Facilitator Guide

Sector
Logistics

Sub sector
Warehousing Storage

Occupation
Warehouse Picker

Reference ID: LSC/Q2102, Version 1.0
NSQF Level 3
Skilling is building a better India. If we have to move India towards development then Skill Development should be our mission.

Shri Narendra Modi
Prime Minister of India
Acknowledgements

We thank the following organizations for endorsing the contents of this Participant Handbook, thus contributing towards skilling based on the Qualification Pack (QP) and National Occupational Standards (NOSs).
About this Guide

This Facilitator Guide is designed to enable training for the Warehouse Picker Qualification Pack (QP). It provides facilitators with the necessary knowledge relating to major topics in Warehouse and Picking activity. The book elaborates how facilitators interact with the participants and train them by understanding their needs and explaining all the key concepts pertaining to the job roles. Also it helps the facilitator to complete all the topics to the participants in timely fashion. This handbook also provides the latest information on current advancements in technology and its impact on the industry. Many modules have been revised to capture the diversity, varied perspectives, and current spirit of Warehousing.

Key Learning Objectives for the specific NOS mark the beginning of the Unit/s for that NOS. The symbols used in this book are described below.
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Key Learning Objectives for the specific NOS mark the beginning of the Unit/s for that NOS. The symbols used in this book are described below.

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1. Introduction

Unit 1.1 – Icebreaker and Introduction to Supply Chain Management
Unit 1.2 - About the Course
Unit 1.3 - Importance of Warehouse in Supply Chain
Unit 1.4 - Roles and Responsibilities of a Warehouse Picker
Key Learning Outcomes

At the end of this module you will be able to:
1. Build rapport with fellow participants of the program
2. Relax and interact with fellow students more quickly
3. Provide a basic idea of what they are going to study in the next 30 days
4. Talk about their expectations and takeaway after the course completion
5. Discuss Supply Chain and Logistic Management
6. Discuss Warehousing industry and job opportunities in it
7. Describe the various operations in warehouse and their importance in the effective logistics
8. Identify the expectations from a Warehouse Picker in his/her job role
9. Explain the various functions / operations of the warehouse
10. Explain the major activities that are performed inside a warehouse
UNIT 1.1: Icebreaker

Unit Objectives

At the end of this unit you will be able to:
- Introduce each other
- Build rapport with fellow students and the trainer
- Create learning environment better
- Relax and interact with fellow students more quickly

Resources to be used

- Available objects such as a duster, pen, notebook etc.
- Teaching board
- Ball or any weightless object to pass

Do

- Make the students stand in a circle, close enough to the person each side of them that they can pass the parcel quickly.
- Say ‘Stop’ when the when students least expect it. The person who has the parcel at that time should get out.
- Those who get out should introduce themselves by providing their names and a little additional information such as favorite hobbies, likes, dislikes etc.
- The winner of the game should stand and introduce himself/herself at the end of the game.
- Continue with rest of the participants till become last one
- Finish the task by clapping and ask them to sit next to one whom they do not know before

Say

- Thank the students for their participation.
Notes for Facilitation

- You could ask the students who get out during the game to be the music keepers. They can start and stop the music as the game progresses.
- Encourage shy students to provide information about themselves by prompting them with questions such as 'what do you enjoy doing the most', 'what is your favorite movie or book' etc.
- Motivate students by stating that they are going to achieve something big in their life
- Promote all the students in a much positive note and do not allow anybody to share any negative stories.
Unit 1.2 - About the Course

Unit Objectives

At the end of this unit you will be able to:
1. Provide a basic idea of what they are going to study in the next 30 days
2. Talk about their expectations and takeaway after the course completion
3. Think about their career progression
4. Evaluate their calendar and learning plan

Notes for Facilitation

- You could ask the students about the expectations from the course.
- Invite students to participate. List the expectations on the whiteboard.
- Give the students a brief overview of what all will be covered in the program.
- Provide information on what are they going to learn in the next 30 days
- Supply the time schedule about the learning they are going to cater periodically
- Inform about the discipline to be followed in the class, timings they have to maintain
- Share important dates, plan of visits, assessments, labs, practical classes and explain the calendar in detail as when and what is planned.
UNIT 1.3: Importance of Warehouse in Supply Chain

Unit Objectives

At the end of this unit you will be able to:

1. Discuss about various Inventory types and its importance
2. Explain the importance of a Warehouse in managing Supply Chain
3. Describe the various activities carried inside a warehouse
4. Explain the significance of policies and procedures

Say

- The definition of Supply Chain and Logistics Management
- The movement of goods from supplier to the manufacturer to the customer is called as the supply chain flow

![Diagram of supply chain flows](https://via.placeholder.com/150)

*Fig 1.4: Docking Services*

- 3 basic flows of Supply Chain management - Product flow / Service Flow, Information Flow, Finance/Money Flow
- An example of a very simple supply chain for a single product, where raw material is procured from suppliers, transformed into finished goods in a single step, and then transported to distribution centers, and ultimately, customers. Example – Pen, where suppliers are plastic molding supplier (shell, cap, top and bottom lid), ink supplier, steel supplier (nib and ball). Manufacturer assembles the pen in right condition and quality. Customer is you and me.
UNIT 1.3: Importance of Warehouse in Supply Chain

Unit Objectives
At the end of this unit you will be able to:
1. Discuss about various Inventory types and its importance
2. Explain the importance of a Warehouse in managing Supply Chain
3. Describe the various activities carried inside a warehouse
4. Explain the significance of policies and procedures

Say
• The definition of Supply Chain and Logistics Management
• The movement of goods from supplier to the manufacturer to the customer is called as the supply chain flow
• 3 basic flows of Supply Chain management—Product flow/Service Flow, Information Flow, Finance/Money Flow
• An example of a very simple supply chain for a single product, where raw material is procured from suppliers, transformed into finished goods in a single step, and then transported to distribution centers, and ultimately, customers. Example –Pen, where suppliers are plastic molding supplier (shell, cap, top and bottom lid), ink supplier, steel supplier (nib and ball). Manufacturer assembles the pen in right condition and quality. Customer is you and me.

Fig 1.4: Docking Services

Explain
• What is Inventory?
• Different types of Inventory
• How a final two wheeler is assembled with various inventory types
• The activities carried inside a warehouse

Ask
• Ask the students the three important flows in Supply Chain Management
• Ask the students about the activities carried inside the warehouse

Notes for Facilitation
• You could ask the students what they know about the Warehouse industry in India.
• Ask students about, what is their idea about Warehouse activities
• Give students some time to think about how the Warehouse industry has changed in the last ten years.
• Set the context and ask them to describe the industry trends in Warehouse industry.
• Identify the knowledge of students on the various types of Warehouse operations.
Unit 1.4 - Roles and Responsibilities of a Warehouse Picker

Unit Objectives

At the end of this unit you will be able to:

1. Describe the roles and responsibility of a Warehouse Picker
2. Explain various work a Warehouse Picker will carry inside a warehouse
3. Identify the necessary steps to start the day’s work
4. Demonstrate various team management and working skills
5. Explain how to co‐ordinate with other peer group for run a smooth warehouse functioning

Ask

• Ask the students why Picking is required in warehouse operations

Say

• Warehouse order picking is the most labour intensive work in any warehouse operations since it directly involves time and quality to satisfy a customer. It can account up to 60% of warehouse operation cost.
• Most of the companies tend to focus on this area first because any improvement can positively impact their customer’s experience keeping in mind of transaction and delivery times, picking errors, product damage etc.
• Some practical examples for Picking activity like picking list of products or grocery items in a supermarket.
• The Warehouse Picker is responsible for filling customer orders and delivering them to the delivery platform in a manner that meets company standards for safety, security, and productivity. The Warehouse Picker is responsible for the completeness and correctness of all orders filled.
• The industry requires a minimum 5 to 20 qualified professionals to carry out picking activity in warehouse operations based on the industry size
Unit 1.4 - Roles and Responsibilities of a Warehouse Picker

Unit Objectives
At the end of this unit you will be able to:
1. Describe the roles and responsibilities of a Warehouse Picker
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5. Explain how to coordinate with other peer groups for running a smooth warehouse function

Says
• Warehouse order picking is the most labor-intensive work in any warehouse operation since it directly involves the movement and quality to satisfy a customer. It can account up to 60% of warehouse operation cost.
• Most companies tend to focus on this area first because any improvement can positively impact their customer's experience keeping in mind of transaction and delivery times, picking errors, product damage, etc.
• Some practical examples for picking activity like picking list of products or grocery items in a supermarket.
• The Warehouse Picker is responsible for filling customer orders and delivering them to the delivery platform in a manner that meets company standards for safety, security, and productivity. The Warehouse Picker is responsible for the completeness and correctness of all orders filled.
• The industry requires a minimum of 5 to 20 qualified professionals to carry out picking activity in warehouse operations based on the industry size.

Asks
• Ask the students why picking is required in warehouse operations

Notes for Facilitation
• You could ask the students what they know about the need for Warehouse picking operation
• Give students some tips for how to become a successful warehouse picker
• Give the students a brief overview of what all will be covered in the program
2. Prepare for Picking

Unit 2.1 ‐ Prepare for Picking
Unit 2.2 ‐ Receiving Pick List and its Different Forms
Unit 2.3 ‐ Introduction to PPE‐Personal Protective Equipment and its Types
Unit 2.4 ‐ Safety Importance of PPE
2. Prepare for Picking

Unit 2.1 - Prepare for Picking
Unit 2.2 - Receiving Pick List and its Different Forms
Unit 2.3 - Introduction to PPE-Personal Protective Equipment and its Types
Unit 2.4 - Safety Importance of PPE
Key Learning Outcomes

At the end of this module you will be able to:

1. Explain the importance of a picklist
2. Get clarity about the elements of a picklist
3. Realize the elements in an automated picklist
4. Describe the difference between a computer-generated pick list and an automated picklist
5. Identify the different types of PPEs
6. Get Clarity on the purposes of PPEs
7. Explore the various safety standards pertaining to the industry
8. Explain the type of PPE required for the related warehouse environment
9. Describe the type of PPE to be used for the type of product handled
Unit 2.1 - Prepare for Picking

Unit Objectives

At the end of this unit you will be able to:
1. Realize the command structure in a warehouse
2. Explain the importance of a picklist
3. Get clarity about the elements of a picklist
4. Define and interpret a picklist
5. State the important picking pre-requisites

Say

- The foremost important job of a Warehouse Picker is to prepare for the day’s work by Collecting the required information list and relevant documents from the supervisor.
- A Picklist is a form or report which shows a list of items to be retrieved or picked from a warehouse.
- A typical picklist might have the details like Number of line items to be picked, Product code or Part number of a SKU (Stock Keeping Unit), Product description, UOM-Units of Measure, Storage location, Quantity to be picked etc. to guide the picker

Ask

- Ask the students from whom the Warehouse Picker gets the details of various information list and documents
- Ask the students which report or an information list shows a list of items to be retrieved or picked from a warehouse
- Ask the students what are important details does a ‘Picklist’ contains
- Ask the students which detail in the pick list will help the picker to identify a particular product or material stored in a particular location
Example

- Show students some examples of order Picklist
- Show students some examples of Part number and Storage location

Notes for Facilitation

- You could ask the students to prepare an order picklist with all the required details
- Invite a student to explore the detail in a Picklist
Unit 2.2 - Receiving Pick List and its Different Forms

Unit Objectives

At the end of this unit you will be able to:

1. Explain the elements in a computer-generated picklist
2. Recognize the elements in an automated picklist
3. Describe the difference between a computer-generated pick list and an automated picklist
4. Explain the importance of hand-held devices in picking

Say

• The main activity in an order processing is to check the status of the inventory for the availability of the product.
• After the product being identified in stock, comes the time to generate the picklist and time to pick them up for packing and sending it to the customers.
• The ability to both quickly and accurately process the customer orders is an essential work of a Warehouse picker. Use of technology will reduce errors and increase process time and picking efficiencies.
• It is important to note that order picking technologies have transformed over the years such that today we have RF handheld devices, pick to light, voice recognition etc. When we discuss productivity and accuracy rates we do so in the context of the standalone technology by itself and not being combined with other technologies in order to keep the discussion straight forward.

Explain

• Different types of picklist used in Indian warehousing industry
• The details and different forms of Computer generated picklist
• The details of an Automated picklist
Demonstrate

- An automated picklist using a hand held device
- Show the available hand held devise in the market and demonstrate the process of receiving a picklist and its details in the hand held devise using pictures and videos.

Elaborate

- The students more on using technology for generating picklist
- Different forms of picklist from various organization

Ask

- What are the details that once could find in a picklist
- What is the advantage of using an Automated picklist
- Which type of picklist will increase the efficiency of the picking – Computer generated or Automated picklist
- From whom a picker can receive the picklist
Unit 2.3 - Introduction to PPE-Personal Protective Equipment and its Types

Unit Objectives

At the end of this unit you will be able to:
1. Explain the importance of the usage of Personal protective equipment
2. Identify the different types of PPEs
3. Get Clarity on the purpose of PPEs
4. Recognize the procedures to be followed for safety

Say

- Nearly 2 million disabling work related injuries happens each year across the world and more than 5 lakhs will involve head, eye, hands and feet.
- Personal Protective Equipment (PPE) is clothing and equipment worn by employees, students, contractors or visitors to protect or shield their bodies from workplace hazards.

Fig 2.1: Personal Protective Equipment
Explain

- The common types of Personal Protective Equipment used in a Warehouse operations and its purposes

Fig 2.2 : Common Dust mask
Fig 2.3 : Respiratory protection
Fig 2.4 : Eye protection
Fig 2.5 : Hearing protection
Explain

• The common types of Personal Protective Equipment used in a Warehouse operations and its purposes

Fig 2.2: Common Dust mask
Fig 2.3: Respiratory protection
Fig 2.4: Eye protection
Fig 2.5: Hearing protection

Do

- Take them through the need for a PPE-Personal Protective Equipment and types of PPEs.
- Demonstrate how to use and apply a PPE correctly.
- Explain the benefits of a Personal Protective Equipment
- Explain that wearing a Personal Protective Equipment will save from any fatal injuries and accidents.

Elaborate

- The necessary safety precaution that a Warehouse Picker needs to take while operating at more than 1 meter from the ground
- The safe travel height for a picker
- The importance of wearing a safety harness for an order picker

Activity

- Display all the PPE in a table and ask the students to identify which PPE equipment will be used for the below operations
  1. Mixing chemicals ____________
  2. Mixing chemical by hand ____________
  3. Working in heights ____________
  4. Working in high decibel zones ____________
  5. Repairing batteries ________________
Unit 2.4 - Safety Importance of PPE

Unit Objectives

At the end of this unit you will be able to:

1. Explain the importance of safety in the warehouse work environment
2. Realize the various safety standards pertaining to the industry
3. Explain the type of PPE required for the related warehouse environment
4. Describe the type of PPE to be used for the type of product handled

Say

- Occupation Safety and Health Administration states that more than 145,000 people work in over 7,000 warehouses. The fatal injury rate for the warehousing industry is higher than the national average for all industries.
- Some of the potential hazards for workers in warehousing are as follows;
  - Unsafe use of forklift for picking
  - Improper stacking or retrieving the products
  - Failure to use proper Personal Protective Equipment
  - Failure to follow proper Standard Operating Procedure
  - Inadequate fire and safety provisions
  - Repetitive motion injuries
Unit 2.4 - Safety Importance of PPE

Unit Objectives

At the end of this unit you will be able to:
1. Explain the importance of safety in the warehouse work environment
2. Realize the various safety standards pertaining to the industry
3. Explain the type of PPE required for the related warehouse environment
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Say

• Occupational Safety and Health Administration states that more than 145,000 people work in over 7,000 warehouses. The fatal injury rate for the warehousing industry is higher than the national average for all industries.

• Some of the potential hazards for workers in warehousing are as follows:
  - Unsafe use of forklift for picking
  - Improper stacking or retrieving the products
  - Failure to use proper Personal Protective Equipment
  - Failure to follow proper Standard Operating Procedure
  - Inadequate fire and safety provisions
  - Repeate moon injuries

Explain

• The importance of personal protective equipment for a Warehouse Picker with some examples and depicted below are some of the samples for reference

<table>
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<th>Description</th>
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<td>Hard Hats Required.</td>
</tr>
<tr>
<td>Dust Mask</td>
<td>Wear Your Dust Mask</td>
</tr>
<tr>
<td>Gloves</td>
<td>Gloves Required</td>
</tr>
<tr>
<td>Safety Shoes</td>
<td>Safety Shoes Required</td>
</tr>
</tbody>
</table>

Exercise

• Give practical demonstration for using Personal Protective Equipment
• Ask students to explain the use of each and every Personal Protective Equipment and ask them to brief the consequences if that particular PPE is not used while picking.
3. Perform Picking

Unit 3.1 - Perform Picking
Unit 3.2 - Material Handling Equipment
Unit 3.3 - Line Items to be picked
Unit 3.4 - Understanding Labels, Technologies and Signages
Unit 3.5 - Warehouse Order Picking
Key Learning Outcomes

At the end of this module you will be able to:

1. Explain the difference between the various storage systems
2. Recognize the picking requirements for the different storage systems
3. Describe the importance and usage of other MHEs
4. Explain the types of products to be picked, from a picklist
5. Describe how to identify the location for picking
6. Explain the picking instructions and match it with the availability
7. Define the difference between the barcodes and RFID
8. Explain about Pick-to-Light systems
9. Explain about Voice-picking
10. Explore differentiate the various types of labels
11. Brief the different types of order picking
12. Describe the difference between Zone picking, batch picking and wave picking methods
13. Explain the applicability of Zone picking, batch picking and wave picking methods
Unit 3.1 - Perform Picking

Unit Objectives

At the end of this unit you will be able to:

1. Explain the different types of storage systems
2. Describe the difference between the various storage systems
3. Recognize the picking requirements for the different storage systems
4. Correlate the type of storage system to the product dimension

Elaborate

- There are a number of types of warehouse storage systems available in the industry depending on the stock you deal with currently and you might work with in the future.
- There is also possibility that storage systems can be combined and more than one system can be used under the same roof.
- The benefits of picking the right storage system include an improved use of space, easier work processes and better overall business efficiency. Therefore, it is important to choose the right storage system for a particular nature of commodity or industry.
Explain

- Explain the students some of the most commonly used storage systems in India are Pallet racking, Block stacking, Mezzanine storage, Bulk storage, Ground storage and Automated storage system.

- Ground storage - Warehouses are intended for the storage and physical protection of goods. Ground storage systems are used primarily for storing grains and other physical goods which are heavy and bulk in nature.

- Pallet racking - Compared to some other systems, pallet racking can be a much cheaper and efficient option. By storing numerous pallets in a framework it is possible to access any particular pallet or product at any time without the potential failures involved with other systems.

- Block stacking - is the simplest and cheapest system available and may not require the purchase of additional storage equipment. Depending on the product you may or may not need forklift trucks or pallet trucks.

- Mezzanine – Is an additional storey of flooring within an existing structure. Within this structure, many of the above systems can be utilized wherein storage space utilization can be improved in the warehouse.

- Automated storage system - Automated storage systems enable items to be stored and retrieved by a computer controlled mechanical arm device. These systems are ideal for easily retrieving smaller items that may take a human picker time to locate. This is the one of the most advanced system of storage and retrieval using technology.
Explain

• Explain the students some of the most commonly used storage systems in India are Pallet racking, Block stacking, Mezzanine storage, Bulk storage, Ground storage and Automated storage system.

Ground storage – Warehouses are intended for the storage and physical protection of goods. Ground storage systems are used primarily for storing grains and other physical goods which are heavy and bulk in nature.

Pallet racking – Compared to some other systems, pallet racking can be a much cheaper and efficient option. By storing numerous pallets in a framework it is possible to access any particular pallet or product at any time without the potential failures involved with other systems.

Block stacking – is the simplest and cheapest system available and may not require the purchase of additional storage equipment. Depending on the product, you may or may not need forklift trucks or pallet trucks.

Mezzanine – Is an additional storey of flooring within an existing structure. Within this structure, many of the above systems can be utilized wherein storage space utilization can be improved in the warehouse.

Automated storage system – Automated storage systems enable items to be stored and retrieved by a computer-controlled mechanical arm device. These systems are ideal for easily retrieving smaller items that may take a human picker me to locate. This is one of the most advanced systems of storage and retrieval using technology.

Notes for Facilitation

• You could ask the students to say some of the storage types which they might have seen or experienced
• Show some of the pictures of storage systems and ASRS systems for better understanding
Unit 3.2 - Material Handling Equipment

Unit Objectives

At the end of this unit you will be able to:
1. Evaluate the different types of Material handling equipment used inside warehouse for picking
2. Explain the operations and usage of HOPT
3. Describe the operations and usage of BOPT
4. Describe the operations and usage of Stackers
5. Get knowledge on the operations and usage of Forklifts
6. Explain the importance and usage of other MHEs

Demonstrate

- A sample lifting mechanism for a unit box load (less than 10 kilogram) using hand or manual handling
- A sample lifting mechanism for a unit box load (less than 20 kilogram) using hand or manual handling

Explain

- A sample lifting mechanism for a pallet load (less than 800 kilogram) using a material handling equipment
- The usage of material handling equipment in moving loads within the warehouse
- How to select the particular type of material handling equipment considering various parameters like load, storage type, package type, heights etc
- Explain the students various types of Trolleys and material handling equipment
Say

- Hand Operated Pallet Truck (HOPT) is the most common type of material handling equipment found in majority of the industry. It is used to only move loads on pallets within the warehouse but it does not lift the pallet for rack storages.
- Battery Operated Pallet Truck (BOPT) offers a huge advantage over hand pallet truck with its quick and effortless loading and transporting features, the compact design with easy move in the most confined space and narrow aisle such as small warehouses.
- Stackers are used to place or retrieve pallets or materials form the storage system.
- Forklift is a powered industrial truck used to lift and move materials short distances. There are two types of forklift available in the market, one is the diesel operated forklifts and battery operated forklifts. An important aspect of forklift operation is that most have rear-wheel steering, which increases maneuverability in tight cornering situations.

Elaborate

Manual handling occurs in almost all working environments, though workers in warehouse are most likely to be exposed to heavy loads. Manual handling of loads may cause cumulative disorders due to gradual and cumulative deterioration of the musculoskeletal system through continuous lifting / handling activities, e.g. low back pain. It can also cause acute trauma such as cuts or fractures due to accidents.

Work-related low back pain and injuries are the most common musculoskeletal disorders caused by manual handling. About a fourth of Indian warehouse workers suffer from back pain, which tops the list of all reported work-related disorders. Factors that increase the risk of injury include the load being too heavy, large, difficult to grasp or unstable, the task being too strenuous or involving awkward postures or movements, and the working environment lacking sufficient space, having slippery, uneven or unstable floors, having extreme temperatures or poor lighting.

