

MODULE 4 | PS

Professional Skills

91-134

4.1 People Skills I

92

4.2 People Skills II

97

4.3 Personality Skills I

103

4.4 Personality Skills II

109

4.5 Thinking Skills I

115

4.6 Thinking Skills II

121

4.7 Design Thinking I

127

4.8 Design Thinking II

131

4.1 People Skills I

People Skills in the Workplace

In this lesson you will learn:

1. What people skills are required in a workplace
2. To demonstrate people skills in various workplace scenarios

Let's learn what people skills are required in a workplace



Story Time

Raj joins a local manufacturing unit.

His supervisor, Aisha, always pays attention when someone speaks and helps the team work well together. Raj thinks, "Being like Aisha will make me a good team member."



Activity Time

1. **Discuss with a friend:** Recall a time when someone at work or in your community was very understanding or helpful. What did they do?
2. **Think:** What makes someone easy to work with?



Discovery Time

Ways to work well with people

Listening

Truly hearing what others say.

Example: When Raj was worried about a task, Aisha listened to his concerns without interrupting. This made Raj feel understood.

Leading by Doing

Setting an example with your own work.

Example: Aisha always finishes her tasks on time. Seeing this, Raj also started finishing his work without delays.

Being Kind

Trying to understand how others might feel.

Example: When a team member was feeling down, Aisha took them to her office, spoke to them and tried to see how she can help them. She showed kindness.

Encouraging

Supporting others when they try.

Example: Even when Raj made a small mistake, Aisha praised his effort and encouraged him to try again.

Owning Up

Accepting if you make an error.

Example: Once, Aisha made an error in the work schedule. She immediately accepted it and apologized to the team.

Staying Calm

Not getting angry when things go wrong.

Example: When a machine was not working properly, instead of getting angry, Aisha calmly analysed the situation and guided the team on what to do next.

In groups of four, think of a situation at work or in your community where there was a problem. Discuss with a friend how using one of the "Ways to Work Well" could have made the situation better. Share your thoughts with the group.





Thinking Time

1. Why is it helpful to truly listen to a coworker?

A It passes the time

C It gives you less work

B It helps solve problems

D It's a way to rest

2. When there's a mistake at work, what's a good way to handle it?

A Blame someone

C Discuss and find a way to fix it

B Hide it

D Wait for someone else to solve it



Check Your Understanding

You're in a team, and there's a delay in completing a task. Some are worried they will be blamed. How would you use the ways you learned to handle this situation?

Focusing on **30%** of our time in talking and **70%** in listening, gives everyone a fair chance to express themselves.

Did You Know

Let's learn how to practise good ways at work



Story Time

A machine breaks down at the unit.

Instead of playing the blame game, Raj remembers Aisha's ways. He calmly gets the team together, listens to everyone's input, and they together find a solution.





Activity Time

In pairs, roleplay:

One person acts as a team leader, the other as a team member. Choose from one of the problems below:

- 1. Lost Tool:** One worker can't find a tool. Together, they think about where it might be.
- 2. Wrong Material:** A worker uses the wrong thing for a job. They talk about how to avoid this next time.
- 3. Safety Worry:** A worker feels a machine isn't safe. They tell the team leader, and they fix the issue.
- 4. Late Work:** A worker is taking longer to finish a job. They chat about how to speed up.
- 5. Unclear Task:** A worker doesn't understand a job. The team leader explains it simply.
- 6. Need More Training:** A worker isn't sure how to do a job. They ask for some training or help.



Discovery Time

Acting right in work situations

When People Argue

As a Leader: Two team members argue about a task. You bring them together to talk and find a middle way.

As a Coworker: Your friends are upset with each other. You listen to both sides and suggest they talk calmly.

Team is Feeling Low

As a Leader: Your team is upset because a project failed. You remind them of past wins and motivate them for the next one.

As a Coworker: A friend feels down about making a mistake. You share a time when you made an error but learned from it.

A Mistake Happens

As a Leader: A team member makes a mistake. Instead of blaming, you ask, "What can we learn from this?"

As a Coworker: A friend makes a mistake in a task. You help them fix it and say, "Everyone makes mistakes."

Work is Done Well

As a Leader: The team finishes a project well. You thank everyone and celebrate the success.

As a Coworker: A friend does a good job. You smile and say, "You did great today!"

