

**4. ASSERTIVE SKILLS****THE VERGER****- Somerset Maugham****MULTIPLE-CHOICE QUESTIONS (MCQS)****1. Who is the author of the story "The Verger"?**

- A) Charles Dickens
- B) Somerset Maugham
- C) Jane Austen
- D) William Shakespeare

**Answer: B) Somerset Maugham****2. Where does the story take place?**

- A) St. Paul's Cathedral
- B) St. Peter's Basilica
- C) St. Peter's, Neville Square
- D) Westminster Abbey

**Answer: C) St. Peter's, Neville Square****3. What is Albert Edward Foreman's occupation?**

- A) Butcher
- B) Verger
- C) Lawyer
- D) Doctor

**Answer: B) Verger****4. What occasion had taken place at St Peter's, Neville Square, before the events of the story?**

- A) Wedding
- B) Funeral
- C) Christening
- D) Confirmation

**Answer: C) Christening****5. How long had Albert Edward Foreman been the verger of St Peter's?**

- A) 6 years
- B) 10 years
- C) 16 years
- D) 20 years

**Answer: C) 16 years****6. Why does the vicar call Albert Edward into the vestry?**

- A) To congratulate him
- B) To discuss a problem
- C) To offer him a promotion
- D) To ask for his resignation

**Answer: D) To ask for his resignation**

**7. What reason does the vicar give for asking Albert Edward to resign?**

- A) Albert is too old.
- B) Albert is not efficient.
- C) Albert cannot read or write.
- D) Albert is rude to parishioners.

**Answer: C) Albert cannot read or write**

**8. What realization does Albert Edward Foreman have while walking along the street after leaving his job as verger?**

- A) He should have invested his savings in stocks and shares.
- B) He should have pursued a different career path earlier in life.
- C) He needs to find another job as soon as possible.
- D) There is a potential business opportunity in opening a shop for tobacco and sweets.

**Answer: D) There is a potential business opportunity in opening a shop for tobacco and sweets.**

**9. What does Albert Edward decide to do after leaving his job as verger?**

- A) Become a butler again
- B) Open a tobacconist and newsagent shop
- C) Travel the world
- D) Retire and live off his savings

**Answer: B) Open a tobacconist and newsagent shop**

**10. How many shops does Albert Edward eventually own?**

- A) Five
- B) Seven
- C) Ten
- D) Fifteen

**Answer: C) Ten**

**11. How much money does Albert Edward have on deposit in the bank?**

- A) £20,000
- B) £30,000
- C) £40,000
- D) £50,000

**Answer: B) £30,000**

**12. What does the bank manager suggest Albert Edward do with his money?**

- A) Spend it all on luxury items
- B) Invest it in stocks and shares
- C) Donate it to charity
- D) Bury it in his backyard

**Answer: B) Invest it in stocks and shares**

**13. Why does Albert Edward hesitate to invest in stocks and shares?**

- A) He doesn't trust the bank
- B) He doesn't understand how investments work
- C) He prefers to keep his money in cash
- D) He wants to spend it on a vacation

**Answer: B) He doesn't understand how investments work**

**14. How does Albert Edward explain his lack of education to the bank manager?**

- A) He says he was too busy playing
- B) He claims he never had the time or interest to learn
- C) He blames it on a learning disability
- D) He admits to being lazy

**Answer: B) He claims he never had the time or interest to learn**

**15. What is the bank manager's reaction to Albert Edward's lack of education?**

- A) He is impressed
- B) He is shocked
- C) He is happy
- D) He is indifferent

**Answer: B) He is shocked**

**16. What is Albert Edward's response to the bank manager's reaction?**

- A) He laughs it off
- B) He feels ashamed
- C) He boasts about his success
- D) He makes a joke

**Answer: A) He laughs it off**

**17. What does Albert Edward say he would be if he could read and write?**

- A) A doctor
- B) A lawyer
- C) A politician
- D) Verger of St Peter's, Neville Square

**Answer: D) Verger of St Peter's, Neville Square**

**18. How does Albert Edward's wife feel about his new career?**

- A) Proud
- B) Disappointed
- C) Indifferent
- D) Angry

**Answer: B) Disappointed**

**19. What does Albert Edward ultimately decide to do with his money?**

- A) Invest it in stocks and shares
- B) Spend it on a luxury vacation
- C) Donate it to charity
- D) Keep it at home

**Answer: A) Invest it in stocks and shares**

**20. How does Albert Edward Foreman ultimately become successful in his new business venture?**

- A) By inheriting a large sum of money
- B) Through hard work and perseverance
- C) By winning the lottery
- D) By cheating and deceit

**Answer: B) Through hard work and perseverance.**

**REGULAR AND IRREGULAR VERBS: (Pg. 40)**

	<u>REGULAR VERBS</u>			<u>IRREGULAR VERBS</u>		
	<b>BASE FORM</b>	<b>PAST FORM (V<sub>2</sub>)</b>	<b>PAST PARTICIPLE FORM (V<sub>1</sub>)</b>	<b>BASE FORM</b>	<b>PAST FORM (V<sub>2</sub>)</b>	<b>PAST PARTICIPLE FORM (V<sub>1</sub>)</b>
1.	Fold	Folded	Folded	Keep	Kept	Kept
2.	Paint	Painted	Painted	Find	Found	Found
3.	Genuflect	Genuflected	Genuflected	See	Saw	Seen
4.	Walk	Walked	Walked	Give	Gave	Given
5.	Notice	Noticed	Noticed	Get	Got	Got
6.	Trouble	Troubled	Troubled	Can	Could	Could
7.	Stroll	Strolled	Strolled	Buy	Bought	Bought
8.	Close	Closed	Closed	Go	Went	Gone
9.	Lock	Locked	Locked	Think	Thought	Thought
10.	Expect	Expected	Expected	Fall	Fell	Fallen

**VERB SUFFIXES (Pg No. 41)**

	<b>WORDS</b>	<b>VERBS</b>
1.	Strength	Strengthen
2.	Character	Characterise
3.	Exemplary	Exemplify
4.	Hesitation	Hesitate
5.	Notification	Notify
6.	Separation	Separate
7.	Sharp	Sharpen
8.	Picture	Picturise
9.	Beauty	Beautify
10.	Demonstration	Demonstrate
11.	Pure	Purify
12.	Isolation	Isolate
13.	Deep	Deepen
14.	General	Generalise
15.	Sweet	Sweeten
16.	Energetic	Energise
17.	Hard	Harden
18.	Symbol	Symbolise
19.	Specific	Specify
20.	Magnificent	Magnify

**THINKING ABOUT SOFT SKILLS (Pg. 42)****1. What is assertiveness?**

Assertiveness is the ability to express your thoughts, feelings, and needs in a clear and respectful manner. At the same time, it also involves considering the rights and feelings of others. It involves standing up for yourself, setting boundaries, and communicating effectively without being aggressive or passive. Assertiveness means confidently expressing oneself and being able to negotiate conflicts constructively.

**2. How is assertiveness different from aggression?**

Assertiveness involves expressing your thoughts, feelings, and needs directly and respectfully, without violating the rights of others. It aims to find a mutually beneficial solution in conflicts. On the other hand, aggression involves attacking or dominating others. Aggression often disregards feelings and rights of others.

**3. What are the characteristics of an assertive person?**

An assertive person communicates clearly and confidently. He/she can express his/her thoughts, feelings, and needs openly and calmly. They are respectful of others' opinions and rights while also standing firm in their own limits and decisions. Assertive individuals listen actively and engage in constructive problem-solving during conflicts.

**4. Why do employers prefer assertive candidates?**

Employers prefer assertive candidates because they are effective communicators who can express their ideas and needs clearly. Assertive individuals are more likely to take initiative, solve problems independently, and work well in teams. They are neither dominating nor very passive. This helps create a positive and productive work environment.

**PROVERBS ON ASSERTIVE SKILLS (Pg. 43)****a. He who asks is a fool for five minutes but he who does not ask remains a fool forever.**

The proverb is a reminder that it is better to ask a question and appear foolish for a moment than to remain ignorant forever. It is important to be curious and to seek out knowledge, even if it means admitting that you do not know something. Asking questions is a way to learn and to grow.

This proverb highlights the importance of seeking knowledge and clarification rather than remaining ignorant. Initially, asking questions might make one feel foolish, as it requires admitting a lack of understanding. However, this short-term discomfort is lesser than the long-term ignorance of those who never ask questions.

