



Skil India
कौशल भारत-कुशल भारत



Participant Handbook

Sector
Media and Entertainment

Sub-Sector
Film, Television, Advertising

Occupation
Hair and Make-up

Reference ID: **MES/ Q 1801, Version 2.0**
NSQF level: **4**



Make-up Artist



Shri Narendra Modi
Prime Minister of India

“ Skilling is building a better India. If we have to move India towards development then Skill Development should be our mission. ”



Certificate

COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

MEDIA AND ENTERTAINMENT SKILLS COUNCIL

for the


SKILLING CONTENT: PARTICIPANT HANDBOOK

Complying to National Occupational Standards of
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Authorised Signatory
(Media and entertainment skills council)

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Thorough support and initiation of the Media & Entertainment Skills Council (MESC) has led to completion of the manual. Industry feedback has been extremely encouraging from inception to conclusion and it is with their input that we have tried to bridge the skill gaps existing today in the Industry.

This participant manual is dedicated to the aspiring youth who desire to achieve special skills which will be a lifelong asset for their future endeavors.

Introduction

- This Initiation Booklet is specifically developed towards a particular skill set and qualification for participants undertaking the aforesaid training.
- Module objectives are as follows
 - Identify hair and make-up requirements
 - Manage hair, make-up and prosthetics supplies
 - Prepare for altering the artists' appearance
 - Apply make-up and special effects
 - Manage helpers and trainees
 - Maintain workplace health and safety

Symbols used in this manual:

Symbols Used



Key Learning
Outcomes



Steps



Time



Tips



Notes



Unit
Objectives



Exercise

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1. Introduction and Orientation



Unit 1.1- Introduction to Media and Entertainment Sector
Unit 1.2- Make Up Artist



Session Agenda



The Completion of this Module will enable:

1. Importance of Fashion and Styling sector in our life.
2. Familiarize with Role and responsibility of Make-up Artist.
3. Paraphrase the Make-up artist.

UNIT 1.1: Introduction to Media and Entertainment Sector

Unit Objectives

The completion of chapter will enable:

1. Importance of Fashion and Styling sector in our life.

1.1.1 Media and Entertainment Sector in India

In today's Digitalisation Era, the last decade has seen a massive development in Indian Media and Entertainment Industry. Growing Rapidly at 13.9 % CAGR and contributing to 1.7 % GDP supported by the increasing popularity of digital advertising which churns a whopping INR 4.14 Billion every year and more celebrating its position by being 14th largest industry in the world.

This Sector is one of the strong industries supporting the Indian Economy by having over 700 Television Channels and over 200 FM Stations,

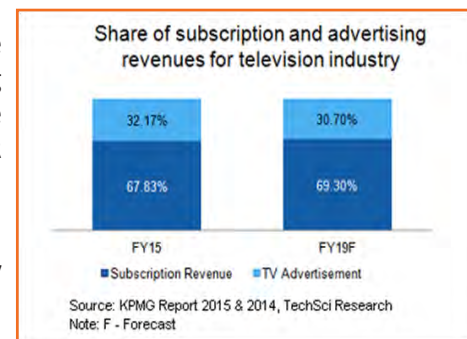


Fig.1.1.1: Advertising revenues for TV industry

Constituting to the largest production houses globally and leading the film industry internationally.

The Media and Entertainment Industry is sustainably growing with a support of the Indian Government that consciously takes initiatives like providing institutional finance to film industry, digitalizing cable network and recent increase of FDI limit to 100% in DTH and Cable Parameters.

Today, This industries Employment is at 14% to the country.

1.1.2 Employability in Media and Entertainment Sector

The performance, growth and profits of media and entertainment industry depends on the economic structure of the country. The progressive support states to increase employment opportunities to 1.3 million by 2022 from 0.4 million in 2013

The Film Industry Accommodates the highest workforce in the above statistic at 25 %

The film industry of India accommodates the highest workforce in the above statistics at 25%

The media and entertainment industry has many niche sectors that demand skilled labour, currently CAGR is recorded at 13% but projected to grow with 1% increase comprising of 1786 billion within a year.

The highest employers remain the Film and Television sectors attracting employees from various walks and classes. The variety of channels and sub stations keep attracting workforce caused by rapid digitization

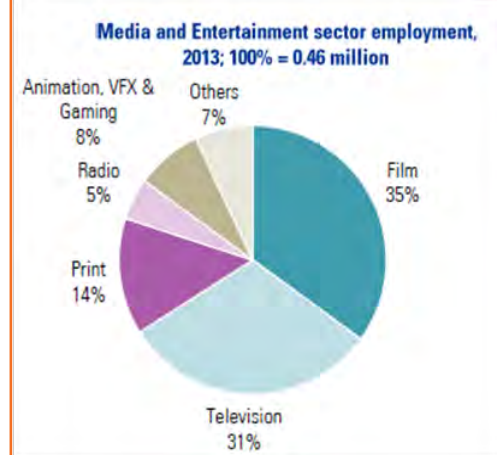


Fig.1.1.2: Media and Entertainment Employment in 2013

Sub Sector	Employment (in Millions)		
	2013	2017	2022
Television	0.14	0.28	0.64
Print	0.06	0.07	0.13
Radio	0.02	0.03	0.04
Animation, VFX and Gaming	0.02	0.03	0.04
Films	0.16	0.24	0.44
Overall Sector	0.4	0.65	1.3
Overall Sector	0.4	0.65	1.3

Fig.1.1.3: Employment in Different Sectors of Media and Entertainment

1.1.3 Evolution of Media and Entertainment Sector

The initial start into entertainment was with Satellite Broadcasting over sound alone, bringing Radio into action in India with the Radio Club commencing in 1923 while the Britishers ruled us.

The most connected medium and the influential one since British Raaj was the All India Radio that started operations in 1936

DD Network, the beloved Doordarshan Started television operations in 1959, September 15th

The Indian economy was closed until 1990, and no private player was allowed to enter the space In the 1990s, the Indian film industry was completely fragmented

BBC launched its national service in 1995

The Indian government began licensing private companies to start their own radio stations on Indian Broadcasting

In May 2000, as part of Phase I of radio broadcast licensing, the auction was conducted and 37 licenses were issued, out of which 21 are operational in 14 cities.

1.1.4 Major Subsector and Segments

The Indian M&E industry comprises several sub-sectors, such as television, radio, print media (including newspapers and magazines), films, music, and animation and visual effects (VFX).

Advertising plays a crucial role in sustaining the performance of media and entertainment industry, as the revenue collected with advertising mediums supports and grows the overall economy

The industry does not rely so much on foreign materials and produces most equipment, appliances and systems in house. A minor portion of exports may include antennas, cables and satellite boxes

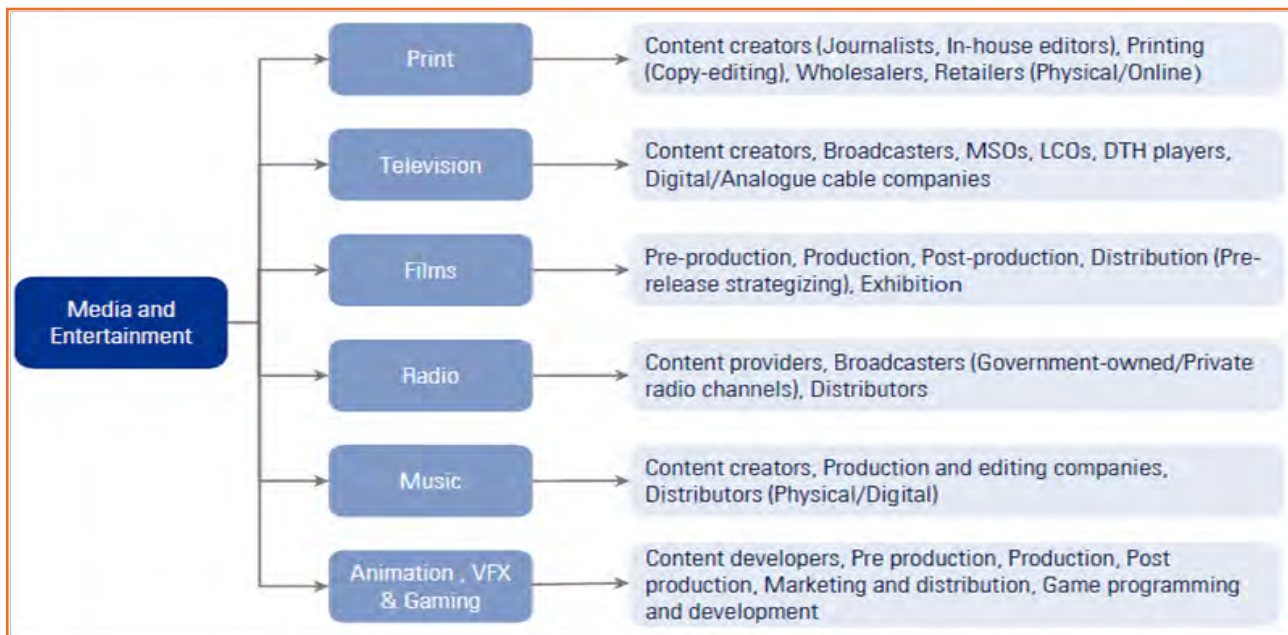


Fig.1.1.4: Media and Entertainment Sector

The industry is specific to cultural and ethnic backgrounds, and is organized around specific hubs that specialize in output for a given population segment. For example, the Mumbai film industry (Bollywood) is a key film hub in the country. A similar hub also exists in South India.