With a friend, make a list of good things you see people do at work or school.

Output: Share your list with the class.





Thinking Time

1. After a job is done well, what should a good team member do?

A Take all the credit

C Ask for a day off

B Thank the team

D Start a new job without any break

2. A coworker often forgets a crucial step in a task. What's a good way to help?

A Make fun of them

C Kindly remind and show them again

B Ignore the mistake

D Complain to the boss



Check Your Understanding

Imagine you are working with a new team. What skills will you use to make sure you are a good and valuable team member.

What I learnt today:

(10 mins)

Put a ✓ if you know this topic well.

1. I am able to analyse real-life situations and choose behaviours and practices that align with healthy collaboration.
2. I am able to use people skills in different workplace scenarios.

4.2 People Skills II

Working Well Together & Team Player Roles

In this lesson you will learn:

1. To analyse real-life situations for choosing behaviours and practices that help in working well together
2. To define team player roles

Let's learn to analyse real-life situations that help in working well together



Story Time



Story 1: At a construction site, two workers, Raj and Ravi, disagree on how to lay bricks. Instead of arguing, they ask their supervisor for advice and find a solution.



Story 2: In a car repair shop, Amit notices his colleague, Vinay, struggling with a repair. Instead of criticizing him, Amit offers to help and shows Vinay a technique that makes the task easier.



Story 3: Priya and Neha are working together on a sewing project. Priya believes her method is faster, while Neha thinks her way is more accurate. They don't talk to each other and decide to work separately, resulting in a delayed project.



Activity Time

1. In groups, discuss the stories:

- Which situations showed good teamwork?
- Which didn't?

**2. For the stories that didn't show good teamwork, discuss:
How could the situation be handled better?**



Discovery Time

Working well together means	
Talking	Sharing ideas and listening.
Understanding	Seeing another's point of view.
Solving Problems	Finding solutions together.
Helping	Offering to help when someone needs it.

Using a mobile phone or computer, search online for a short video or article about "teamwork." Watch or read it. Share one key point or lesson you learned from the video or article with your group.



Thinking Time

Why is it good to think about what you learn?

A Let them argue

C Talk about both ideas and find a solution

B Choose one idea without discussion

D Ask someone else to decide

Let's learn about team player roles



Story Time

In the same factory, Raj observes different team members:



Priya: Always suggesting new ways to do things, like a faster way to package products.



Amit: Making sure everyone stays on job, ensuring that all machines are running on time.



Neha: Helping out when a new worker doesn't know how to use a tool.



Karan: Two teams in the packaging area were arguing. Karan listened and found a way to make both teams agree.



Deepak: Before the factory's big yearly count, Deepak made a list of tasks. Because of her list, everything went well and everyone knew what to do.



Activity Time

Discuss with friends:

1. Talk about people you know in teams. What role do they often play?
2. Think and share: What role do you usually play in a team?



Discovery Time

Team player roles

1. The Idea Person	Brings new ideas (like Priya)
2. The Doer	Gets tasks done (like Amit)
4. The Helper	Supports team members (like Neha)
5. The Peacekeeper	Resolves disagreements (like Karan)
5. The Planner	Makes plans for the team (like Deepak)



Thinking Time

1. Who in a team would be best to lead a new project?

A The Helper

C The Peacekeeper

B The Idea Person

D The Doer



Check Your Understanding

Answer each question by choosing the option that best describes you. At the end, tally your scores to find out your main team player role.

1. When faced with a team challenge, I...

A Think of new ways to tackle it

D Make sure everyone's views are considered

B Dive right in to start working on it

E Organise a plan for the team to follow

C Check if everyone is okay and understands the task

2. During team meetings, I often...

A Suggest new ideas

D Help if people disagree

B Focus on the tasks to be done

E Keep track of tasks and timings

C Ensure everyone gets a chance to speak

3. My friends say I am...

A Full of ideas

D Good at solving arguments

B Always busy with tasks

E Organized

C Kind and helpful

4. When a team project succeeds, I feel...

A Excited about new possibilities

D Glad people got along

B Satisfied with my tasks

E Pleased the plan worked

C Happy for everyone

5. If people disagree in the team, I...

A Suggest a new way

D Try to solve the argument

B Continue with my tasks

E Check the plan

C Make sure everyone's okay

Scoring Criteria:

- For each (A) answer, give yourself 1 point for The Idea Person.
- For each (B) answer, give yourself 1 point for The Doer.
- For each (C) answer, give yourself 1 point for The Helper.
- For each (D) answer, give yourself 1 point for The Peacekeeper.
- For each (E) answer, give yourself 1 point for The Planner.