When someone asks a question, they open themselves up to learning and gaining new insights. Even if their inquiry seems basic or obvious, it demonstrates a willingness to expand their knowledge and understand the world better. On the contrary, those who don't ask questions may miss out on valuable information, opportunities, or solutions to their problems.

By not asking, individuals limit their growth and continue their ignorance indefinitely. They remain dull in their understanding. Thus they are unable to progress or overcome challenges effectively. In contrast, the act of asking questions is a catalyst for personal and intellectual development. It leads to greater wisdom and competence over time. Therefore, while asking questions one may appear foolish, but it is ultimately the road to enlightenment and empowerment.

**b. Kill your enemies with your kindness.**

The proverb means that instead of seeking revenge on your enemies, you should treat them with kindness and generosity. This can have a powerful effect because it disarms their enmity and may even makes them feel guilty for their actions.

## ENGLISH PROFICIENCY AND LIFE SKILLS-II

Imagine someone has hurt you or caused you harm. Instead of retaliating or seeking revenge, you choose to respond with kindness. You might do nice things for them, like offering help or complimenting them sincerely. This approach can surprise them and make them reconsider their actions.

By showing kindness, you are not only being the better person, but you are also decreasing the tension and hatred between you and your enemy. This can lead to compromise or at least lessen the unfriendliness between you.

In essence, "killing your enemies with kindness" means using the power of compassion and goodwill to overcome conflicts and win over adversaries. Indeed, love and kindness are stronger forces than hatred and hostility and have the ability to transform relationships and resolve conflicts peacefully.

**c. If you cannot make a person think as you do, make a person do as you think.**

The proverb suggests that if you cannot persuade someone to agree with your ideas or opinions, you should influence their actions to align with your beliefs instead. It implies a strategy of exerting control or influence over others by guiding their behaviour rather than trying to change their minds directly.

Sometimes, no matter how hard you try, you might not be able to convince someone to see things from your perspective. In such cases, instead of continuing to argue or debate, you might focus on guiding their actions towards what you believe is right or beneficial.

For instance, rather than debating the importance of recycling with a friend who disagrees, you could simply encourage them to recycle by setting an example yourself. You can thus make it easy for them to do so by providing recycling bins or reminders.

This approach acknowledges that people may have different beliefs and opinions, but it seeks to find common ground through shared actions. It is a way of promoting cooperation and achieving goals together, even when viewpoints diverge.

**d. Seek till you find and you will not lose labour.**

The proverb means that if you keep searching for something persistently, you will eventually find it. And all the effort you put into searching will not be wasted. It emphasizes the importance of perseverance and determination in achieving goals or finding what you are looking for.

Imagine you have lost your favourite toy in a messy room. Instead of giving up after a quick search, you keep looking, checking under the bed, in the cupboard, and behind furniture. Your efforts might take time and energy, but eventually, you find your toy, and all the searching pays off.

Similarly, in life, when you are trying to solve a problem, achieve a goal, or discover something new, it might require continuous effort and exploration. But if you keep seeking, exploring different avenues and not giving up, you are more likely to succeed in the end.

This saying encourages persistence and reminds us that even when things seem challenging or elusive, our efforts will eventually lead to success. It is a message of hope and motivation to keep pushing forward, knowing that our hard work will eventually pay off.

**e. We do not walk on our legs, but on our will.**

The proverb means that our determination and inner strength are what propel us forward in life, not just our physical abilities. It suggests that our willpower, or our mental strength and resolve, is what truly drives us to achieve our goals and overcome obstacles.

Imagine you are climbing a steep hill. It is not just your legs that carry you up; it is also your determination and motivation to reach the top. Even when your legs feel tired and it is tempting to give up, your willpower keeps you going.

Similarly, in life, it is not just our physical capabilities that determine our success, but also our determination and perseverance. When faced with challenges or setbacks, it is our willpower that pushes us to keep moving forward, to keep striving for our dreams.

This saying reminds us that our mental attitude and determination are powerful tools that can help us overcome any obstacle. It is a reminder to believe in ourselves and our abilities, even when the path ahead seems difficult, because with enough willpower, we can achieve anything we set our minds to.

**SOFT SKILLS AT THE WORKPLACE (Pg 44)****1. What are the reasons for the mismatch between education and employment?**

The mismatch between education and employment happens when what you learn in school /college doesn't match what employers need in the real world. Sometimes, schools/colleges might not teach the skills that are in demand by employers, or they might not focus enough on practical experience. This can make it harder for students to find jobs that match their education.

**2. What personal qualities can help you achieve assertive behaviour?**

To achieve assertive behaviour, personal qualities like confidence, self-esteem, and communication skills are important. Confidence helps you believe in yourself and express your thoughts and needs clearly. Self-esteem helps you value yourself and your rights, while good communication skills help you express yourself respectfully and effectively.

**3. Many people didn't have the advantage of a good education. Benjamin Franklin, Thomas Alva Edison, Henry Ford, Srinivas Ramanujan and Dhirubai Ambani are well known examples. What qualities and characteristics help these people achieve greatness in their chosen fields?**

These individuals achieved greatness through qualities like determination, creativity, and resilience. They didn't let their lack of formal education hold them back; instead, they worked hard and persevered through challenges. Their ability to think differently, innovate, and never give up helped them make significant contributions in their respective fields.

**5. LEARNING SKILLS****THREE QUESTIONS****-LEO TOLSTOY****MULTIPLE-CHOICE QUESTIONS (MCQS)****1. What is the central theme of “The Three Questions”?**

- A) The importance of wisdom
- B) The value of friendship
- C) The pursuit of knowledge
- D) The significance of time

**Answer: C) The pursuit of knowledge****2. Who is the protagonist in the story “The Three Questions”?**

- A) A wise hermit
- B) A king
- C) A magician
- D) A soldier

**Answer: B) A king****3. What reward does the king promise to anyone who answered his questions?**

- A) Gold chain
- B) A position in the royal court
- C) A great reward
- D) A magical amulet

**Answer: C) A great reward****4. How many questions does the king seek answers to?**

- A) One
- B) Two
- C) Three
- D) Four

**Answer: C) Three****5. What is the hermit renowned for?**

- A) His wealth
- B) His wisdom
- C) His magical powers
- D) His physical strength

**Answer: B) His wisdom**

**6. According to the hermit, what is the most important time?**

- A) The past
- B) The future
- C) The present
- D) The evening

**Answer: C) The present**

**7. What does the king learn from the hermit about the right time for every action?**

- A) It can be determined through a table of days, months, and years.
- B) It depends on consulting magicians.
- C) It requires constant attention to what is happening.
- D) It is impossible to know in advance.

**Answer: C) It requires constant attention to what is happening.**

**8. Who are the people the king most needs, according to different answers?**

- A) Councillors
- B) Priests
- C) Doctors
- D) All of the above

**Answer: D) All of the above**

**9. What is the most important occupation in the world, according to various opinions?**

- A) Science
- B) Warfare
- C) Religious worship
- D) All of the above

**Answer: D) All of the above**

**10. How does the king finally find the answers to his questions?**

- A) Through the hermit
- B) Through a wise council
- C) Through a magical amulet
- D) Through his own intuition

**Answer: A) Through the hermit**

**11. What is the hermit's advice to the king regarding the most important thing to do?**

- A) Seek knowledge
- B) Engage in warfare
- C) Worship sincerely
- D) Help others

**Answer: D) Help others**

**12. What does the king learn about the right people to listen to?**

- A) Priests
- B) Warriors
- C) Councillors
- D) Common folk present around

**Answer: D) Common folk present around**

**13. What does the king do before reaching the hermit's cell?**

- A) Consults his ministers
- B) Puts on simple clothes
- C) Mounts his horse
- D) Asks his councillors

**Answer: B) Puts on simple clothes**

**14. What is the hermit's response to the king's questions?**

- A) He answers them all directly
- B) He refuses to speak
- C) He tells the king to seek elsewhere
- D) He asks the king to meditate

**Answer: B) He refuses to speak**

**15. What did the king do for the wounded man?**

- A) He ignored him
- B) He provided medical care and comforted him
- C) He scolded him for getting hurt
- D) He ran away