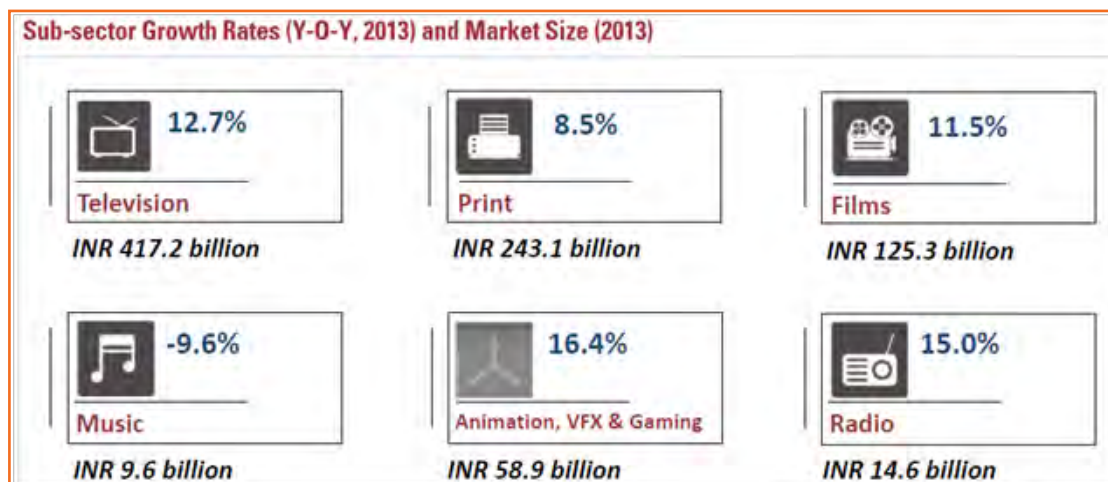


Fig.1.1.5: Media and Entertainment Sector Growth Rates in 2013

UNIT 1.2: Make Up Artist

Unit Objectives

On completion of chapter, you can

1. Paraphrase the Make-up Artist.
2. Familiarise with role and responsibilities of make-up artist.

1.2.1 Introduction

Make up Artists are creative designers of various appearances. Realistic Stories are created with their efforts of making artist looking beautiful or ugly, or aged or Alien Like. Make up Artists are responsible for creating a look that emphasizes the artistic work that can covered impurities on the face, bodily imperfections and skin irregularities. Styling is an art that makes artist appearances makes camera friendly and audience friendly when magnified. The true art is when the makeup and hair style with stands the taste of time. The good Makeup Artists is made of adequate knowhow, innovative ability and prompts decisions regarding Make up.

Earlier a makeup artist and chemist used to create makeup specifically for movies

Make up Industry has evolved over the period of time from black and white cinema that only used monotonous as the camera did not register different colors like blue or green tints. Once the panchromatic film came into picture variety of colors could be used and some artist experimented with makeup.

Earlier when advanced products or appliances were not invented artist used supplementary techniques like using a glass piece that supplemented a blind eye look.

Today's Modern technology enables use of high end products, reflected techniques and enables combining modern and traditional makeup due to its clarity and visibility. Hair Styling and make up is effective when it not just enhances the actor but also compliments the costumes and sets.

High Definition demands more work as it is sharper and shows every detail hence artist need to match the each frame and since movies are made over a period the artist work must be consistent on the actor on the

Each shot.

Assistive use of computers to apply effects and graphics for making creatures attractive or creating imaginative appearance of abnormalities and injuries. It can also create periodic look for a historical film.

Age is a very crucial art that tastes the skills of the makeup artist and hairstylist especially older age that needs to show wrinkles, sunken eyes and cheeks, graying hair and teeth deformities. Work on the skin like kidney marks, creased look and prosthetics are used. Similarly young age can be shown by firming, smoothening of the skin.



Fig.1.2.1: makeup artists

Normally, Special Effects Makeup involves more time and descriptiveness as it creates effects like cuts, injuries, stabs and imaginary creatures. There is also a use of machines that create puppets to perform through a remote, called Animatronics.

Props are effective when they complement's the actors character and performance. Hence knowledge of types and traditions of makeup with good research helps the artist creation. For example early 1920 movies actresses had very impactful eyes hence the liners were thick and stretched outside the eye whereas the workers or laborers did not wear makeup. On the other hand early European women wore wigs and so did the men.

Make up Artists give life to characters by correct make up that complements the costume and the set, background and film appeal. The types of makeup range from-

1. Beauty or Street Makeup is the regular make up in movies.
2. Historical-Period Makeup reflects make up from earlier centuries.
3. Character Make Up uses Age and can create Biographic characters.
4. Special Effects makes Actor into imaginary monsters.

1.2.2 Working in Media and Entertainment Industry

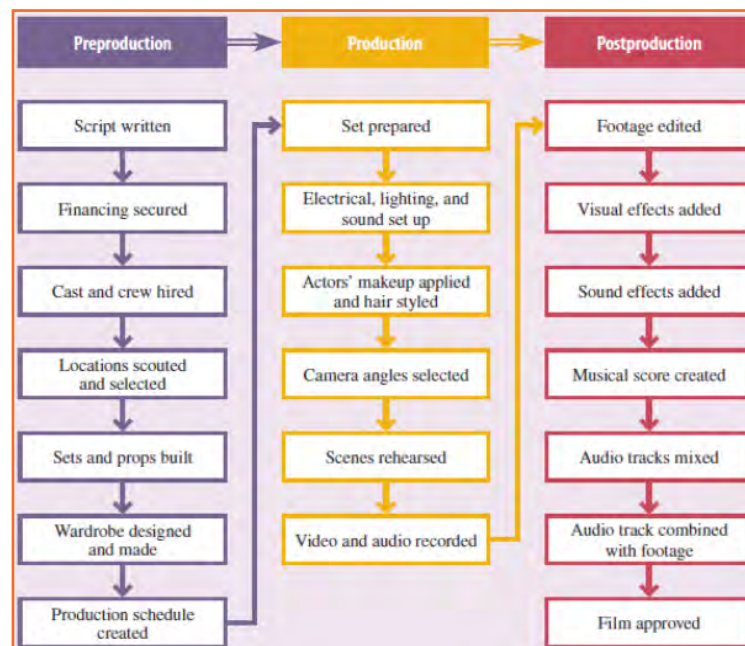


Fig.1.2.2: Filmmaking, phases

Film Creation is a gradual Process and the number of teams is involved in specific details of Recording, Editing and Producing the right outcome.

The graph besides shows 3 phases of Film creation. Pre- Production, Production and Post-Production that shows film member involved at each phase. We know that the Director, Producer will be involved throughout the film making process overlooking each detail whereas the editor will come into post production for the final work polishing. Sometimes, even the cast is involved in final edits.

Each member has set tasks towards the film, and the above graph shows the process from initial script to final film.

1.2.3 Producers and directors

The work of Directors and Producers is co relational, one can do the job of both if required but both are required individually for their expertise.

The Producer finds the script or story or makes one to be made into a film. When adapted he signs a contract with the owner of the story to make it into a film with documented legalities. All script edits or changes have to go through the Producer. He also sets timeline to completion. The Producer handles the finance aspect of the film by locating investors, to convincing them to allocating right budgets. Most importantly, he hires the Director.

The director is involved majorly in overlooking the execution of the film. He adds the creative vision for the movie. He is also involved in selection of cast, designing of sets and costumes. His role is to manage the production scheduled. The overlooking of each scene of each shot to ensured that it is correctly captured by guiding and correcting the actors and teaming up with the cinematographer.

The Director also overlooks the music, sound and visual effects during Post-Production.

1.2.4 Employment in production

The Timeline of the film depends on the script and can take from a month to years depending on how big it is.

Production is creating each scene from Design, Background, set and Effects. Employability is in the form of directors, assistant directors, Production Assistants, Sound and Light Technicians, Costume Designers, Hair and Makeup Artist, Cinematographers and Actors.