Employers are required to carry out risk assessments, and take action to protect workers from the risks of manual handling. Prevention measures include;

- Designing and organizing tasks to avoid manual handling completely, or at least restrict it.
- Using automation and lifting equipment.
- Organizing manual handling tasks in a safe way, with loads split into smaller ones, and proper rest periods provided.
- Providing information and training to workers on tasks, and the use of equipment and correct handling techniques.
Unit 3.3 - Line Items to be Picked

**Unit Objectives**

At the end of this unit you will be able to:

1. Explain about the product lines from pick list in the picking activity
2. Get knowledge on the types of products to be picked, from a picklist
3. Identify the location for picking
4. Explain the picking instructions and match it with the availability

**Explain**

- Explain the students with the help of a picklist on the details of the each and every particulars contained in a picklist – Line items, Product to be picked, Storage location, Quantity to be picked with the help of the below examples

Number of line items to be picked:

<table>
<thead>
<tr>
<th>S.No</th>
<th>Product code</th>
<th>Part Number</th>
<th>Product Description</th>
<th>Units of Measures</th>
<th>Storage Location</th>
<th>Required Qty</th>
<th>Picked Qty</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>380200</td>
<td>AMW28</td>
<td>Bolt</td>
<td>Pack</td>
<td>A3 A4 K2 K3</td>
<td>100</td>
<td>100</td>
</tr>
<tr>
<td>2.</td>
<td>380110</td>
<td>OPL56</td>
<td>Nut</td>
<td>Pack</td>
<td>D4 K2 K3 K4</td>
<td>150</td>
<td>150</td>
</tr>
<tr>
<td>3.</td>
<td>380110</td>
<td>NMR89</td>
<td>Main cap</td>
<td>Each</td>
<td>E3 K2 K3 K4</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>4.</td>
<td>380130</td>
<td>BHM44</td>
<td>Side clamp</td>
<td>Each</td>
<td>G2 K2 K3 K4</td>
<td>1000</td>
<td>1000</td>
</tr>
<tr>
<td>5.</td>
<td>380140</td>
<td>DIV85</td>
<td>Engine Oil</td>
<td>Mill Gram</td>
<td>G4 K5 K3 K4</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>6.</td>
<td>380140</td>
<td>AQS31</td>
<td>Gear box</td>
<td>Sets</td>
<td>K1 K5 K3 K4</td>
<td>5</td>
<td>5</td>
</tr>
</tbody>
</table>

*Table 3.1: Sample Pick list showing Line Items*  
*Note: _Column, ^Row*
Unit 3.3 ‐ Line Items to be Picked

Unit Objectives

At the end of this unit you will be able to:

1. Explain about the product lines from pick list in the picking activity
2. Get knowledge on the types of products to be picked, from a picklist
3. Identify the location for picking
4. Explain the picking instructions and match it with the availability

Explain

• Explain the students with the help of a picklist on the details of each and every particular contained in a picklist – Line items, Product to be picked, Storage location, Quantity to be picked with the help of the below examples

<table>
<thead>
<tr>
<th>S.No</th>
<th>Product Code</th>
<th>Part Number</th>
<th>Product Description</th>
<th>Units of Measures</th>
<th>Storage Location</th>
<th>Required Qty</th>
<th>Picked Qty</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>380200</td>
<td>AMW28</td>
<td>Bolt</td>
<td>Pack</td>
<td>A3,C,R</td>
<td>100</td>
<td>100</td>
</tr>
<tr>
<td>2.</td>
<td>380110</td>
<td>OPL56</td>
<td>Nut</td>
<td>Pack</td>
<td>D4,C,R</td>
<td>150</td>
<td>150</td>
</tr>
<tr>
<td>3.</td>
<td>380110</td>
<td>NMR89</td>
<td>Main cap</td>
<td>Each</td>
<td>E3,C,R</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>4.</td>
<td>380130</td>
<td>BHM44</td>
<td>Side clamp</td>
<td>Each</td>
<td>G2,C,R</td>
<td>1000</td>
<td>1000</td>
</tr>
<tr>
<td>5.</td>
<td>380140</td>
<td>DIV85</td>
<td>Engine Oil</td>
<td>mill Gram</td>
<td>G4,C,R</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>6.</td>
<td>380140</td>
<td>AQS31</td>
<td>Gear box</td>
<td>Sets</td>
<td>K1,C,R</td>
<td>5</td>
<td>5</td>
</tr>
</tbody>
</table>

Table 3.2: Sample Pick list showing Products to be picked

Note: Column, Row

What are different type of products to be picked up?

Locating the product zones for efficient picking

<table>
<thead>
<tr>
<th>S.No</th>
<th>Product Code</th>
<th>Part Number</th>
<th>Product Description</th>
<th>Units of Measures</th>
<th>Storage Location</th>
<th>Required Qty</th>
<th>Picked Qty</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>380200</td>
<td>AMW28</td>
<td>Bolt</td>
<td>Pack</td>
<td>A3,C,R</td>
<td>100</td>
<td>100</td>
</tr>
<tr>
<td>2.</td>
<td>380110</td>
<td>OPL56</td>
<td>Nut</td>
<td>Pack</td>
<td>D4,C,R</td>
<td>150</td>
<td>150</td>
</tr>
<tr>
<td>3.</td>
<td>380110</td>
<td>NMR89</td>
<td>Main cap</td>
<td>Each</td>
<td>E3,C,R</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>4.</td>
<td>380130</td>
<td>BHM44</td>
<td>Side clamp</td>
<td>Each</td>
<td>G2,C,R</td>
<td>1000</td>
<td>1000</td>
</tr>
<tr>
<td>5.</td>
<td>380140</td>
<td>DIV85</td>
<td>Engine Oil</td>
<td>mill Gram</td>
<td>G4,C,R</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>6.</td>
<td>380140</td>
<td>AQS31</td>
<td>Gear box</td>
<td>Sets</td>
<td>K1,C,R</td>
<td>5</td>
<td>5</td>
</tr>
</tbody>
</table>

Table 3.3: Sample Pick list showing Storage Locations

Note: Column, Row
Quantities to be picked and picked quantity:

<table>
<thead>
<tr>
<th>S. No</th>
<th>Product Code</th>
<th>Part Number</th>
<th>Product Description</th>
<th>Units of Measures</th>
<th>Storage Location</th>
<th>Required Qty</th>
<th>Picked Qty</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>380200</td>
<td>AMW28</td>
<td>Bolt</td>
<td>Pack</td>
<td>A3_4_L</td>
<td>100</td>
<td>100</td>
</tr>
<tr>
<td>2</td>
<td>380110</td>
<td>OPL56</td>
<td>Nut</td>
<td>Pack</td>
<td>D4_2_C</td>
<td>150</td>
<td>125</td>
</tr>
<tr>
<td>3</td>
<td>380110</td>
<td>NMR89</td>
<td>Main cap</td>
<td>Each</td>
<td>E3_2_R</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>4</td>
<td>380130</td>
<td>BHM44</td>
<td>Side clamp</td>
<td>Each</td>
<td>G2_9_C</td>
<td>1000</td>
<td>1000</td>
</tr>
<tr>
<td>5</td>
<td>380140</td>
<td>DIV85</td>
<td>Engine Oil</td>
<td>mill Gram</td>
<td>G4_5_R</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>6</td>
<td>380140</td>
<td>AQS31</td>
<td>Gear box</td>
<td>Sets</td>
<td>K1_5_C</td>
<td>5</td>
<td>5</td>
</tr>
</tbody>
</table>

Table 3.4 Sample Pick list showing Quantity Shortage

Note: Column 1: Row

**Ask**

- What are the details available in a pick list
- What is a Part number denotes in a pick list

**Notes for Facilitation**

- You could ask the students to create a own picklist with ten line items with various product descriptions
- Show some samples of various picklist used by an e-commerce industry
Unit 3.4 - Understanding Labels, Technologies and Signages

Unit Objectives

At the end of this unit you will be able to:

1. Describe the importance of labeling in warehouse
2. Evaluate the importance of barcoding in the warehouse
3. Brief about the importance and ease of usage in RFID
4. Explain the difference between the barcodes and RFID
5. Explain about Pick-to-Light systems
6. Recognize about Voice-picking
7. Describe how to differentiate the various types of labels

Say

- Warehouse labels are essential in inventory management and the picking process throughout the warehouses. The use of warehouse labeling increase picking efficiency and decreases picking mistakes.
- Choosing the right picking hardware and label combination can mean the difference between man hours lost, versus man hours saved.
- Labeling helps us to quickly identify the item description, item code/classification, and item number.
- A label provides complete information regarding the product. It mainly includes ingredients of the product, its usage, and caution in use, cares to be taken while using it, date of manufacturing, batch number, etc.
Explain

In any warehouse operation the commonly used Labels and picking methods are as follows;

- **Barcodes**: Bar code systems can track material through each step of the work and keep detailed records on each piece or batch. Using barcodes you can track your inventory, where items are located and how many items are in stock. A basic inventory tracking system consists of software and a barcode scanner or mobile computer.

- **RF-Radio Frequency scanners**: RF scanners are the most commonly used order picking software by most of the warehouses across the globe. Radio Frequency scanners are the most cost effective and flexible picking technology by being able to be used across most warehouse operations. The RF scanner operates by delivering text instructions to an operator, who in turn scans a barcode placed on a pallet, racking, aisle, bin or product. The barcodes allow the scanner to capture product or customer specific data.

- **Pick to Light method**: A Pick to light method consists of light displays installed per each fixed location on racking or picking lanes. Tasks are uploaded to a system that lights up units as operators pick each order line. The light marks where the product location is and the task that is to be carried out at the pick area. Pick to light systems are better utilized for facilities that use reverse picking where goods received and transported into locations specific to customers’ orders. This method supports high speed picking rates and increased accuracy.

- **Voice Picking**: The most advanced picking method yet. An operator is delegated picking tasks via a headset and can confirm picks via voice control. The operator is guided to picking location from the computer voice. The ability to use the headset enables operators to be hands free and the ability to pick heavier products. The application has become popular in cold storage facilities that require an operator to wear gloves in order to operate within the cooler or freezer. The labels required for voice picking ranged from simple digits, to barcodes. Voice picking cuts more time by simplifying the picking process.

Do

- Take the students through various warehouse labels used for picking activity like Rack labels, Shelf labels, Floor labels, Totes labels etc
- Explain the students across various labels and symbols used in packaging standards

Activity

- How to pick a carton box which has do not lift with hooks symbol?
- Which package symbol helps you to keep the package box in right direction?
Unit 3.5 - Warehouse Order Picking

Unit Objectives

At the end of this unit you will be able to:

1. Describe the importance of order picking in order fulfillment process
2. Identify the different types of order picking
3. Recognize the difference between Zone picking, batch picking and wave picking methods
4. Explain the applicability of Zone picking, batch picking and wave picking methods

Say

• The order picking operation is one of the important warehouse processes, it consist of taking and collecting products in a specified quantity before shipment to satisfy customers orders.
• Order picking can be identified as the activity by which small number of goods are extracted from a warehouse system to satisfy a number of independent customer orders.
• The order picking process involves significant cost and can affect customer satisfaction levels, that’s the reason there have been increasing numbers of process improvements proposed to help companies with this supply chain issue.

Explain

• Some of the solutions for effective Order picking are as follows;
  • Picker to Parts
  • Parts to Picker
  • Sorting system
  • Pick to Box
Elaborate

The basic types of Order picking methods;

- **Piece picking method** where the picker moves to collect the products necessary for one order. This is a simple method of order picking which requires sending an employee around the warehouse with an order list and a box or container. The picker pulls each item following the most efficient route. But this is not the most efficient method type.

- **Zone picking method** where the order picker is assigned to a zone specific zone and will only realize order picking within this zone. This order picking has each worker in charge of a section and pulls from her section to fill incoming orders. The box may move through several sections until the order is complete, often along a conveyor belt.

- **Wave picking method** is a type where the order picker moves to collect the products necessary for several orders.

- **Sorting systems method** is another type where there is no movement of the order picker, the products are brought to him by an automatic system (i.e., a conveyor system, automatic storage).

- **Pick to box method** where there is no movement of the order picker, the picking area is organized so that there are a number of picking stations connected by a conveyor. The order picker fills the box with the products from his station and the box moves to the other picking stations until the customer order is complete.
4. Perform Post Picking Activities

Unit 4.1 - Perform Post Picking Activities
Unit 4.2 - Understanding the Technical Knowledge on Picking Operations
Unit 4.3 - Exposure to Documents
Unit 4.4 - Roles and Responsibilities of Different Colleagues on the Shop Floor
Unit 4.5 - Escalation Matrix for Reporting
Unit 4.6 - Interpersonal Skills
Key Learning Outcomes

At the end of this module you will be able to:

1. Explain the importance of safety in packing
2. Describe the importance of handling instructions
3. Explain the importance of quality checking in picking
4. Brief about the difference between the manual stock recording and technological ways of stock recording
5. Get to know how to use personal protective equipment forms
6. Describe KPIs and Dashboards
7. Get knowledge on the reporting structure
8. Explain the various channels of communication
Unit 4.1 - Perform Post Picking Activities

Unit Objectives

At the end of this unit you will be able to:

1. Explain the importance of Post-picking activities
2. Describe various post-picking activities that are expected to be performed
3. Get knowledge about purchase requisition and the process associated with it
4. Explain the importance of safety in packing
5. Clarify the importance of handling instructions

Ask

- Ask the students what they understand from Order picking
- Ask the students what are the scenario or challenges that they might encounter during the picking operation
- Ask the students to list down the discrepancies in order picking

Explain

- Explain the students how a perfect Order Picking is done without any discrepancies
- Explain the students what is Order Picking with Exceptions
- Explain the students what is Order Picking without any Exceptions
- The importance of updating the inventory record after picking and how to communicate with the immediate supervisor or manager about discrepancies
- The importance given towards packing standards for product during picking the materials
- Do’s and Don’t’s while dealing with supervisor
Activity

- Perform picking activities with various discrepancies (shortage, damage and mismatch)

Notes for Facilitation

- You could engage the students to draft a sample picklist and ask them to come with a complete perfect order picking
- Keep few materials on a table and provide a picklist to the student for picking the materials, play around with the picklist for picking the materials with discrepancies and without any discrepancies
- Educate the students more on the communication part with the immediate supervisor or team member and how to deal to warehouse colleagues during the picking operations
Elaborate

- Stock control, otherwise known as inventory control, is used to show how much stock you have at any one time, and how you keep track of it. It applies to every item you use to produce a product or service, from raw materials to finished goods. Efficient stock control allows you to have the right amount of stock in the right place at the right time. It ensures that capital is not tied up unnecessarily, and protects production if problems arise with the supply chain.

- The Warehouse Picker as a responsible person who is most of the time dealing with inventory needs to tell an update the management on the information about the types of stocks, how much stock should necessary or need updation, stock control methods, tracking the stocks manually and through systems etc.

- The stock control are taken on the basis of various parameter as they enter the warehouse like;
  - FIFO – First In First Out that the goods first added to inventory are assumed to be the first goods removed from inventory for sale
  - LIFO – Last In First Out that the goods last added to inventory are assumed to be the first goods removed from inventory for sale.
  - FEFO – First Expiry First Out is mainly used in the pharma, food industry where it is necessary to monitor the expiration date or period of durability
Exercise

- Ask the students to draft a sample Inventory or stock control record form with all the necessary details
- Give more exercise on Inventory record form with different classifications

Demonstrate

- The students how to create an Inventory record file
- How to make modification in the Inventory record file
Unit 4.3 - Exposure to Documents

Unit Objectives

At the end of this unit you will be able to:
1. Explain the various documents that are used by a picker
2. Describe the role of Return to vendor form
3. Differentiate the entry between Inventory list and Material request form
4. Explain the use personal protective equipment forms
5. Explain the KPIs and Dashboards
6. Use and fill Damage report form

Explain

- Explain the students what is order picklist
- Explain the students the different types of order picklist – Computer generated and Automated picklist
- Explain the students what is Return to Vendor Form
- Explain the students what is Inventory record list
- Explain the students what is Material Requisition Form
- Explain the students what is PPE request form
- Explain the students what is an Incident or accident report form
Say

- Return To Vendor refers to the process where goods are returned to the original vendor as opposed to the seller with some reasons for sending it back like Receipt of a defective product, Receipt of a wrong product, Receipt of too many items, Items shipped in error, Items no longer needed by the buyer, Wrong order placed by the buyer, Wrong specifications of the product given by the buyer, etc.

- Material Request Form is a request form submitted to materials department asking for product or materials to be supplied for usage that required approval from authorized persons.

Explain

- Explain the students the areas of wastes identified in the warehouse operation.

- Details of how to reduce unnecessary movement of people, such as walking, reaching or stretching, due to inefficient warehouse layouts, lack of ergonomic workstations, manual picking etc.

Notes for Facilitation

- You could display the PPE-Personal Protective Equipment before the students and asked them to prepare a PPE request form to ask for safety shoes and hard hat helmet.

- Provide information to students on how to record loss and damage report while carrying out picking operations.

- Share details on how the performance or productivity of a warehouse picker will be monitored.

- Educate them more on the KPI’s – Key Performance Indicators and the metrics that are important for a warehouse picker.
Unit 4.4 - Roles and Responsibilities of Different Colleagues on the Shop Floor

Unit Objectives

At the end of this unit you will be able to:

1. Describe the roles and responsibilities of other colleagues
2. Get depth knowledge on the hierarchy and flow of command
3. Describe the importance and contribution of other colleagues in the supply chain
4. Communicate the risks and problems associated with other colleagues in the floor

Say

• The warehouse supervisor reports to a warehouse manager in case of any challenges and on other day to day activities

• A Warehouse Picker is responsible for filling customer orders and delivering them to the delivery platform in a manner that meets company standards for safety, security, and productivity.

• A Put away assistant is a person who is responsible to accurately place materials on shelves, in racks or other designated storage areas in an orderly manner.

• A Packer is a person who perform jobs like packing goods with protective materials, such as bubble wrap and polystyrene chips sealing containers using glue, staples or shrink-wrap weighing and labelling packaged goods ready for dispatch

• The Forklift Operator is responsible for operating a forklift to move, locate, relocate, stack, and count products.

• An inventory clerk works with stored goods in a warehouse environment, facilitating the movement of goods going out to customers and coming in for use. They also help track and keep accurate counts of items on hand and utilize these numbers. Most of the times a Warehouse supervisor might need inventory clerk's assistance for locating the product inside the warehouse.
**Ask**

- Ask the students whom do the request/call to move heavy product within the warehouse?
- Ask the students whom do the request/call for rectifying IT network errors?

**Explain**

- How to deal with other colleague during warehouse picking operation
- The dos and don’ts in warehouse picking operations
Unit 4.5 - Escalation Matrix for Reporting

Unit Objectives

At the end of this unit you will be able to:

1. Describe the reporting structure
2. Explain the various channels of communication
3. Get knowledge on the escalation matrix in the organization structure
4. Describe the right way of escalating things to the right person in the structure

Explain

- Explain the importance of updating information across the communication chain and the necessary impact of deviating it.
- Explain the students the process reporting to the immediate supervisor or management about the picking process.
- The challenges that an individual working as a warehouse picker would come across in picking operations.

Say

- To error is human and order picking is not an exception. To accept marginal performance and not be hardworking with finding solutions for picking errors is costly. To conquer problems related to errors in order picking, the picker should be trained and motivated in a proper way to manage the picking operations.
- To tackle challenges and errors in picking operation most of the companies are now involving technologies and robotics in the warehouse operation, which is again an expensive idea.
- Providing proper training on how to handle picking operation and on the usage of technology will improve the efficiency of the picking operation by decreasing the errors.

Demonstrate

- Ask a student to act as a Warehouse picker and another student as a Warehouse supervisor and demonstrate the process of escalating the challenges or problem identified during the picking operation and how to rectify the problem.
Unit 4.6 - Interpersonal Skills

Unit Objectives

At the end of this unit you will be able to:
1. Describe the right ways of picking during peak, normal and non-peak hours.
2. Explain the importance and procedure for cycle counting.
3. Describe the importance of team skills.

Say

- To be more productive, it is essential to plan and manage time.
- Planning and organization make efficient use of your time at the office by keeping you focused from beginning to completion of a project.
- An organizational plan also facilitates collaboration and information sharing with other team members who play a role in the completion of the activities.
- What is planning? Action planning is a process which helps you to focus your ideas and decide on the steps you need to take in order to achieve a particular goal. Planning is vital at all levels in the work place. You need to plan your own tasks and time.

Explain

- What is attitude?
  An attitude can be defined as a positive or negative evaluation of people, objects, events, activities, ideas, or just about anything in your environment.
- How can positive attitude bring harmony in work atmosphere?
  Attitude determines your productivity. More positive you are, more productive you will be.
Facilitator Guide

Unit 4.6 - Interpersonal Skills

Unit Objectives
At the end of this unit you will be able to:

1. Describe the right ways of picking during peak, normal and non-peak hours.
2. Explain the importance and procedure for cycle counting.
3. Describe the importance of team skills.

Explain:

• What is attitude?
  Attitude can be defined as a positive or negative evaluation of people, objects, events, activities, ideas, or just about anything in your environment.

• How can positive attitude bring harmony in work atmosphere?
  Attitude determines your productivity. More positive you are, more productive you will be.

Say:

• To be more productive, it is essential to plan and manage your time.
  Planning and organization make efficient use of your time at the office by keeping you focused from beginning to completion of a project.
  An organizational plan also facilitates collaboration and information sharing with other team members who play a role in the completion of the activities.

• What is planning? Acon planning is a process which helps you to focus your ideas and decide on the steps you need to take in order to achieve a particular goal. Planning is vital at all levels in the workplace. You need to plan your own tasks and time.

Say:

• Ways to be more productive?
  • Help People
  • Avoid Complaining
  • Keep high energy
  • Build team works
  • Determine confidence
  • Solve problems
  • Do not react to emotions, make good decisions

• What is "Time Management?"
  "Time management" refers to the way that you organize and plan how long you spend on specific activities.
  • Carry your schedule all the time
  • Plan your day and start your day
  • Schedule activities without interruptions
  • Block distractions and get disconnected from distractions
  • Example- Facebook, whatsapp etc

Notes for Facilitation

• Ask the students as what is time management?
• What is Problem solving?
• What is their idea about handling pressure situations as what will they do?
Explain

- Problem solving
  - A fundamental part of your role is finding ways to solve them. So, being a confident problem solver is really important to your success.
  
  There are four basic steps in solving a problem:
  - Defining the problem.
  - Generating alternatives
  - Evaluating and selecting alternatives
  - Implementing solutions

- Analytical Skills
  - Think and find ideas step by step
  - Break down any issues into simpler set of issues
  - Start thinking in multiple ways and find alternate reasons

- Decision Making
  - You have multiple choices before you decide
  - So selecting the right one is a challenge
  - Think about the positive and negative impacts before finalizing the decision
  - Learn from past experiences, from your own mistakes and others mistakes
  - Do not repeat any mistake for the second time

- Communication
  - It is very much required to communicate in a very professional etiquette.
  - Good staff communication is essential to business success.
  - Effective communication is a two-way street.
  - Communication is about more than just exchanging information. It’s about understanding the emotion and intentions behind the information.

- Engaged Listener
  - Hearing is different from listening
  - While listening get connected and do not lose attention on the subject.
  - Focus fully on the speaker
  - Favor your right ear
  - Avoid interrupting or trying to redirect the conversation to your concerns
  - Show your interest in what’s being said
  - Try to set aside judgment
  - Provide feedback
Explain

• Problem solving

A fundamental part of your role is finding ways to solve them. So, being a confident problem solver is really important to your success. There are four basic steps in solving a problem:

1. Defining the problem.
2. Generang alternaves
3. Evaluang and selecng alternaves
4. Implemenng soluons

• Analytical Skills

Think and find ideas step by step
Break down any issues into simpler set of issues
Start thinking in multiple ways and find alternate reasons

• Decision Making

You have multiple choices before you decide
So selecting the right one is a challenge
Think about the positive and negative impacts before finalizing the decision
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While listening get connected and do not loose aNenon on the subject.
Focus fully on the speaker
Favor your right ear
Avoid interrupng or trying to redirect the conversaon to your concerns
Show your interest in what's being said
Try to set aside judgment

Activity

• Ask one or two students to provide non-verbal expressions and sense the understanding
• Understand Nonverbal expressions
Say

- Stay Calm under pressure
  - On the daily work environment, it will be hard to manage work, emotions, thought process and physical activities. Loosing yourselves will have fair chances. Hence to keep focused, it is always better to think and react by staying calm.
  - Decisions under pressure and in angry may not come right
  - Make a point and support your point by providing enough information.
  - Deliver words clearly, do not fumble
  - Clarify your statement and talk to the point

- Listening Skills
  - Listening is the ability to accurately receive and interpret messages in the communication process.
  - Listening is key to all effective communication, without the ability to listen effectively messages are easily misunderstood - communication breaks down and the sender of the message can easily become frustrated or irritated.
  - Good listening skills also have benefits in our personal lives
  - Listening requires focus and attention

Explain

- Grooming is an essential requirement in todays work environment
- Any shabby appearance in these days represent organizational culture
5. To Carry Out Housekeeping

Unit 5.1 - Carry Out Housekeeping
Unit 5.2 - Occupational / Environmental Health and Safety
Key Learning Outcomes

At the end of this module you will be able to:

1. Explain the importance of housekeeping after picking
2. Describe various common work hazards in warehouse
3. Describe Occupational/ Environmental Health and Safety
4. Explain the importance of safety
5. Identify the consequence of non-compliance with safety standards
6. Describe the difference in safety requirements for different types of materials
7. Get knowledge about firefighting standards and prerequisites
8. Recognize about assembly points and evacuation plan
Unit 5.1 - Carry Out Housekeeping

Unit Objectives

At the end of this unit you will be able to:

1. Describe the importance of safety
2. Identify the consequence of non-compliance with safety standards
3. Explain the difference in safety requirements for different types of materials
4. Brief about the importance of housekeeping in warehouse
5. Identify the appropriate PPE for housekeeping
6. Get knowledge on the dos and don’ts in the usage of housekeeping materials

Say

- The essential factors for the smooth operation of every warehouse are health and safety.
- There are several health and safety issues to be concerned with if you are working in a warehouse and each staff member should be provided with a health and safety training which covers all of the main topics one should be concerned with.
- It is the responsibility of a Warehouse Picker to ensure that all the warehouse employees are using all the necessary PPE’s- Personal Protective Equipment for safe working.
- Warehouse Picker needs to ensure that they familiarize themselves and warehouse operatives with the company’s Health and Safety Policy and ensure the safety of themselves and that of other staff members, colleagues & visitors is paramount.
- Warehouse Picker needs to ensure and maintain a safe environment by adhering to compliance with standard safety and operating procedures, processing and follow up of all Hazard Reports, needs to instruct personnel in the use and care of PPE and ensure compliance with, compliance with WHMIS and other legislation as it pertains to areas of responsibility
- Keep update on accident / incident investigation reporting and follow up
**Explain**

- The students on basic housekeeping mechanism
- Why should we pay attention to housekeeping at work?
- What is the purpose of workplace housekeeping?
- What are some benefits of good housekeeping practices?
- What are the elements of an effective housekeeping program?

