along with all necessary documents, two photos and biodata/resume



Activity Time

What will make Prashanth's resume get the attention of employers?



Discovery Time

What is a resume?

Your resume is a list of your qualifications, your skills and work experience. It helps employers understand what you are good at.

Factors of a good resume



Layout

How your resume looks is very important. A neat resume has simple designs and easy-to-read words. It is also well organised.



Correct Details

Details such as phone number, email address, home address etc. have to be clear and correct.



Language

Use simple words and short sentences. Make sure your grammar and spelling is correct.



Match the Job

Read the job description. Then, think about which of your qualifications or skills matches the job. Highlight that in the resume.



Skills

Even if this is your first job, write about skills like leading others, managing time, solving problems, and being good with people. Employers like these skills because they're not easy to teach.



Be Yourself

Writing about your career goals and hobbies helps employers understand you better.



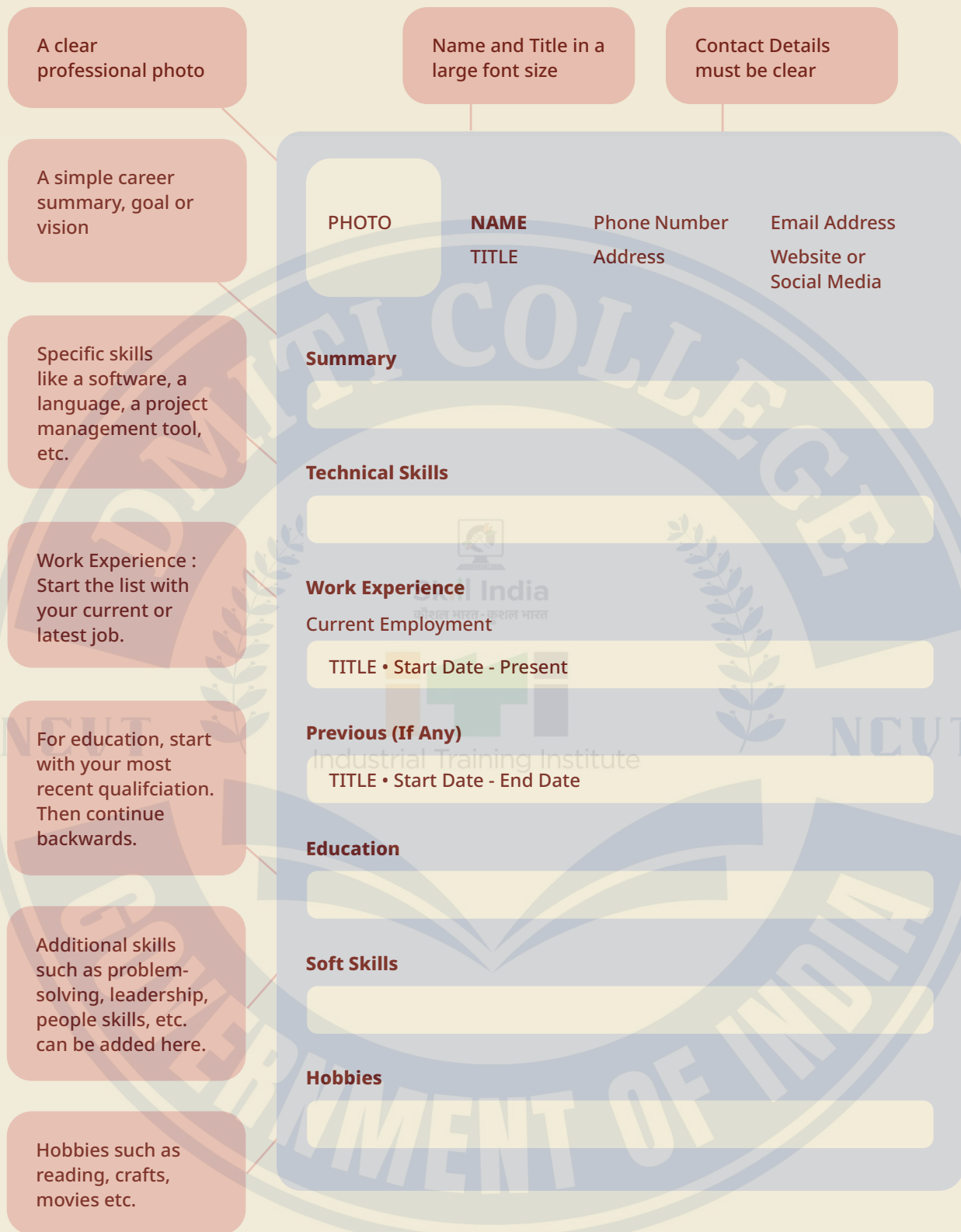
Check

Before you send your resume, look at it again. Check how it looks, find any spelling or writing mistakes, see if your educational qualifications and school names are right, and ask a friend, teacher, or expert to look at it too.

The word, *résumé* comes from French and means summary. On an average, employers only look at a resume for 10 seconds, so it's important to make the right impression immediately.

Did You Know

Basic resume layout



Things to Remember

As another option, you can add a declaration of truth in the resume, stating that all the details given by you are true.

Remember to always save and send your resume as a PDF file for digital applications.

Search online for resume templates/samples and compare the differences.

**Thinking Time****Choose the skills that you would definitely add to your resume**

All these skills are useful both in your personal and your professional life. For example: Planning and organisation skills will be useful when you have to plan a wedding in your family.

- Leadership Qualities:** The ability to lead people and teams
- Interpersonal Skills:** The ability to connect well with people
- Time Management:** The ability to be punctual and complete tasks on time
