

Draft Study Material



OFFICE ASSISTANT

(QUALIFICATION PACK: Ref. Id. MEP/Q0202)

Sector: Management and Entrepreneurship and Professional Skills

(Grade-X)

PSSCIVE Draft Study Material © No.



PSS CENTRAL INSTITUTE OF VOCATIONAL EDUCATION
(a constituent unit of NCERT, under Ministry of Education, Government of India)
Shyamla Hills, Bhopal- 462 002, M.P., India
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Preface

Vocational Education is a dynamic and evolving field, and ensuring that every student has access to quality learning materials is of paramount importance. The journey of the PSS Central Institute of Vocational Education (PSSCIVE) toward producing comprehensive and inclusive study material is rigorous and time-consuming, requiring thorough research, expert consultation, and publication by the National Council of Educational Research and Training (NCERT). However, the absence of finalized study material should not impede the educational progress of our students. In response to this necessity, we present the draft study material, a provisional yet comprehensive guide, designed to bridge the gap between teaching and learning, until the official version of the study material is made available by the NCERT. The draft study material provides a structured and accessible set of materials for teachers and students to utilize in the interim period. The content is aligned with the prescribed curriculum to ensure that students remain on track with their learning objectives.

The contents of the modules are curated to provide continuity in education and maintain the momentum of teaching-learning in vocational education. It encompasses essential concepts and skills aligned with the curriculum and educational standards. We extend our gratitude to the academicians, vocational educators, subject matter experts, industry experts, academic consultants, and all other people who contributed their expertise and insights to the creation of the draft study material.

Teachers are encouraged to use the draft modules of the study material as a guide and supplement their teaching with additional resources and activities that cater to their students' unique learning styles and needs. Collaboration and feedback are vital; therefore, we welcome suggestions for improvement, especially by the teachers, in improving upon the content of the study material.

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Date: 20 June 2024

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MODULE 1

COMPUTER APPLICATIONS

Module Overview

Knowledge of Computers is an essential and required skill in all the areas like Education, Medicine, Entertainment, Engineering and Military, Business, Transportation, etc. At Offices nowadays all the functions are digitised and automated.

Over the past years Computers have become a very important part of companies, be it a small start-up, government office or multinational organisations.

Usage of computers has made operations and activities easier. An Office Assistant should be able to operate a computer, and know basic details, database and file management, which help in efficient working.

Handling the company's data is a mammoth task which makes data management techniques a crucial asset. These techniques and tools save time and act as a catalogue for the storage of the information. An office Assistant should understand Operating systems, Commands, Software used in management and integration of data acquired from various resources.

This unit consists of four sessions It prepares, educates and provides technical skills to an aspiring Office Assistant.

Session-1 gives details about the types and parts of Computers, Software and Hardware, and introduction to computer Applications.

Session-2 demonstrates the knowledge of Operating systems and discusses the Booting Process, Directories and sub directories, types and functions of Operating Systems.

Session-3 prepares expertise in word processing, the soft wares used, the Shortcut commands, and functions to learn word processing.

Session-4 develops Data Management skills with knowledge of data management Software, and basics of data safety measures.

Learning Outcomes

After completing this module, you will be able to:

- Describe basics of computers
- Demonstrate the knowledge of Operating System
- Operate different commands in MS Office, Word processing and Spreadsheets on the computer
- Maintain the Data Management in the computer

Module Structure

SESSION 1: Basics of Computer

SESSION 2: Operating System

SESSION 3: Word Processing and Spread Sheets

SESSION 4: Data Management

Session 1: Basics of Computer

MEANING OF COMPUTER

Computer (Fig1.1), is a kind of electronic device which is used for storage and processing of data according to the instructions given to it. It takes data which is also called input, processes it and produces the result which is also called output.



Fig. 1.1: Computer

They are used for preparation of documents, creating/using applications, browsing websites, making presentations/videos, etc.

TYPES OF COMPUTERS

Computers have different shapes and designs based on the features like capacity, cost, size and speed.

They are Main Frame, Super computers, Workstation Computers, Personal Computers, Laptops, Smart Phone and Tablets (Fig 1.2). Their major characteristics are;

Mainframe Computers	High Capacity Costly Used in large organisations
Super Computer	Fastest (10 trillion calculations /second) Very expensive
Work station Computer	High end Very expensive Used to Solve complex Problems
Personal Computers	Low Capacity computers Developed for single user PC developed by Apple company is called Mac (Macintosh)
Laptop Computers	Handy Computer Easy to carry
Smart phone and tablets	Small in size Pocket friendly

Fig. 1.2: Types of Computers

PARTS OF COMPUTERS

The basic parts of computer are:

- 1. Monitor:** It is the screen of computer (Fig 1.3), which displays the result or output of the information given to the computer in the form of Text, Videos, Images, etc.

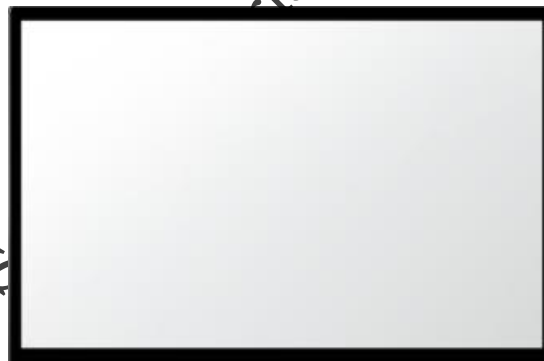


Fig. 1.3: Monitor of a Computer

- 2. Key Board:** It a device (Fig 1.4) used for sending messages or data to the computer.



Fig. 1.4: Key Board of a Computer

It includes the Alphabetic Characters, Numeric Keys, Special Characters,

Navigation Keys, Function Keys and Control Keys (Fig 1.5).

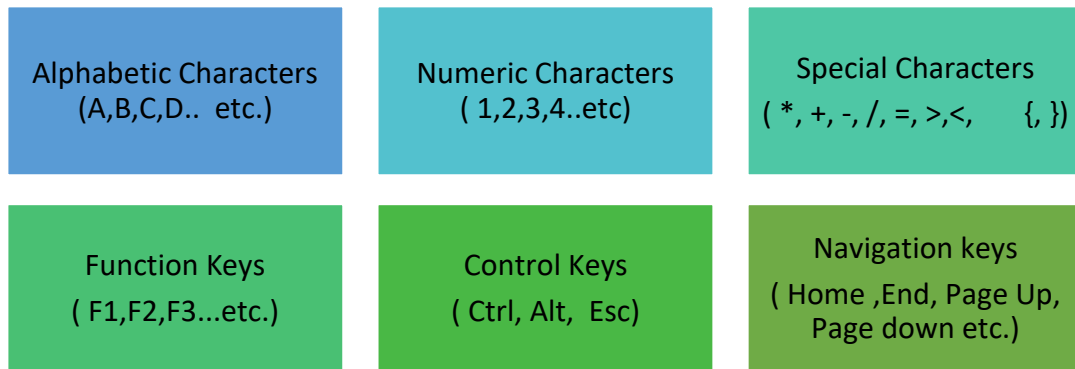


Fig. 1.5: Parts of a Key Board

It is a medium through which the operator or users communicate with the computer.

- 1. Mouse:** It is an input/pointing device (Fig 1.6) and is used to open/close the folders, applications or files on the screen of monitor.



Fig. 1.6: Mouse of a Computer

- 2. CPU:** It is called the '*Brain*' of Computer and is used for execution of the input or instructions given Fig 1.7.

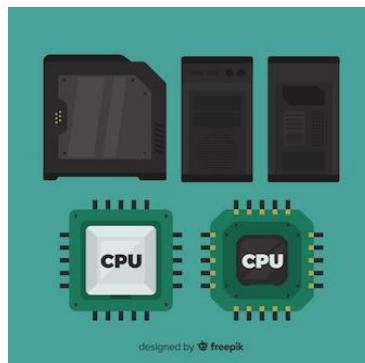


Fig. 1.7: CPU of a Computer

It has three parts:

- a) Arithmetic and Logical unit (ALU): It performs the Arithmetic and/or logical operations.
 - b) Control unit: It controls all the operations of CPU.
 - c) Registers: These are the series of units used for the memory storage.
- 3. Uninterruptible Power Supply or UPS:** It acts as a battery and in case of absence of power the files and information is saved and avoids shutting down of computer (Fig 1.8).



Fig. 1.8: UPS of a Computer

HARDWARE AND SOFTWARE

Hardware includes the physical parts/components of a computer which could be seen or touched, (Fig 1.9)

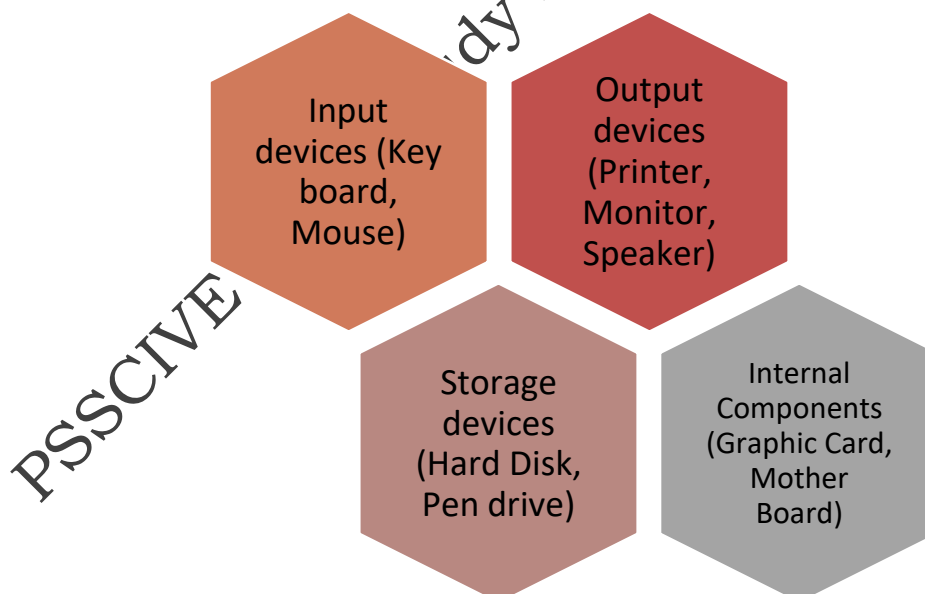


Fig. 1.9: Hardware Components

Software includes data, instructions or programmes for operating a computer for achieving a desired result or a specific task. Operating systems (Windows,

Linux, etc.), Utility Programs (Virus scanners, etc.), Web browsers (Google Chrome, Microsoft edge, etc.), Media Players (VLC media players, Window Media Players, etc.) are most commonly used software.

Meaning of Computer Applications

These are the software or the programmes designed to achieve particular tasks like sending an email, listening to music, Spreadsheet for work, word processing, etc.

Some applications or Apps are already in-built while users can purchase and install applications as required by them.

Activities

Activity 1: Visit Computer Lab and identify the parts of Computer.

Material Required: Notebook, Pad, Pen and Pencil.

Procedure:

1. Visit the computer lab.
2. Observe and note down the parts of the computer.
3. Ask the trainer about the software used in the computer.
4. Prepare a list of hardware components in the laboratory.
5. Make notes based on your observations.
6. Discuss the learning in the class.
7. Conclude the activity by mentioning the learnings from the activity.
8. Make a final note and submit it to the subject teacher.

Activity 2: Chart preparation on the types of computer.

Material Required: Coloured sheets, Scale, Coloured Pencil/sketch pens.

Procedure:

1. Divide class in three groups.
2. Distribute Coloured sheets, Coloured pencils/Sketch pens.
3. Allot one topic to each group.
4. Explain the topic to the class.
5. Prepare a chart on the topic.
6. Make notes based on the presentation given by other groups.

7. Discuss the learnings within the group.
8. Conclude the activity by mentioning the learnings from this activity.
9. Make a final note and submit it to the subject teacher.

Check your Progress

A. Fill in the Blanks

1. _____ are the software or the programmes designed to achieve particular tasks.
2. Hardware includes the _____ parts/components of a computer.
3. UPS acts as a battery and in case of absence of _____.
4. _____ is called the 'brain' of computers.
5. _____ is an electronic device which is used for storage and processing of data?

B. Multiple Choice Questions

1. Computers are used for
 - a) Preparation of documents
 - b) Creating/using applications
 - c) Making presentations/videos
 - d) All of the above
2. Which one is not the type of Computer?
 - a) Supercomputer
 - b) Main stream computer
 - c) Personal Computers
 - d) Tablets
3. "Brain" of Computer is
 - a) Mouse
 - b) CPU
 - c) Key Board
 - d) Monitor
4. All the operations of CPU are controlled by
 - a) ALU

- b) CU
 - c) Registers
 - d) NU
5. Physical part of Computer is
- a) Hardware
 - b) Software
 - c) Firmware
 - d) Class Ware

C. State Whether the following Statements are True or False

1. Computers are used for preparation of documents.
2. Screen of the computer is called Key Board.
3. ALU performs the Arithmetic and/or logical operations.
4. Computer applications are the software or the programmes which are designed to achieve particular tasks.
5. Hardware includes the physical parts/components of a computer.

D. Match the Columns

1	Key Board	A	Speaker
2	Output Device	B	Screen
3	Monitor	C	Handy Computers
4	Laptop	D	Input Device

E. Short Answer Questions

1. What is the meaning of Computers?
2. Define Hardware.
3. Define Software.
4. Define computer Applications.

F. Long Answer Questions

1. Explain the types of computers in detail.
2. Explain the Parts of Computer.

G. Check Your Performance

1. Discuss the parts of Computer.

2. Prepare a comparative report on the types of Computer.

Session 2: Operating System

MEANING OF OPERATING SYSTEM

To run a computer, programming an interface is needed between a user and Computer. That interface is the Operating System. All the processes of a computer are monitored and controlled by software known as Operating System or OS (Fig 1.10).



Fig. 1.10 Operating System

Source: <https://www.freepik.com/free-vector/operating-system-concept-illustration>

The Operating System;

- a) Directs the input/output of data.
- b) Keeps track of all files.
- c) Controls all the processes of a computer programme.
- d) Allocates the resources to numerous functions required to run a programme.

TYPES OF OPERATING SYSTEM

Most of the operating systems are inbuilt based on the utility or requirements of the user but can be changed or upgraded anytime to a new version.

Most commonly used operating systems are Microsoft Windows, Apple iOS, Google Android, Apple Mac OS, etc.

The types of operating systems (Fig 1.11) are Batch Operating system, Time Sharing Operating System, Distributed Operating System, Network Operating System, and Real Time Operating System.

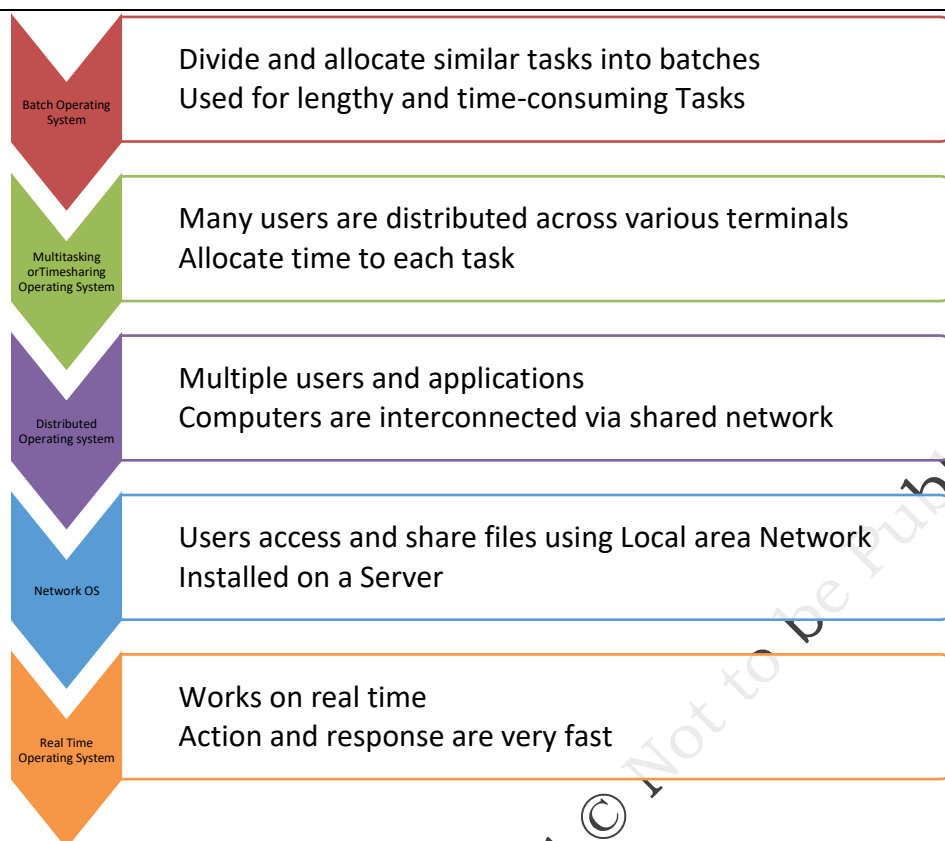


Fig. 1.11: Types of Operating system

Operating systems use GUI (Graphical User Interface) to give experience of graphics and/or text in the most eye-catching way.

FUNCTIONS OF OPERATING SYSTEM

Main functions of the Operating System are:

- Booting:** Management of starting of computer.
- Memory management:** Allocating particular space to a programme by coordinating with different application.
- Data security:** Protecting the data from any cyber-attack.
- Loading and execution:** Starting and execution of a programme.
- Drive/disk management:** Managing drives and diving disks.
- Device control:** Allowing or blocking access to devices.
- User interface or UI:** Allowing the users to enter/receive information.
- Process management:** Allocates space to different processes of computer.

BOOTING PROCESS

It is the process of starting a Computer. When the computer is turned **ON** or it is re-started, the process of booting is initiated. Basic Input Output System

(BIOS) makes the devices active and the operating system is loaded in the main memory. After the system is configured, with the help of drivers (programmes) system utilities like anti-virus, volume control is loaded. The last step in booting is authentication of user, in case computer is password protected (Fig 1.12).

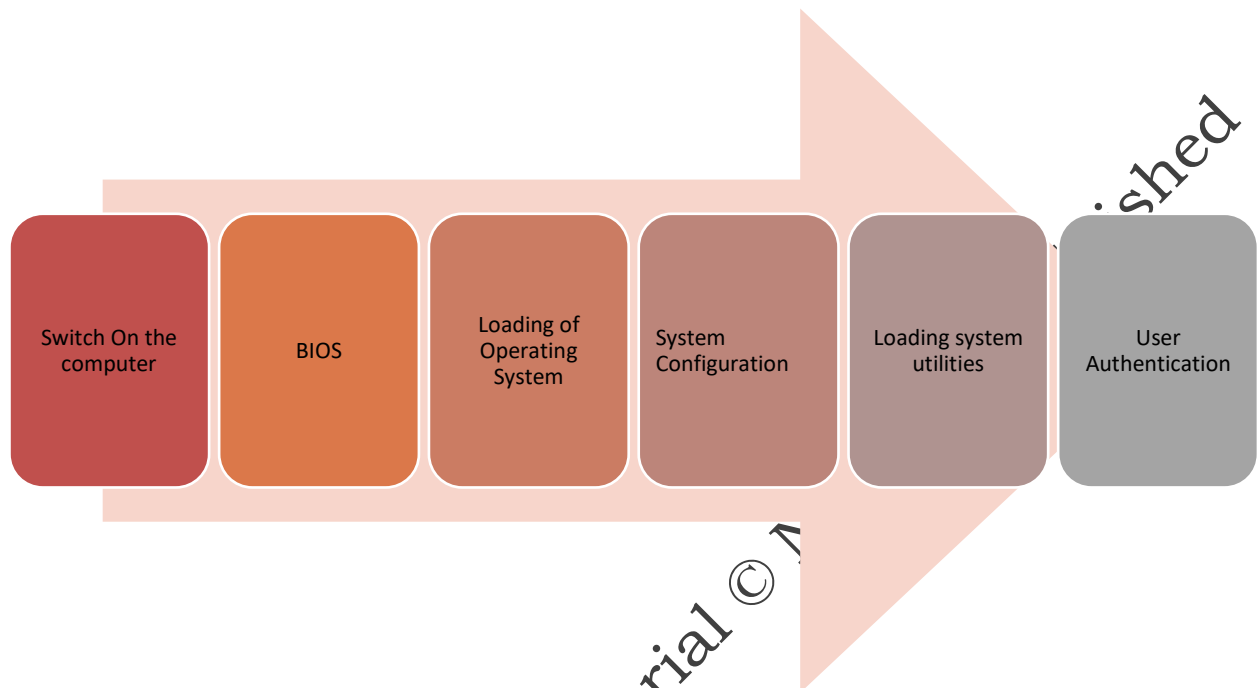


Fig. 1.12: Booting Process

DIRECTORIES AND SUBDIRECTORIES

Files are a collection of data. It can be a programme, text, data or a device.

A group of folders or files is called a directory (Fig 1.13) which contains more folders which are called subdirectories.

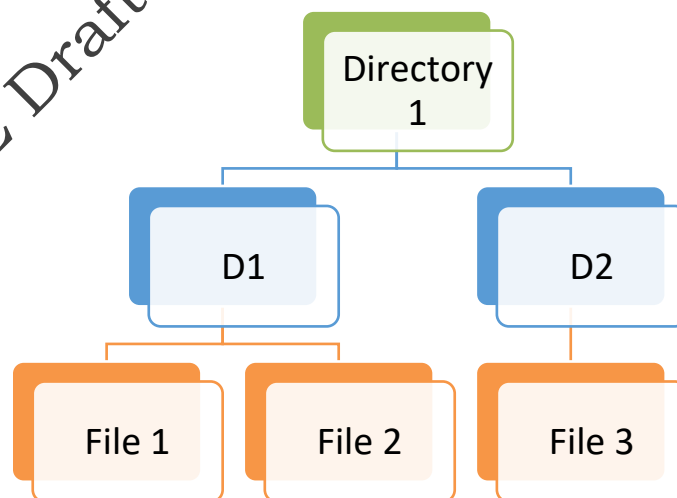


Fig. 1.13: Directories and subdirectories

Sub-directories are the directories below one another in the format of data storage system i.e., when we visit any website, a web page leads to the other web pages (Fig 1.14)



Fig. 1.14: Subdirectories in a website

Source: <https://www.freepik.com/premium-photo/website-scheme>

Sub-directories in a website are Contact Us, Gallery, Frequently Asked Questions (FAQ), Home, etc.

Activities

Activity 1: Basics of Operating Systems.

Material Required: Notebook, Pad, Pen, Pencil.

Procedure:

1. Visit an office which is into Software.
2. Greet the officers.
3. Ask them questions on:
 - a) Types of operating systems they use.
 - b) The reason they opted for that operating system.
 - c) How do they allocate memories?
 - d) How do they manage disk/drives?
 - e) How do they manage directories and sub-directories?
4. Note down the details.

5. Make a report based on your observations.
6. Discuss the learnings with the class.
7. Prepare a note on the learning.
8. Submit the note to the subject teacher.

Activity 2: Demonstration the functions of Operating Systems

Material Required: Note Pad, Pencil and Pen.

Procedure:

1. Visit the computer lab.
2. Demonstrate the functions of the Operating System.
3. Demonstrate the Booting Process.
4. Identify directories and subdirectories.
5. Prepare notes.
6. Discuss the learning with the class.
7. Make a presentation on the notes prepared
8. Conclude the activity by mentioning the learning from the activity.

Check Your Progress

A. Fill in the Blanks

1. Allocating particular space to a programme is called _____
2. Operating systems use _____ to give experience of graphics and/or text.
3. All the processes of a computer are monitored and controlled by software known as _____
4. _____ process of starting a computer.
5. A group of folders or files is called a _____ which contains more folders which are called _____

B. Multiple Choice Questions

1. Which is a part of Booting Process
 - a) User authentication
 - b) Loading of Operating system
 - c) System Configuration

- d) All of the Above
2. Which is not a function of the Operating System?
- Data security
 - Unloading
 - Drive/disk management
 - Device control
3. Which operating system divides and allocates similar tasks?
- Batch Operating system
 - Network Operating system
 - Distributed Operating system
 - Time Sharing Operating System
4. Allowing or blocking access to devices is called
- Drive management
 - Device Control
 - Memory Management
 - Process management
5. Microsoft windows is
- Operating System
 - Process System
 - Device
 - Hardware

C. State whether the following Statements are True or False

- Operating System cannot be changed or upgraded to a new version.
- The Operating System controls all the processes of a computer programme.
- UI allows the users to enter/receive information.
- The Distributed Operating System does not allow multiple users.
- When the computer is turned ON or re-started, the process of booting is initiated.

D. Match the Columns

1	Starting of computer	A	Graphical User Interface
----------	----------------------	----------	--------------------------

2	GUI	B	Memory management
3	Allocating Space	C	Files
4	Collection of data	D	Bootting

E. Short Answer Questions

1. What is the meaning of Operating Systems?
2. Define Booting.
3. Define Directory and sub-directory.

F. Long Answer Questions

1. Describe in detail the types of Operating System.
2. What are the functions of the Operating System?
3. Explain the Booting process with a diagram.

G. Check Your Performance

1. Explain directory and subdirectories with real life examples.
2. Discuss Booting Process.

Session 3: Word Processing and Spread Sheets

MEANING AND IMPORTANCE OF WORD PROCESSING AND SPREAD SHEETS

Using a Computer to create, edit, print or save a document is Word Processing. For word processing a specialised software is needed which is known as a Word Processor.

Microsoft Word is widely known as Word Processor (Fig 1.15) Open office writer, Google Drive Document and Word Perfect are also used. Examples include: Microsoft Works Word Processor, Open Office Writer, Word Perfect and Google Drive Document.

Word processor:

- a) Create Documents.
- b) Edit Them.
- c) Store them.
- d) Print them.

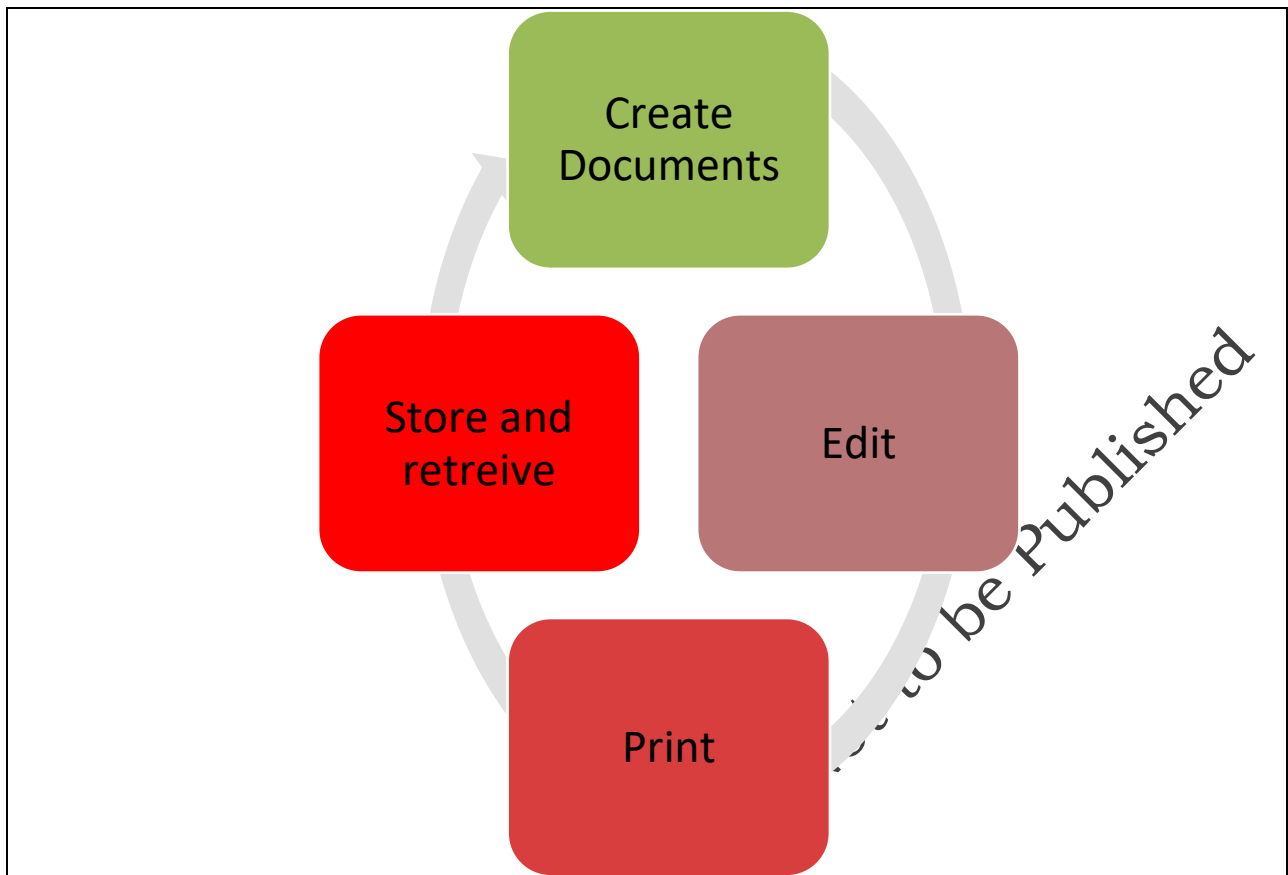


Fig. 1.15 Word Processing

Spreadsheets are computer applications used for analysis, calculation, storage and organisation of any data in tabular format.