**Elaborate**

- Employee facilities need to be adequate, clean and well maintained. If workers are using hazardous materials, employee facilities should provide special precautions such as showers, washing facilities and change rooms. Some facilities may require two locker rooms with showers between.
- Elaborate more on the importance of surface cleaning, storage system cleaning and proper disposal of scrap and waste to a warehouse picker

**Exercise**

Display all the necessary PPE-Personal Protective Equipment in the classroom and ask the students to identify the following as per the usage or necessities;

- While working in heights
- While passing or walking though the aisle space where heavy materials are stored in high racks
- While handling chemicals by hand
- Safety precaution for leg safety
Explain

• The students on basic housekeeping mechanism
• Why should we pay attention to housekeeping at work?
• What is the purpose of workplace housekeeping?
• What are some benefits of good housekeeping practices?
• What are the elements of an effective housekeeping program?

Elaborate

• Employee facilities need to be adequate, clean and well maintained. If workers are using hazardous materials, employee facilities should provide special precautions such as showers, washing facilities and change rooms. Some facilities may require two locker rooms with showers between.

• Elaborate more on the importance of surface cleaning, storage system cleaning and proper disposal of scrap and waste to a warehouse picker.

Exercise

Display all the necessary PPE—Personal Protective Equipment in the classroom and ask the students to identify the following as per the usage or necessities:

• While working in heights
• While passing or walking through the aisle space where heavy materials are stored in high racks
• While handling chemicals by hand
• Safety precaution for leg safety

Unit 5.3 - Occupational/ Environmental Health and Safety

Unit Objectives

At the end of this unit you will be able to:

1. Get awareness on general safety procedures
2. Describe about firefighting standards and prerequisites
3. Explain the details on evacuation plan and safe assembly point
4. Get awareness on various safety mock drills and how to react during emergency situations

Say

• An evacuation plan lays out how to exit a warehouse safely during an emergency time. Every member of the warehouse and visitors should be familiar with several ways to leave the warehouse and know a safe meeting place outside the building. In simple terms ‘Emergency evacuation plan is the immediate and urgent movement of people away from the threat or actual occurrence of a hazard’.

• Certain areas have been designated as ‘Safe assembly points’ in a warehouse. It is advisable that all the warehouse colleagues should assemble at the specified assembly points in case of an emergency. This is useful for the responsible personnel (departmental safety officers/fire wardens/supervisors etc.) to know the where-about of their colleagues in the event of any disaster or accidents. The specific assembly points should have been indicated in the fire escape routes maps posted at the area.

• First aid mock drills will test the efficiency of the emergency response procedures required in a non-emergency situation and to educate the warehouse employee to react quickly during the critical emergency times. This could be of any types like fatal injuries to a co-worker, snake bite mock drill, fire accidents etc.
Activity

- Try to organize a ‘Safety Mock drill’ by carrying out the following procedures
  - Give a warning to the students by blowing a whistle or siren about the mock drill
  - Mark a safe assembly point outside the class room and make the students to assemble in the specified area till the next clearance command is received
  - Make a report of the late arrivals, any accident happened, any challenges in arriving at the safe assembly point
  - Perform some sample fire put offs using a fire extinguisher or using a sand or water bucket to put off the fire
  - Perform some sample ‘First aid’ mock drill for any hand or leg accident by using proper medical equipment

Exercise

- List any 3 common type of workplace hazards
- What is safe assembly point?
- Describe the Evacuation plan layout
- What is the importance of First aid mock drills?
- Why safe assembly point is important?
6. Employability & Entrepreneurship Skills

Unit 6.1 – Personal Strengths & Value Systems
Unit 6.2 – Digital Literacy: A Recap
Unit 6.3 – Money Matters
Unit 6.4 – Preparing for Employment & Self Employment
Unit 6.5 – Understanding Entrepreneurship
Unit 6.6 – Preparing to be an Entrepreneur
**Introduction: Employability and Entrepreneurship Skills**

This Facilitator’s guide includes various activities which will help you as a facilitator to make the sessions participative and interactive.

**Ice breaker**
- You can begin the module with the following ice breaker:

**Five of Anything Ice Breaker Steps:**
- Divide the participants into groups of four or five by having them number off. (You do this because people generally begin a meeting by sitting with the people they already know best.)
- Tell the newly formed groups that their assignment is to share their five favourite movies of all time, their five favourite novels or their five least liked films. The topic can be five of anything - most liked or disliked.
- This ice breaker helps the group explore shared interests more broadly and sparks lots of discussion about why each person likes or dislikes their selected five.
- Tell the groups that one person must take notes and be ready to share the highlights of their group discussion with the class upon completion of the assignment.

**Expectation Mapping**

1. During the first session and after ice breaker session, ask the participants to answer the following question: “What do I expect to learn from this training?”
2. Have one of the participants write their contributions on a flip chart sheet.
3. Write down your own list of covered material in the training on another flip chart sheet.
4. Compare the two sheets, commenting on what will and what will not be covered during the training.
5. Set some ground rules for the training sessions. Ask the participants to put these rules on a flipchart and display it in the class.
6. You may get back to those sheets once again at the end of the last session of the training.
7. Benefits of doing this activity:
   - Participants feel better as their opinions are heard.
   - Participants get to know what they should expect from the training.
   - The facilitator gets to know which points to emphasize, which to leave out, and which to add during the training.
8. Expectations from the participants:
   - Must sign the attendance sheet when they arrive for class.
   - Conduct themselves in a positive manner
   - Be punctual, attentive, and participative
9. Explain the contents that are going to get covered one by one and connect it with the expectation mapping done earlier.
10. By the end of this exercise, the participants should have a clear understanding of what to expect from the session and what are the areas that will not get covered.

**Defining Objectives**

1. Defining the objectives in the beginning of the units sets the mood for the unit.
2. To begin with the end in mind sets the expectations of the participants as what could be the important takeaways from the session.
3. It is also a way of making participants take responsibility of their own learning process.
4. For the facilitator, the objectives decide a designed path to progress on so that the learning stays aligned and on track.
5. Read the objectives slowly, one by one, and ask the participants to explain what they think it means.
6. At the end of the session, you could again revisit the objectives to find out from the participants about how many objectives have been achieved.

**In order to effectively facilitate this workshop:**

1. You must have thorough knowledge of the material in the Participant Handbook, and be prepared to answer questions about it.
2. You may also wish to read other material to enhance your knowledge of the subject.
3. There may be issues raised with which you are not able to deal, either because of lack of time or knowledge. You can either state that you will obtain answers and get back to the participants with the information. Incase the query can be turned to an assignment to the class, do so. You can work with the the participants on the assignement.
4. You must have a very clear understanding of what the participants want to accomplish by the end of the workshop and the means to guide the participants.
5. As the facilitator, it is your responsibility to make sure that all logistical arrangements are made for the workshop. This may involve doing it yourself or confirming that someone else has made all necessary arrangements associated with the workshop. Assume nothing and check everything before the workshop begins.
6. To break the monotony and boredom during sessions, introduce mini breaks in the form of stretching exercises, jokes, some group songs or games.
7. Invite discussion from the participants.
8. Probe the participants further and lead them to come to affirmative conclusions.
9. Let the participants answer. No answer is incorrect.
10. Ask one participant to write all the points on the whiteboard.
11. Build the sessions from the answers provided by the class.
12. Prepare for the sessions in advance so that the resources like flipcharts, handouts, blank sheets of paper, marker pens, etc. can be kept ready.
13. Ensure that resources like board, markers, duster etc. is available before your session starts.

**General instructions for role playing:**

1. You are not being asked to be an actor or to entertain. The purpose of the role play is to provide a situation in which you can practice certain skills.
2. When you read the brief, try to imagine yourself in the situation described and behave in a way you feel to be natural – but be conscious of the fact that your role may require a different approach from that which you might normally use.
3. You (and others) may benefit from the change in approach and behaviour. Therefore, try to use the approach you feel to be most appropriate for the circumstances described in your brief.
4. The brief is just the starting point. It simply sets the scene and the tone of session or activity. Try not to keep referring to the brief as this will affect the spontaneity of the meeting. Allow the role play to develop as you think it might in real life and change your reactions in line with the behaviour and responses of others involved.
5. If you find that you have too little information to answer questions or to describe what has happened in the situation, do feel free to add your own thoughts and ideas. Try to keep these within the framework of the role you are taking and try to make your improvisations as realistic as possible.
UNIT 6.1: Personal Strengths & Value Systems

Key Learning Outcomes

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

1. Explain the meaning of health
2. List common health issues
3. Discuss tips to prevent common health issues
4. Explain the meaning of hygiene
5. Discuss the purpose of Swachh Bharat Abhiyan
6. Explain the meaning of habit
7. Discuss ways to set up a safe work environment
8. Discuss critical safety habits to be followed by employees
9. Explain the importance of self-analysis
10. Discuss motivation with the help of Maslow’s Hierarchy of Needs
11. Discuss the meaning of achievement motivation
12. List the characteristics of entrepreneurs with achievement motivation
13. List the different factors that motivate you
14. Discuss the role of attitude in self-analysis
15. Discuss how to maintain a positive attitude
16. List your strengths and weaknesses
17. Discuss the qualities of honest people
18. Describe the importance of honesty in entrepreneurs
19. Discuss the elements of a strong work ethic
20. Discuss how to foster a good work ethic
21. List the characteristics of highly creative people
22. List the characteristics of highly innovative people
23. Discuss the benefits of time management
24. List the traits of effective time managers
25. Describe effective time management technique
26. Discuss the importance of anger management
27. Describe anger management strategies
28. Discuss tips for anger management
29. Discuss the causes of stress
30. Discuss the symptoms of stress
31. Discuss tips for stress management
UNIT 6.1.1: Health, Habits, Hygiene: What is Health?

Unit Objectives
At the end of this unit, participants will be able to:
- Explain the meaning of health
- List common health issues
- Discuss tips to prevent common health issues
- Explain the meaning of hygiene
- Discuss the purpose of Swachh Bharat Abhiyan
- Explain the meaning of habit

Resources to be Used
- Participant Handbook

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

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

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

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

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

Summarize
- Through this activity we got some tips on how can we prevent these common health issues.
Say
- Let us now see how many of these health standards we follow in our daily life.

Activity
- Health Standard Checklist from the Participant Handbook.

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

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

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

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

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

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

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

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

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

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

Ask
- What is a habit?

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

Summarize
- Tell them about good and bad habits and the reasons to make good habits a way of life.
UNIT 6.1.2: Safety

Unit Objectives
At the end of this unit, participants will be able to:
- Discuss ways to set up a safe work environment
- Discuss critical safety habits to be followed by employees

Resources to be Used
- Participant Handbook
- Safety signs and symbols
- Safety equipments
- Blank papers
- Pens

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

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

<table>
<thead>
<tr>
<th>PART 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hazard</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

Ask
- How could you or your employees get hurt at work?
At the end of this unit, participants will be able to:

- Discuss ways to set up a safe work environment
- Discuss critical safety habits to be followed by employees

**UNIT 6.1.2: Safety**

**Unit Objectives**

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

**Resources to be Used**

There are many common safety hazards present in most workplaces at one time or another. They include unsafe conditions that can cause injury, illness and death. Safety Hazards include:

- Spills on floors or tripping hazards, such as blocked aisles or cords running across the floor.
- Working from heights, including ladders, scaffolds, roofs, or any raised work area.
- Unguarded machinery and moving machinery parts; guards removed or moving parts that a worker can accidentally touch.
- Electrical hazards like cords, missing ground pins, improper wiring.
- Machinery‐related hazards (lockout/tag out, boiler safety, forklifts, etc.)

**Team Activity**

**Safety Hazards**

There are two parts to this activity.

- **First part** will cover the potential safety hazards at workplace.
- **Second part** will cover a few safety signs, symbols and equipments at workplace.

**Use this format for the first part of the activity.**

<table>
<thead>
<tr>
<th>PART 1</th>
<th>Hazard</th>
<th>What could happen?</th>
<th>How could it be corrected?</th>
</tr>
</thead>
</table>

**Ask**

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

**Facilitator Guide**

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

**Say**

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

**Do**

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

**Say**

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

**Do**

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

**Ask**

**De-briefing**

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

**Summarize**

- Ask the participants what they have learnt so far.
- Ask if they have any questions related to what they have talked about so far.
- Close the discussion by summarizing the tips to design a safe workplace and non-negotiable employee safety habits.
UNIT 6.1.3: Self Analysis- Attitude, Achievement Motivation:
What is Self Analysis?

Unit Objectives
At the end of this unit, participants will be able to:
• Explain the importance of self-analysis
• Discuss motivation with the help of Maslow’s Hierarchy of Needs
• Discuss the meaning of achievement motivation
• List the characteristics of entrepreneurs with achievement motivation
• List the different factors that motivate you
• Discuss the role of attitude in self-analysis
• Discuss how to maintain a positive attitude
• List your strengths and weaknesses

Resources to be Used
• Participant Handbook
• Old newspapers
• Blank papers
• Pencils/ pens

Activity
• This is a paper pencil activity.

What are the three sentences that describe you the best?
What do you need to live happily?
What are your strengths and weaknesses?

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

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

Team Activity
Tower building
• Each group which will create tower using the old newspapers.

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

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

Activity
What Motivates You?
This is an individual activity.
It is an exercise given in the Participant Handbook.
Do
• Ask the class to open their Participant Handbook and complete the exercise given in the section What Motivates You?
• Ensure that the participants have opened the correct page for the activity.
• Give the class 5 minutes to complete the activity.
At the end of this unit, participants will be able to:

- Explain the importance of self-analysis
- Discuss motivation with the help of Maslow’s Hierarchy of Needs
- Discuss the meaning of achievement motivation
- List the characteristics of entrepreneurs with achievement motivation
- List the different factors that motivate you
- Discuss the role of attitude in self-analysis
- Discuss how to maintain a positive attitude
- List your strengths and weaknesses

UNIT 6.1.3: Self Analysis—Attitude, Achievement Motivation:

What is Self Analysis?

Unit Objectives

Participant Handbook

Old newspapers

Blank papers

Pencils/ pens

Resources to be Used

This is a paper pencil activity.

Activity

What are the three sentences that describe you the best?

What do you need to live happily?

What are your strengths and weaknesses?

Do

Write the three questions on the board/flipchart before the session begins.

Give plain papers and pencils/ pens to each participant.

Tell participants to write the answer for the three questions on the paper.

Tell them the purpose of this activity is not to judge anyone but to understand more about self.

Say

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

Tower building

Each group which will create tower using the old newspapers.

Team Activity

Facilitator Guide

Do

Divide the class into groups.

Give them some old newspapers.

The task is to create a tower out of the old newspapers.

The group which will create the highest tower standing on its own will be considered the winning group.

Groups can use as many newspapers as they want to and in any way they want.

Ask

What did the winning group do differently?

If you were given a chance, how would you have made the tower differently?

How did you feel while making the tower?

Did you feel motivated?

Say

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

Ask

Is your attitude positive or negative?

Say

Let me tell you a story:

It’s Little Things that Make a Big Difference.

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

Ask

What did you learn from this story?

Activity

What Motivates You?

This is an individual activity.

It is an exercise given in the Participant Handbook.

Do

Ask the class to open their Participant Handbook and complete the exercise given in the section What Motivates You?

Ensure that the participants have opened the correct page for the activity.

Give the class 5 minutes to complete the activity.
Say

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

Summarize

- Close the discussion by summarizing how self-analysis, knowledge about what motivates you and your positive attitude can help in your business as well in life.
UNIT 6.1.4: Honesty & Work Ethics

Unit Objectives
At the end of this unit, participants will be able to:
- Discuss the qualities of honest people
- Describe the importance of honesty in entrepreneurs
- Discuss the elements of a strong work ethic
- Discuss how to foster a good work ethic

Resources to be Used
- Participant Handbook

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

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

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

Scenario 1
Aakash has a small mobile retail sales and repair shop in Allahabad. He has one of the most popular outlets and has great rapport with his customers.

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

Scenario 2
Rajni does beautiful Phulkari embroidery on suits and sarees. She has a small home-based business. She has a huge list of customers on Facebook and WhatsApp who give her orders regularly. Smita is one of her old and regular customers. As her sister-in-law’s wedding was around the corner, Smita wanted to buy few handcrafted Phulkari dupattas. She placed an order for three dupattas via WhatsApp and requested Rajni to send them as soon as possible. When the parcel reached Smita through courier she found that out of the three dupattas, only one was hand embroidered and the other two had machine embroidery on them. Even the length and the quality of the material was not as desired. Smita was heartbroken. It was a complete waste of money and moreover she couldn’t wear what she had planned to during the wedding functions. She sent a message to Rajni on WhatsApp, expressing her anger and disappointment.

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

Scenario 3
Shankar is a tattoo artist who has a small tattoo showroom in a big, reputed mall in New Delhi. Mr Saksham had an appointment for today, at 11:00 am but he reached at 11:50 am. Meanwhile, Shankar had to reschedule his next appointment. After availing Shankar’s services, Mr Saksham started yelling in an abusive language, refusing to pay the requisite amount, and finding faults in the services provided by him. Who was at fault in this case? What should Shankar do? Should he confront Saksham or give in to the demands of the client?

Scenario 4
Shailender is an online cloth reseller who does business through social networking sites such as Facebook and WhatsApp. Priyanka made online payment for a dress to Shailander. But she did not receive the dress for a month. When she asked for a cancellation, Shailander started misleading her. For almost 45 days, he kept promising her that he will pay the amount today, tomorrow, day after etc. Even after repeated calls and messages when she did not receive the payment or the dress, she decided to write a post against him on a popular social media platform. As a result, Shailander lost lots of customers and his flourishing business faced a major crisis. How could this situation have been managed?

Say

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

Scenario 1
Aakash has a small mobile retail sales and repair shop in Allahabad. He has one of the most popular outlets and has great rapport with his customers.

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

Scenario 2
Rajni does beautiful Phulkari embroidery on suits and sarees. She has a small home-based business. She has a huge list of customers on Facebook and WhatsApp who give her orders regularly. Smita is one of her old and regular customers. As her sister-in-law’s wedding was around the corner, Smita wanted to buy few handcrafted Phulkari dupattas. She placed an order for three dupattas via WhatsApp and requested Rajni to send them as soon as possible. When the parcel reached Smita through courier she found that out of the three dupattas, only one was hand embroidered and the other two had machine embroidery on them. Even the length and the quality of the material was not as desired. Smita was heartbroken. It was a complete waste of money and moreover she couldn’t wear what she had planned to during the wedding functions. She sent a message to Rajni on WhatsApp, expressing her anger and disappointment.

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

Scenario 3
Shankar is a tattoo artist who has a small tattoo showroom in a big, reputed mall in New Delhi. Mr Saksham had an appointment for today, at 11:00 am but he reached at 11:50 am. Meanwhile, Shankar had to reschedule his next appointment. After availing Shankar’s services, Mr Saksham started yelling in an abusive language, refusing to pay the requisite amount, and finding faults in the services provided by him. Who was at fault in this case? What should Shankar do? Should he confront Saksham or give in to the demands of the client?

Scenario 4
Shailender is an online cloth reseller who does business through social networking sites such as Facebook and WhatsApp. Priyanka made online payment for a dress to Shailander. But she did not receive the dress for a month. When she asked for a cancellation, Shailander started misleading her. For almost 45 days, he kept promising her that he will pay the amount today, tomorrow, day after etc. Even after repeated calls and messages when she did not receive the payment or the dress, she decided to write a post against him on a popular social media platform. As a result, Shailender lost lots of customers and his flourishing business faced a major crisis. How could this situation have been managed?

Now, let’s discuss the problem and solution with the larger group.

The group will first briefly describe the case to the class.

Then discuss the issue identified and the proposed solution.

Once the presentation is over, the class can ask their questions.

Team Activity
Facilitator Guide

Do

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

Summarize

- Ask the participants what they have learnt from the exercise/activity.
- Ask if they have any questions related to what they have talked about so far.
- Close the discussion by summarizing the importance of honesty and work ethics for entrepreneurs.
UNIT 6.1.5: Creativity and Innovation

Unit Objectives
At the end of this unit, participants will be able to:
- List the characteristics of highly creative people
- List the characteristics of highly innovative people

Resources to be Used
- Participant Handbook
- Chart papers
- Marker pens

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

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

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

Water filter/purifier at source
Two young boys studying in classes 4 and 5, from Lingzya Junior High School, Sikkim designed a simple innovative low cost water purifier.
Inspiration behind the idea: Most people today prefer to use a water filter/purifier at their home. Both the children have given idea to have filter/purifier at the source of water so that everyone has access to clean water without having to make an investment in purchasing a filter/purifier. Soring’s idea is to have a centralised purification system at the point of distribution like water tank while Subash’s idea is to have such purifiers attached to public taps.

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

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

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


Ask

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

Say

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

Team Activity

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

Activity De-brief

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

Do

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

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

Notes for Facilitation

• Source for stories on innovations:
UNIT 6.1.6: Time Management

Unit Objectives
At the end of this unit, participants will be able to:
- Discuss the benefits of time management
- List the traits of effective time managers
- Describe effective time management techniques

Resources to be Used
- Participant Handbook

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

Example
Let's look at these two examples:

Example 1:
Ankita works from home as a freelance writer. She says she can easily put in 8 hours of dedicated work in a day. Because she works from home, she saves money on travel and has a comfortable work routine. But there is a challenge and it is distraction. As she works from home, she can easily just get up and sit down on the sofa to watch TV, wasting valuable time. She may have chores to do, errands to run and bills to pay. She ends up working only two to three hours a day and the result is, her work gets piled up. She is unable to take on more work due to this. Even though her quality of work is appreciated her clients are not very happy about the delay in submission.

Example 2:
Javed has started a successful online selling company from home and makes a good living from his sales. He has set up a small office space in his living room. As both his parents are working full-time, he also has the role of taking care of his two younger siblings. He almost spends half of his day with the younger kids. He does not mind it but it means taking time away from the work. He is still able to manage his online business with these commitments. He wants to spend some more dedicated hours so as to increase his profits. He also wants to look into new business avenues. What should he be doing.

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

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

Say

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

Ask

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

Say

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

Activity

Effective Time Management

- This activity has two parts:

PART 1
TO-DO LIST

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

PART 2
URGENT-IMPORTANT GRID

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

Direct the discussion on how to prioritize work and manage time effectively.

Say

Time management is not only about how hard you work but also about how smart you work.

Discuss “What is Time Management” with the participants as given in the Participant Handbook.

Ask

Why is it important to manage time? How does it help?