Results:

Tally your points for each role. The role with the highest score is your main team player role. If you score equally in two or more roles, it means you play multiple roles in a team.

97% of employees believe that lack of teamwork leads to a poor project result.

Did You Know

What I learnt today:

(10 mins)

Put a ✓ if you know this topic well.

1. I can analyse real-life situations and choose behaviours and practices that help constructive collaboration.
2. I can name different team player personas and identify my persona.
3. I can list the positive aspects of myself.



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4.3 Personality Skills I

Understanding & Using Self-Management Skills at Work

In this lesson you will learn:

1. Self-management skills, such as Commitment, Reliability, Adaptability and Flexibility, honesty and integrity

Let's learn what self-management skills are required in a workplace



Story Time

**Ravi starts a new job at a factory.
On his first day, he notices different coworkers:**



Mohan: Always arrives early and finishes his tasks.



Priya: When a machine stops working, she quickly learns another way to do her work.



Azim: Tells his boss when he makes a mistake.



Joyce: People trust her to always do her job well.



Activity Time

Talk with your friends:

1. Which good quality is each person showing?
2. Why do you think these are important at work?



Discovery Time

Good work skills

1. Commitment

Like Mohan, always doing your job and trying your best.

2. Adaptability & Flexibility

Like Priya, changing and learning when needed.

3. Honesty & Integrity

Like Azim, telling the truth.

4. Reliability

Like Joyce, being someone others trust.

Use a phone to search online: "Why are good work skills important?"

Output: Find one reason and share it with the class.



Thinking Time

1. Trying your best at work

A Commitment

C Honesty

B Adaptability

D Reliability

2. Learning new things quickly

A Reliability

C Commitment

B Honesty

D Adaptability

3. Telling the truth even when you make a mistake

A Reliability

C Adaptability

B Honesty

D Commitment

4. Being trusted to finish your work

A Adaptability

C Reliability

B Honesty

D Commitment

5. Being truthful in what you say and do

A Honesty

C Adaptability

B Commitment

D Reliability

**Check Your Understanding**

Do you use self management skills in your daily life?
How does it help?

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According to a 2022 survey, 'Ability to adapt' was ranked as the second most important skill employers look for in candidates, right after problem solving skills.

Did You Know

Let's learn to use self-management skills in work situations



Story Time

Ravi faces challenges at work:

A machine he uses stops working.



He orders too much of a product by mistake.



How work is done changes suddenly.



His team needs him for an important task.



Activity Time

Talk with your friends:

1. What should Ravi do in each situation using his good work skills?
2. What would you do if you were Ravi?



Discovery Time

Using good work skills

1. In Tough Times, Think About the Best Skill to Use

Every problem at work can be a chance to use a good skill. For example, if a task changes, being adaptable helps you adjust. If you make a mistake, being honest and saying sorry can make things better.

2. Mistakes Happen, But How We Fix Them Matters

We all make mistakes. What's important is how we fix them. Saying sorry and finding a solution is good. This shows you care about your work and the people around you.

3. Always Be Trustworthy, Ready for Change, Truthful, and Give Your Best

Being trustworthy means people can depend on you. Being ready for change means you can handle new things. Being truthful means people can believe you. Giving your best means you try hard and finish your work.

Search online: "Stories of people using good work skills."

Output: Share one story you found with the class. Talk about what you learned from it.



Thinking Time

1. Ravi's machine stops. What should he do?

A Leave it

C Learn another way to work

B Blame someone else

D Do nothing

2. Ravi orders too many products by mistake. What should he do?

A Hide it

C Blame someone else

B Tell his boss

D Sell it secretly

3. Work changes suddenly. What should Ravi do?

A Say no to the change

C Learn the new way quickly

B Complain

D Not come to work

4. The team needs Ravi for a task. What should he do?

A Take many breaks

C Finish the task well

B Do only some work

D Let a friend do it

5. Ravi finds money on the floor. What should he do?

A Keep it

C Give it to the office lost and found

B Buy something

D Ask friends if it's theirs

**Check Your Understanding****Imagine yourself working in a team. Will you be able to identify self management skills of your team members? How?**

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 What I learnt today:**(10 mins)**

Put a ✓ if you know this topic well.