Fig. 1.16: Spreadsheets
www.spreadsheet.com

Importance of MS office Word Processing and Spreadsheets

1. It is easy to analyse, organise and compute any data.
2. It saves time as typing a text or computation using spreadsheet is faster.
3. All folders can be saved and retrieved at desired location.

4. Many features are handy to make a document more appropriate by creating borders and layout of text.
5. Quality of work/project can be improved with the help of tools like grammar checker, spell checker reducing errors.
6. Easy to visualise data and help in forecasting.
7. Easy help is available through online templates.
8. Data from a data bank or base can be retrieved.
9. Information can be copied and transferred.
10. Paper documents are replaced with e-copy/digital copy. As a result, less chances of damage, misplacement or decay.
11. Efficiency and accuracy of workers is improved with the help of auto correcting features.
12. Cost of supplies and inventory like Pen, Staplers, Pencil, Binders and paper clips is reduced.
13. Assignments such as reports, posters, budgets, tables, newsletters, summaries and journals can be presented in a better way making it easy to express.
14. Editing of work is possible with tools like cut, undo, copy, paste and find/replace.
15. Easy to organise content using tools such as headings, page numbering, table of contents, etc. The formatting of text/table is possible using custom spacing, fonts, lists and formulae which improves readability.
16. Wider range of word processing and spreadsheet skills are required in the areas like blogging, promotion of a school event, editing a video and completion of work in arts, language, science, geography, math, social studies, history, etc.
17. Teamwork is possible by sharing options.

Word processing simplifies the document creation and editing process making written document error free. Spreadsheets help to manage and analyse data with efficiency which further helps in better decision-making process. Both of them are indispensable tools for modern office management.



SOFTWARE USED IN WORD PROCESSING AND SPREADSHEETS

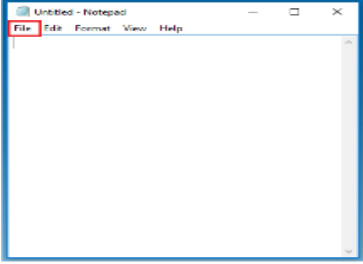
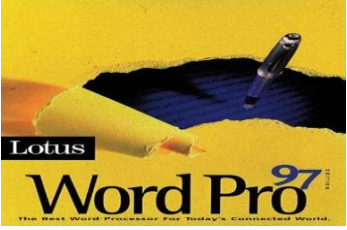
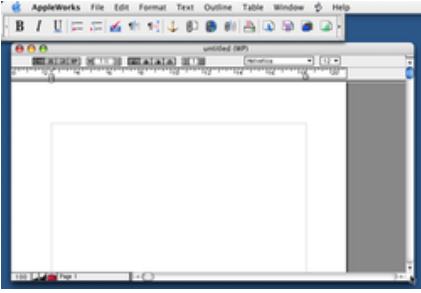


Word Processing is processing of words with forming pages and paragraphs. Spreadsheets are used in daily life as a data management tool. This software easily creates, computes, stores, edits, analyses and prints the data/documents and is used in creating reports, letters, forms, memoranda, proposals, surveys, general checklists, press releases articles, books and




speeches.

It is a sort of application which is used in a variety of fields.

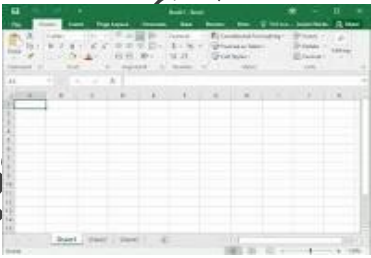
The commonly used word processing software are


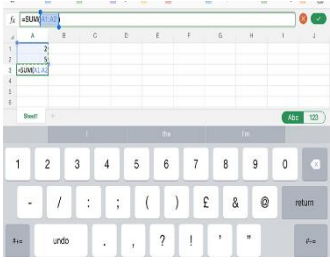
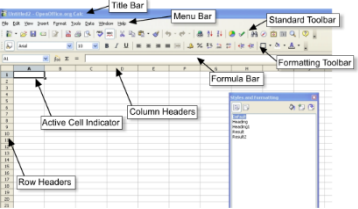
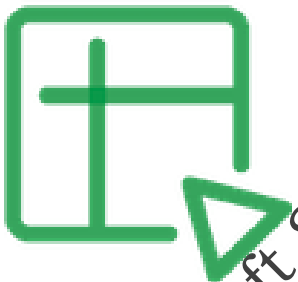
Logo	Software	Details
	Word pad	<p>It is basic application software for editing of text used to create/edit files giving facility of inserting pictures, fonts and colours and adding links to the other files.</p>
	Microsoft Word	<p>Microsoft Word /MS word is a software developed by Microsoft It;</p> <ul style="list-style-type: none"> • Checks the spelling, capitalisation, grammar and punctuation the documents with the feature of Microsoft Editor. • Enables users to share documents edit them together with options of adding comments and changes. • Saves the documents to a Drive which can be accessed from any device with protection against any digital attacks or ransom ware detection. • Designs the documents using templates which can be customised.

	Note Pad	It is a text editor software for windows used to create and edit plain text documents. It was launched in the year 1983 to commercialise the computer mouse in MS-DOS.
	Lotus word Pro	It is a word-processing software/desktop application which can run on the Microsoft Windows (MS windows) compatible computers.
	Apple works	It is an integrated suite containing a word processor, spreadsheet and database. It was developed for the Apple Computers was later reworked for the Macintosh platform.
	Word Perfect	This word processing software is now owned by Corel. It is known for its user-friendly scripting language which is called Perfect Script.
	Open Office writer	It is a word processing and publishing tool used to create, view and edit formats mostly when large documents, books and reports are required.

	<p>Google Docs</p>	<p>A web-based word processing application offered by Google. It's free and accessible from any device with an internet connection.</p>
	<p>Apple Pages</p>	<p>This is Apple's word processing software for macOS and iOS devices. It is a part of the iWork suite.</p>
	<p>Libre Office Writer</p>	<p>A free and open-source word processing programme that is compatible with Microsoft Word formats. It's available for Windows, macOS and Linux.</p>

Spreadsheet Software which are commonly used are;

	<p>Microsoft Excel</p>	<p>Part of the Microsoft Office Suite.</p> <p>MS Excel is a widely used spread sheet application for Windows and macOS.</p> <p>It is known for its powerful data analysis features.</p>
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	<p>Google Spread Sheet</p>	<p>Google's web-based spread sheet application, which is free and accessible from any device with an internet connection.</p> <p>It also supports real-time collaboration.</p>
	<p>Apple Numbers</p>	<p>Apple's spreadsheet software for macOS and iOS devices.</p> <p>It is a part of the iWork suite and is known for its clean and user-friendly interface.</p>
	<p>Libre office calc</p>	<p>The spreadsheet component of the LibreOffice suite, Calc is a free and open-source alternative to Microsoft Excel. It works on Windows, macOS and Linux.</p>
	<p>Zoho Sheet</p>	<p>An online spreadsheet software offered by Zoho Corporation.</p> <p>It provides collaboration features and is accessible from a web browser.</p>

This software cater to various requirements and preferences and are used for creating many documents as well as managing the data in professional settings. The choice of any software depends on the factors like collaboration, scale, platform, features compatibility and cost.

IMPORTANT SHORT-CUTS/COMMANDS USED IN WORD PROCESSING AND SPREAD SHEETS (CTRL+C, CTRL+V, ETC.)

Shortcuts commands are either the keys or the combinations of keys that offer an alternative way to use a mouse.

In word processing and spreadsheets shortcuts offer lot of benefits. User can finish an assignment at better speed and with more efficiency. It allows multiple tasking and helps the user to switch between apps, windows and lock screen.

Shortcut/Commands used in word processing are**Word shortcut keys**

Key	Command
Ctrl + A	Select all contents
Ctrl + B	Bold highlighted selection
Ctrl + C	Copy selected text
Ctrl + X	Cut selected text
Ctrl + N	Open new/blank document
Ctrl + O	Open options.
Ctrl + P	Open the print window.

Key	Command
Ctrl + F	Open find box
Ctrl-C	Copying
Ctrl-V	Pasting
Ctrl-X	Cutting the content
Ctrl-Z	Undo
Ctrl-I	Italicise
Ctrl-Right Arrow	Pointer is placed at the start of next Word
Ctrl-Left Arrow	Pointer is placed at the start of Previous Word
Ctrl-Down Arrow	Pointer is placed at the start of next paragraph
Ctrl-Up Arrow	Pointer is placed at the start of

	previous paragraph
--	--------------------

Shortcut commands used in spread sheets;

Key	Command
Ctrl+1	Format Cells
Ctrl +;	Insert current Date
Ctrl + Shift +:	Insert current time
Ctrl+C	Copy
Ctrl+Shift + \$	Format as Currency
Ctrl+V	Paste
Ctrl+X	Cut
Ctrl+Z	Undo
Ctrl+Y	Redo
Ctrl+A	Select All
Ctrl+F	Find
Ctrl+H	Replace
Ctrl+S	Save
Ctrl+N	New Work Book
Ctrl+O	Open Work book
Ctrl+P	Print
Ctrl+B	Bold
Ctrl+I	Italics
Ctrl+shift + %	Format as Percentage

To become an expert in Word Processing and MS Excel one has to practice these commands regularly. These skills are fundamental and are useful in any academic and/or professional settings.

Function Keys:

Function Keys are placed at the top of the keyboard numbered **F1 to F12**.

They offer some shortcuts and are very effective tools for a user. They are used in accordance with CTRL, SHIFT and ALT.

Function Key	Usage
F1	Displays Help screen.
F2	Allows the user to change the title/name of a specific folder.
F3	Launches search function.
F4	Closes the currently active window. (Alt +F4)
F5	Refresh/Reload the page/document window.
F6	Pointer moved to the address bar.
F7	Checks Spelling and Grammar in Microsoft apps.
F8	In windows it is used to connect the Boot menu.
F9	Refresh a document. Send/Receive email in Outlook.
F10	Open the menu bar. Shift +F10 used for right clicking.
F11	In internet browsers Enter/Exit full screen mode.
F12	Open/Save as a dialogue box in Microsoft word.

Attendance Reporting and Hour Tracking:**Word Processing:**

- Open Microsoft Word.
- Create a new document.
- Title it "Attendance Tracker."
- Make a table with columns: "Date," "Student Name," "Present/Absent."
- Enter the date and student names in the respective columns.
- Use "P" for Present and "A" for Absent.
- Save the document.
- Update it daily or as needed.

MS Excel

- Open Microsoft Excel.
- Create a new workbook.
- Title it "Hour Tracker."
- Create columns: "Date," "Activity," "Start Time," "End Time," "Total Hours."
- Enter dates and activities in the respective columns.
- Use a 24-hour format for time (e.g., 09:00 for 9:00 AM).
- Use formulas to calculate "Total Hours" (e.g., "=End Time - Start Time").
- Sum the total hours for each activity.
- Save the workbook.
- Update it as you track your hours.

These simple steps are used for Attendance reporting and Hour tracking using both word processing and spreadsheet software effectively. Also, it is very important to save the document regularly to avoid the losing of any data.

Activities

Activity 1: Quiz on Short Commands and Function Keys.

Material Required: Notebook/Pad, Pen/ Pencil.

Procedure:

1. Divide the class in 4 groups.
2. Name each group based on a terminology in word processing.
3. Ask questions based on shortcut commands.
4. Give 10 points for every right answer.
5. If a group does not answer they can pass the question to the next group.
6. For any wrong answer, deduct 10 points from the group score.
7. Declare the winner based on the total score.
8. Discuss the learnings with the class.
9. Conclude the activity by mentioning the learnings from the activity.

Activity 2: Demonstration for how word processing is done in computers.

Material Required: Note Pad, Pencil/Pens.

Procedure:

1. Visit the computer lab.
2. Identify the Logos of major software used in word processing.
3. Demonstrate the word processing software and their uses.
4. Prepare notes.
5. Make a presentation on the notes prepared.
6. Discuss the learnings with the class.
7. Conclude the activity by mentioning the learnings from the activity.

Activity 3: Lab Work to Use different commands for displaying its features.

Material Required: Notes Pad, Pencil/Pens.

Procedure:

1. Visit the computer lab.
2. Check word processing and MS excel on the computer.
3. Use different commands for displaying its features.
4. Mark your observations and practice.
5. Prepare notes.
6. Make a presentation on the notes prepared.
7. Discuss the learnings with the class.

8. Conclude the activity by mentioning the learnings from the activity.

Activity 4: Field Visit for tracking attendance and working hours of Staff.

Material Required: Notes Pad, Pencil/Pens.

Procedure:

1. Visit any office.
2. Take permission from the authority and make notes of attendance and hour tracking.
3. Ask questions.
4. Prepare notes.
5. Make a presentation on the notes prepared.
6. Discuss the learning with the class.
7. Conclude the activity by mentioning the learning from the activity.
8. Incorporate the changes in the notes and submit the same to the subject teacher.

Check Your Progress

A. Fill in the Blanks

1. Using a Computer to create, edit, print or save a document is _____
2. Quality of work/project can be improved with the help of tools like grammar _____
3. _____ is text editor software for windows.
4. Word Perfect _____ software is now owned by Corel.
5. _____ are either the keys or the combinations of keys that offer _____
6. Spreadsheets help to manage and _____ data.

B. Multiple Choice Questions

1. Word Processor
 - a) Creates documents
 - b) Edit them
 - c) Store them
 - d) All of the above



2. For large documents, books and reports we use
 - a) Open office writer
 - b) Word perfect
 - c) Apple works
 - d) Lotus pro
3. To Cut a selected text we use
 - a) Ctrl+V
 - b) Ctrl+X
 - c) Ctrl+A
 - d) Ctrl+G
4. Ctrl + 1 command in spreadsheets is used to
 - a) Format cells.
 - b) Insert current date
 - c) Insert current time
 - d) Copy data.
5. In windows to connect Boot menu we use
 - a) F8
 - b) F9
 - c) F2
 - d) F10
6. Which of them is a function of Word Processing?
 - a) Easy help is available through online templates
 - b) Data from a data bank or base can be retrieved
 - c) Information can be copied and/or transferred
 - d) All of the above

State Whether the Following Statements are True or False

1. Word Processing saves time as typing a text is faster.
2. Word Processing software is a sort of application which is used in a variety of fields.
3. Microsoft Word is not a Word Processor.
4. Ctrl+V is used for Cutting a text.

5. Efficiency and accuracy of workers is improved with the help of auto correcting features.

D. Match the Columns

1	Word Processor	A	MS Word
2		B	Italicise
3	Ctrl-I	C	Open Office Writer
4		D	Google Drive Document

E. Short Answer Questions

1. Define Word Processing.
2. What are shortcut commands?
3. What are function keys?

F. Long Answer Questions

1. Explain in detail about the Shortcut commands and function keys.
2. Describe the importance of word processing.
3. Explain in detail, the attendance reporting and hour tracking using Word Processing and MS excel.

G. Check Your Performance

1. Demonstrate how word processing and spreadsheets are operated in the computer.
2. Use different shortcut commands for displaying its features.

Session 4: Data Management

FUNDAMENTALS OF DATA MANAGEMENT

Data management is a practice of keeping, collecting and using the data efficiently, securely and cost-effectively. The objective of data management techniques is to help users optimise the data usage (Fig1.17).



Fig. 1.17: Data Management

<https://www.freepik.com/>

Data management helps in the storage, analysis and distribution of:

- Customer databases.
- Product information.
- Multimedia files and other data.
- Administrative and financial resources.

The significance to Data Management systems is automation.

Data management is a multi-platform procedure involving many tools with diverse objectives. For day to day running of company Data management is required. At work it involves a wide- range of tasks, procedures, policies and practices. It has extensive scope and is important for offices.

S No.	Importance
1	Saves time and costs.
2	Eliminates errors and redundancies in the databases.
3	Used as a tool to transfer information to other channels and companies.
4	Access, Create and Update data.
5	Stores data in multiple folders/clouds.
6	Provides means of recovery of data.
7	Ensures privacy and security of data.
8	Ensures the compliance requirements of office.
9	Provides the integration of data with useful Software.
10	Helps the perfect analysis of data.
11	Helps in the monitoring of usage of folders/files.
12	Streamline all the processes.
13	Optimises usage of resources.
14	Handle unlimited data/fields.
15	Facilitate global work as location or device barrier is not there.
16	Provides the back-up of data anywhere, anytime.
17	Provides history of data.
18	Saves the storage giving storage systems (cloud) or subscribing to an external storage account.

DATA MANAGEMENT SOFTWARE

Data management software ensures up-to-date, required and reliable data is there. This software helps in all stages from data preparation, research, cataloguing and governance of data to help users' quick access to any information they want.

Efficient Software in data management helps in:

S No	Importance
1	Determining risks involved in the process.
2	Providing security to data.
3	Handling queries related to data.
4	Integrating data from different resources.
5	Identifying human behaviour.

Data management software manages large volume of data at offices. The main features of data management software are Scalability, Data Governance, Data Integration, Security and Data Warehousing (Fig.1.18). These are the following features:

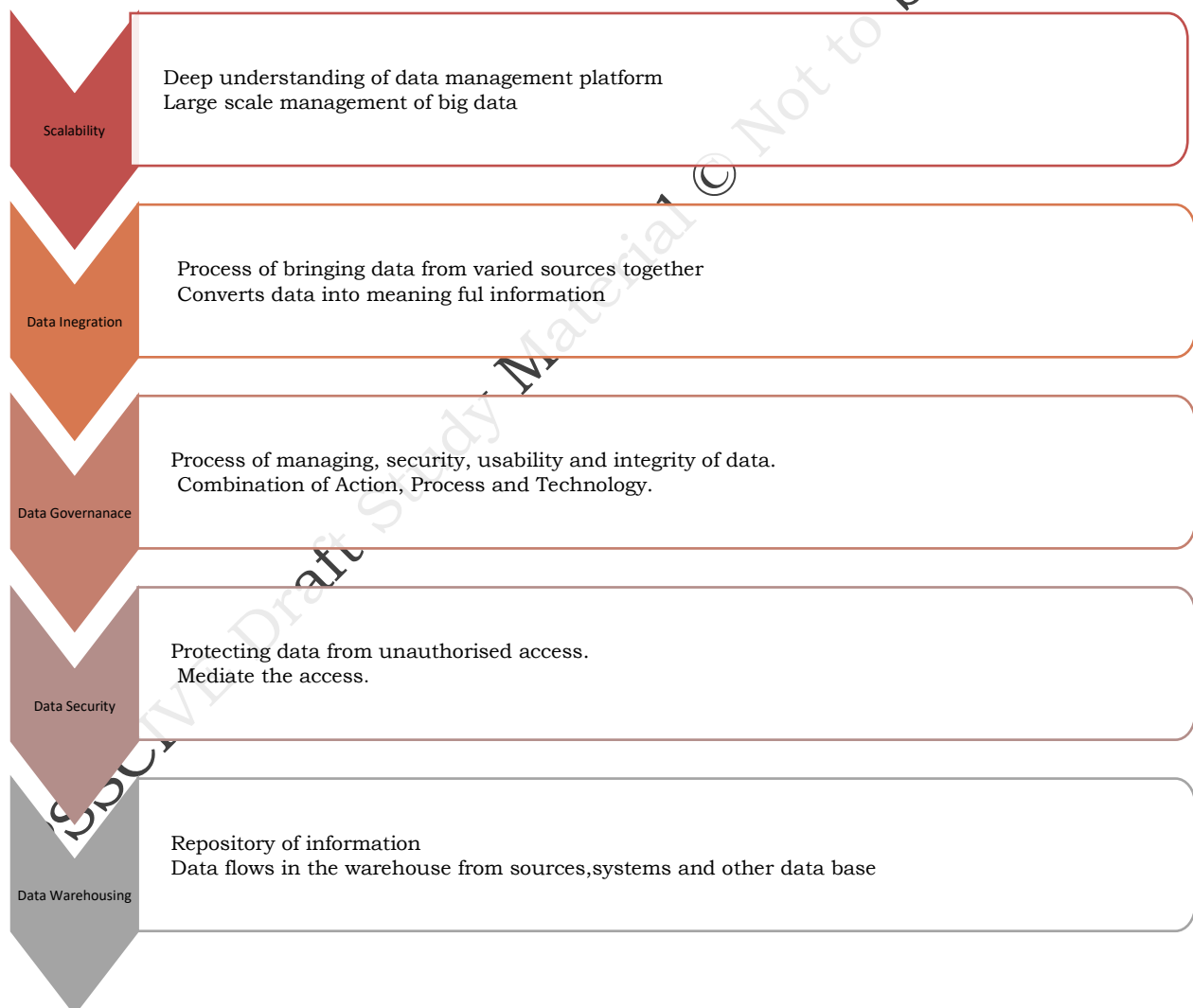


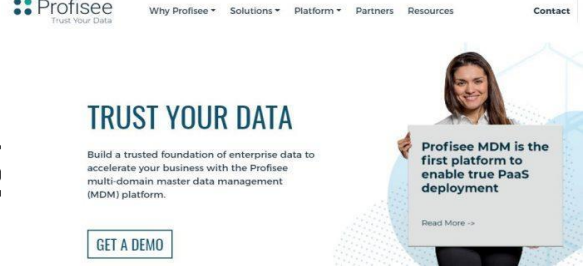


Fig. 1.18: Features of Data Management Software

S No	Software	Details
1	<p style="text-align: center;">Task</p> 	<ol style="list-style-type: none"> 1. Assign and create tasks with defined deadlines, start/end dates. 2. Keeps data safe and secure. 3. Available on iOS and Android.
2	<p>Microsoft SQL Server</p> 	<ol style="list-style-type: none"> 1. Least Vulnerable data. 2. Allows Integration with other apps.
3	<p>Profisee</p> 	<ol style="list-style-type: none"> 1. Affordable. 2. Create a diverse set of data. 3. Combine duplicate records logically.

DATA SAFETY MEASURES

Data management is management of important data and information. All these information needs to be protected and should be in the right hands only.

Primary focus of data safety is safeguarding confidentiality, availability and integrity of data focusing on proper implementation of policies ensuring productivity.

Following are some of the steps which can be used to protect the data (Fig1.19).



Fig. 1.19: Data Safety Measures

Data safety is achieved by blocking all private sites or browsing at the office, managing passwords and changing it at regular intervals. The authentication of data access is done at two levels keeping software up to date.

There should be junk folders for suspicious mails and antivirus needs to be active all the time. A protocol for data backup has to be established.

Activities

Activity 1: Field Visit for checking the Data Management.

Material Required: Notebook, Pad, Pen, Pencil

Procedure:

1. Visit an office nearby which operates in Computers.
2. Greet the concerned authority and ask questions;
 - a) How do they manage their data?
 - b) Which data management software are they using?
 - c) Why did they choose that software only?

- d) What measures are they taking for data safety?
- e) Which antivirus are they using?
3. Take notes.
4. Prepare a report based on your discussion.
5. Present the report in class.
6. Discuss the learning with the class.
7. Conclude the activity by mentioning the learning from the activity.
8. Submit the final report to the subject teacher.

Check Your Progress

A. Fill in the Blanks

1. Data management _____ ensures up-to-date, required and reliable data is there.
2. Protecting data from unauthorised access is known as _____
3. Primary focus of _____ is safeguarding confidentiality.
4. Microsoft SQL Server provides the least _____ data.
5. Data management software manages _____ of data at offices.

B. Multiple Choice Questions


1. Efficient Software in data management helps in
 - a) Determining risks involved in the process
 - b) Handling queries related to data
 - c) Integrating data from different resources
 - d) All of these
2. Large scale management of big data is called
 - a) Scalability
 - b) Data Governance
 - c) Data Integration
 - d) Data Warehousing
3. Data Management
 - a) Saves time and costs
 - b) Eliminate errors


- c) Transfers information to other channels
 d) All of the above
4. Repository of Information is called
- a) Data warehousing
 b) Data Security
 c) Data Governance
 d) Data Integration
5. Data can be protected by
- a) Good password management
 b) Keep software up to date
 c) Avoid phishing
 d) All of the above

C. State whether the following statements are True or False

1. Data management is management of important data and information.
2. N task is photography software.
3. The main feature of Data management software is Scalability.
4. Data Security provides repository of information.
5. Data safety is achieved by blocking all the private sites or browsing at office.

D. Match the Columns

1	Data Safety	A	Large scale management
2	Scalability	B	N Task
3		C	Microsoft SQL Server

4		D	Two Level authentication
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E. Short Answer Questions

1. Define Data Management.
2. What is the use of data management Software?
3. Define Data Safety and security.

F. Long Answer Questions

1. Describe in detail the importance of Data Management.
2. Enlist and explain important features of Data Management Software.
3. Explain the steps to protect the data.

G. Check Your Performance

1. Demonstrate how Data management is done in the computer.
2. Discuss the suitable software for Data Management.

MODULE 2**HANDLING OFFICE EQUIPMENT****Module Overview**

Office assistants play a major role in almost all business environments. They use a wide range of administrative and interpersonal skills to complete the routine tasks within an organisation for the people in the leadership positions. The key role of office assistant is to manage the routine operations of the organisation and record keeping of every single happening. These all calls for a great usage of office equipment to fasten the process and ensure the quality and error free work. Since they are highly involved in the usage of the equipment it is mandatory to understand about the handling and usage of the office equipment. This unit describes the handling and usage of office equipment to be done by an office assistant.

The chapter contains four sessions. First session namely; handle and manage the office equipment, usage of office equipment, demonstrate the procedure for repair and maintenance of office equipment, practice conservation of office resources, which are further explained in detail. Each session has its own importance and are connected as per the importance and need to be identified by an office assistant. First part is to understand the handling of machines which includes the types of equipment and how that equipment should be taken care of. It describes the aspects to be considered to purchase equipment and keep an inventory of the equipment.

Further the Second session describes the usage of equipment, probable problems faced in office equipment, ways and means to overcome those problems and the alternative solutions of getting the work done in case of major breakdowns. The third session discuss the repair and the maintenance of the various electronic devices is discussed since the repair and maintenance is unavoidable. Thus, an office assistant must be aware of ways of troubleshooting a problem, the process of approaching a person to solve the problem, to solve the problem in a cost-effective way and get the annual maintenance of the equipment done.

Planning and overcoming the troubles was an unavoidable part already discussed in the above three sessions. The Fourth session focuses on the conservation of energy and power consumption. The work in an office is largely reliant on the various equipment which consumes almost 30 to 50 percent of the organisation's power thus it is mandatory to keep a check on the power consumption and effective utilisation of resources. Thus, the last part of the unit describes energy consumption and resource conservation.

Learning Outcomes

After completing this module, you will be able to:

- Handle and manage the office equipment
- Usage of office equipment
- Demonstrate the procedure repair and maintenance of office equipment
- Practice conservation of office resources

Module Structure

SESSION 1: Handle and Manage the Office Equipment

SESSION 2: Usage of Office Equipment

SESSION 3: Repair and Maintenance of Office Equipment

SESSION 4: Conservation of Office Resources

Session 1: Handle and Manage the Office Equipment

Office Equipment in any organisation is the most vital. This equipment ensures the effective and efficient functioning of an organisation. Equipment such as printer, photocopier, scanner, binder, laminator, telephone, fax, etc. are the inseparable elements of any organisation. To perform the job roles of an office assistant it is must to be adept and well versed with the functioning, maintenance and troubleshooting mechanism of the said machines. This unit will give an overview of handling and operating various office equipment.