**Answer: B) He provided medical care and comforted him.**

**PREFIXES: (Pg. 52)**

	<b>Prefixes</b>	<b>Examples</b>	<b>Your words</b>
1.	a-	amoral	atypical
2.	anti-	anti-social	antiseptic
3.	contra-	contradictory	Contraband
4.	counter-	counter-point	Counterpart
5.	de-	decentralise	Decompose
6.	dis-	discontinue	discount
7.	il-	Illiterate	illegal
8.	im-	immovable	impossible
9.	in-	Infinite	inactive
10.	ir-	Irregular	irrational
11.	mal-	malpractice	malfunction
12.	mis-	misunderstand	mistake
13.	non-	non-cooperation	nonverbal
14.	sub-	sub-standard	subscription
15.	un-	unnecessary	unhappy
16.	under-	Underestimate	understand

**WRITE THE OPPOSITE OF THE FOLLOWING WORDS USING SUITABLE PREFIXES (Pg. 52)**

	<b>Words</b>	<b>Opposites</b>
1.	Certain	Uncertain
2.	Important	Unimportant
3.	Action	Inaction
4.	Proper	Improper
5.	Skilled	Unskilled
6.	Agree	Disagree
7.	Common	Uncommon
8.	Learn	Unlearn
9.	Attentive	Inattentive
10.	Correctly	Incorrectly
11.	Wise	Unwise
12.	Equally	Unequally
13.	Known	Unknown
14.	Religious	Irreligious
15.	Quiet	Unquiet
16.	Done	Undone
17.	Faithful	Unfaithful
18.	Easy	Uneasy
19.	Continue	Discontinue
20.	Recognise	Unrecognise

**THINKING ABOUT SOFT SKILLS (Pg. 53)****1. Why is it important to update one's knowledge and skills?**

Updating your knowledge and skills is important because the world is always changing, and new things are being discovered all the time. By learning new things, you can stay up-to-date and understand the world better. It also helps you do your job better and can open up new opportunities for you in the future.

**2. What are the different sources you can use to acquire knowledge?**

You can acquire knowledge from books, where you can read and learn about many different topics. You can also learn from teachers and experts who can explain things to you. Lastly, you can learn from experiences, like trying new things or talking with other people.

**3. What motivates some people to study and learn even when there is no apparent need to do so?**

Some people study and learn because they enjoy it; they find it fun to discover new things. Others might want to challenge themselves and see how much they can learn or achieve. Additionally, some people study to pursue their interests or passions, even if there's no immediate need, because they find joy and satisfaction in gaining knowledge.

**PROVERBS ON LEARNING SKILLS (Pg. 54)**

- a. He who is afraid of asking is ashamed of learning.

## ENGLISH PROFICIENCY AND LIFE SKILLS-II

The saying "He who is afraid of asking is ashamed of learning" means that if you're too scared or embarrassed to ask questions, it shows you're not willing to learn and grow. It emphasizes the importance of overcoming fear and pride in order to gain knowledge and understanding.

Imagine you're in class and you don't understand something the teacher said. If you're too afraid to raise your hand and ask for clarification because you're worried about looking foolish, you might miss out on learning something important.

Similarly, in life, if you're too scared or ashamed to ask questions when you don't understand something, you'll remain ignorant about that topic. But if you're brave enough to admit when you need help or don't know something, you open yourself up to learning and expanding your knowledge.

This saying encourages us to be bold and curious, to overcome our fear of asking questions or seeking help. It reminds us that there's no shame in admitting we don't know something, and that asking questions is a valuable way to learn and grow as individuals.

**b. The gem cannot be polished without friction, nor man perfected without trials.**

The saying "The gem cannot be polished without friction, nor man perfected without trials" means that just like how a precious gem needs to be rubbed against a hard surface to become shiny and beautiful, people need to face challenges and difficulties in life to become better versions of themselves.

Imagine a rough diamond found deep in the earth. To make it sparkle and shine, it needs to be polished by rubbing it against other stones. Similarly, when we face tough times or struggles, it's like the friction that polishes us, helping us become stronger and wiser.

Every trial or hardship we go through is like a lesson that teaches us something important. It helps us grow and develop qualities like patience, resilience, and determination. Without facing challenges, we wouldn't have the opportunity to improve and become the best version of ourselves.

So, just like how a gem becomes more beautiful after being polished, we become better and more refined through the trials and difficulties we encounter in life. This saying reminds us that even though challenges may be tough, they ultimately help us shine brighter and reach our full potential.

**c. Only after learning, do you know what you do not know.**

The saying "Only after learning, do you know what you do not know" means that it's only after you've gained some knowledge or understanding about a topic that you realize how much more there is to learn. It highlights the idea that learning is a continuous process and that the more you know, the more aware you become of your own ignorance.

Imagine you're studying a new subject in school. At first, you might think you understand everything about it, but as you delve deeper into the topic, you start to realize how many things you didn't know before. Each new piece of information opens up new questions and areas to explore, showing you the gaps in your knowledge.

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Similarly, in life, the more experiences you have and the more you learn, the more you realize how much you still have to discover. It's like shining a light on the dark corners of your mind, revealing all the things you didn't even know you didn't know.

This saying encourages us to embrace a humble attitude towards learning, acknowledging that there's always more to discover and understand. It reminds us to keep an open mind and never stop seeking knowledge, no matter how much we already know.

**d. You are never too old to learn.**

The saying "You are never too old to learn" means that no matter how old you are, you can always continue to gain new knowledge and skills. It emphasizes the idea that learning is a lifelong journey that doesn't have an age limit.

Imagine you're a grandparent who wants to learn how to use a computer. Even though you didn't grow up with technology like your grandchildren did, you can still take classes or ask for help to learn how to navigate the internet and send emails. Age doesn't stop you from learning something new.

Similarly, whether you're a teenager, an adult, or a senior citizen, there's always something you can learn. It could be a new language, a musical instrument, a hobby, or even a new career skill. As long as you're willing to put in the effort and stay curious, age doesn't matter.

This saying encourages us to embrace a mindset of lifelong learning, where we're always seeking out new experiences and knowledge. It reminds us that our brains are capable of growing and adapting throughout our lives, and that learning keeps us engaged, fulfilled, and connected to the world around.

**e. Learning is a treasure that will follow its owner everywhere.**

The saying "Learning is a treasure that will follow its owner everywhere" means that knowledge is valuable and stays with you no matter where you go or what you do. It emphasizes the lifelong benefits of learning and how it enriches our lives in various ways.

Imagine you're a student studying in school. The things you learn in class, like reading, writing, and math, become tools you can use in many different situations throughout your life. Whether you're at home, at work, or travelling, your education goes with you and helps you navigate the world.

Similarly, the skills and knowledge you acquire through learning can open doors and create opportunities for you wherever you go. Whether it's a new job, a new hobby, or a new place you visit, your education gives you a foundation to build upon and explore new possibilities.

This saying encourages us to value education and embrace a mindset of continuous learning. It reminds us that the more we learn, the more prepared we are to face life's challenges and seize its opportunities. Knowledge truly is a treasure that enriches our lives and stays with us wherever we go.

**SOFT SKILLS IN THE WORKPLACE (Pg. 55)**

**1. You have been working in a company for many years and your employees are satisfied with your work. Suddenly one day you are asked to upgrade your skills. What will you do to improve your skills?**

I would first ask for more information about what skills need improvement. Then, I would look for training programs or courses that can help me learn those skills. I might also ask my colleagues or supervisors for advice or guidance. Once I've identified the best way to improve, I'll dedicate time and effort to learning and practicing those skills to become even better at my job.

**2. What are the different ways by which you can acquire recognised degrees and diplomas?**

You can acquire recognized degrees and diplomas by attending schools, colleges, or universities and completing their programs. Another way is through online courses offered by accredited institutions. Some people also gain degrees through apprenticeships or vocational training programs. Additionally, there are options for earning degrees through distance learning or correspondence courses, where you study from home and complete assignments remotely.

**3. What are the informal ways of learning by which you can develop your abilities and empower yourself?**

Informal ways of learning include reading books, watching educational videos or tutorials online, and listening to podcasts or lectures. You can also learn from experiences, like trying new things, experimenting, and making mistakes. Talking to friends, family, or mentors can also help you learn new skills and gain insights. Lastly, participating in hobbies or activities you enjoy can be a fun and informal way to develop your abilities and empower yourself.