1. I can list down the self management skills required in a workplace. 2. I can demonstrate self management skills in various workplace scenarios.

4.4 Personality Skills II

Learning More About Self-Management Skills – Good Work Habits

In this lesson you will learn:

1. To understand more about good work habits
2. To use Good Work Habits in Different Situations at workplace

Let's learn about understanding good work habits



Story Time

At the factory, Ravi notices different coworkers:

Anita: Even when it's noisy and work is hard, she stays calm.



Vikas: Always looks happy and ready to work, every day.



Priyanka: If something goes wrong, she tries again, thinking she can do better next time.



Suresh: Finds a faster way to pack items and tells his team.



Charity: Follows the factory rules and joins in the factory's special celebrations.





Activity Time

Talk with your friends:

1. Which good habit is each person showing?
2. Why are these habits helpful at work?



Discovery Time

Good work habits

1. Staying Calm

Like Anita, not getting upset when work is hard.

2. Being Ready to Work

Like Vikas, being happy and eager to do work.

4. Trying Again

Like Priyanka, not giving up when something is hard.

5. Sharing New Ideas

Like Suresh, telling others if you have a better way to do something.

5. Following Rules

Like Charity, doing things the way the factory likes.

Use a phone to search online: "Benefits of good habits at work."

Output: Find one benefit and share it with the class.



Thinking Time

1. Staying calm when there's a lot to do

A Being ready to work

C Staying calm

B Trying again

D Sharing new ideas

2. Always happy to start work

A Being ready to work

C Sharing new ideas

B Following rules

D Staying calm

3. Not giving up when something goes wrong

A Trying again

C Sharing new ideas

B Being ready to work

D Staying calm

4. Telling the team if they find a better way to work

A Sharing new ideas

C Staying calm

B Trying again

D Being ready to work

5. Doing things the way the factory likes

A Sharing new ideas

C Trying again

B Following rules

D Being ready to work

**Check Your Understanding****Can you name some good work habits you use in daily life?****The 'Two minute rule' suggests that if a task can be completed within two minutes or less, it should be done immediately.****Did You Know**

Let's learn to use good work habits in different situations



Story Time

Ravi faces new situations at work:

- It gets very busy before a festival.
- Some days, there's not much to do.
- A machine Ravi hasn't used before stops working.
- Ravi thinks of a better way to store products.
- The factory celebrates a festival in a special way Ravi doesn't know about.



Activity Time

Talk with your friends:

1. What should Ravi do in each situation using his good work habits?
2. What would you do if you were Ravi?



Discovery Time

Using good work habits

1. In Busy Times, Stay Calm

When there's lots to do, being calm helps you think clearly.

2. Always Find Something to Do

On quiet days, look for something to learn or a small task to do.

4. If Something Goes Wrong, Try Again

Believe you can do better next time. Don't give up.

5. Share Your Ideas

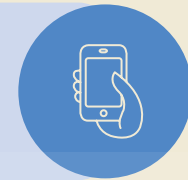
If you have a better way to do something, tell your team.

5. Do Things the Way the Factory Likes

Like Deepa, doing things the way the factory likes.

Search online: "Real stories of people with good habits at work."

Output: Share one simple story you find with the class. Talk about what you learned from it.



Thinking Time

1. You are very busy before a festival at work. What should you do?

A Get upset

C Stay calm and do your best

B Ignore the work

D Leave early

2. On a day when there's not much work, you should:

A Do nothing

C Look for something to learn or a small task

B Complain about being free

D Leave the workplace

3. A new machine you haven't used before stops working. What should you do?

A Ignore it

C Blame someone else

B Try again and believe you can fix it

D Hide the machine

4. You think of a better way to store products at work. You should:

A Keep it a secret

C Share the idea with your team

B Tell your friends outside the workplace

D Forget about it

5. Your workplace celebrates in a special way you don't know. What should you do?

A Stay away from the celebration

C Tell everyone you don't like it

B Learn and join in the special celebration

D Leave it



Check Your Understanding

Your team has been asked to organise a festival celebration at your workplace. You have some ideas on how to do. What are some good work habits you will use to share your idea?