KINDS OF OFFICE EQUIPMENT

Effective and efficient functioning of an organisation requires various office equipment. Office equipment is an umbrella term for the various instruments, tools, machines and supplies required to perform the numerous jobs in an office. In the traditional organisation and management system people used to work manually and human labour was much involved. Digital world and technological upgradation have replaced human labour with machines in the modern management system. The same work is done more efficiently by machines. Modern-day workspace uses various machines like: computers, phones, printers, shredders and furniture to get work done efficiently.

Computer: It is an electrical device that receives, processes, saves and retrieves stored textual information, as well as images. Computers have replaced clumsy and antiquated typewriters and calculators. Earlier typewriters were used in the office to type or create text on paper. But lately the computer has replaced the typewriter and has overcome many challenges like; loud noise, large heaps of paper and filled cabinets as the information had to be stored in hard copy. A computer is required for compiling, calculating, and storing crucial corporate

data. The stored data is easy to access. Furthermore, computers offer practical internal and external communication solutions with the support of internet access (Fig.2.1).



Fig.2.1: Computer

Telephone: Internet has minimised the need for phones in modern workplaces. Still the use of telephone (Fig.2.2) is not completely disappeared, because few people feel it's easy to call than communicating through a letter. This is a cost-effective communication and we get an immediate feedback.



Fig.2.2: Telephone

Printers: It is a machine used for printing text or pictures, usually when linked to a computer. It is observed that hard copy of the documents is required for record purpose; printers (Fig.2.3) are the machines that help to print e-copy of the document in hard copy.



Fig.2.3: Printer

Document Scanner: Document Scanner is a machine that helps us to scan the hard copy of a document and store it in electronic/digital form. These machines transfigure images, pictures, faces and written documents into an electronic format, usually in PDF (Fig 2.4).



Fig.2.4: Document Scanner

Photocopying Machine: A photocopying machine is a device that creates an accurate replica of the original paper. This is useful to create numerous copies of the similar document. This machine can make the copies of a document without depending on the printers and scanners. The updated and advance machines have all the three functions of printing, scanning and copying (Fig.2.5).



Fig. 2.5: Photocopying machine

Perforator: Filing of paper needs to create a hole in the paper so as to place the document in the file. A perforator is used to create precise holes in papers prior to filing them (Fig.2.6).



Fig.2.6: Perforator

Binding Machine: Binding machines is an automatic machine used for binding (Fig.2.7).



Fig.2.7: Binding Machine

Calculator: A device performing arithmetic operations on numbers. Calculators can be useful for totalling, calculation, multiplication, division, etc (Fig.2.8).



Fig.2.8: Calculator

Router: This is an internet working device designed to receive, analyse and forward data packs between computer networks (Fig .2.9).



Fig.2.9: Router

Fax Machine: Telephonic broadcast of scanned hard copy (text and images), to a telephone number connected to output device like printer is known as Fax. This machine stores all inward faxes in the machine's storage (Fig 2.10).



Fig.2.10: Fax Machine

Projector and Audio video machines: A projector takes the images and projects it on a screen in a bigger size. This equipment is an output device (Fig.211).



Fig.2.11: Projector and Audio video machines

FACTORS IN SELECTING OFFICE EQUIPMENT

Every organisation has its own set of requirements and thus the organisation should purchase the machines and equipment based on their need but not based on the fact that other organisations are purchasing some machines. Also, the machines should be purchased based on certain more factors which are mentioned below:

1. **Simple in Operation:** The machine should be easy to handle as the machines are replacing the human labour, so the machines should be less manual and more automated. The machines should not cause any fatigue and give good results.
2. **Flexibility:** Machine with more options and flexibility should be the choice. For example; now a machine has a feature of scanning, copying and printing too. Earlier there used to be separate machines for different functions.
3. **Durability:** Durability of machine is a major concern as the machine will be used and handled by multiple persons, thus it is recommended to have a little durable machine. Breakdown of the machine calls for a huge investment of money.
4. **Portability:** In modern days, size of machines has reduced drastically. Small and handy machines are more in demand due to convenience in

handling and movement.

5. **Quality work:** Machines with greater accuracy and perfection are preferred as machines have replaced the manual labour. Thus, the scope for error should be minimal.
6. **Service & Maintenance:** Maintenance of machines and speedy repairs is mandatory for better performance of the machines.
7. **Operating Cost:** Machines with less operating cost are preferred. The cost of machines and the supplies should be minimal.
8. **Suppliers:** Brand of the machine plays a vital role in its choice and purchase. Reputation of the manufacturer is taken into due consideration.
9. **Style:** Apart from agreeable operation the machine should also be attractive.
10. **Cost:** The machine cost can be justified by its outcome and the relaxation in manual labour along with the cost incurred in its repair and maintenance.

PROCEDURE OF HANDLING OFFICE EQUIPMENT

Office equipment is useful at the same time the machines need to be handled with care. The trouble shooting after the machine gets out of order is challenging and expensive. This will halt and delay the existing work. Thus, the machines need to be managed well before any problem arises. The following are the points to be considered for handling the machines:

- Machine should be kept clean.
- Positioning of the machines must be given a proper thought.
- Timely upkeep of all the repairs and defects.
- Instruction manuals must be referred for usage.
- Inspection and maintenance SOPs must be followed.

STORING AND RETRIEVING INFORMATION/MESSAGES FROM THE FAX MACHINE

Telephonic broadcast of scanned hard copy (text and images), to a telephone number connected to output device like printer. This machine saves and retrieve stored fax messages as it has a storage feature. The below mentioned flow chart is a process to retrieve the messages from the fax machines (Fig.2.12).

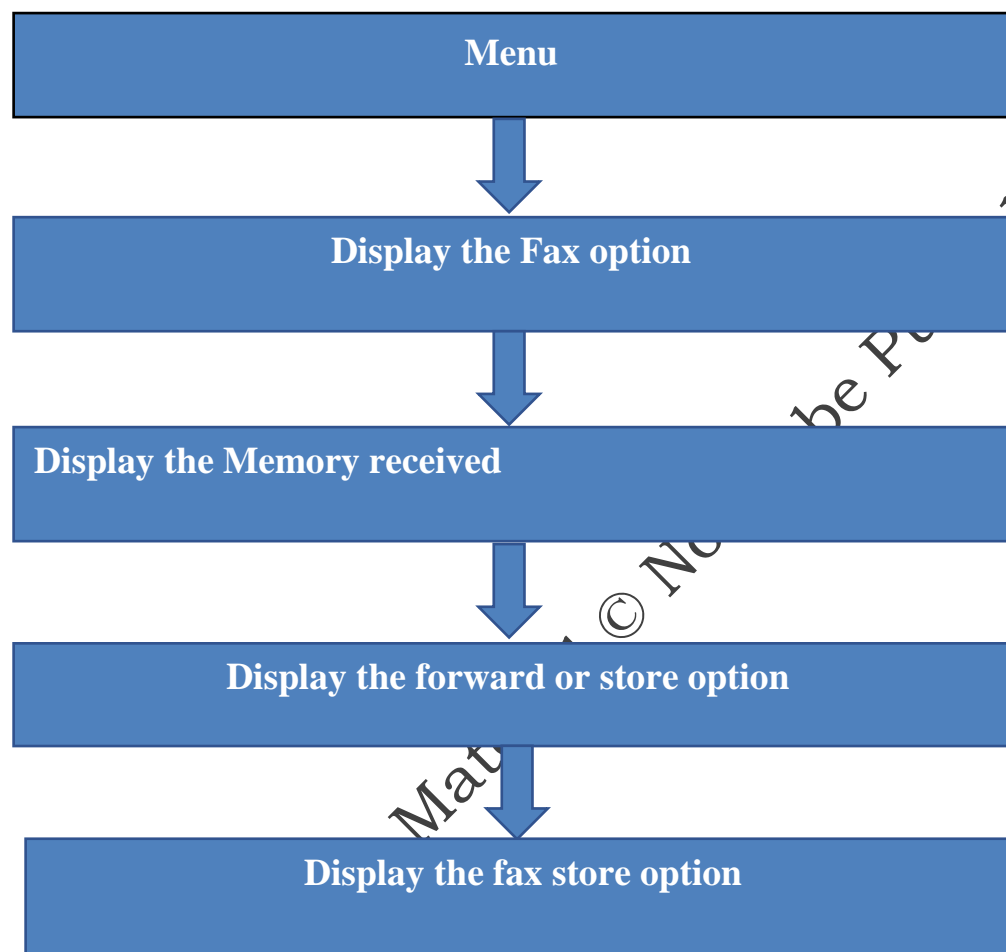


Fig.2.12: Storing and retrieving information/messages from the fax machine

INVENTORY MANAGEMENT OF THE MATERIALS REQUIRED

Inventory management means placing the order, storing, using and selling stock and supplies. Office assistant needs to upkeep the stock and supplies of the various equipment. The machines are extremely unpredictable; they can anytime go out of work due to any technical fault. Thus, the backup and stock of all the supplies and parts of the machine needs to be maintained in order to avoid delayed work. There are four important types of Inventory management. The types are as follows:

- 1. Just-in-Time Management (JIT):** This manufacturing model originated in Japan in the 1960s and 1970s. Toyota Motor (TM) contributed the most to its development. In this concept the inventory is maintained only for the current requirement. They do not stock the supplies, which reduces a significant amount of money. But at the same time unexpected

demand may create trouble as the repair of machines will be delayed resulting in delay in task.

- 2. Materials Requirement Planning (MRP):** This inventory management method is based on accurate planning of inventory needs and then communicating those needs with materials suppliers in a timely manner.
- 3. Economic Order Quantity (EOQ):** This model assumes constant consumer demand. The inventory management is done based on identifying the number of things a company should enhance to its inventory with each batch order to reduce the total costs of its inventory.
- 4. Days Sales of Inventory (DSI):** The concept is based on the amount of days a company's current stock of inventory will last. Following is the format of office inventory.

Inventory Format

Office Equipment	Price Range	Quantity	Estimated Replacement Cost
Calculator	300 - 500	-	-
Fax Machine	5500 - 7600	-	-
Computer	55000 - 80000	-	-
Scanning Machine	5500 - 95000	-	-
Photocopy Machine	60000 - 200000	-	-
Printer	60000 - 150000	-	-

Activities

Activity 1: Prepare a chart to show the types and functions of office equipment.

Material Required: Drawing Sheet, Pen/Pencil, Check list, and Eraser.

Procedure:

1. Visit an office along with the teachers and classmates.
2. Meet the office assistant and others and greet them.
3. Take a tour of the office and enquire from the office assistant about the following:
 - Various equipment and their locations.

- Functions of the machines.
 - Frequency of usage of each machine and equipment. Prioritise according to each machine.
4. Discuss with the other office assistants about the office equipment and functions.
 5. Show your notes to the office assistants and confirm.
 6. Prepare a flow chart and discuss it with friends and show it to the teacher.
 7. Discuss your report in the class.
 8. Take feedback
 9. Incorporate the changes and submit the report to the subject teacher

Activity 2: Role play to depict the importance and utility of office equipment.

Material Required: Notebook, Pen/Pencil, Checklist, Real/dummy equipment or model of the equipment or drawings.

Procedure:

1. Group of students must sit together and brainstorm about the equipment.
2. Decide about the role of each individual.
3. Students can choose any of the following role:
 - Manager.
 - Senior Executive
 - Office assistant.
 - Vendor.
 - Office boy.
4. The script of the role play must be decided along with the usage of above said props.
5. Discuss the script and idea with the fellow classmates and teacher.
6. Perform the act in front of the class.
7. Extent to which the concept is being communicated to the class will be the evaluation parameter.
8. Make a detailed report on the performance
9. Submit the report to the subject teacher.

Activity 3: Demonstrate how to use photocopy machines.

Material Required: Video link, Projector, Speakers, Screen, laptop/PC.

Link: https://www.youtube.com/watch?v=_TBqq5htvYI

Procedure:

1. Run the video on laptop or computer.
2. Display the video on screen through a projector.
3. Ensure the audio output through the speaker.
4. Pause the video as and when required and explain to the students.
5. Ask a few questions based on the video at the end.
6. Note down the activity in a note book
7. Prepare a report on the basis of the activity
8. Submit the same to the subject teacher.

Activity 4: Demonstrate how to use fax, scan and copy.

Material Required: Video link, Projector, Speakers, Screen, laptop/PC.

Link: <https://www.youtube.com/watch?v=h7CthCHYtYM>

Procedure:

1. Run the video on laptop or computer.
2. Display the video on screen through a projector.
3. Ensure the audio output through the speaker.
4. Pause the video as and when required and explain to the students.
5. Ask a few questions based on the video at the end.
6. Note the answers said by the students.
7. Prepare a report on the basis of the activity
8. Submit the same to the subject teacher.

Activity 5: Prepare a sample inventory management.

Material Required: Check list, Notepad, pen/pencil, drawing sheet, colour pencils.

Procedure:

1. Draw a chart containing inventory management and correlate it with organisation.
2. Check the types discussed in the textbook and what the teacher taught in the class.
3. Prepare the inventory format and the details.

4. Discuss with the classmates in front of your teacher.
5. Take the feedback from the class and the teacher.
6. Write the conclusion incorporating the changes.
7. Submit the conclusion to the subject teacher.

Check Your Progress

Fill in the Blanks

1. Office equipment ensures the _____ and _____ functioning of an organisation
2. _____ is an umbrella term for the various instruments, tools, machines and supplies required to perform the numerous tasks in an office.
3. _____ and _____ has replaced the human labour with machines.
4. _____ is an electrical device that receives, processes, saves and retrieves stored textual information.
5. Computers replaced clumsy and antiquated _____ and calculators.
6. Telephone is cost effective _____ and we get an immediate feedback.

B. Multiple Choice Questions

1. Display the memory received is _____ step in using the fax machine
 - a) First
 - b) Second
 - c) Third
 - d) Fourth
2. Which among the following is not the factor in selecting an office equipment?
 - a) Simple in operation
 - b) Flexibility
 - c) Durability
 - d) Colour
3. A printer is a machine used for
 - a) Printing text or pictures services

- b) Colouring text or pictures
 - c) Both
 - d) None
4. The functions of document scanner are
- a) Scanning the hard copy of the document
 - b) Store the hard copy in the electronic form
 - c) Both (a) & (b)
 - d) None of the above

C. State whether the following statements are True or False

1. The Internet has minimised the need for telephones.
2. A photocopying machine can create an accurate replica of the original paper.
3. Router is used to perform arithmetic operations on numbers.
4. A photocopying machine can create multiple copies.
5. Maintenance of machines and speedy repairs is mandatory for better performance of the machines.
6. Attractiveness of the machine is not an important factor to decide the purchase of the machine.
7. Material requirement planning is a type of inventory system.

D. Short Answer Questions

1. Define office equipment.
2. What is a router?
3. Define computers.
4. Enumerate the uses of a projector.

E. Long Answer Questions

1. Describe the factors involved in selecting an office equipment.
2. Explain briefly about the concept and types of inventory management system.
3. Describe the steps involved in storing and retrieving the information or messages from the fax machine.
4. Elaborate the procedure of handling an office equipment.

F. Check Your Performance

1. Draw a flow chart of the role of office equipment in an organisation.
2. Explain the functions of office equipment.
3. Prepare an inventory for the office visited during the study.

Session 2: Usage of Office Equipment

Everyday task of an office assistant is to take calls from clients and conveying messages to the different internal and external shareholders, maintain files, keeping record of important documents, organising travel arrangements, managing supply inventory and performing data entry. To execute all this an office assistant comes across the usage of various office equipment like fax, scanners, printer, photocopier machine, computer, telephone etc. The session will further give a detailed explanation on the importance, need and efficient use of the equipment and the major issues related to the office equipment.

IMPORTANCE OF OFFICE EQUIPMENT

Office equipment are alternate to the manual labour and thus they are labour saving devices. This equipment has two-fold purpose viz. time saving efficiency and effectiveness. The machines support and get work done in a short duration of time and also error free. The importance and utilities of these machines are:

- **Cost saving:** Operational cost of machines is low as compared to labour. As the machines finish up the task in less time with greater precision.
- **Better quality:** Machines have specifications and do the work systematically and in a set manner. Hence automation improves the quality of work.
- **Accuracy:** Machines offer larger accuracy. Mistakes are reduced to a minimum resulting in effective and efficient work and avoiding delays.
- **Reduce monotony:** Repetitive work causes boredom and a sense of monotony among employees. Machines are the best source to complete the monotonous and repetitive task.
- **Standardisation:** Machines bring standardisation in the task as the commands are set and are the same throughout. It improves the grade of work in terms of quality output.
- **Efficiency:** Machines take no time to complete the task. Since the machine has its own set standards and the time. Thus, the task is completed in the set time frame with greater efficiency.

NEED OF OFFICE EQUIPMENT

Office equipment has a vast significance. Those play a significant role in the

functioning of an organisation. Office equipment play a significant role in increasing the quantity of work. The production is less if the task is done manually whereas the same work is completed with large precision and speed with the machines. Thus, to **enhance productivity** machines are required.

1. The **efficiency and effectiveness** of work increases multiple folds due to standard specifications of the machines which is not possible by manual labour.
2. Machines are more **precise and specific**. They work on the commands being given and there is no intervention of personal view and perception, which is unavoidable in manual work.
3. **Effective and efficient use of manpower**. Machines reduce the exploitation and overuse of manpower. Majority of routine and technical works are being done through machines which spares the manpower for some other important work.
4. Machines have **overcome the Human specific barriers** and issues. For Example: Handwriting is human specific which may create a little problem to read by everyone whereas the same is being eliminated by machines, as things are standardised and clearer.

EFFICIENT USE OF OFFICE EQUIPMENT

Efficient means attaining maximum output with least minimum wastage, expense or effort. The objective of installing a machine or equipment is to enhance productivity and efficiency (Fig 2.13). The work needs to be completed in a well-organised and competent way. Misuse of machines reduces efficiency of a machine. Thus, utmost care must be taken about the usage of machines. Mistreatment of machines may invite unpleasant happenings such as breakdown of machines. Even an hour's loss may result in a huge difference in productivity.



Fig.2.13: Efficient Use of Office Equipment

Office assistants must ensure the effective usage of machines. Also, power saving should be taken care of. Major equipment in the offices are dependent on energy consumption, if appropriate and well-timed upkeep of the machines are not done the power consumption may increase which may lead to increase in cost and thus violate the objective of installing machines. It is necessary to ensure effective means to reduce the energy consumption by office equipment. Computers, monitors and all the electronic equipment must be switched off when the work is not going on or even when the users are away from their desks for more than ten minutes.

Alternative way to reduce power consumption is to switch on power saving settings. This can be done by a default setting or can be done manually whenever it is required. There are few important points to be remembered to ensure the effectiveness. The points are mentioned below:

1. Equipment purchase should be done consolidated for each department.
2. Equipment stores should be managed centrally. Manager must monitor the store and keep an inventory of the stock.
3. Order dates must have a track and estimated date-to-order should be predicted and order must be placed well in advance.
4. The equipment must have good maintenance plans and arrangement so that the same machine can be used for a longer time.

WAYS AND MEANS TO OVERCOME BASIC TROUBLESHOOTING

Equipment is unpredictable, it's not necessary that things will go on smoothly as we have planned. It is quite apparent that the problems arise which lead to delay in work and creates frustration. Below mentioned are some of the problems encountered in relation to printers, photocopiers and fax machines.

Problem: The first and the foremost problem that is being raised is that the toner cartridge runs out resulting in the lighter print.

Solution: The toner cartridge can be replaced easily by any user. Every equipment comes with a user manual having instructions for changing the toner. The same is displayed on the screen also. At the same time office should keep a stock of cartridges.

Problem: Poor or light image during the copy.

Solution: Poor or light image quality is due to the glass pane inside the photocopy machine, which becomes dirty. It is necessary to keep the pane clean and should be cleaned on regular intervals.

Problem: Paper jams and creased paper.

Solution: Damp papers cause paper jams. Paper tends to absorb water from the air. Thus, after opening a new ream the paper must be placed in an air

tight container. Also, the photo copier machine should be supplied with small amount of papers.

Problem: Another problem is placing paper in the wrong position resulting into incomplete capturing of the image.

Solution: This calls for a huge paper wastage. Thus, it is recommended to set and check the machine before giving the commands.

ALTERNATIVE MEANS FOR COMPLETION OF TASK IN CASE OF MAJOR BREAK DOWN

Planning is never hassle free. How much planning is done yet breakdown is inevitable. The first and the foremost step is to identify if the problem is repairable or irreparable. Accordingly, further decisions can be taken. Following are some alternative measures which can be adopted during major break down:

1. **Arranging equipment:** Alternate equipment can be arranged from some other departments if the problem is repairable.
2. **List of vendors:** Office assistant should have a list of vendors who provide the equipment on rent or new equipment. These vendors can be contacted according to the requirement.
3. **Service engineers:** List of service engineers and their contact details need to be readily available with the office assistant for timely solution of the problem.
4. **Outsource:** The equipment can be outsourced in case of less expertise, then experts should be hired to avoid any unforeseen situations.
5. **Reorder:** If the problem is irreparable then the equipment should be reordered after detailed analysis of the product and market research.
6. **Warranty:** It is necessary to know if the equipment is in guarantee and warrantee. To know the provisions of guarantee and warrantee and accordingly dealing with the vendor.
7. **Data file:** Office assistant should have a ready data file having the details of product model number, purchase date, price, guarantee and warrantee expiry date, list of vendors and engineers, contact numbers, etc.

RECORD THE USAGE OF EACH OFFICE EQUIPMENT

Office equipment supports the working in the organisation and it is an integral part of the working of any organisation. The record of each equipment should be maintained for timely remedial of any issue. Recording should be systematic in order to avoid confusion. Systematic chart should be prepared for the reference of any of the concerns like repair and maintenance of the

equipment, reorder, repair, etc. The following are the various list to be kept in hand for the record purpose of any equipment:

1. List of products/equipment/machines in the organisation.
2. Each machine should be given a specific number which needs to be included in the index for reference of the machine.
3. The record of date/month/year of maintenance should be recorded to calculate the next servicing due date.
4. List of vendors for reordering the equipment and outsourcing the maintenance work.
5. File having the data related to equipment model number, purchase date, price, guarantee and warrantee expiry date, etc.

Activities

Activity 1: Prepare a flow chart to show the usage of office equipment.

Material Required: Drawing Sheet, Pen/Pencil, Check list and Eraser.

Procedure:

1. Visit an office along with the teachers and classmates.
2. Meet the office assistant and others and greet them.
3. Take a tour of the office and enquire from the office assistant about the various equipment and their usage.
4. Discuss with the other office assistants about the office equipment and usage.
5. Show your notes to the office assistants and confirm.
6. Prepare a flow chart and show it to the teacher.
7. Discuss your report in the class.
8. Prepare a final report and submit to the subject teacher.

Activity 2: Role play to depict the efficient use of office equipment.

Material Required: Notebook, Pen/Pencil, Checklist, Real/Dummy equipment or model of the equipment or drawings.

Procedure:

1. Group of students must sit together and brainstorm about the equipment.
2. Decide about the role of each individual.

3. Students can choose any of the following roles:
 - Manager.
 - Senior Executive.
 - Office assistant.
 - Vendor.
 - Office boy.
4. The script of the role play must be decided along with the usage of above said props.
5. Discuss the script and idea with the fellow classmates and teacher.
6. Perform the act in front of the class.
7. Extent to which the concept is being communicated to the class will be the evaluation parameter.
8. Prepare a report on the evaluation and present it in the class.

Activity 3: Debate on power saving when the equipment is not in use.

Material Required: White board, Marker, Calculator, Student teams.

Procedure:

1. Discuss the role and importance of power saving when the machines are not in use.
2. Make group of students.
3. Give five minutes to prepare.
4. Start the debate.
5. Evaluate and note the points of each team.
6. Reward the winning team.
7. Prepare the notes.
8. Submit the notes to the subject teacher.

Activity 4: Draw a flow chart showing the alternative measures of completing the task during breakdowns.

Material Required: Check list, Notepad, pen/pencil, drawing sheet, colour pencils.

Procedure:

1. Collect the materials required to draw the flow chart.
2. Discuss the breakdowns and the measures an office assistant considers in the office visited by you.

3. Draw a chart containing the available options.
4. Correlate the trouble and the alternative solution available.
5. Ensure your work completion.
6. Discuss with the classmates in front of your teacher.
7. Write the conclusion.
8. Submit the conclusion to the subject teacher.

Activity 5: Maintain the records of the usage of each office equipment.

Material required: Check list, Notepad, pen/pencil, Sheet, Computer, Printer, and file.

Procedure:

1. Collect the materials required to prepare the records.
2. Discuss the available equipment and the maintenance schedule in the office.
3. Accordingly prepare a table with a detail of name of the equipment and the scheduled maintenance required and date.
4. Discuss the prepared table and maintenance schedule with the office assistant.
5. Prepare the final draft after consulting with the teacher.
6. Present the draft in front of the class.
7. Submit the draft to the subject teacher.

Check Your Progress

Fill in the Blanks

1. Office equipment are alternate to the _____
2. Purpose of office equipment is _____ and efficiency
3. _____ cost of machines is low as compared to labour
4. Automation improves the _____ of work
2. Machines bring _____ in the task
3. Machines are more _____ and _____
4. Machines reduces the exploitation and _____ of manpower.
5. Machines offer _____ accuracy.

B. Multiple Choice Questions

1. Which amongst the following is the utility of machine
 - a) Cost Saving
 - b) Accuracy
 - c) Both
 - d) None
2. Office equipment
 - a) Enhance productivity
 - b) Is precise and specific
 - c) Saves time
 - d) All of the above
3. Machines replace the manual labour and are
 - a) Accurate
 - b) Reduces human bias
 - c) Both (a) and (b)
 - d) None of the above
4. The machines should be reordered only when
 - a) The machines are irreparable
 - b) The repair cost is more than the replacement cost
 - c) Both (a) & (b)
 - d) None of the above

C. State whether the following statements are True or False

1. Efficient means attaining maximum output with least wastage, expense or effort.
2. Misuse of machines reduces proficiency of a device.
3. Planning always encounters challenges.
4. Electricity consumption can be reduced by switching on power saving settings.
5. Breakdown is always avoidable if planned well in advance.
6. Order dates has no use in the repair and maintenance of the machine.
7. Damp papers cause paper jams.

D. Short Answer Questions

1. Write the usage of office equipment.
2. What is the importance of office equipment?
3. Define standardisation.
4. List the disadvantages of manual labour.
5. What do you understand by the alternative means for completion of the tasks?

E. Long Answer Questions

1. Explain in detail the importance and utility of machines.
2. Describe the need for office equipment.
3. Explain briefly the points to enhance the effectiveness of office equipment.
4. Enlist the problems encountered and the probable solutions of office equipment.
5. Elaborate the alternative ways to complete the task during major breakdowns.

F. Check Your Performance

1. Draw a flow chart showing the efficient use of office equipment.
2. Discuss the role of machines in an organisation.
3. Prepare a record of the usage of various machines in an organisation.

Session 3: Repair and Maintenance of Office Equipment

Repair and maintenance are much more important than the purchase and procurement of the equipment. Once purchased and invested in any equipment, it is mandatory to keep it well maintained to avoid the unnecessary repair expenses. If appropriate and well-timed maintenance is done, it certainly avoids the repair of a machine. Thus, maintenance is a proactive approach. Below mentioned are few points to be kept in mind for repair and maintenance of any equipment:

- All office equipment must be handled cautiously.
 - After using the machines store them properly and safely.
 - Machines such as computer, typewriters, etc. must be covered after its use.
 - Machines must be cleaned every day.
 - Timely servicing of machines must be done.

INTRODUCTION TO TROUBLES ENCOUNTERED IN AN OFFICE EQUIPMENT

Troubles and challenges in the equipment are unavoidable. While working with the equipment there arises lot of instances related to the troubles and equipment breakdowns. Breakdowns such as power cut off, printers running out of cartridges, blur print, paper jams, creased papers, operational problems in old machines, and troubles created by poor quality material. We need to be proactive and prepared for the breakdowns, since breakdowns are unavoidable. Thus, breakdowns need to be handled which can be repaired and replaced if required. The same is explained in the upcoming topics.

PROCEDURE TO REPAIR AND REPLACE OF NEW AND OLD OFFICE EQUIPMENT

Breakdown calls for the repair or replacement of the equipment. Replacement of a machine or part of machine should only be permitted if the repair of machine is incurring a cost of more than 50% of the new machine. Following are the few points to be given a thought before replacing or repairing the machine:

Analyse the Costs: Cost of repairing and replacing should be analysed. It should be weighed and then decision should be taken if it is cost effective to replace or repair the part of machine or the complete machine. Certain points should be given a due weightage like: cost of acquiring the equipment, its service life, possible reclaim value, operating costs, and any value addition it is making.