**4. What opportunities are given to employees to improve their skills and abilities? Give specific examples.**

Employees are often given opportunities to improve their skills and abilities through training programs offered by their company. For example, they may attend workshops or seminars to learn new techniques or software. Some companies provide tuition reimbursement for employees who want to pursue further education, like earning a degree or certification. Additionally, mentoring or coaching programs can offer personalized guidance and support for skill development.

**8. ADAPTABILITY SKILLS****SENIOR PAYROLL****a. W. E. BARRETT****MULTIPLE-CHOICE QUESTIONS (MCQS)****1. What is the job responsibility of the two engineers?**

- a) The process of calculating and distributing employee wages or salaries
- b) The process of training the employees
- c) The process of promoting employees
- d) The process of evaluating employee performance

**Answer: a) The process of calculating and distributing employee wages or salaries**

**2. What is the central theme of the story?**

- a) The adaptability of workers to new challenges
- b) The struggle between management and employees
- c) The importance of paperwork in a gas plant
- d) The role of humour in workplace interactions

**Answer: a) The adaptability of workers to new challenges**

**3. What is the payment schedule for the Mexican workers?**

- a) Once a month on the 5th
- b) Twice a month - on the 5th and the 20th
- c) Weekly on Fridays
- d) Irregular and unpredictable

**Answer: b) Twice a month - on the 5th and the 20th**

**4. What challenges do the clerks face due to the workers' habits?**

- a) The workers' habit of spending money quickly
- b) The workers' frequent requests for advances
- c) The excessive paperwork for the clerks
- d) All of the above

**Answer: d) All of the above**

**5. Which soft skill is mentioned and highlighted in the story "Senior Payroll"?**

- a) Learning skills
- b) Adaptability skills
- c) Interview skills
- d) Non-verbal communication skills

**Answer: b) Adaptability skills**

**6. What is the tone of the story "Senior Payroll"?**

- a) Serious and sombre.
- b) Satirical and humorous.
- c) Romantic and sentimental.
- d) Mysterious and suspenseful.

**Answer: b) Satirical and humorous**

**7. What does the employer finally do to address the workers' requests?**

- a) Implements strict rules and regulations.
- b) Withdraws all rules and orders.
- c) Increases the workers' salaries.
- d) Dismisses the workers who request advances.

**Answer: b) Withdraws all rules and orders**

**8. Why do the Mexican workers frequently request advances?**

- a) They want to buy new clothes.
- b) They need money for their cars.
- c) They spend money quickly and need more.
- d) They enjoy interacting with the clerks.

**Answer: c) They spend money quickly and need more.**

**9. Who is the author of the story 'Senor Payroll'?**

- a) W. E. Barrett
- b) Larry
- c) Juan Garcia
- d) Pete Mendoza

**Answer: a) W. E. Barrett**

**10. What was the first order by the company?**

- a) Advanced wages will be given only in a case of 'genuine emergency'
- b) Advanced wages will be given in the case of employees leaving the service of the Company.
- c) No employee who resigns may be rehired within a period of 30 days.
- d) None of the above.

**Answer : a) Advanced wages will be given only in a case of 'genuine emergency'.**

**11. Who is Juan Garcia?**

- a) a stoker
- b) junior engineer
- c) manager
- d) trader

**Answer: a) a stoker**

**12. Why did the Mexican workers start assuming new names?**

- a) The company had issued an order that no employee who resigns may be rehired within a period of 30 days.
- b) The company had issued an order that no employee who resigns may be rehired within a period of 20 days.
- c) The company had issued an order that no employee who resigns may be rehired within a period of 10 days.
- d) None of the above.

**Answer: a) The Company had issued an order that no employee who resigns may be rehired within a period of 30 days.**

**13. What name did Juan Garcia take up to get rehired?**

- a) Manual Hernandez
- b) Pete Mendoza

- c) W. E. Barrett
- d) Carrera

**Answer: a) Manual Hernandez**

**14. How many notices did the company issue in all in the story?**

- a) one
- b) two
- c) five
- d) four

**Answer: d) four**

**15. Why did the Mexican workmen start resigning?**

- a) To get advance money
- b) To enjoy their life
- c) They didn't need money.
- d) Both b) and c)

**Answer: a) To get advance money**

## **THINKING ABOUT SOFT SKILLS (Pg. 95):**

**1. What is adaptability? How is adaptability a survival skill in an organisation?**

Adaptability is the ability to adjust and change according to different situations or environments. In an organization, adaptability is a survival skill because it allows employees and teams to respond effectively to changes in the workplace, such as new technologies, market trends, or organizational structures. By being adaptable, individuals can remain productive and relevant, contributing to the organization's ability to thrive in an ever-changing world.

**2. Who needs this skill most in an organisation?**

In an organization, adaptability is most needed by employees at all levels, from frontline workers to managers and leaders. It's important for everyone because changes can affect different parts of the organization in various ways. Those who can adapt quickly and effectively can help their teams and the organization as a whole navigate challenges and seize new opportunities.

**3. How is knowledge of human relations an important dimension of adaptability?**

Understanding human relations is important for adaptability because it helps individuals navigate social dynamics and work effectively with others. By knowing how to communicate, collaborate, and resolve conflicts with colleagues, individuals can adapt to different team environments and build strong working relationships. This dimension of adaptability fosters a positive work culture and enables teams to better respond to changes and challenges together.

**4. How do you maintain your self-respect and yet adjust with others?**

Maintaining self-respect while adjusting with others involves setting clear boundaries and communicating assertively about your needs and values. It's important to respect yourself and your beliefs while also being open-minded and flexible in your interactions with others. Finding a balance between staying true to yourself and being considerate of others' perspectives allows for healthy relationships and effective collaboration.

**PROVERBS ON ADAPTABILITY SKILLS (Pg. 96)****a. Change yourself and you change the earth.**

The saying "Change yourself and you change the earth" means that by making changes within yourself, you can have a positive impact on the world around you. It highlights the idea that personal growth and transformation can lead to broader changes in society and the environment.

Imagine you decide to become more environmentally friendly by reducing your use of plastic and recycling more. Even though it seems like a small change, if many people adopt similar habits, it can make a big difference in reducing pollution and protecting the planet.

Similarly, when you work on improving yourself, whether it's by being kinder, more compassionate, or more responsible, you inspire others to do the same. Your actions create a ripple effect that spreads positivity and fosters a better world for everyone.

This saying encourages us to take responsibility for our own actions and choices. Instead of waiting for others to change or for circumstances to improve, we can lead by example and be the change we want to see in the world. By changing ourselves, we contribute to a brighter future for all.

**b. Times change and we with time.**

The saying "Times change and we with time" means that as time goes on, people change and adapt to new circumstances and situations. It highlights the idea that change is a natural part of life, and we must be flexible and open to evolving along with the passage of time.

Imagine you're a child playing with toys. As you grow older, your interests and preferences change, and you start to enjoy different activities. What once brought you joy may no longer hold the same appeal, and you find new things that capture your interest.

Similarly, as we go through life, we experience various events and challenges that shape who we are. Our beliefs, values, and priorities may shift over time as we learn and grow. What was important to us in the past may not be as significant now, and we may discover new passions and goals along the way.

This saying reminds us that change is inevitable and that it's essential to embrace it rather than resist it. By adapting to the changing times, we can continue to grow and thrive, even as the world around us evolves.

**c. A reed before the wind lives on, while mighty oaks do fall.**

The saying "A reed before the wind lives on, while mighty oaks do fall" means that being flexible and adaptable can help you survive and thrive, even when faced with challenges, while those who are rigid and inflexible may struggle or fail.

Imagine a reed, a type of plant that bends easily in the wind without breaking. During a strong storm, the reed sways with the wind, bending and flexing to avoid being uprooted. In contrast, a mighty oak tree, with its sturdy trunk and branches, may be more vulnerable to being toppled by the wind because it cannot bend as easily.

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Similarly, in life, when we encounter difficulties or changes, those who are adaptable and open-minded can adjust their approach or mindset to overcome obstacles. They can bend without breaking, finding new ways to navigate challenges and keep moving forward.

On the other hand, those who are rigid and resistant to change may struggle to adapt, leading to setbacks or failure. Like the mighty oak, they may be strong, but their inability to bend makes them vulnerable to being overwhelmed by life's storms.

This saying encourages us to embrace flexibility and resilience, recognizing that being able to bend and adapt is often the key to survival and success in a changing world.