- Problem Solving:** The ability to think fast and find solutions to problems
- Planning and Organisation:** The ability to plan a specific order of tasks, decide who will do them, and what resources will be needed
- Teamwork:** The ability to work well in groups
- Creativity:** The ability to think differently
- Adaptability:** The ability to manage changes
- Negotiation:** The ability to get what you want by using smart methods
- Collaboration:** The ability to work together with other people
- Public Speaking:** The ability to speak well in front of large groups
- Work Ethic:** The ability to stay committed to finishing tasks
- Patience:** The ability to wait and stay calm
- Empathy:** The ability to understand others' situations
- Active Listening:** The ability to really listen to what the other person is saying



Check Your Understanding

Build your own resume based on what you have learned.

Let's learn to write a cover letter

To apply for the job, especially if you are applying over email, it is important to have a good cover letter.



Story Time

Your friends, Pooja, Venu, and Raghuram have all applied for various jobs with their cover letters. They have all sent their letters to you for feedback. Compare their cover letters.



POOJA SINGH
B.COM (P), CA (INTER)

CA

Date: **Skill India**
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HR Manager
Tata Motors
Chennai - 625125

The Manager HRD

Dear Sir/Madam,
Sub: Application for Appointment

I am writing to express my interest in a position within your esteemed organization. Enclosed, please find my resume for your review. I earned my B.Com from Delhi University and have successfully completed the Chartered Accountancy (Inter) exam. During my articleship, I've undertaken various assignments, including statutory and tax audits, both individually and as part of a team. With my professional background and academic achievements, I am confident in my ability to contribute effectively to your organization. I await your positive response. Thank you for your consideration.

With Kind Regards,

Pooja Singh
Phone - 9876543210

Residence: 12/1 N S Road, Gopi Bajar, New Delhi 101010
Mobile: 9876543210
E-Mail: poojasingh@gmail.com

**Venu Gopal**

12/1 N S Road, 10th Floor, Chennai - 602412

Contact: +91-987654321**Email:** venu@gmail.com

Respected HR Team,

I'm sharing my resume with you to express my interest in working at your organization.

