

20. Speak and Share Information about Workplace



At the end of this lesson, you shall be able to:

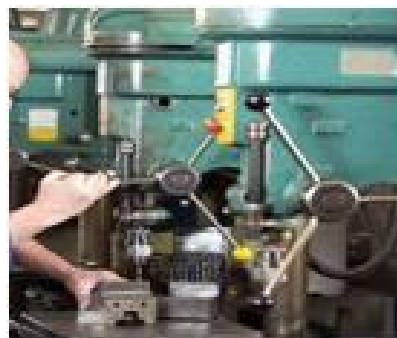
- recognize words related to jobs
- describe jobs and workplace environment
- provide specific information about workplace.



A workplace is a location where people do their jobs. A worker has to speak and share information to his/her supervisor/manager/subordinate. He/she has to describe the job and details about workplace to customers too. It is essential to speak clearly and politely about workplace with others.



What I already Know	What I Want to find out	What I Learned





1. Match the description in Column A with the suitable words in column B & C. The first one is done for you.

Sl.No.	A Job Description	B Who?	C Where?
a.	Install, maintain, and repair electrical wiring, equipment, and fixtures. May install or service street lights, intercom systems, or electrical control systems.	Fitter	Electrical unit/ workshop
b.	Format typescript and graphic elements using computer software to produce publication-ready material. Operate desktop publishing software and equipment to design layout.	Electrician	Machine workshop
c.	Cut or drill holes in walls or floors to accommodate the passage of pipes. Measure, cut, thread and assemble new pipe, placing the assembled pipe in hangers or other supports.	Customer Representative	Buildings/plumbing unit
d.	Workers align parts, use jack, turnbuckles, wedges, drift pins, pry bars, hammer, move parts into position, manually or using crane.	Desktop Publisher	Front Office
e.	Interact with customers in order to provide information about products and services, to take orders or cancel accounts, or to obtain details of complaints. Understand people with different cultural backgrounds.	Plumber	DTP Centre

2. Using the job description given in activity 1, complete the dialogue given.

You	You friend
Which job do you think is difficult?	Please wait. Let me read the job descriptions given.
OK	I think the job of a plumber is difficult.
Why Plumber!	A plumber has to _____ _____ _____.
He has helpers to work with him.	Right, but if anything goes wrong, it is not easy to find the fault and the job has to start all over again.
Yes. A plumber needs good skills and some patience too!	Certainly! Now tell me which job you think is _____.
I will say the job of _____.	Is a Customer Representative job that difficult?
_____.	Tell me how.
A Customer Representative has to _____ _____ _____.	_____
He has to listen carefully and understand _____ _____.	Yes, one has to be customer friendly. A customer may speak different _____, and may come from _____ places



3. Using the job description table given in activity 1, discuss any two jobs performed by people at their workplace with your friend.

You	You friend
Which job do you think is difficult?	I think the job of a plumber is difficult.
Why _____!	A _____ has to _____ _____ _____.
_____	_____
Yes. A _____ needs good skills _____.	Certainly! Now tell me which job you think is _____.
I will say the job of _____.	_____ _____
_____.	_____
A _____ has to _____ _____ _____ _____	_____ _____ _____ _____