**d. Adversity makes strange bedfellows.**

The saying "Adversity makes strange bedfellows" means that when people face difficult situations or challenges together, they may form unexpected alliances or partnerships. It highlights how adversity can bring together individuals who wouldn't normally associate with each other.

Imagine there's a big project at school that everyone needs to work on. Even though some students may not usually get along, they might put aside their differences and work together because they all want to succeed and overcome the challenge.

Similarly, in life, when people face tough times, they may find themselves reaching out to others they wouldn't have considered before for support or assistance. Adversity can break down barriers and create opportunities for collaboration and cooperation, even among unlikely allies.

This saying reminds us that difficult situations have a way of uniting people, regardless of their differences or disagreements. It encourages us to look beyond our differences and come together in times of need, recognizing that we're stronger when we support each other and work together towards common goals.

**e. The unexpected happens.**

The phrase "The unexpected happens" means that things can happen in life that we didn't anticipate or predict. It highlights the unpredictable nature of events and reminds us to be prepared for anything.

Imagine you're planning a picnic in the park, but then it starts raining unexpectedly. You didn't plan for rain, but it happened anyway, and now you have to change your plans or find a way to adapt to the situation.

Similarly, in life, unexpected events can occur at any time, such as accidents, illnesses, or sudden changes in circumstances. These surprises can be both positive and negative, and they often require us to think on our feet and adjust our plans accordingly.

This phrase serves as a reminder to stay flexible and resilient in the face of uncertainty. While we can't always control what happens to us, we can control how we respond to it. By expecting the unexpected and staying prepared for whatever comes our way, we can better navigate life's twists and turns with confidence and grace.

**SOFT SKILLS IN THE WORKPLACE (Pg. 97)****1. Why do some employees change jobs frequently, while others work loyally for their companies for many years?**

Some employees change jobs frequently because they may be seeking better opportunities for career growth, higher pay, or a more fulfilling work environment. Others may prioritize stability, loyalty, and a strong connection to their company's values, culture, or colleagues, leading them to stay with the same employer for many years. Individual motivations vary based on personal circumstances, career goals, and values, influencing whether someone chooses to change jobs frequently or remain loyal to their current employer.

**2. What are some important areas you will look into before you decide whether a company is suitable for you or not?**

Before deciding if a company is suitable for you, it's important to consider the company culture, including how employees are treated and the work environment. You should also assess the opportunities for career growth and advancement within the company, such as training programs or promotional opportunities. Additionally, you may want to evaluate the company's values, mission, and alignment with your own personal values and career goals.

**3. What are the essential features of good communication in an organisation?**

Good communication in an organization involves clarity, where messages are easily understood and free from ambiguity. It also requires active listening, where employees listen attentively to others and respond thoughtfully. Lastly, good communication fosters open and honest dialogue, encouraging transparency and trust among team members.

**9. NON-VERBAL COMMUNICATION SKILLS****A REAL GOOD SMILE****b. BILL NAUGHTON****MULTIPLE CHOICE QUESTIONS**

**1. What is the name of the protagonist in the story?**

- A) Tom Petty
- B) Billy
- C) Alf Agar
- D) Mr. Bidwell

**Answer: B) Billy**

**2. How old is Billy when he leaves school?**

- A) Twelve
- B) Thirteen
- C) Fourteen
- D) Fifteen

**Answer: C) Fourteen**

**3. What job do Billy's parents want him to pursue?**

- A) Mill worker
- B) Railway worker
- C) Teacher
- D) Farmer

**Answer: B) Railway worker**

**4. Who is Alf Agar in relation to Billy?**

- A) His father
- B) His neighbour
- C) His teacher
- D) His employer

**Answer: B) His neighbour**

**5. What position does Mr. Bidwell hold?**

- A) Gardener
- B) Boss in locomotive shed
- C) Teacher
- D) Doctor

**Answer: B) Boss in locomotive shed**

**6. What does Alf Agar teach Billy about Mr. Bidwell?**

- A) His hobbies
- B) His likes and dislikes
- C) His family background
- D) His favourite food

**Answer: B) His likes and dislikes**

**7. What does Mr. Bidwell like in a lad?**

- A) A sad face
- B) A nice hair style
- C) A real good smile
- D) A loud voice

**Answer: C) A real good smile**

**8. What difficulty does Billy face when practising for the interview?**

- A) Speaking too softly
- B) Standing upright
- C) Smiling spontaneously
- D) Remembering the way the loco works

**Answer: C) Smiling spontaneously**

**9. What does Billy do when he reaches the red-brick building?**

- A) Applies for a job
- B) Stops to rehearse
- C) Runs away
- D) Cries loudly

**Answer: B) Stops to rehearse**

**10. Why does Billy join Jimmy Ackers at the spinning mill?**

- A) Because he thought his behaviour with Mr Bidwell had ruined his opportunity to get a job at the locomotive shed.
- B) He was offered a huge salary there.
- C) His parents wanted him to join there.
- D) He loved that job.

**Answer: A) Because he thought his behaviour with Mr Bidwell had ruined his opportunity to get a job at the locomotive shed.**

**11. What is Billy's initial reaction when meeting Mr. Bidwell?**

- A) Fear
- B) Confidence
- C) Indifference
- D) Excitement

**Answer: A) Fear**

**12. How does Billy initially address Mr. Bidwell?**

- A) Loudly
- B) With a real good smile
- C) Hesitatingly
- D) Rudely

**Answer: C) Hesitatingly**

**13. What quality does Mr. Bidwell appreciate in Billy?**

- A) Honesty
- B) Wealth
- C) Intelligence
- D) Rudeness

**Answer: A) Honesty**

**14. Where does Billy end up working?**

- A) In a shop
- B) In a restaurant
- C) In the locomotive shed
- D) In a school

**Answer: C) In the locomotive shed**

**15. The story “A Real Good Smile” teaches us about the importance of...**

- A) Wealth
- B) Honesty
- C) Intelligence
- D) Rudeness

**Answer: B) Honesty**

**16. Who brings the good news to Billy about Mr. Bidwell liking him?**

- A) Mr. Bidwell
- B) Tom Petty
- C) Alf Agar
- D) Billy's father

**Answer: C) Alf Agar**

**17. What virtue does Mr. Bidwell emphasize as important?**

- A) Wealth
- B) Honesty
- C) Intelligence
- D) Rudeness

**Answer: B) Honesty**

**18. What feeling does Billy experience after speaking honestly to Mr. Bidwell?**

- A) Fear
- B) Relief
- C) Anger
- D) Disappointment

**Answer: B) Relief**

**19. How does Billy secure a job at the locomotive shed?**

- A) By being rude to Mr. Bidwell
- B) By lying to Mr. Bidwell
- C) By being honest and truthful
- D) By having connections with Mr. Bidwell

**Answer: C) By being honest and truthful**

**20. What does the story ultimately suggest about the value of honesty?**

- A) It is irrelevant
- B) It is secondary to wealth
- C) It is essential for success
- D) It is detrimental to one's goals

**Answer: C) It is essential for success**

**21. Why is the boy in trouble?**

- A) He failed his college exams.
- B) He couldn't find a job and was out of work.
- C) His parents wanted him to join the locomotive shed.
- D) He lacked the necessary skills for employment.

**Answer: B) He couldn't find a job and was out of work.**

**22. What are the five stages of career growth in the locomotive shed?**

- A) Apprentice, promotion, progress, expert, manager
- B) A dirt-wiper, greaser, oiler-and-greaser, fireman, engine-driver
- C) Trainee, supervisor, manager, executive, director
- D) Entry-level, mid-level, senior, executive, CEO

**Answer: B) A dirt-wiper, greaser, oiler-and-greaser, fireman, engine-driver**

**THINKING ABOUT SOFT SKILLS (Pg. 107):****1. When you speak to someone, how do you know that they are interested in what you are saying?**

You can tell if someone is interested in what you're saying by looking at their body language. If they are facing you, making eye contact, nodding, and asking questions, it usually means they're interested. Sometimes they might even smile or lean in closer. Paying attention to these signs helps you know if they're engaged in the conversation and want to hear more.

**2. When you visit someone, how do you know if they are welcoming you?**

You can tell if someone is welcoming you when you visit by their actions and words. They might greet you with a smile, offer you a seat, and ask how you've been. They might also invite you in warmly and show interest in your visit. Pay attention to their body language and tone of voice, as these can indicate if they're happy to see you.