1.2.4.1 Fashion Stylist: Hair, Makeup and Costume

The artist for hair, makeup and Costume work to gather in coordination to reflects the directors view of the movie as the script can demand any kind of wardrobe or look.

Use of cosmetics like compacts, considers and foundation is use for the basics whereas special effect artists use prosthetics. Hair is an important part of styling and apart from the hairstyle using dye's and color's or a wig as require. Costume selection includes the entire wardrobe of the character like cloth's, shoes and even accessories. This are finalized with the directors. They can be purchased or tailored as require for the film. Depending on the budget roles for the makeup artist and hairMake up Artists are decided. Sometimes one is use for both.

Core Competences:

- **Script breakdowns and detail understanding.**
- **Adequate education regarding type of makeup.**
- **Ability to Research.**
- **Visualizing character's appeal as on screen.**
- **Creative Innovations.**
- **Team Player**
- **Working Closely with Team with good discussions and Opinions.**
- **Good Time Management**
- **Knowledge of Production Structure**

Role:

- **Arrange hairstyle and Makeup during Pre-Production**
- **Overlooking the application during the Production.**
- **Coordination with team**
- **Having a structure for correct requirements.**
- **Character Sketch and Design for Script.**
- **Ability to give work on Paper.**
- **Ensure work designs are within giving budgets.**

1.2.4.2 Makeup Supervisor

The supervisor's role is to ensure the wig and make-up designs are implemented and the department runs smoothly on a day-to-day basis.

Core Competencies:

- Ability to apply and translate sketches
- Ensuring Continuous Outcome
- Manage a team of Artist and motivating them
- Exemplary interpersonal skills
- Excellent time management to meet scheduled
- Good Knowhow of Organizational working
- Abiding by safe and healthy work ethics

Role:

- Working together with head artist, Director, Costume Designer and the entire Production Unit.
- Hiring, Training and Managing the styling team.
- Stock Management and Vendor Management.
- Overlooking and Arranging Try outs or Dummy rehearsals for artists
- Allocating the team responsibilities and following schedule
- Maintaining positive work environment.
- Working within timelines and budgets.
- Taking care of senior artist
- Educating and Implementing conduct and ethics.

1.2.4.3 Make up Artists

The role of fashion stylist is to execute tasks given by the styling coordinator.

Core Competencies:

- Technical and Applied Art
- Responsibilities of Continuous outcome
- Meeting deadlines, following budget and efficiency in execution.
- Team Player
- Take Guidelines from big experts
- Communication within Team.

Role:

- Readyng cast for Application
- Conducting Hair and Makeup on artist
- Removal of Makeup
- Abiding by unit rules
- Working closely with wig experts.
- Abiding by rule and regulation of the department.

1.2.4.4 Fashion assistant

The Make up assistant provides assistant to different units of makeup and hair.

Role:

- Is a standby to ensure the smooth functioning
- Gathering Information related to script.
- Dress postiche
- Arranging the makeup rooms.
- Assist in application and removal of makeup.
- Going with senior artist to saloons.

1.2.5 Make up and Costume for Media and Entertainment Industry



Fig.1.2.3: Media and Entertainment Industry

Make Up, Hair and Costume are services that create, enhance and add right appeal to scripted characters. The feel of the movie is based heavily on these services. However, the budget plays an important role in this and the quality of work is often inter related to the budget. There are types of films that are made and each has a different requirement based on the stock, camera and period of the script. Like feature, videos, ad films, promotions, corporate work, training content etc. The sharpness and clarity define the artist's requirements as the sets, costumes and designs dictate the environment of the film.

What might be required at a corporate film may not be the same for an advertising video, as lighting, camera differs and so does the required makeup and hair. Since the expanse of opportunity is vast for artists, they must possess the right skills, innovative ability and good knowledge of this art

1.2.6 Television

Television has been a medium to provide entertainment and education to various audiences and is widely expected. There is a lot of work that goes into the making of entertainment. Many departments and units are involved in producing skilled outcomes for viewers, especially with costumes and makeup that may go unnoticed but add to minute details of the feature and the budget plays an important role in production.

The Make-up Artists and the costume designer role may be contractual or on weeks but it requires them to constantly work with the team. In particular TV and Film hair and makeup is done differently. For TV the requirements are basics and remain constant. Hence the flexibility with hair is given. When historical drama came on Television specific skills had to be learned by the artist.

With time artists have to train themselves and acquire the knowledge about materials and prosthetics to become proficient in their department.

1.2.7 Cinema

Cinema provides more budget as it has the highest quality pictures. With various departments extra training can be provided to the makeup and Make-up Artists.

Nowadays makeup and hair Make-up Artists have separate roles as one can be dedicated to each artist thus can be time-saving and cost-effective. It also maintains the privacy and space of the artist. Even the smaller productions started functioning similarly.

Even though Television and Cinema require an artist who possesses knowledge, training and work experience. Cinema needs more proficiency as higher budgets demand higher quality and stricter guidelines.

The work in the cinema with styling starts in Pre-Production where the sets, lighting, wardrobe are selected, team members are allocated and required research is initiated. Rehearsals are done to check the same with the camera.

Since various artists are used some may be hired for the entire span of the film whereas some may be hired on a daily schedule. There are also background or guest artists called as Extras. They say that about 2.5 min of the film should be shot in a day which means the bigger the film the longer the duration.

Hours in a film are demanding and sometimes the production team may work 7 days a week up to even 16 hours a day. This arrangement may affect your social life.

However working in a production unit is a different yet memorable experience.

1.2.8 Theatre

Theatre keeps hairstyle and makeup artist separate and usually with experts can undertake the styling as use of wigs is higher.

Costumes are specifically design and some big corporations can even hire their personal tailors. There is a budget for every unit and the designers have to plan as per them. The smaller the budget the higher work hours and lower payment.

Since the effects of styling have to be seen from the back of the theatre the application could be heavier. Since gels are use on theatre lights, it impacts the makeup. During a theatre being broadcast a television artist is called during a production.

Rehearsals are continuous with theatre before the final performance and Sets, lights are tasted.

The dress rehearsals are the final rehearsal before opening where all design staffs can check their work. This continuous to the end of Production.

1.2.9 Role of a Make up Artists

Role brief:

They are required to comprehend, designing, assembling and merging music, sound and footage into a continuous output for Broadcast.

Key Responsibilities:

The fashion stylist should be competent with Editing techniques like joining, merging, sorting and assembling pictures and sound. The Individual should be able to use soft files like Avid, After Effects, Adobe Premiers and Sound Cleansing Software's.

Professional Competency

- They should have a working knowledge of computer and operating system.
- Knowledge of standard menu commands, use of mouse, opening, saving and closing files.

Responsibilities of a Fashion Stylist

- Make up Artists are require to style the face and hair. While working by themselves or within the team to increase the attractiveness of celebrities, performers, entertainers, individuals for functions and events.
- Using tools and pallets along with makeup essentials like sponges, brushes, liners and applicators.
- Creating different appearances for client.
- Working with television, cinema , shows and shoots
- Styling for weddings and ceremonies.

- Styling of Knowledge hair.
- Use of external material like sprays and conditioner's for require touchups.
- Avoidance of makeup on cloths
- Showing examples of previous work or reference photographs to clients.
- Use of Prosthetics.
- Understanding scripts to source require props and developing designs for looks.
- Buying required cosmetics and materials at cost effective rates.
- Consisting application of makeup to match type of lights.
- Identifying right colors for the skin tone.
- Educating clients with application.
- Consulting on skin hygiene and health.
- Working knowledge of wigs.
- Positive outcomes in tight scheduled.
- Clean and start again if client is unhappy.
- Ensure Maintenance of hygiene and safety.