4. Practice role play with your friend.

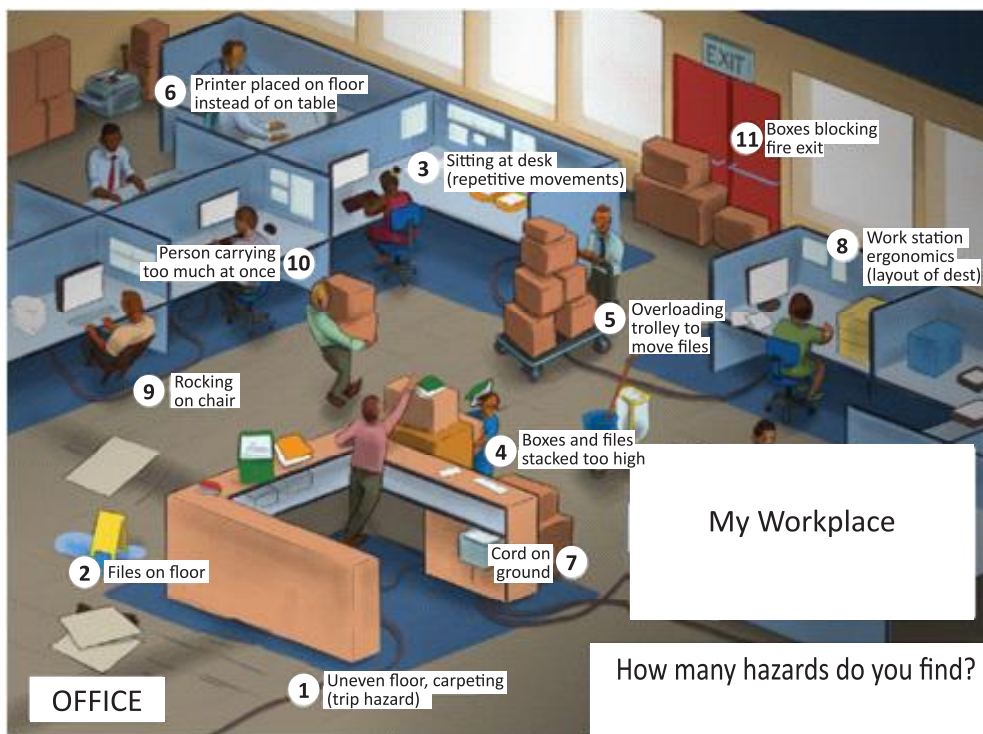
You	Your friend
What do you do?	I am a desktop publisher at ABC software solutions.
Where is your office located?	It is at Kumaran Nagar, Chennai. It is on the third floor in a building.
How do you commute to your workplace?	I go by train.
Tell me about the nature of your job.	I enter data and process information using computers.
Fine. How do you process information?	I compile, codify, categorize, and verify information or data.
What else do you do?	I also proof-read documents and correct the errors.
How do you interact with your customers?	We connect with our customers through email or phone. My office is customer-friendly. We also meet them in person.
Oh I see. Do you do graphic designing and editing?	Of course. We edit graphics using pixel or bitmap editing.
Can you give me your office contact information?	Yes. Here it is.
Thanks!	It's my pleasure.



5. Complete the dialogue and practise role play with your friend.

You	Your friend
What do you do?	I am a _____ at _____ .
Where is your office located?	It is at _____ _____
How do you commute to your workplace?	_____ _____
Tell me about the nature of your job.	I _____ _____ _____
Fine. How do you _____?	I _____ _____ _____
What else do you do?	I _____ _____ _____
How do you interact with your customers?	I contact my customers through _____ _____ _____
Oh I see. Can you _____? _____?	Of course.
Can you give me your office contact information?	_____ _____
Thanks!	_____

6. Provide information about the workplace given in the chart and practise role play.





Supervisor	Worker
I have received complaints about our workplace safety. Please check them immediately and share the details with me.	Madam, I have already checked our office.
Ok, tell me about it.	There are many hazards like _____ _____ _____ _____ _____ _____
What about the workers in the office?	Some have poor work habits which may affect their health. An awareness programme on occupational hazards can be conducted.
Any other _____?	There is no fire alarm in the office.
Oh! _____ will be installed soon.	Thanks

7. Complete the telephone conversation with the customer and practise role play.

Customer	Customer Representative
Hello!	Hello! This is AB Car customer service.
I am _____.	I'm _____, how can I help you sir?
I want to know whether my _____ is ready for use.	Give me your car details please.
It's a _____ PB 7767.	Just a minute sir. Let me check.
Ok.	It's _____ for delivery.
Fine. Can I collect it by 7 p.m today?	_____ sir. Our office _____ by 6 p.m. If you confirm the address, we will deliver it ourselves before 6.
That's fine. Please deliver it to my address.	Sure _____.
What is your work timings?	We provide service from _____ a.m. to _____ p.m. only sir.
Ok. Thanks.	_____.
	Goodbye sir.



