

Student
Handbook

Soft Skills

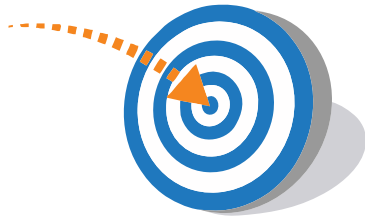
Electrician and Technician
Trade Group



Soft Skills

Electrician and Technician Trade Group

Agenda:



At the end of this course students will be able to:

- Communicate and interact effectively with confidence
- Use time effectively during work
- Know and use techniques to give attention-to-detail to their work
- Resolve issues and conflicts with co-workers and customers
- Work effectively while implementing principles of workplace health and safety

Agenda:

Introduction



1 Hour
30 Min

- Introduction to training
- Objectives and agenda
- Rules and regulations
- Occupational Skills

Self-confidence and Communication skills



04
Hours

- Self-confidence and communication skill
- Link between confidence and communication skill
- Communication skills for electrician and technician
- Verbal, non-verbal and written communication

Attention to Detail



3
Hours

- Things that required attention
- Attention to detail in electrician's and technician's work
- Steps of attention to detail in electrician's and technician's work
- Instructions for increasing attention to detail

Work Ethic



3
Hours

- Work ethic and principles
- Work ethic for electrician and technician
- Five principles to enhance work ethic
- Review of your work ethic

Time Management



2
Hours

- What is time management?
- How your time is wasted?
- How electrician and technician can manage their time?
- Planning and organization

Teamwork



2
Hours

- Teamwork
- Your team
- Ways to promote teamwork
- Evaluation of teamwork

Working Under Pressure



1
Hour

- Causes of work pressure
- How to deal with stress
- Stress management

Conflict Management



2
Hours

- Conflicts faced by electrician and technician
- Causes of conflicts faced by electrician and technician
- 12 suggestion to resolve conflicts
- Managing conflicts in occupational life

Occupational Health and Safety



2
Hours

- Occupational health and safety
- Personal health and safety at workplace
- Dealing with emergencies
- Your health at during work

Job Identification and Preparation



2
Hours

- Job search
- Preparation of CV
- Preparation of Cover Letter
- Interview

Skill of Electrician and Technician

Electric wiring, connections, installation and maintenance of fixed machines and electrical devices is the responsibility of Electrician and Technician.

Electrician does the installation work of electrical devices, machinery, wiring etc. on small or large scales. Technician deals with faults in electrical machinery and devices, TV, heater, refrigerator, AC, etc.

Job of Electrician and Technician:

People completing the course of electrician and technician can earn through following ways:

1

As employee
with some
skilled
electrician



2

By getting a
job as
Electrician in
a company



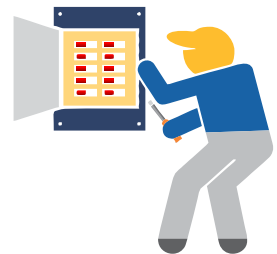
3

Serving on
electrical
appliances
shop



4

Starting a
small scale
work as
electrician



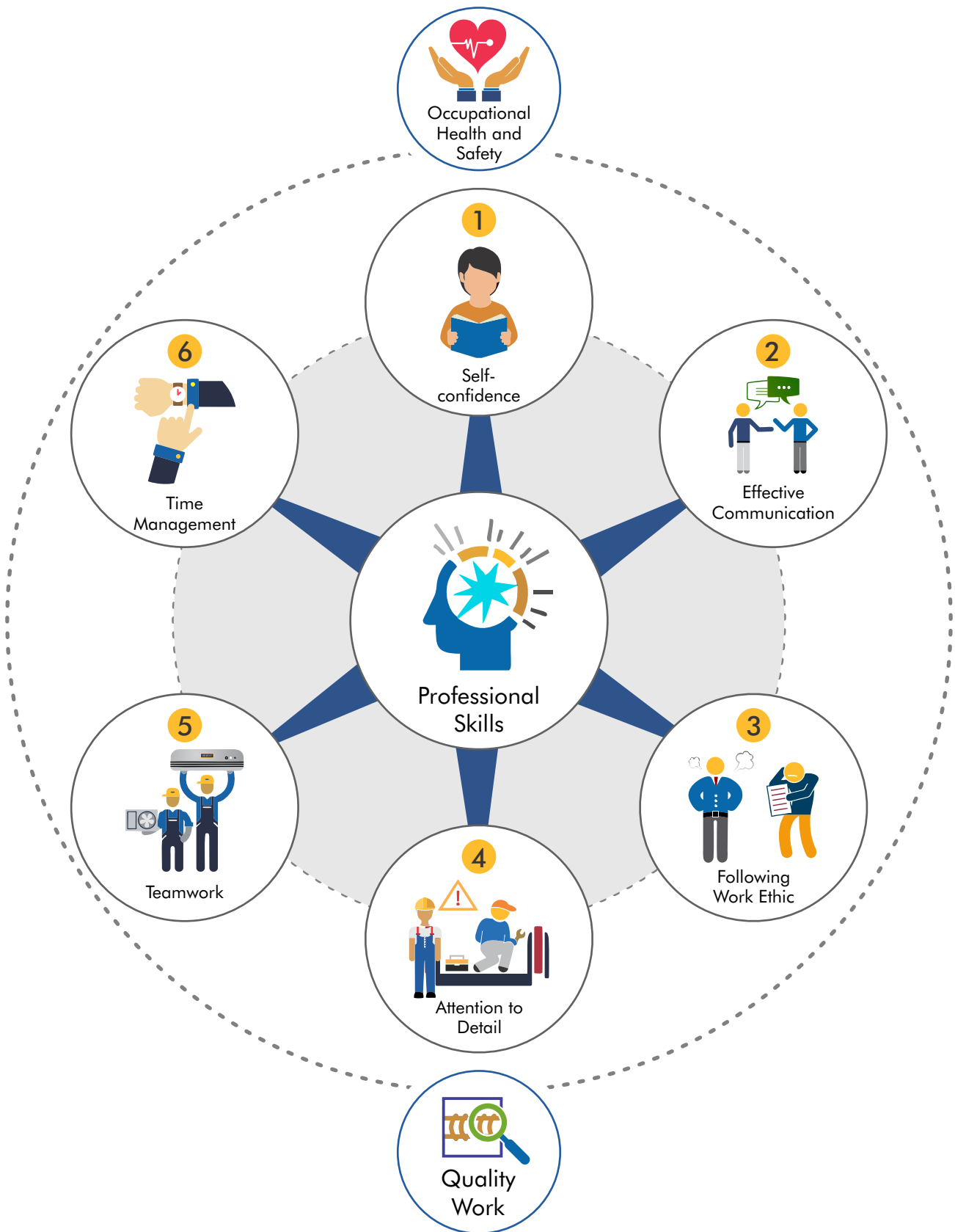
Necessary skills for Electrician and Technician

| Skill | It is important? | If yes, why? If no, why not? |
|--|--|------------------------------|
| 1 Self-Confidence | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| 2 Effective Communication | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| 3 Following Work Ethic | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| 4 Attention to Detail | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| 5 Teamwork | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| 6 Conflict Management | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| 7 Managing work Pressure | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| 8 Time Management | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| 9 Occupational Health and Safety | <input type="checkbox"/> Yes <input type="checkbox"/> No | |

Instructions:

Which of the above skill is important in electrician and technician trade group, and why?

Soft skills (occupational skills) for Electrician and Technician



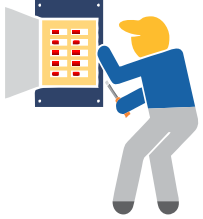





Soft Skills

Soft skills are a combination of skills, attitude and personal characteristics that enable people to navigate their environment, work well with others, perform well, and achieve their goals with complementing hard skills. Without soft skills, technical, professional and educational skills are left incomplete.





(Workforce Connection Report, 2015, USAID)

For example:

| | | | | | |
|---|-----------------------------|---|---|------------------------------------|---|
| 1 | Best Electrician |  | → | Unable to communicate confidently. |  |
| 2 | Good Industrial Electrician |  | → | Lack of attention to detail |  |
| 3 | Skilled Technician |  | → | Lack of time management |  |

Soft Skills for Employees:

Normally employers look for these four soft skills in their employees:

| | | | |
|---|---|--|---|
| 1 | 2 | 3 | 4 |
|  |  |  |  |
| Socialization | Communication Skills | Thinking Skills | Self-knowing Skills |

Two main types of soft skills are: Personal and Socializing skills, the detail of which is given below:



Session No

1

Self Confidence and Communication Skills

Self Confidence and Communication skills



04 Hours

- Self-confidence and communication skill
- Link between confidence and communication skill
- Communication skills for electrician and technician
- Verbal, non-verbal and written communication

Story about Self-Confidence:

A prince was in a habit of gibbering all the time. A teacher advised him to speak less; there are many advantages of silence. Now the prince remained silent all the time, and talked to no one except his teacher or in dire need. King, queen and ministers all were wondering about what the teacher taught the prince. They tried to trace the reason of this sudden change but failed.

Eventually, a vizier suggested taking the prince for hunting, to make him happy and maybe start talking again. Therefore, the aristocrats and viziers took the prince for hunting. Until the evening, they had no success in finding a game. Darkness was descending when they heard an owl. Vizier thought to go after the bird for fun's sake. He fired toward the bushes and poor bird was hit.

The owl was killed on the spot. Prince remarked spontaneously: "He uttered a voice and was killed." Then the prince resumed his silence. All aristocrats and viziers were startled.

Summary of Session

Self-confidence and communication is very important for any occupation. If someone is a skilled worker, but not able to describe his/her ability properly, it is not professional behavior. In this session, self-confidence and communication skills are discussed, including listening, verbal, non-verbal and written communication, so that the electrician/technician is able to work confidently.

Self-confidence and Communication Skill

1



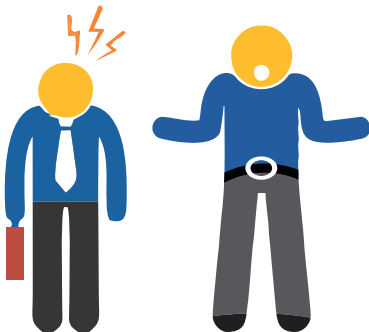
Rehan is working as electrician. Often, he is reluctant to talk with his supervisor and is baffled. This is a source embarrassment for him.

2



Ahmad is a working as an electrician in a building. When some work is assigned to him, he just nods as if he understood everything, but afterwards feels that he could not listen properly. Consequently, work is executed incorrectly.

3



Nasir is an industrial electrician. He is well versed in his work, but his face is emotionless and arms are always folded. He bends down his head while talking and avoid looking in the eyes of the other person. He is perplexed if a question is asked.

4



Aslam is a technician. Whenever asked to repair an electric device, he starts working without reading the specifications. If his supervisor asks him to write a note about tasks and parts, he tries to avoid it. Sometimes he feels that he will write something wrong.

Instructions:

Read the above scenarios carefully and tell:

- What are you feelings about the person's behavior in each situation?
- In your opinion, why they behaved so?
- Do you also face communication problem?

Self-confidence and Communication Skills

A feeling of trust in one's abilities, qualities, and judgement is called self-confidence. A confident person is not only happy but his confidence plays an important role in his success too.

Confidence has a close connection with communication skills. The more you communicate at your workplace, the more your confidence and success will increase.

How you can build confidence as electrician or technician?

1

Prepare well for your work.



2

Take proper education of your work and learn the skill.



3

Think positively.



4

Trust your abilities.



5

Think positively.



6

Trust your abilities.



Link Between self-confidence and Communication Skill

Self-confidence means a feeling of trust in one's abilities, qualities, and judgement. A confident person is not only happy, but his confidence plays an important role in his success. The better you will communication at workplace, the more your confidence will increase.



Exercise

1

Evaluation of Self-confidence

| Evaluate your self-confidence in the light of following criteria: | Never | Rare | Often | Usually | Always |
|---|-------|------|-------|---------|--------|
| 1 I put myself in danger. | 1 | 2 | 3 | 4 | 5 |
| 2 In my view, education is very important. | 1 | 2 | 3 | 4 | 5 |
| 3 I look for good in others. | 1 | 2 | 3 | 4 | 5 |
| 4 I can manage easily at a new place. | 1 | 2 | 3 | 4 | 5 |
| 5 I feel happy in sharing about my success with others. | 1 | 2 | 3 | 4 | 5 |
| 6 I am better and confident. | 1 | 2 | 3 | 4 | 5 |
| 7 I achieve my goal. | 1 | 2 | 3 | 4 | 5 |
| 8 I respect others. | 1 | 2 | 3 | 4 | 5 |
| 9 I think positive. | 1 | 2 | 3 | 4 | 5 |
| 10 I am a good listener. | 1 | 2 | 3 | 4 | 5 |
| 11 I can ask for help without hesitation. | 1 | 2 | 3 | 4 | 5 |
| 12 I am responsible for my thinking and acts. | 1 | 2 | 3 | 4 | 5 |
| 13 I am able to express my mind. | 1 | 2 | 3 | 4 | 5 |
| 14 I am leading a good life. | 1 | 2 | 3 | 4 | 5 |
| 15 I talk with others confidently. | 1 | 2 | 3 | 4 | 5 |
| 16 I exercise daily and take balanced diet. | 1 | 2 | 3 | 4 | 5 |
| Marks Obtained: | 1 | 2 | 3 | 4 | 5 |

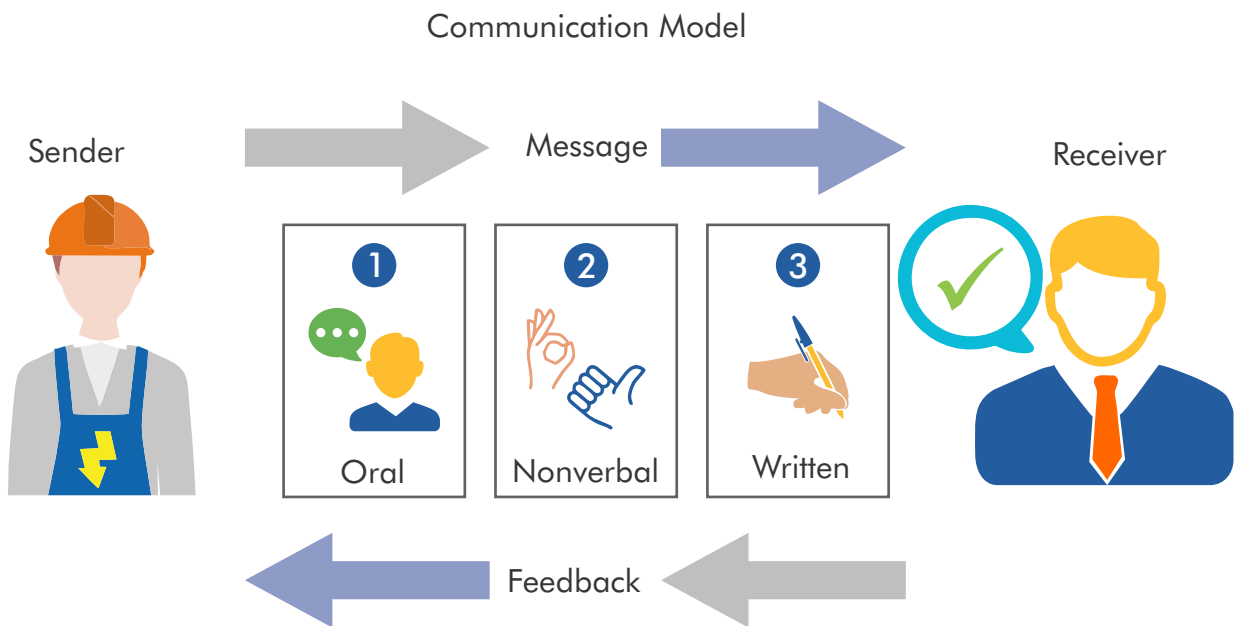
Circle your marks obtained and evaluate your result:

| Extremely confident | Very confident | Little confidence | Very little confidence | No confidence |
|---------------------|----------------|-------------------|------------------------|---------------|
| = 90 - 69 | = 68 - 48 | = 47 - 31 | = 30 - 15 | = 14 - 0 |