1.2.6 Career Progression of an Make-up Artist

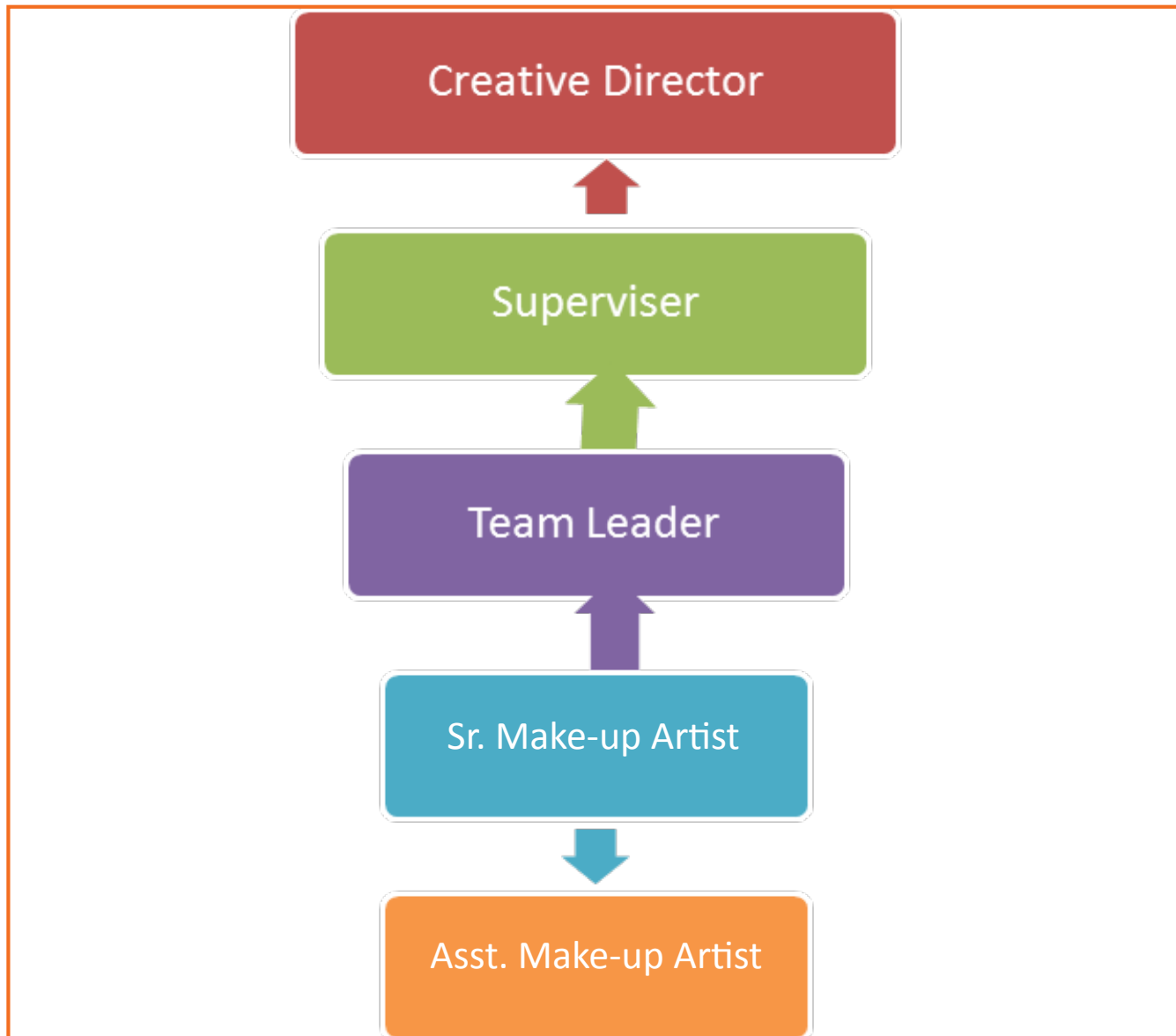


Fig.1.2.4: Career Progression Path of an Make-up Artist



2. Identify Hair and Make-up Requirements



Unit 2.1- Identify Hair and Make-up Requirements



MES/ N 1801)

Key Learning Outcomes

The completion of this module will enable:

1. Identifying the right number of artist and designers for characters.
2. Having complete knowledge of requirements as per the script.
3. Understanding and applying special effects when require.
4. Obtaining ideas about character's look
5. Adequate research to understand and enhance artistic value of the look.
6. Identifying the design concept
7. Sketching Designs and producing ideas in guidance of senior artist to match the characters in the given script.
8. Determining the production requirements
9. Knowing the technical and creative resources for execution.
10. Set and know the timeline and budget for the production and demand set number of resources when require.

Unit 2.1 Identify Hair and Make-up Requirements

Unit Objectives

The completion of this chapter will enable:

1. Working with senior designers and artist and understanding the hair and makeup requirement.
2. Identifying the requirement as per the look for the specific character (Performer, Entertainer's, Character, Makeup etc)

2.1.1 Cosmetology

Cosmetology is the study for skin care and skin, hair, face beautification with natural, chemical or technical methods. It studies various treatments and routines such as lesser hair removal, pigmentation removal, Botox and skin grafting and other saloon procedure like facial, pedicure's etc.

2.1.2 Human Anatomy and Face Structure

The Skin is the external component of the human body that covers all the organs, ligaments, bones and muscles. It is the largest tissue that is made up of cells that change structure and renewed themselves every day. With evolution the amount of hair on human body has reduced to near follicles however some humans may have more hair than others. The quality of skin depends on the internal body health.

The skin is made up of layers called as Epidermis, Dermis and Hypodermis.

The Epidermis is made up of flat Squamous Cells and is the outer layer. Below the squamous cells are round basal cells. This layer also contains melanocytes that produce melanin that gives skin its unique color. This upper layer does not contain any blood vessels and helps regulate the body temperature.

The dermis is the lower layer that regulates the body temperature and produces sweat and a oily substance called the Sebum that protects the drying skin. This inner layer has hair follicles, glands and lymph vessels.

The hypodermis is the subcutaneous adipose layer.

The epidermis serves as protection from infection while the dermis acts as a repairer to skin.

Hypodermis

The hypodermis is the innermost layer or the third layer after epidermis. It is called the subcutaneous adipose layer. Even if it is anatomically less specific term. It has fat deposits and loose tissues along with larger blood vessels than in the dermis. It protects the body and helps in transferring information about the environment like the other two layers it regulates the body temperature and helps in removal of body waste. It plays an important role in immunity, movement and absorption of Vitamin D.

These 3 layers detect types of skin the people have like Normal or Oily or Dry or Sensitive or Combination Skin Types. Since Skin is made up of cells it can change with the age and depends on factors like skin hydration i.e. intake of water, oil contain i.e. serum production and sensitivity.

Normal skin is balance skin that is adaptable, less sensitive as closed pores and glows with least efforts.

A Combination skin type is a mix of dry, normal and oily where some areas may remain oily and some may dry out easily. For example some people have the normal skin but the feet are very dry. This Skin type can have the dilated pores leading to black heads and shine.

Dry Skin Type

Dry skin is coarse and dull. Due to, less flexibility has red patches and complexions are often marked with the lines. This skin type can become scratchy or irritated and more rough in dry conditions. It can also break, more often with hands and legs. It is usually attained genetically and can also be cause due to aging or frequent weather changes. Sometimes medicines, unsuited cosmetics, heaters and radiations may also leave to dry skin.

Some things to follow to take better care is to keep skin hydrated by drinking water, using mild cosmetics and soaps. Frequent use of moisturizers may soften skin also protecting hands while cleaning and wearing sox after applying lotion in the night can heal peels and cracks.

Oily Skin Type

Oily skin usually opens up pores wider and is prone to white heads leaving the complexions shiny but faint. It can be caused by weather changes and is maximum during the hormonal changes. Also increased stress can cause more sebum making skin oily.

You can frequently wash your skin, use milder soaps and gives skin its own heal time.

Sensitive Skin Type:

Sensitive skin may be inherited or be caused by reasons like weather, cosmetics or allergies. You can identify the sensitivity by any redness, burning or sudden dryness in the skin.

2.1.3 The Basics of Skin Care

Since skin is the outermost layer its care is of outmost importance.

Some basics can keep your skin fresh and healthy like ensure using UV protection Sunscreen and covering skin indirect sunlight.

Also drink lot of fluids, avoid alcohol or smocking and maintain a healthy diet.

Try washing your face at least thrice a day especially after coming home.

Keep cosmetic like moisturizer, cleanser and wet wipes.

Facial Muscles

Facial muscle lies under the facial skin. They are classified as a group of 20 skeleton muscles originating from the skull or fibrous structures radiating to the skin and are placed around facial openings like an eyes, nose, ears and mouth. They are also stretch across the Neck.

Head and Neck Muscles

The human skull is a protection to the brain and sensory organs. The exterior surface attaches the muscles of the head and the neck that play a major role in supporting the skulls effort and inducing movements like expressions, speech, eating. Within the oral and nasal cavities are the upper portions of the digestive and respiratory tracks.

The neck muscles not just support the head and neck but also cause movement in the neck. This heavy work can cause the muscles to easily get hurt or strain and requires care.

There are 22 cranial and facial bones in the skull and 7 vertebrae that support the skull. The 2 vertebrae are Atlas that balances the head and Axis that causes rotation to the head. Muscles and Hollow Spaces protect the Spinal Cord, provide movement and give posture to the head and neck.

2.1.4 Hair

Hair provides protection like eyelashes and eyebrows protect the eyes. Nose and ear hair protects the canals by blocking dirt or even insects entering the Body.

Hair also helps in regulating the temperature before entering the body. They are natural receptors connected to touch and feel.