8. Complete the dialogue.

Hi _____	Hi _____, How are you?
Fine, _____?	Fine. What do you do?
I work in a clothing company.	Oh fine! Tell me about your workplace.
Well. It's a small scale company with 50 people working in it. There is a godown attached to it.	Ok. What are you there?
I work as _____.	Fine.
I do _____ _____.	Is it an ISO certified company?
Yes, _____	How many hours do you work?
I work for _____	Fine.

9. Using the picture clues, speak to your friend about the facilities available in the workplace.

Day care centre



Cafeteria



Gym



Library



Health centre



You	Your Friend
Where do you work?	I work in _____.
Tell me about your office.	It is _____ _____
Fine. What are the facilities available?	_____ _____
That's good.	We also have _____ _____
That's fine. I wish to work in such a place.	If you are interested, you can apply for the post of AC Mechanic as there is a vacancy.
Yes, I would like to.	You can send your _____ to the HR.
Can you _____ it please?	_____ _____
_____	_____
_____	_____



Complete the What I learned column in the KWL chart.



- One must be aware of workplace information in order to deal with one's peers, superiors and subordinates.
- Usage of apt information and expressions are essential for success in the workplace.
- Talking politely helps to maintain good environment at workplace.



Listen to the video and explore different ideas about workplace experience.

<https://www.khanacademy.org/college-careers-more/career-content/manage-people-and-processes/business-office-manager/v/jay-business-office-manager-how-i-got-my-job-and-where-im-going>

<https://www.youtube.com/watch?v=OayCm263kIM>

21. Discussions on Current Happenings



At the end of this lesson, you shall be able to:

- express thoughts, views and opinions
- ask clarifications, agree/disagree with others
- use expressions to initiate and engage in discussions.



Discussion is an activity in which participants talk about a specific subject. It requires all participants to share their ideas, thoughts and opinions. It helps to understand how ideas/thoughts are organized and expressed with clarity.



What I already **K**now

What I **W**ant to find out

What I **L**earned



a. Common expressions/phrases used in discussions.

Initiating Discussion	Asking for Opinion/Explanation/Clarification	Ending Discussion
Let's talk about ...	Can you tell me ...?	Let's conclude ...
Let's discuss ...	What do you think about/of ...?	Let's finish ...
Shall we discuss ...?	What's your opinion about ...?	In conclusion ...
Did you read/hear about ...?	Do you think/feel ...?	To sum up ...
Let's begin ...	How do you feel about ...?	To conclude ...
Let's start ...	May I ask you ...?	
	Tell me about ...	
	Please explain/clarify ...	

Personal Point of View

- In my experience ...
- As far as I'm concerned ...
- In my opinion ...
- Personally, I think ...
- I'd say that ...
- I'd like to point out that ...
- I believe that ...

Agreeing with an opinion

- Of course.
- You're absolutely right.
- Yes, I agree.
- I think so too.
- That's a good point.
- Exactly.
- That's true.
- Neither do I.
- I couldn't agree more.

General Point of View

- It is thought that ...
- Some people say that ...
- It is considered ...
- It is generally accepted that ...

Disagreeing with an opinion

- Yes, but ...
- I'm sorry to disagree with you, but ...
- That's not entirely true.
- On the contrary ...
- I'm not so sure about that.

b. A few practical hints to help you do discussions.

In a discussion ...

- maintain eye contact while speaking
- speak clearly and sensibly
- allow others to speak
- listen to others carefully
- make sure to bring the discussion on track
- have positive attitude
- be polite.



Ganesh	Peppin	Aiysha
Let's talk about the career opportunities for ITI trainees.	I think there are many.	Is it?
I hope so.	There are very good opportunities for ITI trades.	I disagree with you.
There was a mention of 3000 vacancies for ITI trainees in public sector companies.	There are opportunities in foreign countries too.	Really?
It is generally considered that ITI courses are not competitive, but it is not so.	There is a shortage of skilled craftsmen all over the world.	Do you mean there's a need for people who fix things and provide services?
Definitely!	For example, trades like fitters have more opportunities in international oil and gas factories.	I agree, but many do not know how to apply for these jobs.