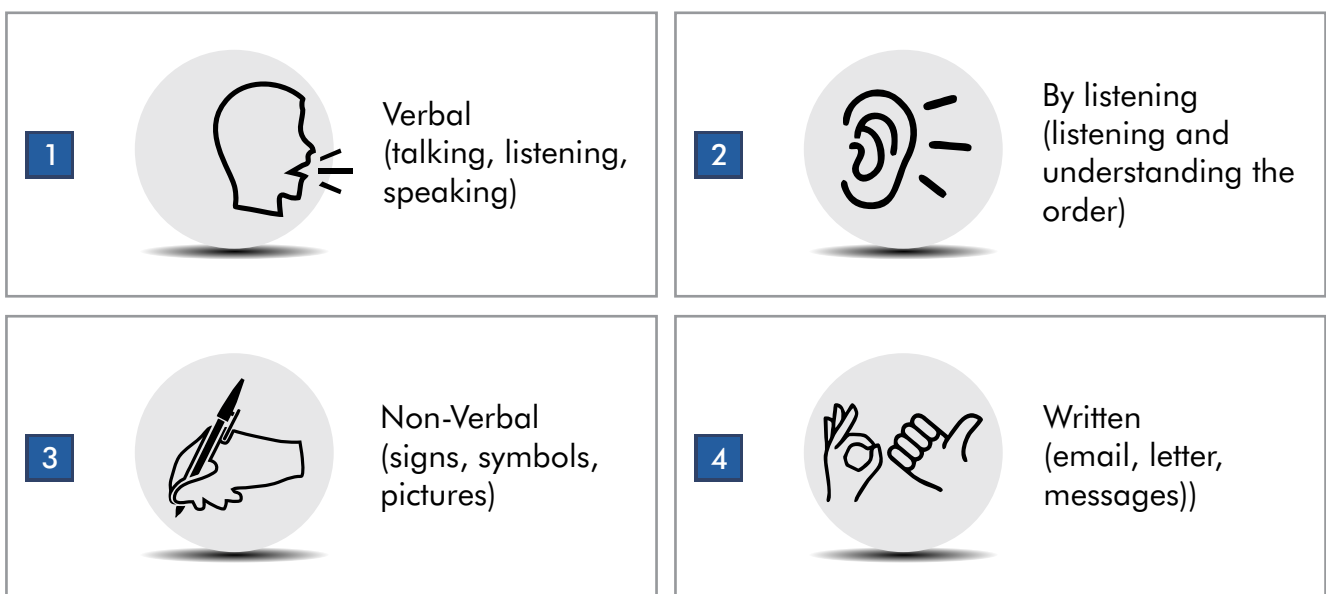
What is your opinion about this result:.....

Communication Skills for Electrician and Technician

The imparting or exchanging of information by speaking, writing, or using some other medium is called communication. It involves a sender and a receiver. Some medium is used to send and receive the message, as illustrated in the model given below:



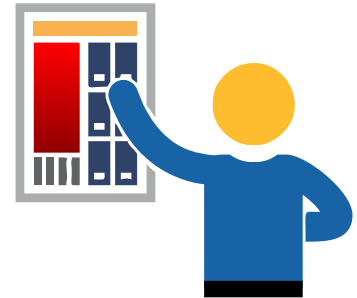
Means of communication:





Attitude and Conversation of Ahmed

Ahmed, an electrician, was called by a company for wiring work. He surveyed the work with the contractor and quoted his charges. The contractor told him that his rate is too high. Ahmed tried to justify by saying that this work is not of one week but of one whole month, so rate is according to this duration. Contractor tried to negotiate with him, but Ahmed got annoyed and interrupted him by saying that "I know better than you. If you don't want to pay this much, you can arrange some other electrician."



Instructions:

Read the scenario described above and answer the following questions:

1 Did Ahmed talk properly?

.....

.....

.....

2 How important is it to satisfy the client?

.....

.....

.....

3 Can you charge the desired amount by showing anger?

.....

.....

.....

Communication Skills

You can improve your communication skills in following ways:

1



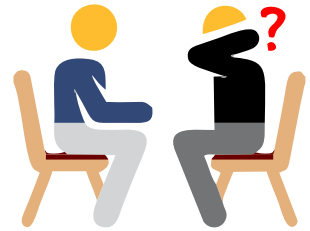
Clear Objective

2



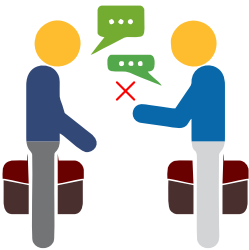
Friendly Attitude

3



Think Before You Speak

4



Avoid Long Conversation

5



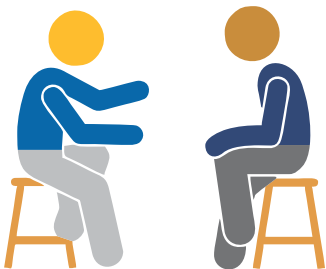
Watch Your Body Language

6



Speak Confidently

7



Speak In Appropriate Tone

8



Avoid Unnecessary Talk

9

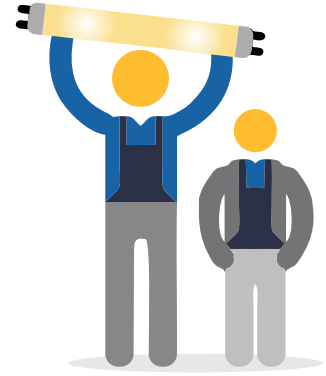


Don't Be Harsh



Who was Wrong?

When Aslam was installing a tube light, his assistant Furqan was standing near him. Furqan told the Aslam that the right side is a little down. Aslam was listening songs on the mobile and could not understand him. Furqan was telling him to align the tube light, but Aslam could not hear him. Consequently, the light fell down and was broken.



Instructions:

Read the scenario described above and answer the following questions:

1 Who was wrong?

.....

.....

.....

2 Why is listening carefully and asking questions necessary?

.....

.....

.....

3 Should we use distractions during work?

.....

.....

.....

سننے کی مہارت

Listening carefully is very essential for effective communication. Effective listening helps in understanding the message clearly. for effective communication not only listening is important, but sharing your opinion after listening is equally important. One trait of confidence person is that he listens to others carefully with attention.

Advantages of active listening:

1



Better mutual trust and respect

2



Understanding solving the problems

3



Better Informed

4



Better Understanding

5



Time Saving

6



Money Saving

Instruction for electrician and technician for active listening :

1



Listen to client or teacher attentively and make eye contact

2



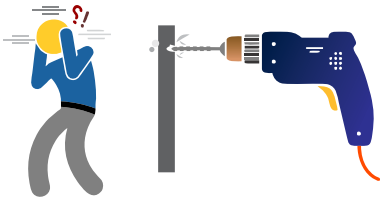
Try to understand by listening carefully

3



Do not interrupt

4



Stand apart from the noise of electrical equipment

5



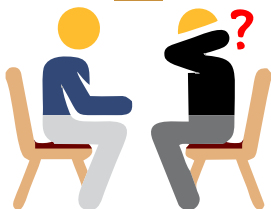
Also note the tone and body language of speaker

6



Answer when the speaker has spoken

7



If necessary get closer to speaker

8



Listen actively so that you can understand properly

9



If something is not understood, ask in the end

10



Adopt friendly behavior with client and teacher or colleague

11



Mind your tone while talking with others

12



Speak Softly

Non-verbal Communication

Non-verbal communication consists of conveying your message without using words. These messages are conveyed through body language, gestures, distance and facial expressions.

Non-verbal Communication helps to...

1



Convey your Emotions.

2



Convey your Message

3

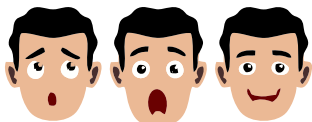


Improve your Communication

Ways of Non-verbal Communication:

1

Facial Expressions



(E.g. smile, anger or disappointment)

2

Signs and Signals



(E.g. movement of hands, point at something)

3

Posture



(E.g. folded arms, bending forward posture)

4

Distance



(E.g. distance between two persons while talking)

5

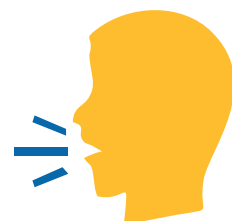
Appearance



(E.g. appropriate dress, color, hair and personal hygiene)

6

Voice



(E.g. high and low pitch, aggressive talk, etc.)

Some Instructions for Electricians and Technicians

1



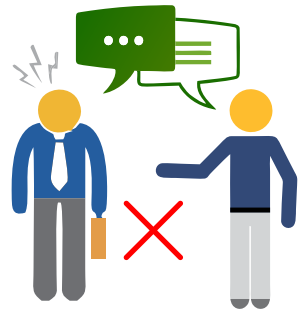
Make eye contact while talking to client, supervisor or teacher

2



Give a smile if needed, speak in low tone

3



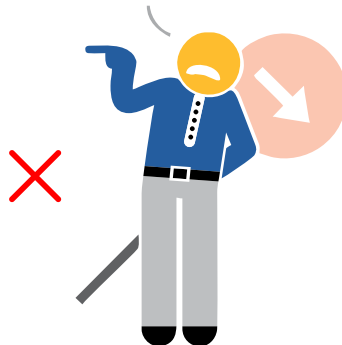
Do not stand with folded arms or head bowed down, as it shows lack of confidence

4



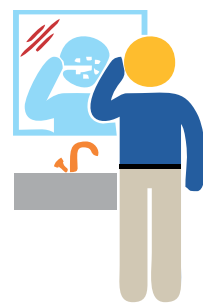
Mind others' time and complete the work on time. This ensures customer satisfaction and success

5



Be careful about your body language. For example, pointing a finger at someone or playing with your hairs is a disrespect

6



Be careful about your personal cleanliness. Keep electrical/technical work dress and usual dress separate

Remember

Non-verbal communication is as important as verbal communication.



Reading and Writing

Ahmed got a job as HVACR technician, but his education was not enough to read and write. He did not inform his manager about it. On one occasion, Ahmed was sent to the industrial area to service the refrigeration unit. Ahmed was skillful in his work, but the safety inspector on the site suggested him to read and understand the diagrams and signs first. Ahmed could not understand the written instructions, but started working with the help of pictures and sent a requisition of many items unnecessarily. When manager received the bill, he asked Ahmed to furnish the requisition, which he could not provide.



Instructions:

Read the scenario described above and answer the following questions:

1 What was Ahmed's mistake?

.....

.....

.....

2 Why writing skill is necessary for a HVACR technician?

.....

.....

.....

3 Is it necessary to write, or is understanding the written instructions enough?

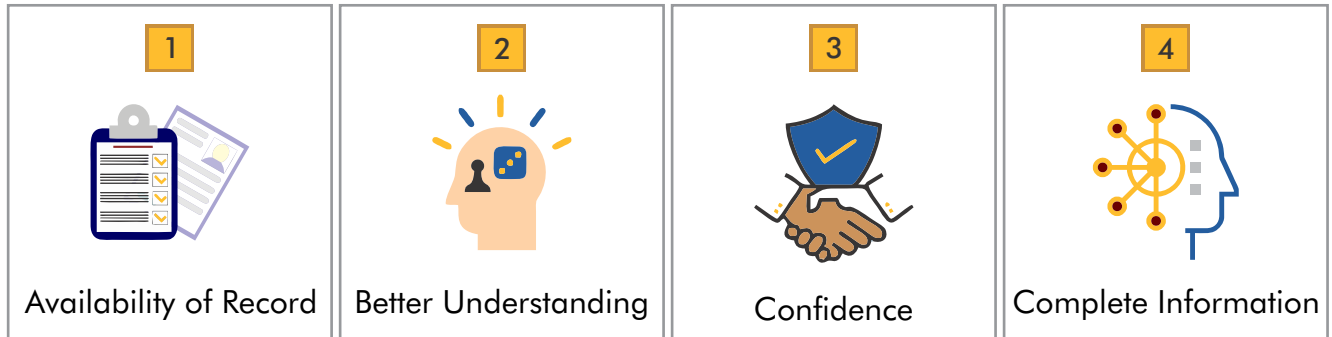
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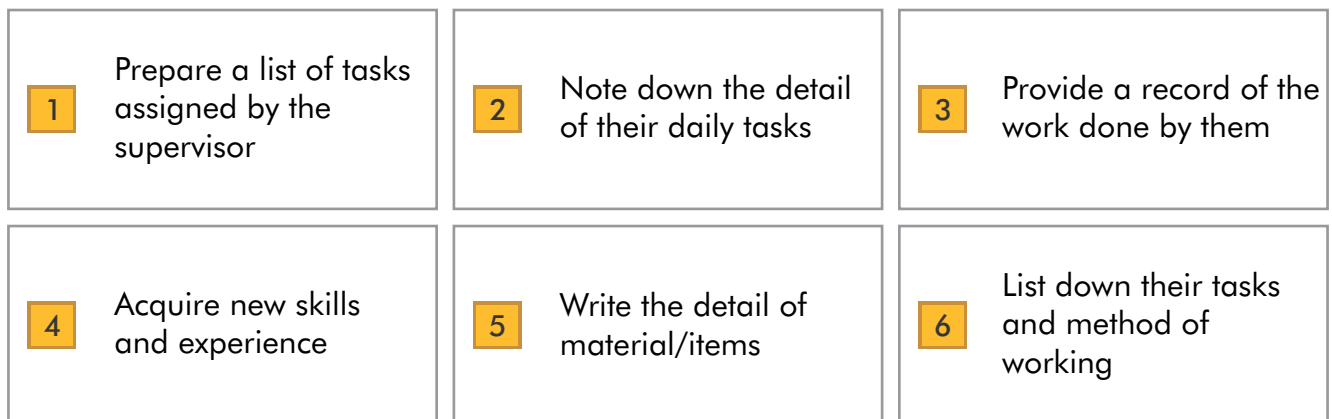
Written Communication

Written communication helps in understanding the message. There are many advantages of written communication, for example:



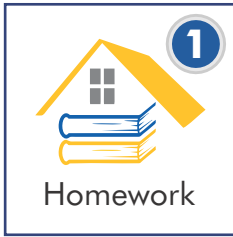
Why are reading and writing skills necessary for an electrician or technician?