What happens when you don't manage your time effectively?

Do you find it difficult to prioritize your work?

Say

Discuss the benefits of time management given in the Participant Handbook.

Let's learn effective time management with the help of an activity.

**Activity**

**Effective Time Management**

This activity has two parts:

**PART 1**

**TO-DO LIST**

You have to make a to-do list.

List all of the activities/tasks that you have to do.

Try to include everything that takes up your time, however unimportant it may be.

If they are large tasks, break them into action steps, and write this down with the larger task.

You can make one list for all your tasks or have separate to-do lists for personal and professional tasks.

**PART 2**

**URGENT-IMPORTANT GRID**

You have to make a grid as shown on the board here.

This grid has four boxes. As you can see, each box has a different heading.

At the heart of the urgent-important grid, are these two questions:

- Is this task important?
- Is this task urgent?

Now, you have to think about each activity that you have written in your to-do list and put it into one of the four categories.

What do these categories depict?

- **Category 1: Urgent/Important**
  - This category is for the highest priority tasks. They need to get done now.

- **Category 2: Not Urgent/Important**
  - This is where you want to spend most of your time.
  - This category allows you to work on something important and have the time to do it properly.
  - This will help you produce high quality work in an efficient manner.
  - The tasks in this category are probably the most neglected ones, but also the most crucial ones for success.
  - The tasks in this category can include strategic thinking, deciding on goals or general direction and planning – all vital parts of running a successful business.

- **Category 3: Urgent/Not Important**
  - This is where you are busy but not productive. These tasks are often mistaken to be important, when they're most often busywork.
  - Urgent but not important tasks are things that prevent you from achieving your goals.
  - However, some may be activities that other people want you to do.

- **Category 4: Not Important and Not Urgent**
  - This category doesn't really include tasks, but rather habits that provide comfort, and a refuge from being disciplined and rigorous with your time management.
  - Some may be activities that other people want you to do.
  - These might include unplanned leisure activities as well.

**TO-DO list format**

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

Do

Put down the formats for the to‐do list and the urgent/important grid on the board.

Instruct the participants to prepare their to‐do list first.

Give the participants 10 minutes to prepare the list.

Once done, instruct them to divide the tasks in to‐do list into the four categories.

Explain the four categories to the participants giving examples specific to their context.

As you explain the categories fill the grid with the type of tasks.

Give the participants 40 minutes to fill the grid.

Then explain how to balance the tasks between the four categories.

Keep a check on time. Tell the group to wind up quickly if they go beyond the given time limit.

Say

Activity De‐brief:

How can we balance tasks between the four categories?

How to manage time through this grid?

Category 1: Urgent/Important

Try to keep as few tasks as possible here, with the aim to eliminate.

If you spend too much of your time in this category, you are working solely as a trouble shooter, and never finding time to work on longer‐term plans.

Category 2: Not Urgent/Important

Plan these tasks carefully and efficiently as they are most crucial ones for success.

If necessary, also plan where you will do these tasks, so that you're free from interruptions.

Include strategic thinking, deciding on goals or general direction and planning in your planning process.

Category 3: Urgent/Not Important

Ask yourself whether you can reschedule or delegate them.

A common source of such activities is other people. Sometimes it's appropriate to say “no” to people politely, or to encourage them to solve the problem themselves.

Category 4: Not Important and Not Urgent

You also want to minimize the tasks that you have in this category.

These activities are just a distraction – avoid them if possible.

You can simply ignore or cancel many of them.

Politely say “no” to work assigned by others, if you can, and explain why you cannot do it.

Schedule your leisure activities carefully so that they don't have an impact on other important tasks.

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

Summarize
Do

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

Say

Activity De-brief:
How can we balance tasks between the four categories?
How to manage time through this grid?

- **Category 1: Urgent/Important**
  - Try to keep as few tasks as possible here, with the aim to eliminate.
  - If you spend too much of your time in this category, you are working solely as a trouble shooter, and never finding time to work on longer-term plans.
- **Category 2: Not Urgent/Important**
  - Plan these tasks carefully and efficiently as they are most crucial ones for success.
  - If necessary, also plan where you will do these tasks, so that you’re free from interruptions.
  - Include strategic thinking, deciding on goals or general direction and planning in your planning process.
- **Category 3: Urgent/Not Important**
  - Ask yourself whether you can reschedule or delegate them.
  - A common source of such activities is other people. Sometimes it’s appropriate to say “no” to people politely, or to encourage them to solve the problem themselves.
- **Category 4: Not Important and Not Urgent**
  - You also want to minimize the tasks that you have in this category.
  - These activities are just a distraction – avoid them if possible.
  - You can simply ignore or cancel many of them.
  - Politely say “no” to work assigned by others, if you can, and explain why you cannot do it.
  - Schedule your leisure activities carefully so that they don’t have an impact on other important tasks.

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

Summarize

- Discuss the traits of effective time managers and effective time management techniques as given in the Participant Handbook.
Here is a short story. You can conclude the session narrating the story. To make it more interesting you can perform the demonstration described and discuss the short story.

One day an expert in time management was speaking to a group of students. As he stood in front of the group, he pulled out a large wide-mouthed glass jar and set it on the table in front of him. Then he took out a bag of about a dozen rocks and placed them, one at a time, into the jar. When the jar was filled to the top and no more rocks would fit inside, he asked, "Is this jar full?" Everyone in the class said, "Yes." Then he said, "Really?"

He reached under the table and pulled out a bucket of gravel (small stones). He dumped some gravel in and shook the jar causing pieces of gravel to work themselves down into the space between the rocks. Then he asked the group once more, "Is the jar full?" By this time, the class began to understand. "Probably not," one of them answered. "Good!" he replied.

He reached under the table and brought out a bucket of sand. He started dumping the sand in the jar and it went into all of the spaces left between the rocks and the gravel. Once more he asked the question, "Is this jar full?" No!" the class shouted. Once again he said, "Good." Then he grabbed a jug of water and began to pour it in until the jar was filled to the brim. Then he looked at the class and asked, "What is the point of this illustration?" "One student raised his hand and said, "No matter how full your schedule is, if you try really hard you can always fit some more things in it!" "No," the speaker replied, "that’s not the point. The truth this illustration teaches us is: If you don’t put the big rocks in first, you’ll never get them in at all."

What are the ‘big rocks’ in your life? Your children; your loved ones; your education; your dreams; a worthy cause; teaching or mentoring others; doing things that you love; time for yourself; your health; your mate (or significant other). Remember to put these BIG ROCKS in first or you’ll never get them in at all. If you sweat about the little stuff (the gravel, sand, and water) then you’ll fill your life with little things you worry about that don’t really matter, and you’ll never have the time you need to spend on the big, important stuff (the big rocks).

End the story with these lines...

So, tonight, or in the morning tomorrow, when you are reflecting on this short story, ask yourself this question: What are the ‘big rocks’ in my life? Then, put those in your jar first.
Here is a short story. You can conclude the session narrating the story. To make it more interesting you can perform the demonstration described and discuss the short story.

One day an expert in time management was speaking to a group of students. As he stood in front of the group, he pulled out a large wide-mouthed glass jar and set it on the table in front of him. Then he took out a bag of about a dozen rocks and placed them, one at a time, into the jar. When the jar was filled to the top and no more rocks would fit inside, he asked, “Is this jar full?” Everyone in the class said, “Yes.” Then he said, “Really?”

He reached under the table and pulled out a bucket of gravel (small stones). He dumped some gravel in and shook the jar causing pieces of gravel to work themselves down into the space between the rocks. Then he asked the group once more, “Is the jar full?” By this time, the class began to understand. “Probably not,” one of them answered. “Good!” he replied.

He reached under the table and brought out a bucket of sand. He started dumping the sand in the jar and it went into all of the spaces left between the rocks and the gravel. Once more he asked the question, “Is this jar full?” No!” the class shouted. Once again he said, “Good.” Then he grabbed a jug of water and began to pour it in until the jar was filled to the brim. Then he looked at the class and asked, “What is the point of this illustration?” One student raised his hand and said, “No matter how full your schedule is, if you try really hard you can always fit some more things in it!” “No,” the speaker replied, “that’s not the point. The truth this illustration teaches us is: If you don’t put the big rocks in first, you’ll never get them in at all.”

What are the ‘big rocks’ in your life? Your children; your loved ones; your education; your dreams; a worthy cause; teaching or mentoring others; doing things that you love; time for yourself; your health; your mate (or significant other). Remember to put these BIG ROCKS in first or you’ll never get them in at all. If you sweat about the little stuff (the gravel, sand, and water) then you’ll fill your life with little things you worry about that don’t really matter, and you’ll never have the time you need to spend on the big, important stuff (the big rocks).

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

UNIT 6.1.7: Anger Management

Unit Objectives

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

- Discuss the importance of anger management
- Describe anger management strategies
- Discuss tips for anger management

Resources to be Used

- Participant Handbook

Ask

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

Say

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

Do

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

Activity

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

Ask

- Do you ever get angry?
- What are the things that make you angry?
- Do you remember any incident where your anger management helped you in maintaining healthy relationship?
- Do you remember any incident where someone lost business/friend/relationship due to temper (anger)?
There are a few strategies which can help in controlling your anger. Let’s do an activity to understand the anger management process better.

This is an individual activity.

Think of the incidents/situations which trigger your anger (the cause).

Then think what happened as a result of your anger (the effect).

You need to come up with some techniques to manage your anger.

Give the class the anger triggers (the cause) as listed in the activity.

Put down the activity format (Anger Triggers, Result of your Anger, Anger Management Techniques) on the board and instruct the class to write the answers under different categories.

Give the class 3-5 minutes to think and note down their answers.

At the end of 5 minutes, ask the participants who wish to volunteer and present their answers.

Trigger points and Anger Management Techniques Activity

**Anger Triggers**

<table>
<thead>
<tr>
<th>List of triggers that make you angry:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Someone says you did something wrong.</td>
</tr>
<tr>
<td>You want something you can’t have now.</td>
</tr>
<tr>
<td>You get caught doing something you shouldn’t have been doing.</td>
</tr>
<tr>
<td>You are accused of doing something you didn’t do.</td>
</tr>
<tr>
<td>You are told that you can’t do something.</td>
</tr>
<tr>
<td>Someone doesn’t agree with you.</td>
</tr>
<tr>
<td>Someone doesn’t do what you tell him to do.</td>
</tr>
<tr>
<td>Someone unexpected happens that messes up your schedule.</td>
</tr>
</tbody>
</table>

**Result of your anger:**

<p>| |</p>
<table>
<thead>
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<th></th>
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</thead>
</table>
There are a few strategies which can help in controlling your anger. Let’s do an activity to understand the anger management process better. This is an individual activity.

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Then think what happened as a result of your anger (the effect).

You need to come up with some techniques to manage your anger.

Give the class the anger triggers (the cause) as listed in the activity.

Put down the activity format (Anger Triggers, Result of your Anger, Anger Management Techniques) on the board and instruct the class to write the answers under different categories.

Give the class 3-5 minutes to think and note down their answers.

At the end of 5 minutes, ask the participants who wish to volunteer and present their answers.

**Anger Management Techniques**

<table>
<thead>
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<th>Trigger Points</th>
</tr>
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</tr>
<tr>
<td>Unexpected things happen that mess up your schedule.</td>
</tr>
</tbody>
</table>

**Facilitator Guide**

Say

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

Do

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

Ask

De-brief questions:

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

Summarize

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

Notes for Facilitation

- Encourage the participants to share information about them while presenting the situations to the class.
- Keep the format of the Activity prepared in a chart paper so that it can be displayed during the session.
UNIT 6.1.8: Stress Management: What is stress?

Unit Objectives
At the end of this unit, participants will be able to:

- Discuss the causes of stress
- Discuss the symptoms of stress
- Discuss tips for stress management

Resources to be Used
- Participant Handbook

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

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

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

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

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

- Discuss the causes of stress
- Discuss the symptoms of stress
- Discuss tips for stress management

**UNIT 6.1.8: Stress Management: What is stress?**

**Participant Handbook**

**Resources to be Used**

**Unit Objectives**

**Ask**

You are waiting in the reception for an interview or a very important meeting, suddenly your legs are shaky, your hands are cold, you are feeling nervous. Have you ever been in this kind of situation?

Have you had days when you had trouble sleeping?

Have you ever been so worried about something that you ended up with a terrible headache?

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

**Say**

What do you understand by stress?

What gives you stress?

How do you feel when you are stressed or what are the symptoms of stress?

How can stress harm you?

Why is it important for entrepreneurs to manage stress?

When we feel overloaded or unsure of our ability to deal with certain challenges, we feel stressed.

Discuss about stress, causes of stress, and symptoms of stress as discussed in the Participant Handbook.

Let’s understand the causes of stress and how to deal with them with the help of some case scenarios.

You will be given some cases.

You have to analyse the case scenario and then find an appropriate solution to the problem.

This will be a group activity.

**Do**

Divide the class into four groups of 5‐ 6 participants (depending on the batch size).

Assign one case scenario to each group.

Instruct them to read the case carefully.

The group is expected to analyse and discuss the case amongst them and find a solution to the given problem.

Explain their discussion should result in getting answers for the following questions:

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

**Case Study Analysis**

**Scenario 1**

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

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

**Scenario 2**

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

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

**Scenario 3**

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

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

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

Her co-worker Neelam enquires what has happened to her. She ignores her and just walks off. She has become irritable and her behaviour and tone with other co-workers is not acceptable.
Scenario 4
Arpit is a young entrepreneur who started doing business through Facebook few weeks back. He had always been into a job. Although Arpit has very few financial liabilities, it wasn’t an easy decision to leave a comfortable job at once and look for newer pastures. Arpit’s boss warned him of the consequences and the challenges of starting a business when nobody ever in his family had been in business.

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

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

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

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

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

De-brief:

Scenario 1
The cause of stress was lack of time management and the habit of procrastinating. If Akash would have managed his time well, planned alternate ways to get up on time, finished prior tasks on time and planned for client meetings in advance then he wouldn’t have faced stress.
Scenario 2
The cause of stress was lack of financial planning. Rahul should have planned his financial resources well in advance and saved some money for the rainy day. Also, differentiating between needs and wants and keeping a check on non-essential expenditure would have saved Rahul from this situation.

Scenario 3
Sometimes, stress is caused due to external factors instead of internal ones. In this case, the stress was unavoidable because we have no control over this customer care system. Every time, you will get in touch with a new executive and will have to explain all over again. This might cause stress but despite being frustrated and angry there is little that we can do about it. All Sheela could do was to find ways to calm herself down through some breathing exercises and meditation, reading some good book or listening to music and then start afresh.

Scenario 4
A positive, major life change can be a source of good stress. Regardless of how good the change is, it can be stressful. Stress caused by a positive and major life change can be beneficial because it causes a person to step out of their comfort zone and learn new skills. Here, Arpit may become a successful entrepreneur or learn new ways to do things differently.

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

Do

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

Scenario 5
Rakesh lives in Kathmandu with his wife and two beautiful daughters Sarah and Sanya. Nepal was hit by a massive earthquake and Rakesh’s building collapsed during the earthquake. During evacuation, Rakesh realised that though his wife and Sarah were fine and suffered only minor bruises, Sanya was nowhere in the scene. Panic stricken, he started calling her name and searching her frantically. A little later, he heard a meek voice from beneath the debris. He quickly removed the rubble to find a huge bed. Rakesh was pretty sure that Sanya was trapped underneath. Though he was badly bruised, he gathered all his courage and with all his might, he lifted the several-ton bed to save Sanya’s life. Everyone was relieved to see Sanya alive and also extremely surprised to see this father’s ability to access superhuman strength.

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

Say

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

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

Summarize

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

Ask the participants what they have learnt from this exercise/activity.

Ask if they have any questions related to what they have talked about so far.

Summarize

Keep printed copies of the activities/scenarios ready for the session.

Put down the de-brief questions on a flip chart so that it can be displayed in the class during the activity.

Encourage participation and make the discussions interactive.
At the end of this unit, participants will be able to:

1. Identify the basic parts of a computer
2. Identify the basic parts of a keyboard
3. Recall basic computer terminology
4. Recall the functions of basic computer keys
5. Discuss the main applications of MS Office
6. Discuss the benefits of Microsoft Outlook
7. Identify different types of e-commerce
8. List the benefits of e-commerce for retailers and customers
9. Discuss Digital India campaign will help boost e-commerce in India
10. Describe how you will sell a product or service on an e-commerce platform
UNIT 6.2: Digital Literacy: A Recap

Key Learning Outcomes

At the end of this unit, participants will be able to:
1. Identify the basic parts of a computer
2. Identify the basic parts of a keyboard
3. Recall basic computer terminology
4. Recall the functions of basic computer keys
5. Discuss the main applications of MS Office
6. Discuss the benefits of Microsoft Outlook
7. Identify different types of e-commerce
8. List the benefits of e-commerce for retailers and customers
9. Discuss Digital India campaign will help boost e-commerce in India
10. Describe how you will sell a product or service on an e-commerce platform
UNIT 6.2.1: Computer and Internet Basics: Basic Parts of a Computer

Unit Objectives
At the end of this unit, participants will be able to:

- Identify the basic parts of a computer
- Identify the basic parts of a keyboard
- Recall basic computer terminology
- Recall the functions of basic computer keys

Resources to be Used
- Participant Handbook
- Computer Systems with the required applications

Say

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

Explain

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

Ask

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

Say

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

Summarize

- Ask the participants what they have learnt from this exercise/activity.
- Ask if they have any questions related to what they have talked about so far.
- Close the discussion by summarizing the importance of computer and internet for entrepreneurs.
Let's take a quick recap of the basic computer parts. Discuss 'Basic Parts of Computer' and 'Basic Parts of a Keyboard' with the class as given in the Participant Handbook.

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

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

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

- Identify the basic parts of a computer
- Identify the basic parts of a keyboard
- Recall basic computer terminology
- Recall the functions of basic computer keys

UNIT 6.2.1: Computer and Internet Basics: Basic Parts of a Computer

Unit Objectives

Explain

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

Practical

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

Do

- Group the participants for the activity depending on the batch size and the number of computer systems available in the lab.
- Explain the purpose and duration of the activity.
- Ensure the participants complete the practical exercises assigned.
UNIT 6.2.2: MS Office and Email: About MS Office

Unit Objectives
At the end of this unit, participants will be able to:

- Discuss the main applications of MS Office
- Discuss the benefits of Microsoft Outlook

Resources to be Used
- Participant Handbook
- Computer Systems with MS Office

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

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

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

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

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

Discuss the most popular office products. Explain in brief their application, benefits and working.

**Microsoft Word** is a word processing program that allows for the creation of documents. The program is equipped with templates for quick formatting. There are also features that allow you to add graphics, tables, etc.

**Microsoft Excel** is a tool for accounting and managing large sets of data. It can also simplify analysing data. It is also used to create charts based from data, and perform complex calculations. A Cell is an individual data box which will have a corresponding Column and Row heading. This gives the cell a name, referred to as the Cell Reference. There can be multiple pages in each workbook. Each page, or sheet, is called a Worksheet. When you open a new Excel file, it automatically starts you with three worksheets, but you can add more.

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

- Discuss the main applications of MS Office
- Discuss the benefits of Microsoft Outlook

**UNIT 6.2.2: MS Office and Email: About MS Office**

**Unit Objectives**

Ask

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

Ask

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

Say

Communication is vital for every business. The fastest and the safest way to communicate these days are through emails. MS Outlook helps to manage your emails in a better way and also offers a host of other benefits.

Discuss "Why Choose Microsoft Outlook?" with the participants as given in the Participant Handbook.

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

**Facilitator Guide**

Demonstrate how to create email id.

Demonstrate how to write new mails, send mails.

Demonstrate how to use MS Office application to create a letter and send it as attachment in an email.

Demonstrate how to use other MS Office applications.

**Do**

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

**Demonstrate**

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

**Practical**

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

**Summarize**

- Ask the participants what they have learnt from this exercise/activity.
- Ask if they have any questions related to what they have talked about so far.
UNIT 6.2.3: E-Commerce

Unit Objectives
At the end of this unit, participants will be able to:
- Identify different types of e-commerce
- List the benefits of e-commerce for retailers and customers
- Discuss Digital India campaign will help boost e-commerce in India
- Describe how you will sell a product or service on an e-commerce platform

Resources to be Used
- Computer System with internet connection
- Participant Handbook

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

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

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

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

Team Activity
E-commerce examples
- Instruct the participants to list some of the payment gateways that they have used for e-commerce activities.
- Give them 5 minutes to make this list.
- Discuss payment gateways and transaction through payment gateways.
- Conclude the discussion by mentioning how important e-commerce has become in our day to day transactions.
UNIT 6.2.3: E‐Commerce

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

- Identify different types of e‐commerce
- List the benefits of e‐commerce for retailers and customers
- Discuss Digital India campaign will help boost e‐commerce in India
- Describe how you will sell a product or service on an e‐commerce platform

**Unit Objectives**

- Computer System with internet connection
- Participant Handbook

**Resources to be Used**

Say

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

Ask

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

Say

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

**Team Activity**

- Facilitator Guide
  - Say
    - E‐commerce activities can be classified based on the types of participants in the transaction.
    - Discuss “Types of E‐commerce” from the Participant Handbook.
  - Do
    - Discuss all types of E‐commerce by giving examples and names of some popular websites which use them.
    - Make the discussion interactive by asking the class to share some popular e‐commerce sites of each type.
  - Say
    - E‐commerce activities bring a host of benefits for both, retailers and customers.
    - Discuss benefits of E‐commerce from the Participant Handbook.
  - Explain
    - The majority of the population that uses E‐commerce activities lives in tier-1 and tier-2 cities. To encourage the use of digital money in tier-3 and 4 areas, PM Mr. Modi launched the “Digital India Campaign”.
    - Discuss “Digital India Campaign” from the Participant Handbook.
    - By Digital India project the government will deliver services via mobile connectivity and in doing so, is expected to bring the internet and broadband to remote corners of the country. This connectivity will in turn enhance e‐commerce activities also. Furthermore, the Indian Government is also modernizing India Post and aims to develop it as a distribution channel for e‐commerce related services.
  - Say
    - Now let us discuss how to sell a product using E‐commerce.
    - Every product has to be sold on a platform on the internet. Think of it as a shop that you have to sell your product. Now this shop can be your own or shared or rented. If the shop is your own or rented there will be only your products in that shop. If the shop is shared, there will be products of multiple sellers in that shop. A common example is a departmental store which has products from multiple brands in the shop.
    - Similarly, in E‐commerce the shop is the website where your products are displayed. If it is your own website it will exclusively showcase your products. In this case the cost that you will incur will be:
      - Developing the website
      - Hosting the website
      - Maintenance of the website
    - If you rent a website it will also showcase your own products but the development, hosting and maintenance parts goes to the owner. This saves time and the cost to manage these activities.
    - Smaller companies usually go for renting a website and the bigger ones develop their own website.
    - The concept of shared platforms has become very popular in recent times. In this platform the sellers have to register and then they can sell their goods on a common platform. Among the most popular of these are Amazon, Myntra, Flipkart, etc.
  - Role Play
    - Tell the participants to choose a product or service that they want to sell online.
    - Tell them to write a brief note explaining how they will use existing e‐commerce platforms, or create a new e‐commerce platform to sell their product or service.
Demonetization has made carrying cash in the wallet very difficult. People either shop through cards or some other form of digital money.

So what do you think is digital money?

In this form the money is both paid and received digitally. There is no hard cash involved. It is an instant and convenient way to make payments.

There are various types of digital payments. Let us discuss some of them in brief here.

The first one is the most commonly used system i.e. the cards. Debit card, credit card, prepaid card, all fall under this category.

Then is the e-wallet or the mobile wallet. This has become the most used form of digital money after demonetization. Examples are Paytm, state bank buddy, Freecharge, etc.

Many other forms of digital money are also coming up in market like mobile apps, Aadhar card based payment, etc.

Digital money gives a lot of advantages over the conventional hard cash. Some of them are:

- Digital payments are easy and convenient. You do not need to take loads of cash with you, a mobile phone or a card will suffice.
- With digital payment modes, you can pay from anywhere anytime.
- Digital payments have less risk.