The hair is of 2 parts. The Shaft and the Root part. A follicle that is a small pouch Surrounds the root.

Its base is a small bulb that has capillaries and nerve fibers. There are cells in the center of these bulbs that divide and when they move up Form the hair shaft.

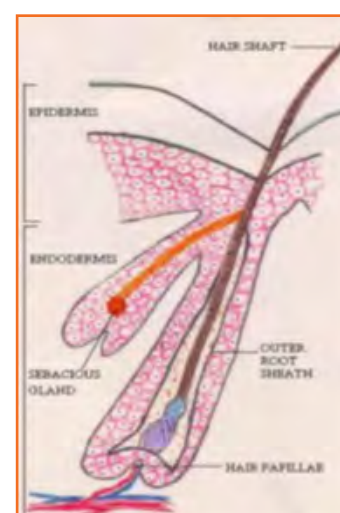


Fig.2.1.1: root part of hair

The hair is made up of protein called Keratin. The hair shaft is made of the cuticle which is the outer layer and gives a healthy look, the Medulla is made up of the large cells is the innermost layer and the Cortex is the middle layer that contains the pigment and Keratin.

Volume is defined by the Cortex.

Lack of nutrition, poor health or stress cause decreased in Oil and pigments that dull and thin the hair.

The hair is the bi product of bone tissue.

Normal hair growth cycle:

Hair growth is at 1 cm per month up to 3 month till it shades giving place to new hair that way 90% of our hair keeps growing and 10% rests. With this it is normal to experience little Hair Fall every day. Only extreme hair fall can occur to anyone regardless of age.

Hair and different textures

Hair Textures and Thickness can vary from person, day or by year. It can be anywhere between 17 to 180 microns and as coarse as 56 to 181 microns.

Warming weather can thicken hair

Usually weather can affect the hair texture causes the follicles to open making hair

Rough but natural texture and type (Straight or Curly) is influenced by genes.

Treatments like Re-bonding, Curling etc can alter the appearance.



Fig.2.1.2: thicken hair

Hair Pigment

Hair Color occurs due to chemical compounds that show in light known as Eumelanin and Pheomelanin.

The higher degree of Eumelanin makes the hair darker whereas Pheomelanin that makes hair blond or Red.

White hair has no Melanin and Gray Hair has very little. Some Scientist claim that hair color can be caused by substances in the blood.

Sometimes Hair can reflect color due to light. However the melanin is contains that causes Textures, Size and Color of Hair.

2.1.4.1 The Life Cycle of Hair

The hair cycle is made up of 3 stages. Anagen, Catagen and Telogen. Anagen is the stage where active growth of hair is taking place and is said to last about 1000 days. The stage causes hair changes is the C

atagon stage and the Telegon is the resting stage where hair is lost. The Anagen, Catagen, and Telogen stage account to 80% 5% and up to 15% respectively.

TREATED HAIR

Hair treatment works on hair shaft on not on the hair root. Since pigmentation occurs at the root whereas the shaft is dormant. Treatments like Bleaching, Coloring and Straightening occur on the shaft and since hair grows 1 cm per month the natural hair growth can show against the treated hair.



The basic calculation is the color length measured divided by 1.3 cm gives the rough estimate of actual time hair was colored.

Racial differences

Hair can be different as per the race you belong to but cannot be classified by only with the Race as genetics play an important part.

Animal hair and human hair

Animal hair in comparison to human hair is thicker and denser towards the medulla.

Race	Appearance	Pigment	Granules Cross	Section Other
European	Generally straight or Wavy 	Small and evenly distributed	Oval or round of moderate diameter with minimal variation 	Oval or round of moderate diameter with minimal variation
Asian	Straight	Densely distributed	Round with large Diameter	Shaft tends to be coarse and straight Thick cuticle Continuous Medulla



African	Kinky, curly, or coiled 	Densely distributed, clumped, may differ in size and shape	Flattened with moderate to small diameter and considerable variation 	
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Fig.2.1.2: Life Cycle Of Hair

2.1.5 Design And Colour

The principles of the design are the artistic elements that enhance and detailed the work as successful. The correct application of the below 7 given elements can create a work of art.

THE ELEMENTS OF DESIGN

LINE: The marks made by a brush or an edge where two shapes meet is called as Line.

SHAPE: Shape is the geometrical or an organic structure having a area within itself.

DIRECTION: There are 3 types of Direction's. Horizontal stands for stability and peace. Vertical stands for balance and Alertness and oblique stands for motion.

SIZE: The area occupied by the shape is called as Size.

TEXTURE: Texture represents the surface gradients eg. Rough, Soft etc.

COLOUR: It is the palate or hues, shades that brings vibrance.

VALUE: Value is the intensity of the color also known as Tone.



3. Manage Hair, Make-up and Prosthetics Supplies



Unit 3.1 - Manage Hair, Make-up and Prosthetics Supplies



MES / N 1802

Key Learning Outcomes

At the completion of this module will enable

- Understanding types of material
- Evaluating and setting budgets and determining the type of material, equipment that may be require.
- Storage, Labeling, Arrangement of Resources buying related products
- Managing Vendors, Maintaining Quality, and Matching giving budgets and arranging equipment.
- Stock Management
- Stock Replenishment

Unit 3.1 - Manage Hair, Make-up and Prosthetics Supplies

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3.1.1 Caring for Hair

Just like skin even the hair has beauty routines and treatments like cleaning, conditioning and moisturizing for healthier look. In today's time the demand for hair care technology has increased to clean, protect and restore beautiful hair.

3.1.2 Texture of Hair

Texture is the cuticle condition and circumference that determines thickness and the feel of each hair strand. There are 3 categories of hair based on thickness 1) Fine 2) Medium 3) Coarse

Smaller Circumference and delicate textures that damages easily and that which is oily is called Fine hair type. People with fine hair have thinner hair and cannot holds style easily as they fall flat.

Medium hair is classified as Stronger and Easy to Style. Medium Hair style is a common group.

Coarse hair is defined by a larger circumference leading to a stronger texture which tends to be dry but strong against damage. The fine hair and medium hair contain only 2 layers of hair, the cortex and the cuticle whereas the coarse hair contains all 3 layers including the medulla.

ApaThready: Gets wet easy but has low shine

1. Thready: Gets wet easy but has low shine
2. Wiry : Has lesser freeze, Sparkling Shine
3. Cottony : Absorbs water quickly but does not get completely wet. Has low shine.
4. Spongy : Absorbs water quickly and has low shine and manageable freeze.

3.1.3 Hair Cutting and Styling Equipment

Hair cutting tools are the most important aspect for each and every professional hair dressers.

Hair cutting tools are having different types of elements, which are very important for hair dressing. Few of these elements have been mentioned below:

1. **Scissors:** It's the first element for professionals to design the individual's hair. Scissors are having two blades, and these blades are equally balanced, smooth and sharp at the tip and at the end. Thinning scissors- These scissors are having single and double blades, and it's fully depending upon the quantity of thinning needed. These scissors are almost looking like hair cutting scissors.
2. **Combs:** These are having less wide and narrow spaces on one edge, and larger speaks on the other side. The professional thumb and index finger are in use for keeping the comb.

Correct Way to Hold Scissors and Comb

- Use Your third finger rather than the Index or the middle provide a good support to a seizer blades. If you use your index or middle fingers, you do not give enough support to the scissor blades.
- To make sure you don't stab yourself with the scissors when you are using your comb, you should always 'palm' them. This means simply taking your thumb out of the handle. Scissors should feel comfortable in your hands. They should become an extension of your fingers.
- Practice holding them as often as you can. These are the tools that could earn you a good living. When you are cutting, only the top blade of the scissors should be moving and you should be moving only your thumb, not your fingers. This can take a while to get used to.
- You should be able to hold both your scissors and comb together in one hand and have your scissors palmed. At first, this can feel awkward and uncomfortable but, with practice, it will get much easier. There are two ways to hold or 'palm' your scissors and comb; you can use either.
- Take your thumb out of the scissor handle, let the blades drop downwards and grip the scissors with your little finger. Your comb should point upwards with one end sitting in the palm of your hand.
- Again, take your thumb out of the scissor handle but keep the blades pointing upwards and the handle against your palm. Grip your comb between your thumb and index finger.

Exercise - Hold your scissors correctly, and then turn your hand so that your thumb is at the bottom and your palm is facing away from you. Now try to open your scissors. Only your thumb is able to move. This is how it should feel when you are working your scissors.

3. **Section Clips**-These are in use for clipping the hair at the time of cutting.