Most of electrician and technician work falls in the category of daily tasks, but reading and writing is as important as other things.



Whereas there are many advantages of reading:





Routine tasks for Electricians and Technicians

Instructions:

Your supervisor has asked you to do the following tasks: survey for wiring in a three-room house, which includes a duct, tube light, bulb, fans and cable for wiring. Prepare a list of tasks for this purpose:

| Task | Material Required | Time Required |
|------|-------------------|---------------|
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

Attention to Detail

Attention to Detail

3
Hours

- Things that required attention
- Attention to detail in electrician's and technician's work
- Steps of attention to detail in electrician's and technician's work
- Instructions for increasing attention to detail

Story about Attention to detail:

A king and queen ran a state. The queen wanted to appoint her brother as a vizier, but king was in favor of an intelligent and capable person. This was a desperate situation for queen. She used to quarrel with king regarding the appointment of her brother. At last, the king devised a solution. One day he was sitting with the queen in the canopy over-viewing the streets. King pointed out some strangers in the crowd. Queen's brother was also present. King asked him to go and get information about those strangers. Queen's brother abided and came back with news that those strangers are from neighboring state and they have such and such names. King inquired his brother in law about the purpose of their visit. He requested the king to wait for a while. He went out again and came back with required information that trade is their purpose. King asked how long they intend to stay. Brother in law once again went to bazar and informed the king that the foreigners will stay for three days. King asked where they would stay. Brother one again took leave and told on his return that they are staying in a nearby inn. Then the king called for his proposed vizier and ordered him to fetch information about those strangers. He did not come back for a while, and queen remarked, what a lethargic man he is, my brother was too quick in his performance. After a while, that man came back and gave all required information in one go: Their names are so and so, they are from such and such state and want to buy some famous articles from here. They are staying in a nearby inn, etc. King asked that man and his brother-in-law to wait in adjacent room. Then asked the queen about who would more suitable for the post of vizier? Her brother had wasted too much time to get the require information; while the other man brought all necessary information in one go because he understood his task well and worked diligently.

Summary of the Session

As the electrician's job is to join the cables and parts, to pin point and solve the problem, so there are many intricacies involved. Moreover, giving detailed attention before, during and after the work is very important to avoid any mistakes. This way the completion and quality of work is assured. In this session, you will find an opportunity to improve your attention to detail skill through practical exercises given.

Which Tasks Require Attention?

Instructions:

Read the scenarios given below and identify the mistake in each one? How we can avoid these mistakes?

| Situation | What the mistake was? | How to avoid it? |
|---|-----------------------|------------------|
| <p>1</p> <p>Salman is an industrial electrician. He took part in the security system installation in a building. Salman completed his work informed the supervisor. On checking, it was found that one of the cameras is not working. He was required to do the whole work from start.</p> | | |
| <p>2</p> <p>Nasir is working as an electrician. He was called to repair a fan in a house. When Nasir started his work, he found out that some necessary tools are missing. He left the work to fetch the tools. Consequently, the work was delayed and the client was worried.</p> | | |
| <p>3</p> <p>Hamid is a building electrician. He was given a 5-meter cable for wiring. He did not measure the cable before starting his work. When he installed the cable, it was short and found that it was just 4.5 meter long.</p> | | |
| <p>4</p> <p>Rehan is working as a technician. One day he received a refrigerator for repair. Rehan told the client that the compressor needs repair which will cost Rs. 600. However, later on he found out that compressor was totally damaged which costed Rs. 4500.</p> | | |

Attention to detail in Electrician and Technician Work

“Attention to detail is the ability to complete a task correctly.”

Why attention to detail is necessary?



No possibility of mistake



Safety from financial and physical damage



Correct execution of work



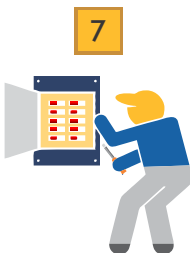
Time is saved



Your performance as electrician is improved



Trust and satisfaction of client



Use of right things at right time



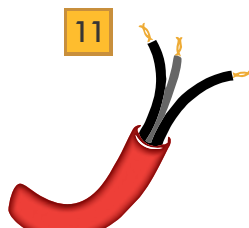
Materials is not wasted



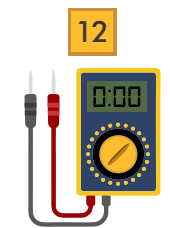
Right results and satisfactory work



Innovation in work



Correct estimate of material and cost



Correct measurement of input/output voltage

Steps of Attention to Detail in Electrician and Technician Work

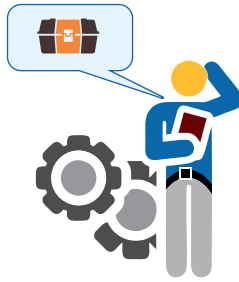
Before the start of work:

1



Listening and understanding the work details thoroughly

2



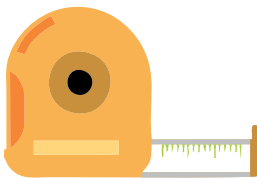
Estimation of materials and tools required for the work

3



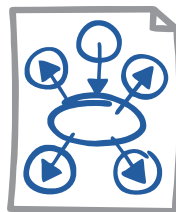
Preparing a to-do-list

4



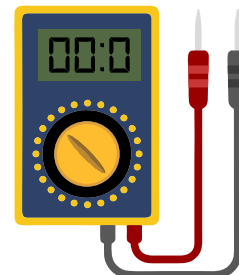
Measurement of area or cable, if necessary

5



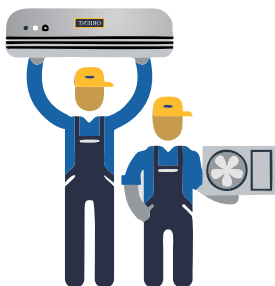
Preparing and reminding the diagram

6



Estimate of input/output voltage

7



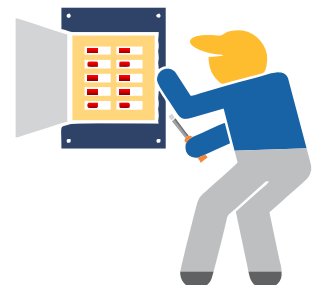
Analyzing the problem thoroughly

8



Preparing the list and detail of materials required

9



Making sure that electricity is disconnected through main switch, breaker or fuse

During the work:

1



Wearing rubber shoes and gloves

2



Watching every detail of work

3



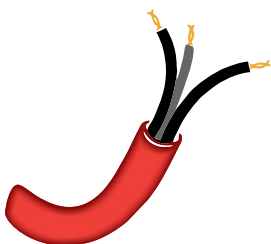
Avoiding unnecessary talk on phone and with colleagues

4



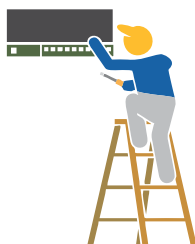
Installation of materials and items correctly

5



Covering the joints of cable with tape

6



Not damaging paint, pipe, duct or other things during repair work

7



Proper and safe use of equipment

8



Contacting the supervisor in case of a problem

After the work:

1



Cleaning and organizing the materials and devices properly

2



Rechecking the work done to identify any mistakes

3



Giving a clearance report of your work

4



Arranging the tools and equipment properly

Instructions for Increasing Attention to Detail

Remember

Lack of attention in electrician and technician work may cause physical or financial damage. So, fully focus your skill at your task.

1 If you are disoriented, stop the work for some time.



2 Ask the supervisor to check your work and listen to his opinion attentively.



3 Break down the work in smaller tasks.



4 Take one task at a time, and avoid unnecessary talk during the work.



5 Start work immediately so that it can be improved later on.



6 If you are not focused, take a cup of tea or coffee and resume your work.



7 Review the daily tasks to do and use good judgement to act upon.



8 Remind yourself about the result of work and do your best.



9 Do not work in bad light or darkness, always make alternative arrangements of light.



10 Try to learn new skills as electrician and technician.



Exercise

5

Things to do for Attention to Detail

Instructions:

Ponder about the tasks in electrician and technician's work, which require attention. Tell us, are you giving attention to these?

Attention to preparation of work:



- ☐ Proper arrangement of light and air.
- ☐ Using proper method to work on an elevated place.
- ☐ Keeping the tools and devices near you.
- ☐ Switching off electricity from breaker or grid station.

Attention to place of work:



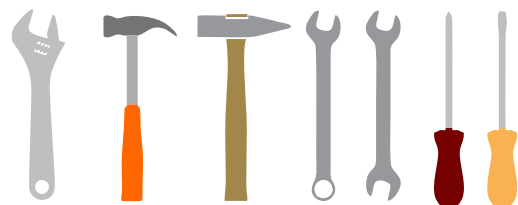
- ☐ Proper arrangement of light and air.
- ☐ Avoiding any damage during work.
- ☐ Not spoiling materials and electrical installation.
- ☐ Organizing the tools and devices after the work is complete.

Attention on instruments and tools:

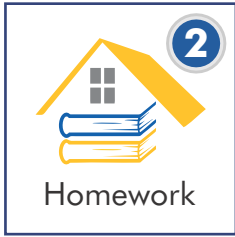


- ☐ Organizing the tools according to needs of work.
- ☐ Preparing a list of tools and material.
- ☐ Placing the tools at proper place.
- ☐ Safe use of tools and materials.

Attention on material:



- ☐ Use of electric cable.
- ☐ Cutting the wires and cables in a safe way.
- ☐ Arranging the tools properly.
- ☐ Keeping the screws and nuts etc. in a box.



Are you giving Attention to Detail?

Instructions:

Work in a group and describe a situation (in the light of electrician and technician trade group) in which you failed to give proper attention. What was the reason and what loss resulted?

.....

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What was the reason?

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What kind of loss suffered?

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Session No

3

Work Ethic

Work Ethic



3
Hours

- Work ethic and principles
- Work ethic for electrician and technician
- Five principles to enhance work ethic
- Review of your work ethic

Story about Work Ethic:

A young boy standing by, approached the old man and said, "excuse me sir, you are going to hurt yourself trying to save the evil-vicious creature, why do you insist? Don't you realize that each time you try to help the scorpion, it stings you?" the man replied, "the nature of the scorpion is to sting and mine is to help. My nature will not change in helping the scorpion."

So, the man thought for a while, and used a leaf from a nearby tree and pulled the scorpion out from the water and saved its life.

Moral lesson:

Do not change your nature. If someone hurts you, just take precautions. Some pursue happiness while others create it. Let your conscience be your guide in whatever you do.

Summary of the Session

In this session, we will discuss about work ethic for electrician and technician. If an electrician is very skillful but unable to talk properly or do not give respect to colleagues, his qualities and intelligence will not be valued. Work ethic is as important as our method and results of work. This includes punctuality, respect, honesty, polite attitude, fulfillment of promises etc. By following the work ethic, we can perform better in our private and occupational life, and can achieve higher levels of success.

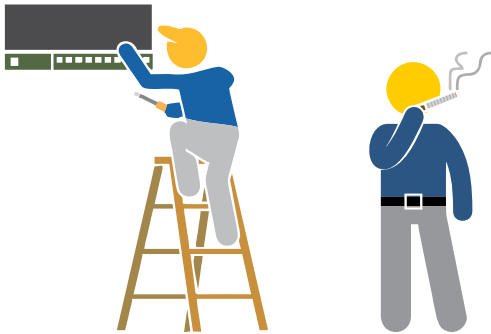
What will You Do?



You are working in a company as electrician. Everyone is well aware that your father is often ill and you have to look after him. You want to attend a friend's marriage, but there is too much work. However, your friend is insisting you to attend.



Your supervisor is happy with your work and raised your salary. He wants that you handover the extra materials to him without telling anyone. He works as a part time electrician and wants to use this material for his own purpose.



You and your electrician colleague are doing wiring work. He often starts smoking or phone talk during work. You have given your word to complete the wiring of one room, but it looks impossible now. Supervisor will check the work in the evening.



A client sent a refrigerator for repair. He told you that its compressor is damaged. However, on checking you find out that only the cable is damaged and can be repaired in Rs. 200 only. Only you know this.

Instructions:

Read the above scenarios carefully and answer the following questions:

- What you will do in such a situation?
- Is it contrary to work ethic?
- In your opinion, why it is necessary to follow work ethic?

Work Ethic



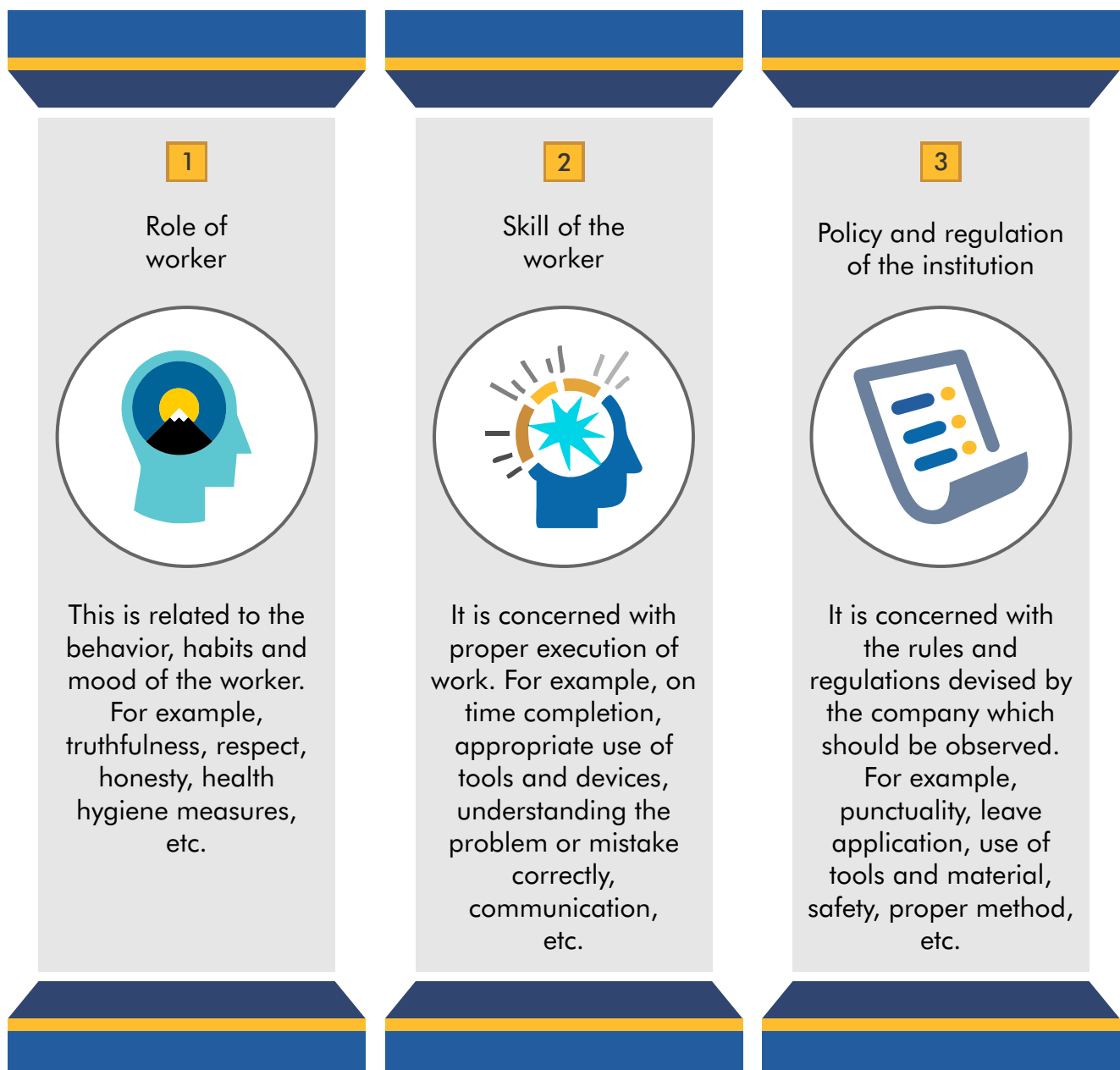
Work ethics are basic principles, which should be observed by employees during work. This includes the worker's attitude, role, morality and communication as well as quality of teamwork. Work ethics reflects someone's personality.