What I learnt today:

(10 mins)

Put a ✓ if you know this topic well.

1. I can list down good work habits.
2. I am able to analyse real-life situations and choose how to use good workplace habits.



4.5 Thinking Skills I

Making Choices and Thinking of New Ways at Work

In this lesson you will learn:

1. To think of new ways to work effectively
2. To make choices using thinking skills at work

Let's learn about thinking of new ways to work effectively



Story Time

In a factory, there's a machine that packs things slowly.

Workers wait for a long time. Ravi, a worker, has an idea: "Can we pack things faster without buying a new machine?" He thinks of many ways.



Activity Time

Talk with your friends

1. What ideas can you think of to pack faster?
2. Which idea do you think is the best?



Discovery Time

Thinking of new ways

Every day, we face challenges at work. Sometimes, the usual way might not be the best. That's when we need new ideas. Like Ravi, who thought of faster ways to pack.

1. Think of Many Ways

If something isn't working well, think of other ways. Like if packing is slow, can we:

- Change how we pack?
- Fix the machine?
- Arrange things better?

The idea is to let your mind think freely.

2. New Ideas Help

New ideas can make work faster or easier. Like finding a faster way to pack.

Tips to think of new ideas

- | | |
|---------------------------------|--|
| 1. Think in New Ways | Ask: "How else can we do this?" |
| 2. Ask Questions | Ask yourself, "Can we do this a different way?" |
| 3. Talk About Your Ideas | Share your ideas with others. It's okay if they're not perfect. Talking can help make them better. |

Search online: "How can factories pack things faster?"

Output: Share a simple method or way you find with the class.



Thinking Time

1. Thinking of many ideas means:

- | | |
|-------------------------------|-------------------------------------|
| A Fixing machines | C Thinking of different ways |
| B Doing the same thing | D Packing things |

2. New ideas help to:

- | | |
|---------------------------|---------------------------|
| A Make work slower | C Make things hard |
| B Fix problems | D Break machines |

3. Ravi had many ideas because:

- | | |
|-----------------------------------|-----------------------------------|
| A He liked the old machine | C He wanted to pack faster |
| B He liked waiting | D He talked a lot |

4. To come up with new ideas, you should:

A Keep them secret

C Do the same thing

B Think of different ways

D Wait for others

5. Asking "Can we do this a different way?" helps you:

A Wait for others

C Do the same thing

B Think of new ways

D Take a break



Check Your Understanding

(10 mins)

You want to manage your time better.
How will you think of new ideas?

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70% of employers think that using thinking skills is the most important skill for professional growth.

Did You Know

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Let's learn about making choices



Story Time

(10 mins)

The factory is thinking of using a new material for products. Some workers say it's good because it's cheap. Others think it might not be strong. They talk to decide what's best.





Activity Time

Talk with your friends:

1. One group likes the new material. Why?
2. Another group worries about the new material. Why?
3. Share what your group thinks with the class.



Discovery Time

Making Choices

When we have choices at work, it's important to make good ones. These choices can change our work.

1. Look Before Choosing

Look at all the details. Like, is the new material strong? Will it last? Is it safe? It's like buying a shirt. We check if it fits and if we like the color.

2. Think, Then Choose

After looking, take time to think. Then decide. For the story, should the factory use the new material?

Tips for making choices



Hear Others

Everyone has different ideas. Listen to them.



Ask Things

If you don't know, ask.



Think, Then Talk

Think about what you want to say. Then speak.

Search online: "What materials do factories use"

Output: Share something new you learn with the class.





Thinking Time

1. Making a good choice means:

A Deciding quickly

C Looking closely, then deciding

B Not looking

D Talking a lot

2. After thinking, you should:

A Forget everything

C Do it quickly

B Choose what to do

D Ignore others

3. In a group talk, it's good to:

A Speak very loudly

C Not ask anything

B Listen to others

D Talk, not listen

4. When making choices, you:

A Decide without thinking

C Think, then decide

B Ignore everyone

D Use old ways

5. Before talking in a group, it's good to:

A Not listen

C Speak very fast

B Think, then speak

D Talk about only your ideas

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Check Your Understanding

What does making good choices at the workplace mean for you?

What I learnt today:

(10 mins)

Put a ✓ if you know this topic well.

1. I can use thinking skills to work effectively in a workplace.
2. I can make good choices in various workplace scenarios.