Procedure of Using Section Clips:

- Section clips helps separate the hair to style and color. Use hair ties for short hair and banana clips for longer. Start with dividing the hair at the back of the hair and keeps splitting them into 2 even pieces to clip them up. Starting with the bottom layer released one section and select the amount of the hair you need to work on, clip up the rest. Then move upwards. Correct sectioning of hair comes overtime.
4. **Razors:** You can find two types of razors, one is in use for wiping the individual's neck hair and another is in

use for tapering hair edges in surface cut.

- The first and most important is skin prep. Skin prep is getting the hair clean and softened up ready for the shave. Easiest way for prep is to just shower/bath as usual and your prep is pretty much done for you.
 - The second thing is the lathering. Some people like to use bowls or scuttles to build their lather in.
 - Some of the ladies here shave against-the-grain only, but you can go with the grain and then against the grain if you want to reduce the hair down to a more manageable length before you go for a smooth finish. Using the with-the-grain then against the grain method is good if you haven't shaved for a while.
5. **Apron:** It is in use for protecting your clothes from hair dust. Aprons not just protect from color strains and hair dust but also have sections to keep handle tools. The material used is water resistant and resist cut hair to make it fall on the floor. It also has an additional pocket against household apron, to keep tools
 6. **Hair Shears:** Shears are the latest, trendiest style support to a stylist. It is of extreme importance that a hairstylist /barbers have the best and latest tools of the trade. With good quality shears a stylist can change the way a person looks; making them appear younger, healthier, more attractive and boosting their clients self-esteem. I bet you never thought about the psychological impact that a new "do" can have on a client.
 7. **Cutting Shears:** The hair cutting shears and hair scissors are straight edged of the hair cutting tools. They also remove 50% of the bulk from hair. Thinning shears also have on the straight edge blade & one that has to comb like appearance named teeth.
 8. **Texturizing Shears :** The texturizing shears been used for adding style & texture to their & remove around 20% of the bulk from hair.
 9. **Lefty Shears:** The lefty shears are all made for the left-handed stylists.
 10. **Lefty Compatible:** The lefty compatible means hair shear is a right & left hand compatible, and generally by flipping handle.
 11. **Thinning Shears:** The thinning shears been used to thin & blend your hair without altering your hairstyle.
 12. **Convex Edge:** Convex edge been used for the wet hair and slide cutting, and Convex edge is generally sharpened at 40 to 50 degree angle. Edge of a shear is sharpened to point that you may hardly make out an edge of the shear.

Procedure of Using of Shears

- The number of teeth determines the quantity of hair the shears can remove. Thinning shears are used on curly and straight hair. When they two rows of teeth, and when they have one row teeth use on thick or dense curly hair.
1. **Hair Iron:** Hair Iron is heating equipment that is used to style hair. There are tongs that make hair curly, straighteners that make the hair straight and use of crimpers to make crime's. Ceramic heating tools give least damage to hair.

Procedure of Using Hair Iron:

- Use Hair Cleanse Products made for smoothening hair.

- Pat the hair dry after getting out of the shower.
- Blow-dry your hair. Hair should be as dry as possible when straightening.
- Start from the roots and work upwards.
- Position the iron downwards.
- In smooth sweeps run the iron from root to end without keeping iron in one section long.
- Run iron depending on the texture of hair to get the straight effect.
- The quality and voltage of flat iron will decide the number of run overs all sections.
- The robustness of your flat iron will also determine that how many times you will need to run over a particular section of hair.
- Faster the heating faster the result.
- Heating can create steam due to moisture and hair however if you smell hair burning reduce the heating.
- Use a conditioning or serum after straightening to control frizz.
- Don't use any hair products apart from shampoo and conditioner before straightening.

Safety and Precautions

- Hair should be cleansed and combed prior use.
- Use a fine teeth comb to make sections.
- Avoid touching hair as hands can pass moistures.
- Keep irons on fire safe surfaces and turn them off post use.
- Keep vigilance near areas of face, ear and neck.
- Use in downward motions from root to tip.
- Keep them away from minors and animals.
- Using a brush on wet hair can damage the hair.

1. Hair Dryer

- A hairdryer uses air electronically to style the wet hair by controlling hydrogen bonds within each hair strand.
- Procedure of Using a Hair Dryer
- Wash hair and towel off hair slightly, just enough to stop the dripping
- Make Smaller sections to dry easily.
- Make at least 6 sections with longer hair and use clips if necessary for shorter hair just 2 sections may work.
- Begin blow dry at the roots away from scalp.
- Keep moving the blow dry the downward without focusing one spot longer
- Keep a little dampness in hair and finish with cold air to keep shine.
- Use Serum to avoid frizz.

Safety and Precautions:

- Avoid using near bathtubs - it can be deadly.
 - If your scalp starts to burn, stop promptly!
 - Excessive blow drying can lead to headache.
 - Avoid using thin rubber bands to avoid hair breakage
 - Towel dry the hair before drying
 - Avoid a comb. Rather use a 'soft bristle hair brush'.
 - Blow dryers are electromagnetic heating appliances that use air on hair. They are not meant to be use on the body..
 - Do not blow dry recently colored hair as its already dry.
1. **Hair Brushes** : There are 3 types of brushes a flat brush that helps detangling, a round brush helps styling with a dryer and a paddle brush to hair. Use of hair brush removes Brocken hair and increases the blood circulation.
 2. **Hair Roller:** A curling styling equipment that is used with a blow dryer to give curl . Recently heat free hair rollers are entered the market.

Procedure of Using Hair Roller:

- Divide hair into 3 panels. Divide sections cleanly and tie to separate in three panels using a tail comb.
- Take the horseshoe section, work from the temples, and put in place a side parting. To get it securely out of the way, wind it round its own base and fasten with a clip.
- Let the hair to cool and set before removing the rollers. As you remove each roller, brush the hair through to work the curl into the shape of the hair.
- Divide sections to insert rollers. Use sizable sections to put the rollers around.
- Apply hairspray to help with the winding of the hair and the setting of the curl. After spraying, comb the hairspray through.
- Use hair sprays to lock the style
- Use the dryer attachment to apply heat with rollers in it.
- Put it over the rollers. Fit the trunk end over the end of the hair dryer. There is a bit of elastic that will keep it snug over the dryer end.
- Turn it on and the hair dryer will inflate the attachment. There are lots of little holes in the attachment that allow it to heat up the hair and accelerate the blow dry.
- Wait for hair to cool before starting to remove rollers and brush the hair while removing each.

1. **Ribbon:** A Ribbon is material that is use for tying the hair and can be of any material like Rubber, Plastic or Satin.
2. **Rubber Band:** It is a stretchy band usually made up of rubber to bind the hair tightly and it is usually of a shorter length to form a circle like Loop that has elasticity.
3. **Head Band:** It is an accessory to be use around the circumference of the head usually to hold hair or style and can be made up of various materials that also work as an accessory.
4. **Hair Clipper:** Hair Clippers are the new electric tool for hair dressers and are faster on thicker hair cutting

Procedure of Using Hair Clippers:

- A hair clip comes in various guard sizes having attachments that help cutting the hair in different layers. The longest guard is size 8 and smallest is size 4.
- Work from the root to tip by holding the clipper blades down.
- Ensure you are working slow to avoid pull on hair, also it will give even comfortable cut. Be careful around the neck and behind ears while turning the clipper in your hand.
- Work in downwards stroke at the back of the neck leaving its smoother while cutting its sideburns ensure lens are similar especially if there is facial hair.
- Keep clippers hygienic by cleaning blades with alcohol and using oil.

Safety and Precautions while using clippers:

- Be enthusiastic but consistent with work to keep clients the happier .
- Use center of blades for slimmer pass while cutting fine hair.
- Use talcum powder to take off hair easily and blow dry the neck after short haircut.
- Use Protective fabric and tie around the clients neck to shield the cloths and keep least hair falling on them.

3.1.4 Procedure of Hair Cutting

Prepare the hair

- Start with washing the hair using shampoo and conditioner that suits the hair cut to get a better desire look. Greasy hair will not give a good effect leaving a client unhappy. Use after products also specific to the hair type and texture. Smoothly detangle hair before starting a cut.
- Use a water spread to keep hair wet while cutting as the cut is more accurate because the hair strands stick together giving a even look. Keep dampening with spray when require.
- Dry hair requires more care. While using clippers avoid thinning too much but work on the damaged tips like split ends.

Choose a hair style as per face:

Any haircut to give a desired result needs to first suit the type of face and features. Oval face shape compliments any hair style and can be experimental on. For a round shape keep volume on top and thin hair towards the bottom to give the face an elongated look. For a heart shape goes for fullness lower from the chin line. A square shape face requires softening like use bangs or waves instead of straight cuts. A side sweat bang will suit and an oblong face as it shortens the forehead.

Keep yourself updated with styles and trends and see below terminology.