**3. When do you say, 'I beg your pardon,' 'please repeat,' 'I can't hear you,' etc., in your conversation with others?**

You say phrases like "I beg your pardon," "please repeat," or "I can't hear you" when you didn't hear or understand something the other person said. It's polite to ask for clarification if you didn't catch what someone said. These phrases show that you're paying attention and want to understand them better. It's okay to ask for things to be repeated or clarified so you can have a better conversation.

**4. What role does a smile play in human communication?**

A smile plays an important role in human communication because it can show happiness, friendliness, and warmth. When you smile at someone, it can make them feel happy and comfortable. Smiling can also help build connections and create a positive atmosphere during conversations. It's a simple way to show kindness and express positive emotions without saying anything.

**5. How do you understand whether somebody needs help or not?**

You can understand if someone needs help by paying attention to their actions and body language. If they look distressed, are struggling with something, or seem upset, they might need assistance. You can also listen to their words; if they ask for help directly or mention that they're having trouble with something, it's a clear sign. Offering your help and asking if they need assistance is a good way to show you're there for them.

**PROVERBS ON NON-VERBAL COMMUNICATION SKILLS (Pg. 108):****a. Actions speak louder than words.**

The saying "Actions speak louder than words" means that what you do is more important than what you say. It emphasizes the idea that people's actions reveal their true intentions and beliefs more accurately than their words do.

Imagine someone promises to help you with a project, but when the time comes, they don't show up or do anything to assist you. Despite their words of assurance, their lack of action speaks volumes about their commitment and reliability.

Similarly, when someone consistently demonstrates kindness, generosity, or honesty through their actions, it speaks volumes about their character and values. Their actions carry more weight and significance than any promises or declarations they make.

This saying encourages us to pay attention to people's behaviour rather than just their words. It reminds us to judge others based on their actions and deeds, rather than solely on what they say they will do.

Likewise, it encourages us to be mindful of our own actions and ensure that they align with our words and intentions. By being consistent and true to our values through our actions, we can build trust and credibility with others.

**b. The face is the index of the mind.**

The saying "The face is the index of the mind" means that a person's facial expressions can reveal their thoughts, emotions, and inner feelings. It suggests that by looking at someone's face, you can gain insight into their state of mind or mood.

Imagine you see a friend who looks sad and has tears in their eyes. Without them saying anything, you can tell that something is bothering them and they might be feeling unhappy or upset. Similarly, if someone is smiling and laughing, you can usually tell that they're happy and in a good mood.

This saying emphasizes the importance of paying attention to nonverbal cues, such as facial expressions, to understand what someone is feeling or thinking. While words can sometimes be misleading or deceptive, facial expressions often provide a more accurate reflection of a person's emotions and attitudes.

By being observant and sensitive to facial expressions, we can better connect with others and respond to their needs and feelings. Additionally, it reminds us to be mindful of our own facial expressions, as they can convey messages to others about our own thoughts and emotions.

**c. Speech is silver and silence is golden.**

The saying "Speech is silver and silence is golden" means that sometimes it's better to remain silent than to speak. It suggests that there are times when saying nothing at all is more valuable or wise than speaking.

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Imagine you're in a situation where someone is angry with you and saying hurtful things. Instead of responding with more angry words, you choose to stay silent. Your silence helps to calm the situation and prevents it from escalating further.

Similarly, when faced with gossip or rumours, staying silent can prevent spreading false information and causing harm to others. By choosing not to participate in negative conversations, you preserve your integrity and avoid getting involved in unnecessary drama.

This saying encourages us to consider the power of our words and the importance of thoughtful communication. While speech can be valuable in expressing ideas and emotions, silence can also be powerful in its ability to convey respect, restraint, and wisdom.

By knowing when to speak and when to remain silent, we can navigate social situations with grace and effectiveness, and avoid saying things we may later regret.

**d. A picture is worth a thousand words.**

The saying "A picture is worth a thousand words" means that a single image can convey a lot of information or emotion, often more effectively than a lengthy explanation or description. It suggests that visuals have the power to communicate complex ideas or feelings quickly and efficiently.

Imagine you see a photograph of a beautiful sunset over the ocean. Without any words, the image evokes feelings of peace, serenity, and awe. You can almost hear the waves crashing and feel the warmth of the sun on your skin, all from looking at the picture.

Similarly, a painting, drawing, or even a simple diagram can convey a wealth of information or tell a compelling story without the need for words. Whether it's capturing a moment in time, illustrating a concept, or evoking an emotional response, visuals have a unique ability to communicate in ways that words alone cannot.

This saying encourages us to appreciate the power of visual communication and to use images effectively in conveying messages or telling stories. By harnessing the power of visuals, we can engage and connect with others on a deeper level, transcending language barriers and enriching our understanding of the world around us.

**e. Example is better than precept.**

The saying "Example is better than precept" means that showing someone how to do something through actions is more effective than simply telling them what to do. It emphasizes the importance of leading by example and demonstrating behaviours or values rather than just talking about them.

Imagine you're teaching a friend how to ride a bike. Instead of just telling them what to do, you get on your own bike and ride alongside them, showing them how to balance, pedal, and steer. Your actions serve as a clear and practical example that helps them learn faster and more effectively than if you had just given them instructions.

Similarly, in life, whether it's teaching children good manners, leading a team at work, or advocating for a cause, actions speak louder than words. By embodying the qualities or behaviours we want to promote, we inspire and influence others to follow suit.

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This saying encourages us to be mindful of our actions and the example we set for others. Whether consciously or not, people often look to us for guidance and inspiration, so it's important to lead by example and demonstrate the values and behaviours we want to see in others.

**SOFT SKILLS AT THE WORKPLACE (Pg. 109)****1. A company announces a bonus for its employees but it does not disburse the bonus even a month after the announcement.**

When a company announces a bonus for its employees but doesn't give it out even a month later, it can be frustrating for the employees. They might feel disappointed and misled because they were expecting the bonus. It's important for companies to fulfil their promises to maintain trust and morale among their employees. If the bonus is delayed for any reason, clear communication from the company can help manage expectations and alleviate concerns.

**2. The management and the workers of a company sign a memorandum of understanding to share the profits after taxes and paying dividends to shareholders. However, the management deliberately runs the company into losses.**

When the management and workers of a company agree to share profits but the management intentionally causes the company to lose money, it's unfair and dishonest. The workers rely on the company's success for their share of the profits, so deliberately causing losses goes against the agreement. This situation can lead to distrust between the management and the workers and may have legal implications if the agreement is not honoured. It's important for all parties involved to act in good faith and uphold their agreements.

**3. Your teacher tells you that he will take special classes for you on Saturdays. Most students turn up for the special class. But the teacher does not appear.**

When a teacher promises to hold special classes on Saturdays but doesn't show up, it can be disappointing for the students who were expecting to learn. Students rely on their teacher's guidance and commitment to their education, so not appearing for the class can be frustrating. It's important for teachers to keep their promises and respect their students' time and efforts in attending the class. Open communication about any changes or cancellations can help manage expectations and maintain trust between teachers and students.

**4. You ask your father to buy you a new cell phone. He promises to buy the cell phone on the first of the next month. You remind him a number of times. But each time he postpones it to a later date.**

When you ask your father to buy you a new cell phone and he promises to do so but keeps postponing it, it can be frustrating and disappointing. You rely on his promise and look forward to getting the phone, but each time he delays it, you might feel let down. It's important for parents to keep their promises and communicate openly if there are any changes or challenges in fulfilling them. This situation highlights the importance of trust and reliability in family relationships.

**5. A member of your staff comes in late every day. Specify the non-verbal, verbal and official methods you would use to deal with them.**

Dealing with a staff member who consistently comes in late involves using a combination of non-verbal, verbal, and official methods. Non-verbal cues might include expressing disappointment through facial expressions or body language. Verbal communication involves having a private conversation with the staff member to express concerns and discuss the

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impact of their tardiness. Official methods could include implementing a written warning or performance review process if the behaviour continues despite discussions. It's important to address the issue professionally and provide support to help the staff member improve their punctuality.

**Case study / Real Life Experiences****1. Write about a person who was forced to quit his job and how he coped with the situation.**

**Ans.** Rahul, a software engineer in Bangalore, found himself in a challenging situation when his company downsized due to financial constraints. Despite his dedication and hard work, Rahul was among the employees who were forced to quit their jobs. This sudden loss of employment left him feeling anxious, uncertain, and overwhelmed.