4.6 Thinking Skills II

Solving Problems and Making Choices at Work

In this lesson you will learn:

1. To solve resource problems at workplace
2. To use If-then technique while making choices

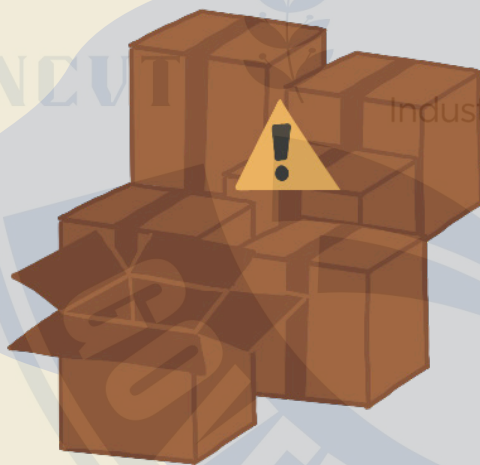
Let's learn about solving resource problems



Story Time

In Ravi's factory, there's a problem.

They have a big order to finish, but they are short on materials.
In another section, they don't have enough workers to finish a task.



Activity Time

Discuss with friends:

1. For the material shortage, what can be done?
2. For not having enough workers, how can the work be finished?



Discovery Time

Solving Problems with Limited Resources:

Sometimes, we don't have everything we need. But we can still find ways to finish our work.

Problems with people

1. Not Enough Workers

Work can be slow. Some tasks might not get done.

Ways to Solve:

- Workers do extra hours.
- Workers from another section help.
- Divide the task to make it easier.

2. Workers Don't Know the Task

Some workers might not know how to do the work.

Ways to Solve:

- Teach the workers.
- Pair new workers with experienced ones.
- Use guides to help them.

3. Communication Problems

Workers might not understand or talk to each other.

Ways to Solve:

- Have team meetings.
- Give clear instructions.
- Let workers ask questions.

Problems with resources

1. Short on Materials

We might not have enough things to finish the work.

Ways to Solve:

- Workers do extra hours.
- Workers from another section help.
- Divide the task to make it easier.

2. Machine Problems

Machines might not work right.

Ways to Solve:

- Check machines regularly.
- Have a repair person ready.
- Teach workers basic machine fixes.

3. Not Enough Space

There might not be enough room for work or storage.

Ways to Solve:

- Arrange things better.
- Use shelves for storage.
- Rotate tasks so space is used well.

Tips to solve problems



1. Think of different ways



2. Talk to others for ideas



3. Asking for help is okay

Search online: "How do factories solve resource problems?"

Output: Share a simple method or way you find with the class.



Thinking Time

1. If you don't have enough materials, you can:

A Stop working

C Wait for materials

B Use a different material

D Complain

2. If there aren't enough workers, you can:

A Stop the work

C Ignore the problem

B Ask workers to do extra hours

D Cancel the order

3. When facing problems, it's good to:

A Worry a lot

C Do nothing

B Think of different ways

D Blame others

4. If one way doesn't work, you should:

A Give up

C Wait

B Try another way

D Go home

5. When you don't know what to do, it's good to:

A Stay silent

C Guess

B Ask for help

D Take a break

**Check Your Understanding**

You have to finish a task but there are not enough members on your team. What steps will you take to solve this problem?

Our brain uses about **20%** of our daily energy when involved in problem solving process.

Did You Know**Let's learn to use "if-then" to make choices****Story Time**

Ravi has a new machine.

He thinks: "If I teach two workers, then more work gets done. But if I teach just one, then maybe it's slower."

**Activity Time**

Talk with friends:

1. What if Ravi teaches two workers?
2. What if Ravi teaches just one?

**Discovery Time**

Using "If-Then" Thinking:

Making choices is easier if we think of results. "If" we do this, "then" that might happen.

1. Teaching Workers

- If more workers know, more work gets done.
- If fewer workers know, it's slower but they know the work well.

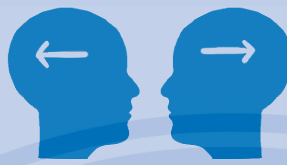
2. Using Machines

- If we use a machine a lot, it might break.
- If we use it less, it lasts longer but work is slower.