A	B
What do you see in the first picture?	She maintains a good eye contact. It is an essential skill required in discussions.
Don't you think it's a negative attitude?	Definitely! We should avoid such behaviour in discussions.
What do you see in the second picture?	You may lose the track of discussion. You will not be able to speak sensibly.
How do you say that she's listening?	I think in the first picture, friends walk off because they are unhappy or have disagreed on something.
Correct, but if you don't listen ...?	The second one is positive. The lady listens carefully to the speaker.
Exactly! What about the next picture?	Yes, it will. They should sort out their differences to have a healthy discussion.
Won't impolite behaviour affect discussions?	The third one looks like an argument. Their body language seems to be aggressive.

3. Read the following text on MUDRA Loan and fill in the blanks. Role play the same with your friends.

MUDRA LOAN
<ul style="list-style-type: none"> • Mudra loan is provided by the Micro Units Development & Refinance Agency Ltd., under the Pradhan Mantri MUDRA Yojana scheme. • This loan is particularly for non-farming and non-corporate micro and small enterprises. • The enterprises can avail loans up to Rs.10 Lakh under this scheme. • The scheme was launched by the Prime Minister in 2015.

A	B	C
Do you know about MUDRA loan?	Yes, I have heard of it.	No, I _____. Tell me what it is.
It is a loan provided by _____.	It comes under the _____ scheme.	Who can apply for it?
Non-farming and _____ enterprises can apply.	Oh, I see.	Fine. How much amount one can get?
Up to Rs _____.	Oh, that's great.	This will be helpful for micro and small _____.
Do you know when it was launched?	I think it was in _____.	A good initiative.



4. Read the following passage on Hydraulics and Pneumatics. Imagine that you are Rakesh. Complete the given sentences and use the same to discuss the topic with your friend, John.

Issues	Hydraulics	Pneumatics
Power	Hydraulic tools are powerful, because they use pressurized liquid (oil).	Pneumatic tools cannot deliver the same power, because they use pressurized air.
Maintenance	Very little maintenance is required, as the internal parts are always bathed in oil.	More maintenance is required as it includes draining moisture from air tanks and constantly keeping tools oiled.
Noise	They are quiet.	They are accompanied by loud compressors.
Temperature	It will operate in sub-zero temperatures. It will not freeze up.	Due to moisture in the air, they can freeze up.
Cost	They are about twice the cost of pneumatic tools.	Pneumatic tools are cheaper and easier to build.

John	Rakesh
I am planning to buy a Pneumatic water pump for my house. What is your _____?	In my opinion, Hydraulic pumps are better than _____.
How do you say that?	Hydraulics is more powerful because _____.
Yes, but doesn't it need a tank to store the liquid/oil?	Of course, but comparatively it has more advantages.
Oh I see!	It requires very little _____.
That's a good point to be considered.	In terms of noise, _____ _____.
That's good.	Another advantage is that it will operate in _ _____ _____.
But I think Hydraulic pumps are very costly.	Yes, they are. But it's only the initial cost. The running cost is very less compared to Pneumatic pumps.
Really! Now I agree. _____. Thanks for the _____.	So, have you changed your mind?
Yes, _____.	It's a better option.



5. You have already applied for the apprenticeship program. Your friend also wants to apply for the same. Complete the conversation and role play the same with a partner.

A	B
I'm interested in applying for _____. Do you have any idea?	I have already _____.
Where do you find the application form?	Go to _____ website. Click the link _____.
Ok. Can you tell me _____?	Sure. You need to fill: 1. contact details. 2. _____. 3. _____. 4. _____. 5. _____. Then click Submit to complete the process.
Thanks a lot for _____.	_____.