Three pillars of work ethic for electrician:



The following three work ethics should always be followed during work:



Work Ethic for Electrician and Technician

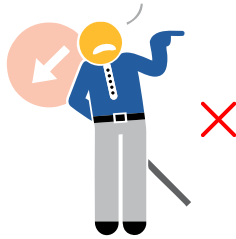
1- Work Ethic:

1



Good manners

2



Truthfulness

3



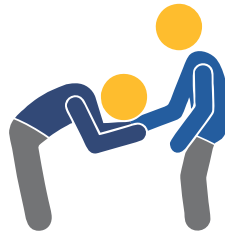
Honesty

4



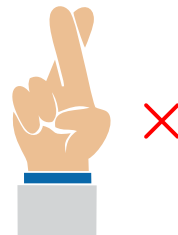
Responsibility

5



Respecting others

6



Fulfillment of promise

7



Not defrauding

8



Cooperation

9



Care

10



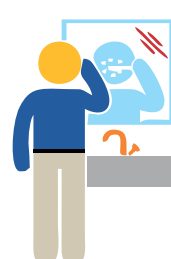
Patience and resilience

11



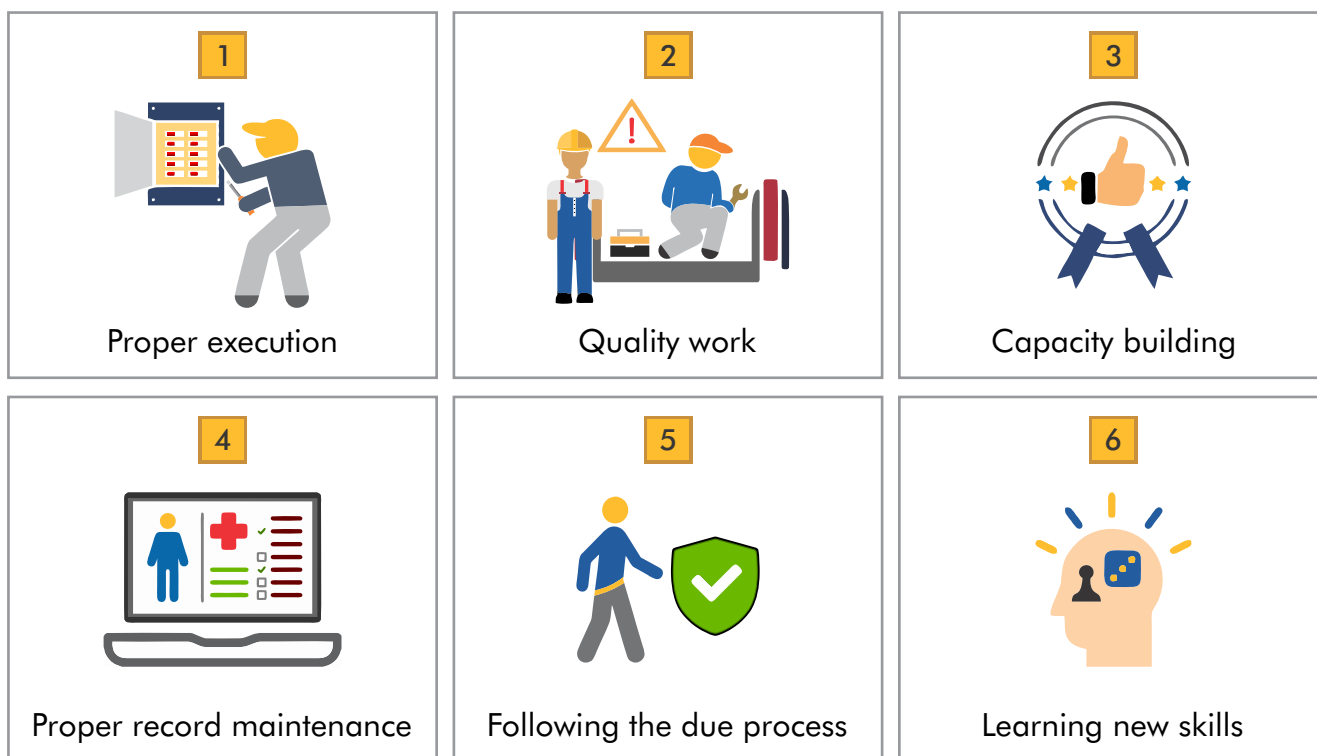
Appropriate dress

12



Personal hygiene


2- Skill related work ethic:



3- Policy related work ethic:



Sources of manners and work ethic:

| | | |
|--|---|--|
| <p>Family</p>  <ul style="list-style-type: none"> Family members Social and religious values Criterion of good and evil Private needs and interests | <p>Institution</p>  <ul style="list-style-type: none"> Behavior of supervisor Behavior of colleagues Policy and regulation of the institution Written principles or SOPs | <p>Society and Law</p>  <ul style="list-style-type: none"> Government laws and authorities Social values Competition/passion for surpassing others |
|--|---|--|

Important work ethic for electrician and technician:

| | | | |
|--|--|--|---|
|  <p>Pleasant manners</p> |  <p>Quality work</p> |  <p>Better performance</p> |  <p>Punctuality</p> |
|  <p>Truthfulness</p> |  <p>Health and safety</p> |  <p>Responsibility</p> |  <p>Not defrauding</p> |
|  <p>Respecting others</p> |  <p>Privacy</p> |  <p>Fulfillment of promise</p> |  <p>Patience and forbearance</p> |

Instructions for work ethic for electrician and technician:



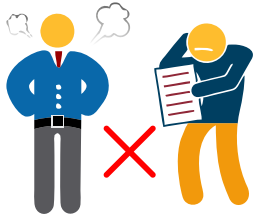
1

Do not allow any unconcerned person in place of work



2

Strive to produce quality work and fulfill client's requirements



3

Do not lie or misstate the problem



4

Provide help in case of emergency



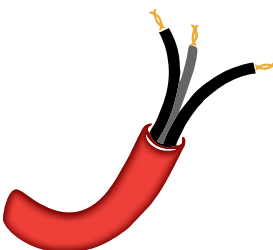
5

Arrange the tools properly during work



6

Put the things back in their proper place



7

Use electrical devices safely and correctly



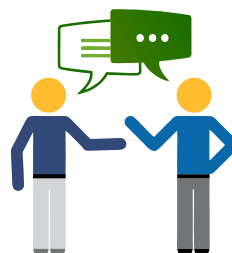
8

Preserve or return the extra items and material



9

Observe safety rules during work



10

In case of emergency, inform the supervisor immediately

Five Principles to Promote Work Ethic

1

Ensure punctuality and regularity



- ☐ Reach your workplace on or before time.
- ☐ Constantly improve your work.
- ☐ Link your work with performance and work.
- ☐ Follow your work plan and schedule.

2

Adopt professional attitude



- ☐ Tie and shirt does not mean professional behavior.
- ☐ Improve your attitude, manners and values.
- ☐ Be positive and cooperate.
- ☐ Show sincerity, do what you say.

3

Self-discipline, self-accountability



- ☐ Quality work is not possible without discipline.
- ☐ Target long-term goals.
- ☐ Do not deviate from right path.
- ☐ Constantly try to improve your performance.

4

Use your time wisely



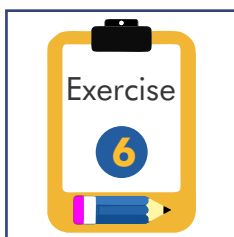
- ☐ Do not leave today's work for tomorrow.
- ☐ Complete your tasks on time.
- ☐ Time is money and everything.
- ☐ Divide your work in smaller tasks

5

Adopt balanced behavior



- ☐ Manner does not mean mechanistic way of life.
- ☐ Take care of yourself and be easy going.
- ☐ Have enough sleep and proper diet.
- ☐ Take a nap and resume your work with full energy.
- ☐ Set priorities to do thing correctly.



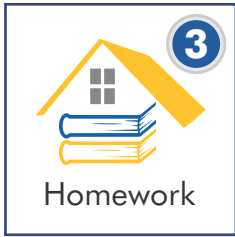
Evaluation of Work Ethic

Evaluate your work ethic and discuss the extent to which your practices are ethical. Complete the sheet given below by rating your responses (1 to 5) in the next column.

| Work ethic | Always | Usually | Often | Rare | Never |
|---|-----------------|---------|-------|------|-------|
| 1 I talk with others in a pleasant tone. | 5 | 4 | 3 | 2 | 1 |
| 2 I wear a neat dress. | | | | | |
| 3 I avoid theft and deception. | | | | | |
| 4 I care about my fellow workers at workplace. | | | | | |
| 5 I do not lie. | | | | | |
| 6 I respect others. | | | | | |
| 7 I keep my promises. | | | | | |
| 8 I achieve my goal. | | | | | |
| 9 I cooperate with my colleagues during work. | | | | | |
| 10 I am able to complete my work properly. | | | | | |
| 11 I complete my work on time. | | | | | |
| 12 I observe safety rules and regulations at workplace. | | | | | |
| 13 I arrange my tools properly. | | | | | |
| 14 I try to learn new skills. | | | | | |
| 15 I am careful about punctuality. | | | | | |
| 16 I do not use foul language at workplace. | | | | | |
| Total Mark: 20 | Marks obtained: | | | | |

Circle your obtained marks and evaluate your result:




| Results & Evaluation | Always | Usually | Often | Rare | Never |
|----------------------|--------------|----------|----------|----------|-----------------|
| | Less than 15 | 16 to 30 | 31 to 45 | 46 to 60 | Greater than 60 |



Work Ethic and Norms

Instructions:

Think about a situation where you have worked against work ethic. Also, write down the reason and consequences.

| Situation | Why did this happen? | What were the consequences? |
|--|--|--|
|  <p>At Home</p> | <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> | <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> |
|  <p>At Workplace</p> | <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> | <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> |
|  <p>In the Market or Street</p> | <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> | <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> |

Time Management

Time Management



2 Hours

- What is time management?
- How your time is wasted?
- How electrician and technician can manage their time?
- Planning and organization

Story about time management:

A farmer's son was habitual of wasting his time in idle activities. His father advised him a lot but of no avail. At last, the father devised a way and, on a Basant day, took his son in fields. He said to his son: "Today we will pick the best ears from the field. Each grain of the ears will multiply into many. However, it is necessary to walk in a straight line to pluck the ears and do not turn your face back. Now go and pick seven-eight best ears".

The boy plunged into the field and saw many full-grown ears around him. Nevertheless, he thought that there will be better ears ahead and kept walking to the farthest end of the field. However, the condition of not turning back embarrassed him and he had to come back empty handed.

The father asked: "How come you failed to find a good ear?" He replied, "There were many good ears, but I thought that there will be better ears further ahead, and kept walking. That's why I returned back empty handed".

The father said: "Silly boy! You spoiled your time uselessly. Now you cannot go back to fetch ears".

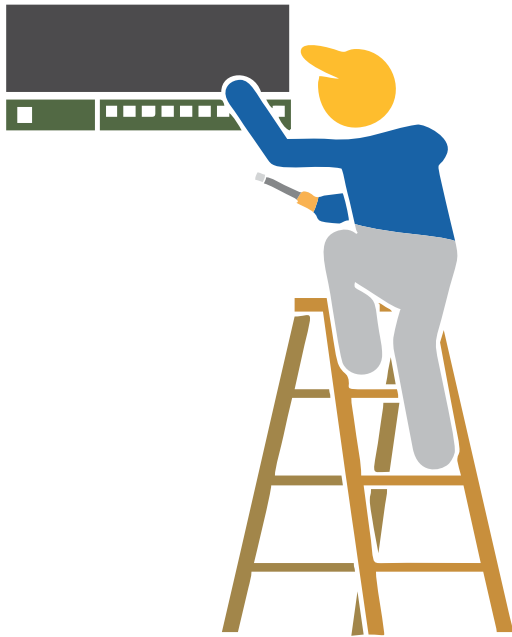
If we waste good opportunities, we will never find them again. Wise men are always ready to pick the first ears they see and never waste time in baseless assumptions.

Summary of the Session

Time is a bird, which never returns. We feel the value of time when it is already gone. In this session, we will discuss the importance and advantages of time management for electrician and technician. Those who value time never fail. Division and on time completion of tasks will be discussed too. Time management is necessary for electrician to complete the tasks on time. Actually, it is a key to success in every field.

Advantage of Time Management

Story of Farrukh

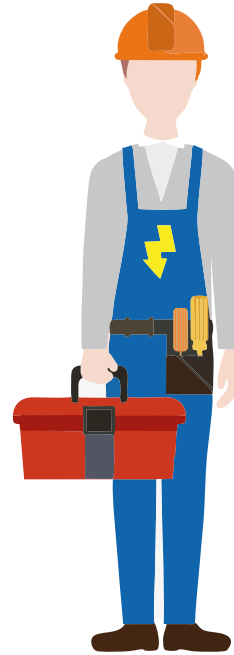


Farrukh is an electrician. He visits people's home to rectify electric problems. However, on some occasion he uses to talk on phone with family and friends during work. Due to this habit, his supervisor admonishes him and cut down his wages.

Instructions:

- Why did Farrukh fail to complete his work on time?
- How did Farrukh suffer?
- How can Farrukh save his time?

Story of Salman



Salman is working as electrician in a company. He is very competent in his work. He always brings his toolkit for work and never talks uselessly. In this way, he is able to complete his work on time. Co-workers and supervisor are happy with his behavior and often give him reward.

