“Man often becomes what he believes himself to be. If I keep on saying to myself that I cannot do a certain thing, it is possible that I may end by really becoming incapable of doing it.

On the contrary, if I have the belief that I can do it, I shall surely acquire the capacity to do it even if I may not have it at the beginning.”

~Mahatma Gandhi~
Introduction

Employability skills are a set of skills, knowledge, and attributes that make an individual more employable. These skills are important because employers look for people who have good communication, computer knowledge, and a positive attitude towards work. This course is designed to make learners employable and give them the right step towards a successful career.

The Employability Skills curriculum has been designed after thorough research on inputs from industry experts and faculty. It primarily focuses on essential competencies such as Communication, Digital Literacy, Behaviour, Problem Solving, Customer Centricity, Teamwork, etc.

The curriculum uses simulations for learner’s practice and also has a strong assessment programme to measure learner’s progress. With these comprehensive skills and knowledge, the learner can definitely ace the employers’ expectations.

Job Ready

Employability skills are core skills needed in nearly every job. These are the skills that employers look for while recruiting. The Job Ready course will help learners acquire these skills, thus helping them in their journey towards a successful career.

Job Rise

Education and experience will make a learner eligible for a job, but to be successful in most roles, one will need skills that are likely to develop over time. The Job Rise course will help learners move up the ladder in their careers & accomplish their goals.
21st CENTURY SKILLS
JobWISE 2: Employability

Click the competency for details
Communication Basic

All employers look for potential employees with excellent communication skills. Apart from verbal, written, and non-verbal communication, excellent communication skills also require a person to be a good listener.

After completing the lessons in this competency, the learners will be able to:

- Know the importance of communication
- Have daily conversations about themselves and talk about their routine, hobbies, weather, places, and so on
- Learn about non-verbal communication or body language
- Learn the basics of active listening
- Prepare for a job interview and group discussion
- Gain negotiation skills, assertiveness, and selling skills
Communication: Basics and Importance
- Communication and its importance
- Types: Verbal and Non-verbal
- 7 C’s of communication
- Barriers to effective communication

Speaking: Greetings and Introductions
- Greeting
- General interactions
- Self-introduction

Job Ready

Speaking: Seasons, Travel, Nature, and Entertainment
- Conversations involving seasons, travel, transportation, elements of nature, entertainment, types of markets, and festivals

Speaking: Human body, Food, and Colours
- Conversations involving human body, colours, common health problems, food, and nourishment

Speaking: Describing Weather, Directions, Places, and Things
- Conversations involving human body, colours, common health problems, food, and nourishment

Writing: Construct Meaningful Sentences
- Meaningful written communication
- Simple and relevant sentences

Writing: Understand Personal Experiences and Thoughts
- Phrases or sentences on thoughts, experiences, views or plans
- Patterns of writing dates
- Connectors or sequencing words
Non-verbal Communication
- Non-verbal communication
- Types of non-verbal communication
- Non-verbal communication and its use
- Gestures, expressions, and postures at workplace
- Correct body language and common mistakes
- Body language and suitable response
- Improvement techniques

Active Listening
- Introduction to active listening
- Listening with undivided attention

Job Ready

Negotiation: Understanding Perspectives
- Point of views or perspectives
- Reaching consensus on different

Self Presentation: Making a Great First Impression
- Importance of a good first impression
- Ways to create a positive first impression
- Mindset behind always making a good

Self Presentation: Excelling at Interviews
- Effective Performance
- Techniques to perform well
- Ways to be confident
- Speaking with politeness and respect
- Documents to carry to the interview

Self Presentation: Rocking the Group Discussion
- Effective participation in group
- Preparation for group discussions
- Communication of thoughts

Selling: Communicate Effectively to Gain Acceptance
- Accurate and correct delivery of message
- Correct recommendation using appropriate technique
- Rapport and trust-building
- Obstacles in gaining acceptance
Communication Workplace

An employee with good communication skills can communicate effectively with clients, stakeholders, and team members. This helps them progress in workplace environments. Such an employee is surely counted as an asset to the organisation.