I have a B.E. in Computer Science from Adhi College of Engineering and Technology in Kanchipuram, Chennai, which is affiliated to Anna University. I'm knowledgeable in Java, J2EE, HTML, and C++.

I'm good at communicating, I learn quickly, and I'm always ready for new things.

I'm looking for a job that matches my skills and helps the organization grow. I believe I'd be a good fit for your team. I'd be grateful for a chance to talk in person.

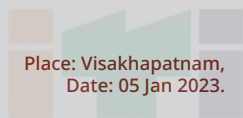
Thank you for considering me.

Yours sincerely,

Venu Gopal

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Place: Visakhapatnam,
Date: 05 Jan 2023.**To**

The HR Manager,
ABC Foundation,
Visakhapatnam.

Sub: Application for "Marketing Executive".

Dear Sir/Madam,

I am writing regarding your opening for the position of "**Marketing Executive**" at ABC Pvt Ltd. I recently graduated from **Andhra University** in **Visakhapatnam**. I believe my skills and knowledge would be a valuable asset to your organization.

I would appreciate the opportunity to come to an interview and further discuss my qualification and skills.

Please find the enclosed resume for your reference. I am available anytime at your convenience.

Thank you for your time and consideration.

Sincerely,
Raghuram Padala.
raghupadala@gmail.com
9452XXXX50.





Discovery Time

What are some of the differences in these cover letters?

Are they:

- easy to read
- to the point
- too short/long
- professional

If not, then what changes would make it better?
Discuss and compare with your classmates!

Check out a digital lesson on writing a cover letter.



Activity Time

Write a cover letter for any one of the following job descriptions.

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1. **Job 1** - XYZ recycling plant is looking for an ITI Electrician for its Mumbai branch.
2. **Job 2** - Shakti Enterprises has immediate requirement for skilled category ITI (Any Trade) in Erode
3. **Job 3** - Ernest Automobiles is looking for ITI Motor Mechanics with a minimum of 2 years' experience in Kolkata
4. **Job 4** - A top solar panel and solar product manufacturing company is looking for ITI, diploma and engineering, (all branches and all trades), specifically fresher candidates in Bangalore.



Check Your Understanding

What are the things you would check for while reviewing your resume and cover letter?

What I learnt today:

Put a ✓ if you know this topic well.

1. I can develop and update my professional resume.
2. I can check and review my resume to ensure there are no mistakes.
3. I can write a cover letter according to the job requirement.



1.2 Formal Communication in English

In this lesson you will learn:

1. How to use basic English to speak in formal situations
2. How to use basic English to write in formal situations

Let's learn basic English Skills to communicate in formal situations



Story Time

Parmeet is attending a job interview for the first time.



Activity Time

**What are some of the ways in which Parmeet can introduce himself to the interviewer?
Practise with your friend!**

1. Good morning/afternoon. My name is Parmeet and I want to thank you for this opportunity.
2. Hello! My name is Parmeet and it's a pleasure for me to be here.
3. Good morning/afternoon. I am Parmeet and I want to thank you for considering me for this role.




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Discovery Time

What is “formal communication?”

1. Formal communication is official communication. It follows a set of rules, and is a respectful way of communicating with your superiors.
2. It usually happens in an office, or in a school or college between the teacher and student.
3. A job interview is an example of a situation that needs formal communication skills. Other examples are ‘talking in a meeting’ or ‘making a presentation.’

An interview can be a difficult experience. But you can make it easier by preparing well. Here are some phrases you can use:

If you didn’t hear or understand the question –

1. Sorry, could you repeat that?
2. I’m sorry. Would you please repeat the question?
3. Excuse me, I didn’t hear you. Can you please say that again?
4. Sorry, I didn’t understand you. Could you please say that again?

When you want to focus on your strengths –

1. I think I’m the right choice for this job because I know how to _____.
2. My _____ skills will allow me to do this easily.
3. I’m very good at _____ and that’s why I think I’ll be able to handle this position.
4. My top 3 skills are: _____, _____ and _____.