Initially, Rahul struggled to cope with the situation. He felt a sense of failure and worry about how he would support his family and pay his bills. However, instead of giving in to despair, Rahul decided to approach the situation with a positive attitude and determination.

Firstly, Rahul focused on taking care of his mental and emotional well-being. He reached out to friends and family for support, sharing his feelings and concerns with them. Talking about his situation helped Rahul feel less alone and more hopeful about the future.

Next, Rahul began actively searching for new job opportunities. He updated his resume, networked with former colleagues, and applied for positions in his field. Despite facing rejections and setbacks, Rahul remained persistent and resilient in his job search, keeping his spirits high and maintaining confidence in his abilities.

In the meantime, Rahul also explored alternative sources of income. He took up freelance projects, started a small online business selling homemade snacks, and even offered tuitions in programming to college students. These additional income streams not only helped alleviate financial strain but also provided Rahul with a sense of purpose and fulfillment.

Throughout this challenging period, Rahul found solace in his hobbies and interests. He spent time gardening, cooking, and practicing meditation, which helped him stay grounded and reduce stress.

Ultimately, Rahul's perseverance paid off when he secured a new job at a reputable IT firm. Despite the initial setback, Rahul emerged stronger and more resilient, having navigated through adversity with determination, positivity, and a willingness to adapt.

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**2. Discuss the advantages and disadvantages of changing jobs frequently. Support your views with examples of people you know who have changed jobs very often.**

**Ans.** Changing jobs frequently can have both advantages and disadvantages. Let's explore them along with examples of individuals who have experienced such situations.

Advantages:

1. **Career Growth:** Changing jobs can provide opportunities for career advancement, skill development, and exposure to different industries or roles. For example, Priya, a

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marketing professional, switched jobs every couple of years, each time moving to a higher position with increased responsibilities and better pay.

2. **Diverse Experience:** Job hopping allows individuals to gain diverse experience and knowledge, making them more adaptable and versatile in their careers. For instance, Rohan, a software engineer, changed jobs frequently to work on various projects using different technologies, broadening his skillset and enhancing his marketability.
3. **Networking Opportunities:** Moving from one job to another enables individuals to expand their professional network, connecting with new colleagues, mentors, and industry contacts. Swati, a sales executive, leveraged her frequent job changes to build a robust network, which later helped her secure lucrative business opportunities.

Disadvantages:

1. **Lack of Stability:** Frequent job changes can signal instability to potential employers, raising concerns about a candidate's commitment and reliability. For example, Ravi, who changed jobs every six months, struggled to secure long-term employment due to employers' doubts about his loyalty.
2. **Limited Growth Potential:** Continuously switching jobs may hinder long-term career growth, as employers may prefer candidates with consistent tenure and demonstrated commitment to their organizations. Ajay, an IT professional, found it challenging to advance in his career due to his pattern of frequent job changes.
3. **Financial Instability:** Job hopping can disrupt financial stability, especially if individuals encounter periods of unemployment between transitions. For instance, Maya, a finance manager, faced financial strain when she struggled to find a new job after leaving her previous employer.

In conclusion, while changing jobs frequently can offer advantages such as career growth and diverse experience, it also comes with drawbacks like lack of stability and limited growth potential. Individuals should carefully weigh these factors and consider their long-term career goals before deciding to switch jobs frequently.

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### 3. Observe and note the communication through body language of people and what it reveals about their nature.

**Ans.** Observing body language can provide valuable insights into people's personalities, emotions, and intentions. Here are some common examples:

1. **Posture:** Individuals who stand tall with their shoulders back often exude confidence and assertiveness. On the other hand, those who slouch or hunch their shoulders may appear insecure or lacking in self-esteem.
2. **Eye Contact:** Maintaining steady eye contact typically indicates confidence, honesty, and attentiveness. However, avoiding eye contact may suggest discomfort, shyness, or deceitfulness.

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3. **Gestures:** People who use expansive gestures while speaking may come across as enthusiastic and expressive. Conversely, individuals who keep their gestures close to their body might be perceived as reserved or introverted.
4. **Facial Expressions:** Smiling and nodding in agreement indicate friendliness and openness, while frowning or furrowing the brow may signal displeasure or confusion. Raised eyebrows can denote surprise or interest, while narrowed eyes may indicate suspicion or scepticism.
5. **Handshakes:** A firm handshake often signifies confidence and professionalism. Conversely, a weak or limp handshake may suggest timidity or lack of confidence.
6. **Personal Space:** Invading someone's personal space without permission can be perceived as aggressive or intrusive. Respect for personal boundaries demonstrates consideration and respect for others.
7. **Fidgeting:** Excessive fidgeting, such as tapping fingers or bouncing legs, may indicate nervousness, impatience, or discomfort. Conversely, stillness and calmness suggest confidence and composure.
8. **Mirroring:** People often subconsciously mimic each other's body language when they feel connected or in sync. This mirroring behaviour can indicate rapport and mutual understanding between individuals.

By paying attention to these nonverbal cues, we can gain valuable insights into people's personalities, emotions, and intentions. However, it's essential to remember that body language is not always definitive and can vary based on cultural norms, individual differences, and context. Therefore, it's crucial to consider multiple factors when interpreting body language and to use it as one aspect of understanding human communication.

**4. Write a paragraph of 150 words on how assertive skills can benefit your personal and professional development.**

Ans. Assertive skills are a cornerstone of personal and professional growth, enabling individuals to express themselves confidently while respecting others. In personal development, assertiveness fosters healthier relationships by encouraging open and honest communication. It helps in setting clear boundaries, reducing misunderstandings, and preventing resentment. For instance, when you confidently articulate your needs and opinions without aggression or passivity, others are more likely to value and respect your perspective. This boosts self-esteem and nurtures mutual trust.

In the professional realm, assertive skills enhance workplace interactions and career progression. They enable you to handle conflicts constructively, negotiate effectively, and advocate for your ideas or needs without fear of rejection. Assertiveness allows you to say "no" when necessary, helping to manage workload and maintain balance. For example, during meetings, an assertive employee can voice their ideas clearly and respond to criticism constructively, showcasing leadership and emotional intelligence. Moreover, assertiveness aids in building strong professional relationships by fostering open dialogue and mutual respect among colleagues.

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By developing assertive communication, you not only improve your ability to navigate challenges but also project confidence and credibility. This balance of self-assurance and respect for others cultivates an empowering environment, paving the way for personal satisfaction and professional success.

**5. Write a paragraph of 150 words on the necessity of matching our words with our deeds in order to communicate effectively.**

Ans. Effective communication relies not only on what we say but also on how well our actions align with our words. This congruence builds trust and credibility, both of which are essential for meaningful interactions. When people observe a gap between our words and deeds, it often leads to confusion, doubt, or even mistrust. For instance, a leader who emphasizes the importance of punctuality but consistently arrives late sends mixed signals, undermining their own message. Matching words with deeds demonstrates authenticity and accountability, signalling to others that we genuinely stand by our statements. It also reinforces the message we wish to convey, making it more impactful and believable. This alignment is particularly crucial in relationships, whether professional or personal, where consistent behaviour fosters reliability and respect.

Moreover, actions often speak louder than words, serving as a powerful form of nonverbal communication. For example, offering help to a colleague in need instead of merely expressing willingness strengthens the bond of trust. Ultimately, ensuring that our actions reflect our words requires mindfulness and integrity, but the reward is a more effective and transparent form of communication that inspires confidence and fosters collaboration. By aligning what we say with what we do, we become credible communicators who leave lasting impressions.

**6. Write a paragraph of 150 words about your observations of body language and behaviour of people around you.**

Ans. Observing body language and behaviour offers fascinating insights into the emotions and intentions of people around us. Often, their nonverbal cues speak volumes, even when their words remain silent or guarded. For instance, someone tapping their foot or glancing at their watch frequently may be anxious or impatient, while a person leaning forward with direct eye contact likely signals engagement or interest. I've noticed that crossed arms, depending on context, might indicate defensiveness, discomfort, or simply a relaxed posture, reminding me of the importance of reading gestures in clusters rather than in isolation. Smiles, genuine or polite, also stand out; a genuine smile typically reaches the eyes, creating a sense of warmth and authenticity.