The screenshot shows the registration form for the Ministry of Skill Development And Entrepreneurship. The form is divided into several sections: Contact Details, Qualification Details, Technical Qualification (Please fill if applicable), Trade Preference, and a final section for photo upload and captcha. The Contact Details section includes fields for Address, State, District, Pincode, Contact No., and Email ID. The Qualification Details section includes Academic Qualification and an Attach Document button. The Technical Qualification section includes Name of Institute, Name of Council/University, Name of Trade/Course, and Course Start/End Dates. The Trade Preference section includes Sector and Trade dropdowns, and checkboxes for selecting 1st, 2nd, and 3rd preferences. The final section includes an Upload Your Passport size Photograph button, a Captcha image (60435), and a Declaration checkbox.

Note: www.apprenticeship.gov.in is the official website to apply for the apprenticeship training.



- 6. Initiate a discussion with your friends highlighting the benefits of overseas internship. You may use the details given in the passage. Use the frames given below.**

Overseas Internship

India is one of the youngest nations in the world with nearly 65% of its population in the working age group of 15-64 years and more than 54% of its total population below 25 years of age. India needs to equip its workforce with employable skills and knowledge so that they can contribute to the economic growth of the country. The Ministry of Skill Development and Entrepreneurship has engaged actively with several countries with the purpose of technology transfer in skill training, training of trainers, setting up of model and centres of excellence. In this respect, Technical Intern Training Program (TITP) offers training to the workers for a specific period of 3-5 years in Japan's industrial society. It also promotes international collaboration through the transfer of skills, technology and knowledge among the participating countries. This will contribute towards human resource development.

Do you know about _____?

I think _____.

It is considered that _____.

In my opinion, _____.

TITP offers _____.

It promotes _____.

It contributes _____.

- 7. Your friend has invented a camera equipment to diagnose plumbing issues in sewer lines. Using the information given below, tell him about NSDA's Innovation Cell and ask him to submit his idea to the Agency. You may use the ideas given.**

NSDA invites innovative ideas/concepts.
 Innovators may send proposals.
 Appointed committee reviews the proposals.
 Shortlisted proposals are invited for presentations.
 Selected ideas are implemented.

Innovation Cell

The National Skill Development Agency (NSDA), invites innovative ideas, concepts and practices on skill development. A committee has been set up to review all such innovations and to facilitate their application on a wider scale. All the innovators who wish to bring their ideas and practices may send their proposals and presentation to the National Skill Development Agency via email to innovations@nsda.net.in. Shortlisted proposals will be invited to make presentation before the Committee which will meet every month on the third Wednesday of the month at 11 a.m. in the NSDA office. Selected innovative practices will be facilitated and propagated for wider application. For more details, visit <http://www.nsda.gov.in/>

- 8. Read the passage and in group discuss the various career options you may have if you are skilled in CAD.**

Computer Assisted Design (CAD)

CAD is a process of creating a technical diagram with the use of computer software. It is an important technology in the field of drafting and design. It has the benefits of lower product development costs and a shortened design cycle. The ability to create diagrams and illustrations with computer software is a useful skill that can lead to a variety of jobs.



CAD

Electrical drafters

They create diagrams that lay out wiring setups. These diagrams are used by professionals who repair and install electrical equipment and wiring.

Mechanical drafters

They prepare detailed assembly drafts for use with mechanical devices and machines. These drawings include methods of fastening, dimensions and other specifications.

Aeronautical drafters

They create plans and drawings that detail engineering specifications for use in the manufacturing of airplanes and missiles.

Architectural drafters

They draw features of buildings, both structural and architectural, used in construction jobs. Diagrams may include materials needed to complete the job for both commercial and residential buildings.

Civil drafters

They create topography and relief maps for use in civil engineering projects. These projects include bridges, water and sewage systems, highways and flood control setups.



Complete the What I learned column in the KWL chart.



- Discussion helps in generating ideas about a topic.
- It helps to listen actively, think clearly and respond meaningfully.
- Discussing a topic becomes easier when common expressions/phrases are used.



Visit <https://www.youtube.com/watch?v=nAGvLAoqmUk>. Listen to the video on NSQF and discuss the role of NSQF in skill development with friends.