Instructions:

- What is the main reason of Salman's success?
- Why was Salman able to complete his work on time?
- What benefits did he gain due to early completion of work?

What is Time Management?

A process in which the scheduling is done to control the time spent on activities, thus enhancing the arrangement of tasks, results and performance. Jim Rohn was right when he said, "Spend the day or the day will spend you."

Importance of time for electrician and technician:

گیا وقت پھر ہاتھ آتا نہیں
سدا عیشِ دوراں دیکھتا نہیں

Understanding the importance of time management is necessary for success in electrician and technician field.



Ways of time management for Electrician and Technician:



Reasons for not completing the work on time:

1



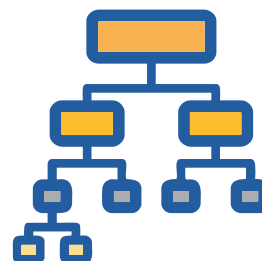
Lack of complete information and skill

2



Lack of trust of client or supervisor

3



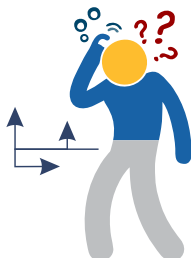
Not preparing a priority list

4



Unaware of importance of work

5



Multi-tasking

6



Gossip with co workers

7



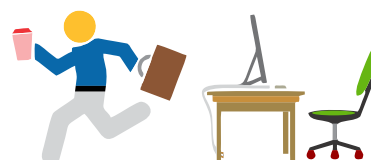
Over use of mobile

8



Interruption during work

9



Leaving your work to interfere others

10



Feeling of stress

11



Lack of attention

12



Extra activities



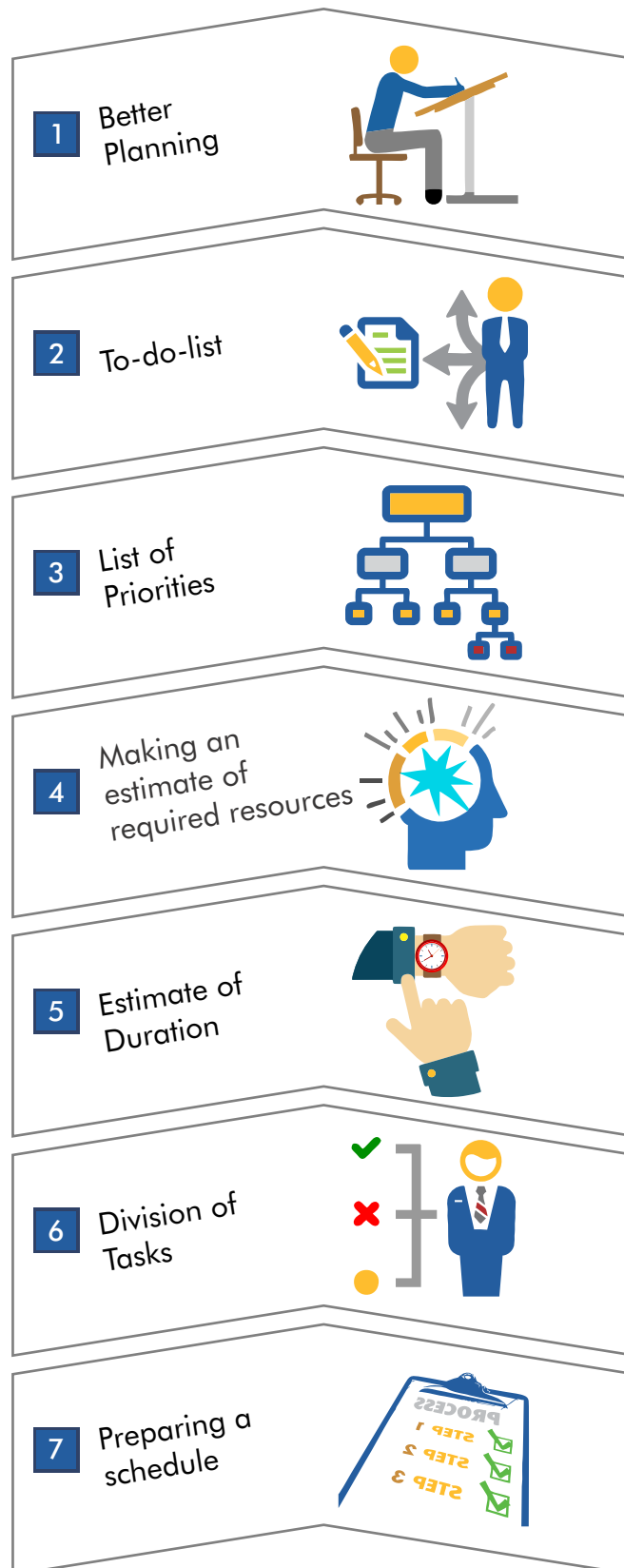
How Is Your Time Wasted?

Instructions:

Keep in mind the causes of time waste in your trade, and tell if they waste your time or not? If YES, how can you avoid it?

| Main causes of time waste in your trade | Does this waste time? | | Measures to save time |
|---|-----------------------|----|-----------------------|
| | Yes | No | |
| Lack of complete information and skill | | | |
| Lack of attention | | | |
| Feeling of stress | | | |
| Leaving your work to interfere others | | | |
| Interruption during work | | | |
| Over use of mobile | | | |
| Gossip with co-workers | | | |
| Multi-tasking | | | |
| Unaware of importance of work | | | |
| Not preparing a priority list | | | |

How can an Electrician and Technician Manage his Time?

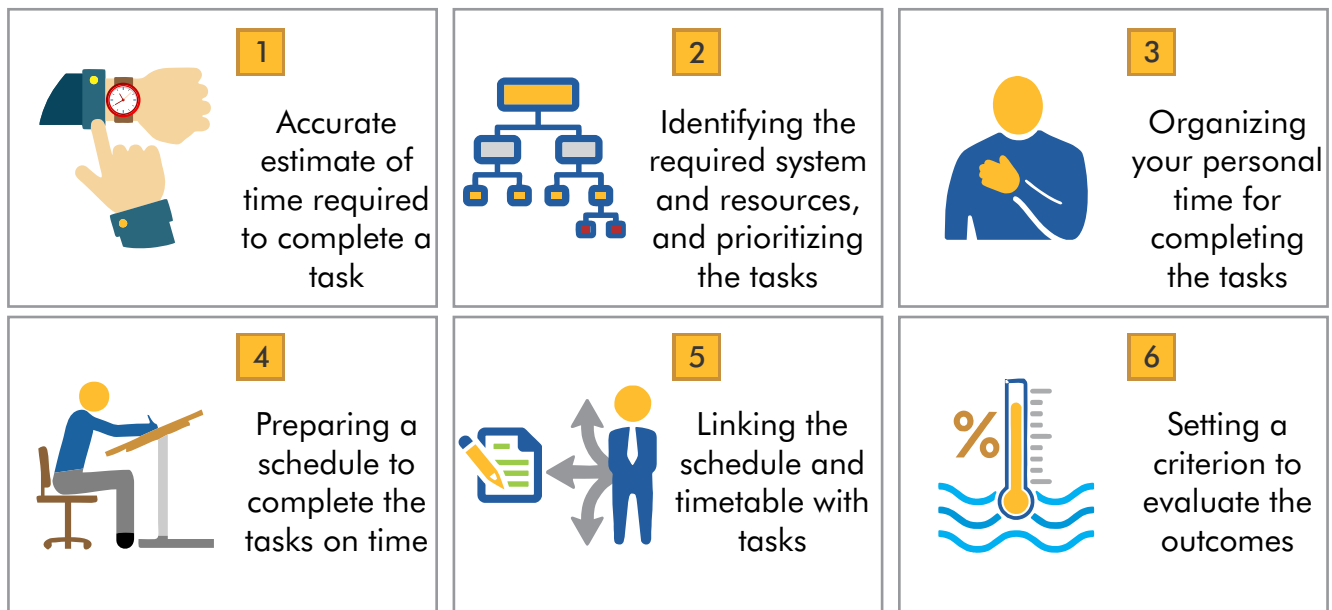


Planning and Organizing Skills

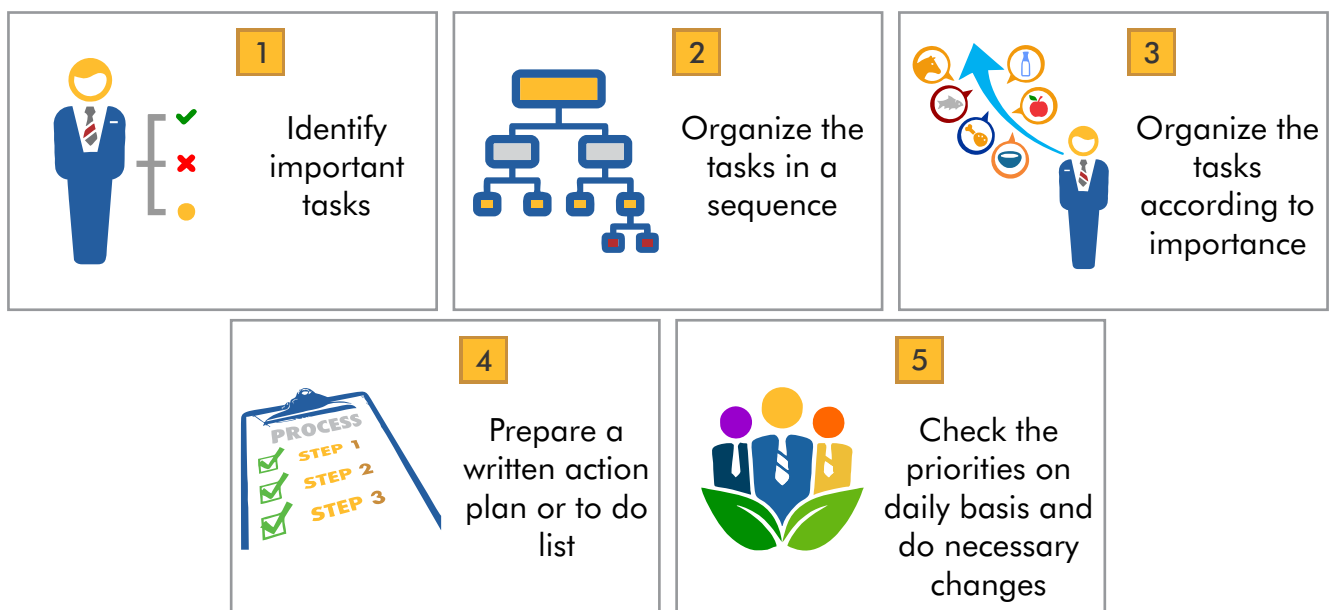
To achieve a specific objective or target, we need to organize ourselves, others and resources (including time and environment).

Instructions for planning and organization for electrician and technician:

Preparation:



Priorities:



Exercise

8

Exercise for Planning and Organizing

Instructions:

Evaluate your organizing skills according to the criteria given below and assign marks:

- I am doing it correctly, diligently and successfully = 4
- I am good at it, but a little practice will make it better = 3
- I am improving, but need to do some hard work. = 2
- I am still not good at it. = 1
- Keep repeating this exercise during your course so that you can complete your tasks in a more organized way.

Department:

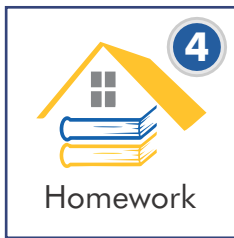
☐

Electrician

☐

Technician

| Preparation: | Marks Obtained |
|--|----------------|
| 1 Accurate estimate of time required to complete a task. | |
| 2 Identifying and arranging the required system and resources. | |
| 3 Organizing your personal time for completing the tasks. | |
| 4 Preparing a schedule to complete the tasks on time. | |
| 5 Linking the schedule and timetable with tasks. | |
| 6 Setting a criterion to evaluate the outcomes. | |
| Priorities: | |
| 1 Identifying important tasks. | |
| 2 Organizing the tasks in a sequence. | |
| 3 Organizing the tasks according to importance. | |
| 4 Preparing a written action plan or to do list. | |
| 5 Checking the priorities on daily basis and making necessary changes. | |



Effective Use of Time - an Evaluation

| Opinion | | Yes | No | If yes/no, why? |
|---------|--|-----|----|-----------------|
| 1 | Are you satisfied of your time management as electrician/technician? | | | |
| 2 | Do you complete the assigned tasks before time? | | | |
| 3 | Is your supervisor happy with your punctual work? | | | |
| 4 | Do you prepare a list of your tasks? | | | |
| 5 | Do you differentiate between immediate and necessary tasks? | | | |
| 6 | Have you prepared a plan of your occupational work? | | | |
| 7 | Do you complete many of your tasks on time? | | | |
| 8 | Do you complete your easy tasks first and \difficult ones later? | | | |
| 9 | Do you understand which tasks can be assigned to others? | | | |
| 10 | Do you complete the tasks as a team? | | | |

Teamwork

Teamwork



2
Hours

- Teamwork
- Your team
- Ways to promote teamwork
- Evaluation of teamwork

Listen to a Story!

Once, a group of 50 people was attending a seminar. Suddenly the speaker stopped and decided to do a group activity. He started giving each one a balloon. Each one was asked to write his/her name on it using a marker pen. Then, all the balloons were collected and put in another room. Now, these delegates were let in that room and asked to find the balloon that had their name written within 5 minutes. Everyone was frantically searching for their name, colliding with each other, pushing around others and there was utter chaos. At the end of 5 minutes, no one could find their own balloon. Now each one was asked to randomly collect a balloon and give it to the person whose name was written on it. Within minutes, everyone had their own balloon.

The speaker began— “exactly this is happening in our lives. If we work as a team and cooperate with each other, we can complete our tasks in a better and effective way.” Everyone is frantically looking for happiness all around, not knowing where it is.

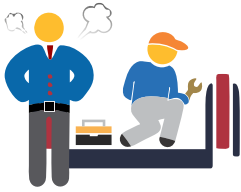
Moral: Through teamwork, we can complete our tasks quickly and effectively.

Summary of the Session

No matter what your trade is, you cannot achieve anything alone. In every sphere of life, we need each other's cooperation. People working together constitutes a team, thus they are able to complete their work in much lesser time. People working as a team can solve problems and cooperate more effectively. In this session, we will learn about the advantages of working as a team in cooking and baking.

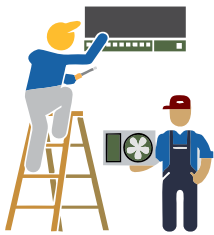
Working as a Team

1



Nazir is an electrician. He completed his electrician course from a government institution. The foreman taught him to work as a team. He heard his advice but did not follow it. He preferred to work alone and avoided to get others' help. Consequently, foreman is unhappy.

2



Asif works as a helper with electrician. He is a passionate worker, but he does not like to take help from his guru. He prefers to work alone to receive all appreciation. Consequently, he is still not skillful.