If you don’t know the answer to a question –

1. I’m sorry, I don’t know the answer to that. But I am ready to learn.
2. Sorry, I am not familiar with the answer to this question. But I can definitely find out after this interview.
3. Sorry, I don’t know the answer to this question. However I am willing to learn.

What are some other interview questions that you can think of?
Do an online research to find out.



Thinking Time

Find a peer or classmate and practise mock job interviews with each other. Provide feedback to each other about tone, language and communication skills.



Check Your Understanding

Select the formal phrases out of the following, based on the examples above:

- | | | |
|--|--|---|
| <input type="checkbox"/> It's up to you | <input type="checkbox"/> Never mind. | <input type="checkbox"/> At your earliest convenience |
| <input type="checkbox"/> It's a pleasure to meet you | <input type="checkbox"/> I regret informing you... | <input type="checkbox"/> Please accept my apologies |
| <input type="checkbox"/> Come on! | <input type="checkbox"/> Sorry, I can't do this | <input type="checkbox"/> Don't forget |

Research shows that effective formal communication can increase a team's productivity by between 20 and 25%

Did You Know

Let's learn to practise writing formally in English



Story Time

Arjun has a family emergency.

He needs to reach home soon. Arjun writes an email to his manager asking for permission to leave work early.

From:

To:

Dear Sir,

I am writing in to request permission to leave early from work today. My wife has severe stomach ache. The doctors have asked for an immediate surgery. I need to be at the hospital by 3pm.

I have requested Shyam to support me. He will complete my tasks for today.

Thank you for considering my request.

Regards

Arjun

Send



Discovery Time

“Formal communication” is also when people communicate through writing.

1. **Some examples are:** Writing an email, a report, a memo or a notice.
2. It's a way to communicate clear and specific information.
3. In formal writing such as leave requests and reports we must use full sentences and official words.

Explore the correct way to write emails through digital lessons and activities.



Activity Time

Practise formal communication with your classmates. Imagine a situation where you will need to write formally and communicate with your friend through email.



Check Your Understanding

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Mark True or False

Formal communication happens between friends.

True

False

Formal communication is clear and specific.

True

False

Formal communication is used for request letters, office communication and reports etc.

True

False

What I learnt today:

Put a ✓ if you know this topic well.

1. I can communicate in formal English at interviews.

2. I can write emails in formal English for official communication.

1.3 Informal Communication in English

In this lesson you will learn:

1. How to use basic English Skills to communicate in informal situations
2. How to practise communicating in English

Let's learn to use basic english skills to communicate in informal situations



Story Time



Discovery Time

What is "informal communication"?

1. "Informal communication" is when people talk casually outside of official work arrangements. Some examples are: Talking to your neighbour at the local supermarket, talking about your weekend plans at your office canteen, etc.
2. It's a way to talk that's not very serious and not part of the official rules. This type of talking creates a positive mood at work.
3. However we still have to be respectful to others when we talk.



Activity Time

What are some informal situations within the workplace?
Select all the options that apply.

- Having a meal in the canteen/cafeteria
- Drinking water near the water cooler
- Using the hand wash
- Waiting or walking in the lobby/hallways
- Sitting in a conference room for a meeting

Do some online research on informal communication, and discuss with your peers.



Thinking Time

With a friend discuss and write down the full conversation in your notebook. Then, try out this conversation as a role play.

Begin like this:

You: Hi _____, are you free for 5 minutes? I need your help.

Co-worker: Sure _____. What's up?



Check Your Understanding

What are some advantages of informal communication?
Write these in your notebook.

Around 70% of communication among co-workers in an organisation is informal. These conversations contribute to teamwork and collaboration (working together to create something).

Did You Know

Let's practise communicating in English



Story Time

Seema has got a job at a salon.

Today is her first day. There are 6 others who are joining today.

So many new people! Should I talk to someone? Should I wait for someone to say hi to me?

Hi...

Hi, I am David! I am from Tinsukia in Assam.