After completing the lessons in this competency, the learners will be able to:

- Have effective interactions over the phone
- Negotiate, present and seek opinions, and have buyer-seller interactions
- Refuse politely
- Practice active listening
- Make requests
- Write notes, emails, and reports
Speaking: On the Telephone
- Effective interaction over phone
- Taking information over phone
- Taking and leaving a message

Speaking: Making Requests
- Basic conversations at work
- Requests and permissions
- Information sharing with peers/supervisors

Job Ready

Speaking: Participating in Buyer Seller Interactions
- Buyer Seller interaction
- Product or service enquiry
- The art of apology
- Making complaint

Speaking: Saying No or Refusing Politely
- Refusing requests politely
- Ways to politely say "No"

Speaking: Workplace Conversations
- Routine and non-routine formal discussion
- Discussing experiences
- Clear sequencing of tasks

Speaking: Presenting and Seeking Opinions
- Seek and share views
- Reasoned opinions
- Polite disagreements
- Compare advantages and disadvantages

Writing: Write for a Purpose
- Structure of text
- Writing practice
- Purpose based writings

Writing: Write Effective Notes
- Note writing techniques
- Written or oral communication
- Taking notes during a discussion
Job Ready

Writing: Write Effective Emails
- Basics of a writing effective e-mail
- Types of e-mails
- Emailing different recipients
- Purpose of e-mails

Writing: Write Effective Resumes and Reports
- Structure and purpose of resume and reports
- Resume formats
- Reports for various purposes

Writing: Write an Effective Summary
- Elements of a good summary
- Argument/opinion supported by a valid reason
- Inferences of summary
- Cause and effect based on shared information

Selling: Compare Features and Benefits of Products & Services
- Comparison of features
- Parameters of comparison
- Importance of gathering information
- Common mistakes when making

Negotiation: Negotiation in Action
Getting to YES
- Effective handling of situations
- Negotiation strategies
- Positive and healthy relationships
- Making complaint
Collaboration

Speaking: Collaborating with Others
- Collaboration
- Identification of purpose
- Information/inputs to resolve queries

Speaking: Influencing Others
- Influence others in conversations across different situations

Listen Actively and Take Actions
- Active listening
- Right course of action

Job Rise

Listening: Gather Information and Draw Conclusions
- Maximum information extraction
- Information context and relevance
- Actionable inferences

Negotiation: Managing Disagreements and Deadlocks
- Solution-Centric approach
- Creative ways to arrive at a solution
- Ego management

Writing: Review and Modify Written Artefacts
- Review of written artefacts
- Importance of effective feedback
- Focus on important aspects

Selling: Identify and Represent Key Features Of Products
- Key features
- Presentation of key features

Assertive Communication
- Assertiveness
- Difference between being assertive and being aggressive
- Importance of being assertive
- Situations demanding assertiveness
- Dealing with aggression/criticism/negative feedback
- Examples of situations at work

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Customer Centricity

Sparking customer delight and always placing the customers’ needs first, generates the highest business value. It means offering a great experience to the customer throughout each interaction with them.

After completing the lessons in this competency, the learners will be able to:

- Know the importance of excellent customer service in every industry
- Understand the different types of customers
- Greet customers and assist them
- Respond to customers’ queries
- Handle customers’ complaints
- Enhance customers’ experience by performing better than their expectations
Types of Customers: 1
- Types of customers
- Customer management

Types of Customers: 2
- Types of customers
- Customers handling

Responding Effectively to Customers
- Customer needs and services
- Response to customer’s concerns

Building Rapport with Customers
- Rapport with customers
- Customer needs and the 'Wow' experience

Exceeding Customer Expectations
- Customer expectations
- How to exceed customer’s expectations?

Enhancing Customer Experience
- Improvement of customer satisfaction
- Customer experience enhancement
Attitudes & Behavioural Skills

Employers seek to recruit individuals who understand the importance of self-care, positive attitude, and mental wellbeing. Attitudes & Behavioural Skills help a person become efficient and productive not only in the workplace but also in personal life.