Ask

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

Do

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

Ask

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

Say

- Ask the participants what they have learnt from this exercise/activity.
- Ask if they have any questions related to what they have talked about so far.
- Close the discussion by summarizing the importance of e-commerce and digital money.
Demonetization has made carrying cash in the wallet very difficult. People either shop through cards or some other form of digital money.

So what do you think is digital money?

In this form the money is both paid and received digitally. There is no hard cash involved. It is an instant and convenient way to make payments.

There are various types of digital payments. Let us discuss some of them in brief here.

The first one is the most commonly used system i.e. the cards. Debit card, credit card, prepaid card, all fall under this category.

Then is the e-wallet or the mobile wallet. This has become the most used form of digital money after demonetization. Examples are Paytm, state bank buddy, Freecharge, etc.

Many other forms of digital money are also coming up in market like mobile apps, Aadhar card based payment, etc.

Ask

How much money are you carrying in your wallet?

Do you have a credit/debit card?

How do you make payments while doing online shopping?

Digital money gives a lot of advantages over the conventional hard cash. Some of them are:

- Digital payments are easy and convenient. You do not need to take loads of cash with you, a mobile phone or a card will suffice.
- With digital payment modes, you can pay from anywhere anytime.
- Digital payments have less risk.

Ask

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

Do

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

Ask the participants what they have learnt from this exercise/activity.

Ask if they have any questions related to what they have talked about so far.

Close the discussion by summarizing the importance of e-commerce and digital money.
At the end of this unit, participants will be able to:

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

1. Discuss the importance of saving money
2. Discuss the benefits of saving money
3. Discuss the main types of bank accounts
4. Describe the process of opening a bank account
5. Differentiate between fixed and variable costs
6. Describe the main types of investment options
7. Describe the different types of insurance products
8. Describe the different types of taxes
9. Discuss the uses of online banking
10. Discuss the main types of electronic funds transfer
UNIT 6.3.1: Personal Finance – Why to Save?

Unit Objectives

At the end of this unit, participants will be able to:
- Discuss the importance of saving money
- Discuss the benefits of saving money

Resources to be Used
- Participant Handbook

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

Example

Let’s look at these two examples:

Example 1:
Suhani works in a good company and earns Rs. 30,000 month. She always saves 5000 per month and keeps it aside as a personal saving. She keeps the money at home and has saved quite a lot. One day her mother has a medical emergency and has to be taken to the hospital. Her family is worried about the amount they have to spend for the treatment. It will cost them at least 40,000.
Suhani says tells her family not to worry and that she has about 50,000, which she has saved over the months.

Example 2:
Jasmeet works in the same company and earns the same as Suhani. She is very fond of shopping and spends most of her money on buying new clothes. At the end of the month, she is always asking her father for money as her pay is finished.

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

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

Ask
- What are the benefits of saving money?
- What does being financially independent mean to you?
Let’s look at these two examples:

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

- Discuss the importance of saving money
- Discuss the benefits of saving money

**UNIT 6.3.1: Personal Finance – Why to Save?**

**Unit Objectives**

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

**Example 1:**

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

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

**Example 2:**

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

**Ask**

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

**Say**

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

**Team Activity**

**Personal Finance – Why to save**

- This activity has two parts:

**PART 1**

WAYS TO SAVE MONEY

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

**PART 2**

HOW WILL YOU USE THE MONEY

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

**Do**

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

**Activity De-brief**

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

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

Summarize

You can summarize the session by discussing:
- The importance of saving money.
- Ways to save money.
- How the money saved can be used for different purposes.
UNIT 6.3.2: Types of Bank Accounts, Opening a Bank Account

Unit Objectives
At the end of this unit, participants will be able to:

- Discuss the main types of bank accounts
- Describe the process of opening a bank account

Resources to be Used

- Account opening sample forms
- Participant Handbook

Ask

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

Example

Let’s look at the given example:

Reena is in the third year of college but in the evening she gives tuitions for children living in her colony. She earns 15,000/- per month. As her students stay in different parts of the city, she has to walk a lot. To save time, she decides to buy a second-hand scooter for herself. But she has to save money for it. Her classmate advises her to open a recurring deposit account in the bank. She goes to the bank close to her home. The personal manager gives her some forms to fill. She is confused as she has never done this before. Her elder sister has an account in the same bank. She asks for help from her sister. She goes to the bank the next day with her sister. The personal banker gives her a list of documents that she will need to submit with the form for opening an account. The banker advises her to open a 6 months recurring deposit.

Ask

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

Say

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

Ask

- Can someone say what are the different types of bank accounts?
Say
- Let’s learn about the different types of bank accounts through an activity.

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

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

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

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

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

Team Activity
Opening a Bank Account
- This activity is done in groups.
- Divide the class in groups of four or six.

PART 1
FILLING A BANK ACCOUNT OPENING FORM
- You have to fill a bank opening form.
- You can refer to the section “Opening a Bank Account” of your Handbook for reference.
- List all the steps that you will be required to fill in the form.
- List the documents that you needs for filling the form.
- Now fill in the form.

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

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

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

Sample Bank Account Opening form.

---

XXX Bank

**SAVING BANK ACCOUNT OPENING FORM**

<table>
<thead>
<tr>
<th>Account No.: __________________       Date: ______________</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of the Branch</td>
</tr>
<tr>
<td>Village/Town</td>
</tr>
<tr>
<td>Sub District / Block Name</td>
</tr>
<tr>
<td>District</td>
</tr>
<tr>
<td>State</td>
</tr>
<tr>
<td>SSA Code / Ward No.</td>
</tr>
<tr>
<td>Village Code / Town Code</td>
</tr>
<tr>
<td>Name of Village / Town</td>
</tr>
</tbody>
</table>

**Applicant Details:**

<table>
<thead>
<tr>
<th>Full Name</th>
<th>Mr./Mrs./Ms.</th>
<th>First</th>
<th>Middle</th>
<th>Last Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Marital Status</th>
<th>Name of Spouse/Father</th>
<th>Name of Mother</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Address</th>
<th>Pin Code</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Tel No. Mobile</th>
<th>Date of Birth</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Aadhaar No.</th>
<th>Pan No.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>MNREGA Job Card No.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Occupation/Profession</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Annual Income</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>No. of Dependents</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

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

- Differentiate between fixed and variable costs

**UNIT 6.3.3: Costs: Fixed vs. Variables**

**What are Fixed and Variable Costs?**

**Unit Objectives**

- Facilitator Guide
- Participant Handbook
- Blank sheets of paper
- Pens

**Resources to be Used**

**Ask**

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

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

**Do**

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

**Identify the type of cost**

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

**Team Activity**

**Employability & Entrepreneurship Skills**
UNIT 6.3.3: Costs: Fixed vs. Variables:  
What are Fixed and Variable Costs?

Unit Objectives
At the end of this unit, participants will be able to:
• Differentiate between fixed and variable costs

Resources to be Used
• Participant Handbook
• Blank sheets of paper
• Pens

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

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

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

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

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

Variable Costs

Fixed Costs

Total Costs

Units

Do

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

Team Activity

Fixed vs. Variable Costs

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

Activity De-brief

- What is the total cost of your business?
- What are the fixed costs?
- What are the variable costs?
- How did you differentiate between the fixed and variable costs?
We saw that your utility bills like rent, electricity, telephone etc. are all fixed costs because you have to pay it every month.

Variable costs is an expense which varies with production output or volume. For example commission, raw material etc.

Discuss "Cost: Fixed vs. variables" with the participants as given in the Participant Handbook.

Illustrate the relation between the costs with a graph.

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

<table>
<thead>
<tr>
<th>Units</th>
<th>Fixed Costs</th>
<th>Variable Costs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Costs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Variable Costs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Costs</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Fixed vs. Variable Costs

This is a group activity.

You want to start your own entrepreneur business.

State the type of business you want to start.

List down all the cost or requirements for your business.

How will you differentiate between the fixed and variable cost.

Activity Debrief

What is the total cost of your business?

What are the fixed costs?

What are the variable costs?

How did you differentiate between the fixed and variable costs?

Instruct the participants that this is group work.

Divide the class into small groups of 4 or 6.

Give each group a sheet of paper.

Tell the participants that they have to start their own entrepreneur business.

Ask them the type of business they want to start.

Instruct them to differentiate between the fixed and the variable costs of the business they want to start.

Give the participants 15 minutes to discuss and write.

Keep a check on time. Tell the group to wind up quickly if they go beyond the given time limit.

Team Activity

Facilitator Guide

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

Summarize

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

Notes for Facilitation

- Answers for the activity - Identify the type of cost
  1. Rent (Fixed)
  2. Telephone bill (Fixed)
  3. Electricity bill (Fixed)
  4. Machinery (Fixed)
  5. Insurance (Fixed)
  6. Office supplies/ Raw materials (Variable)
  7. Employee salaries (Fixed)
  8. Commission percentage given to sales person for every unit sold (Variable)
  9. Credit card fees (Variable)
  10. Vendor bills (Variable)
UNIT 6.3.4: Investments, Insurance and Taxes

Unit Objectives

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

- Describe the main types of investment options
- Describe the different types of insurance products
- Describe the different types of taxes

Resources to be Used

- Participant Handbook

Ask

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

Example

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

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

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

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

Say

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

Ask

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

Say

- Let’s learn the differences between the three by having an activity.

Say

- We will have a quiz today.
Let's have a look at a few scenarios.

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

- Describe the main types of investment options
- Describe the different types of insurance products
- Describe the different types of taxes

**UNIT 6.3.4: Investments, Insurance and Taxes**

**Unit Objectives**

**Ask**

- Ask the participants “What do you see first thing in when you get your mobile bill? Apart from the amount and due date do you have a look at the taxes you are being billed for?

- Why do you think people get their cars insured or have a medical insurance?

- You have saved money and want to invest it, how would you decide what is the best investment for your money?

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

**Say**

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

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

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

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

**Say**

- Let’s learn the differences between the three by having an activity.

- We will have a quiz today.

**Facilitator Guide**

**Team Activity**

- The activity is a quiz.

**Do**

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

**Summarize**

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

**Notes for Facilitation**

**Questions for the quiz**

1. What are bonds?
   - *Bonds are instruments used by public and private companies to raise large sums of money.*

2. Who issues the bonds?
   - *Private and public companies issue the bonds.*

3. Why are bonds issued?
   - *To raise large amount of money as it cannot be burrowed from the bank.*

4. Who is the buyer of stocks and equities?
   - *The general public is the buyer.*

5. What types of scheme is the Sukanya Samriddhi Scheme?
   - *Small Saving Scheme*

6. What is the difference between mutual and hedge funds?
   - *Mutual funds are professionally managed financial instruments that invest the money in different securities on behalf of investors. Hedge funds invest in both financial derivatives and/or publicly traded securities.*

7. Why is a loan taken from the bank to purchase real estate?
   - *To lease or sell to make profit on appreciated property price.*

8. Name the two types of insurances?
   - *Life Insurance and Non-life or general insurance*

9. Which insurance product offers financial protection for 15-20 years?
   - *Term Insurance*

10. What is the benefit of taking an endowment policy?
    - *It offers the dual benefit of investment and insurance.*

11. Mr. Das gets monthly return on one of his insurance policies. Name the policy?
    - *Money Back Life Insurance*
12. What are the two benefits of a Whole Life Insurance?

*It offers the dual benefit of investment and insurance*

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

*Marine Insurance*

14. After what duration is the income tax levied?

*One financial year*

15. What is long term capital gain tax?

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

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

*Securities Transaction Tax*

17. What is the source of corporate tax?

*The revenue earned by a company.*

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

*VAT or Value Added Tax*

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

*Sales Tax*

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

*Custom duty is the charges payable when importing or purchasing goods from another country. OCTROI is levied on goods that cross borders within India.*
UNIT 6.3.5: Online Banking, NEFT, RTGS, etc.

Unit Objectives

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

- Discuss the uses of online banking
- Discuss the main types of electronic funds transfer

Resources to be Used

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

Ask

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

Say

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

Do

- Show them how they can use the internet banking.
- Use the computer system and show the demo videos on how to use internet banking provided on most banking sites.
- Tell the class the various features of online banking:
  - Through their website set-up your online account.
  - Choose a secure username and password.
  - Set-up your contact information.
  - Once your information is verified, you are good to go.
  - Once you enter the portal explore all the features and learn your way through the portal.
- Discuss about maintaining the security of the online account.
One of the biggest advantages that online banking offers, as discussed earlier, is transferring money from one account to another. This transaction is called electronic funds transfer. Electronic transfers are processed immediately, with the transferred amount being deducted from one account and credited to the other in real time, thus saving time and effort involved in physically transferring a sum of money.

Discuss “Electronic Funds Transfer” from the Participant Handbook.

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

Illustrate with an example.

Close the discussion by summarizing the about online banking.

Ask the participants if they have any questions related to what they have talked about so far.
One of the biggest advantages that online banking offers, as discussed earlier, is transferring money from one account to another. This transaction is called electronic funds transfer. Electronic transfers are processed immediately with the transferred amount being deducted from one account and credited to the other in real-time, thus saving time and effort involved in physically transferring a sum of money.

Discuss “Electronic Funds Transfer” from the Participant Handbook.

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

Close the discussion by summarizing the details about online banking.

Ask the participants if they have any questions related to what they have talked about so far.
At the end of this unit, participants will be able to:

1. Discuss the steps to follow to prepare for an interview
2. Discuss the steps to create an effective Resume
3. Discuss the most frequently asked interview questions
4. Discuss how to answer the most frequently asked interview questions
5. Identify basic workplace terminology
UNIT 6.4: Preparing for Employment & Self Employment

Key Learning Outcomes

At the end of this unit, participants will be able to:
1. Discuss the steps to follow to prepare for an interview
2. Discuss the steps to create an effective Resume
3. Discuss the most frequently asked interview questions
4. Discuss how to answer the most frequently asked interview questions
5. Identify basic workplace terminology
At the end of this unit, participants will be able to:

- Discuss the steps to follow to prepare for an interview

**Unit Objectives**

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

- Discuss the steps to follow to prepare for an interview

**Resources to be Used**

- Participant Handbook

**Ask**

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

**Say**

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

**Activity 1**

- Introducing Yourself

**Do**

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

**Ask**

- What information you should include when you are describing or introducing yourself in an interview?
- What information you should not include when you are describing or introducing yourself in an interview?
At the end of this unit, participants will be able to:

- Discuss the steps to follow to prepare for an interview

UNIT 6.4.1: Interview Preparation

How to Prepare for an Interview?

Unit Objectives

- Participant Handbook
- Say
- Resources to be Used
- Ask

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

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

Let's do an activity to understand how to prepare for interviews better.

Activity 1

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

Facilitator Guide

Do
- Congratulate each participant for sharing their points.
- Ask the audience to applaud for them.
- Ask de-brief questions to cull out the information from each group.
- Keep a check on time.
- Close the discussion by discussing ‘how to prepare for an interview’ as discussed in the Participant Handbook.
- You can add the following points to it:
  - Tell the participants to create a positive and good impression in an interview. It is important for them to prepare for an interview beforehand.
  - The interviewer analyses not only your technical knowledge in relation to the job, but also whether or not you are a fit for the organization.
  - Every employer looks at the whole package and not just one or two things in isolation. Therefore, the way you dress and the way you present yourself is also important along with your skills and talents.
  - The participants will get only one chance to create a good first impression.

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

Activity 2

Do
- Describe 2 individuals to the participants. One is wearing a casual t-shirt, jeans, and slippers. He has not combed his hair and neither has he trimmed or shaved his beard. The other individual is dressed formally with a shirt and pant, and is well-groomed. He has also worn formal shoes and a belt. Ask the participants which person would they prefer to hire in their organization and why?
UNIT 6.4.2: Preparing an Effective Resume: How to Create an Effective Resume?

Unit Objectives
At the end of this unit, participants will be able to:

- Discuss the steps to create an effective Resume

Resources to be Used
- Participant Handbook
- Blank papers
- Pens

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

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

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

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

**Case Study Analysis**

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

**Candidate Details**

Nipesh Singla was born on 20th April, 1988 in Chandigarh, India. He currently resides at 1XX7, Sector XX D, Chandigarh –160018. His mobile number is 988XXXXX01, and e-mail address is nxxxxxxxxxla@gmail.com.

Nipesh attended middle and senior school at Government Boys Senior Secondary School, Sector 15, Chandigarh. He has been a very talented boy since school. He was fond of painting and watching old Hindi movies. As part of a school charity program, he volunteered at the children’s hospital during his senior years.

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

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

**Job Posting**

*Do you see yourself as a HOUSEKEEPING SUPERVISOR?*

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

**THE LOCATION:**

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

**Salary:** Negotiable

**Industry:** Travel / Hotels / Restaurants / Airlines / Railways

**Functional Area:** Hotels , Restaurants

**Role Category:** Housekeeping

**Role:** Housekeeping Executive/Assistant.

**Desired Candidate Profile**

Friendly, pleasant personality, Service - oriented.

You should ideally be Graduate/ Diploma holder in HM and at least 2 years of experience as a supervisor in good brand with good communication skills, English is a must.
In return we’ll give you a competitive financial and benefits package. Hotel discounts worldwide are available as well as access to wide variety of discount schemes and the chance to work with a great team of people. Most importantly, we’ll give you the room to be yourself.

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

**Education**

* **UG:** Any Graduate/ Diploma holder

* **PG:** Post Graduation Not Required

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**Say**

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

**Do**

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

**Summarize**

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

**Notes for Facilitation**

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

  **Nipesh Singla**
  
  #1XX7, Sector XX-D
  
  Chandigarh-160018
  
  Mobile No: 91-988XXXXX01
  
  E-mail: nxfffffffllax@gmail.com

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

  **Professional strengths:**
  
  - Proficient in housekeeping
  - Experienced in and capable of working with a diverse work force
  - Team player and friendly in nature
  - Successful working in a multi-cultural environment
In return we’ll give you a competitive financial and benefits package. Hotel discounts worldwide are available as well as access to wide variety of discount schemes and the chance to work with a great team of people. Most importantly, we’ll give you the room to be yourself.

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

**Education**

**UG:** Any Graduate/ Diploma holder

**PG:** Post Graduation Not Required

---

**Notes for Facilitation**

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

**Suggested example for the case presented:**

```
Nipesh Singla
#1XX7, Sector XX-D
Chandigarh-160018
Mobile No: 91-988XXXXX01
E-mail: nxxxxxxxxxla@gmail.com

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

Professional strengths:
- Proficient in housekeeping
- Experienced in and capable of working with a diverse work force
- Team player and friendly in nature
- Successful working in a multi-cultural environment
- Detail oriented, flexible, and adaptable
- Knowledge of Microsoft Word, Excel, Access and PowerPoint

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

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

Volunteer Work:
- Student volunteer at children’s hospital in Chandigarh.

Nipesh Singla
```

---

**Facilitator Guide**

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

---

**Educational background:**

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

**Professional internships:**

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

**Volunteer Work:**

- Student volunteer at children’s hospital in Chandigarh.
UNIT 6.4.3: Interview FAQs

Unit Objectives
At the end of this unit, participants will be able to:

- Discuss the most frequently asked interview questions
- Discuss how to answer the most frequently asked interview questions

Resources to be Used
- Participant Handbook

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

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

Role Play
Conduct a role play for the situation given.

Situation 1
- The interviewer will start by asking the interviewee a few generic questions such as:
  - What is your name?
  - Tell me something about yourself?
  - Can you tell me something about your family?
- Then, the interviewer will bluntly ask the following questions:
  - How do you explain this huge time gap in your resume?
  - What is the reason for this?
  - Weren't you looking for a job or is it that no one selected you?
At the end of this unit, participants will be able to:

- Discuss the most frequently asked interview questions
- Discuss how to answer the most frequently asked interview questions

### Unit Objectives

Participants will be divided into pairs and asked to perform a role play. One partner will play the role of the interviewer while the other will play the role of the interviewee. The interviewer can start the interview by asking the interviewee to introduce himself/herself. Call all the pairs one by one in front of the class to enact the role play. Follow the same pattern for all other situations. Time allotted for each situation is 8-10 minutes.

### Say

De-brief:

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

### Role Play

Conduct a role play for the situation given.

**Role Play – Situation 2**

The interviewer will start by asking the interviewee a few generic questions such as:

- What is your name?
- Tell me something about yourself?
- Can you tell me something about your family?

Then, at the end of the interview, ask the interviewee:

- There are over 200 people who have applied for this job, some with excellent work experience. Why should I hire you?

### Say

De-brief:

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

### Role Play

Conduct a role play for the situation given.

**Role Play – Situation 3**

The interviewer will start by asking the interviewee a few generic questions such as:

- What is your name?
- Tell me something about yourself?
- Can you tell me something about your family?

Then, lean forward, clasp your hands on the table and in a soft voice ask the interviewee:

- Did you ever experience any neglect or disregard from your previous office? In other words, did you ever suffer because your office or team displayed favouritism?

### Say

De-brief:

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

**Role Play – Situation 4**
- The interviewer will start by asking the interviewee a few generic questions such as:
  - What is your name?
  - Tell me something about yourself?
  - Can you tell me something about your family?
- Then very bluntly ask the interviewee:
  - How long do you plan to stay with this company if you are selected?
- After the candidate responds, ask sarcastically:
  - Do you seriously mean that?

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

Conduct a role play for the situation given.

**Role Play – Situation 5**
- The interviewer will start by asking the interviewee a few generic questions such as:
  - What is your name?
  - Tell me something about yourself?
  - Can you tell me something about your family?
- After asking a few academic or job-related questions, ask the interviewee:
  - If you get this job, what salary package do you expect us to give you?

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

Conduct a role play for the situation given.

**Role Play – Situation 7**
- The interviewer will start by asking the interviewee a few generic questions such as:
  - What is your name?
  - Tell me something about yourself?
  - Can you tell me something about your family?
- Then, bringing the interview to a close, ask the interviewee:
  - Do you have any questions for me?

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

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

Explain
Conduct a role play for the situation given.

**Role Play – Situation 4**

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

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

**Role Play – Situation 5**

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

**De-brief:**
- Politely apologize for being late.
- You can add something such as, “I assure you this is not a habit”. All your future actions should be in line with this statement.
- Avoid giving any excuses.
- Do not over apologize. Once this response is out of the way, turn your focus back to the interview.

**Role Play – Situation 6**

- The interviewer will start by asking the interviewee a few generic questions such as:
- Then, bringing the interview to a close, ask the interviewee:
  - Do you have any questions for me?

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

**Explain**
- Tell the participants to be prepared for answering different types of questions in an interview.
- Stay calm and focused, and take a moment to think about how you should respond. Always maintain a confident tone.
- Even if you don’t intend to, your body language conveys your level of discomfort with a particular question. Try to keep your actions, tone, and gestures neutral.
- Maintain your composure while answering personal question.
Tell all the participants to form pairs again.
Tell them to use the following list of frequently asked interview questions to conduct mock interviews.
They will use all or some of these questions to conduct mock interviews with their partners.
One partner will play the role of the interviewer while the other will play the role of the interviewee.
After they are through asking and answering the questions, the roles will be reversed.
The same list of questions will be used again.
After each mock interview ask the interviewer to provide feedback and clear any doubts that may arise.
Time allotted for each situation is 30-35 minutes.

Mock Interview Questions

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

Close the discussion by discussing the questions in the both activities.
Ask the participants what they have learned from this activity.
Ask if they have any questions related to what they have talked about so far.
UNIT 6.4.4: Work Readiness – Terms and Terminology

Unit Objectives
At the end of this unit, participants will be able to:
- Identify basic workplace terminology

Resources to be Used
- Participant Handbook
- Chart papers
- Blank sheets of paper
- Pens

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

Say
- Let’s start this unit with an activity.

Team Activity
Workplace terminology
- This is a group activity conducted in three parts.

Part 1
Sheila received a call from the recruiter of MND Company. Before she is recruited by the company, think of the recruitment process she will have to go through. Start from the telephone call to signing her letter of acceptance. Write down all the words that come to your mind.

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

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

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

Ask

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

Say

- Let’s now continue the activity.

Team Activity

Terms and Terminology

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

Part 2

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

Activity De-brief

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

Do

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

Say

- Let’s go ahead with the activity.

Team Activity

Terms and Terminology

- The activity continues with the same group members.

