



Name: XXX
 Address: YYY
 Date of Birth: 00/00/0000
 Contact information: Landline: 000 00000000
 Mobile: 00000 00000
 Email:abcd@efgh.com

Academic Qualifications:
 Technical Qualifications: CAD, MS-office
 Work Experience: Apprenticeship in NMOP industry
 Personal Interests: Gardening, singing, housekeeping.

Examination	Board	Marks obtained
SSLC/10thStd		
NCVT		

Signature
XXX



1. Rishab is not well. He is applying for leave for 2 days. Help him complete the leave letter. Since he is writing to the Principal, it is a formal letter.

From
 H Rishab
 Fitter Trainee
 IIT, Pune
 To
 The Principal
 IIT, Pune

Sir,
 I am not well. I _____ you to give me _____ to avail _____
 for _____. I will come to ITI on _____.
 Thank _____.

Pune
 01.07.20__

Yours obediently,

2. Your father is not well. You need to take him to the hospital. Write a letter to the ITI Principal requesting for leave.

From

To

Sir,

 Thank _____.

Yours obediently,



3. Look at the advertisement for ITI trainees. Write a formal letter of application and a resume. You may refer to the structure of the letter and resume in the illustration. Write the letter and resume in the table given to the Director, ABC industry, Cantonment, Delhi.

Eligibility: NCVT certificate, 18-28 years old.

Salary: Rs. 15,000 – 25,000.

INDUSTRIAL JOB FOR ITI		
Sl. No.	Trade	No. of Posts
1.	ITI Fitter	175
2.	ITI Electrician	125
3.	ITI Welder	150
4.	ITI Plumber	135
5.	ITI Turner	80
6.	ITI Refrigeration	120
7.	ITI Machinist	115
8.	ITI Wiremen	50

Date:

From

To

Dear Sir/Madam,

Sub: Application for the post of _____

I saw your advertisement in naukri.com. I have completed ITI training in _____ trade. I wish to apply for the post. I am _____ years old. I have _____ certificate.

I have enclosed my _____ for your reference. I assure that if I am selected, I will work hard and follow all rules and regulations of your company.

_____.

Yours Faithfully,



Resume

Name:

Address:

Date of Birth:

Contact information: Landline:

Mobile:

Email:

Academic Qualifications:

Examination	Board	Marks obtained
SSLC/10th Std.		
NCVT		

Technical Qualifications:

Work Experience:

Personal Interests:

Signature

4. You have completed ITI training and have NCVT certificate. You wish to apply for internship in BHEL, Delhi. Draft a resume and covering letter to the DGM, BHEL, Delhi. You may use the format used for the previous activity.

Date:

From

To

Dear Sir/Madam,

Sub: Application for the post of _____

I saw your advertisement in naukri.com. I have completed ITI training in _____ trade. I wish to apply for the post. I am _____ years old. I have _____ certificate.

I have enclosed my _____ for your reference. I assure that if I am selected, I will work hard and follow all rules and regulations of your company.

_____.

Yours Faithfully,



Resume

Name:

Address:

Date of Birth:

Contact information: Landline:

Mobile:

Email:

Academic Qualifications:

Examination	Board	Marks obtained
SSLC/10thStd.		
NCVT		

Technical Qualifications:

Work Experience:

Personal Interests:

Signature



Complete the What I learned column in the KWL chart.



Verbal communication in the form of writing letters of application and resumes is important. It will help to succeed in getting jobs. Well-written and good resumes and letters of application will create a good impression about the applicant on the employers.



<https://youtu.be/lx0sy7-ivxM>

<https://youtu.be/MYaXN8j7rL8>

<https://youtu.be/1RfZcU3DFz0>

<https://youtu.be/lviKtfayAU>



10. Non-verbal Communication



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

- identify the spatial distance appropriate for formal and informal communication
- recognize the importance of maintaining appropriate bodily movements and appearance
- practise to maintain spatial distance and proper body language.



Ability to identify the appropriate spatial distance to be maintained during communication is an essential skill. The spatial distance varies with the context of communication. The distance is minimum in informal communication while it is greater in formal communication. Spatial distance is a form of non-verbal communication.

Body language communicates more than the spoken word. It includes gestures, postures, facial expressions, eye contact and personal appearance. Identifying appropriate bodily movements and personal grooming help to achieve success in interviews as they create a good first impression.