Consider the Age of Equipment: Depreciation is charged on the machines. Older the machines higher will be the depreciation. This means that with the passage of time the amount of depression increases and it may also incur with heavy repairs leading to high maintenance cost.

Consider the Cost of Repairs: Cost of repairs and replacement should be weighed. So, it should be decided wisely whether to go for repairs or to go for a one time fix to avoid the repetitive cost of repairs.

Consider Downtime: The down time or unproductive time should be calculated judiciously. If the faults are arising frequently and taking days to get the problem fixed, this will impact the productivity. This can be a high time to consider whether to replace the machine or repair.

Consider Safety: Safety is a major concern, as older machines are more prone to error and failures. Such breakdowns of the equipment may cause accidents and injuries. Thus, looking into this perspective one should decide if the

equipment should be replaced or repaired.

Consider Efficiency: Efficiency of the machine needs to be checked. It is necessary to consider if repair will ensure same efficiency or not. If the efficiency reduces after repair and the task suffers then it is better to replace the equipment.

PROCESS TO CONTACT CONCERN PERSON FOR TROUBLESHOOTING OF EQUIPMENT

As already discussed so far that trouble shooting is an integral part of the job role of an office assistant. It is the task of an office assistant to fix the trouble and ensure the timely completion of the repair and replacement in order to reduce the down time. Following are few important steps one must take to contact the concerned person for trouble shooting of the equipment:

Gather information: Information pertaining to the equipment like purchase date, guarantee, warranty, etc. must be gathered well in advance before approaching the trouble shooting.

Describe the problem: The problem related to the current problem must be determined and described the same to the trouble shooting person.

Identify the most probable cause: The cause or reason to the trouble must be identified before fixing the problem.

Create a plan of action and test a solution: An action plan to solve the problem must be ready.

Implement the solution: As soon as the problem approaches the pre-planned solution must be implemented.

Analyse the results: After implementing the solution check with the progress or results.

Document the process: Documentation of the complete problem is mandatory. This is required for record purpose also.

PROCEDURE AND POLICIES OF AMC OF THE EQUIPMENT

Annual Maintenance Contract/Services (AMC) is a mandate for any office equipment. It is recommended to get the AMC done in order to avoid the unnecessary expenses incurred to repair and replace an equipment. If the equipment is covered under AMC all the required expenses will be done by the AMC vendor. This will ensure the quality products being used and a better service quality of the new replaced or repaired equipment. As the AMC vendor also looks for avoiding the repeated investment in the repair and maintenance of the same machine. Below mentioned are the general policy and procedure an

office assistant should follow for any Annual Maintenance Services (AMC):

- Quotations should be called for techno commercial comparison.
- Time for maintenance.
- Compare the quotations.
- Reliability of the vendor.
- Choosing the best offer.
- Deciding on the yearly fee.
- Consider the renewal.

Activity

Activity 1: Prepare a flow chart to show the possible troubles encountered in office equipment.

Material Required: Drawing Sheet, Pen/Pencil, Check list, Eraser

Procedure:

1. Visit an office along with the teachers and classmates.
2. Meet the office assistant and others and greet them.
3. Take a tour of the office and enquire from the office assistant about the various equipment and their usage.
4. Discuss with the other office assistants about the office equipment and usage.
5. Show your notes to the office assistants and confirm.
6. Prepare the flow chart and show it to the teacher.
7. Discuss your report in the class.

Activity 2: Prepare a flow chart on the policies and procedures of repair and preplace of an old office equipment.

Material Required: Drawing Sheet, Pen/Pencil, Check list, Eraser.

Procedure:

1. Visit an office along with the teachers and classmates.
2. Meet the office assistant and others and greet them.
3. Take a tour of the office and enquire from the office assistant about the various equipment, the troubles encountered and the ways and means to

solve the problem.

4. Discuss the policies and procedure to solve the problems.
5. Show your notes to the office assistants and confirm.
6. Prepare the flow chart and show it to the teacher.
7. Discuss your report in the class.

Activity 3: Role play to depict the trouble shooting and repair the office equipment with the help of a concerned vendor.

Material Required: Note Book, Pen/Pencil, Checklist, Real/Dummy equipment or model of the equipment or drawings.

Procedure:

1. Group of students must sit together and brain storm about the equipment.
2. Discuss the routine problems encountered and the solution.
3. Prepare the list of possible vendors.
4. Decide about the role of each individual. Students can choose any of the following role:
 - Manager.
 - Senior Executive.
 - Office assistant.
 - Vendor.
 - Office boy.
5. The script of the role play must be decided along with the usage of above said props.
6. Discuss the script and idea with the fellow classmates and teacher.
7. Perform the act in front of the class.
8. Extent to which the concept is being communicated to the class will be the evaluation parameter.
9. Make a report on the evaluation and submit it to the teacher.

Activity 4: Prepare a presentation on policies and procedure of AMC of the equipment.

Material required: Computer/Laptop, White board, Marker, student teams.

Procedure:

1. Discuss the policies and procedure of AMC of the equipment.
2. Make group of the students.
3. Allocate the task one day in advance.
4. Give 5 minutes to present.
5. Keep open forum to ask questions.
6. Evaluate and note the points of each team.
7. Reward the winning team.

Check Your Progress**A. Fill in the Blanks**

1. Repair and _____ is much more important than the purchase
2. If proper and timely maintenance is done it certainly avoids the _____ of a machine.
3. Maintenance is _____ approach.
4. All office equipment must be handled _____.
5. Troubles and challenges in the equipment is _____.
6. Machine should be replaced only if the repair cost is more than the 50 percent of the _____.
7. The down time or _____ should be calculated judiciously.
8. The older machines are more prone to _____ and _____.

B. Multiple Choice Questions

1. Replacing or repairing the machine must consider:
 - a) Cost Saving
 - b) Age of equipment
 - c) Both (a) and (b)
 - d) None of the above
2. Maintenance of the machine is
 - a) Proactive
 - b) Precise and specific

- c) Time saving
 - d) All of the above
3. Machines replace the manual labour and
- a) Are accurate
 - b) Reduces human bias
 - c) Both (a) and (b)
 - d) None of the above
4. The machines should be reordered only when
- a) The machines are irreparable.
 - b) The repair cost is more than the replacement cost.
 - c) Both (a) & (b)
 - d) None of the above

C. State whether the following statements are True or False

1. Timely maintenance avoids the repairing of a machine.
2. Machines such as computer, typewriters must be covered after the use.
3. Everyday cleaning of machine is not required.
4. Troubles and challenges in the equipment is unavoidable.
5. Depression is not charged on the machines.
6. Cost of repairs and replacement should never be weighed.
7. The older machines are more prone to error and failures.

D. Short Answer Questions

1. Define repair and maintenance of office equipment.
2. What the troubleshooting?
3. Define replacement.
4. What is AMC?
5. Define downtime.

E. Long Answer Questions

1. Explain in detail the problems encountered in an office equipment.
2. Describe the procedure to repair and replace an office equipment.
3. Explain briefly the steps to contact a person for trouble shooting of equipment.

4. Clarify the procedure and policies of AMC of the equipment.
5. Write the advantages and disadvantages of maintenance of office equipment.

F. Check Your Performance

1. Draw a flow chart of showing the probable troubles encountered in office equipment.
2. Discuss the role of AMC in an organisation.
3. Prepare a record of the usage of various machines and the related AMC of equipment in an organisation.

Session 4: Conservation of Office Resources

IMPORTANCE OF CONSERVATION

Conservation of office resources is an essential function of an employee. The wastage of product has an economic impact. Computers and office equipment such as printers and photocopiers are dependent on power and these majorly contribute to 30 and 55 per cent of office energy that is consumed. Along with the purchase price of the equipment the operational cost also needs to be evaluated and assessed. These machines are power reliant and thus the efficiency will impact the usage of power. The technological advancements have introduced machines with high efficiency and low power consumption. Such machines are labelled with stars. Hence a low power consumption machine with more stars should be purchased in order to reduce everyday operational cost. Also, the machines should be kept on power saving modes.

WAYS AND MEANS OF CONSERVATION OF OFFICE RESOURCE

Efficient and effective equipment enhances the productivity. But the power consumption can have economic impact thus conservation of energy is also an important element to be kept in mind and practiced. Below mentioned are the various measures that can be employed to conserve the office resources:

- **Unnecessary lighting should be turned off:** Extra and not required lights and power appliances should be turned off within the organisation.
- **Go paperless:** The office should try to reduce the paper usage and unnecessary printing the documents, if at all the hard copy of the document is required one should not take the print.
- **Energy saving Appliances should be used:** Equipment consuming less

power should be chosen to conserve the energy.

- **Non-conventional & Renewable source of energy should be used:** Non-conventional or renewable sources of energy is generated from the natural sources of energy for example: solar energy, bioenergy, tidal energy and wind energy. These resources can keep generating the energy for the infinite period of time and the energy is not exhaustible in nature.
- **Encourage the conservation of energy resources:** Employees of the organisation should be sensitised and encouraged to conserve the energy.
- **Sensible use of energy resources:** Wasting any kind of resource or energy should be strictly prohibited and this can be done by sensitising the employees and explaining them the aftermath of over energy consumption.
- **Create a brochure/handouts/stick-on promoting of energy:** Brochure handouts and stick-on should be pasted at the respective places in the organisation to conserve the energy and resources. For example, near a tap it can be pasted to conserve water.
- **Motivating employees to conserve resources:** Regular sessions and meeting should be conducted to motivate employees on energy conservation.
- **Rewarding the department with less energy consumption:** This will bring a healthy competition within departments and to get the rewards people will reduce down their consumption of energy.

POWER SAVING OF OFFICE RESOURCES WHEN NOT IN USE

Majority of the equipment in the office use a large amount of power. The control of power consumption must be taken care. It must be ensured that the power should not exceed the threshold and permissible limit. This will certainly affect the economy and the operational cost. Following are the measures one should take to ensure the power saving of office resources when not in use:

- Timely audit of the current equipment must be done to determine energy efficiency and power consumption of the equipment. This will help to determine the threshold value or permissible limit.
- Office assistant must be well versed with all the equipment setting options required to be done to minimise energy waste.
- If the old machines are generating more operational cost, then after a due research the replacement of machines must be planned.
- Timers must be installed for lights and office equipment. Many times, due to occupancy or any other reason it happens that one forgets to

switch off the power appliances, for example; the printers, water coolers, lights and fans in the washroom, etc. So, the timers or human sensors, or programmable timers must be installed to cut off the power supply when not in use.

- Office assistant must be aware to the devices that can have timers. Thus, a survey of the same has to be done.
- Identify and plan the timer spots.
- Set the scheduled timers in consultation to the complete office staff.
- Computers, laptops and printers must be run on power saving mode.
- In the modern days the computers and the appliances have an appliance meter. This helps to measure the energy consumption under various setting (standby vs turned on). Based on these, the energy savings must be calculated and the same needs to be communicated to the other associates for conservation of energy.
- Automated systems must be installed in the office and accordingly the staff must be educated. Also, the respective signs must be pasted at the required places.
- The computers must be installed with most power saving software.
- Vending machines should be installed with the power saving devices or the vendor should be instructed to provide more efficient machines.
- Energy star certified printers, copiers and monitors should be purchased.

MODERATE USAGE OF OFFICE RESOURCES

The resources should be used judiciously but not carelessly as the resources are costing to the organisation. This cost will be added into the output of the organisation which will impact the profitability and economy. Therefore, the wastage of resources should be avoided to the large extent.

STANDARD, POLICES AND PROCEDURE OF ORGANISATION

Organisation has a step by step guide to perform any task in there. All the routine tasks have a specific procedure having a set of written instructions, these are known as standard operating procedures. Organisational consistency and compliance can be well managed only when the same SOPs are followed always. SOPs assist an organisation by reducing errors, enhance proficiencies and profitability. They ensure the working environment is safe and overcome obstacles. They provide policies, processes and standards for the routine operations and achievement of organisational goals.

Standard operating procedures empower organisations with a better

understanding about the professional process and help to recognise area of improvement. Purposes to practice a SOP include:

- Following a defined schedule.
- Training of the employees.
- Meeting the standards and aligning with the organisational goals and objectives.
- Ensuing the positive impact of the procedure.
- Safeguarding the protection of all employees.
- Avoiding operational failures.

The manager should ensure the strict compliance of SOP because if the employees will not follow the defined procedure there are chances of failure and that may call for unnecessary operational and maintenance cost. SOPs are designed based on the task and requirement. There are various SOPs an office assistant must be aware of:

- Purchasing an office equipment.
- Power saving.
- Maintenance of an office equipment.
- Trouble shooting.

Activity

Activity 1: Role play to demonstrate the advantages of conservation of office resources.

Material Required: Note Book, Pen/Pencil, Checklist, Real/Dummy equipment or model of the equipment or drawings.

Procedure:

1. Group of students must sit together and brain storm about the need of conservation of office resources like paper, ink, power and equipment.
2. Discuss the possible ways to conserve the office resources.
3. Discuss the script of the role play.
4. Decide about the role of each individual. Students can choose any of the following role:
 - Manager
 - Senior Executive

- Office assistant
- Vendor
- Office boy

5. The script of the role play must be decided along with the usage of above said props.
6. Discuss the script and idea with the fellow classmates and teacher.
7. Perform the act in front of the class.
8. Make a report extent to which the concept is being communicated to the class will be the evaluation parameter.
9. Submit the report to the subject teacher.

Activity 2: Prepare brochure, handouts, stickers to promote power saving when the equipment is not in use.

Material Required: Drawing Sheet, Pen/Pencil, Check list, Eraser, Computer, Printer.

Procedure:

1. Visit an office along with the teachers and classmates.
2. Meet the office assistant and others and greet them.
3. Take a tour of the office and note down various equipment and incidents where power saving is required.
4. Discuss with the office assistant about your notes and ideas of preparing the brochure, handouts, stickers to promote power saving when the equipment is not in use.
5. Prepare the brochure, handouts, stickers and discuss with friends and show it to the teacher
6. Discuss your idea and show the brochure, handouts, stickers in the class.

Activity 3. Prepare a flow chart to show the safety during usage of office resources.

Material Required: Drawing Sheet, Pen/Pencil, Check list, Eraser.

Procedure:

1. Visit an office along with the teachers and classmates.
2. Meet the office assistant and others and greet them.
3. Take a tour of the office and enquire the required safety to be maintained during usage of office resources.

4. Discuss with the other office assistants about the same and also the probable issues that one may encounter.
5. Prepare the notes and show your notes to the office assistants and confirm.
6. Prepare the flow chart and discuss with friends and show it to the teacher
7. Discuss your report in the class.

Activity 4. Prepare a presentation to show the standard policies and procedures of an organisation.

Material required: Computer/ Laptop, White board, marker, student teams.

Procedure:

1. Make a group of students.
2. Discuss the standard policies and procedures of an organisation.
3. Allocate the topics to prepare the presentation out of various possible SOP's required to be maintained by office assistants.
4. The task must be allocated one day in advance.
5. Give some time to prepare the presentation.
6. Present the same in the class a take feed back.
7. Keep it open forum to ask questions.
8. Evaluate and note the points of each team.
9. Incorporate all the feedback and make a final report
10. Submit the report to the subject teacher

Check Your Progress

A. Fill in the Blanks

1. _____ of office resources is an essential function of an employee.
2. The wastage of product has _____ impact
3. Office equipment contributes _____ to _____ percentage of the energy consumption.
4. Machines are _____ reliant
5. Machines with high efficiency and low power consumption are labelled with _____.

6. Low power consumption machine with is labelled with _____ stars.
7. Timely _____ of the equipment determines the energy efficiency and power consumption of the equipment.
8. _____ must be installed to control the energy consumption.

B. Multiple Choice Questions

1. Machines with high efficiency and low power consumption are labelled with
 - a) Stars
 - b) Triangle
 - c) Both (a) and (b)
 - d) None of the above
2. Power saving appliances
 - a) Increase power consumption
 - b) Reduces power consumption
 - c) Saves time
 - d) All of the above
3. Power consumption has
 - a) An economic impact
 - b) No impact
 - c) Both (a) and (b)
 - d) None of the above
4. Automation has introduced
 - a) Timer
 - b) Scheduled standby mode
 - c) Both (a) & (b)
 - d) None of the above

C. State whether the following statements are True or False

1. Low power consumption machine is labelled with more stars should.
2. Consulting office staff is not required to set the scheduled timers.
3. Timer is the best way to reduce the energy consumption.
4. Office assistant is unaware to the devices that can have timers

5. Office staff must be educated about power saving
6. Energy star certified printers, copiers and monitors should be purchased.
7. Sensible use of energy is not required.

D. Short Answer Questions

1. Define non-conventional source of energy.
2. What is programmed timer?
3. Define SOP.
4. What is standby mode?
5. What are power saving appliances?

E. Long Answer Questions

1. Explain in detail the importance of conservation of office resource.
2. Describe the ways and means to conserve energy.
3. Explain briefly the advantages of power saving mode in any office equipment.
4. What do you understand by the moderate usage of office resources?
5. Discuss in detail the standard operating procedure of organisation.

F. Check Your Performance

1. Draw a flow chart showing the importance of conservation of office resource.
2. Discuss the role of power saving in an organisation.
3. Prepare a draft of SOP's in an organisation.

PSSCIVE

MODULE 3**SOFT SKILLS FOR OFFICE ASSISTANT****Module Overview**

Soft skills, referred to as personal characteristics or attributes that are crucial for career in today's job market. Soft skills are frequently more crucial for performance and career progression than hard skills, which are technical expertise and abilities particular to a given field or job. Soft skills can be used in a range of circumstances and environments because they are adaptable across industries and work roles. They influence how you deal with difficulties at work and communicate with others. For instance, effective communication skills can help you share your ideas and thoughts with clients and co-workers, improving teamwork and efficiency. You can take on leadership positions and move projects forward with the aid of strong leadership abilities. Additionally, having creative problem-solving abilities can help you overcome obstacles that occur at work. As already stated, your performance and success at work are greatly influenced by your soft skills. For instance, having good communication skills can help you interact with clients and co-workers successfully, improving teamwork and productivity. Soft skills can also affect your capacity for adaptation and success in a variety of settings. For instance, regardless of your industry or position at work, having strong teamwork skills can help you successfully collaborate with others. Building strong relationships with co-workers and navigating challenging circumstances can both be aided. Communicate clearly and effectively with co-workers from various functions on all issues in order to complete the team's job and comprehend what they do. This Unit consist of four sessions. Session one teach about coordinating skills. Session two talks about Emotional Balance at workplace. Session three discuss Stress management and Session four teach Building relationships with the social skills at work.

Learning Outcomes

After completing this module, you will be able to:

- Demonstrate the skills required for coordinating with team members and colleges
- Demonstrate to display the Emotional Balance at work
- Display ways to deal with stress at work place
- Build relationship with the Social skills at workplace

Module Structure

Session 1: Coordinating Skills

Session 2: Emotional Balance at Workplace

Session 3: Stress Management

Session 4: Social Skills at Work Place

Session 1: Coordinating Skills

EFFECTIVE CLIENT COMMUNICATION

The user or person in charge must be capable of meeting and greeting visitors promptly, treating them with respect, and making them feel welcome. They must also be able to respectfully ask questions of the visitors to identify them and their needs. While observing organisational guidelines for information access and confidentiality, provide visitors with clear and accurate information that satisfies their requirements. Engage in two-way conversation while paying close attention; engage with guests in a polite, professional and welcoming way. Be mindful of differences in societal, cultural and gender dynamics (Fig 3.1).

Interaction of Departments



Fig. 3.1: Coordinating Skill

What do we mean when we talk about effective communication at work?

We must intentionally reach out to others, connect with them, and establish relationships in order to complete our work. We cannot simply turn to those around us for help. Effective workplace communication is about making that connection with others in your organisation and creating an environment where everyone feels included and heard. It's about communicating in a manner that allows your team to meet its objectives and make progress. There are seven C's of communication which an employee must follow at its

workplace:

- 1. Concrete:** Your listeners (team or clients) will understand what you're trying to say when the message you want to convey is concrete and unlikely to have changed. It will only be specific when it has appropriate data that supports the claim. There should be no room for the audience to infer anything from the factual material that supports your argument, which should include data and figures.
- 2. Coherent:** If you are not coherent, the entire purpose of your message will be useless. You need to be well-versed in the where and when of everything. It makes sense to communicate coherently. This method of dialogue is well-organised, logical and sequential. The main subject should be adequately related, and the flow should be steady.
- 3. Clarity:** Your message's goal should be obvious so that the reader won't have to strain to comprehend what you're trying to say. Be certain of the format in which you want to express it. Be specific with your aim or goal. You shouldn't leave it up to your readers to interpret what you're trying to communicate. For instance, the sentences should be brief, use the active voice whenever possible, and be broken up into distinct bullet points.
- 4. Commitment:** Communication in the workplace requires a lot of commitment. It merely assesses one's commitment and the extent to which one conveys confidence in the case. It gently persuades potential customers. A well-committed message will make a greater impact and improve your morale.
- 5. Consistency:** When speaking at work, choice of words is important. Your squad shouldn't be perplexed by your words. In order to save time, you must convey your message using the fewest words possible while maintaining consistency in your voice, tone and content. Repetition is not acceptable. Try to use short phrases and words.
- 6. Completeness:** Never end a statement on a pause. Every communication needs to make sense at the end. People shouldn't be kept in suspense about possible future developments. Make sure your messages are clear and include the need for people to be educated and act.
- 7. Courteous:** Let's remain optimistic. Your argument should make the other individual respectful. Do your best to be open, courteous, respectful and honest in all of your communications. If you say it carefully, it will be very powerful and significant. Offensive words can turn off people. Remember that improving communication at work begins with you developing new, productive routines. You cannot utterly disregard your communication style. To have powerful discussions,

develop your communication skills.

8. **Use attentive listening techniques:** To ensure comprehension, this entails listening carefully to what the other person is saying.
 - **Make your words clear and short:** Avoid using technical or jargon-filled words that not everyone will understand.
 - **Be aware of nonverbal signals:** Your face expressions and body language frequently say as much as your words, if not more. Keep an eye on your body language and make sure it supports your message.
 - **Be mindful of regional variations:** Cultures may vary in their communication norms and styles. Be conscious of these variations and modify your communication approach as necessary.
 - **Effective communication:** Communicate your ideas and goals to your team in a clear, succinct manner, and pay close attention to their comments and worries.
 - **Team up with others:** Seek out different viewpoints and collaborate with your team to solve issues and accomplish shared objectives.
 - **Give tasks efficient delegation:** Trust your team members to manage duties and tasks, and be available to offer direction and support as required.
 - **Continue to develop and understand:** Be open to constructive criticism and new chances to learn and grow in your abilities.
 - **Accept change and be flexible:** Encourage your team to adopt the same mind-set by being adaptable and receptive to new ideas.
 - **Empathy and emotional understanding should be displayed:** Try to foster a positive environment by demonstrating empathy for others' needs and emotions.

Liaise & communicate effectively at workplace

1. Give your Unshakable Attention

Sometimes you try to get engaged in a conversation with someone who was preoccupied on their smartphone instead of paying attention to you. That is referred to as being negligent, which is an indication of bad communication. As a result, pay attention to your communication style. Effective communication will be substantially enhanced by maintaining eye contact throughout talks and meetings. To show that you are paying attention in a conversation, nod firmly.

2. Inform and Encourage

Be careful to explain and clarify your views and ideas in order to have an

effective one. Information transmission alone is not enough. The information alone is only half of the solution. Prepare in advance what you want the listeners to take away from the discussion. Do you want them to do anything specifically? The best interactions will motivate your team to act.

3. Select the most Effective Communication Method

Being understood and having effective communication go hand in hand. Effective communication skills are vital, but so are knowing the appropriate channels to use.

- Visual communication using graphs, maps, charts and other visual media.
- Spoken communication over the phone, in person, or with other mediums.
- Using gestures, eye contact, and body language to communicate nonverbally.
- Written communication through letters, emails, books, periodicals, the internet, and other written media.

4. Don't Beat Around the Bush

The next big thing in communication is short, straightforward communication, which is important to keep in mind in the workplace. No matter if you prefer verbal or nonverbal communication, avoid giving a lengthy speech to make your point. Being succinct, direct, and balancing brevity with a human touch will show that you appreciate everyone's time.

5. Time Management

Coffee breaks can help maintain the team-building spirit and provide an opportunity for everyone to get to know one another better. A better strategy for enhancing communication channels is team building. Coffee breaks are a great time for casual conversations and meetings. It promotes the exchange of ideas and healthy interpersonal communication among co-workers. To foster a relaxed atmosphere where team members can unwind and discuss problems, allow everyone on your team to take their coffee breaks at the same time. Additionally, this skill of communication will frequently inspire the team to talk about work as well. As a result, coffee will not only provide you more energy throughout the day but also encourage productivity through casual discussion.

6. Express Gratitude

Inform your staff, co-workers, and colleagues of your care and regard for them. Making your team members feel important and dealing with low employee morale may both be accomplished by expressing your appreciation. This is a technique to encourage team collaboration. Congratulate your team members on brilliant ideas, congratulate them for finishing a task, and show thanks even for tiny deeds to show your appreciation.

7. Foster two-way Communication

It's crucial to have two-way communication in order to maintain a productive work place. In the workplace, where the main purpose is to accelerate progress towards corporate goals, feedback is crucial to producing results. When providing feedback, leaders frequently make the error of turning it into a one-way conversation (feedback). Employees are not given the chance to voice their own opinions or concerns. Encouragement of two-way feedback.

8. Engage in team-building exercises

The effectiveness and overall teamwork of your team are significantly impacted by team building exercises. It can facilitate improved interpersonal ties and improved communication among your people. Through events like team lunches, icebreaker games in meetings, group meetings, exercise sessions, game shows, or any outdoor activity, you may organise opportunities for your staff to collaborate. In order to get your team in the same room, schedule these events on the last day of the month or once a week.

Organising and storing important letter

Organising letters as an office assistant is a crucial task that has a big influence on the efficiency and productivity of the workplace. Important documents are easily accessible and can be quickly located when letters are organised properly. Additionally, it facilitates better contact with outside stakeholders, maintains compliance with legal and regulatory requirements, and exhibits a high degree of professionalism. An office assistant needs to have a system in place that works for them in order to organise correspondence effectively. This can involve categorising letters, setting up a filing system, deciding on a naming scheme, scanning and digitising papers, maintaining the filing system, and safely storing sensitive data. These steps can help an office assistant efficiently arrange important letters and documents so that they are simple to find when required and that nothing important is misplaced or lost. In this manner, letter organisation is a crucial task that calls for attention to detail, organisational prowess, and a dedication to upholding an effective and

efficient office.

How should we organise and store important letter?

1. **Sort papers according to type:** Sort the physical copies of your papers into groups like reports, client files, or invoices for payment. Each category can be further divided into layers of subtypes. For instance, you can arrange client documents into reports, correspondence, and other categories after sorting them according to each customer. You can determine which documents to keep and organise for simple access using the layered sorting technique.
2. **Create a miscellaneous stack:** in addition to a pile of papers you want to shred or recycle if you discover any documents that don't fall into a specific category. Making a collection of the papers you want to turn into digital files is also a good idea. Organising your papers into categories after conducting a quick audit can help your career.
3. **Organise information chronologically and alphabetically:** To keep track of organisational actions and decisions, some documents have time stamps and dates. Consider sorting each document in chronological order, if appropriate, after categorising them by category and subtype. Consider putting dated documents in order from newest to oldest so that the most recent ones are in front, for instance, if you organise your documents by customer. If you'd prefer to see the client's entire history up to this point, you can also order the papers from oldest to newer.
4. **Set up your storage area:** Storage rooms that can be configured in filing cabinets and drawers. Organise groups of documents by category and subtype in file folders. Folders can still be arranged in a chronological or alphabetical sequence and put into cabinets or drawers. For instance, you can arrange the list alphabetically by client name or chronologically by the client you have gained most recently. By keeping paperwork out of your workplace, you can work more quickly by keeping your desk clear.

Activities

Activity-1: Checking the completeness of all the necessary skills.

Material Required: Notebook, pen/pencil

Procedure:

1. Gather the classroom in one area for the interaction between team members and leaders.
2. Divide the students in the groups of four/five according to their roll

numbers.