Part 3

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

Activity De-brief

- Ask the groups to share their list of words. Some of the words are benefits, comp. time, deduction, employee training, holidays, lay-off, leave, maternity leave, mentor, notice, paternity leave, and time sheet.
Say you all know quite a few words related to the terms used in the office. Let us talk about some new terms that have been missed out. Discuss “Work Readiness – Terms and Terminology” with the participants as given in the Participant Handbook.

Ask why it is important to know the workplace terms. How do they help? Can the words be categorized further?

Say let’s now continue the activity.

Terms and Terminology

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

Part 2

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

Activity De-brief

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

Do

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

Summarize

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

Note: You can either summarize the key points of the unit or have a role play where an employee has just joined a company and the HR Manager explains the terms of employment.
At the end of this unit, participants will be able to:

1. Discuss the concept of entrepreneurship
2. Discuss the importance of entrepreneurship
3. Describe the characteristics of an entrepreneur
4. Describe the different types of enterprises
5. List the qualities of an effective leader
6. Discuss the benefits of effective leadership
7. List the traits of an effective team
8. Discuss the importance of listening effectively
9. Discuss how to listen effectively
10. Discuss the importance of speaking effectively
11. Discuss how to speak effectively
12. Discuss how to solve problems
13. List important problem solving traits
14. Discuss ways to assess problem solving skills
15. Discuss the importance of negotiation
16. Discuss how to negotiate
17. Discuss how to identify new business opportunities
18. Discuss how to identify business opportunities within your business
19. Explain the meaning of entrepreneur
20. Describe the different types of entrepreneurs
21. List the characteristics of entrepreneurs
22. Recall entrepreneur success stories
23. Discuss the entrepreneurial process
24. Describe the entrepreneurship ecosystem
25. Discuss the purpose of the Make in India campaign
26. Discuss key schemes to promote entrepreneurs
27. Discuss the relationship between entrepreneurship and risk appetite
28. Discuss the relationship between entrepreneurship and resilience
29. Describe the characteristics of a resilient entrepreneur
30. Discuss how to deal with failure
UNIT 6.5: Understanding Entrepreneurship

Key Learning Outcomes

At the end of this unit, participants will be able to:
1. Discuss the concept of entrepreneurship
2. Discuss the importance of entrepreneurship
3. Describe the characteristics of an entrepreneur
4. Describe the different types of enterprises
5. List the qualities of an effective leader
6. Discuss the benefits of effective leadership
7. List the traits of an effective team
8. Discuss the importance of listening effectively
9. Discuss how to listen effectively
10. Discuss the importance of speaking effectively
11. Discuss how to speak effectively
12. Discuss how to solve problems
13. List important problem solving traits
14. Discuss ways to assess problem solving skills
15. Discuss the importance of negotiation
16. Discuss how to negotiate
17. Discuss how to identify new business opportunities
18. Discuss how to identify business opportunities within your business
19. Explain the meaning of entrepreneur
20. Describe the different types of entrepreneurs
21. List the characteristics of entrepreneurs
22. Recall entrepreneur success stories
23. Discuss the entrepreneurial process
24. Describe the entrepreneurship ecosystem
25. Discuss the purpose of the Make in India campaign
26. Discuss key schemes to promote entrepreneurs
27. Discuss the relationship between entrepreneurship and risk appetite
28. Discuss the relationship between entrepreneurship and resilience
29. Describe the characteristics of a resilient entrepreneur
30. Discuss how to deal with failure
UNIT 6.5.1: Concept Introduction (Characteristic of an Entrepreneur, types of firms/ types of enterprises)

Unit Objectives
At the end of this unit, participants will be able to:
• Discuss the concept of entrepreneurship
• Discuss the importance of entrepreneurship
• Discuss the characteristics of an entrepreneur
• Describe the different types of enterprises

Resources to be Used
• Participant Handbook

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

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

Do
• Tell them that you will ask them few questions about a few entrepreneurs.
• Divide the class into two groups.
• In turns ask the quiz questions to the groups.
• If the answer is incorrect pass the question to the other group.
• Share the answer if the groups are not able to answer.
• Congratulate the participants who answered correctly.
At the end of this unit, participants will be able to:

- Discuss the concept of entrepreneurship
- Discuss the importance of entrepreneurship
- Discuss the characteristics of an entrepreneur
- Describe the different types of enterprises

**UNIT 6.5.1: Concept Introduction (Characteristic of an Entrepreneur, types of firms/types of enterprises)**

### Unit Objectives

- Participant Handbook
- Resources to be Used

**Say**

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

**Quiz Questions**

1. Who is the founder of Reliance Industries?
   - Dhirubhai Ambani

2. Who is the Chairman of Wipro Limited?
   - Azim Premji

3. Who launched e-commerce website Flipkart?
   - Sachin Bansal and Binny Bansal

4. Who is the founder of Paytm?
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5. Who is the CEO of Ola Cabs?
   - Bhavish Aggarwal

6. Who is the founder of Jugnoo?
   - Samar Singla (autorickshaw aggregator)

7. Who is the founder of OYO Rooms?
   - Bhavish Aggarwal

**Ask**

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

**Tell them that you will ask them few questions about a few entrepreneurs.**

**Divide the class into two groups.**

**In turns ask the quiz questions to the groups.**

**If the answer is incorrect pass the question to the other group.**

**Share the answer if the groups are not able to answer.**

**Congratulate the participants who answered correctly.**

**Team Activity**

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

**Summarize**

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

**Notes for Facilitation**

- Check out different Government schemes for small entrepreneurs. Share the information with the participants.
- You can tell them about the government websites like Start Up India, mudra.org.in etc.
- Discuss about various schemes and policies by the Government of India for entrepreneurs.
UNIT 6.5.2: Leadership and Teamwork

Unit Objectives
At the end of this unit, participants will be able to:

- List the qualities of an effective leader
- Discuss the benefits of effective leadership
- List the traits of an effective team

Resources to be Used

- Participant Handbook
- Blank sheets of paper
- Pens

Do

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

Say

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

Say

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

Ask

- Why is it important for a leader to be effective? How does it help the organization?
Say
- Let us discuss benefits of effective leadership as discussed in the Participant Handbook.
- “Out-of-the-box thinking” is one of the new leadership styles. It means thinking differently and from a new perspective.

Ask
- Do you consider yourself a team player?

Team Activity
- This is a group activity.

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

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

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

Summarize
- Close the discussion by summarizing about the importance of teamwork for employees.
  - Teamwork helps in reducing stress for the employees.
  - Teamwork helps employers in generating more number of solutions to a problem and developing improved communication amongst employees.
- Ask the participants what they have learned from these exercises.
- Ask if they have any questions related to what they have talked about so far.
UNIT 6.5.3: Communication Skills: Listening & Speaking: The Importance of Listening Effectively

Unit Objectives
At the end of this unit, participants will be able to:
- Discuss the importance of listening effectively
- Discuss how to listen effectively
- Discuss the importance of speaking effectively
- Discuss how to speak effectively

Resources to be Used
- Participant Handbook

Activity 1
Activity – Chinese Whisper

Step 1: Form a circle.
Step 2: Start a whisper chain. Any one participant will whisper a message into his/her neighbour’s ear. No one else must hear the message. The message can be serious or downright silly.
Step 3: The next person who first heard the message should whisper the message very quickly to the person sitting next to them.
Step 4: The game goes on until the last person says whatever they heard out loud and the first person reveals the real message.

Compare them and have a great laugh!

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

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

UNIT 6.5.3: Communication Skills: Listening & Speaking:

The Importance of Listening Effectively

Unit Objectives

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

There are various aspects to communication. Speaking skills and listening skills are two major components to any communication. There is always some room for improvement in the way we communicate. It is important to accept the reality of miscommunication and work to minimise its negative impacts.

Activity – Chinese Whisper

Activity 1

Step 1: Form a circle.
Step 2: Start a whisper chain. Any one participant will whisper a message into his/her neighbour’s ear. No one else must hear the message. The message can be serious or downright silly.
Step 3: The next person who first heard the message should whisper the message very quickly to the person sitting next to them.
Step 4: The game goes on until the last person says whatever they heard out loud and the first person reveals the real message.

Ask

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

Say

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

Ask

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

Do

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

Activity 2

Riddles:

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is there any law against a man marrying his widow's sister?</td>
<td>No, the original message was not same at the end of game.</td>
</tr>
<tr>
<td>If you went to bed at eight o’clock at night and set the clock’s alarm to ring at nine o’clock, how many hours of sleep would you get?</td>
<td>11 hours of sleep.</td>
</tr>
<tr>
<td>Do they have a 26th of January in England?</td>
<td>Yes, England celebrates the 26th of January.</td>
</tr>
<tr>
<td>If you had only one match and entered a dark room that had a kerosene lamp, oil heater, and a wood stove, what would you light first?</td>
<td>Kerosene lamp, as it burns for the longest time.</td>
</tr>
<tr>
<td>The Delhi Daredevils and the Chennai Super Kings play five IPL matches. Each wins three matches. No match was a tie or dispute. How is this possible?</td>
<td>There were no matches won by either team, so no tie or dispute.</td>
</tr>
<tr>
<td>There was an airplane crash. Every single person died, but two people survived. How is this possible?</td>
<td>One of the survivors was the pilot and the other was the co-pilot.</td>
</tr>
<tr>
<td>If an airplane crashes on the border of two countries, would unidentified survivors be buried in the country they were travelling to or the country they were travelling from?</td>
<td>They would be buried in the country they were travelling on.</td>
</tr>
<tr>
<td>A man builds an ordinary house with four sides except that each side has a southern exposure. A bear comes to the door and rings the doorbell. What is the colour of the bear?</td>
<td>The bear is black.</td>
</tr>
</tbody>
</table>
Answers:

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>There's no law against a man marrying his widow's sister, but it would be the neatest trick in the book since to have a widow, the man would have to be dead.</td>
<td></td>
</tr>
<tr>
<td>You’d get one hour’s sleep since alarm clocks do not know the difference between morning and night.</td>
<td></td>
</tr>
<tr>
<td>Oh, yes. They have a 26th of January in England. They also have a 27th, a 28th, and so on.</td>
<td></td>
</tr>
<tr>
<td>First of all, you would light the match.</td>
<td></td>
</tr>
<tr>
<td>Who said the Delhi Daredevils and the Chennai Super Kings were playing against each other in those games?</td>
<td></td>
</tr>
<tr>
<td>Every SINGLE person died, but those two were married.</td>
<td></td>
</tr>
<tr>
<td>You can’t bury survivors under any law especially if they still have enough strength to object.</td>
<td></td>
</tr>
<tr>
<td>The bear that rang the doorbell would have to be a white bear. The only place you could build a house with four southern exposures is at the North Pole where every direction is in South.</td>
<td></td>
</tr>
</tbody>
</table>

Ask

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

Say

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

Activity 3

Elevator Pitch:
You are in the lift of a hotel and you bumped into your former client who is a famous businessman. He has financed a lot of small business ventures and can finance your new start-up too. After exchanging pleasantries, he asks you what your organization does. You open your mouth, and then pause. Where do you even begin? Then, as you try to organize your thoughts, his meeting is called, and he is on his way. If you would been better prepared, you’re sure that he would have stayed long enough to schedule a meeting with you too. If you were given another chance, what would you have said to this person?

Do

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

1. **Identify Your Goal:** Start by thinking about the objective of your pitch. For instance, do you want to tell the potential clients about your organization? Do you have a great new product idea that you want to pitch to an executive or do you want a simple and engaging speech to explain what you do for a living?

2. **Explain What You Do:** Start your pitch by describing what your organization does. Focus on the problems that you solve and how you help people. Ask yourself this question as you start writing: what do you want your audience to remember most about you? Keep in mind that your pitch should excite you first. After all, if you don't get excited about what you're saying neither will your audience. People may not remember everything that you say, but they will likely remember your enthusiasm.

3. **Communicate Your USP:** Your elevator pitch also needs to communicate your unique selling proposition or USP. Identify what makes you, your organization or your idea unique. You'll want to communicate your USP after you've talked about what you do.

4. **Engage with a Question:** After you communicate your USP, you need to engage your audience. To do this, prepare open-ended questions (questions that can't be answered with a "yes" or "no" answer) to involve them in the conversation. Make sure that you're able to answer any questions that he or she may have.

5. **Put it all Together:** When you've completed each section of your pitch, put it all together. Then, read it aloud and use a stopwatch to time how long it takes. It should be no longer than 20-30 seconds. Remember, the shorter it is, the better!

**Example:**

Here's how your pitch could come together:

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

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

Summarize

- Close the discussion by summarizing how to speak effectively as discussed in the Participant Handbook.
UNIT 6.5.4: Problem Solving & Negotiation Skills

Unit Objectives

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

- Discuss how to solve problems
- List the important problem solving traits
- Discuss ways to assess problem solving skills
- Discuss the importance of negotiation
- Discuss how to negotiate

Resources to be Used

- Participant Handbook

Ask

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

Say

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

Ask

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

Say

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

Team Activity

- This is a group activity.
- The groups will solve the problem and come up with the best solution in each case.

1. Unable to arrange for some extra finance for setting up a beauty parlour. The loan sanctioned and disbursed is not enough. You have tried all your contacts, friends and relatives. But unable to manage the extra amount. Bank will not sanction more amount as you have used up the complete sanction limit.
2. You have rented a space for your business and all arrangements are done. You will be operating from the office space rented in two days. Now the owner comes up to you and says he wants to sell the place and wants you to vacate in 15 days.
3. You have just set up your business and need extra human resource. You have tried inviting a few also tied up with an agency for getting the right candidate. But you are unable to get the right candidate. If the candidate is good, you cannot offer the salary demanded. If the candidate agrees to the salary, he/she has other demands like working hours to be reduced, leaves etc. which may not work for your set up.
In a hurdle race, the hurdles are the obstacles on the way to reaching your goal. Similarly, obstacles are the hurdles you may face while reaching your goal, such as setting up your own business. Your goal will be to reach the finishing line after crossing these hurdles.

At the end of this unit, participants will be able to:
- Discuss how to solve problems
- List the important problem-solving traits
- Discuss ways to assess problem-solving skills
- Discuss the importance of negotiation
- Discuss how to negotiate

### UNIT 6.5.4: Problem Solving & Negotiation Skills

#### Unit Objectives
- Discuss the definition of problem as given in the Participant Handbook.
- This is a group activity.
- The groups will solve the problem and come up with the best solution in each case.

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

#### Team Activity

**Facilitator Guide**

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

**Say**

**De-brief questions:**
1. What was the problem?
2. Is there any other alternative solution?
3. Is this the best solution presented?

**Ask**

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

**Say**

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

**Ask**

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

**Say**

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

**Summarize**

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

**Activity**

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

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

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

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

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

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

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

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

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

**Problem solving Scenario 1**

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

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

**Do**

**Say**

**Ask**

1. Ask the class to share some of their experiences where they have been able to strike a deal by negotiating.

2. Have you ever tried to negotiate in your personal or professional life?

### Set guidelines pertaining to discipline and expected tasks.

### Explain the purpose and duration of the activity.

### Ask the participants to assemble together.

### Conduct a role play activity.

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

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

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

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

### Problem solving Scenario 1

You are running a successful small scale business, Shreeji Agarbattis. Your staff members do door to door selling and organise marketing campaigns in local markets. Your brand has established it’s name in last few years. Recently, lot of customers have been coming to you and lodging complaints that your staff members indulge in malpractices. Few of them informed you that a staff member engaged them in a friendly conversation. In the meanwhile, the other gave them lesser packets of aggarbattis than they paid for.

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

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

### Negotiation Scenario 1

You have interviewed a prospective new employee who could be a key member of your new entrepreneurial venture. The new person is demanding a salary that is 20% higher than you thought based on your business plan. Finances are tight, yet you believe this person could make a significant impact on future profits. If you paid the required salary for the new person, then you would have to restructure your entire business plan.

You’ve been searching for an individual with this skill level for three months. The candidate is waiting for your response. Now you have to call him in to make the final negotiations.

### Negotiation Scenario 2

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

### Notes for Facilitation

**Facilitating Role Plays**

**Preparing for the activity**

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

**Conducting the activity**

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

### Summarize

- Wrap the unit up after summarizing the key points and answering questions.
UNIT 6.5.5: Business Opportunity Identification: Entrepreneurs and Opportunities

Unit Objectives
At the end of this unit, participants will be able to:

- Discuss how to identify new business opportunities
- Discuss how to identify business opportunities within their business

Resources to be Used

- Participant Handbook
- Blank sheets of paper
- Pens

Ask

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

Say

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

Do

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

Activity

Do your SWOT analysis

<table>
<thead>
<tr>
<th>Strength</th>
<th>Weakness</th>
</tr>
</thead>
<tbody>
<tr>
<td>What are your strengths?</td>
<td>What are your weaknesses?</td>
</tr>
<tr>
<td>What unique capabilities do you possess?</td>
<td>What do your competitors do better than you?</td>
</tr>
<tr>
<td>What do you do better than others?</td>
<td></td>
</tr>
<tr>
<td>What do others perceive as your strengths?</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Opportunity</th>
<th>Threat</th>
</tr>
</thead>
<tbody>
<tr>
<td>What trends may positively impact you?</td>
<td>Do you have solid financial support?</td>
</tr>
<tr>
<td>What opportunities are available to you?</td>
<td>What trends may negatively impact you?</td>
</tr>
</tbody>
</table>

Facilitator Guide

- Congratulate everyone for the class activity.
- Ask de-brief questions to cull out information from the participants.
- Ask de-brief questions:
  - What are your weaknesses according to your SWOT analysis?
  - Do you think you can change your weakness into strength? How?
  - Do you think you can work on your threats? How?
- Close the discussion by summarizing ways to identify business opportunities within your business.
- Ask the participants what they have learned from this exercise.
- Ask if they have any questions related to what they have talked about so far.
At the end of this unit, participants will be able to:

- Discuss how to identify new business opportunities
- Discuss how to identify business opportunities within their business

**UNIT 6.5.5: Business Opportunity Identification: Entrepreneurs and Opportunities**

**Unit Objectives**

- Participant Handbook
- Blank sheets of paper
- Pens

**Resources to be Used**

- 150

**Do**

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

- Let's do an activity to understand ways to identify business opportunities within your business.

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

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

**Ask**

**De-brief questions:**

- What are your weaknesses according to your SWOT analysis?
- Do you think you can change your weakness into strength? How?
- Do you think you can work on your threats? How?

**Summarize**

- Close the discussion by summarizing ways to identify business opportunities within your business.
- Ask the participants what they have learned from this exercise.
- Ask if they have any questions related to what they have talked about so far.
UNIT 6.5.6: Entrepreneurship Support Eco-System

Unit Objectives
At the end of this unit, participants will be able to:
- Explain the meaning of entrepreneur
- Describe the different types of entrepreneurs
- List the characteristics of entrepreneurs
- Recall entrepreneur success stories
- Discuss the entrepreneurial process
- Describe the entrepreneurship ecosystem
- Discuss the purpose of the 'Make in India' campaign
- Discuss the key schemes to promote entrepreneurs

Resources to be Used
- Participant Handbook
- Chart papers
- Marker pens
- Pencils
- Colour pencils
- Scale
- Eraser
- Other requisite stationery material

Ask
- Do you think that entrepreneurs need support?
- What do you think is an eco-system?
- What do you think ‘entrepreneurship support eco-system’ means?

Say
- Let's learn what entrepreneurship support eco-system means.
- Discuss 'Entrepreneurship Support Eco-System' as given in the Participant Handbook.

Ask
- Can you define entrepreneurship support eco-system?
- What are the key domains of the support eco-system?

Say
- Let's learn more about these domains by conducting an activity.
- You have to make a poster showing the components of the six main domains of entrepreneurship support eco-system.

Team Activity
- Making a poster showing the entrepreneurship support eco-system.
At the end of this unit, participants will be able to:

- Explain the meaning of entrepreneur
- Describe the different types of entrepreneurs
- List the characteristics of entrepreneurs
- Recall entrepreneur success stories
- Discuss the entrepreneurial process
- Describe the entrepreneurship ecosystem
- Discuss the purpose of the ‘Make in India’ campaign
- Discuss the key schemes to promote entrepreneurs

UNIT 6.5.6: Entrepreneurship Support Eco‐System

Unit Objectives

- Ask
  - Do you think that entrepreneurs need support?
  - What do you think is an eco‐system?
  - What do you think ‘entrepreneurship support eco‐system’ means?

- Say
  - Let’s learn what entrepreneurship support eco‐system means.
  - Discuss ‘Entrepreneurship Support Eco‐System’ as given in the Participant Handbook.

- Ask
  - Can you define entrepreneurship support eco‐system?
  - What are the key domains of the support eco‐system?

- Say
  - Let’s learn more about these domains by conducting an activity.
  - You have to make a poster showing the components of the six main domains of entrepreneurship support eco‐system.

Team Activity

- Do
  - Divide the class into groups of four or six.
  - Hand out chart paper and coloured pens.
  - Explain the purpose and duration of the activity.
  - Go around checking the progress of each group.
  - Set guidelines pertaining to discipline and expected tasks.

Activity De‐brief

- Ask each group to display their poster and explain the key domains of entrepreneurship support eco‐system.

- Ask
  - What kind of government support eco‐system is available for entrepreneurs in India?

- Say
  - Discuss ‘Make in India’ campaign as given in the Participant Handbook.
  - Presentation on key schemes to promote entrepreneurs

- Do
  - Divide the class into pairs.
  - Number each pair from 1‐15.
  - Assign a scheme, same as their group number, to each group.
  - Ask them to read the scheme carefully and present it to the class.
  - Explain the purpose and duration of the activity.
  - Go around checking the progress of each group.
  - Set guidelines pertaining to discipline and expected tasks.

Activity De‐brief

- Ask each group to explain the scheme offered by government to promote entrepreneurs.

Summarize

- Summarize the unit by discussing the key points and answering questions the participants may have.
UNIT 6.5.7: Risk Appetite & Resilience

Unit Objectives

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

- Discuss the relationship between entrepreneurship and risk appetite
- Discuss the relationship between entrepreneurship and resilience
- Describe the characteristics of a resilient entrepreneur

Resources to be Used

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

Ask

- Can you define risk or explain what constitutes a risk?
- What do you people mean when they say, “This may be a risky proposition”?...
- What risks are they talking about?

Example

- Let’s have a look at these two examples:

Rohit and his family were travelling by car from Delhi to Nainital. It was their second trip there. Rohit was familiar with the road. His friends told him that the highway after Rampur was in a bad condition. They advised him to take a shortcut and turn left from Moradabad and take the Kaladhungi road. This road is in a better condition.

Since he was going with his family, and did want take the risk of getting lost, he left early. He took the Kaladhungi road and reached Nainital well in time.

Suresh and his family too were travelling by car from Delhi to Nainital. It was their second trip there. His friends too advised him to take a shortcut and turn left from Moradabad and take the Kaladhungi road as this road was in a better condition.

Suresh too decided to take the Kaladhungi road but he left Delhi in the afternoon. It was dark by the time he reached Kaladhungi, and he was sure that he was taking the correct turn. As it was late, he could not find anyone to give him directions. He ended up being in an unknown place that was scarcely inhabited.

Say

- Let’s see what type of risks Rohit and Suresh took.
- Discuss 'Risk Appetite and Resilience' with the participants as given in the Participant Handbook.

Say

- Let’s learn more about risk appetite and resilience with the help of an activity.
At the end of this unit, participants will be able to:

- Discuss the relationship between entrepreneurship and risk appetite
- Discuss the relationship between entrepreneurship and resilience
- Describe the characteristics of a resilient entrepreneur

**UNIT 6.5.7: Risk Appetite & Resilience**

### Unit Objectives

**Ask**

- Can you define risk or explain what constitutes a risk?
- What do you mean when they say, “This may be a risky proposition”?
- What risks are they talking about?

**Let’s have a look at these two examples:**

Rohit and his family were travelling by car from Delhi to Nainital. It was their second trip there. Rohit was familiar with the road. His friends told him that the highway after Rampur was in a bad condition. They advised him to take a shortcut and turn left from Moradabad and take the Kaladhungi road. This road is in a better condition.