3



Khalid is an experienced building electrician. He works with big contractors. He always likes to be a team leader, but on some occasions he is obliged to follow his senior's (for example, electrician engineer and supervisor) instructions which he does not like.

Instructions:

- Should we always work single handedly?
- What are the possible problems in working alone?
- What are the advantages of working as a team?

Teamwork

Teamwork is often a crucial part of a business, as it is often necessary for colleagues to work well together, trying their best in any circumstance. Teamwork means that people will try to cooperate, using their individual skills and providing constructive feedback, despite any personal conflict between individuals.

Importance of Teamwork:

1

Skill of the electrician is improved



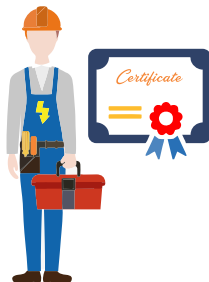
2

Other electricians and technicians respects him



3

Getting more experience as electrician



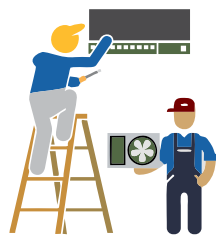
4

Facilitation in the work of electrician and technician



5

Electrician's work is completed on time



6

Do not pressurize and try to solve the conflict



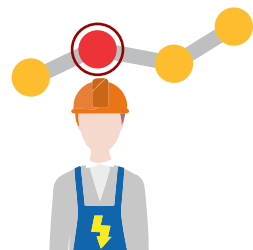
7

Helps to solve the problems faced by electrician and technician



8

Improvement in collective work as electrician and technician



Exercise

9

Your Team

Instructions:

An example of team working in the trade group of electrician and technician is shared below. Keeping your team in mind, describe about the people of your team in the next column.

An Example:

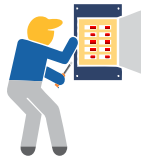
1

Project Manager



2

Electrical Engineer



3

Supervisor



4

Foreman



5

Electrician



6

Helper



7

Laborer



Ways to Promote Teamwork

1



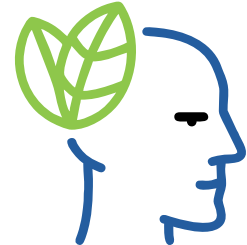
Understanding each other's work

2



Appreciate each other's technical skill and experience

3



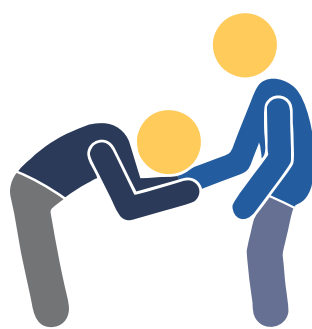
Learn from each other's experience

4



Help others to complete their work

5



Respect and care for others

6



Link individual's success with team success

7



Pre-planning of tasks

8

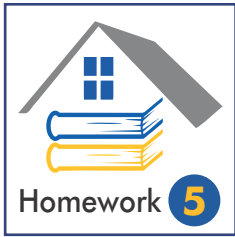


Trust each other

9



Receive feedback from every team member



Evaluation of Teamwork

Review the previous handout and tell about the persons of your department. Are they helping?
How are they improving team performance?

Department: ☐ Electrician ☐ Technician

| Team Members | How do they provide help? | If this person does not work, how will this affect the team? |
|--------------|---------------------------|--|
| | | |
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| | | |

Working Under Pressure

Working Under Pressure



1
Hour

- Causes of work pressure
- How to deal with stress
- Stress management

Listen to a Story!

A Raja had a collection of valuable diamonds. One day he mixed up these diamonds and asked his courtiers to separate the real from fake ones to win a reward. Many notable jewelers tried but failed to sort them out. Meanwhile a blind man came and accepted the challenge. Everyone hurled jokes at him and said, you are a blind man, how can you do this if many famous jewelers failed! Raja permitted him to try his luck. Blind man said that he wanted to take these diamonds with him for a short time.

Soon he sorted out fake and original diamonds. Raja and courtiers were astonished. They asked, how did you do this? He said, I placed these diamonds under the sun; fake ones heated up but real ones kept cool.

Actually, we all are like diamonds, but sometimes we yield to pressure or hard time and start showing their effects, but if we want to become genuine diamonds, we will have to bear the pressure, whether it is mental or work pressure!

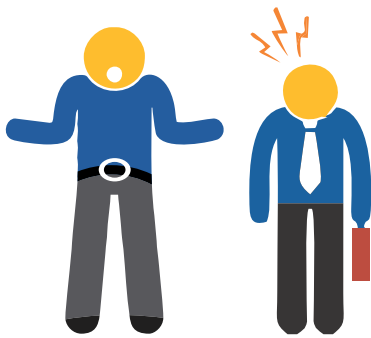
Summary of Session

In this session, we will describe when an electrician and technician succumb to mental stress. What are its causes, and how we can manage it? Moreover, we will describe the reasons of mental stress during routine work, daily life or idle hours. Instructions are also given for working as team to release mental stress

Why this happened?



Nasir was new in electrician field. He got a job as meter reader in WAPDA. Most of his work was related to field. Due to lack of knowledge, he feels embarrassed when the workload is heavy. When he reaches office after completing his fieldwork, he is puzzled and under a lot of pressure. He is not able to do any work, and his tasks are delayed. He feels bad when he is asked to submit a report of his work.



Usman is an industrial electrician. He is very skillful. He gets late in the morning and supervisor always admonishes him. Consequently, his mood is always off and feels confused. He takes too much time to understand his tasks, and hence never finish them on time. This situation is a source of headache for him, and he feels confused.



Rizwan is working as a technician. He was assigned a task to repair an AC. When he checked the AC, it was found that there were many faults in it, and required a half-day work. But his supervisor wants him to repair the AC in two hours and report him that AC is in working order. Rizwan is perplexed and baffled.

Instructions:

Read the stories and answer the following questions:

- In each of the situation, what is the individual's problem? Are they under stress?
- In your opinion, what are the causes of stress and what are their possible effects?
- Have you ever faced such a situation? If yes, what you did to deal with it?

Causes of Stress

1



Financial Worries

2



Domestic Conflicts

3



Constant Failures

4



Incomplete Skill

5



Lack of Experience

6



Feeling Stress

7



Sleeping Problems

8



Tiredness or Ill Feeling

9



Attitude of Officers

10



Not Understanding the Instructions

11



Less Time and More Work

12



Extra Activities

How to Deal with Stress?

1

Getting Experience



اگر الیکٹریشن مسلسل کام کرتا ہے تو آہستہ آہستہ وہ اپنے کام میں تجربہ کار ہو جاتا ہے تجربے کی وجہ سے وہ ذہنی دباؤ سے بچا رہتا ہے۔

2

Improving the Skills



اپنے کام کے دوران عملی مشق مہارت بہتر کرنے میں مدد کرتی ہے جب الیکٹریشن ماہر ہو تو کام جلدی کرتا ہے اور وہ ذہنی دباؤ کا شکار نہیں ہوتا۔

3

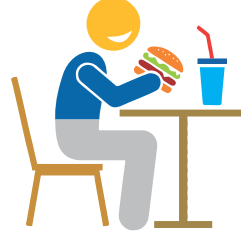
Physical Exercise



ورزش کرنے سے ہر انسان کا دل اور دماغ صحت مند رہتا ہے جس کی وجہ سے وہ ذہنی دباؤ نہیں لیتا اور ہر حالات میں کام کر لیتا ہے۔

4

Eating Some Food



دوران کام ضرور کچھ نہ کچھ کھانا چاہیے تاکہ توانائی کی سطح کم نہ ہو اس سے جسم توانا رہتا ہے اور بندہ ذہنی دباؤ سے محفوظ رہتا ہے۔

5

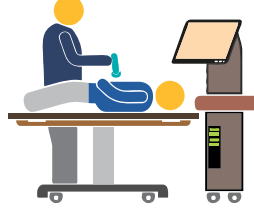
Proper Sleep



خود کو ذہنی اور جسمانی طور پر پرسکون رکھنے کے لئے کم از کم 8 گھنٹے کی نیند ضرور پوری کریں تاکہ کسی قسم کا دباؤ انسان پر اثر نہ کرے۔

6

Contacting the Doctor if Ill Feeling Persists



اکثر طبیعت خرابی کی صورت میں لوگ لاپرواہی کرتے ہیں جس کی وجہ سے طبیعت زیادہ خراب ہو جاتی ہے اور کام متاثر ہوتا ہے پھر ذہنی دباؤ میں اضافہ ہو جاتا ہے اس وجہ سے جلد ڈاکٹر کے پاس جانا چاہیے۔

7

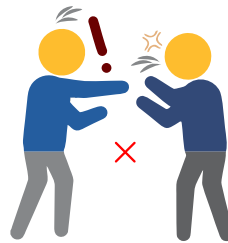
Listening to Instructions Carefully



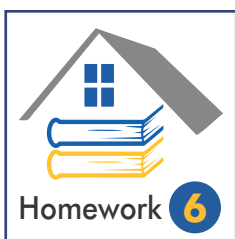
ہدایات غور سے سننی چاہیے نہ سننے سے کام ویسے نہیں ہوتا جس طرح اس کو کرنے کی ضرورت ہوتی ہے کام خراب ہونے کی صورت میں ذہن دباؤ کا شکار ہو جاتا ہے۔

8




Anger Management



غصے کی وجہ سے کام میں دھیان نہیں رہتا اور کام بگڑ جاتا ہے جس سے ذہن کا سکون برباد اور انسان ذہنی دباؤ میں مبتلا ہو جاتا ہے اس وجہ سے غصہ نہیں کرنا چاہیے۔



Stress Management

| Situation | When you feel stress? | Why? | How you deal with it? |
|--|-----------------------|------|-----------------------|
|  At Home | | | |
|  At Workplace | | | |
|  In Market or Street | | | |

Conflict Management

Conflict Management



2 Hours

- Conflicts faced by electrician and technician
- Causes of conflicts faced by electrician and technician
- 12 suggestion to resolve conflicts
- Managing conflicts in occupational life

Listen to a Story!

A man started the business of selling biryani, which had an immediate success. The number of customers was so big that he opened three more branches in same city. After some time, a decrease in sale was felt but no one paid attention. In the end, two branches were closed due to low sales. When the third branch was in danger, the owner started an inquiry into the matter. Some old customers told that the ingredients of biryani were somehow altered, which changed the taste. More consideration revealed that a customer had sent a written complain about it a month ago but was ignored. The business owner was very upset that this minor mistake ruined his business. Change in ingredients was difficult or reviving the whole business. Now the change in ingredients was not enough to bring back the old customers.

Summary of the Session

We face conflicts and other matters with other persons in every sphere of life. In this session, instructions are given to understand, resolve and avoid the conflicts. Moreover, communication and dealing issues are also discussed, so that students can carry on their occupational dealings in a better way.

Exercise

10

What Would You Do?

Instructions:

Read each scenario carefully. Write the cause of conflict in column 2 and your suggestions to resolve it in column 3.

| Stories | Why did this conflict happen? | What would you do in such a situation? |
|--|-------------------------------|--|
| Ahmad is working as head electrician in a construction company. The supervisor informed him about a building work where he started his work along with his team. Work was completed on time but soon many complain were received. Most of complains were about the quality of material used. The supervisor asked for explanation and warned that he may lose his job in case of an unsatisfactory answer. | | |
| Nasir is working with a private hospital as heating and cooling technician. The estimate furnished by him was also approved. When he started purchasing, it transpired that the price of some items soared high. He was extremely worried. He arranged a meeting with hospital owner and informed him that the estimate is not correct and extra charges are necessary. Hospital owner got angry and refused to pay a single extra penny for the work. | | |
| Amjad is in the field of repairing electrical appliances and domestic wiring. He got a contract for the installation of wiring, fans and lights in a new house. He hired four assistants and started the work. Next day he came to know that the helpers had a quarrel and left the work. The assistants accused that they were slackers and unskillful. | | |

Occupational Conflicts of Electrician and Technician



A conflict is an active disagreement between people with opposing opinions or principles.



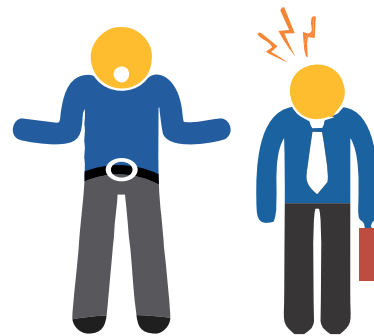
The conflicts faced by electrician or technician:

With Supervisor or Employer



When you and your supervisor are in disagreement about something

With Clients



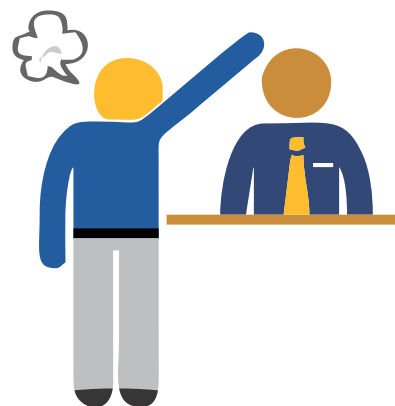
When you and your clients are in disagreement about work quality or financial matters

Conflict in Team



When you or your team members are of different opinion regarding work, performance or results

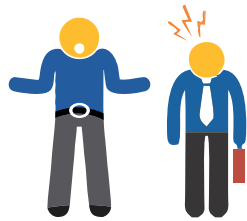
Conflict with supplier or shopkeeper



When you and your supplier are of different opinion regarding material, products or devices

Reasons of Conflicts Between Team Members:

With Supervisor or Employer



1. Lack of clarification about work
2. Lack of technical information
3. Incorrect planning
4. Insufficient material
5. Faulty communication
6. Insufficient wages or facilities
7. Lack of supervision
8. Difference between expectations and performance

With Clients



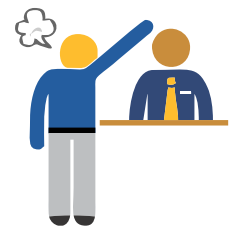
1. Imperfect understanding of work or expectations
2. Problems in agreement
3. Using sub-standard material
4. Breach of promise
5. Faulty communication
6. Not completing the work on time
7. Incomplete work
8. Inappropriate attitude

Conflict in Team



1. Unclear responsibilities
2. Lack of attention
3. More than one leaders
4. Incomplete facilities and material
5. Unclear terms and conditions
6. Incorrect use of material and devices
7. Breach of promise or lying
8. Not following the supervisor's instructions

Conflict with Supplier or Shopkeeper



1. Substandard material
2. Difference in quantity of material
3. Unclear work order
4. Unclear financial matters
5. Difference in estimate and actual bill
6. Unavailability of material on time
7. Late payment
8. Improper behavior

Exercise

11

What Would You Do?