After completing the lessons in this competency, the learners will be able to:

- Manage time and gain cost-consciousness
- Learn the importance of quality & attention to detail
- Acquire the art of being result-oriented and have a positive mindset
- Understand the basics of safety practices
- Learn the basics of agility and change management
- Understand how to be self-aware
- Understand the beauty of continuous learning
- Note the importance of values and beliefs
- Acquire emotional intelligence
- Gain financial literacy
- Understand the importance of good health and grooming
Learn the importance of quality & attention to detail

Time and task management: Plan and Manage Tasks Within a Timeline
- Importance of planning time and tasks
- Plan based on requirements
- Plan evaluation and amendments

Time and task management: Plan, Prioritise, and Manage Tasks
- Preparation of a plan
- Clear priorities
- Priority preference of a task

Cost consciousness: Introduction to Money Management
- Money management
- Application of money management
- Benefits of money management

Job Ready

Cost consciousness: Create a Budget
- What is a budget?
- Importance of budgeting
- Budget Creation
- Characteristics of a successful budget

Quality consciousness: Introduction to Quality
- Importance of quality
- Meaning of quality
- Quality standard
- Mindset for quality standard
- Link between quality and ownership/accountability

Quality consciousness: Understand the Impact of Errors
- Impact of errors
- Prevention of errors and mistakes
- Error identification for quality

Result Orientation: Introduction to Result Orientation
- Result orientation
- The approach
- The mindset

Result Orientation: Plan Tasks to Achieve Goals
- Note writing techniques
- Written or oral communication
- Taking notes during a discussion
Result Orientation: Plan Tasks to Achieve Goals

- Cycle of result orientation
- Results to be achieved
- Account of current position
- Task planning and prioritization
- Plan execution
- Result analysis
- Application of result orientation cycle to achieve desired results

Self-Awareness: Know Yourself

- Self-awareness
- The right job
- Job Execution
- Areas for self-improvement/development

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**Job Ready**

**Self Awareness: Searching for a Job**
- The right job
- Types of job roles
- Strength and skill-specific jobs
- Process of finding the right job

**Values and Beliefs: Make Ethical Decisions**
- Values and beliefs
- Which values to adopt?
- Importance of value adoption
- Values covered: Responsibility, self-discipline, empathy, etc.

**Emotional Intelligence**
- Emotions and their effect in interpersonal situations
- Emotion management (To display maturity and empathy)
- Stress management and its aspects
- Diffusion of emotionally charged interpersonal situations

**Responding to Change: Understand and Adjust to Change**
- What is ‘change’?
- Typical response to ‘change’
- Importance of accepting change
- Resistance management
- Response to criticism

**Personal Health, Hygiene, and Grooming**
- Importance of personal grooming
- Importance of personal hygiene
- Grooming essentials
- Not maintaining appearance?
- Personal grooming
Adopting safety practices: Basic First Aid

- Basic First Aid
- Importance/objective of First Aid
- Components
- Decision to use First Aid

Adopting safety practices: Health, Environment, and Safety Awareness

- Importance of maintaining health, environment and safety standards
- 'Health' and being 'Healthy'
- ‘Safety’ and how it can be ensured?
- Safety hazards, causes, and prevention

Job Ready

Gain Financial Literacy

- Components of a salary slip
- Types of bank accounts
- Need and purpose of loans
- Need and purpose of insurance
Importance/objecive of First Aid

Time and task management: Manage Multiple Resources
- Resource management
- Types of resources
- Optimum utilization of resources
- Time and requirement wise resource allocation
- Task delegation
- Time management tips to improve productivity

Cost consciousness: Review and Analyse Budgets
- Resource management
- Types of resources
- Optimum utilization of resources
- Time and requirement wise resource allocation
- Task delegation
- Time management tips to improve productivity

Job Rise

Quality consciousness: Improve Quality through Attention to Detail
- Attention to detail
- Importance
- When and where to pay attention to detail?
- Improvement in quality of work and life

Values and Beliefs: Align With Your Organization
- Important values and beliefs
- Set of values and principles of a company
- Organisational values and their adoption
- Value based decisions

Result Orientation: Set Standards to Achieve Goals
- What are standards?
- Importance of keeping standards
- Impact of improper standards
- Areas requiring standards
- Quality standards

Responding to Change: Adapt and Respond to Change
- Adapting to change
- Response to change
- Change implementation
- Response to criticism
Adopting safety practices: Responsibility Towards Safety

- Occupational health, environment and safety
- Responsibility towards health and safety (OSHA guidelines)
- Expectation from organisation/employer (OSHA guidelines)
- Potential situation of threat/risk
- Channel to report/raise alarm
- Prevention of reoccurrence
- Tips to avoid workplace hazards

Job Rise

Introduction to Learnability

- What is learnability?
- Role of learnability in improving career
- Learnability as a life-long process
Digital Literacy Basic

With the increased importance of technology in society, digital literacy is gaining recognition as the most valuable tool for lifelong learning. The core competencies of using computers, navigating the internet, and having access to broadband internet are essential to success.