Since he was going with his family, and did want to take the risk of getting lost, he left early. He took the Kaladhungi road and reached Nainital well in time.

Suresh and his family too were travelling by car from Delhi to Nainital. It was their second trip there. His friends too advised him to take a shortcut and turn left from Moradabad and take the Kaladhungi road as this road was in a better condition.

Suresh too decided to take the Kaladhungi road but he left Delhi in the afternoon. It was dark by the time he reached Kaladhungi, and he was sure that he was taking the correct turn. As it was late, he could not find anyone to give him directions. He ended up being in an unknown place that was scarcely inhabited.

**Say**

- Let’s see what type of risks Rohit and Suresh took.

**Discuss ‘Risk Appetite and Resilience’ with the participants as given in the Participant Handbook.**

**Say**

- Let’s learn more about risk appetite and resilience with the help of an activity.

---

### Team Activity

**Risk Appetite**

- This is a group activity.

- In the previous unit, you read success stories of Mr Dhirubhai Ambani and Dr Karsanbhai Patel.
- Mr Ambani left his job and started his company Reliance with just Rs. 50,000/-.
- Dr Patel kept his job, went door-to-door to sell Nirma, and only when the brand started gaining popularity did he start his own company.
- What types of risk did both of them take?
- What risk factors, do you think, did they keep in mind before launching their company?
- Write the Risk Appetite Statement of both the companies.

**Activity De-brief**

- Who took a greater risk?
- What are the differences between the Risk Appetite Statement of both the companies?

---

**Do**

- Instruct the participants that this is group work.
- Divide the class into small groups of 4.
- Give each group a chart paper.
- Tell the participants that they have to evaluate the risks taken by Mr Dhirubhai Ambani and Dr Karsanbhai Patel.
- Give the participants 15 minutes to discuss and write.
- Keep a check on time. Tell the group to wind up quickly if they go beyond the given time limit.

**Ask**

- Do you think all entrepreneurial ventures are successful?
- What happens if the first venture is not successful?
- Should the entrepreneur stop when faced with challenges or face them?

---

**Example**

- Let’s have a look at the following example:

Vijay Shekhar Sharma is the founder of Paytm, which is a giant Indian e-commerce. He was born in a middle-class family in Uttar Pradesh. He started his first job at an MNC. He quit after six months and built a company One97 with his friends. As One97 grew bigger, it needed more money because it was running more servers, bigger teams, and had to pay royalty. At that time, the tech bubble popped and technology companies were running in losses. Finally, money ran out. So One97 took loans and then more loans at higher rates of interest, as high as 24 per cent, and became caught in a vicious cycle.

In 2014, Paytm was launched with online wallet services after which, the company enabled online payment transactions. The company got licenses from RBI in 2016 to launch India’s first ever payment bank. Moreover, the main motive of Paytm was to transform India into a cashless economy.

After demonetization came into effect, Vijay Shekhar Sharma started promoting online and digital transactions to deal with the cash crunch. In fact, the service of the company’s mobile wallet is accepted across India. The logo of Paytm is now popular almost everywhere from tea stalls to major companies.
Say

- Let’s see what qualities made Vijay Shekhar Sharma a resilient entrepreneur.
- Discuss Entrepreneurship and Resilience with the participants as given in the Participant Handbook.

Say

- Let’s learn more about entrepreneurship and resilience with the help of an activity.

Team Activity

Entrepreneurship and Resilience
- This is a group activity.
- Think of some entrepreneurship ventures that faced challenging times, but later resulted in success stories.
  - Who is the founder of that company?
  - What challenging times did it face?
  - How did it overcome those challenges?
  - List the resilient characteristics of the entrepreneur.

Activity De-brief
- Each group to give their presentation.
- Why did you choose this company?
- What is the success story of the company?

Do

- Instruct the participants that this is group work.
- Divide the class into small groups of 4.
- Give each group a chart paper.
- Tell the participants that they have to think of an entrepreneur who faced challenging times, but eventually succeeded.
- Give the participants 15 minutes to discuss and write.
- Keep a check on time. Tell the group to wind up quickly if they go beyond the given time limit.

Summarize

- You can summarize the key points of the unit.
- Ask the participants what they learned from the activities.
- Clarify any questions or doubts they might have.
UNIT 6.5.8: Success and Failures

Unit Objectives
At the end of this unit, participants will be able to:
- Discuss how to deal with failure

Resources to be Used
- Participant Handbook

Ask
- Have you heard the quote 'nothing is impossible'?
- What do you think it means?
- Do you think that all successful entrepreneurs became famous overnight or did they have to struggle or face failure before succeeding?

Example
- Let's have a look at this example.

Shah Rukh Khan, also known as, SRK or King Khan is a force to reckon with. Did he achieve stardom overnight? Shah Rukh Khan, who has seen many struggles in his life – he has slept on streets, struggled to support himself and his sister at a very young age, and lost his parents very early in life, which led to his sister seeking mental health support. Amidst all the chaos and challenges, he kept pushing himself, and today he stands tall as the 'Badshah of Bollywood'. Certainly those years were not easy for him.

When he was young, he stood at Marine Drive and said, “I will rule this city one day”. Failure was not just his companion during or before his stardom, it is still a substantial part of his life. Success does not come easy. What made him a star was his acceptance of failure and the urge to improve.

Say
- How do you define success and failure?
- What is fear?
- Discuss “success and failure” with the participants as given in the Participant Handbook.

Ask
- Have you felt or experienced fear?
- What led you to feel that emotion?
- How did you handle it?

Say
- Let’s learn the about success and failure with the help of an activity.
Team Activity

- Divide the class into groups of four.
- Instruct them to think of one scenario where they have to interview a successful entrepreneur.
- Explain the purpose and duration of the activity.
- Set guidelines pertaining to discipline and expected tasks.
- They have to choose one person from the group as the interviewee and one as the interviewer.
- Go around and make sure they have understood what is to be done and are discussing the roles properly.
- Check that everyone understands their role. Give clarifications if needed. Give the participants about 5 minutes to discuss and decide their roles.
- Ask the groups to stop the discussion as soon as the time is over.
- Invite each group one by one to come and present their interview as a role play.

Notes for Facilitation

Facilitating Role Plays
Preparing for the activity
1. Carefully review the details of the scenario and the character descriptions.
2. Become familiar with the key issues being addressed in the scenario.
3. Study the provided material so that you are ready to address issues related to the situations depicted in the role plays.
4. Anticipate potential questions that might be raised by the participants and be ready to address them.

Conducting the activity
1. Introduce the activity. Emphasize that role playing provides participants with an opportunity to apply their new knowledge, skills, and tools in situations that simulate actual interactions with customers.
2. Ask participants to form pairs. Direct the members of each group to choose who will play the roles. Remind the groups that each participant should be given the opportunity to play/practice the different roles.
3. Conduct a demonstration so that participants become familiar with the expectations related to the roles and support materials.
4. To maintain spontaneity of the interactions during the role play, ask the participants not to discuss the details of their roles prior to the role play.
5. Give the pairs 15-20 minutes to conduct the role play.
6. Circulate among the groups to answer any questions that may arise and provide guidance as needed.
7. After all the pairs have finished with the role play, conduct a de-briefing session on each role play.
8. Ask the groups to take five minutes to talk about what happened during the role play. The groups should discuss the questions given in the de-briefing for each role play. Encourage participants to provide constructive criticism during their discussions.
9. Conclude the activity by asking participants to think about whether and how they might use scripted role plays in their real life.

Summarize

- Wrap the unit up after summarizing the key points and answering questions.
Divide the class into groups of four. Instruct them to think of one scenario where they have to interview a successful entrepreneur. Explain the purpose and duration of the activity. Set guidelines pertaining to discipline and expected tasks. They have to choose one person from the group as the interviewee and one as the interviewer. Go around and make sure they have understood what is to be done and are discussing the roles properly. Check that everyone understands their role. Give clarifications if needed. Give the participants about 5 minutes to discuss and decide their roles. Ask the groups to stop the discussion as soon as the time is over. Invite each group one by one to come and present their interview as a role play. Wrap the unit up after summarizing the key points and answering questions.

Notes

Facilitating Role Plays

Preparing for the activity
1. Carefully review the details of the scenario and the character descriptions.
2. Become familiar with the key issues being addressed in the scenario.
3. Study the provided material so that you are ready to address issues related to the situations depicted in the role plays.
4. Anticipate potential questions that might be raised by the participants and be ready to address them.

Conducting the activity
1. Introduce the activity. Emphasize that role playing provides participants with an opportunity to apply their new knowledge, skills, and tools in situations that simulate actual interactions with customers.
2. Ask participants to form pairs. Direct the members of each group to choose who will play the roles. Remind the groups that each participant should be given the opportunity to play/practice the different roles.
3. Conduct a demonstration so that participants become familiar with the expectations related to the roles and support materials.
4. To maintain spontaneity of the interactions during the role play, ask the participants not to discuss the details of their roles prior to the role play.
5. Give the pairs 15‐20 minutes to conduct the role play.
6. Circulate among the groups to answer any questions that may arise and provide guidance as needed.
7. After all the pairs have finished with the role play, conduct a de‐briefing session on each role play.
8. Ask the groups to take five minutes to talk about what happened during the role play. The groups should discuss the questions given in the de‐briefing for each role play. Encourage participants to provide constructive criticism during their discussions.
9. Conclude the activity by asking participants to think about whether and how they might use scripted role plays in their real life.
At the end of this unit, participants will be able to:

1. Discuss how market research is carried out
2. Describe the 4 Ps of marketing
3. Discuss the importance of idea generation
4. Recall basic business terminology
5. Discuss the need for CRM
6. Discuss the benefits of CRM
7. Discuss the need for networking
8. Discuss the benefits of networking
9. Discuss the importance of setting goals
10. Differentiate between short-term, medium-term and long-term goals
11. Discuss how to write a business plan
12. Explain the financial planning process
13. Discuss ways to manage your risk
14. Describe the procedure and formalities for applying for bank finance
15. Discuss how to manage their own enterprise
16. List the important questions that every entrepreneur should ask before starting an enterprise
### UNIT 6.6: Preparing to be an Entrepreneur

**Key Learning Outcomes**

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

1. Discuss how market research is carried out
2. Describe the 4 Ps of marketing
3. Discuss the importance of idea generation
4. Recall basic business terminology
5. Discuss the need for CRM
6. Discuss the benefits of CRM
7. Discuss the need for networking
8. Discuss the benefits of networking
9. Discuss the importance of setting goals
10. Differentiate between short-term, medium-term and long-term goals
11. Discuss how to write a business plan
12. Explain the financial planning process
13. Discuss ways to manage your risk
14. Describe the procedure and formalities for applying for bank finance
15. Discuss how to manage their own enterprise
16. List the important questions that every entrepreneur should ask before starting an enterprise
UNIT 6.6.1: Market Study/ The 4Ps of Marketing/ Importance of an IDEA: Understanding Market Research

Unit Objectives

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

- Discuss how market research is carried out
- Describe the 4 Ps of marketing
- Discuss the importance of idea generation

Resources to be Used

- Participant Handbook
- Chart papers
- Markers pens
- Blank sheets of paper

Ask

- Suppose, you want to open a restaurant, what are the factors you will consider?
- How will you promote your restaurant?

Example

- Let’s have a look at this example.
  Arjun was an MBA working in a company. But he wanted to start a low cost budget hostel for foreign tourists coming to India. He did a lot of market research before starting the project. Based on the information he gathered, he made his business plan. His hostel is now flourishing and he is thinking of expanding to other tourist destinations.

Say

- Discuss “Market Study” with the participants. Refer to the Participant Handbook.
- Let’s learn about market study and research with the help of an activity.

Team Activity

Market Study

- This is a group activity.
- You want to start your own tuition centre.
- What type of research will you do?

Activity De-brief

- Ask each group to come forward and give a brief presentation.
- Encourage other groups to be interactive and ask questions.
- What factors did you keep in mind while doing your research?
- Based on our research would you go ahead and open a tuition centre?
At the end of this unit, participants will be able to:
- Discuss how market research is carried out
- Describe the 4 Ps of marketing
- Discuss the importance of idea generation

**Unit Objectives**

- Participant Handbook
- Chart papers
- Markers pens
- Blank sheets of paper

**Resources to be Used**

**Ask**

Suppose, you want to open a restaurant, what are the factors you will consider? How will you promote your restaurant?

**Say**

Discuss “Market Study” with the participants. Refer to the Participant Handbook.

**Let’s have a look at this example.**

Arjun was an MBA working in a company. But he wanted to start a low cost budget hostel for foreign tourists coming to India. He did a lot of market research before starting the project. Based on the information he gathered, he made his business plan. His hostel is now flourishing and he is thinking of expanding to other tourist destinations.

**Example**

**Market Study**

This is a group activity.

You want to start your own tuition centre.

What type of research will you do?

**Activity De-brief**

Ask each group to come forward and give a brief presentation. Encourage other groups to be interactive and ask questions.

What factors did you keep in mind while doing your research? Based on our research would you go ahead and open a tuition centre?

**Team Activity**

4 Ps of Marketing

This is a group activity.

You have to sell a pen to four different segments:
- Rural villagers
- Rural middle class
- Urban middle class
- Upper end rich people (Niche market)

Keeping the 4Ps of Marketing in mind, what marketing strategy will you design to sell the pen?

**Activity De-brief**

Ask each group to present their strategy. Encourage other groups to be interactive and ask questions.

**Do**

Instruct the participants that this is group work.

Divide the class into small groups of 4 or 6.

Give each group a chart paper.

Tell the participants that they have to start their own tuition centre.

Give the participants 10 minutes to discuss and write the research work they need to do.

Keep a check on time. Tell the group to wind up quickly if they go beyond the given time limit.

By opening a tuition centre you are offering a service.

What factors will you keep in mind before opening it?

Discuss “The 4Ps of Marketing” with the participants as given in the Participant Handbook.

Let’s learn about the 4Ps of Marketing with the help of an activity.

Instruct the participants that this is group work.

Divide the class into four groups.

Give each group a chart paper.

Assign each group a target audience for selling the pens:
- Rural villagers
- Rural middle class
- Urban middle class

Instruct the participants that this is group work.

Divide the class into four groups.

Give each group a chart paper.

Assign each group a target audience for selling the pens:
Say

- Each entrepreneur has an idea of wants he wants to sell. It may be a service or a product.
- Discuss “Importance of an IDEA” as given in the Participant Handbook.

Summarize

- Summarize the key points of the unit.
- Ask the participants what they learnt from the activities.
- Encourage them to ask if they have any doubts.

4. Upper end rich people

- Tell the participants that they have to design a marketing strategy keeping the 4Ps of Marketing in mind.
- Give the participants 20 minutes to discuss and come up with their strategy.
- Keep a check on time. Tell the group to wind up quickly if they go beyond the given time limit

Activity De-brief

- Ask each group to come forward and give a brief presentation.
- Ask each group what they kept in mind while designing their marketing strategy.
- Encourage other groups to be interactive and ask questions.
UNIT 6.6.2: Business Entity Concepts

Unit Objectives
At the end of this unit, participants will be able to:
• Recall basic business terminology

Resources to be Used
• Participant Handbook

Say
• Let’s recall some basic business terminology.
• Discuss the Business Entity Concepts as given in the Participant Handbook.
• Let's learn some basic business terminology by having an activity.
• We will have a quiz today.

Activity
• The activity is a quiz.

Do
• Divide the class in two groups and give a name to each group.
• Explain the rules of the quiz. For each correct answer the group gets 1 mark.
• If the group is unable to answer the question is passed to the next group.
• Explain the purpose and duration of the activity.
• Ask the questions of the quiz.
• Keep a score of the groups.
• Set guidelines pertaining to discipline and expected tasks.

Summarize
• Summarize the unit by discussing the key points.

Notes for Facilitation
QUESTIONS FOR THE QUIZ
1. What does B2B mean?
   Business to business
2. What is a financial report?
   A comprehensive account of a business’ transactions and expenses
3. Who is a sales prospect?
   A potential customer
4. How is working capital calculated?
   Current assets minus current liabilities
5. What is an estimation of the overall worth of a business called?  
   *Valuation*

6. You are buying a house. What type of transaction is it?  
   *Complex transaction*

7. How will you calculate the net income?  
   *Revenue minus expenses*

8. How is Return on Investment expressed?  
   *As percentage*

9. How will you calculate the cost of goods sold?  
   *Cost of materials minus cost of outputs*

10. What is revenue?  
    *Total amount of income before expenses are subtracted.*

11. What is a Break-Even Point?  
    *This is the point at which the company will not make a profit or a loss. The total cost and total revenues are equal.*

12. What is the formula used to calculate simple interest?  
    *A = P(1 + rt); R = r * 100*

13. What are the three types of business transactions?  
    *Simple, Complex and Ongoing Transactions*

14. The degrading value of an asset over time is known as  
    *Depreciation*

15. What are the two main types of capital?  
    *Debt and Equity*
UNIT 6.6.3: CRM & Networking

Unit Objectives
At the end of this unit, participants will be able to:
- Discuss the need for CRM
- Discuss the benefits of CRM
- Discuss the need for networking
- Discuss the benefits of networking

Resources to be Used
- Participant Handbook

Ask
- Can your business run without customers/buyers?
- Who is the most important entity in any business?

Say
- The key to every success business lies on understanding the customer's expectations and providing excellent customer service.
- Discuss about CRM and its benefits. Refer to the Participant Handbook.
- Providing excellent customer service entails:
  - Treating your customers with respect.
  - Be available as per their need/schedule.
  - Handling complaints effectively.
  - Building long lasting relationships.
  - Collecting regular feedback.
- Handle customer complaints proactively. Ask “what happened”, “why it happened”, “how can it be avoided next time”, etc.
- Collecting feedback from the customers regularly will enable you to improve your good/service.
- “Let's understand it better with the help of some case scenarios. You will be given some cases within your groups. You have to analyse the case scenario that has been given to you and then find an appropriate solution to the problem.”

Do
- Divide the class into four groups of maximum six participants depending on the batch size.
- Give one case study to each group.
- Instruct them to read the case carefully.
- The group is expected to analyse and discuss the case amongst them and find a solution to the given problem.
- Put down the discussion points (de-brief questions) on the board. Give the class 5-10 minutes to discuss the case and note down their solutions.
- At the end of 10 minutes, the team should present their case solution to the class.
Case Study Analysis

Raju runs a business of wooden furniture. He has a huge list of customers on Facebook and WhatsApp who give him orders regularly. Ankita is one of his old and regular customers. She placed an order for a new chester and TV cabinet via WhatsApp and requested Raju to send them as soon as possible. When the parcel reached Ankita through courier she found that chester was broken and the TV unit was chipped from the bottom. Ankita was heartbroken. It was a complete waste of money. She sent a message to Raju on WhatsApp, expressing her anger and disappointment. Raju might lose an old customer forever if he doesn’t satisfy the customer. What should Raju do to retain his customer?

Scenario 2

Rajni runs a boutique shop. She sells suits and sarees. She is one of the most successful designer in her city. Rajni swears that all the clothes in her boutique have unique designs. Smita has to attend her cousin’s wedding; she goes to Rajni’s boutique to buy a saree. Smita wanted a unique designer saree. Rajni customized a saree for her and sent it over the courier. When Smita had a look at the saree she realised her two friends had the same design sarees. She sent a message to Rajni on WhatsApp, expressing her anger and disappointment. Did Rajni make a false promise? Were her designs copied? What could happen to Rajni’s image after this incident? What would you do if you were in Rajni’s place?

Scenario 3

Shama is a beautician who offers parlour services to ladies by making home visits. Recently, Shama got her name registered on an e-commerce website. Two days earlier, she got a message from Mrs Sushma. The appointment was fixed for next day, 11:00 am and the remuneration for the services was decided beforehand. When Shama reached there at 10:50 am, Mrs Sushma was not at home. When Shama called her, she asked her to wait for a while. Mrs Sushma reached home at 11:45 am. Meanwhile, Shama had to reschedule her next appointment. After availing Shama’s services, Mrs Sushma refused to pay the requisite amount and started finding faults in the services provided by her. Who was at fault in this scenario? What should you do in case the customer behaves unreasonably? What would you do if you were in Shama’s place?

Scenario 4

Shailender is the manager of a car showroom. He proactively takes part in all the transactions that happen in his showroom. Vinita wants to buy a new car. She has chosen a car from Shailender’s showroom. The salesperson has given her a very good discount and has also promised free service for one year. Vinita goes to the showroom and asks to complete all the formalities to purchase the car. When she sees the final bill she realize that she has not received the promised discount neither was there any mention of the free services. She immediately demands to see the Shailender. When Shailender’s head asks how much discount Vinita was promised, he realised the discount will make the sale in loss. The car showroom owner might lose a customer and deal due to false commitments made by his manager. Besides, the customer might tell this to other people, creating a bad name and image for the showroom. If you owned that showroom, how would you have convinced your customer?

Team Activity

Now, let’s discuss the problem and solution with the class.

The group will first briefly describe the case to the class.

Then discuss the issue identified and the proposed solution.

Present the solution as a role play.

Post presentation, the other groups may ask questions from the group that has presented.
Case Study Analysis

Raju runs a business of wooden furniture. He has a huge list of customers on Facebook and WhatsApp who give him orders regularly. Ankita is one of his old and regular customers. She placed an order for a new chester and TV cabinet via WhatsApp and requested Raju to send them as soon as possible. When the parcel reached Ankita through courier she found that chester was broken and the TV unit was chipped from the bottom. Ankita was heartbroken. It was a complete waste of money. She sent a message to Raju on WhatsApp, expressing her anger and disappointment. Raju might lose an old customer forever if he doesn't satisfy the customer. What should Raju do to retain his customer?

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UNIT 6.6.4: Business Plan: Why Set Goals?

Unit Objectives
At the end of this unit, participants will be able to:
- Discuss the importance of setting goals
- Differentiate between short-term, medium-term and long-term goals
- Discuss how to write a business plan
- Explain the financial planning process
- Discuss ways to manage your risk

Resources to be Used
- Participant Handbook
- Chart papers
- Blank papers
- Marker pens
- Ruler

Ask
- Remember we had written SMART Goals in a previous session? Let's try and recall why it is important to set goals?
- While framing SMART goals, we talked about 'T' in SMART, which was 'Time Bound'? What do we mean by time bound goals?
- What time limit did you set for your goal- 3 weeks, 3 years, 10 years?

Say
- Talk about short term, long term and medium term goals, as discussed in the Participant Handbook.

Ask
- As you are planning to become an entrepreneur, you must have thought of an idea for a start-up. What is your business idea?

Do
- Ask few participants to share their business ideas.

Ask
- Have you created a business plan for your business idea?
- Do you think it is important to have a business plan in place? Why/ why not?

Say
- Talk about 'Why Create a Business Plan' as discussed in the Participant Handbook.
- Let's understand it better with the help of an activity.
At the end of this unit, participants will be able to:

- Discuss the importance of setting goals
- Differentiate between short-term, medium-term and long-term goals
- Discuss how to write a business plan
- Explain the financial planning process
- Discuss ways to manage your risk

**UNIT 6.6.4: Business Plan: Why Set Goals?**

**Unit Objectives**

- Participant Handbook
- Chart papers
- Blank papers
- Marker pens
- Ruler

Say

**Writing a business Plan**

- This is a group activity.
- Give the groups the required resources such as chart paper and markers.
- This activity is divided into two parts:
  1. Create a business idea
  2. Develop a business plan
- The group will discuss and come up with a new business idea and present their idea to the class.
- In the second part of the activity the group will develop a business plan for the business idea.
- The business plan prepared will be presented by the groups to the class.