- a) Provide chances for conversation.
- b) ask the team leaders to learn some information about their members, such as their favourite pastime, exercise, pet's name, etc.
3. The teacher will judge the speaking, listening, and writing skills.
4. Here, the teacher will give feedback to the student.
5. Students will prepare a report incorporating the feedback.
6. Final report will be submitted to the subject teacher.
7. Teacher is expected to improvise the lacking skills of the student.

Activity 2: Demonstrate preparing report and minutes of the meeting.

Material required: Notebook, pen/pencil

Procedure:

1. Divide the students into groups of five according to their rows.
2. Conduct a group meeting.
3. Students will note down the minutes.
4. Ask the students to write down the fair copy of the minutes of meeting.
5. Ask students to read the minutes in the class.
6. Rest of the Students will judge their listening skills also.
7. Teacher will give feedback to the student.
8. Make a final copy of the minutes and submitted to the subject teacher.

Activity 3: Obtain advice and guidance from appropriate people to develop knowledge, skills and Competence.

Material Required: Notebook, pen/pencil

Procedure:

1. Visit any organisation with student group.
2. Meet the HR Manager and take permission to interact with the seniors of the office.
3. Make a team of seniors and students.
4. Divide the students in the groups of four/five according to their compatibility with each other.
5. Start the interaction between team members and seniors.
6. Ask students to prepare a script for a role play and then perform it with

their group.

7. Take proper guidance from appropriate people with the interaction.
8. Now ask the teacher's guidance for the correction in the various skills.
9. Teacher will guide and award the groups and this way the feeling of competence will also be developed.
10. Make a detailed report on the activity and submit it.

Check Your Progress

A. Fill in the Blanks

1. _____ skills can help you interact with clients and co-workers.
2. Examples of visual communication _____ and _____.
3. There are _____ C's of communication which an employee must follow at its workplace.
4. Use _____, _____, _____ and _____ to communicate nonverbally.
5. Folders can still be arranged in a _____ or _____ sequence and put into cabinets or drawers.
6. Organising your papers into _____ after conducting a quick audit can help your career.
7. Never end a statement on a _____.
8. Communication in the workplace requires a lot of _____.
9. Communicate _____ and _____ with co-workers from various functions on all issues in order to complete the team's job.
10. _____ your team members on brilliant ideas, congratulate them for finishing a task, and show thanks even for tiny deeds to show your appreciation.

B. Multiple Choice Questions

1. A well-committed message will make a impact and improve your morale.
 - a) Lesser
 - b) Greater
 - c) No
 - d) None of the above
2. In your task management system, you can maintain a record of feedback, which can improve general productivity and communication.

- a) Oral
 - b) Written
 - c) Few
 - d) More
3. of two-way feedback is a hallmark of effective teamwork that will allow your team to assess itself.
- a) Encouragement
 - b) Discouragement
 - c) Upliftment
 - d) None of the above
4. What is active listening?
- a) Listening without responding
 - b) Listening and providing feedback
 - c) Interrupting the speaker
 - d) Pretending to listen
5. Which of the following shows a positive facial expression?
- a) Frowning while concentrating
 - b) Maintaining eye contact
 - c) Smiling continuously
 - d) Rolling up your eyes

C. State whether the following statements are True or False

1. Feedback is crucial in communication.
2. By keeping paperwork out of your workplace, you can work more quickly by keeping your desk clear.
3. Soft skills are not more crucial for performance and career progression than hard skills.
4. Communication in the workplace requires a lot of commitment.

D. Short Answer Questions

1. Define soft skills.
2. What are 7 C's of Communication?
3. How can you Foster two-way communication?
4. Define time management.

5. Give examples of verbal and non-verbal communication.
6. Write certain examples of team building Exercises.

E. Long Answer Questions

1. Define verbal communication with suitable examples.
2. Describe briefly the 7 C's of communication.
3. Explain the importance of gratitude in the proper channel of communication.
4. What do you understand about visual aids? Explain with certain examples.
5. What are the greatest challenges to good communication?

F. Check Your Performance

1. Demonstrate your communication skills with the help of your teacher and classmates in the form of role plays.
2. Discuss your daily routine in front of the class.

Session 2: Emotional Balance at Workplace

Introduction

The capacity to recognise, comprehend, display, manage, assess, and use emotions in effective and positive ways when interacting with others is known as emotional intelligence (EI). For achievement in life, some experts contend that emotional intelligence is more crucial than IQ. (Fig3.2)

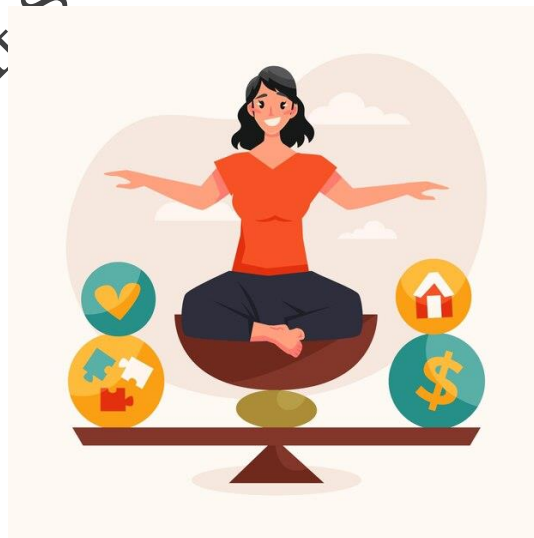


Fig. 3.2: Emotional Balance

Emotional intelligence indicators: Following are some crucial indicators and instances of emotional intelligence:

- The capacity to recognise and articulate the emotions of others.
- Knowledge of one's own abilities and constraints.
- Self-assurance and approval of oneself.
- The capacity to forgive errors.
- An aptitude for embracing change and a strong sense of inquiry, especially about others.
- Having compassion and care for others.
- Demonstrating consideration for the emotions of others.
- Taking accountability for errors.
- The capacity to control one's feelings in trying circumstances.

Effective interpersonal communication requires emotional intelligence. According to some experts, this talent plays a larger role in deciding success in life than IQ alone. You can, hopefully, take steps to improve your own social and emotional intelligence. Being able to recognise, interact with, comprehend, and control your own and other people's feelings at work is crucial. Being able to manage your feelings allows you to lead and assist others, which can make you happier and more prosperous. EI is especially important when you are dealing with stressful situations like conflict, change, and obstacles. During these times, it's critical to remember to practice kindness, and being in touch with our emotions.

EMOTIONAL INTELLIGENCE AT WORKPLACE

Many times, a question arises 'Out of emotional intelligence and intellectual intelligence, which one is more important at the workplace?' The importance of completely developing our emotional intelligence cannot be overstated because our emotional intelligence has a significant impact on our success in life. According to a saying, having a high IQ can help you find employment, but a low EQ can cause you to lose your work. Only 20% of life achievement is determined by IQ. Your emotional and social intelligence are considerably bigger factors in determining how successful you will be in life.

A strong inclination for emotional intelligence improves one's capacity to make wise judgements, create and maintain cooperative relationships, manage stress, and cope to a larger extent with on-going change, according to research published in the American Journal of Pharmaceutical Education. In other words, it empowers a person to achieve a variety of goals and ambitions in their lives in addition to working well in the office. Each person's journey towards developing emotional intelligence starts from the inside out. It entails being aware of many aspects of your feelings and emotions and devoting time to developing self-awareness, self-regulation, motivation, empathy and social

skills.

There are different subcategories of emotional intelligence, each of which provides special advantages in the workplace:

1. **Self-Awareness:** It helps us comprehend who we are. An employee that is self-aware has a clear understanding of their own advantages, disadvantages, motivations, values, and effects on co-workers. They possess keen intuition and a solid understanding of how they fit into any given project or function. They are motivated to enhance their own performance and exert an attractive influence on the rest of the workforce, and they value hearing constructive feedback.
2. **Self-Management:** It allows us to experience unpleasant feelings without them having a disruptive effect. A worker who has good self-control never allows irritation or rage to prevent them from producing their best job. Also, they will feel at ease raising issues at work with management and speaking up in a suitable and professional way for both themselves and others. As a leader, they will uplift and lead their team through setbacks to keep morale and team spirit high.
3. **Social Awareness:** We are excellent team players because of it. A worker with keen social awareness may recognise when other people are uneasy, uninterested, or not saying what they want to say. They prioritise the welfare of the group before their personal success and will create a setting that is genuinely collaborative in order to create room for collective thought. They excel in professions requiring public interaction because they are customer-focused, excellent listeners.
4. **Relationship Management:** It is applied empathy at its most fundamental level. Someone who is good at managing relationships is also skilled at resolving disputes. When confronted with another person's suffering, they can maintain their composure and defuse the situation with comedy or empathic listening. They frequently make excellent candidates for management jobs and have significant influence at work.
5. **Motivation:** A sense of obligation to exert further effort and enjoyment of success for its own sake. An emotionally intelligent and motivated individual is characterised by their enthusiasm for their work, optimism, and drive to get better.
6. **Empathy:** Recognising the emotional nature of others. It involves keeping people in mind, particularly when making judgements. Empathy is characterised by skills in recruiting and maintaining top personnel, as well as in developing others and being sensitive to cultural differences.

IMPORTANCE OF EMOTIONAL INTELLIGENCE AT WORKPLACE

What Are Some Strategies for Using Emotional Intelligence at Work?

1. **Being a Leader:** If you are a leader in your organisation, your EQ is probably high. Because of this, leaders constantly employ emotional intelligence at work. The initial behavioural example for the rest of the group must be established by CEOs and individual team managers, who must interact with their staff in the same way that you want them to interact with one another and with you. You also need to be mindful of other people's feelings because the best approach to earn respect from others is to treat your staff with respect.
2. **A Performance Evaluation:** However, constructive criticism is useless unless it is delivered with tact and social awareness. The best technique to deliver constructive criticism can be determined by considering what your employees need and how they feel about their needs and their work. To encourage your employee to provide their best effort and continue to succeed, practise empathy and use self-control if they become irritated.
3. **Feedback Obtaining:** Handling negative criticism can be challenging. Especially if you believed you were performing well. Although you could have a reflexive response when someone tells you how you failed them (we all do occasionally), with self-awareness and self-management, you can react appropriately and use criticism to improve yourself and become a more valuable team member.
4. **As a Recruiting Manager:** The true issue lies in evaluating a candidate's EQ capabilities. Although emotional intelligence may be learned and trained, it is more efficient to hire emotionally intelligent candidates from the beginning. This will save time, money, and a great deal of effort. When evaluating EQ during an interview, Jen Shirkani suggests posing the following query: "Have you ever accidentally offended or hurt someone? Please give further information.

The answer to this question reveals the candidate's level of self-awareness, conflict resolution skills, and empathy. They most likely have low EQ if they have trouble coming up with an answer. You may have uncovered a potential leader if they provide you with a thorough account of what happened, admitting their errors and detailing what they did to make things right.

The era of harsh hyper-professionalism is over. Employers should take emotional intelligence into account when acquiring fresh talent since it is important for employee health and welfare.

How to improve emotional intelligence?

Some people possess EQ naturally, while others may view it as a skill set that must be learned. It can be improved or strengthened through practice (Fig:

3.3).



Published

Fig. 3.3: Emotional Intelligence

1. **Self-awareness:** Think about scheduling a regular day or time to journal. This gives you the chance to think back on how you conducted yourself in conversations and to write down any issues you had. You can periodically go back and read them again to "study" for yourself. You can contemplate while keeping an eye on your ideas.
2. **Self-regulation:** Regularly practising deep breathing techniques, especially when there is disagreement, may be beneficial. Challenges and "failures" can both be reframed as learning opportunities and opportunities disguised as obstacles. Aim to articulate your feelings and engage in a practice of radical acceptance of any emotions that arise.
3. **Motivation-** Consider taking a break and acknowledging each of your accomplishments. It's a good idea to determine your "why" when you decide to try something new. Work with an accountability partner or coach, and break down your to-do list into manageable, or "micro," chores might also be helpful.
4. **Empathy:** Try becoming more perceptive of your environment to develop empathy. Check to see if you can sense the "energy" of your surroundings. You might also try making new friends or helping out with a cause that matters to you. If you're caught in traffic, think about observing the people that are seated in their vehicles and seeing what you can learn about them.
5. **Social skills:** Try to take interest in unfamiliar circumstances. Try to be

aware of your body language and keep eye contact when doing so. Active listening exercises might be helpful as well. Gandhi said, "Speak only if it improves upon silence." Take that into consideration.

Relationship between Emotional Intelligence and Intelligence Quotient

The famous quote from Goleman's book, "Emotional Intelligence May Be Powerful, If Not More So Than IQ," states that "Emotional intelligence can sometimes be the overlooked aspect that may explain why the brightest and most talented people may not necessarily be the most successful."

He claimed that a person's emotional life had little to do with academic intelligence. High Intelligence individuals can be socially awkward and prone to irrational feelings and urges. He added that emotional intelligence skills account for 80% of life achievement and that IQ accounts for only 20%. He claimed that in his analysis of the most exceptional executives in a business, EI was shown to be twice as significant as technical expertise and IQ.

According to research, EI is a unique talent that has nothing in common with either personality or IQ. One's emotional intelligence does not necessarily depend on the personality traits they possess (Fig 3.4).

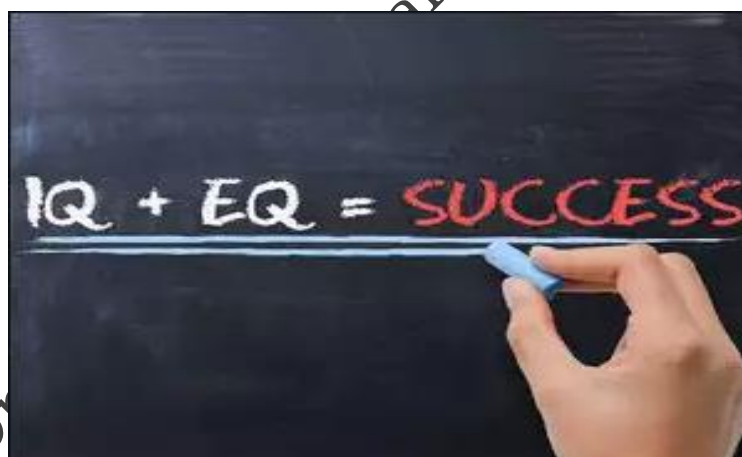


Fig. 3.4: Emotional Intelligence

For instance, just because introverts prefer solitude and extroverts enjoy social interaction does not necessarily mean that extroverts are more emotionally knowledgeable than introverts. Let's clarify the distinction between EQ and IQ;

- Unlike IQ, which is essentially locked within specific parameters at birth, EI may be learnt, and EQ can be improved.
- Having a high EQ may suggest at least an average or high IQ and can more accurately predict success at work than IQ alone, having a high IQ does not always imply having a high EQ.
- EQ predicts success and effectiveness in life, whereas IQ can only predict

academic accomplishment and may not always translate to success in other areas of life.

Activities

Activity 1: Role play on applying emotional intelligence for an adverse situation.

Material Required: Notebook, Pen/pencil.

Procedure:

1. Make a group of students in the class.
2. Ask the students to interact between one's inner self with him/herself.
 - a) Narrate the method to recognise happy/sad emotions.
 - b) Talk to self what they are feeling.
3. Compile the recognised happy emotions in a class journal.
4. Encourage students to identify the things that make them feel good/sad.
5. Utilise the objects on their lists to illustrate these things in a class "Feeling Good" Journal.
6. Make a detailed report of the activity.
7. Present the activity in the class through reading.
8. Take feedback from the teachers and students.
9. Incorporate the changes and make a final report.
10. Submit the report to the subject teacher.

Activity 2: Display the Emotional Balance at work.

Material Required: Notebook, Pen/pencil.

Procedure:

1. Make small group of students in the class room.
2. Ask the students to observe their emotions with the help of a few questions.
 - a. Name the emotion [I am feeling _____/I felt like _____ (describe in few words)].
 - b. Identify the cause [I was _____ (where) I remember noticing _____]
 - c. When I felt _____ I _____ (behaviour, action)/ what I wish I had done was _____

- d. Challenge the Emotions [Was my _____ (feeling) appropriate to the situation? /Is this situation a distress that I can control? / If it is out of my control, is this a distress that I've to accept and tolerate?]
3. The students will be able to observe themselves and their emotions and help them correct in future.
 4. Students will note down the result of the activity.
 5. Compile the result and make a final report.
 6. Show it to the subject teacher and take a feedback.
 7. Submit the report to the subject teacher.

Check Your Progress

A. Fill in the Blanks

1. _____ and _____ are ways in which we learn to deal with various stressors.
2. Determining alternative solutions to the problem is related to _____ skill.
3. _____ is the way an individual feel about her/himself and believes others to feel.
4. The ability to imagine what life is like for another person is known as _____
5. _____ is not a sign of anger.
6. Emotional intelligence involves _____
7. Handling _____ criticism can be challenging.
8. Emotional intelligence is characterised by _____
9. Anger management skills are an example of managing _____
10. The act of choosing between two or more courses of action is known as _____

B. Multiple Choice Questions

1. If you are a leader in your organisation, your EQ is probably
 - a) Low
 - b) Medium

- c) High
2. Regularly practising deep breathing techniques, especially when there is disagreement, may be:
 - a) Beneficial.
 - b) Not beneficial
 - c) A normal exercise
3. An emotionally intelligent and motivated individual is characterised by their for work:
 - a) Dullness.
 - b) Enthusiasm
 - c) No emotions
4. EQ predicts and effectiveness in life:
 - a) Failure.
 - b) Success
 - c) No judgement

C. State whether the following statements are True or False

1. EI may be learnt, and EQ can be improved.
2. Encourage students to identify the things that make them feel good.
3. Emotional intelligence may be learned and trained.
4. Active listening exercises does not help in improving social skills.
5. Effective interpersonal communication requires emotional intelligence.

D. Short Answer Questions

1. Define emotional intelligence.
2. Which is more important: emotional quotient or intelligence quotient?
3. What are the indicators of emotional intelligence?
4. How can a leader use emotional intelligence skill at the workplace?

E. Long Answer Questions

1. Explain the importance of emotional intelligence in detail.
2. How can we improve our emotional intelligence skills?
3. Which skills of emotional intelligence provide special advantages at work place?

F. Check Your Performance

1. Perform a group activity and tell the moments where you are in a
2. Happy or in sad mood.
3. Write down on a piece of paper when you are motivating yourself for your own achievement.

Session 3: Stress Management

Stress causes physical suffering as well as psychological problems. Stress is a typical occurrence. Everyone, at some point or another, feels stressed. In the process of hitting milestones and putting in long hours, employees go through stress. (Fig.3.5)



Fig. 3.5: Stress Management

Stress is a state of discomfort experienced by an individual. The most common manifestation of stress is a loss of emotional stability. When a person has a biological condition, it is typically obvious. Age, lifestyle, time restraints, and job type all have good relationships with stress. Certain professions are more vulnerable to stress than others. In contrast to teachers, bankers, and operating people, drivers of vehicles, doctors, lawyers, and managers are more prone to experience stress. When wants or aspirations are not met in the conventional, expected ways, people become stressed. This is as a result of the limitations imposed by nature on the individuals.

Stress may result from a need and demand for accomplishment. Stress is a by-product of anxiety and eventually causes job burnout. In actuality, people are typically to blame for stress.

Stress Management: Stress is defined as the body's physiological and psychological reaction to taxing or difficult situations. Stress is also described as the strain that a person feels as a result of life's demands. (Selye - 1956) "Your stress response essentially functions as a sophisticated, intricate alarm system that sends signals to the adrenal glands. Your body will then start to produce different stress hormones to get ready for a fight-or-flight reaction."

According to the American Psychological Association (APA), the primary stress hormone is cortisol, which increases glucose (sugars) in the bloodstream to enhance brain and muscle repair functions. This hormone also helps your body become more efficient by dampening nonessential functions like your reproductive and digestive systems.

One of the other major stress hormones, adrenaline, facilitates the use of the elevated levels of blood glucose brought on by cortisol by your muscles. These two hormones work very well together to reduce tension. The production of stress hormones too frequently, however, can be harmful to your health. Your well-being depends on your ability to control all kinds of stress, whether it's the emotional stress caused by a breakup or minor irritations like traffic can be crucial to oneself. However, if you produce stress chemicals too frequently, it could be bad for your health. Your ability to manage stress, be it the small annoyances like traffic or the emotional stress brought on by a breakup, is crucial to your wellbeing.

Everybody encounters stress at some point in their lives, and it can have both positive and negative effects. The fight or flight response, a survival mechanism that can help a person escape danger, is triggered when a person is under stress. Stress management is essential to maintaining a healthy body because long-term or chronic stress can be harmful to the body's physical and mental wellbeing. The capacity to maintain control when circumstances, people, and events place undue demands on you is known as stress management. Due to the fact that everyone deals with stressors differently, stress management can imply different things to different people. Stress can be acute or chronic stress can come from work, finances, relationships, and a variety of other places, but stress can also come from inside the body, from illnesses or inflammation.

These stressful events initiate activation of the Hypothalamic-Pituitary-Adrenal (HPA) axis, and the greater the stress we have, the greater the activation of the HPA axis is. Despite the fact that stress levels have risen across the globe in recent years, more people are talking about it. As the discussion expands, we learn more about the factors that contribute to stress as well as how it affects each of us differently. Having said that, once a stressful event has passed, our mental, emotional, and physical states should return to normal under normal conditions. This is where mental fitness enters the picture, assisting us in maintaining our wellness levels despite tension.

Positive stress in tiny doses can improve our performance, but it must be transient. Acute and on-going worry can worsen pre-existing conditions and cause long-term health issues.

What triggers stress? Discovering the source of your tension may enable you to control it and even overcome it. Here are a few of the most typical reasons which make us experience stress:

1. The unsettling effects of change.
2. The feeling that an outside force is challenging or threatening you.
3. The feeling that you have lost personal control.

The most frequent triggers of stress are life transitions like marriage, career changes, divorce, or the loss of a loved one. Even though they are less frequent, life-threatening situations can sometimes cause the most severe bodily and psychological pain. They are typically linked to public service occupations like police, fire, and rescue, disaster assistance, and the military, where people work in environments with high levels of unpredictability and danger that are always present. (Fig3.6)

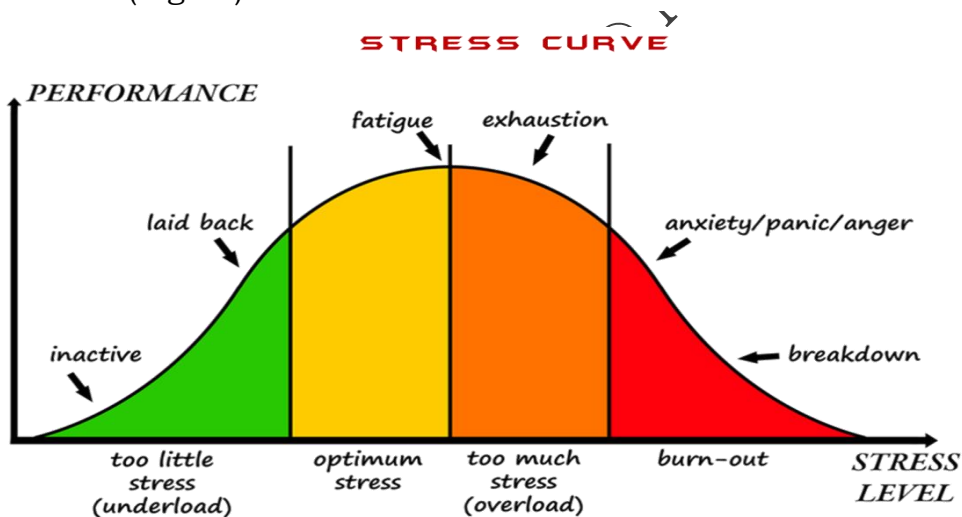


Fig.3.6: Stress Curve

Even if you don't want to work in a high-stress field, the rigours of college life may nevertheless put you in stressful situations. The National Institute of Mental Health (NIMH) lists a few of the stressors that students encounter quite frequently:

- Increased academic demands.
- Being on your own in a new environment.
- Changes in family relations.
- Financial responsibilities.
- Changes in your social life.

- Exposure to new people, ideas, and temptations.
- Awareness of your sexual identity and orientation.
- Preparing for life after graduation.

Causes of teenage stress

- Homework and school (especially exams).
- Expectations and pressure of parents and teachers to do well at school.
- Social relationships with friends and boyfriends/girlfriends and the issue of sex.
- Extracurricular commitments.
- Life challenges, such as leaving school or getting into tertiary studies or employment.
- Lack of time – having too much to do, feeling unprepared or overwhelmed.
- Lack of sleep.

Classification of stress: Basically, there are four types of stress:

1. **Acute stress** Acute stress is the kind of worry that temporarily knocks you off balance. This is the kind of stress that strikes rapidly, frequently unexpectedly, doesn't last for very long, but shakes you up and necessitates a reaction, such as a disagreement with a close friend or a test for which you don't feel sufficiently prepared. Acute stress sets off your body's stress reaction, but you can stop it with quick methods of relaxation and return to everyday life feeling less stressed. You can unwind and recover from acute stress more rapidly with the aid of these stress relievers:

- a) **Breathing exercises:** Because they take effect fast, breath-work is excellent for acute stress.
- b) **Cognitive reframing:** This technique teaches you how to alter the way you perceive a circumstance in order to reduce stress.
- c) **Mini-meditation:** Five minutes of rapid meditation can help you relax in the present.

2. **Long-Term Stress:** The kind of stress that frequently occurs is known as chronic stress. It may result from loneliness, a challenging work, or a previous trauma. If this kind of stress is not properly handled, it can cause burnout and leave you feeling exhausted. The body can remain triggered forever if the stress response is chronically triggered and the body is not relaxed before the next wave of stress arrives. The chronic

stress can lead to a host of health issues, including cardiovascular disease, gastrointestinal issues, anxiety, depression, and a variety of other conditions. This is why it is important to effectively manage chronic stress. Managing this type of stress often requires a combination approach, with some short-term stress relievers (like those for acute stress) and some long-term stress relief habits that relieve overall stress. Different emotion-focused techniques and solution-focused coping techniques are important for chronic stress as well. You may experience general stress from the recurring stressors in your life. The following long-term habits can help you handle it better:

- a) **Building supportive networks:** A vital coping strategy is to have a strong network of supportive people. Connecting with others who are going through the same difficulties can be facilitated by joining online support groups.
 - b) **Regular exercise:** Research has shown that regular exercise can lower stress and unpleasant feelings. But when dealing with stress, individuals typically exercise less. Regular physical exercise can help with coping and general well-being.
 - c) Music can serve as a stress-relieving background to daily activities. According to a research, listening to music significantly reduces people's feelings of stress.
 - d) **Maintaining a healthy diet:** Your body will perform better if it is properly fuelled, which can lower overall stress levels.
 - e) Regular meditation will help you become more resilient to stress overall, even though quick meditations are excellent for handling immediate stress.
3. **Emotional stress:** It can hurt more severely than other kinds of stress. For instance, stress from a tense relationship tends to cause a stronger physical reaction and feeling of distress than stress from a hectic schedule at work. Therefore, having effective methods for managing mental stress is crucial. Different methods can be effective in various circumstances as long as they help you process, diffuse, and develop mental resilience. Therefore, having effective methods for managing mental stress is crucial. Different methods can be effective in various circumstances as long as they help you process, diffuse and develop mental resilience. Try the following methods:
- a) **Make sound your tool:** You can relax your body and psyche with music. Try listening to some soothing music if you're feeling stressed. There is evidence that it might hasten your stress recovery.
 - b) **Practice meditation:** Engage in meditative practices to help you stay

grounded in the present.

- c) **Speak to a friend:** Friendships can provide various kinds of social support. Friends can help you with chores you struggle with and offer advice (informational support) in addition to emotional support (Practical support).
 - d) **Speak with a therapist:** A therapist can assist you in determining the cause of your mental stress as well as the best coping mechanisms for you.
 - e) **Write your thoughts:** Studies have shown that journaling can help to lower tension levels.
 - f) One method of processing anxious events is through expressive writing, for instance. Particularly helpful is gratitude writing, which entails concentrating on the things you are grateful for.
4. **Burnout:** It is a consequence of long-term, persistent stress in circumstances that make people feel like they have no control over their lives. Burnout is more likely to occur in certain work situations, such as those with high demands, ambiguous expectations, little recognition for accomplishments, and a high likelihood of unfavourable outcomes for errors. Burnout makes it difficult to stay motivated to work and finish the tasks at hand, and it can make you feel perpetually overburdened. The following techniques can assist you in recovering from exhaustion or avoiding it altogether:
- **Increase your enjoyment of your present position:** If you were hired for a position you dislike, all hope is not lost. Learn how to add more meaning to your work. For instance, you might attempt changing the way you perceive your present employment. Consider it a chance to attempt something new and acquire knowledge and experience that could one day aid in your search for a position that you genuinely enjoy.
 - **Keep a sense of humour:** Use laughing to brighten your day and improve your health in general. Laughter not only makes you relax in the time, but it also strengthens your resistance to stress for a while: a brief respite from the pressures of daily existence.