After completing the lessons in this competency, the learners will be able to:

- Acquire basic computer skills in MS Office
- Learn etiquettes when communicating online
- Access information on the Internet
- Set up an email account and send emails
- Use various social media or networking sites
- Learn about computer hardware, data security, CRM, and POS
Perform Financial Transactions
- Introduction to financial transactions
- Introduction to online transactions
- Debit card/Net banking/ATM usage

Navigate Using Maps
- Introduction to Maps, GPS
- How to use Google and Bing maps?

Operating Digital Devices I
- Introduction to the digital world
- Operation of digital devices
- Functions of digital devices

Create Document
- Document creation in MS Word
- MS Word and its usage

Fill Online Forms
- Basic information in online forms
- Online details for jobs
- Types of online forms

Interact With People
- Introduction to emails
- Using emails
- IM for interaction

Access The Internet
- Introduction to the Internet
- Advantages & disadvantages of the Internet

Hardware and Software of Different Devices
- Difference between hardware and software
- Types of hardware/software and their usage

How to Secure Your Web Browser
- Importance of security settings

Benefits and Dangers of Social Networking Platforms
- Pros and cons of social networks
- Types of hardware/software and their usage

Steps Involved in Online Information Search
- Searching information on the Internet
- Steps in online information search
Digital Literacy Workplace

Technology is now firmly embedded in daily living. In fact, it helps to enhance productivity. Globalisation and digital technologies have had an intense effect on the world of work. We must be able to utilize online learning tools and social media platforms. Being digital literate definitely upsurges a learner’s chances of getting a job. While the sector and the job role may vary, but knowledge of digital tools at workplace are considered essential.

After completing the lessons in this competency, the learners will be able to:

- Find and access relevant digital content
- Analyse and combine information
- Share digital content in purposeful ways
- Know about advanced tools in MS Office
Operating Digital Devices II
- Operating systems
- Functions of digital devices

Analyse Data
- Introduction to MS Excel
- Charts in MS Excel
- Data analysis in MS Excel

Make Presentations
- MS Powerpoint presentation
- Uses of animations, themes, shapes, visual functions, etc.
- Data presentation through charts and tables

Work With Media Files
- Introduction to media files
- Introduction to video tools

Perform Effective Online Communication
- Introduction to the Internet
- Advantages & disadvantages of the Internet

Types of Data Security
- Types of security threats
- Securing data and devices

Web Browser Features and Risks
- Functions and features of web browsers
- Features affecting devise security

Availability and Features of Different Online Communication Tools
- Online communication tools
- Features of communication tools

Criteria for Evaluating Online Information
- Online information using key criteria

Working with Domain-specific Tools such as CRM and POS Devices
- Online information using key criteria

Working with Advanced Tools and Shortcuts of Excel
- Tools and shortcuts of Excel

Working with Advanced Tools and Shortcuts of PowerPoint
- PowerPoint tools to enhance productivity
Best Practices to Consider While Sharing Data Online Through Different Devices

- Data security within an organization
- Online data security and best practices

Best Practices of Using Different Online Communication Tools

- Best practices while using online communication and sharing tools

Best Practices to Consider while Working with Work Productivity Tools and Devices

- Work productivity tools and issues
- Work productivity tools and best practices

Job Rise

Best Practices Related to Online Information Search

- Online information search and best practices
- Online information search issues

Using Online Communities

- Various online communities
- Difference between online communities and social networking
- Benefits and risks of interacting using online communities

Using Internet for Everyday Activities

- Internet for everyday activities
Problem Solving

Problem solving is about having the willingness to find solutions when faced with difficult situations. Problem solving includes creative thinking abilities, critical thinking mindset, and the ability and confidence to make the correct decisions.