Instructions:

Read each scenario carefully. Write the cause of conflict in column 2 and your suggestions to resolve it in column 3.

| Reasons of Conflicts | Did this happen with you? | How you resolved it? |
|---|--|----------------------|
| With supervisor or employer | | |
| Lack of clarification about work | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| Lack of technical information | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| Incorrect planning | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| Insufficient material | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| Faulty communication | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| Insufficient wages or facilities | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| Lack of supervision | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| Difference between expectations and performance | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| Conflicts with clients | | |
| Imperfect understanding of work or expectations | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| Problems in agreement | <input type="checkbox"/> Yes <input type="checkbox"/> No | |

| Reasons of Conflicts | Did this happen with you? | How you resolved it? |
|---|--|----------------------|
| Using sub-standard material | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| Breach of promise | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| Faulty communication | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| Not completing the work on time | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| Incomplete work | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| Inappropriate attitude | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| Conflict in team | | |
| Unclear responsibilities | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| Lack of attention | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| More than one leaders | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| Incomplete facilities and material | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| Unclear terms and conditions | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| Incorrect use of material and devices | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| Breach of promise or lying | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| Not following the supervisor's instructions | <input type="checkbox"/> Yes <input type="checkbox"/> No | |

| Reasons of Conflicts | Did this happen with you? | How you resolved it? |
|--|--|----------------------|
| Conflict with supplier or shopkeeper | | |
| Substandard material | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| Difference in quantity of material | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| Unclear work order | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| Unclear financial matters | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| Difference in estimate and actual bill | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| Unavailability of material on time | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| Late payment | <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| Improper behavior | <input type="checkbox"/> Yes <input type="checkbox"/> No | |

12 Suggestions for Conflict Resolution

It is impossible to avoid conflicts in work or job. They keep coming, however avoiding or not resolving them properly can be dangerous for your work or job. Poor conflict management may affect your work and reputation negatively.

| | | |
|--|---|--|
| <div>1</div>  <div>Let other speak</div> | <div>2</div>  <div>Give an impression of</div> | <div>3</div>  <div>Adopt appropriate and</div> |
| <div>4</div>  <div>Be impartial</div> | <div>5</div>  <div>Do not react</div> | <div>6</div>  <div>Be attentive</div> |
| <div>7</div>  <div>Speak softly</div> | <div>8</div>  <div>Do not show anger</div> | <div>9</div>  <div>Convince or be convinced</div> |
| <div>10</div>  <div>Be silent when needed</div> | <div>11</div>  <div>Give time to think</div> | <div>12</div>  <div>Establish the limits</div> |

Conflict Management in Occupational Life

1

What is the nature of conflict or difference?



Is it financial, technical, legal, personal or contractual

2

With whom?



Who is the other party in conflict; a person, institution or business?
What is the stance and authority of other party?

3

What are the causes of conflict?



What is the source of conflict; some misunderstanding, incomplete information, unnecessary expectation, lies, greed, etc.

4

Who can help to resolve the conflict?



Those persons or means that can help to resolve the conflict and convey your point of view effectively.

5

What are the means of conflict management?



How the conflict may be resolved; i.e. through conversation, letter or email or group discussion.
What is the best solution and how much time is required?

6

What was the result? Will the follow up be necessary?



Apply the method of conflict resolution and consider the results vis a vis expectations. Moreover, seeing if follow up is necessary or not.



Conflict Management in Occupational Life

Instructions:

Think about a possible conflict in your occupational life and answer each step to resolve it:

1

What is the nature of conflict or difference?

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2

With whom?

.....

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3

What are the causes of conflict?

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4

Who can help to resolve the conflict?

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5

What are the means of conflict management?

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6

What was the result? Will the follow up be necessary?

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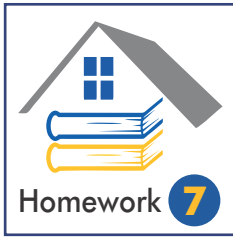
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Conflict Management – with the Help of an Expert

Instructions:

Spend some time with an expert of electrician and technician, Interview them about their professional experience of facing a conflict. Ask them what was the conflict and how did they resolve this.?

| Questions | Answers |
|--|-------------------------|
| 1 What is the nature of conflict or difference? | |
| 2 With whom? | |
| 3 What are the causes of conflict? | |
| 4 Who can help to resolve the conflict? | |
| 5 What are the means of conflict management? | |
| 6 What was the result? Will the follow up be necessary? | |

Occupational Health and Safety

Occupational Health and Safety



2
Hours

- Occupational health and safety
- Personal health and safety at workplace
- Dealing with emergencies
- Your health at during work

Listen to a Story!

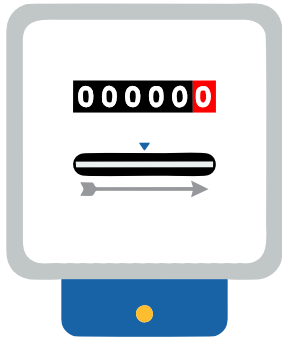
A street vendor used to sell fruit chaat and chana chaat. One morning he reached his workplace and started his work without washing the utensils. Rush of customers due to lunch break in offices did not give him enough time make things clean. That day customers were reluctant and this fact caused too much worry for the vendor. He could not comprehend the reason and sale was too low. In the evening he reached home and told his wife, who listened to him carefully and suggested to ponder about the reason of this situation. The vendor told her that he started his work very late and could not manage to clean the stall and utensils properly. People were reluctant to purchase because of unclean situation.

Moral of the story: Lack of cleanliness affects the business.

Summary of the Session

Individuals and institution both are responsible for ensuring a better environment, health and safety measures at workplace. In this session, we will talk about hygiene principles, general health and safety rules and hazards at workplace so that electrician and technician can keep safe from accidents. In this session, health and safety measures, prevention of hazards will be discussed too so that the worker is able to stay safe at workplace and follow the health and safety principles.

Guess!



Nasir was installing an electricity meter with his two co-workers and helper. In that area, it was scheduled load shedding hour. Nasir was doing his work without any fear, and suddenly he felt a strong jolt of electricity and fell down. He was unconscious.



Since last two hours, Rizwan was busy in connecting the wiring in ceiling of a room. Because of height and constantly looking upward, his head started aching and felt uneasiness. However, he kept working. Consequently, he felt dizzy and fell down.



Amir was repairing the electric wiring in a building. Breaker was off. Amir carelessly connected the wrong wire. When he turned the breaker on, there was short circuit and fire. Amir saved himself with difficulty and cried for help.



Usman was repairing an elevator on fourth floor without wearing gloves and safety jacket. Safety inspector asked him to take safety measure, but he got annoyed. While coming down, the rope of the lift broke down. The lift started coming down with speed.

Instructions:

Read the above scenarios carefully and tell:

- Why health and safety issue occurred in above-mentioned examples?
- What you would do in such a situation?
- In your opinion, what measures should be taken?

Occupational Health and Safety



Occupational health and safety refers to ensuring better environment, health and safety for employees at workplace.



Types of Hazards:

Environmental Hazards



Such hazards or accidents which are caused by nature or environment.



Human Hazards



Such hazards or accidents which are caused by human interference.



Environmental Hazards:

1



Continuously working in sunlight

2



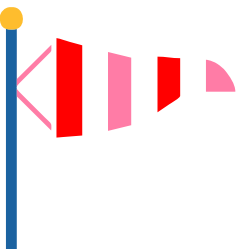
Continuously working in noise

3



Too much dirt in the air

4



Windy or stormy weather

5



Working in rain

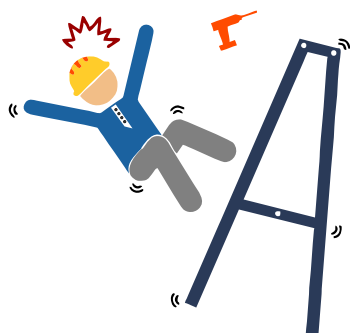
6



Near a nallah, canal or river

Human Hazards:

1



Falling off from height

2



Electric current

3



Fire

4



Injury from sharp devices or machinery

5



Wrong use of machinery

6



Chemicals

Personal Health and Safety

Instructions:

Review your tasks as electrician and technician, and tell about what kind of items you require during work:

1



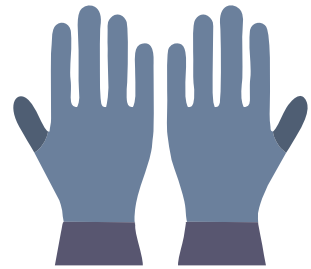
Safety Helmet

2



Safety Glasses

3



Gloves

4



Mask

5



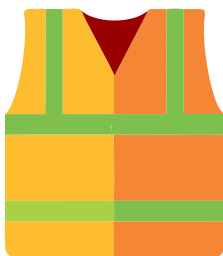
Ears Covers

6



Safety Belt

7



Life Jacket

8



Safety Shoes

9



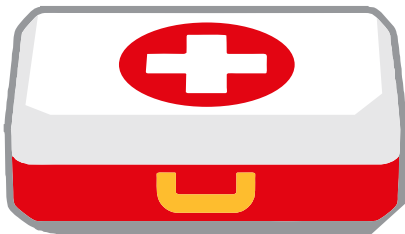
Complete Body Cover

Contingency Plan

Remember:

To avoid accidents during work, take following measures as well as health and safety arrangements:

1



Availability of first-aid kit

2



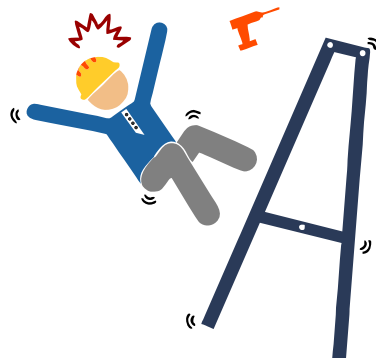
First aid training

3



Information about nearest hospital

4



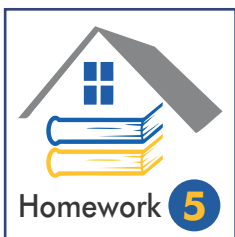
Immediate reporting of accident

Exercise

13

Safety Measures During Work

| Safety Measures | When to use them? | Advantages of using them? |
|--------------------------|-------------------|---------------------------|
| 1 Safety Helmet | | |
| 2 Safety Glasses | | |
| 3 Gloves | | |
| 4 Mask | | |
| 5 Ears Covers | | |
| 6 Safety Belt | | |
| 7 Life Jacket | | |
| 8 Safety Shoes | | |
| 9 Complete Body Cover | | |



Hazards at Workplace

Instructions:

Keeping in mind the health and safety measures described in this session, identify the hazards during work in kitchen:

1


What are the potential hazards for health and safety?

2

Who will be effected?

3

What are the measures taken to avoid hazards?

| | What are the potential hazards for health and safety? | Who will be effected? | Measures taken to avoid hazards |
|--|---|-----------------------|---------------------------------|
|  <p>Environmental Hazards</p> | | | |
|  <p>Human Hazards</p> | | | |

Job Identification and Preparation

Job Identification and Preparation



2
Hours

- Job search
- Preparation of CV
- Preparation of Cover Letter
- Interview

Listen to a Story!

A young man appeared for an interview for a job. The interviewer told him, "you have ten minutes to give your introduction, but there is one condition: you are not allowed to speak." Young man was baffled and wondered how he can possibly give an introduction without speaking! He started using sign language. Ten minutes passed and he could not even tell his name.

Another young man came for the same interview. He was properly dressed and entered the room with full confidence. The interviewers gave him same instructions: "you have ten minutes to give your introduction, but there is one condition: you are not allowed to speak." Young man gave a slight smile, took out his CV and cover letter from his file, presented it, and sat quietly. After ten minutes, he said: "hopefully you got all the information about me. If you have any more questions, I am here to answer." Interviewer smiled and issued his appointment letter.

Summary of the Session

To get any job, technical skills as well as some professional skills are also necessary. Your CV and cover letter gives an overview of your skills that you do not tell by speaking, but in written form. While preparing your CV and cover letter some considerations may greatly enhance your impression. Interviewer decides about your eligibility in the light of this document. The better impression your initial application makes, the more likely they are to be positive about any interview you get, and so, the more likely you are to get the job. Nothing can be achieved without proper preparation. Likewise, an interview also required thorough preparation. There are certain tasks before, during and after the interview, which will ensure your job placement.

Job Placement

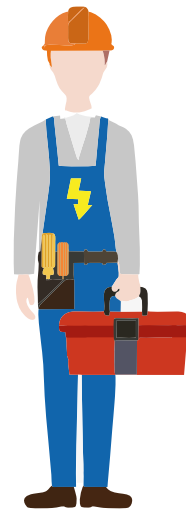
Instructions:

Read carefully the stories given below and answer the questions:

- What are the reasons of failure of Zahid to get the job?
- Why is Shakeel successful in getting the job?



Nasir has completed the electrician training course recently. He is looking for a job in some good company. He consulted his friends but all their suggestions were of no avail. He started looking for jobs in newspapers. He applied for many vacancies. Companies asked for a CV and cover letter. However, he knew nothing about such documents. He kept searching in vain, and was waiting for a miracle to get a job placement.



Rizwan received cooking training from an institution has completed the electrician training course recently which taught him to prepare a CV and cover letter too. Moreover, they trained him for giving and interview. Rizwan saw a newspaper advertisement for an electrician in an international company. He contacted the company management and they asked him to send a CV and cover letter. Next day Rizwan sent the same. After some days, they called him for an interview. He successfully got the job of assistant surveyor.



Before Job Placement

Instructions:

Think about the answer of the following questions before finding the job?

1 Where you want to work, and on what level?

.....

.....

.....

2 What kind of work you like to do?

.....

.....

.....

3 What kind of people you would like to work with?

.....

.....

.....

4 What sources will you use to find a job?

☐ Friends and Family Members

☐ Newspapers

☐ Internet

☐ TV/Radio

☐ Social Media

☐ Others:

Preparing C.V

What is C.V:

- An essential document for every person who is searching for a job
- The summary of your education, experience and other information
- It is helpful for choosing people for potentially suitable job and interview
- In addition to your background, previous and ongoing activities, it throws light on you future goals.

Important aspects of a C.V:

| | |
|---|--|
| 1 | Heading: Write your name and contact number at the start. You may also include you e-mail and fax number |
| 2 | Objectives: the job that you are trying to get, will be the goals of the application. To write the objectives, answer the following: <ul style="list-style-type: none">▪ What level of skill do you want to acquire?▪ What kind of responsibilities can you fulfill?▪ What kind of expertise can you use, for this job?▪ It is preferred that you provide extensive objectives in your c.v. However, you can also write the objective briefly. |
| 3 | Education: If you are a fresh graduate (in last 5 years), write that first. If you are already doing a job or have a higher/specialized degree, then mention them first, and then mention the name of the institute and date of completion. |
| 4 | Work Experience: Start from your most recent experience. Include the name of the organization, designation, city, country and duration of work. Focus on the responsibilities of your current job. Only include the list of responsibilities that you are exclusively taking care of. If you are a fresh graduate, mention the details of any part-time work or summer internships that you may have done. |
| 5 | Interests: inclusion of this part is up to you. Only include it, if your interests are job-related |
| 6 | Reference: If you have a lot of references, prepare a list. Otherwise, you may also write "References available upon request", at the end of the C.V |

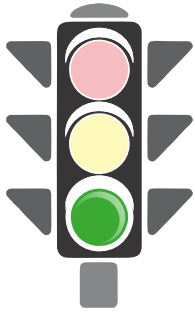
Sample Resume

AA-12, St # 26, Mustafabad, Near Public Park, Lahore
042-4457899, nasir2526@gmail.com

Nasir Ali

| | |
|----------------------|---|
| Professional Summary | An independent and self-motivated business graduate with proven and tested business, procurement, sales, and marketing skills. A strong link between theory and practice with practical internship and a part-time job. |
| Education | Matric from Model School in 2nd Division Intermediate from Punjab College |
| Experience | <ul style="list-style-type: none">▪ 6 months Internship as Assistant Electrician in ABC Electronics.▪ 3 months Internship as Electrician in Metro Cash n Carry Lahore. |
| Interests | Watching TV Shows |
| References | References will be furnished on demand |

What Points must be kept in Mind while Preparing the C.V?