Tips for making choices



1. Think of results first



2. Talk about "if-then" with friends



3. Take time to decide

Search online: "Examples of **If-Then** statements"

Output: Share one of the statements with the class.



Thinking Time

1. "If-Then" helps you:

A Forget things

C Work slowly

B Think of results

D Use machines

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2. If more workers know how to work:

A Work is slow

C Machines break

B More work gets done

D Money is spent

3. If machines are used less:

A They break fast

C They last longer

B Work is done quickly

D Workers get tired

4. When choosing, it's good to:

A Hurry

C Think of "if-then"

B Not think

D Not listen to others

5. Before deciding, it's good to:

A Guess

C Copy others

B Think of the result

D Not ask

**Check Your Understanding****Do you use If-then statements in your daily life?
How does it help?** **What I learnt today:****(10 mins)**

Put a ✓ if you know this topic well.

1. I am able to list different ways of solving a problem at work. 2. I am able to apply if-then method for problem solving.

4.7 Design Thinking I

In this lesson you will learn:

1. How to identify the stages of the design thinking process

Let's learn to identify the stages of the design thinking process



Story Time

Meet Rohan. He wants to make things that help people.

His teacher tells him about Design Thinking. It's a way to understand what people need before making something.



Activity Time

1. Think of something you use every day (like a school bag).
Why do you like it?
2. Now think of something that is hard to use.
What would make it better?



Discovery Time

Design Thinking is Like Making Tea:



First, you ask someone how they like their tea. **(Understanding)**



Then, you decide what tea to make. **(Choosing)**



Next, you think of ways to make the tea. **(Planning)**



You try making the tea. **(Trying it out)**



You ask if they like the tea. If not, you try again. **(Checking)**



Activity Time

Based on the story and the explanation of the design thinking, see what you had initially written about the design thinking process. Check if your ideas are similar to what is explained above.

Search for digital lessons on Design Thinking for Beginners. Learn from them.



Thinking Time

Look around your home or school. Find something that was made to help people. Why do you think it was made that way? Discuss with your friend.



Check Your Understanding

Think about a chair. If you wanted to make a new chair for your school, how would you use Design Thinking? What would you ask? How would you plan?

Let's learn how to deep dive into the stages



Story Time

Rohan hears that there are steps or stages in Design Thinking.

Just like when he cooks with his mother, there's a step-by-step method. He's curious to learn about these stages.



Activity Time

1. Think of something you do in steps, like tying a shoelace or planting a seed. What are the steps you follow?
2. Why is it important to follow these steps in order?



Discovery Time

Understanding the Steps in Design Thinking:



Listen (Empathize): Like when you ask someone how they feel. It's the first step to know what they need.



Choose (Define): From what you hear, choose the main thing you want to work on.



Plan (Ideate): Think of different ways to solve the main thing you chose.



Try (Prototype): Make a simple version of your best idea.



Ask (Test): Show your simple version to people. Ask if they like it.

Look at a simple object around you (like a spoon or a book).
Try to guess the steps someone might have followed in Design Thinking to make it.



Thinking Time

1. Why do we start with listening in Design Thinking?

A To know what music they like

C To hear a story

B To understand what they need

D To pass the time

2. After we plan, what do we do next?

A Forget the plan

C Try out our plan

B Listen again

D Sleep

**Check Your Understanding**

Imagine you're trying to make a better school bag. Using the Design Thinking steps, write down how you'd go about understanding what students need in a bag

71% of organisations that practise design thinking have reported an improved work culture at the office.

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 What I learnt today:**(10 mins)**

Put a ✓ if you know this topic well.

- I can define and identify the stages of the design thinking process.



4.8 Design Thinking II

Applying the Design Thinking Process

In this lesson you will learn:

1. How to apply design thinking principles to solve a real-life problem

Let's learn to take action from understanding



Story Time

Rohan, having understood the Design Thinking stages, is eager to apply them.

He recalls the school bag example from the previous lesson and decides to work on creating a better bag for his schoolmates.



Activity Time

1. Pair up with a friend. One of you is the designer, and the other is the user. The designer should ask the user about their ideal school bag: What do they like? What do they dislike? What do they wish it had?
2. Swap roles and repeat.



Discovery Time

1. Listening to Users

- Remember, it's not about what you like but what the user needs. Note down their feedback.
- Find common points from different users.