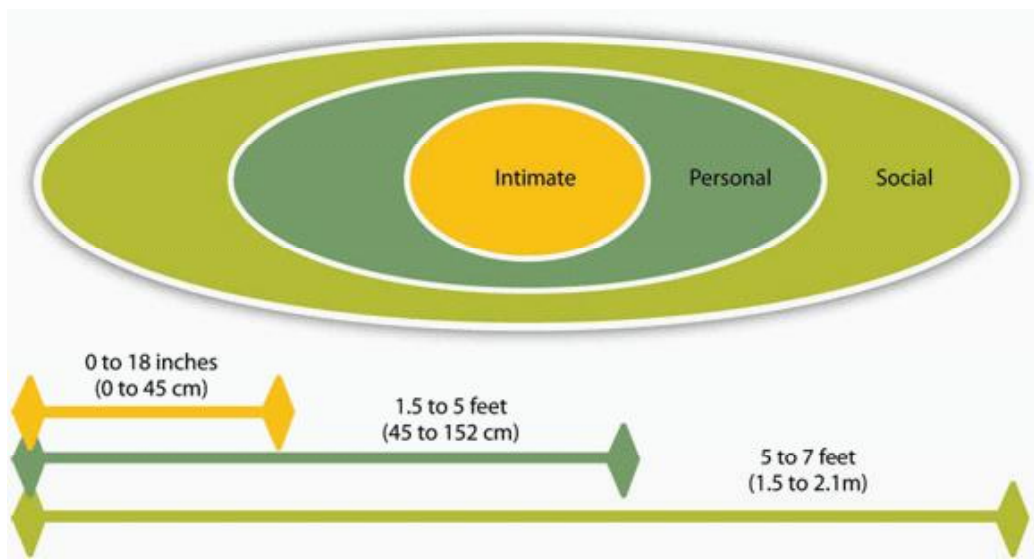
What I already **K**now

What I **W**ant to find out

What I **L**earned



a. Spatial Distance





b. Bodily movements/Gestures



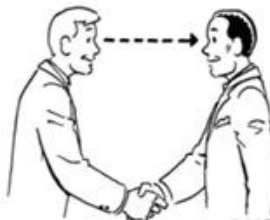
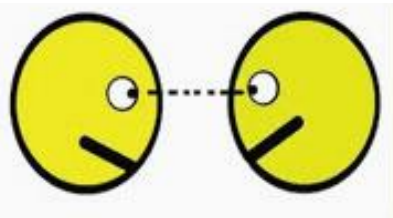
c. Postures



d. Facial Expressions



e. Eye Contact



f. Facial Expressions



1. Choose a partner. Answer the following questions. If your response is different from that of your partner, write both responses in the space provided.

a. Do you like people who are neatly dressed?

b. What are the important things to consider to look good and neat?



c. Is it necessary to look good when you are in the ITI as a trainee? Give reasons.

d. What are the important things to follow to maintain a neat appearance every day?

2. Fill in the blanks with the appropriate words with respect to your everyday appearance in the ITI.

tucked in, shoes, buttoned, neatly cut, combed, teeth

_____ shirt, clean _____, polished _____, _____ shirt,
_____ hair, _____ nails

3. Read the following passage and tick the appropriate column in the table with dos and don'ts of non-verbal behaviour.

The eyes and facial expression are important to a speaker/listener. If a listener is rolling her eyes, has a bored expression or seems glazed over. It means that the listener is not actually listening or does not care about the speaker has to say. Although some find it hard to make eye contact, attempting to do so during conversations makes you come across as alert and caring. Head movements such as nodding are also important visual cues that let people know you are listening, processing the information and care about what is being said.

This area of non-verbal communication depends on the person. Not everyone "talks" with their hands, but integrating hand gestures into communication is a good way to get your point across. Examples to avoid would be pointing at the listener or wild hand gestures that take away from what you are saying. Speakers often use hand gestures to help solidify a point they are making.

Crossing your arms over your chest signifies to a listener that you do not agree with them and you are closed off from what they are saying. Fidgeting while listening also imparts cues that you are not interested in what is going on. This includes playing with your hands or objects, as well as swinging/shaking/moving your feet. Keeping still while listening may not be easy, but it lets the speaker know that you care about what they are saying.

Body positioning is subtly different from actual body movements. For example, even if you are sitting perfectly still but are leaning backwards, this gives the impression of disinterest or even downright disagreement. Inclining towards your listeners or the person who is speaking to you gives them the impression that you are engaged in the conversation. When people don't get along, they may give off subtle cues in their body positioning by turning slightly away, giving the impression that they want to leave the conversation. Open and engaged body positioning is important in a conversation.

Non-verbal Behaviour	Dos	Don'ts
Rolling eyes when someone is speaking		
Maintaining good eye contact with the speaker/listener		
Nodding the head makes the speaker know that you are listening.		
Using hands while speaking is a bad practice.		



Using hands while speaking is called gesture.		
Keeping hands crossed means obedience.		
Playing with objects, shaking legs are good signs of listening.		
Leaning forward makes listening to the speaker easy.		
Leaning backwards gives the impression of indifference to the speaker.		

4. You are talking to your supervisor. List the appropriate non-verbal behaviour you would follow: spatial distance, posture, facial expressions, eye contact. You may refer the passage in the previous activity and the visuals in the illustration.

5. Rahim is an electrician trainee. He has joined your ITI this year. As a senior ITI electrician trainee in the second year, give some advice on how Rahim has to come to the ITI every day. Remember to include information on his appearance, shirt, pant, shoes, hair, nails, etc.

6. Read the following descriptions. Identify the inappropriate behaviour. Write reasons to show why they are inappropriate.

a. Saleem is called by the instructor. The instructor tells Saleem how to use a Vernier Caliper. Saleem does not look at the instructor. He looks down when the instructor is talking to him.

b. Thomas is listening to a guest lecture on employability in his ITI. He is not interested in the session. He is drawing in his notebook and showing it to his friend, Ajay.

c. Mallik is called by the Principal as he has been very irregular to the ITI. Mallik stands very close to the Principal. He takes a paper weight on the Principal's table and starts playing with it.