Hi, my name is Fatima. I am from Guwahati.

Me too.

Did you grow up here?

Yes!

Hi, I'm Pranab.

I'm Balvinder.

I'm Bani.



Discovery Time

Starting a conversation in an informal situation involves a simple and light topic that is comfortable for everyone. Some common topics for informal communication are:

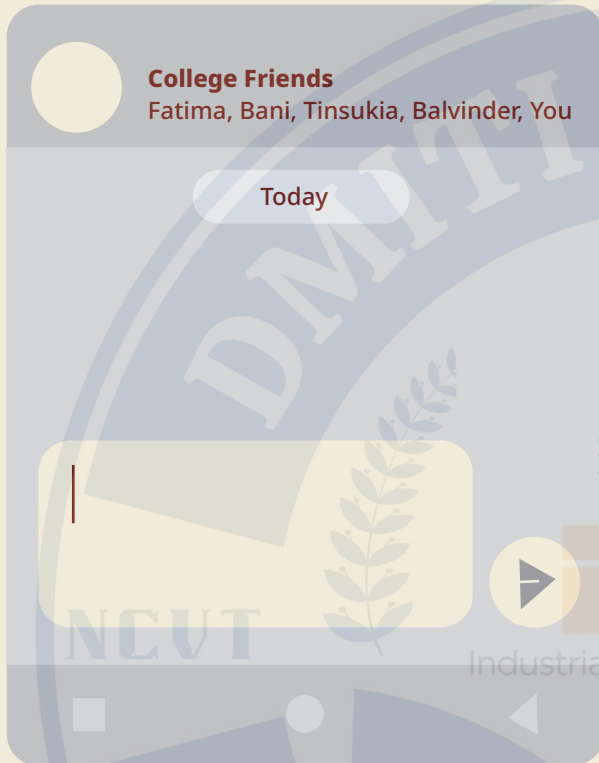
1. Common interests
2. Current events or news
3. Personal experiences
4. Sports or entertainment

Search online for 'informal phrases to write text messages to friends.'



Activity Time

Seema wants to go see a movie. Help her write an informal text to her friends to make the plans.



Check Your Understanding

Your friend at work has received a promotion. Write an informal message to congratulate them.

✓ What I learnt today:

Put a ✓ if you know this topic well.

1. I can identify informal situations in the workplace.
2. I can hold an informal conversation comfortably.
3. I can write informal messages in Basic English.

1.4 Workplace Skills I

In this lesson you will learn:

1. How to use basic English to communicate in formal situations
2. How to practise communicating in English

Let's learn about workplace etiquette



Story Time

Mehul has to report to work at 9 AM.



She is usually at her desk by 8.55 AM.

Pratap loves bright coloured sports shoes.



But he wears formal shoes to work.

Mercy has over 25 members on her team.



She knows all their names and faces.

Yusuf works with a very diverse group of people from different backgrounds.



He makes sure he is mindful of their differences in his conversations.



Discovery Time

1. Workplace etiquette is a code of behaviour that is based on respect, values and professionalism. It refers to proper behaviour in our place of work.
2. A lot of common office etiquettes are also basic good manners in everyday life, however workplace etiquette is less casual, and less personal.
3. Professionalism requires a certain level of formality.
4. Most companies have specific guides to workplace etiquettes but the majority of these are similar among organisations.



Activity Time

Can you match the etiquettes with the images on the left? There can be more than one etiquette in each image and they can also repeat in other images.

- Punctuality (or being on time)
- Dress Code (or dressing appropriately)
- Respect
- Mindfulness (or being aware of others)
- Listening
- Politeness

What are some skills needed for maintaining workplace etiquette? Do some online research and find out.

E.g.: To be punctual, you need to work on your time-management skills.



Thinking Time

Fill in the blanks with the correct answers from the list below:

1. For a workplace meeting, three important etiquettes are _____, _____ and _____.
2. The tone of a formal email to a superior or co-worker must always be _____.
3. Playing music loudly, talking loudly etc. are all a lack of _____ in the workplace.