**MY BUSINESS PLAN**

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive Summary: What is your Mission Statement?</td>
<td></td>
</tr>
<tr>
<td>Business Description: What is the nature of your business?</td>
<td></td>
</tr>
<tr>
<td>Market Analysis: What is your target market?</td>
<td></td>
</tr>
<tr>
<td>Organization and Management: What is your company's organizational structure?</td>
<td></td>
</tr>
<tr>
<td>Service or Product Line: What is the lifecycle of your product/service?</td>
<td></td>
</tr>
<tr>
<td>Marketing and Sales: How will you advertise and sell your products?</td>
<td></td>
</tr>
<tr>
<td>Funding Request: How much fund is required and from where?</td>
<td></td>
</tr>
</tbody>
</table>

**Say**

- Teams will need to brainstorm for this part of the activity.
- Use the blank papers for the second part of this activity.
- Make your business plan on a chart paper based on the following parameters:
  1. Executive Summary
  2. Business Description
  3. Market Analysis
  4. Organization and Management
  5. Service or Product Line
  6. Marketing and Sales
- Explain each parameter in detail as done in the Participant Handbook.
- Discuss each parameter with the business idea examples of the groups.
- Groups will discuss and develop the business plan for their business idea.
Now, let’s share our plan with the class.
Each group will briefly describe the plan to the class.
Post presentation, the other groups may ask questions to the group who have presented their plan.

Congratulations each group for sharing their points.
Ask the audience to applaud for them.
Keep a check on time. Tell group to wind up the discussion quickly if they go beyond the given time limit.

Along with a business plan, you need to create a financial plan and evaluate the risk involved with your start up.

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

Summarize the list of documents that are required to apply for a loan like letter of introduction, business brochure, references of other banks, and financial statements.
Explain the details to be filled in a loan application form.
Divide the class into groups. Give each group a loan application form.
Ask the groups to discuss and fill the form.
Close the discussion by summarizing the important documents needed for bank loan.

Keeping the business plan format ready in a flipchart to display it during the activity.
UNIT 6.6.5: Procedures and Formalities for Bank Finance

Unit Objectives

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

- Describe the procedure and formalities for applying for bank finance

Resources to be Used

- Participant Handbook
- Bank loan/finance form sample

Ask

- While preparing a business plan in the last session, we discussed financial planning to arrange financial resources for your start-up. Therefore, how will you collect funds to start your business?

Say

- While most entrepreneurs think 'product' is the most difficult thing to decide for a business, start-up capital poses an even a bigger obstacle. Though there are various ways of funding the business, to convince investors to invest money is the most challenging.
- Some of the funding options available in India are:
  - Bootstrapping: Also called self-financing is the easiest way of financing
  - Crowd funding: Funds are collected by consumers pre-ordering or donating for starting the business.
  - Angel investors: Individual or group of investors investing in the company
  - Venture capitalists: Venture capitals are professionally managed funds who invest in companies that have huge potential. They usually invest in a business against equity.
  - Bank loans: The most popular method in India.
  - Microfinance Providers or NBFCs
  - Government programmes
- Let us now discuss the most popular method i.e. bank finance in detail here.

Do

- Discuss the list of documents that are required to apply for a loan like letter of introduction, business brochure, references of other banks, and financial statements.
- Explain the details to be filled in a loan application form.
- Divide the class into groups. Give each group a loan application form.
- Ask the groups to discuss and fill the form.

Summarize

- Close the discussion by summarizing the important documents needed for bank loan.
- Ask the participants if they have any questions related to what they have talked about so far.
**CHECKLIST OF DOCUMENTS TO BE SUBMITTED ALONG WITH LOAN APPLICATION**

(Common for all banks)

1. Audited financial statements of the business concern for the last three years
2. Provisional financial statements for the half-year ended on __________
3. Audited financial statements of associate concern/s for the last three years
4. Copy of QIS II for the previous quarter ended on ______
5. Operational details in Annexure I
6. CMA data for the last three years, estimates for current year and projection for the next year
7. Term loan/DPG requirements in Annexure II
8. List of machinery in respect of machinery offered as security in Annexure III
9. Additional details for export advances furnished in Annexure IV
10. Property statements of all directors/partners/proprietor/guarantors
11. Copies of ITAO of the company for the last three years
12. Copies of ITAOs/WTAOs of the directors/partners/proprietor and guarantors
13. Copies of certificate from banks and financial institutions certifying the latest liability with them
14. Copy of board resolution authorizing the company to apply to your bank for the credit facilities mentioned in application
15. Copy of memorandum and article of association (in case of limited company)/partnership deed (in case of partnership firm)
16. Cash budget for the current year and next year in case of contractors and seasonal industries
UNIT 6.6.6: Enterprise Management – An Overview: How to Manage Your Enterprise?

Unit Objectives
At the end of this unit, participants will be able to:
• Discuss how to manage their own enterprise

Resources to be Used
• Participant Handbook

Ask
• Having set-up a business, do you think it is possible to do everything on your own?
• Does one require trained persons for help?
• What does management mean?

Say
• Let’s have a look at this example:
Kapil had a small business that was beginning to pick up pace. He wanted to expand his business, and therefore employed few more people. One day, as he was walking past Ramesh, one of his new employees, he overheard Ramesh talking rudely to a customer on the phone. This set him thinking. Kapil realised that he should have regular team meetings to motivate his employees and speak with them about any problems they might be facing during work. He should also conduct training sessions on new practices, soft skills, and technology, and develop work ethics manual for managing his enterprise.

Say
• Was Kapil correct in his approach or he should have scolded Ramesh instantly in front of his other employees?
• Discuss “Enterprise Management – An Overview” with the participants as given in the Participant Handbook.

Say
• Let’s learn how to effectively manage an enterprise or business through an activity.

Team Activity
Enterprise Management
• This is a group activity.
• Design a matrix listing the topics and key words that are needed to run an enterprise effectively and smoothly.

Activity De-brief
• Have each group present their matrix.
• Encourage participants of the other groups to ask question about each other’s presentation.
Do

- Instruct the participants that this is group work.
- Divide the class into small groups of 4.
- Give each group a chart paper and coloured pen.
- Tell the participants that they have to make a matrix they need to fill.
- They have to write the main topics and key words that will help them effectively manage their enterprise.
- Give the participants 15 minutes to discuss and write.
- Keep a check on time. Tell the group to wind up quickly if they go beyond the given time limit.

Summarize

- Ask the participants what they have learned from this exercise/activity.
- Ask if they have any questions related to what they have talked about so far.
- Close the discussion by summarizing the importance of effective management to run an enterprise as given in the Participant Handbook.

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

List the important questions that every entrepreneur should ask before starting an enterprise

UNIT 6.6.7: 20 Questions to Ask Yourself before Considering Entrepreneurship

Unit Objectives

- Participant Handbook
- Blank sheets of paper
- Pens

Say

Resources to be Used

Ask

Why do you want to become an entrepreneur?

It is very important to know why you want to become an entrepreneur. Your personal goals for becoming an entrepreneur play a key role in the success of your business. Your goals should be clear well before you start your business.

Apart from the goals, the other aspects of business that you need to bear in mind are the potential problems that you may face to set-up, your areas of interest, and all the other dimensions of the business.

Let's understand it better with the help of some questions that every entrepreneur should ask before starting their own business.

Open the Participant Handbook section named '20 Questions to Ask Yourself Before Considering Entrepreneurship'. You have to answer the questions individually.

Then, we will have a class discussion on all the questions.

Do

Read out the questions one by one in front of all the participants.

Participants have to answer all the questions one by one.

Give the class 10-15 minutes to note down their answers.

At the end of 15 minutes, open the discussion for all the questions.

Moderate the discussion by focusing on the relevant points.

Keep a check on time and don't let the discussion get sabotaged or lose track of time. Ensure all the questions are covered and discussed.

Employability & Entrepreneurship Skills
UNIT 6.6.7: 20 Questions to Ask Yourself before Considering Entrepreneurship

Unit Objectives
At the end of this unit, participants will be able to:
- List the important questions that every entrepreneur should ask before starting an enterprise

Resources to be Used
- Participant Handbook
- Blank sheets of paper
- Pens

Ask
- Why do you want to become an entrepreneur?

Say
- It is very important to know why you want to become an entrepreneur. Your personal goals for becoming an entrepreneur play a key role in the success of your business. Your goals should be clear well before you start your business.
- Apart from the goals, the other aspects of business that you need to bear in mind are the potential problems that you may face to set-up, your areas of interest, and all the other dimensions of the business.
- Let’s understand it better with the help of some questions that every entrepreneur should ask before starting their own business.
- Open the Participant Handbook section named ‘20 Questions to Ask Yourself Before Considering Entrepreneurship’. You have to answer the questions individually.
- Then, we will have a class discussion on all the questions.

Do
- Read out the questions one by one in front of all the participants.
- Participants have to answer all the one by one questions.
- Give the class 10-15 minutes to note down their answers.
- At the end of 15 minutes, open the discussion for all the questions.
- Moderate the discussion by focusing on the relevant points.
- Keep a check on time and don’t let the discussion get sabotaged or lose track of time. Ensure all the questions are covered and discussed.

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

Annexure 1: Training Delivery Plan
Annexure 2: Assessment Criteria
## Annexure I

### Training Delivery Plan

<table>
<thead>
<tr>
<th>Training Delivery Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Program Name:</strong></td>
</tr>
<tr>
<td><strong>Qualification Pack Name &amp; Ref. ID</strong></td>
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<tr>
<td><strong>Version No.</strong></td>
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<td><strong>Version Update Date</strong></td>
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<td><strong>Pre-requisites to Training (if any)</strong></td>
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<td><strong>Training Outcomes</strong></td>
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</table>
| 4 | **• Understanding the Post Picking Activities**  
**• Practical demonstration of various Picking scenarios - with and without exceptions**  
**• How to deal with other colleague on various challenges**  
**• Understanding the Technical knowledge on Picking Operations**  
**• Exposure to various documents required for a Picker**  
**• Practical demonstration of various documents used by a Picker**  
**• Understanding the roles and responsibilities of different colleagues on the Shop Floor**  
**• Escalation Matrix for Reporting**  
**• Essential skills required for a warehouse picker**  
**• Summary**  
**• Exercise** | **• Explain the importance of safety in packing**  
**• Describe the importance of handling instructions**  
**• Explain the importance of quality checking in picking**  
**• Brief about the difference between the manual stock recording and technological ways of stock recording**  
**• Get to know how to use personal protective equipment forms**  
**• Describe KPIs and Dashboards**  
**• Get knowledge on the reporting structure**  
**• Explain the various channels of communication** | LSC/N2110  
PC1, PC2, PC3, PC9, PC10, PC13, KA7, KA8, KA10, KB1, KB6, SA1, SA2, SB1, SB2, SB3  
LSC/N2109 KA14 | Facilitator-led-discussions,  
Videos,  
Demonstration,  
Skill Practice (Practicals),  
Exercise |
|   |   |   |   |
|   | To Carry Out Housekeeping |   |   |
| 5 | **• How to carry out housekeeping activity inside the warehouse**  
**• Importance of cleaning employee facilities**  
**• Maintaining General Safety and Discipline**  
**• Practical demonstration for unsafe work practices and how to identify and overcome it**  
**• Occupational/Environmental Health and Safety in warehouse operation**  
**• Importance of Safety mock drills**  
**• Practical demonstration for organizing a Fire & Safety mock drill and a First-aid mock drill**  
**• Summary**  
**• Exercise** | **• Explain the importance of housekeeping after picking**  
**• Describe various common work hazards in warehouse**  
**• Describe on Occupational/Environmental Health and Safety**  
**• Explain the importance of safety**  
**• Identify the consequence of non-compliance with safety standards**  
**• Describe the difference in safety requirements for different types of materials**  
**• Get knowledge about firefighting standards and prerequisites**  
**• Recognize about assembly points and evacuation plan** | LSC/N2104  
PC1, PC2, PC3, PC4, PC5, PC10, PC12, PC14, PC15, KB1, KB2, KA6, KA7, KB7 | Facilitator-led-discussions,  
Videos,  
Demonstration,  
Skill Practice (Practicals),  
Exercise |

**Projector, Videos, Notes, Sample Scrap and quarantine area**

**Facilitator-led-discussions, Videos, Notes, Fire fighting equipment, First aid equipment, Safe assembly area picture, Evacuation plan picture**

**Summary**

**Exercise**

**Projector, Videos, Notes, Sample Scrap and quarantine area**

**Facilitator-led-discussions, Videos, Notes, Fire fighting equipment, First aid equipment, Safe assembly area picture, Evacuation plan picture**

**Summary**

**Exercise**
Annexure II
Assessment Criteria

CRITERIA FOR ASSESSMENT OF TRAINEES

<table>
<thead>
<tr>
<th>Assessment Criteria for Assistant Beauty Therapist</th>
<th>Warehouse Picker</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Role</td>
<td>Warehouse Picker</td>
</tr>
<tr>
<td>Qualification Pack</td>
<td>LSC/Q2102</td>
</tr>
<tr>
<td>Sector Skill Council</td>
<td>Logistic Sector Skill Council of India</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Guidelines for Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.</td>
</tr>
<tr>
<td>2</td>
<td>The assessment for the theory part will be based on knowledge bank of questions created by the SSC</td>
</tr>
<tr>
<td>3</td>
<td>Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)</td>
</tr>
<tr>
<td>4</td>
<td>Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria</td>
</tr>
<tr>
<td>5</td>
<td>To pass the Qualification Pack, every trainee should score a minimum of 40% in every NOS overall 50% pass percentage</td>
</tr>
<tr>
<td>6</td>
<td>In case of successfully passing only certain number of NOS’s, the trainee is eligible to take subsequent assessment on the balance NOS’s to pass the Qualification Pack.</td>
</tr>
<tr>
<td>ASSESSMENT OUTCOME (NOS CODE AND DESCRIPTION)</td>
<td>Performance Criteria</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
<td>----------------------</td>
</tr>
<tr>
<td>LSC/N2108 (Prepare for Picking)</td>
<td></td>
</tr>
<tr>
<td>PC1. Ensure reception of task schedule from supervisor and pick list from customer/company side/ supervisor</td>
<td>20</td>
</tr>
<tr>
<td>PC2. Check the documents for any typos or errors and inform supervisor of any discrepancies</td>
<td>20</td>
</tr>
<tr>
<td>PC3. Obtain labels (printed or hand-written) from the supervisor or with the help of administrative staff for the items to be picked if required</td>
<td>15</td>
</tr>
<tr>
<td>PC4. Verify if all labels received match with the items on the pick list and in-form supervisor of any errors/changes</td>
<td>15</td>
</tr>
<tr>
<td>PC5. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.</td>
<td>10</td>
</tr>
<tr>
<td>PC6. Wear all safety equipment including protective gear, helmets etc.</td>
<td>5</td>
</tr>
<tr>
<td>PC7. Follow organization procedures with respect to security, materials handling and accidents</td>
<td>5</td>
</tr>
<tr>
<td>PC8. Maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel</td>
<td>5</td>
</tr>
<tr>
<td>PC9. Adhere to security regulations of the company</td>
<td>5</td>
</tr>
<tr>
<td>PC10. Comply with health and safety regulations and procedures in case of fire, chemical hazards, bio-hazards, etc.</td>
<td>5</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100</strong></td>
</tr>
<tr>
<td>LSC/N2109 (Perform Picking)</td>
<td></td>
</tr>
<tr>
<td>PC1. Ensure items on the pick list are for the right warehouse / storage area</td>
<td>5</td>
</tr>
<tr>
<td>PC2. Locate the appropriate storage bays for items on pick list</td>
<td>5</td>
</tr>
<tr>
<td>PC3. Locate the appropriate storage area for picked items</td>
<td>5</td>
</tr>
<tr>
<td>PC4. Check if goods require any further packing and hand over the same to packer and collect once packing completed</td>
<td>5</td>
</tr>
<tr>
<td>PC5. If required obtain supervisor’s approval for handling over goods to packer</td>
<td>5</td>
</tr>
<tr>
<td>PC6. Apply picking methods specified by the organizational procedure for the type of goods and volume of goods to be picked</td>
<td>5</td>
</tr>
<tr>
<td>PC7. Perform picking- by removing goods from the appropriate shelves, storage space into containers or pallets to prepare for loading</td>
<td>5</td>
</tr>
<tr>
<td>PC8. Verify all items are labeled and packed appropriately</td>
<td>5</td>
</tr>
<tr>
<td>Performance Criteria</td>
<td>Total marks</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------------------</td>
<td>-------------</td>
</tr>
<tr>
<td>PC9. Identify any errors occurring during the inbound picking/storage process such</td>
<td>5 2 3</td>
</tr>
<tr>
<td>as damages and misplaced items</td>
<td></td>
</tr>
<tr>
<td>PC10. Notify the supervisor of any damages for potential fixes</td>
<td>5 1 4</td>
</tr>
<tr>
<td>PC11. Notify administration for any additional orders that need to be placed to</td>
<td>5 1 4</td>
</tr>
<tr>
<td>replace misplaced/irreparable items</td>
<td></td>
</tr>
<tr>
<td>PC12. Incase number of items are less than required report to supervisor immediately</td>
<td>5 1 4</td>
</tr>
<tr>
<td>and halt picking till issue is resolved</td>
<td></td>
</tr>
<tr>
<td>PC13. Verify all items on the pick list are picked and are in deliverable condition</td>
<td>5 2 3</td>
</tr>
<tr>
<td>PC14. Fill out appropriate administr-tive forms as required by the company in case of</td>
<td>5 1 4</td>
</tr>
<tr>
<td>accidents, damages, errors etc</td>
<td></td>
</tr>
<tr>
<td>PC15. Comply with safety regulations and procedures in case of fire hazards, bio-</td>
<td>10 5 5</td>
</tr>
<tr>
<td>hazards, etc.</td>
<td></td>
</tr>
<tr>
<td>PC16. Wear all safety equipment in-cluding protective gear, helmets etc.</td>
<td>5 2 3</td>
</tr>
<tr>
<td>PC17. Follow organization procedures with respect to security, materials handling and</td>
<td>5 2 3</td>
</tr>
<tr>
<td>accidents</td>
<td></td>
</tr>
<tr>
<td>PC18. Maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel</td>
<td>5 2 3</td>
</tr>
<tr>
<td>PC19. Adhere to security regulations of the company</td>
<td>5 2 3</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Total marks</th>
<th>Marks Allocation</th>
</tr>
</thead>
<tbody>
<tr>
<td>LSC / N 2110 (Perform Post Picking activities)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PC1. Identify any errors/discrepancies in items picked such as damages or</td>
<td>10 4 8</td>
<td></td>
</tr>
<tr>
<td>misplacement</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PC2. Notify supervisor of any damages for those items that need fixes</td>
<td>5 1 4</td>
<td></td>
</tr>
<tr>
<td>PC3. Notify administration for any additional orders that need to be placed to</td>
<td>5 1 4</td>
<td></td>
</tr>
<tr>
<td>replace misplaced/irreparable items</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PC4. Identify items that require further packing</td>
<td>5 2 3</td>
<td></td>
</tr>
<tr>
<td>PC5. Determine type of packing required for item according to nature such as wooden</td>
<td>5 1 4</td>
<td></td>
</tr>
<tr>
<td>packing, carton etc</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PC6. Hand over items for packing to relevant personnel</td>
<td>5 1 4</td>
<td></td>
</tr>
<tr>
<td>PC7. Label items according to pick list requirements</td>
<td>5 1 4</td>
<td></td>
</tr>
<tr>
<td>ASSESSMENT OUTCOME (NOS CODE AND DESCRIPTION)</td>
<td>Performance Criteria</td>
<td>Total marks</td>
</tr>
<tr>
<td>---------------------------------------------</td>
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<td>-------------</td>
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<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PC8.</td>
<td>Assist with loading items into transportation truck or loading bay if applicable/necessary</td>
<td></td>
</tr>
<tr>
<td>PC9.</td>
<td>Report the status of inventory that has been damaged/misplaced</td>
<td></td>
</tr>
<tr>
<td>PC10.</td>
<td>Report the status of inventory that has been successfully picked and stored</td>
<td></td>
</tr>
<tr>
<td>PC11.</td>
<td>Inform the supervisor of any difficulties due to task loads or time limits</td>
<td></td>
</tr>
<tr>
<td>PC12.</td>
<td>Fill out administrative forms and complete all organizational formalities for damages/accidents that occurred post-picking</td>
<td></td>
</tr>
<tr>
<td>PC13.</td>
<td>Record the inventory details reported in the individual log books</td>
<td></td>
</tr>
<tr>
<td>PC14.</td>
<td>Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.</td>
<td></td>
</tr>
<tr>
<td>PC15.</td>
<td>Wear all safety equipment including protective gear, helmets etc.</td>
<td></td>
</tr>
<tr>
<td>PC16.</td>
<td>Follow organization procedures with respect to security, materials handling and accidents</td>
<td></td>
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<tr>
<td>PC17.</td>
<td>Maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel</td>
<td></td>
</tr>
<tr>
<td>PC18.</td>
<td>Adhere to security regulations of the company</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Total</td>
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</tbody>
</table>

LSC/ N 2104 (Carry out Housekeeping)

<table>
<thead>
<tr>
<th>Performance Criteria</th>
<th>Total marks</th>
<th>Marks Allocation</th>
</tr>
</thead>
<tbody>
<tr>
<td>PC1. Inspect the area while taking into account various surfaces</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>PC2. Identify the material requirements for cleaning the areas inspected, by considering risk, time, efficiency and type of stain</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>PC3. Ensure that the cleaning equipment is in proper working condition</td>
<td>100</td>
<td>5</td>
</tr>
<tr>
<td>PC4. Select the suitable alternatives for cleaning the areas in case the appropriate equipment and materials are not available and inform the appropriate person</td>
<td>5</td>
<td>2</td>
</tr>
<tr>
<td>PC5. Plan the sequence for cleaning the area to avoid re-soiling clean areas and surfaces</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>ASSESSMENT OUTCOME (NOS CODE AND DESCRIPTION)</td>
<td>Performance Criteria</td>
<td>Total marks</td>
</tr>
<tr>
<td>---------------------------------------------</td>
<td>---------------------</td>
<td>-------------</td>
</tr>
<tr>
<td>PC6.</td>
<td>Inform the affected people about the cleaning activity</td>
<td>4</td>
</tr>
<tr>
<td>PC7.</td>
<td>Display the appropriate sign-age for the work being conducted</td>
<td>4</td>
</tr>
<tr>
<td>PC8.</td>
<td>Ensure that there is adequate ventilation for the work being carried out</td>
<td>5</td>
</tr>
<tr>
<td>PC9.</td>
<td>Wear the personal protective equipment required for the cleaning method and materials being used</td>
<td>5</td>
</tr>
<tr>
<td>PC10.</td>
<td>Use the correct cleaning method for the work area, type of soiling and surface</td>
<td>5</td>
</tr>
<tr>
<td>PC11.</td>
<td>Carry out cleaning activity without disturbing others</td>
<td>5</td>
</tr>
<tr>
<td>PC12.</td>
<td>Deal with accidental damage, if any, caused while carrying out the work</td>
<td>5</td>
</tr>
<tr>
<td>PC13.</td>
<td>Report to the appropriate person any difficulties in carrying out your work</td>
<td>5</td>
</tr>
<tr>
<td>PC14.</td>
<td>Identify and report to the appropriate person any additional cleaning required that is outside one’s responsibility or skill</td>
<td>5</td>
</tr>
<tr>
<td>PC15.</td>
<td>Ensure that there is no oily substance on the floor to avoid slip-page</td>
<td>5</td>
</tr>
<tr>
<td>PC16.</td>
<td>Ensure that no scrap material is lying around</td>
<td>5</td>
</tr>
<tr>
<td>PC17.</td>
<td>Maintain and store house-keeping equipment and supplies</td>
<td>5</td>
</tr>
<tr>
<td>PC18.</td>
<td>Follow workplace procedures to deal with any accidental damage caused during the cleaning process</td>
<td>5</td>
</tr>
<tr>
<td>PC19.</td>
<td>Ensure that, on completion of the work, the area is left clean and dry and meets requirements</td>
<td>5</td>
</tr>
<tr>
<td>PC20.</td>
<td>Return the equipment, materials and personal protective equipment that were used to the right places making sure they are clean, safe and securely stored</td>
<td>5</td>
</tr>
<tr>
<td>PC21.</td>
<td>Dispose the waste garnered from the activity in an appropriate manner</td>
<td>5</td>
</tr>
</tbody>
</table>

Total: 100 | 40 | 60
Do

- Explain each Guideline for Assessment in detail
- Explain the score that each trainee needs to obtain
- Recapitulate each NOS one-by-one and take participants through the allocation of marks for Theory and Skills Practical.
- Explain the Allocation of Marks. Explain that they will be assessed on Theory and Skills Practical.