After completing the lessons in this competency, the learners will be able to:

- Learn the importance of having a positive mindset when faced with problems
- Understand ways to find different solutions to one problem and then identify the most ideal solution
- Think creatively or out-of-the-box
- Analyze problems using critical thinking
- Acquire decision making skills
Problem Solving: Introduction to Critical Thinking

- Critical thinking
- Critical thinking process
- Benefits and applications of critical thinking
- Application of critical thinking based on data analysis and links between ideas

Problem Solving: Apply Critical Thinking To Analyse Data

- Logical conclusions
- Comparisons to select the best solution

Job Ready

Problem Solving: Introduction to Creative Thinking

- Creative thinking
- Creative thinking techniques
- Benefits and applications of creative thinking
- Problem solving

Creative Thinking: Apply Design Thinking

- Design thinking
- Benefits and applications of design thinking
- Difference between creative and design thinking
- Design thinking process
- Problem resolution

Problem Solving: Introduction to Decision Making

- Decision making
- Importance of good decisions
- Effective decision making in a situation
- Understanding situations

Decision Making: Respond Effectively to a Situation

- Decision making process
- Response through decision making
Problem Solving: Apply Critical Thinking to Solve Problems

- Problem solving and analysis
- Assessment of results
- Remedial actions

Creative Thinking: Evaluate Solutions

- Creative solutions for problems solving
- Assessment and evaluation
- Remedial action/solution refinement
- Tips to improve creative thinking
- Hindrances to creative thinking

Job Rise

Decision Making: Analyse Impact of Decisions on Organisations

- Impact analysis and decisions
- Assessment of results
Teamwork

Since an employee works on a number of group projects, he/she needs to be able to get along well with others, collaborate, and work towards the common organisational goal. Teamwork skills include helping team members, being an active participant in team-projects, being flexible, and learning to manage conflicts.

After completing the lessons in this competency, the learners will be able to:

- Learn about the importance of collaborating with team members to achieve a goal
- Build effective work-relationships
- Understand the importance of networking to achieve business goals
- Acquire the understanding of what conflicts are and how to identify them
- Resolve or diffuse conflicts in personal and professional situations
Work Effectively in a Team
- Completion of tasks
- Techniques to work effectively in a team

Collaborate to Achieve Team Goals
- Techniques to collaborate within a team
- Importance and ways to achieve team goals

Build Effective Relationships
- Effective work relationships
- Effective relationships within the team

Build Effective Relationships with Stakeholders
- Effective work relationships with stakeholders

Collaborate Across Different Teams
- Achieving organizational goals within and across teams

Conflict Management: An Introduction
- What is a conflict?
- Types of conflicts
- Conflict management
- Needs of concerned parties

Conflict Management: Identify and Resolve Conflicts
- Reasons of a conflict
- Individual perspective
- Conflict resolution

Conflict Management: Resolve Conflicts to Maintain Relationships
- Best strategy to resolve conflicts
- Relationship management through healthy practices
Network to Achieve Business Outcomes
- Network to expand organisational outcomes

Enhance Team Effectiveness through Appropriate Interventions
- Improvement of overall effectiveness and team dynamics
- Intervention to improve team effectiveness

Conflict Management: Anticipate and Diffuse Conflicts
- Behaviours leading to a conflict
- Intervention at the right time
- Management of conflicts

Job Ready

Job Rise
Workplace Awareness

Workplace Awareness can simply be defined as staying up-to-date on the happenings and developments in the business world and industries across the world. These skills will help the learner become an aware, respectful, and well-cultivated employee.