- **Angle:** is a position the scissors work in.
- **Elevation:** Elevation means in which side is the hair while you cut or the direction is facing.
- **Razoring:** It helps remove volume and create waves.
- **Layering:** Layers can be short or long and create length and volume.
- **Graduation:** Style is shorter at the back.

Make the Cut

Start by dividing hair into 7 sections. The left and Right Side, The left and Right Crown, The left and Right Nape and a Top. Leave a small section of hair closed to the forehead.

- Part hair from the behind the ears in a line that matches then part on the side of the head
- From the center of the section smooth the hair and tie up in the middle. Repeat for the left and right side. Now divide the hair at the back of the head and make partitions from behind the ear to keep the crown section separate. These further sections should form a straight line at the back of the head.
- Secure all sections in twists.
- Go over the sections again and section them further by half.
- Every style has a set of instructions to tell you from where you can begin even sectioning is different for different styles.
- Be gradual and take good time up to an hour to style.
- Make sure you match the cut sections to keep it even.

Texturizing -

- Texturing means reducing volume by removing excess hair.
- It is used on medium to long length to keep cut soft and suited for curly hair as well especially point cutting technique.
- Hold hair between your fingers and in straight line with scalp.
- Make points towards the inside of the held section.
- The size of the points will decide the effect

- Parallel cuts will create a layer look.
- Notching is the technique that gives the wild look on shorter hair especially a free hand notching when you make random snips to remove bulk hair. It focuses more on the hair ends
- To remove bulk from long hair ends use slithering .
- Always keep scissors perpendicular to scalp.
- Use Slicing technique to reduce weight and add texture.
- Keep scissors open when cutting free hand.
- More open and close you make the more hair you will cut.
- Never close scissors blade completely and entire section can be cut.
- Use a comb over shears to get a softer look especially for short hair.
- Start at the hair line by lifting hair section with the comb.
- Keep scissors in motion.
- Cutting is to be done with the center section of the scissor.
- Keep using cut hair section as a guide to next section.
- A razor is use to remove bulk hair.
- Make a vertical partition is middle and again a horizontal in its middle. You will have 4 half sections. Pin up the top section and using a fine comb at 45 degree angle. The razor from end to tips. Razoring is not meant for curly or fine hair.
- Finishing the hairstyle

1. Finishing Hairstyle.

- You can see how the haircut only when hair is dries. If hair dries on its own you will see a natural fall of hair. When using blow dryer. When using blow dryer keep moving and use the coolest setting. A recent study has shown that blow drying at a distant does not damage hair but keeping the hair wet at longer can damage the hair. Check for the uneven hair and give final touches.
- Ensure you use professional scissors and get good results.

3.1.5 Nail Care

Nails comprise of Protein and are made up of keratin. Using Strong chemicals can make the nail week. Using nail care like moisturizers and polish proteins is essential. A good manicure should take at least a half an hour or more.

3.1.5.1 Nail Shapes

Just like the face every person has the different nail shapes. The nail plate needs to be a healthy so does the nail base. A trained beautician can identify the shape and suit the style that matches the features and style.



There are shapes as below

Fig.3.1.1: five basic shapes

The Oval

The oval shape is the most attractive and denotes Femininity and Grace. It suits the most fingers and hand shapes.

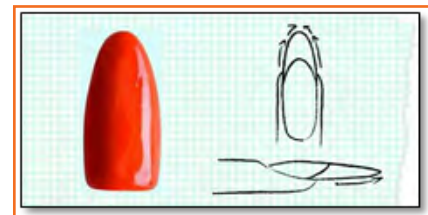


Fig.3.1.2: oval shape

To File

To achieve the oval shape,

- Straighten the sides of nail and then move from sides to the top in smooth strokes to create roundness but the pointy end..

The Square

A square shape is used for false or acrylic nails. You keep the side walls of the nail straight and even the tip of nail perpendicular to base just the round off the tip corner of nail to reduce pointiness.



Fig.3.1.3: square nail



To Fil:

A square shape is a traditional French manicure and suited for longer nail beds as it makes fingers appear shorter.

The Squoval

The squoval is the combination of oval and square and the most common shape yet versatile.

To File:

To file start with creating a square by straitening the sidewalls. Once done the tilt of the filler makes strokes back and forth from inside to out.

Remember only the tip has to be a rounded not entire edge.



Fig.3.1.4: squoval nail

The Round

The round shape traditional and prefer by Men. It also gives softer and thinner look to the hand.

To File:

To get the round shape,

- Keep walls straight and round the edges into a nice curve. Make the edges curvy but not too much. Else it will look nonevent.
- Keep comparing each wall while curving.

1. The Pointed

The pointed nail is a unconventional shape but has a impactful appearance. For smaller hands gives an illusion of the length and for longer nail base makes them extremely noticeable.



Fig.3.1.5: pointed nail

To File

- To file imagine 'I' straight down to the nail bed. The top is bending slightly and the bottom is matching the C curve. It just bends with blending all the size.

3.1.6 Manicure

Manicure is derived from the Latin word Manus which means Hands and Cura which means Care. Is a treatment for beautifying the nails and the hands. Manicures date back to 5000 years ago. Today acrylic nails are used to redesign brittle nails and are given a natural look.

3.1.8.1 Common Manicure Tools

- A clean Bowl with lukewarm water.
- Nail Cutter.
- Cuticle Removal.
- Cuticle Buffer
- Nail filer
- Nail Buffer
- Cosmetic Scissors
- Nail Cleaning Brush
- Orange Stick and clippers
- Table for treatment.
- Polish Opener.

3.1.8.2 Materials

- A Cuticle Removing Cream.
- Moisturizing lotion to massage.
- Variety of nail enamels (Based quote, top quote and varnish)
- Hand lotions
- Nail Stick on accessories
- Acetone or Polish Removal.
- Hand sanitizer and wet towel
- Cotton Pads
- Hand Towels

Procedure

A manicure is made of 3 steps Cleansing, Treating and Massage, finishes with decorate. This treatment for the feet is called the Pedicure. To begin Manicure follow the below.

- Prepare warm bowl of water.
- Clean old nail polish, Cut and find uneven nails and place the hands in water to soften.
- Work with one hand out of water and other soaked.
- Apply a cuticle cream and massage it gently in.
- Avoid cutting cuticles but try pushing them back with help of orange stick.

- Use a nail scraper to clean the top of nails for excess protein gently.
- Massage hands with a aromatic lotion.
- Wipe nails dry and apply a base coat.
- Keep drying and applying colors as requested or as per the trend.
- Gel Nail Polish is currently in trend.
- Apply 2 coats and use top clear coat to protect and while painting finish the nail in 3 smooth strokes.

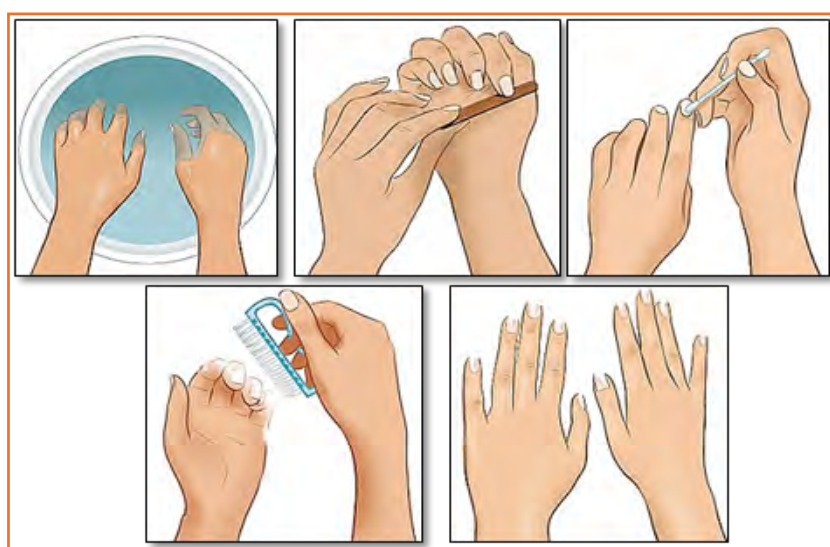


Fig.3.1.6: Procedure

3.1.7 Pedicure

A pedicure is cosmetic treatment for the feet and Nails to clean, moisturize and improve appearance. A regular pedicure protects from Nail Infections and Disorders. They are also done for rejuvenation. As they are not limited to feet the massage goes up to the knee. This includes blood circulation, removes excess dead skin and exfoliates.