• punctuality • mindfulness • polite • listening • respect



Check Your Understanding

Can you define “workplace etiquette”? How is it different from basic “good manners”?

A firm, strong handshake, a polite tone of voice and a warm smile will express your confidence in yourself and your abilities, and can make a great first impression.

Did You Know



Story Time

Hi Sabeena, could you share the...



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Christy! Just the person I wanted to see. Do you know when the new training is happening?

Hi Sabeena, could you share the new training seminar schedule?



Christy! I was going to ask you the same thing. Let's look it up on the calendar.



Activity Time

In the above image, the same incident is shown in two different ways. Can you identify which is appropriate workplace behaviour and which is inappropriate? Explain why.



Discovery Time

Inappropriate workplace etiquette	Appropriate workplace etiquette
✗ Talking loudly	✓ Polite tone
✗ Interrupting	✓ Listening actively
✗ Being late	✓ Being punctual
✗ Being rude	✓ Being respectful
✗ Gossiping	✓ Communicating clearly and honestly
✗ Taking credit for others' work	✓ Acknowledging co-workers

Take online quizzes and do activities on the topics professionalism, behaviour, attitude, resolving conflict etc.

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Check Your Understanding

Add a tick or cross mark to show what is correct and incorrect behaviour at work.

- | | |
|--|--|
| <input type="checkbox"/> Opening the door for someone | <input type="checkbox"/> Yawning with your mouth open |
| <input type="checkbox"/> Eating loudly | <input type="checkbox"/> Saying 'please' and 'thank you' |
| <input type="checkbox"/> Wearing smelly shoes | <input type="checkbox"/> Whistling at your desk |
| <input type="checkbox"/> Maintaining a clean workspace | <input type="checkbox"/> Wearing a neatly ironed shirt/dress |
| <input type="checkbox"/> Tapping repeatedly on the desk in a meeting | |

✓ What I learnt today:

(10 mins)

Put a ✓ if you know this topic well.

- I can define workplace etiquette.
- I can differentiate between appropriate and inappropriate workplace behaviour.
- I understand what professionalism means.

1.5 Workplace Skills II

In this lesson you will learn:

1. How to demonstrate effective teamwork in real-life situations

Let's learn how to demonstrate effective teamwork in real-life situations.



Story Time

Making one mobile phone needs a lot of people.

Usually 100 to 1200 people work together on an assembly line. Each person has a specific job. Everyone has to pay attention and help each other finish the work. This is called teamwork!



Discovery Time

1. Teamwork is when a group of people work together to finish something. This helps everyone in the group do things well and fast.
2. Good teamwork makes things go smoothly and quickly. Trust, dividing tasks, talking nicely, being ready to change, and knowing what to achieve are all important for teamwork.
3. Important factors in teamwork are trust, division of work, healthy communication, adaptability and clear goals.



Activity Time

Imagine that you and your classmates are stuck in a large hall.

The hall is filled with balloons. All the balloons have names on them. You have to find the balloon with your name, without bursting any of the balloons. What is the best way to do this?

Discuss with your classmate.



Watch YouTube videos on teamwork and discuss with your friends.



Thinking Time

**Are you a team player?
Take this quiz and find out.**

1. I do what I promise.
2. I share my ideas to help the team.
3. I support and help my teammates.
4. I learn from my mistakes.
5. I'm nice to others, even those on other teams.
6. I listen carefully to others' ideas, even if I don't agree with them.

Discuss with your classmates which statements you agree or disagree with.



Check Your Understanding

Define teamwork. What are the factors that make a good team? Note these down.

When people work well together as a team, it can make organizations 50% better at finishing work and making employees happier?

Did You Know

What I learnt today:

Put a ✓ if you know this topic well.

1. I can define teamwork and list its factors.
2. I can apply teamworking skills in real life situations.