DO'S



Provide full details of contact and ensure that they are not inaccurate



Edit your c.v the word count and make it brief



Before sending your c.v to the relevant place, ensure that there are no spelling or grammar mistakes.



Highlight your achievements and strengths. Explain your strengths based on the needs of the employer.



Provide complete details for your c.v. Incomplete information does not show your expertise.



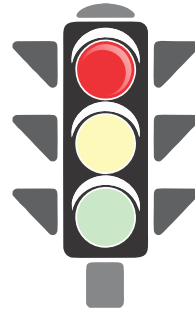
Mention the important information within the upper portion of the c.v



Use underline, bold edit and bullets, so that bisections are visible



Use high quality paper for printing your c.v and use plain white paper instead of colorful ones



DON'Ts



Avoid abbreviations and short-hand while writing your name and address.



Do not include details of your current or last salary. Talk about salary in the interview



Do not include the reason you left your previous job, in your c.v



Avoid lying and exaggeration in your c.v



Do not make untrue claims



Use only one font-size in each page. You may increase the font-size for heading



Do not use more than 2 pages



It is unnecessary to write "c.v" at the top of the page, as it wastes time.

Cover Letter



When you send your C.v for a post/position, you also attach a short written brief, which is called cover-letter.



Why is cover-letter important:

May be the person reading your cover letter is busy or do not want to waste his time on reading unnecessary writing. So your cover letter should be easily readable, it should be concise, to the point and relevant. Avoid using difficult words.

What should you write in a cover-letter?

May be your cover letter reader is busy or do not want to waste his time on reading unnecessary writing. So your cover letter should be easily readable, it should be concise, to the point and relevant. Avoid using difficult words.

Keep following things in mind for your cover-letter:

1

Mention the position that you are applying for

2

Mention how you found out about the position

3

Mention why are you applying for the position

4

Explain how you may prove an asset to the company

5

Request for an interview

Job Application (A Sample)

| | |
|--|---|
| Your complete address Contact number and E-mail address | |
| Date | For instance: Wednesday, 12th September, 2018 |
| Name an address of the one, it is addressed to | Include the details of the person/organization, to whom you are sending the application; their name, designation, name of organization and address. Write these details on the envelop. |
| Topic | It shows the purpose if the application, such as "Job Application" |
| Salutation/ Greetings | <p>A letter written in English, always starts with "Dear". if you do not know the relevant person, you may also write:</p> <ul style="list-style-type: none"> Dear Sir Dear madam Dear Mr. Khan Dear Mrs. Khan <p>Note: If you do not know the relevant person, always write Dear Sir/Madam</p> |
| Body | <p>Cover-letter must consist of 3-6 lines. As it has been previously mentioned:</p> <ul style="list-style-type: none"> Mention the position you are applying for? How did you find out about the post? Explain why you want to work on that position? Also explain, how will you benefit the company Request for interview |
| The Ending | At the end, write: Yours sincerely, yours faithfully, yours truly |
| Your Signature | Sign, using Black or Blue ink. |
| Your Name | Write your full name. For instance: "Muhammad Javed Khan" |

Note: Some places require hand-written cover-letter but always send typed cover-letter. This ensures the legibility of the letter.



Your C.V

Instructions:

Prepare the biodata, based on the format given below, if necessary, take suggestions from a teacher, friend or someone who has experience.

My Resume

Address: _____ Tel No: _____

Email Address: _____

Name _____

| | |
|----------------------|--|
| Professional Summary | |
| Education | |
| Experience | |
| Interests | |
| References | |

Instructor's Signature: _____ Date: _____

What is Interview

A conversation between the potential employer and employee for any position/post to know more about each other, is called an interview

What is the focus of an interview:

For selection of any candidate, 3 points are kept in mind:

1

What can you do for us?

If you are hired, how you would distinguish yourself from other applicants? The answer is your education, past experience, specific skills, and other information is the answer

2

Why do you wish to work for us?

Employers want to ensure that the selected candidate has substantial knowledge about the organization, profession and the post. As a candidate, you have to explain why you are interested in working for that organization? You also have to tell your employer that you have a realistic outlook regarding the and it holds relevance for your short and long-term goals

3

What kind of personality do you have?

Employers focus your attributes, such as your level of motivation, passion to excel, creative thoughts, problem-solving abilities and teamwork. They also focus on how would these attributes play a role if you are given the job. Every employer is in constant search of a good personality, with regards to their organization.

4

What can you do for me?

Oftentimes, the candidates consider the interview as one-sided process which is not right. Without a doubt, the interview is conducted by the employer but the candidate must also interview the interviewer regarding their organization, using their methodology. How will the organization prove effective in your professional progress.

5

Why do I wish to work for you?

How does the organization align with my short and long-term goals? Do I understand this job and industry fully? Is this job appropriate for me?





6





What kind of personality you have, as an individual or organization?

Is it an organization that I will like working for? Am I working for people that I will have to spend at least 8 hours with

Instructions for the Interview

Before Interview:

| | |
|--|---|
| <p>1</p>  | <p>Research regarding the interview:</p> <ul style="list-style-type: none">Take help of courses or professional coaches for job preparationRead the written material, such as handouts, available for interview preparation and skills.Practice giving interview with the help of a brother or sister |
| <p>2</p>  | <p>Assessing your value:</p> <ul style="list-style-type: none">Assess your experience and education for the job that you wish to apply for. Evaluate your education, skills, goals, interests and abilities. During the interview, explain how are your abilities relevant to the post you are interviewing for.Look for your weaknesses and decide how would you respond to difficult questions? |
| <p>3</p>  | <p>Information regarding employer and the department:</p> <ul style="list-style-type: none">Know about the company's website or company's work and the position that you are interviewing for.Get information regarding the department you wish to work in (for instance: teaching or management, etc.)Talk to the people that have already done similar kind of jobs |
| <p>4</p>  | <p>Make a strategy for interview:</p> <ul style="list-style-type: none">Based on your self-evaluation, identify your qualifications and attributes that the company wishes to see in their "ideal candidate"Make a list like "five stories of success", i.e., situations where you have proven to be exceptionally impressive and you were proud of your performance. You cannot pre-empt interview questions but if you have prepared 5 strong examples, you will be able to find the answer immediately. |

| | |
|--|---|
| <p>5</p>  | <p>Practicing for typical questions for interview. It is impossible to know the specific questions that shall be asked. However, some questions are asked in every interview. For instance:</p> <ul style="list-style-type: none"> ■ Tell us about yourself ■ Why are you interested in working with us? what do you know about us? ■ What are your strengths and weaknesses? ■ What are your objectives/goals? ■ How do you consider yourself the best candidate for the position? ■ What do you want to ask, form us? |
| <p>6</p>  | <p>Practice for the questions that you may ask during interview: Prepare a list of questions that you will ask the interviewer</p> <ul style="list-style-type: none"> ■ Avoid questions, the answers to which you can find yourself, with some effort. ■ Show that you have done your homework regarding the company (asking about the date of establishment is not a good questions, since that is mentioned on the company's website) ■ You require such information that will help you decide. Ask relevant and deep questions |
| <p>7</p>  | <p>Prepare a file for your documents: Before going to the interview, put all your documents that you may need, in a file. These will include:</p> <ul style="list-style-type: none"> ■ Cover-letter, biodata, references. ■ Academic certificates ■ Letters or certificates from your old jobs ■ Any such document that confirms the information given in the biodata/c.v |
| <p>8</p>  | <p>Presentation:</p> <ul style="list-style-type: none"> ■ Select a good dress for going to the interview. Ensure that you look professional and worthy of praise or the day of interview. ■ Ensure that you get adequate sleep before the interview |

During the Interview:

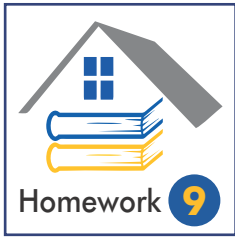
- Adopt a polite and positive attitude. Avoid pacing. Express your passion for the job and interview. At the end of the interview, thank the interviewer
- Body language is very important. Ensure that you are standing straight and maintain eye contact. It shows that you are confident and self-assured. No organization wants to hire worried and unsure individual. However, ensure that you are not over-confident
- Never make the mistake of thinking that the interview is just a cursory meeting. It is a huge mistake to assume that you will get the job
- Focus on your strengths and forget your little weaknesses. Even though you may be able to describe yourself in a favorable light, no person is complete. Everyone has strengths as well as weaknesses. Keep your strengths in mind during the interview.
- If you are unable to understand a question, during the interview, ask again. If you are unsure of the right answer, ask the interviewer to give you 1-2 minutes. During this time, think and give the correct answer.
- Maintain eye-contact during the interview but do not over-stretch it. Eye-contact will show your confidence and truthfulness
- Avoid criticizing your previous employer or company.
- Don't be hasty in discussing the salary. Listen to the interviewer carefully. It is possible that they may discuss salary.



After the Interview:

- Thank the interviewer for his consideration and time
- Avoid calling immediately to know about the result of the interview
- If you are interest in the job, follow-up via phone call or E-mail after a week





Practicing for the Interview at Home

Instructions:

Imagine that you have been called for an interview. Think how will you respond to following questions during the interview. Write your answers in the space provided:

1 What is your biggest weakness?

2 What is your biggest strength?

3 When was the last time you were angry? What had happened?

4 Would you like to work alone or as a team? Give some examples of teamwork

.....

.....

.....

.....

.....

.....

.....

5 Why do you consider yourself suitable for the job?

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.....

.....

.....

.....

.....

6 What are your goals for the next 5 years?

.....

.....

.....

.....

.....

.....

.....

How to conduct the session?

Important Information About Session

1

Pre-test will be taken before the start of session.

2

Instructor will clearly read out the questions of pre-test and will elaborate if needed.

3

Pre-test will be given according to the number of students present and instructor will collect back accordingly.

4

Marks will be given in the light of performance and result will be entered in the file.

5

Session's objective will be clearly explained to the students.

6

Story given at the start of session will be told in an interesting way and link it with the core concept.

7

Session will be concluded within stipulated time.

8

Summary of session will be given along with objectives.

9

Activities will be performed according to time and instructions mentioned in trainer's manual.

10

In the light of trainer's manual, the props of important activities will be prepared beforehand.

11

At the end of session, post-test will be given according to the number of students present and instructor will collect back accordingly.

12

Assessment sheet will be filled out according to instructions.

13

Marks obtained will be entered on final sheet.

14

Marks obtained will be recorded and students will be intimated.

15

Students will be guided in occupational skills, where needed.

Effective Preparation of Presentation

Presentation entails presenting a topic in front of an audience. Usually, a demonstration, introduction, lecture or speech may prove useful in guiding or convincing the audience regarding a specific matter.

Why?

Effective presentation reduces barriers in communication, which are main reason for work-related problems. Presentations not only convey the information effectively, they also enhance other attributes and skills of a person. They highlight your importance in the eyes of your coworkers, alongside clients, head of your organization and other officers.

What should be the focus?

To evaluate a presentation, 5 major aspects need to be assessed. Marks will also be awarded, keeping these points in mind:

| | | | | |
|----------------------|--------------------------|---------------------------------------|---|--|
| 1 | 2 | 3 | 4 | 5 |
| Command on the topic | Speaking with confidence | Maintaining eye-contact with everyone | Explaining the topic and using examples | Dress, non-verbal communication, gestures, facial expressions, smile, etc. |

Standard for Assessment and Marks:

| Assessment of quality | Total Marks | Marks Obtained |
|---|-------------|----------------|
| 1 Importance of the topic | 2 | |
| 2 Elaboration of the topic | 2 | |
| 3 Tone of your voice and delivery | 1 | |
| 4 Attitude and style | 0.5 | |
| 5 Confidence | 0.5 | |
| 6 Giving examples from everyday life | 0.5 | |
| 7 Relevance of example with the topic | 0.5 | |
| 8 Hand gestures and posture | 1 | |
| 9 Facial expressions and smile | 1 | |
| 10 Physical appearance, and tidy/styled hair, etc | 1 | |
| 11 Clean socks, clothes and shoes, etc. | 1 | |
| Total Marks | 11 | |

Score sheet for Soft Skills in Students

Name of the students.....Name of the course.....

Duration of the course (month).....Starting date of the course.....

Ending date of the course.....Name of the instructor.....

Name of the institute and address.....

| # | Topics included within the course | Starting Date | End Date | Assessment Number | Total Marks | Marks for Pre-test | Marks for Post-test | Percentage of difference | Instructor's Signature |
|-------------------------------------|-----------------------------------|---------------|----------|-------------------|-------------|--------------------|---------------------|--------------------------|------------------------|
| Part-1: Marks for pre and Post-test | | | | | | | | | |
| 1 | | | | evaluation 01 | | | | | |
| 2 | | | | evaluation 02 | | | | | |
| 3 | | | | evaluation 03 | | | | | |
| 4 | | | | evaluation 04 | | | | | |
| 5 | | | | evaluation 05 | | | | | |
| 6 | | | | evaluation 06 | | | | | |
| 7 | | | | evaluation 07 | | | | | |
| 8 | | | | evaluation 08 | | | | | |
| 9 | | | | evaluation 09 | | | | | |
| Total marks of Pre-test | | | | | | | | | |

| # | Topic of Presentation | Total Time for presentation | Total Marks for Presentation | Presentation at the start of the course | Presentation during the course | Presentation at the end of the course | Total Marks for Presentation | Obtained Marks | Instructor's Signature |
|--------------------------------|-----------------------|-----------------------------|------------------------------|---|--------------------------------|---------------------------------------|------------------------------|----------------|------------------------|
| Part-2: Marks for Presentation | | | | | | | | | |
| 1 | | | | | | | | | |
| 2 | | | | | | | | | |
| 3 | | | | | | | | | |
| 4 | | | | | | | | | |
| 5 | | | | | | | | | |
| 6 | | | | | | | | | |
| 7 | | | | | | | | | |
| Grand Total: | | | | | | | | | |

Instructor's opinion regarding soft skills of student:

.....

.....

.....

Name and Signature of Instructor: _____

Name and Signature of Supervisor: _____