2. Choosing the Problem

- From the feedback, what seems to be a common problem? Maybe the straps hurt, or the bags aren't waterproof.

3. Planning Solutions

- Think of different ways to solve this problem. Maybe use cushioned straps or waterproof material.

4. Trying Out Ideas

- You don't need to make a real bag. Draw your ideas or make a model from paper or cloth.

5. Asking for Feedback

- Show your design to others. Do they think it will solve the problem?

Search online for "innovative school bag designs." What new ideas do people have? How have they used Design Thinking to come up with these designs?



Thinking Time

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1. Why is it important to listen to different users and not just one?

- | | |
|------------------------|------------------------------------|
| A Because it's fun | C So we understand common problems |
| B So we get many ideas | D Because the teacher said so |

2. If your first design doesn't work, what should you do?

- | | |
|---------------------------------------|-----------------------|
| A Forget about it | C Make something else |
| B Ask for feedback and try to improve | D Ask for a prize |



Check Your Understanding

Think of another common item (like a pencil box or water bottle). Using the Design Thinking steps, write down how you'd go about improving it. Remember to think about the user's needs!

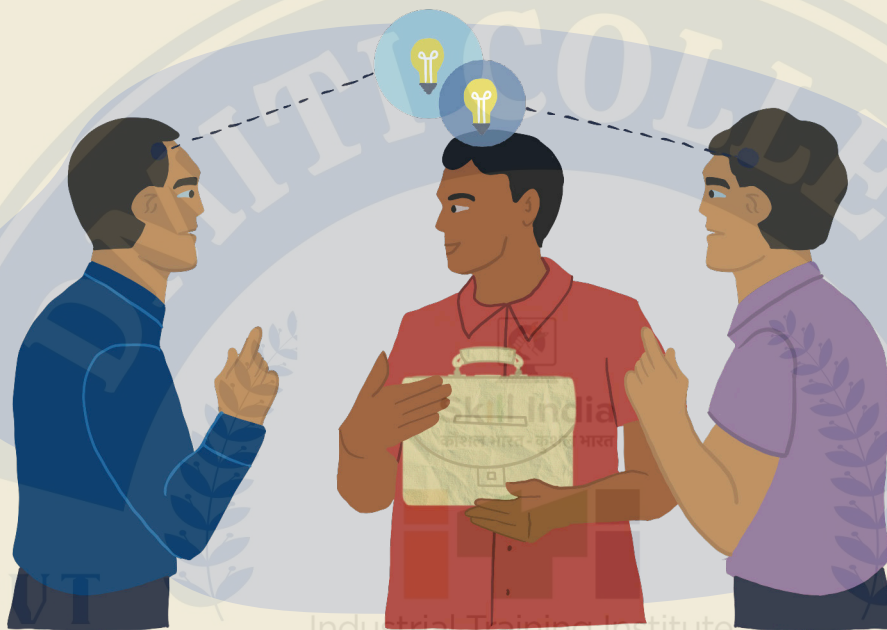
Let's learn about continuous improvement



Story Time

Rohan made a paper model of his new bag design and showed it to his friends.

They gave him new ideas. He realized Design Thinking doesn't stop. He can always make his design better!



Activity Time

1. Show your design from the Check your Understanding activity to three people.
2. Note down their feedback: What do they like? What would they change?



Discovery Time

1. Improving the Design

- Use the feedback to make your design better. Maybe add more pockets or use brighter colors.
- Remember, it's okay to go back and change things. That's how great designs are made!

2. Testing and Learning

- Every time you change your design, ask for feedback. Learn from what people say.

Find a product online that has changed a lot over time (like the design of a mobile phone or a shoe). How has it changed? Why do you think it changed?



Thinking Time

1. Why is feedback important in Design Thinking?

A To make the designer feel good

C To make the design better

B To know what colors people like

D To finish the project

2. If you get feedback that's different from what you think, what should you do?

A Ignore it

C Think about it and see if it can help your design

B Tell them they're wrong

D Change everything they said



Check Your Understanding

Think of a design you see every day (like a bus seat or classroom door). If you had to redesign it using feedback from users, what might change? Why?

Close to **50%** of design-led companies have reported an increase in loyal customers as a result of design thinking practices.

Did You Know

What I learnt today:

(10 mins)

Put a ✓ if you know this topic well.

- I can apply design thinking principles to solve a real-life problem.