Symptoms of Distress

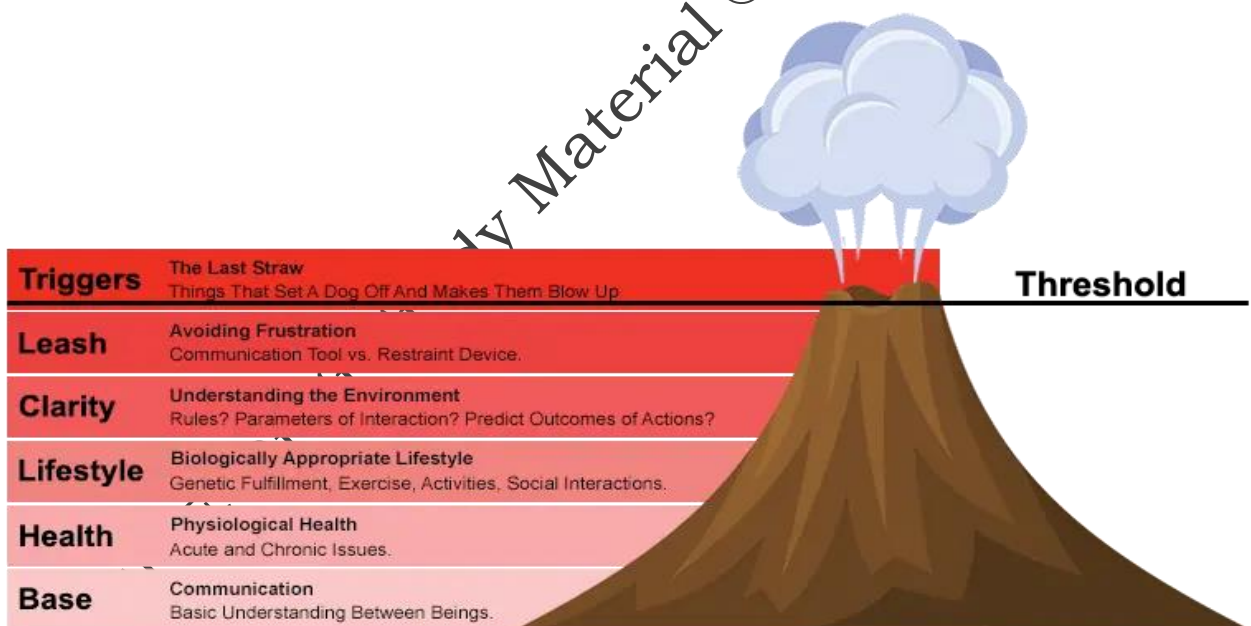
Symptoms of stress fall into three general, but interrelated, categories—physical, mental and emotional. Review this list carefully. If one discover that frequently the following symptoms that mean you are in stress (Fig.3.6)

- Headaches.
- Fatigue.
- Gastrointestinal problems.

- Hypertension (high blood pressure).
- Heart problems, such as palpitations.
- Inability to focus/lack of concentration.
- Sweating palms/shaking hands.
- Anxiety.
- Sleep disturbances, whether it's sleeping too much or an inability to sleep.

Symptoms of many pre-existing medical conditions can also worsen during times of stress. Emotional and behavioural symptoms that can accompany excess stress include:

- Nervousness.
- Anxiety.
- Changes in eating habits including overeating or undereating (leading to weight gain or loss).



Loss of enthusiasm or energy

Fig.3.7: Stress Threshold

Stress Relieving Techniques

To maximise your ability to cope with stress, try the following:

- 1. Exercise Regularly:** Engage in 3-5 sessions of moderate intensity exercise each week to enhance your immune system and reduce your risk of developing anxiety and mood disorders. However, even if you

cannot exercise regularly, remember that even a single episode of exercise can be a great way to relieve stress and improve mood.

2. **Eat a Healthy Diet:** Eat plenty of fruits, vegetables, whole grains, and fatty fish to maximise your physical health and your body's ability to manage stress.
3. **Sleep:** Get 7-8 hours of uninterrupted sleep per night to improve your mood and boost your immune functioning.
4. **Practice Relaxation:** Engage in relaxation exercises on a regular basis or during periods of moderate to high stress. Progressive muscle relaxation (PMR), guided imagery, and meditation are great ways to reduce your overall level of arousal. Or, combine exercise with meditation or mindfulness by engaging in yoga two to three times per week.
5. **Express Yourself:** Look for the humour in stressful situations, and find ways to express your emotions through writing, art, or talking with friends and family.
6. **Reframe:** Attend the ways in which you think about and interpret stressful situations and look for opportunities to reframe the situation in a more rational or positive manner.
7. **Examine your expectations:** Try to set realistic goals. It's good to push yourself to achieve, but make sure your expectations are realistic. Watch out for perfectionism. Be satisfied with doing the best you can. Nobody's perfect—not you, not your fellow Cadet, nobody. Allow people the liberty to make mistakes, and remember that mistakes can be a good teacher.
8. **Live a healthy lifestyle:** Get plenty of exercise, eat healthy foods, and allow time for rest and relaxation. Find a relaxation technique that works for you—prayer, yoga, meditation, or breathing exercises. Look for the humour in life, and enjoy yourself.
9. **Learn to accept change as a part of life:** Nothing stays the same. Develop a support system of friends and relatives you can talk to when needed. Believe in yourself and your potential. Remember that many people from disadvantaged backgrounds have gone on to enjoy great success in life.
10. **Practice facing stressful moments:** Think about the event or situation you expect to face and rehearse your reactions. Find ways to practice dealing with the challenge. If you know that speaking in front of a group frightens you, practice doing it, perhaps Introduction to Stress Management is key to academic success.

Significance of Interpersonal skill

Interpersonal skills are the skills we use every day when we communicate and

Positive Steps to Wellbeing

<p>Be kind to yourself</p>  <p>Our culture, genes, religion, upbringing, education, gender, sexuality, beliefs, and life experiences make us who we are. We all have bad days.</p> <p>Be kind to yourself. Encourage rather than criticise yourself. Treat yourself the way you would treat a friend in the same situation.</p>	<p>Exercise regularly</p>  <p>Being active helps lift our mood, reduces stress and anxiety, improves physical health, and gives us more energy.</p> <p>Get outside, preferably in a green space or near water.</p> <p>Find an activity you enjoy doing, and just do it.</p>
<p>Take up a hobby and/or learn a new skill</p> <p>Increase your confidence and interest, meet others, or prepare for finding work.</p> 	<p>Have some fun and/or be creative</p> <p>Having fun or being creative helps us feel better and increases our confidence.</p> <p>Enjoy yourself!</p> 
<p>Help others</p>  <p>Get involved with a community project, charity work, or simply help out someone you know.</p> <p>As well as benefiting others, you'll be doing something worthwhile which will help you feel better about yourself.</p>	<p>Relax</p>  <p>Make time for yourself. Allow yourself to chill out and relax. Find something that suits you – different things work for different people.</p> <p>Breathe... (imagine a balloon in your belly, inflating and deflating as you breathe in and out)</p>
<p>Eat healthily</p> <p>Eat regularly, eat breakfast, eat healthily, eat fruit and vegetables, drink water.</p> 	<p>Balance sleep</p> <p>Get into a healthy sleep routine – including going to bed and getting up at the same time each day.</p> 
<p>Connect with others</p>  <p>Stay in touch with family and friends - make regular and frequent contact with them.</p>	<p>Beware drink and drugs</p>  <p>Avoid using alcohol (or non-prescribed drugs) to help you cope – it will only add to your problems.</p>
<p>See the bigger picture</p> <p>We all give different meanings to situations and see things from our point of view. Broaden out your perspective and consider the bigger picture ('the helicopter view')</p>  <p>What meaning am I giving this? Is this fact or opinion? How would others see it? Is there another way of looking at this? How important is it, or will it be in a year's time? What can I do right now that will help most?</p>	<p>Accepting: 'It is as it is'</p>  <p>We tend to fight against distressing thoughts and feelings, but we can learn to just notice them and give up that struggle.</p> <p>Some situations we just can't change. We can surf those waves rather than try to stop them.</p> <p>Allow those thoughts and sensations just to be – they will pass.</p>

interact with other people, both individually and in groups. People with strong interpersonal skills are often more successful in both their professional and personal lives. Interpersonal skills include a wide variety of skills, though many are centred around communication, such as listening, questioning and understanding body language. They also include the skills and attributes associated with emotional intelligence or being able to understand and manage your own and others' emotions. People with good interpersonal skills tend to be able to work well in a team or group, and with other people more generally. They are able to communicate effectively with others, whether family, friends, colleagues, customers or clients. Interpersonal skills are therefore vital in all areas of life at work, in education and socially. Through awareness of how you interact with others, and with practice, you can improve your interpersonal skills.

In both, your personal and professional life, interpersonal skills are crucial for dealing with others and communicating with groups of people and individuals. People who have excellent interpersonal skills are more likely to establish lasting bonds and get along well with others. They have a deep understanding of friends, family, colleagues and clients. Interpersonal communication is the process of conveying thoughts and feelings to another individual orally and nonverbally. In both, our personal and business lives, it enables us to communicate with and comprehend others. Hiring managers frequently search for candidates with strong interpersonal skills who would work well with their co-workers and communicate effectively.

Interpersonal skills are generally considered to include a wide range of skills, such as:

- Communication skills, which in turn covers:
 - Verbal Communication – what we say and how we say it;
 - Non-Verbal Communication – what we communicate without words, for example through body language, or tone of voice; and Listening Skills – how we interpret both the verbal and non-verbal messages sent by others.
- Emotional intelligence – being able to understand and manage your own and others' emotions.
- Team-working – being able to work with others in groups and teams, both formal and informal.
- Negotiation, persuasion and influencing skills – working with others to find a mutually agreeable (Win/Win) outcome. This may be considered a subset of communication, but it is often treated separately.
- Conflict resolution and mediation – working with others to resolve

interpersonal conflict and disagreements in a positive way, which again may be considered a subset of communication.

- Problem solving and decision-making – working with others to identify, define and solve problems, which includes making decisions about the best course of action.

Why relationship abilities are crucial:

For effective communication and collaboration with people and groups in both your personal and professional life, interpersonal skills are crucial. People who have excellent interpersonal skills are more likely to establish lasting bonds and get along well with others. They have a deep understanding of friends, family, colleagues and clients. Working with co-workers who have strong relationship skills is frequently enjoyable.

Possessing interpersonal skills also makes it easier to fix issues and make wise choices. To find the best answer or make the best choice for everyone involved, you can use interpersonal communication skills and your capacity for understanding others.

Important interpersonal abilities for the workplace

Interpersonal contact is essential for functioning as a team and achieving common objectives, even though all interpersonal skills can be useful in the workplace. The following list of six interpersonal conversation abilities will be especially useful at the office:

- a) Communicating out loud:** You can successfully communicate with others by speaking clearly, confidently and appropriately for the circumstance. For your audience, pick the appropriate phrasing and tone. For instance, in meetings and presentations, communicate in a formal and professional manner. When attempting to describe something to someone or when speaking with customers, avoid using complex or technical language. When knowledge needs to be clarified, ask questions.
- b) Active hearing:** is the capacity to focus entirely on another person's speech and fully comprehend what is being said. By making vocal and nonverbal responses, such as eye contact, nodding, and smiling, you demonstrate that you are interested in what the speaker is saying. In order to actively attend, one must also pay attention to the nonverbal cues that speakers use. To demonstrate that you are paying attention and engaged, pose and respond to questions.
- c) Effective communication and the avoidance of workplace misunderstandings:** depend on active attention. It enables you to comprehend the information or guidelines that your manager or co-workers offer you. Colleagues may be inspired to collaborate and

exchange ideas as a result.

- d) Communication that is nonverbal, similarly as your words, posture, expression, and gestures can convey:** Be mindful of both your verbal and nonverbal cues when speaking with colleagues and managers. Nodding, smiling, and acting at ease are all indications that you're paying attention and participating in the discussion. In light of this, avoid other postures, movements, and expressions like crossed arms, fidgeting, and eye movement.

IMPORTANCE OF DEVELOPING INTERPERSONAL SKILLS

1. Foster effective communication
2. Keep the feedback loop open
3. Expand your opportunities
4. Make you relatable
5. Demonstrate social awareness
6. Increase client satisfaction
7. Build trust
8. Help foster and maintain personal relationships
9. Make you an effective leader
10. Encourage empathy

(i) **How to strengthen Interpersonal skills**

Setting objectives for improvement and engaging in effective communication are two ways to improve your interpersonal skills. Consider the following advice to enhance your relationship abilities:

- **Determine what needs to be improved:** By requesting input from co-workers, managers, family members, or peers, you can pinpoint interpersonal communication weaknesses and strengthen them.
- **Observe others:** By paying attention to co-workers, business executives, and people you respect and admire, you can develop strong interpersonal skills. Take note of their nonverbal signals and observe and pay attention to how they speak. Take note of specifics like their speaking rate, tone of speech, and interpersonal interactions. Put those qualities to use in your own encounters and connections.
- **Develop emotional restraint:** Wait until you are relaxed before speaking with co-workers. If you've got a positive outlook and are not stressed out or upset, you are more inclined to communicate boldly and effectively.
- **Reflect back on your encounters:** To improve your handling or

communication of situations, keep notes or a record about your interactions and discussions at work. Think about whether you could have responded differently by employing certain words, a different stance, or different facial expressions. Also take note of good interactions so you can comprehend why they were effective.

- **Recognise others:** Pay attention to your peers and co-workers and try to engage them in conversation. Praise colleagues for their efforts or smart suggestions. Bring a beverage for your co-worker. To get to know your team members better, ask them about their week or their hobbies. Give someone, who is going through a challenging time or a bad day, your assistance. You can develop stronger, more productive working relationships by following these methods.
- **Take on a tutor:** Ask someone you revere or admire to give you advice on how to strengthen your interpersonal abilities. Your mentor could be a respected co-worker, an employer or professor, either current or past, a relative, or anyone else you admire. You might even work with a certified communication or job coach.
- **A recording of yourself:** If you want to know where you can improve your communication skills, record yourself speaking on video or with a voice recorder. Then, watch or listen to the recording. Make a list of the things you'd like to improve or alter, such as your speaking rate, facial expressions, word choice, or gesture usage. Record yourself from time to time so you can monitor your development.

Building strong, positive relationships with your co-workers, being productive at work, and working successfully in teams, are all made possible by interpersonal communication skills. The advantages of having strong interpersonal skills can impact your team's or department's morale and efficiency.

“Ten ‘Dos’ and ‘Don’ts’ for Students Working in a Group

DO:

1. Contribute to the group by putting forward ideas and getting involved in discussion.
2. Cooperate with other members of the group.
3. Select specific roles for every group member (e.g. Spokesperson, Leader, Timekeeper, Scribe etc.).
4. Take on your given role for the group.
5. Organise meeting times and stick to them.
6. Share the workload equally.

7. Respect the values and opinions of others.
8. Communicate and share ideas with each other.
9. Encourage others to speak.
10. Value diversity.

DO NOT:

1. Sit back and do nothing.
2. Think that others will do the work.
3. Take the lead and ignore others.
4. Be afraid to speak.
5. Expect all your own ideas to be used.
6. Leave people out of the discussion.
7. Become distracted from the subject.
8. Be aggressive, interrupt or criticise unnecessarily.
9. Ignore other members of the group.
10. Allow one person to dominate.

Activities

ACTIVITY 1: Group activity for interpersonal skills.

Material required: Pen/pencil, Notebook

Procedure:

1. Make a group of students in the class.
2. Divide into groups of three.
3. Read each situation described and list the possible feelings that may have been behind the nonverbal expression.
4. Narrate the activity The radio is playing in the background while two flat mates are studying. One of them gives a big sigh, gathers her books and goes to her room. What might she be feeling?
5. The tutorial group is having a lively discussion when one member, without expression, suddenly changes the subject. What might he be feeling?
6. Some friends are chatting. As the chat continues, one friend starts tapping her feet, drumming her fingers and shifting in her seat. What might she be feeling?

ACTIVITY 2: Performing the duties effectively.

Materials Required: Pen, Paper and a writing pad

Procedure:

1. Make the class to Sit in a row.
2. Ask the student to read a short passage to a group.
 - a) When she finishes reading, she calls on a group member, who then tells everything he can remember.
 - b) Once he/she finishes his retelling, other group members add courteously any details he missed.
 - c) The game ends when all group members have retold a passage once.
3. One group will note down the activity.
4. Make a report and show it to the teacher.
5. Here, the teacher will give feedback for further improvement.
6. Incorporate all the feedback and make a final report.
7. Submit the report to the subject teacher. 😊

Check Your Progress

A. Fill in the Blanks

1. Communication can be _____ and _____
2. Nonverbal communication includes _____ and _____
3. _____ comprehend the information or guidelines that your manager or co-workers offer you.
4. _____ skills are useful in day to day communication also.
5. Responses can be in the form of _____ and _____

B. Multiple type Questions

1. Which of the following is the characteristics of positive stress?
 - a) It improves performance
 - b) It feels exciting
 - c) It motivates
 - d) All of the above
2. Which of the following statement is true?

- a) In small quantities stress is good
 - b) Too much stress is harmful
 - c) All stress is bad
 - d) Only (i) & (ii) are right
3. Anything that prevents understanding of the message is called---
- a) Barrier
 - b) Noise
 - c) Stress
 - d) Complex
4. Interpersonal skills are encouraged by which of the following?
- a) Personal space
 - b) Proxemics
 - c) Competition
 - d) Similarity

C. State whether the following statements are True or False

1. Stress and anxiety are the same thing.
2. The causes of stress are essentially the same for everyone.
3. Being easily annoyed and unusually irritable can be an emotional warning sign of too much stress.
4. Losing weight can be a sign of too much stress.
5. Chronic stress can contribute to depression.
6. Rethinking your expectations may help you cope with stress.
7. Anxiety is always a negative, harmful emotion.

D. Short Answer Questions

1. Mention the basic sources of stress observed in your daily life to reduce stress.
2. Enumerate an individual's management techniques for managing stress.
3. What are some positive ways that people deal with stress?
4. What are the psychological symptoms of stress?
5. What are the physical symptoms of stress?

E. Long Answer type questions:

1. Define stress in detail.
2. Classify stress and define each of them.
3. Give the importance of interpersonal skills.
4. Why interpersonal skills are important in building relations.

F. Know Your Performance

1. Test yourself with this simple activity by analysing your Strength, Weakness, Opportunities and Threats.
2. Describe a situation when you had to be assertive.

Session 4: Social Skills at Work Place

Social skills are those that encourage successful interpersonal communication. Everyday communication involves a variety of social abilities and communication techniques. Written, verbal, nonverbal, and visual communication are all parts of social abilities that are used to communicate with others. Your social abilities are typically used in the following situation: The words you use, your voice's pitch, loudness, and tone, physical movements, expression, your physical behaviour, connecting with others by making eye contact are all that comes under soft skills. Social skills are soft skills with a social emphasis that people use to establish connections with clients, customers, and co-workers. When referring to a person's abilities and competencies, social skills are used to describe the variety of social situations in which they can successfully interact and speak with others. Building and maintaining relationships as well as succeeding. Active listening, effective communication, empathy, assertiveness, dispute resolution, negotiation, teamwork, and leadership are some typical examples of social skills. Both training and education, as well as practice and experience, can help you on these abilities. All ages and socioeconomic groups should value social skills because they can raise self-worth, lessen social nervousness, and generally improve quality of life. Individuals with social and speech challenges, such as those with autism spectrum disorder or social anxiety disorder, are frequently helped by social skills training in particular (Fig.3.8).

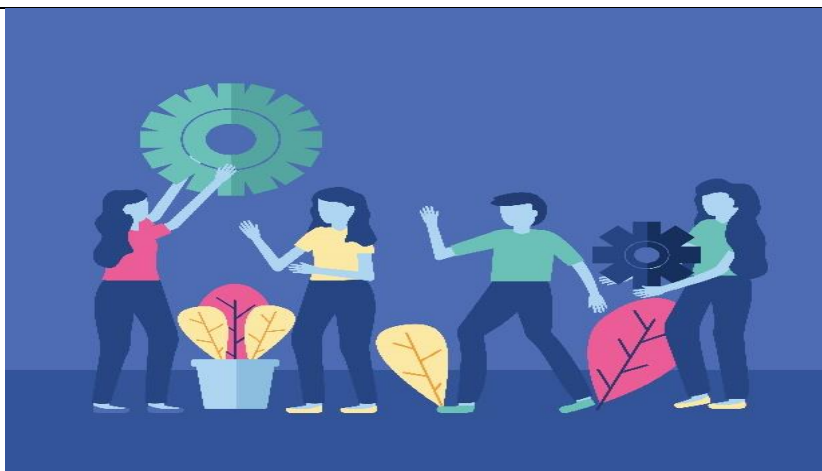


Fig.3.8: Social skills

In general, social skills are essential for our capacity to engage with others, create lasting bonds with them, and flourish in both personal and professional settings.

For one to succeed in the job, one must have social skills. Here are a few explanations:

- a) Relationship creation and maintenance. People with good social skills are better able to create and keep up good connections with co-workers, clients, and customers.
- b) Collaboration, teamwork, and job happiness may all benefit as a result.
- c) Communication: People with strong social skills are able to express their opinions and ideas in both vocal and non-verbal ways in a clear and effective manner. This is essential for information dissemination, and feedback.

Importance of social skills at workplace

Social skills are essential for success in today's workplace, where collaboration, teamwork, and effective communication are becoming increasingly crucial. Strong social skills are valued by employers, who may give preference to applicants who have them during the recruiting process. As a result, improving one's social skills can open up more career possibilities and result in better job performance. It takes a combination of interpersonal abilities, communication abilities, and emotional intelligence to create healthy partnerships at work. Here are some pointers for developing connections at work while using social skills:

- 1. Communication:** Communication can be defined as exchanging your ideas, emotions, knowledge, and feelings from one person to another.

The effectiveness and efficiency of your team will increase if each person has powerful written, verbal, and nonverbal communication.

People with strong communication skills can express their ideas and give directions in a clear and concise manner, whether they compose an email or speak up in a team meeting. Active listeners also have strong communication abilities. They might provide useful feedback, remember what is said, and build on other people's ideas. This might also ask follow-up inquiries.

Non-verbal communication such as body language gestures, postures, facial expressions also show their interest and feedback at the workplace.

Social skills are crucial for problem-solving because they allow people to cooperate to achieve a shared objective and consider a variety of viewpoints and solutions.

Developing good communication skills like actively listening, speaking clearly and directly, and maintaining eye contact during talks are all necessary for forming relationships. Career advancement: Developing good working relationships with co-workers, networking, and effectively articulating one's abilities and achievements are all ways that people with strong social skills can advance in their careers.

- 2. Cooperation:** When your workers work together, they exchange ideas, offer counsel, and step up when a colleague needs assistance. Your work will be more effective if your co-workers function as a team. Employees who compliment and congratulate their co-workers as well as offer to assist with projects or any issues creates a positive and healthy atmosphere. Ask potential hires during the interview process to give an example of a time they collaborated closely with a small team and to describe what makes them an effective "team player."
- 3. Leadership:** A person's capacity for decision-making, delegation, teamwork, and assurance are among the social skills that indicate their leadership potential. It's crucial to realise that successful leadership doesn't necessarily involve being the most assertive types of employee.
- 4. Compassion:** Employees who exhibit empathy are more likely to bond with co-workers, clients, and customers. Employees who have empathy are better able to forget lasting and fruitful bonds with others because they are aware of their feelings.

Developing relationships at work is crucial for a positive and effective working atmosphere. Here are some pointers to use social skills to help you establish good connections with your co-workers:

Develop good communication skills: Actively listening, speaking clearly and directly, and maintaining eye contact during talks are all necessary for forming relationships. Take an interest in your co-workers' professional and personal

lives by showing interest in them. Show sensitivity and understanding while getting to know their passions, pastimes, and experiences.

Be considerate: Respect and courtesy should be shown towards your co-workers. Avoid bad habits like slandering, berating, or demeaning other people. Effective collaboration fosters the active listening. Pay attention to what your co-workers are saying and give considerate responses. This demonstrates your appreciation for their opinions and your curiosity in what they have to say. Development of relationships and confidence between co-workers. Share your thoughts, pay attention to criticism, and cooperate to achieve shared objectives. Active listening is a good skill to develop. Pay attention to what your co-workers are saying and give considerate responses. This demonstrates your appreciation for their opinions and your curiosity in what they have to say.

The job interview process serves as an excellent illustration of the value of social skills. Recruiters and human resource staff focus on getting to know you as a person during the recruiting process based on how you act during the interview. They read your resume and cover letter to learn about your goals and accomplishments. They observe your body language, pay attention to how you talk about yourself, the language you use, and whether you make eye contact to comprehend your personality. Examples of Critical Social Skills Used at Work.

Some of the many crucial social abilities you should have as a worker include the following:

- Observation
- Active hearing
- settling disputes
- Empathy
- both verbal and written dialogue
- Mirroring
- Cooperation
- Relationship control

Tips for Improving Social Skills in The Workplace

- a) **Ask for Feedback.** What social skills you need to work on as peers and co-workers can tell you. You can use this feedback to help you set objectives for developing these skills.
- b) **Get a book on mental growth.** Read self-help texts that emphasise social skill development. Numerous free web tools, including e-books and guides, are available that can give you specific actions to take in order to.
- c) **Pick just one social ability to work on enhancing.** Pick one social

skill to work on, and only move on when you are confident in your ability to use that skill successfully. This will prevent you from trying to improve multiple social skills.

How to Succeed in Interviews by Displaying Social Skills

In an interview, showcasing your people skills can help you make a better first impression on prospective employers. In an interview, use the following strategies to demonstrate your relationship skills:

Listen attentively: When the employer talks, pay close attention and respond with well-considered questions.

Keep up excellent eye contact in the entire interview.

Make sure your gestures and body language are conveying a positive message by being conscious of them.

When describing your job experience and how you have overcome challenges at work, use the STAR technique (Situation, Task, Action, Result).

When dealing with others, consider your strengths, and emphasise them during the interview.

How to Make Social Skills Stand Out on Your Resume

On your resume, you can draw attention to social skills in a number of places, such as the skills part and the descriptions of your previous jobs. List specific interpersonal skills that are pertinent to the position you're applying for when highlighting your social skills in the skills section of your resume. For instance, if you are looking for a position in customer service, mention your capacity to uphold client relationships and resolve client issues through skilful conflict resolution. You can also highlight your social skills throughout your work history descriptions. Use specific examples of times your social skills allowed you to excel in the workplace.

Activities

Activity: 1 Coordinate with all team members and colleagues

Materials Required: Puzzle sets, Tables or flat surfaces for each team, Timer or stopwatch, Pen and paper for each participant

Procedure:

1. Gather all students in a designated area and explain the purpose of the activity.
2. Divide the students into teams of equal size, ideally 4-6 members per team.
3. Ensure that each team has a mix of personalities and skill sets to encourage

diversity in problem-solving approaches.

4. Distribute a puzzle set to each team.
5. Instruct the teams to organize the pieces on their tables and ensure that all pieces are present.
 - a) Briefly explain the rules of the activity:
 - b) The goal is to complete the puzzle within a specified time limit.
 - c) Each team must work together to assemble the puzzle pieces.
 - d) Communication and cooperation are key; encourage active participation from all team members.
 - e) Teams are not allowed to interfere with other teams' puzzles.
6. Start the timer and allow the teams to begin assembling their puzzles. After 15 minutes, pause the activity and announce a mid-point check.
7. Emphasize the importance of coordination and teamwork in achieving the common goal.
8. Stop the timer when the allotted time is up.
9. Gather all teams together and compare their completed puzzles.
10. Facilitate a brief discussion reflecting on the teamwork dynamics, challenges faced, and lessons learned. Highlight key takeaways such as the significance of clear communication, division of tasks, and mutual support.
11. Students will prepare a brief report on the activity and submit it to the class teacher

Activity 2: Role play on different types of social skills.