Mirroring behaviours, where people subtly mimic the gestures or posture of someone they're interacting with, suggest rapport and mutual understanding. In group settings, subtle dynamics emerge, such as who holds eye contact the longest, signalling confidence or authority, or who withdraws slightly when others speak, hinting at shyness or discomfort. It's also intriguing how people's tone, pace of speech, and pauses enhance or contradict their body language, adding depth to their interactions. Observing these nuances not only deepens understanding but also improves interpersonal skills by allowing more empathetic and effective responses.

**7. Write a paragraph of 150 words about your observations of body language and behaviour of people around you.**

Ans. One of the most memorable moments of success in my life came during a group project in my final year of college. We were tasked with developing a comprehensive business plan for a startup, which would be presented to a panel of industry professionals. As the team leader, I had to ensure the project was not only completed on time but also met a high standard of quality. Initially, it was a challenge to align everyone's efforts, as each team member had different ideas and approaches. However, I took the initiative to organize regular brainstorming sessions, establish clear deadlines, and delegate tasks based on individual strengths.

The turning point came when we conducted a mock presentation for our peers. Their feedback highlighted key weaknesses in our plan, especially in financial projections and market analysis. Rather than feeling disheartened, we used this feedback to refine our work, dedicating extra hours to research and practice. On presentation day, our cohesive teamwork shone through as we delivered a confident, well-structured proposal. The panel praised our clarity, innovation, and preparation, and we were awarded first place. This experience taught me the value of collaboration, adaptability, and resilience, and it remains a proud milestone that shaped my approach to challenges.

**8. Write a paragraph on learning in 150 words considering obstacles to learning, adversities in learning, lack of basic learning skills, importance of learning and survival skills?**

Ans. Learning is a continuous process essential for personal growth and success, yet several factors can hinder it. Fear of failure, lack of curiosity, limited resources, or rigid mindsets often prevent individuals from engaging in meaningful learning experiences. People who stop learning risk stagnation; they struggle to adapt to change, face limited opportunities, and often lose relevance in a rapidly evolving world. While all children possess the innate ability to learn, external factors such as poverty, inadequate education systems, lack of encouragement, and societal inequalities can hinder their acquisition of even basic survival skills. Emotional barriers, like low self-esteem or unresolved trauma, can also affect their capacity to absorb knowledge. Learned individuals, on the other hand, are respected universally because their knowledge equips them with the tools to solve problems, contribute to society, and inspire others. In challenging circumstances, they can draw on their experiences, skills, and resourcefulness to navigate adversity and find solutions. Their ability to adapt and innovate often allows them to thrive where others may falter. Ultimately, a commitment to lifelong learning fosters resilience, self-reliance, and the ability to uplift others, making it one of the most valuable pursuits in life.

Key points:

- **Barriers to learning:** Fear of failure, complacency, lack of access to education.
- **Impact of stopping learning:** Stagnation, inability to adapt to change.
- **Why some children struggle to learn:** Inadequate support, learning disabilities, challenging environments.
- **Why learned people are respected:** Valuable perspectives, critical thinking, problem-solving skills.

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- **How learned people manage in difficult circumstances:** Resilience, resourcefulness, opportunity identification.

**9. Write a paragraph of 150 words explaining how rapidly changes occur in organisations to cope up with the advancements in technology.**

Ans. Organizations today face the challenge of adapting rapidly to keep pace with technological advancements, which are evolving at an unprecedented rate. Innovations in artificial intelligence, automation, cloud computing, and data analytics have revolutionized industries, pushing businesses to continuously reassess and upgrade their processes, tools, and strategies. To stay competitive, organizations often undergo structural changes, adopt new technologies, and invest in employee training. For instance, digital transformation initiatives, such as integrating cloud-based solutions or automating routine tasks, are now commonplace.

However, these changes can be disruptive, requiring companies to address resistance to change among employees and align new technologies with existing workflows. Agile methodologies, iterative development, and real-time decision-making are increasingly favoured to navigate this fast-paced environment. The rapid adoption of remote work technologies during the COVID-19 pandemic is a prime example of how businesses must pivot swiftly in response to external pressures. Organizations that embrace these changes effectively often gain significant advantages, such as increased efficiency, improved customer experiences, and access to new markets. Conversely, those that fail to adapt risk obsolescence. Ultimately, the speed of change requires not only technological investments but also a culture of continuous learning, collaboration, and innovation to ensure long-term success in a dynamic landscape.

**10. Write a paragraph of 150 words about the need for adapting oneself to different situations in life.**

Ans. Adapting to different situations in life is a crucial skill that ensures growth, resilience, and success. Life is inherently unpredictable, bringing both opportunities and challenges that require us to adjust our mindset, behaviour, and strategies. Whether it's transitioning to a new job, moving to a different city, or coping with personal setbacks, adaptability allows us to navigate change effectively. Those who resist change often find themselves overwhelmed or stagnant, as rigid thinking limits their ability to find solutions or embrace new possibilities. On the other hand, people who adapt are better equipped to face uncertainties with confidence, turning challenges into learning experiences.

Adaptability fosters emotional intelligence, as it requires understanding one's own emotions and empathizing with others during transitions. It also promotes creativity and problem-solving, encouraging individuals to explore alternative approaches to achieve their goals. For instance, adapting to digital tools has become essential in today's fast-paced world, especially with the rise of remote work and virtual communication. Moreover, flexibility strengthens relationships by allowing individuals to adjust to others' needs and circumstances. Ultimately, the ability to adapt is not just about surviving change but thriving within it, as it cultivates resilience, resourcefulness, and the ability to seize new opportunities.

**F.Y.B.Com (Sem-2) SAMPLE QUESTION PAPER****Subject: English Proficiency and Life Skills-II****Time: 1 Hour****Total Marks: 25****Instructions:**

- (1) Figures to the right indicate full marks.
- (2) Indicate clearly the options you attempt.

**Q.1. Answer the following MCQs. (ANY TEN) (10)**

1. Where does the story "The Verger" take place?
  - A) St. Paul's Cathedral
  - B) St. Peter's Basilica
  - C) St. Peter's, Neville Square
  - D) Westminster Abbey
2. What is the central theme of "The Three Questions"?
  - A) The importance of science
  - B) The value of friendship
  - C) The pursuit of knowledge
  - D) The significance of throne
3. What is the payment schedule for the Mexican workers?
  - A) Once a month on the 5th
  - B) Twice a month - on the 5th and the 20th
  - C) Weekly on Fridays
  - D) Irregular and unpredictable
4. Which soft skill is mentioned and highlighted in the story "Senor Payroll"?
  - A) Learning skills
  - B) Adaptability skills
  - C) Interview skills
  - D) Non-verbal communication skills
5. What difficulty does Billy face when practising for the interview?
  - A) Speaking too softly
  - B) Remembering Mr. Bidwell's preferences
  - C) Smiling spontaneously
  - D) Remembering the way to the loco works
6. How does Billy secure a job at the locomotive shed?
  - A) By being rude to Mr. Bidwell
  - B) By lying to Mr. Bidwell
  - C) By being honest and truthful
  - D) By having connections with Mr. Bidwell
7. So I hired Juan. (Choose the passive of this statement.)
  - A) Juan is hired by me.
  - B) Juan was hired by I.
  - C) Juan hires me.
  - D) So Juan was hired by me.

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8. Sriram said to his father, 'I am fortunate to have a father like you'.  
 A) Sriram told his father that he was fortunate to have a father like him.  
 B) Sriram said to his father that I am fortunate to have a father like you.  
 C) Sriram requested his father that he was fortunate to have a father like him.  
 D) Sriram told his father that he is fortunate to have a father like him.
9. Proper (Make the opposite word with the help of a prefix)  
 A) Inproper B) Unproper C) Improper D) Properly
10. Add a suffix to 'sweet' to form a verb.  
 A) Sweeten B) Sweeter C) Sweetness D) Sweetest

**Q:2. A Answer the following questions briefly: ANY TWO (04)**

1. How is adaptability a survival skill in an organisation?
2. How is assertiveness different from aggression?
3. What are the essential features of good communication in an organisation?
4. How do you understand whether somebody needs help or not?

**Q:2. B Expand the Proverb: ANY ONE (04)**

1. Action speaks louder than words.  
 Times change and we with time.
- 2.

**Q:2. C Write about a person who is jobless and who is trying to find out the reasons for his failure. Also mention how one should handle such situations. (07)**

**OR**

Discuss how non-verbal communication contributes to the personal and professional success of an individual.

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