After completing the lessons in this competency, the learners will be able to:

- Identify & look for a job
- Learn about different high-growth sectors and industries
- Learn about the rules and guidelines of working in a professional environment
- Acquire respectful and polite workplace etiquettes
- Respect cultural diversity in the workplace
- Acquire gender sensitivity in the workplace.
Cultural Fitment & Gender Diversity
- Organisation’s cultural diversity and gender sensitivity policies
- Beliefs and behaviours to organisational policies

Identify and Align with High-growth Sectors
- High-growth skill sectors and skill sets
- Alignment of skill sets
- Relevant jobs based on skill set

Organisational Structure and Values
- Organisational structure and hierarchy
- Organisational values, work environment, and culture

Searching and Applying for Relevant Job
- Job vacancies and their accessibility-related media
- Job application requirements completion

Create a Career Growth Plan
- Growth opportunities and experience mapping
- Career growth plan and the use of upskilling resources
Entrepreneurial Mindset

The entrepreneurial mindset is about a certain way of thinking — it is about the way you approach challenges and mistakes. It also refers to the inherent need to improve your skill-sets and to persevere. An entrepreneur is a person who can add value, whether they create something themselves or work for somebody else. Under that definition, the path towards entrepreneurship and an entrepreneurial mindset can be pursued by anyone, including a teen.
After completing the lessons in this competency, the learners will be able to:

- Understand the concept of entrepreneurship; the mindset and skills required for it; and the advantages and disadvantages of entrepreneurship
- Understand the types of entrepreneurship and enterprises
- Learn marketing and 4Ps (Product, Price, Place, and Promotion) and also explain how the 4 Ps affect any business opportunity
- Learn the importance of a business plan & ways to master an elevator pitch
- Understand who an entrepreneur is and what their roles/responsibilities are
- Learn how to identify the customer base for a particular business opportunity and its value proposition
- Understand how to overcome fears, confidently face challenges, and recover from difficulties/failures
- Understand the importance of grit and positivity
- Learn from the success/failure stories of famous entrepreneurs
- Understand the importance of focusing energy and using networking for professional success
- Learn the concept and principles of competition analysis
- Learn about the different types of business risks and choose appropriate ways to mitigate those risks
- Learn the concept of funding
- Understand the importance of vision, mission and goals to set up a business and discover, evaluate and exploit opportunities/innovations
- Learn how to be an able leader by creating a collaborative/empowering/motivating work environment, while also embracing diversity inclusion and emotional intelligence
- Realize the importance of selflessness in entrepreneurship
- Understand the importance of taking the onus
- Understand how market dynamics affect business
- Rate their own entrepreneurial skills and mindset by analyzing success and failure stories/case studies of other successful entrepreneurs
Introduction to Entrepreneurship
- Concept of entrepreneurship
- Entrepreneurial skills and mindset
- Advantages & disadvantages of entrepreneurship.

Recognise Opportunity
- Four types of entrepreneurship
- Four types of enterprises

Creativity & Innovation
- Marketing
- 4Ps of marketing and their effects

Creativity & Innovation
- Business plan and its elements
- Elevator pitch
- Creation of an effective business plan

Job Ready

Are you a risk taker?
- An entrepreneur
- Roles and responsibilities of an entrepreneur
- Qualities of a good entrepreneur

Identify Your Customer
- Customer base and its value proposition
- Customer relationship management throughout the customer lifecycle

Self Confidence and Resilience
- Ways to conquer fear
- How to face challenges?
- Quick recovery from difficulties/failures
- Importance of positivity

Success and Failure Stories of Famous Entrepreneurs – 1
- Famous entrepreneurs and their experiences
- Differences between skills and mindsets of famous entrepreneurs

Never Give Up
- Focus for business enhancement
- Networking to build your business

Competition Analysis
- Concept of competition analysis
- Application of principles of competition analysis
- Most suitable business opportunity
Risks – Identification and Mitigation

- Types of business risks
- Identification and mitigation of business risks
- Application of risk mitigation strategies

Getting Money for Business

- Basics of financials
- Concept of funding
- Various sources of funding

Dream and Achieve

- Entrepreneurial attitude
- Importance of work quality and ethics

Job Ready

Leadership and Team Spirit

- Leading by example
- Importance of embracing diversity
- Role of emotional intelligence

Success and Failure Stories of Famous Entrepreneurs – 2

- Skill gaps of other entrepreneurs
- Analysis of success and failure stories

Serving the Society

- Giving without expecting a return
- Contribution to the development of society and country

Taking Ownership

- Complete ownership and accountability
- Control of business departments
Adapt to Change

- Market dynamics affecting business
- Competition strategies for superior performance

Discover Yourself

- One's skill rating
- Development of entrepreneurial skills and knowledge

Job Rise