Materials Required: List of role-playing scenarios, Character cards, Timer or stopwatch, Pen and paper

Procedure:

1. Gather students in a designated area and explain the purpose of the activity.
2. Divide participants into small groups (3-5 members per group).
3. Emphasize the importance of social skills in building relationships, communication, and navigating social interactions effectively.
4. Briefly introduce different types of social skills that will be explored during the role-play, such as active listening, empathy, assertiveness, conflict resolution, etc.
5. Provide examples and explain the significance of each skill in various social situations.
6. Assign each group a specific social skill to focus on during their role-

play.

7. Provide the groups with a list of role-playing scenarios related to their assigned social skill or allow them to create their own.
 - a) Instruct each group to select roles for the scenario (e.g., speaker, listener,
 - b) mediator, etc.).
 - c) Allow each group to perform their role-play scenarios.
 - d) Observe the interactions and dynamics within each group.
8. Record the role-plays for later review and feedback.
9. Encourage feedback from both participants and observers on the demonstration of the targeted social skill.
10. Provide constructive feedback and suggestions for improvement.
11. Encourage participants to apply the feedback received from the previous session and focus on refining their social skills.
12. Provide a brief brainstorming session where participants identify specific social skills they would like to improve upon further.
13. Student will prepare the brief on the activity and submit the report to the subject teacher

Check Your Progress

A. Fill in the Blanks

1. The effectiveness and efficiency of your team will increase if each person has powerful _____ and _____ communication.
2. On your _____, you can draw attention to social skills.
3. Developing relationships at work is crucial for a _____ and _____ working atmosphere.
4. Actively listening, _____ and directly, and maintaining _____ during talks are all necessary for forming relationships.

B. Multiple Choice Questions

1. The effectiveness and efficiency of your team will _____ if each person has powerful written, verbal, and nonverbal communication.
 - a) Increase
 - b) Decrease

- c) No change
2. Communication can be _____
- a) Verbal
b) Non-verbal
c) Both
3. Without _____ the communication is incomplete
- a) Feedback
b) Expressions
c) Eye contact
4. Interviews create your _____ impression
- a) No impression
b) First impression
c) Last impression

C. State whether the following statements are True or False

1. There are seven skills in communication.
2. Social skills help us to build relations.
3. One should highlight his/her social skills in resume.
4. Decision making is a part of a social skill.

D. Short Answer Questions

1. What do you understand by the term Social Skills?
2. How do social skills play a major role at the workplace?
3. If one wants to succeed in his/her job, what social skills must they possess?
4. Give one common example of social skills.

E. Long Answer Questions

1. Explain the importance of social skills.
2. 'Developing relationships at work is crucial for a positive and effective working atmosphere. Elaborate.
3. How do you build relationships when you start a new job?
4. What are the methods you use to motivate your team?

F. Check your Performance

1. Perform a group activity and give a stressful situation and check the

various social skills to be applied.

2. Check your listening skills by listening to your team leader in a group activity and write it on a piece of paper.

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MODULE 4**HEALTH, HYGIENE AND SAFETY****Module Overview**

Health, hygiene, and safety are integral aspects of maintaining a thriving and productive environment, whether it be at home, in the workplace, or within communities. Prioritizing health involves adopting habits that promote physical and mental well-being, such as exercising regularly, consuming a balanced diet, and seeking medical attention when necessary. Hygiene practices, including regular handwashing, proper sanitation, and cleanliness in living and working spaces are crucial in preventing the spread of diseases and maintaining overall health. Furthermore, ensuring safety involves identifying and mitigating potential hazards, adhering to safety protocols, and promoting a culture of caution and preparedness. By upholding these principles, individuals and societies can foster environments that promote longevity, vitality, and well-being for all.

This Unit consist of four Sessions.

The first session consists of Arranging Healthcare in Work place. Second session covers about the maintaining the Hygiene Culture at Workplace. Third session elaborates Display the Safety and Security instructions in office. And the Fourth Session talks about Handle the Accidents and Emergencies.

Learning Outcomes

After completing this module, you will be able to:

- Arrange Healthcare in work culture
- Maintain the hygiene at the work culture
- Display the Safety and security instruction in office
- Handle the accidents and Emergencies

Module Structure

SESSION 1: Health care in Work Culture

SESSION 2: Hygiene Culture at Workplace

SESSION 3: Safety and Security Instructions

SESSION 4: Accidents and Emergencies

Session 1: Health care in Work Culture

Good health is always a blessing for life. Having good health is extremely important for leading a happy and fulfilled life. Health of a person includes a state of complete physical, mental, social and spiritual wellbeing.

The Health consists of maintaining the body and taking preventive measures to reduce the possibility of developing various diseases, accidents and injuries. For leading a healthy life, a person needs to take balanced diet, exercise regularly, do daily chores, do recreational activities, sleep 7-8 hours, and keep good hygiene. All of us need to take care of our health irrespective of the type of work we do, our financial conditions and the social status we enjoy.

Being healthy gives us strength to survive in tough times and opportunities to enjoy the good moments of life at all levels. When a person leads a healthy lifestyle, the body remains healthy and the mind is actively ready to learn new things and work in a better way. It also helps employees perform better, increases employee morale, enhances job satisfaction, prevents lost working hours due to illness, stress, or absenteeism. This helps reducing turnover and in all, it is beneficial for both employees and employers. Hence having good health helps a person to perform their daily routine in a smooth manner.

Office assistant performs a very important role within an organisation. The work role of an office assistant is to help maintain an organised and efficient office environment. Office assistant often completes routine tasks in the office but also adapts to fulfil unique office needs that occur throughout the working day. He/she is more of a doer or action-oriented person, and has to follow instructions given by all staff members. He/she needs a range of management skills to complete many tasks for staff members and company leadership, and also needs to read, understand and interpret various mails/memo/office orders/circulars/letters and office instructions received from various sources.

A healthy workplace is a setup where employees, managers, and leaders openly communicate and collaborate on a shared vision of achieving the organisational goals along with taking care of health, safety, and wellbeing of all members. According to the World Health Organisation (WHO), a healthy workplace provides physical, psychological, social, and organisational conditions that protect and promote the health and safety of all workers of a company. A healthy workplace is the ideal place to work in.

Importance of Good Health at Workplace

Here are some reasons why maintaining healthy workplace culture is very

important (Fig.5.1).

1. Increase in employee productivity.
2. Improves staff retention.
3. Improved health and well-being.
4. Reduced healthcare costs.
5. Enhanced employee engagement.



Fig: 5.1: Healthy Workplace Culture

Health Risks at Workplace

Being healthy at workplace is of supreme importance in order to perform better in job, get promotions and provide family with support and care they deserve, and to justify work in this challenging and fast changing environment.

Following are the health risk factors:

- 1. Slips, trips, falls on sharp edges or objects:** The most common risks across all workplaces are slips, trips, and falls. Anything from exposed wires, to loose flooring, to cluttered areas, sharp edges of tables and furniture can result in a trip or fall. Also, open electricity wires and switches can cause electric shock.

Preventive Steps to be taken:

Keep a close watch on any such place or object which may lead to these conditions, mark them with proper warning signs, make these places as restricted entry places and get them repair as soon as possible. Your

vigilance in these situations can save organisation's time and money, and protect lives (Fig.5.2).



Fig.5.2: Health Risks at Workplace

2. Fire: Fire safety is an essential part of any workplace environment. And whilst fires are not necessarily very common, still fire safety is a serious concern (Fig.5.3).



Fig.5.3: Fire Safety

Preventive Steps to be taken:

Keep on checking fire safety equipment and ensure they are in proper working conditions, keep emergency exit doors visible to all and free from any clutters.

3. Chemical Substances: There can be many chemical substances which are being used in office settings and any accident can happen causing harm. These risks can result in both health and physical impacts such as skin irritation, respiratory system irritation, blindness, corrosion and

explosions (Fig.5.4).



Fig. 5.4: Chemical Substances

Preventive Steps to be taken:

Keep these chemicals at highly safe place away from reach of everyone, make proper labelling to avoid confusion, classify them according to their hazard potential and do not store extra quantity.

- 4. Ergonomic injuries (Repetitive Strain Injuries):** Long sitting for hours, a day may not sound risky to many people, but there is a growing awareness that it can cause serious strains and other injuries, if not sat properly in correct posture or using the right equipment with right training.

Preventive Steps to be taken:

Ensure periodic maintenance of office furniture, remove improper furniture which has potential to cause posture related issues.

- 5. Eye strain:** Working with DSE (display screen equipment) such as laptops or computers for long periods of time can result in employees experiencing eye strain or other similar problems such as CVS (computer vision syndrome). This is a group of vision-related problems that include headaches, blurred vision and neck/shoulder pain.

Preventive Steps to be taken:

Ensure computer displays are covered with protective sheets, and display posters around each monitor which guides about good eyes safety habits.

- 6. Physical Risks:** Physical risks are environmental factors that can harm an employee without necessarily touching them, including heights, noise, radiation, etc.

Preventive Steps to be taken:

Place a cushion/Foam on low hanging walls along with warning symbols which can protect head injury. Use noise and radiation free windows.

- 7. Stress:** Human body is designed to experience stress and react or respond to it. Stress at the workplace can be a real risk. Workplace stress is very common as employees are over-worked and can't tolerate pressures in this fast-changing time.

Preventive Steps to be taken:

Display some humorous posters and motivational quotes in common areas like coffee shop, water cooler and washrooms which may help to dissociate employees from work during break times.

Roles and Responsibilities of Office Assistant in Reducing risks at Office

- Keep tracking of Healthy and Unhealthy Individuals.
- Manage adequate lighting and clean flooring to avoid slips and trips.
- Keep checking if firefighting system is working properly.
- Ensure chemicals are stored at safe and restricted place.
- Have a watch on faulty furniture to avoid ergonomic (repetitive strain) injuries.
- Organise some occasional gathering to reduce work related stress.
- Arrange Yoga and Meditation sessions to reduce stress.

Immediate steps to be taken to avoid risks at workplace

Proactive measures have to be taken in order to avoid risks at workplace, which will ensure better productivity along with reduced financial liabilities which may arise due to some adverse scenarios.

1. Be aware of surroundings.
2. Ensure work area is clean and tidy.
3. Ensure emergency exits are clear and visible.
4. Follow procedures and instructions for dealing with hazards within scope of responsibilities and competencies.
5. Understand labelling of various signboards and codes and place them at appropriate places.
6. Follow emergency procedures during accidents and emergencies.
7. Learn how to operate appropriate fire extinguishers on different types of fires.
8. Learn to provide appropriate first aid to victim in different situations

(fall, heart attack, electric shock, etc.).

9. Take sound decision based upon a valid analysis of emergency situation.
10. Attend and organise health and safety training regularly.

Workplace Insurances for Employee (Health insurance, ESIC, etc.)

Organisations are required to have group medical coverage or Group Accidental Insurance for all of their employees irrespective of their ranking and tenure in the organisation. This assures protection of employee finances in case of any unforeseen event which occurs while performing duties. According to the policy, employees are eligible to receive compensation in event of bodily injury or death due to an accident while at work. Moreover, with general insurance, add on insurance benefits such as hospitalisation, and medical expenses, transportation cost, etc. is also to be covered. This includes experienced workers, part time employees, volunteers, and trainees etc. The office Assistant must:

- Keep complete safety records legibly and accurately.
- Make sure the organisational compliance, safety, security policies and procedures are followed strictly.
- Keep a track on validity of existing and active insurance policies and notify to designated authority.
- Keep documentation and report all hazards, accidents and near miss incidents as per organisational protocols to the concerned authority.

Ways to Encourage Better Employee Health

In today's era of challenging work environment where there is push from organisation or not, employees are becoming self-motivated and objective driven and this kind of mind-set leads to give health the least priority. Although there are many ways and means by which organisations can promote better employee health at workplace and even outside of workplace.

Here are few very important steps to be followed:

- Focus on general prevention.
- Give flexibility to employee in how they work.
 - Avoid long chair-time.
 - Accept regular feedback.
 - Increase stability of work schedule
 - Let employees to solve workplace problems by themselves.
- Avoid overload of work.

Activities

Activity: 1 Prepare a role play of using first aid box

Materials Required: First aid box containing basic medical, supplies, bandages, antiseptic wipes, adhesive tape, scissors, gloves, etc.), Props to simulate different injury scenarios

Procedure:

1. Introduce the scenario as two friends are hiking in the woods when one of them gets injured. The other friend needs to use the first aid box to provide the assistance.
2. Establish the setting as a forest trail, with one actor portraying the injured hiker and the other actor as their friend.
3. The injured hiker pretends to stumble and fall, clutching their ankle in pain.
4. The friend rushes to their side to assess the situation.
5. First Student will ask to the second student about the severity of the pain and examines the injured ankle for swelling, bruising, or deformity.
6. Student will perform the applying First Aid by opening the first aid box and selects appropriate supplies, such as a bandage and antiseptic wipes.
7. Other student will carefully clean the wound with antiseptic wipes to prevent infection.
8. Then, they wrap the injured ankle with a bandage to provide support and compression.
9. Ask the students to discuss the importance of carrying a first aid box and knowing how to use its contents in emergency situations.
10. Prepare a detailed report and submit it to the subject teacher.

Activity: 2 Identify the steps for avoiding the risk at work place

Materials Required: Flipchart paper or whiteboard Markers, Sticky notes, Safety guidelines or regulations relevant to the workplace

Procedure:

1. Visit any hazardous organisation or industry.
2. Make small groups of students.
3. Take permission from the HR Manager to visit the internal factory
4. Identify potential workplace risks.

5. Prioritize risks based on severity and likelihood.
6. Brainstorm practical steps to avoid or mitigate high-priority risks.
7. Present proposed risk avoidance measures to the team.
8. Compile feedback and refine the action plan.
9. Make a report incorporating all the suggestions and submit the report to the subject teacher.
10. Here the teacher will assign responsibilities to the student's group for implementing and monitoring risk avoidance steps.

Activity 3: Guide the employees to take the insurance policies and encourage them to maintain the health tips.

Materials Required: Pen, Pencil, Note Book and computer

Procedure:

1. Make a power point presentation to guide the employees to have
2. insurance policies
3. Visit any organisation with group.
4. Ask the HR Manager to gather the employees in one Hall
5. Show the PPT to them and Explain
 - a. Why Insurance Matters?
 - b. Explain the importance of insurance in providing financial protection against unforeseen events.
 - c. Discuss how insurance can help mitigate risks and provide peace of mind for you and your loved ones.
 - d. Briefly introduce the different types of insurance policies available, such as:
 - e. Health insurance
 - f. Life insurance
 - g. Auto insurance
 - h. Home insurance
 - i. Disability insurance
5. Encourage employees to assess their individual or family needs.
 - a. What are your current financial obligations?
 - b. Do you have dependents who rely on your income?

- c. What assets do you need to protect?
- d. What risks are you most concerned about?
6. Students will try to make them understand the need of the insurance.
7. Take the feedback of the employees and make a report.
8. Submit the report to the subject teacher

Check Your Progress

A. Fill in the Blanks

1. The health consists of the _____ body and taking preventive measures to reduce the possibility of _____ various diseases.
2. The work role of an office assistant is to help _____ an organised and efficient office environment.
3. According to the World Health Organisation (WHO), a healthy workplace provides physical, psychological, social, and organisational conditions that protects and promotes the _____ and _____ of all workers of a company.
4. The most common risks across all workplaces are _____, _____, and _____.
5. Learn how to operate appropriate _____ on different types of fires.

B. Multiple Choice Questions

1. Space in front of Emergency Exit Doors should be
 - a) Used to keep coffee machine
 - b) Used to keep water cooler
 - c) Used to store extra materials
 - d) Kept open
2. Ergonomic injuries are caused by
 - a) Poor display quality monitor
 - b) Hazardous chemicals
 - c) Faulty design of furniture
 - d) Poor fire safety equipment
3. How to make stress free environment in office?
 - a) Organise meditation and Yoga sessions
 - b) Place motivational posters

- c) Arrange for adequate ventilation and lighting
 d) All of the above
4. Which government body provides health insurance to employees?
- a) IRDA
 b) ESIC
 c) EPFO
 d) FCI

C. State whether the following statements are True or False

1. Good health is limited up to physical fitness only.
2. Balance diet, regular exercise and sound sleep are the pillars of good health.
3. Learning new things has nothing to do with physical fitness.
4. Office assistant is an action-oriented person.
5. A healthy workplace improves productivity of the Organisation.
 - a. Employee health is covered via ESIC.
 - b. Employees earning monthly salary Rs. 21,000 or less can be benefited with ESIC coverage.
 - c. We can keep extra and non-useful items at emergency exit areas.

D. Match the Columns

Healthy workplace culture	Health risk at workplace
Slip, trips, fall	Repetitive strain injuries
Ergonomic injuries	Increases productivity
Health insurance	Height, noise, radiation
Physical risk	ESIC

E. Short Answer Questions

1. What is the importance of good health at workplace?
2. What is the role of office assistant for maintaining good health of staff?
3. List out some reasons why healthy workplace is required.
4. What are the various types of health risks at work place?

F. Long Answer Questions

1. Roles and responsibilities of office assistant in reducing risks at office.
2. What steps can be taken to avoid risks at workplace?
3. What is the role of office assistant in managing insurance data?
4. What can be ways to encourage better employee health?

G. Check your Performance

1. Do a mock drill on fire safety in office.
2. Share your experience of Meditation exercise.

Session 2: Hygiene Culture at Workplace

Workplace hygiene means the standards of cleanliness that employers are expected to keep in ensuring that they offer a healthy, clean and safe environment for employees and visitors. Hygiene and cleanliness have to be given top priority irrespective of the industry or office set up we are working in. A systematic protocol about hygiene and cleanliness has to be followed diligently.

Meaning and Definition of Cleanliness and Hygiene

Cleanliness and Hygiene are often used interchangeably however; they are different from each other.

Cleanliness is giving a fresh look to our surroundings. For example: cleaning a floor with mop is one of the steps to maintain the cleanliness, but to make it hygienic we need to add some detergent or chemical in it otherwise, despite being clean, it can't be said as hygienic.

Hygiene is sequence of activities performed to maintain health and prevent spread of diseases. We can see that hygiene is not limited up to a situation or condition which should be achieved once and then let it go. It's more about maintaining a routine or protocol which has to be repeated on regular intervals and frequent basis to keep workplace clean and hygienic.

Cleanliness is one of the activities that are used to maintain the hygiene. It means Cleanliness is a part of Hygiene protocol as shown in the below picture. Fig.5.5

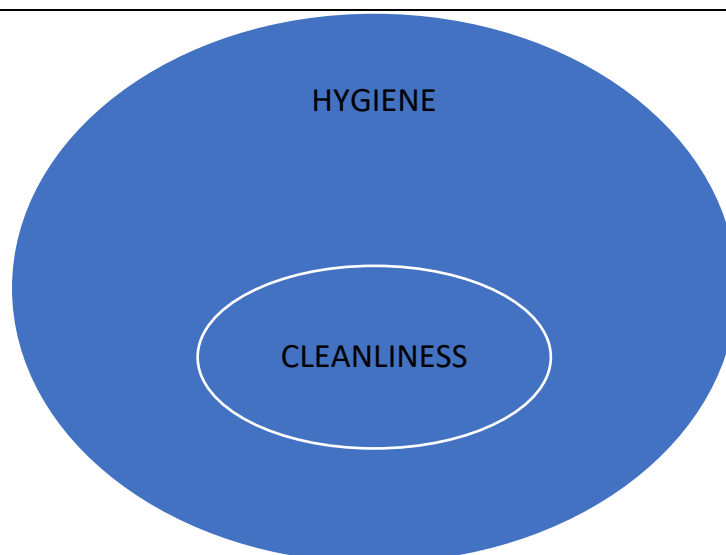


Fig.5.5: Hygiene & Cleanliness

Nevertheless, Maintaining Cleanliness and Hygiene at workplace is in great interest of our professional as well as personal health. Unhygienic practices at workplace may lead to contamination and spread of diseases and in turn illness.

To understand it in a much better way let's differentiate cleanliness and Hygiene.

Cleanliness	Hygiene
A Routine Activity	A Specialised Activity
Chemicals not required	Chemicals Required
Improves overall look of place	Prevents diseases
Basic Techniques and Protocols required	Special Techniques and Protocols required
Cost Effective Procedure	Costly Procedure

Importance of cleanliness and hygiene at workplace: - Fig.5.6

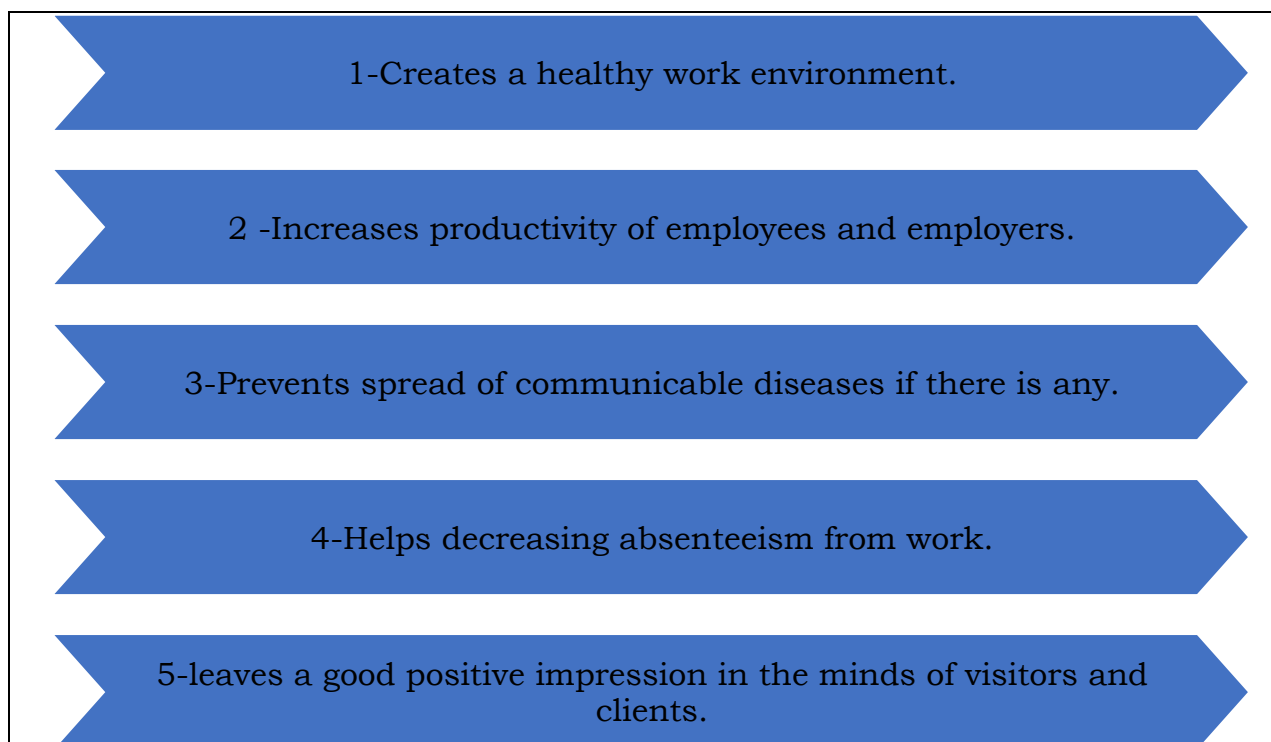


Fig.5.6: Importance of cleanliness and hygiene at workplace

Steps to maintain workplace hygiene and Role of Office Assistant

Workplaces are interaction points for employees and visitors, which can be potential hotspots for spreading infections and communicable diseases if remains unhygienic. Therefore, maintaining hygiene at workplace is very important.

The role of office assistant is to check that basic steps to maintain the hygiene at workplace are followed by employees and visitors.

He/she needs to ensure that:-

1. Hygiene policy is followed by all.
2. Cleanliness at desk and keyboard is maintained.
3. Hygiene in office kitchen is maintained.
4. Cleanliness and hygiene are followed strictly in washrooms/restrooms.
5. Clean wipes, sanitisers and tissues are provided to employees and visitors.

Workplace and personal hygiene (Dress, Desk, Drawer)

It goes without saying that personal hygiene is the first thing to look for as we discuss hygiene at workplace. Workplace personal hygiene begins from cleaning, disinfecting and maintaining a clean working environment (Fig. 5.7)

Some of the habits which need to be developed while looking into personal hygiene are:

1. Cleaning desks regularly to stop infections from spreading and dust from gathering.
2. Washing hands thoroughly after using rest rooms.
3. Avoiding to chew pen or pencils.
4. Keeping a box of tissue papers on your desk.
5. Ensuring every workstation has a waste bin for disposing papers and tissues.
6. Avoiding nail biting while doing creative or thinking work.
7. Regularly washing your cups, mugs, plates and cutlery.
8. Avoiding eating or sipping on the work desk.



Fig.5.7: Work Place Hygiene
<https://www.pexels.com>

Waste Paper Baskets



Fig.5.8: Waste Paper Baskets
www.pexels.com/photo/

Set Eating and Smoking Zones

Usually employees have a habit of eating around their desk while doing office work, this not only creates unprofessional atmosphere in office, but also becomes a cause of unhygienic practices.

Creating separate eating zones for lunch, etc. solves the problem of garbage around desk, and ensures clean atmosphere but also provides relaxing breaks to employees and hence they can enjoy meals in a better way. Fig.5.9



Fig.5.9: Eating and Smoking Zones
<https://www.pexels.com/>

Set up Protocols for Systematic Activities

We have seen that many institutional activities start very well but lose the momentum and direction after some days or months. It happens majorly because of absence of routine protocols which usually acts as guiding principles.

Therefore, setting up protocols for routine activities is of vital importance. Routine protocols must be set up for:

1. Office timings.
2. Coffee breaks.
3. Lunch Breaks.
4. Cleaning your own desk (10 Minutes session every day).
5. Keeping your food remains at designated place in office.
6. Keeping your belongings like umbrella, raincoat, other personal things at a designated place, and not around your desk.
7. Having separate smoking zone to maintain a hygienic and comfortable environment in the office.

Following strict protocols will not only ensure systematic arrangements of things, but also ensure safety and security from various communicable diseases

We have seen how doctors used to stay at hospitals during outbreak of Covid and avoided going to their homes to protect their families from Corona virus. This is the most recent and appropriate example of how important is the hygiene.

Highlight Hygiene Issues

As an office assistant your role is not limited to follow the protocols as and when situation arises, but you should also take proactive actions to avoid infections and diseases from spreading.

For example: If you notice someone being unhygienic, He/she should be prompted to take corrective action.

If employees are unwell, you must suggest them to take sick leave.

Now we have seen how important is the role of Office Assistant in maintaining hygiene at workplace. You must understand that your role is not authoritative in nature and hence giving strict instructions may not be appropriate all the times, many of the people in office may not like it.

You must have certain communication and inter personal skills which will act as supportive aid in getting things done from people in an easy way.

Activities

Activity 1: Demonstrate the difference between the personal hygiene and organisation hygiene in a chart.

Materials Required: Pen, Pencil, Sketch Pens, Chart Paper, Thermoacol and some Ornamental Tapes.

Procedure:

1. Visit ant organisation with group.
2. Meet the HR Manager and ask for the Compliance Standards of the Organisation.
3. Note down the organisational health and safety standards.
4. Make a rough chart according to the initial understanding.
5. Now once back to the class, ask the students to prepare a chart containing;
 - a) Compliance Standards

- b) Training and education
 - c) Enforcement
 - d) Long Term Benefit
6. Show the difference of personal and organisational Hygiene in the chart
 7. Present this chart in the class as an exhibition
 8. Here the teacher will give feedback to the students.
 9. Try to make a report on the exhibition and submit it to the teacher

Activity 2: Adopt the steps to maintain office hygiene.

Materials Needed: Hand sanitizers, Disinfectant, wipes, Trash bins with liners, Hand soap,, Paper, towels.

Procedure:

1. Visit Some Industry with students group.
2. Meet the manager and take permission for conducting activity
3. Begin by educating all employees about the importance of maintaining office hygiene.
4. Explain how it contributes to their health, reduces the spread of illnesses, and enhances overall productivity.
 - a. Ensure that the office is equipped with necessary hygiene supplies such as hand sanitizers, disinfectant wipes, hand soap, and paper towels. Place them strategically in common areas and workspaces.
 - b. Implement a regular cleaning schedule for the office space. Assign specific tasks to employees or hire professional cleaners to ensure that surfaces, desks, door handles, and communal areas are regularly sanitized.
 - c. Emphasize the importance of personal hygiene practices among employees. Encourage regular handwashing with soap and water for at least 20 seconds, especially after coughing, sneezing, or using the restroom.
 - d. Educate staff on respiratory etiquette, such as covering their mouth and nose with a tissue or elbow when coughing or sneezing. Provide tissue boxes and encourage proper disposal of used tissues.
 - e. Encourage employees to keep their workstations clean and clutter-free. Provide disinfectant wipes for employees to clean their desks, keyboards, computer mice, and other frequently touched surfaces regularly.
 - f. Ensure that trash bins are readily available throughout the office and are emptied regularly. Provide clear guidelines on the proper disposal

of waste, including used tissues and food wrappers.

- g. Maintain cleanliness in shared spaces like the kitchen and breakroom., wash dishes promptly, and dispose of food waste properly.
 - h. Open windows when possible or consider investing in air purifiers to remove pollutants from the air.
5. Conduct regular training sessions or reminders to reinforce the importance of office hygiene practices.
 6. Use posters, email reminders, or team meetings to keep hygiene practices top of mind for all employees.
 7. Prepare a report on the activity and submit to the teacher.

Check Your Progress

A. Fill in the Blanks

1. Cleanliness and Hygiene are often used _____ however; they are different from each other.
2. Hygiene is _____ of activities performed to maintain health and prevent spread of diseases.
3. Sequence
4. Many institutional activities lose momentum because of absence of routine _____
5. Protocols
6. If employees are unwell, you must suggest them to take _____
7. Sick leave
8. Creating separate eating areas and zones solves problem of _____ around desk.

B. Multiple Choice Questions

1. Hygiene is _____ of activities performed to maintain health and prevent spread of diseases.
 - a) Burden
 - b) Heap
 - c) Ans-Sequence
 - d) d-Parameters
2. Hygiene helps to decrease _____ from Work

- a) Cost
b) Facility
c) Absenteeism
d) Efforts
3. Hygiene prevents spread of _____ disease
a) Communicable
b) Chronic
c) Sport related
d) Auto immune
4. Avoiding eating at desk helps to maintain _____
a) Resistance
b) Communicable
c) cost of operations
5. As an Office Assistant _____ helps you to get things done at workplace with ease.
a) Communication Skills
b) Grammar Knowledge
c) MS Office knowledge
d) Discipline

C. Match the Columns

Column A	Column B
1. Eating on Desk	Wet Floor
2. Washroom	Getting things done
3. Communication Skills	Unhygienic Practice
4. Cleanliness and Hygiene	Community spread
Communicable Disease	Reputation

C. Short Answer Questions

1. Define cleanliness.
2. What is the importance of cleanliness and hygiene?

3. What will be your action if you find someone in office is suffering from cold or flu?
4. What are the responsibilities of office assistant in maintaining workplace hygiene?

D. Long Answer Questions

1. Explain cleanliness and Hygiene. How are they different from each Other?
2. List out some points to ensure personal hygiene.
3. Explain steps to maintain workplace hygiene and role of office assistant in it.
4. Write a note on workplace related personal hygiene.

E. Check your Performance

1. Prepare a Presentation on cleanliness and hygiene in the Office.
2. Evaluate the results of cleanliness and hygiene status in different departments.

Session 3: Safety and Security Instructions

As we have discussed in previous topics, when it comes to organisation levels, safety and security becomes even more important because organisation is a financial unit and any kind of mis- happening may have financial implications. An organisation is an interaction point of many families and cultures, if something goes wrong here it can impact many people simultaneously.

Although at an organisational level it's much easier to implement the safety and security rules compared to family or individual levels due to the presence of mature and grown up individuals there.

There is a need to clearly chart out the policies and procedures to follow so that operations may remain smooth.

Meaning of Safety Security in an Organisation

Workplace security refers to the measures put in place to protect people, promote better health, protecting assets and information from physical and digital threats.

Putting right measures in place is of prime importance to ensure health safety, physical and digital security.

Why health safety at work Place is Important

- Keeps Employees and Visitors Safe.

- Provides conducive and comfortable environment.
- Helps in improving relations with clients.
- Improves overall productivity.

Keeps Employees
and
Visitors Safe

Provides conducive and comfortable
environment

Helps in improving relations with
clients

Improves overall productivity

What we need to do

1. Place caution signs for wet floor, live wires, faulty furniture, faulty equipment, hazardous chemicals, and fire sensitive materials.
2. Place awareness posters for communicable diseases, and precautions on how to deal with them.
3. Create awareness about various warning signs and how to use them effectively.

Why Rules in Rulebook Don't Work

Putting so many rules in a rule book is not going to help. Visual signs and symbols are much helpful to make fast and informed decisions. Therefore, much emphasis should be given on putting signs and symbols at office spaces, which are easy to understand and follow.

Tools and Techniques to Ensure Workplace Security: Tools and Techniques: Safeguarding workplaces with technology's vigilant eye. Proactive measures fortify, ensuring security's stronghold (**Fig.5.10**).



Restriction on
Entry



Alarms and
warnings



Visitors
security



Health Security

Fig.5.10: Tools and Techniques to Ensure Workplace Security

Health safety rules, policies and procedures in an organisation

Manufacturing Plants

- a) Compulsory helmets and safety apparels like gloves, shoes and eyewear.
- b) Regular mock drills for emergency situations like fire, earthquakes, gas leakages, etc.
- c) Maintaining login and logout timings.
- d) Stress management.
- e) Restricted entry in high risk zones.
- f) Proper maintenance of machines and tools.
- g) Regular health check-ups for all employees to detect illness at early stages.

Offices and Services Industries

- a) Comfortable office timings to avoid night driving/travelling.
- b) Compulsory helmet for employees coming on two wheelers.
- c) Regular health check-ups for all employees to detect illness at early stages.
- d) Fire extinguisher and emergency mock drills.
- e) Learn how to act in emergency.
- f) Stay alert and attentive.

- g) Keep exit points clear.
- h) Keep helpline numbers handy.
- i) Understand caution signs.

What is needed to be displayed

- Health and safety law poster.
- Health and safety policy.
- Employers liability insurance.
- First aiders.
- Fire evacuation arrangements.

Activities

Activity 1: Prepare a chart to show the basic steps to be followed for safety checking

Materials Required: Large chart paper or whiteboard, Markers or colored pens, Sticky notes or index cards, Safety checklist

Procedure:

1. Ask the students to make a group and start preparing a chart with the following indications
 - a. Step 1: Identify Hazardous Areas
 - b. Write "Identify Hazardous Areas" at the top of the chart.
2. Use markers to draw icons representing common hazardous areas in the workplace, such as machinery, electrical panels, or chemical storage areas.
 - a. Step 2: Assess Potential Risks
 - b. Write "Assess Potential Risks" below the first step.
3. Create columns on the chart for different types of risks, such as physical, chemical, or ergonomic.
4. Use sticky notes or index cards to list specific risks under each category, such as slipping hazards, exposure to harmful chemicals, or repetitive strain injuries.
 - a. Step 3: Establish Safety Procedures
 - b. Write "Establish Safety Procedures" below the second step.
5. List out safety procedures or protocols that need to be followed to mitigate identified risks.

6. Use bullet points or numbered lists to outline each procedure clearly.
 - a. Step 4: Provide Training
 - b. Write "Provide Training" below the third step.
7. Create a section for listing different types of safety training required for employees.
8. Use symbols or icons to represent various training topics, such as fire safety, first aid, or equipment operation.
9. Include space for additional notes or details about the training programs.
 - a. Step 5: Implement Safety Equipment
 - b. Write "Implement Safety Equipment" below the fourth step.
10. Draw images or icons representing different types of safety equipment needed in the workplace, such as personal protective equipment (PPE), fire extinguishers, or emergency exits.
11. Label each safety equipment item and provide a brief description of its use.
 - a. Step 6: Regular Inspections and Maintenance
 - b. Write "Regular Inspections and Maintenance" below the fifth step.
12. Create a checklist format with checkboxes for periodic safety inspections and maintenance tasks.
13. Include columns for the date of inspection, areas checked, and any action required.
 - a. Step 7: Reporting and Communication
 - b. Write "Reporting and Communication" below the sixth step.
14. Provide space for listing contact information or procedures for reporting safety concerns or incidents.
15. Include details about who to notify in case of emergencies and how to communicate important safety information to all employees.
 - a. Step 8: Review and Update
 - b. Write "Review and Update" below the seventh step.
16. Create a section for periodic review and updates of safety procedures and protocols.
17. Include space for recording the date of the review, any changes made, and the responsible person or team.
18. Submit the same to the subject teacher

Check Your Progress

A. Fill in the Blanks

1. Slips trips and _____ are the most common causes of injuries at workplaces.
2. Any kind of _____ which is open can be life threatening and cause severe damage.
3. _____ is possibly most hazard for office setting.
4. Staff personnel with not so fit medical conditions should be prevented to work from _____
5. Continue sitting on faulty seats and furniture may cause injuries and these hazards are known as _____

B. Match the Columns

1. Faulty design furniture	Wooden materials
2. Fire Hazard	Unfit employees
3. Confined spaces	Ergonomical injuries
4. Faulty Machines	Chemical Hazards
5. Floor cleaning bottles	Operating instructions
6. Sick persons	Clear and visible
7. Signs and Symbols	Isolation

C. State whether the following statements are True or False

1. Equipment security comes under digital security.
2. Putting signs and symbols are more important than putting rulebook.
3. Wearing helmet is an important part of physical safety.
4. Office staff must be given proper training for managing fire breakouts.

D. Long Answer Questions

1. Explain the importance of organisation's safety and security with emphasis on display symbols and signs.
2. Explain the importance of physical and digital safety. What is the

difference between them?

3. Discuss in detail why work place security is important.
4. What are the tools and techniques to ensure workplace security?
5. What are safety rules, policies and procedures in organisations?

E. Short Answer Questions

1. What are the components of physical and digital securities?
2. What are safety rules, policies and procedures for manufacturing plants?
3. What are safety rules, policies and procedures for services industries?
4. Discuss steps to be followed while maintaining office equipment.
5. What are common hazards at workplace?

G. Know your Performance

1. Demonstrate a model of safety.
2. Prepare a presentation on security in the office.

Session 4: Accidents and Emergencies

There is always a possibility of accidents and emergencies in life as even the utmost care and precautions cannot eliminate human error. This holds equally true in the context of any workplace or office set up. So, it's imperative that we must follow prescribed Safety procedures to avoid such incidents and be prepared to handle emergency situations as and when it happens. This will be possible only when we are highly equipped with safety equipment, first aid kits, emergency medicines and well trained to utilise the same.

Health and Safety Requirements at Office

The first step to ensure health and safety at office is to identify common risk factors. There are many common risks at workplace which can be proven as potential threat to the health and safety of the office, staff and workers leading to emergencies (Fig.5.11).

Common risks at workplace include:-

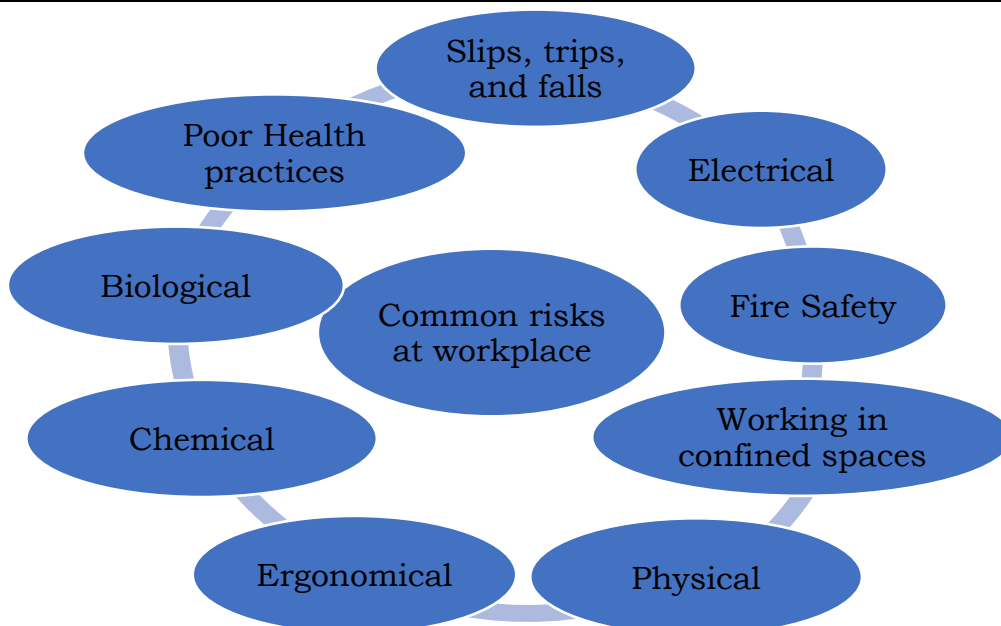


Fig.5.11: Common risks at workplace

The role of an office assistant is to understand, identify such hazards, risk associated and find out ways to prevent and handle any emergencies.

Equipment and Materials to Deal with Emergencies

Emergency Communication Equipment: Emergency Communication Equipment: Lifelines in crisis, connecting hope amidst chaos. Figuring as beacon, guiding rescue through the storm's haze(Fig.5.12).

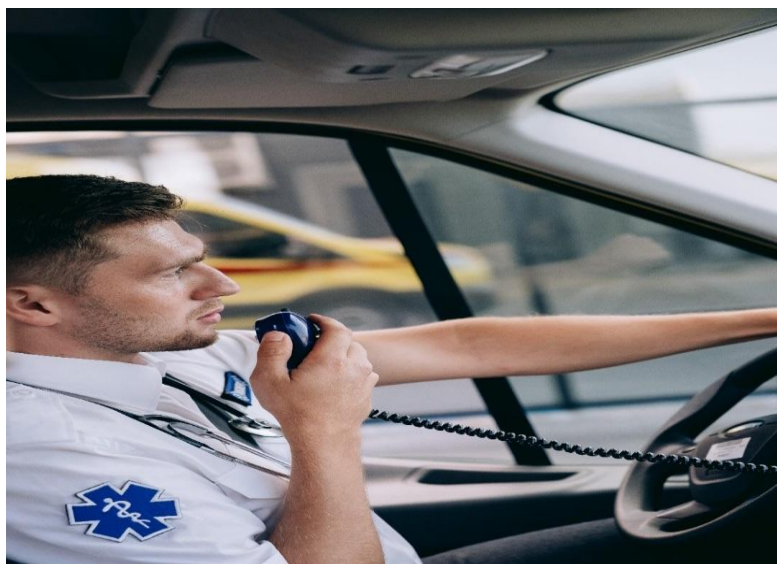


Fig.5.12: Emergency Communication Equipment
www.pexels.com/photo/man-driving-an-ambulance-8942227/

Office assistant must be aware about emergency helpline number so that help can arrive at minimal time whenever needed. Being aware about communication equipment and methods to use them can also be very useful.

- 1. Fire Protection Equipment:** It is the first and foremost thing which is in your hand when it comes to handling fire incident at office. Hence, you must know how to handle fire extinguisher and sprinklers. Ensure that office employees are aware and well trained for the same (Fig.5.13)



Fig.5.13: Fire Extinguisher

Image source--<https://www.pexels.com/search/Fire%20extinguisher/>

- 2. Personal Protection Equipment:** Personal protective equipment or PPE is equipment used to prevent or minimise exposure to hazards such as; biological hazards, chemical hazards, radiological hazards, electrical hazards, mechanical hazards, etc. Without PPE, exposure could lead to injuries and illnesses. (Fig.5.14).



www.pexels.com/

First Aid Kits: "First aid kit, a lifesaver compact, holds remedies for mishaps intact." "In emergencies dire, its contents inspire, aiding wounds and quenching fire" (Fig.5.15).



Fig. 5.15: First Aid Kit
www.pexels.aid.kit.com

We must have a basic understanding of first aid kits and how to utilise them. Along with this we must also have some idea about; use of general medicine, CPR process, using BP monitor, using thermometer and using glucometer.

Dealing with Accidents and Emergencies

When it comes to dealing with accidents and emergencies at work place being proactive and trained is important for avoiding losses and accidents.

- 1. Know your equipment well-** All employees and workers must be trained for using the safety equipment like fire extinguisher, PPE, emergency exit, first aid kits, etc.
- 2. Practice handling of equipment** – After knowing the equipment, next steps is how quickly and effectively they are able to use those tools. Conduct regular mock drills so that employees are comfortable and confident while dealing with the emergency situations.
- 3. Q&A Sessions-** Frequently organising Q&A sessions with respect to emergency response of such situations so that all doubts are cleared and confidence can be improved.
- 4. Emergency evacuation procedure:**In the event of an emergency, immediately evacuate the premises via the nearest exit and proceed to the designated assembly point for further instructions and safety checks. Follow established evacuation routes, avoid using elevators, assist others if possible, and refrain from re-entering the building until authorized personnel confirm it is safe to do so (Fig.5.16).



Fig 5.16: Emergency evacuation procedure.

Image Source ---<https://www.pexels.com/photo/green-and-white-male-gender-rest-room-signage-134065/>

Reporting Accidents and Emergencies

Even a small incidence which has taken place but did not cause any harm to anyone has to be reported so that the root cause of such an incident can be ascertained and addressed quickly. Doing this will ensure that future safety is guaranteed and no such incidence can take place in future.

Reporting and documenting such events also help organisation to frame policies for ensuring better safety in future.

Following steps should be taken while reporting accidents and emergencies:

1. Immediately inform relevant authority like fire brigade, police, etc.
2. Inform office management.
3. Recording proper detailing of incident like date, place, department, time, etc.
4. Record details of losses due to accident.
5. Make record if there is any death or medical injury of any of the employee.

Activities

Activity1: Organise a mock drill on handling the heavy equipment

Material Required: Helpline number, communication equipment like telephone, first aid kit, etc.

Procedure:

1. Visit any organisation with peer group.
2. Make sure responsible officers and expert should be there while performing the Drill.
3. Plan the drill: Before you start the drill, you need to plan it. Identify the areas that need to be covered and the people who need to be involved. This could include employees, and other key personnel.
4. Ask the factory employee how he handles the heavy equipment.
5. Now the narration of the same will be noted by the students.
6. Make a detailed report on how to do a mock drill.
7. After the drill, evaluate its success through a debriefing session with all participants,
8. Take the feedback shared and any issues or concerns can be addressed.
9. Students will make a detailed report on the activity after incorporating the changes.
10. Submit the report to the subject teacher.

Check Your Progress**A. Fill in the Blanks**

1. The first step to ensure health and safety at office is to identify_____
2. Office assistant must be aware about _____so that help can arrive at minimal time whenever needed.
3. Personal protective equipment or PPE is equipment used to prevent or minimise_____
4. In an emergency situation the office assistant must immediately inform relevant authority like _____and _____
5. Office assistant must make record if there is any_____or medical injury of any of the employee.

B. State whether the following statements are True or False

1. There is always a possibility of accidents and emergencies in life as even the utmost care and precautions cannot eliminate human error.
2. The first step to ensure health and safety at office is to identify common risk factors.

3. Office assistant must inform HR Manager first in case of any emergency or accident.
4. Small accidents where no major injury or material losses have occurred, need not to be reported to superiors.
5. Office assistant must record details of losses due to accident.

C. Match the Columns

Column A	Column B
Workplace Risk	Fire Extinguisher
Equipment	Slips, Trips and Falls
PPE	Doubt Clearance
First Aid Kit	Minimise Hazards
Q&A Sessions	Bandage

D. Short Answer Questions

1. Write a short note about handling fire accidents in office spaces.
2. What is importance of fire protection equipment in office spaces?
3. What are PPE kits and how can they be useful in preventing accidents?
4. What are the basic components of first aid kits?
5. Why Q&A sessions are important in dealing with accidents and emergencies at workplace?

E. Long Answer Questions

1. What is the importance of Handling accidents and emergencies at office?
2. What are the basic dimensions of health and safety requirements at office?
3. Explain about various equipment and materials to deal with accidents and emergencies.
4. What are the basic steps to deal with accidents and emergencies?
5. Explain the process of reporting accidents and emergencies at workplace.

F. Check your Performance

1. Prepare a presentation on reporting accidents and emergencies for employees.

2. Demonstrate how to tackle emergencies in the Office.

Answer Keys

MODULE: 1 COMPUTER APPLICATIONS

SESSION 1: BASICS OF COMPUTER

Fill in the Blanks

1-Computer applications 2- Physical, 3-Power, 4-CPU, 5-Computer

Multiple Choice Questions

1-d, 2-b, 3-b, 4-b, 5-a

State Whether the Following Statements Are True or False

1-T, 2-F, 3-T, 4-T, 5-T

Match the Column

1-D, 2-A, 3-B-, 4-D

SESSION 2: OPERATING SYSTEM.

Fill in the Blanks:

1-Memory Management,2- GUI (Graphical User Interface),3- Operating System,4- Booting Process,5- Directory, subdirectories

Multiple Choice Questions:

1-d, 2-b, 3-a, 4-b, 5-a

State Whether the Following Statements Are True or False

1-F, 2-T, 3-T, 4-F, 5-T

Match the Column

1-D, 2-A, 3-B, 4-C

SESSION 3: OPERATE COMMANDS IN MS OFFICE -WORD PROCESSING AND SPREAD SHEETS

Fill in the Blanks

1-Word Processing, 2- Checker, 3-Note pad, 4-Word Processing,5- Shortcuts commands,6. Analyse

Multiple Choice Questions:

1-d, 2-a, 3-b, 4-a,5-a,6-d

State Whether the Following Statements Are True or False

1-T, 2-T, 3-F,4-F,5-T

Match the Column

1-D, 2-A, 3-B,4-C

SESSION 4: DATA MANAGEMENT**Fill in the Blanks:**

1- Software, 2- Data Security,3- Data safety,4-Vulnerable,5- large volume

Multiple Choice Questions:

1-d,2 a,3-d,4-a,5-d

State Whether the Following Statements Are True or False

1-T, 2-F,3-T,4-F,5-T

Match the Column

1-D, 2-A,3-C,4-B

MODULE 2: HANDLING OFFICE EQUIPMENT**SESSION 1: HANDLE AND MANAGE THE OFFICE EQUIPMENT****Fill in the Blanks**

1. Effective and efficient, 2. Office instruments, 3. Digital world and technological upgradation, 4. Computer, 5. Typewriters, 6. Communication

Answers B: Multiple Choice Questions

1. C 2. D 3. A 4. C

Answers C: State whether the following statements are True or False

1) True 2) True 3) False 4) True 5) True 6) False 7) True

SESSION 2: USAGE OF OFFICE EQUIPMENT**Fill in the Blanks**

1. Manual labour 2. Time saving 3. Operational 4. Quality
5. Standardization 6. Precise and specific 7. Overuse 8. Larger

Multiple Choice Questions

1) C 2) D 3) C 4) C

State whether the following statements are True or False

1) True 2) True 3) False 4) True 5) False 6) False 7) True

SESSION 3: DEMONSTRATE THE PROCEDURE REPAIR AND

MAINTENANCE OF OFFICE EQUIPMENT

Fill in the Blanks

1. Maintenance 2. Repairing 3. Proactive 4. Cautiously 5. Unavoidable
6. New machine 7. Unproductive time 8. Error and failures

Multiple Choice Questions

- 1) C 2) A 3) C 4) C

State whether the following statements are True or False

- 1) True 2) True 3) False 4) True 5) False 6) False 7) True

SESSION 4: PRACTICE CONSERVATION OF OFFICE RESOURCES

Fill in the Blanks

1. Conservation 2. Economic 3. Thirty to fifty 4. Power
5. Stars 6. More 7. Audit 8. Timers

Multiple Choice Questions

- 1) A 2) B 3) A 4) C

State whether the following statements are True or False

- 1) True 2) False 3) True 4) False 5) True 6) True 7) False

MODULE-3 SOFT SKILLS FOR OFFICE ASSISTANT MANAGEMENT

SESSION 1: COORDINATING SKILLS

Fill in the Blanks:

1. Effective communication 2. Graphs and charts 3. Seven 4. Gestures, eye-contact, and body language 5. Chronological, alphabetical
6. Categories 7. Pause 8. Commitment 9. Clearly and effectively
10. Congratulate

Multiple type Questions

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

State whether True or false

1. T 2. T 3. F 4. T

SESSION 2: EMOTIONAL BALANCE AT WORKPLACE

Answer keys

A: Fill in the Blanks:

1. Regular exercise, deep breath 2. Problem solving skill 3. Self esteem 4.

Empathy 5. Breathing slower. 6 Social skills 7. Negative, 8. Will power 9. Learning to control your anger 10. Decision making

Multiple type Questions

1. C 2. A 3. B 4. b

State whether True /false

1. T 2. T 3. T 4. F 5. T

SESSION 3: STRESS MANAGEMENT

Answer keys:

A: Fill in the Blanks:

1. oral, written, 2. gesture and eye contact, 3. Effective communications, 4. Interpersonal, 5. Nodding head, raising hand

Answer B: Multiple type Questions:

1 d, 2 d, 3 a, 4 c

Answer C: State whether True/False

1. F, 2. F, 3 T, 4 T, 5 T, 6T, 7T

SESSION-4 BUILDING RELATIONSHIPS WITH THE SOCIAL SKILLS AT WORK

A. Fill in the blanks:

1. verbal and non-verbal 2. Resumes 3. positive and effective 4. speaking clearly and eye contact

B. Multiple type Questions

1. a, 2. c, 3. A, 4. B

C. State whether the statements are True or false

1. F, 2. T, 3. T, 4. T

MODULE 4: HEALTH, HYGIENE AND SAFETY

SESSION1: HEALTH CARE IN WORK CULTURE

Fill in the Blanks

1. Maintaining, Developing, 2. Maintain, 3 Health, Safety, 4. Slips, trips Falls, 5. Fire extinguishers

Multiple Choice Questions

1- A, 2-D, 3- C, 4-D

State whether the following are True or False

1. False, 2. True 3. True 4. False 5. True 6-True

SESSION 2 - MAINTAIN THE HYGIENE CULTURE AT WORKPLACE**Fill in the Blanks**

Ans 1. Sequence, 2-Routine, 3-protocols, 4-, 5sick leave, 6-garbage

Multiple Choice questions

1-c, 2-c, 3-a, 4-b, 5-d

Match the column

1-3, 2-1, 3-2, 4-5, 5-4

SESSION:3 SAFETY AND SECURITY INSTRUCTIONS IN OFFICE**Fill in the Blanks**

1. Falls 2. live wire 3. Fire 4. confined spaces 5. Ergonomical Hazards

Match the column

1-3, 2-5, 3-5, 4-6, 7-7-6

State True or False

1-False 2-True 3-True 4-True

SESSION 4-ACCIDENTS AND EMERGENCY**Fill in the Blanks**

1-hazards, 2-emergency procedures, 3-exposure to hazards. 4-emergency services and management. 5-incident

State whether the following are True or False

1-True, 2-True, 3-True, 4-False, 5-True

Match the Column

1-2, 2-4, 3-1, 4-5, 5-3

Glossary

Word	Meaning
Automated	Process or system that operates with little or no human intervention.

Convenience	The quality of being easy to use, access, or handle, often saving time and effort.
Mandatory	Required by rule, law, or obligation; compulsory.
Retrieving	The act of finding and bringing back information or items from storage or memory.
Inventory	A detailed list of goods or assets held by a business or organization.
Two-fold purpose	Having two distinct or complementary purposes or objectives.
Remedial	Intended to correct or improve a deficiency, problem, or weakness.
Vendors	Individuals or companies that sell goods or services to others.
Depreciation	The decrease in value of an asset over time, often due to wear and tear, obsolescence, or usage.
Downtime	Period during which a system, machine, or service is unavailable or not functioning.
Perspective	A particular way of viewing or understanding something, influenced by one's experiences, beliefs, and attitudes.
Renewal	The act of restoring or replenishing something, often to its original condition or vitality.
Quotations	Statements or passages repeated from another source, often used to provide evidence, support, or inspiration.
Maintenance	The process of preserving, repairing, or keeping something in good condition, especially machinery, equipment, or infrastructure.
Reliant	Dependence on someone or something for support, assistance, or success.
SOPs	SOPs stands for Standard Operating Procedures. These are documented procedures or instructions that outline the steps and guidelines for carrying out routine tasks or activities in a consistent and standardized manner. SOPs are commonly used in various industries, organizations, and institutions to ensure efficiency, quality, and compliance with regulations.