3.1.7.1 Tools

- Nail Polish Removal
- Cotton pad
- Cuticle removal and cuticle cream.
- Foot soak or bath
- Aromatic oils
- Foot Moisturizers
- Nail Cutter
- Towels
- Foot Mask
- Pedicure Spa
- Pumice stone (Is a rough hard sponge like tool that scrubs dead skin)
- Toe Separator



Fig.3.1.7: Acetone



Fig.3.1.8: Towel



Fig.3.1.9: Cotton Balls

3.1.7.2 Nail cosmetics

- Top and Base Coat
- Cuticle removal
- Foot oil
- Nail polish
- Nail bleach

- Conditioner
- Nail drying equipment
- Acetone
- Nail polish Tonner

Procedure

A pedicure is similar to Manicure but requires more arrangement and preparation as Toe Nails require more attention. It uses scrubs and essential oils and may takes longer to buffer as they are thicker. You may also require antiseptic on toes before clippings.

Start as Below

1. Prepare foot soak bath with warm water
2. Remove dirt or polish from feet nails.
3. Cut and file the nails and keep them as short to match the toe length.
4. They should not cut into feet skin.
5. Use grits to smooth the inside corners of the toes.
6. Please place the feet and soak in water, use the massager in foot bath and keep for at least 5 min.
7. Remove one foot at a time and massage cuticle removal gently into the toe nails.
8. Push the Cuticle back by the orange stick.
9. Never try to cut the cuticles between the sides because opening them will open doors to bacteria and lead to infection.
10. Applying pressure can damage the nail bed.
11. If the cuticle is visible then cut using clipper.
12. Use scrubber on feet and foot file on the heels to gently remove dead skins.
13. Do not use any blade to remove callused skin.
14. Depending on callus, it can take up to weeks for healthy skin to appear.
15. Massage feet with moisturizer from knees to toe then put feet back in foot soak to remove the lotion or oil.
16. Use toe separators to avoid nail paints smearing.
17. Ensure to clean foot bath with disinfectant.

3.1.8 Nail Disease and Nail Disorder

A disease and disorder is different.

And knowing it correctly helps treating it correctly.

3.1.8.1 The basic manicure or pedicure rule if it is infected

If you see an infection pus swelling or inflammation guide to a health advisor. A disorder is an injury or disorientation of nails due to lack of nutrition or internal body imbalanced.

3.1.8.2 Common Nail Diseases and Disorders

- **Tinea or Ringworm-** This disorder causes different kinds of nail deformities. Specifically, the nail plate may become soft with parts of nail that start to break or become thicker. Require Action- Consult a doctor.

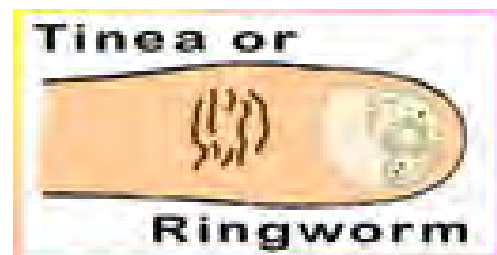


Fig.3.1.10: Tinea or Ringworm



Fig.3.1.11: Infection of The Cuticle

- **Infection of The Cuticle-**Common among hands which are constantly exposed to moisture. This condition often results in inflammation, pus and pain in or around the cuticle. Suggested Action- Keep hands dry. Consult a doctor.

- **Blue Nails-** Blue nails are exactly-nails that are bluish in colour-often indicating circulatory or heart trouble. Suggested Action- Consult a doctor.



Fig.3.1.12: Blue Nails



Fig.3.1.13: Atrophied Nails

- **Atrophied Nails** - This condition results in nails that lack lustre, are small and may be separating from the nail. Often caused by injury to the matrix or ill health-the nail's re-growth depends on the extent of the damage. Suggested Action- Mild cases may be treated with a fine emery board and gentle care. Do not use alkaline soaps or detergents

- **Thickening of The Nail**- This is a rare congenital defect, a hypertrophy or nail over growth with excessive thickness in the nail and causing Nail plate to curve.



Fig.3.1.15: Claw Nail

- **Claw Nail** - It is classified by excess thickness or inward growth that may be result of injuries- Suggested Action- Consult a doctor.

- **Nail Separation** – Is a condition where the nail detaches from the Bed although Psoriasis and Ringworm are common, separation can also be cause by medication.
- **Nail Fragility** - This condition is indicated by parallel splits running from free edge to nail fold. May be caused by damage or injury to nail matrix.



Fig.3.1.17: Nail Fragility

- **Suggested Action:** Hot oil treatments may help in mild cases.
- **Common Warts**- Appear on fingers and Hands in between each other usually.

Manicure/pedicure depends on location and severity of warts. Lemon essence oil can be applied to help ease warts.



Fig.3.1.14: Thickening of The Nail



Fig.3.1.16: Nail Separation



Fig.3.1.18: Common Wart



4. Prepare for Altering the Artists' Appearance



Unit 4.1 - Prepare for Altering the Artists' Appearance



MES / N 1803

Key Learning Outcomes

At the end of this module, you will be able to:

1. Prepare, organize and keep workstation materials, equipment and on-set kit fully stocked, tidy and hygienic
2. Explain hair and/or make up procedures to artists and invite their questions
3. Prepare the skin and scalp appropriately for the type of contact material used
4. Take measurements of the appropriate head and body areas for preparation of wigs, masks etc.
5. Arrange fittings and appointments with artists' within production deadlines

Unit 4.1 - Prepare for Altering the Artists' Appearance

Unit Objectives

At the end of this unit, you will be able to:

1. Arranging and keeping the working area ready and equipped with tools.
2. Educating on makeup process
3. Readyng a scalp and skin for use of material.
4. Noting requirements for wigs and masks.
5. Preparing Schedule and Appointments with Artist

4.1.1 Introduction

Changing appearance is detailed and requires time and effort and prior preparation. Your work station and kit must be well organized. The scheduled may be given by the production team and timeline will depend on Medium whether film or Television. High definition requires more time. There are various kinds of makeups like straight corrective, glamorous, aging and special effects and prosthetic makeups. The time taken is anyway between 15 min to 2-3 hours or more where is least for straight corrective and maximum time for special effects makeup.

4.1.2 Prepare to Change the Performer's Appearance

1. Arrange the work space and prepare kit with tools to be easily accessible.
2. Keep good personal hygiene and professional dress code.
3. Ensure materials are up to date in the kit.
4. Equipment and tools are cleaned and ready.
5. Keep good cleaning materials available.
6. Using labels on products to identify and give instructions.

7. To store tools, equipment and styling material hygienically.
8. Identifying any disease or disorder of skin that can contaminate the tools and materials.
9. Following effective steps to deal with unprepared contamination.
10. Educating regarding hazards and reactions caused by any styling processes and instructions to avoid those.
11. Prepared to answer any makeup and hair related questions.

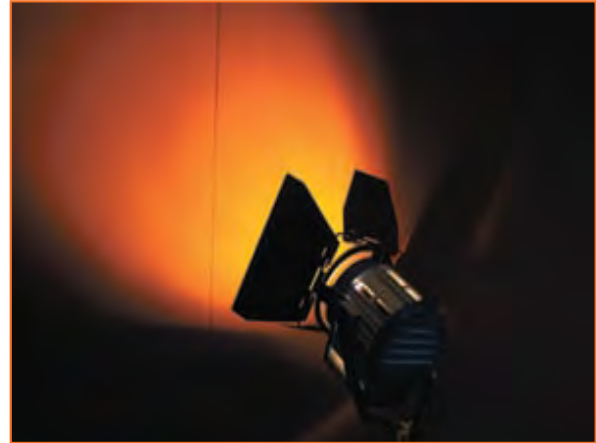


Fig.4.1.1: Consider what lighting will be used when designing the performer's make-up

3.1.3 Equipment and Material List

1. **Lighting:** Sunlight or mirror with strong florescent lights around it.



Fig.4.1.3: Set bag

3. **Universal Adaptor:** A 3 pin plug that converts any voltage effectively and can be use globally to use styling or heating equipment.



Fig.4.1.2: Good lighting

2. **Set bag:** It is the makeup carrier to hold tools and supplies require for hair and makeup like hair products, make up, brushes etc.



Fig.4.1.4: Electric plug-in point

4. **Seating:** High director's chair/barber's chair



Fig.4.1.5: Seating



Fig.4.1.6: Work surface

5. **Work surface** :It is the area that displays and organizes materials and equipment's.

6. **Sink:** A small unit with a faucet to wash hair and hands and get hot and cold water.



Fig.4.1.7: Sink

7. **Ventilation:** If using hazardous or strong-smelling materials

8. **Disinfectant cleanser**

» Use wet wipes, towels, sanitizers, disinfectants, gloves, apron and water sprays.

4.1.4 Appropriate Work Stations

A suitable work station is always with good lighting and has a big mirror With tubes and bulbs arounded that focus directly on the face detailing Your makeup progress. The chair to sit is adjustable, comfortable to be Seated in for longer duration and movable.

The work station has good surface to layout tools and equipment's and Equipped enough plug points.

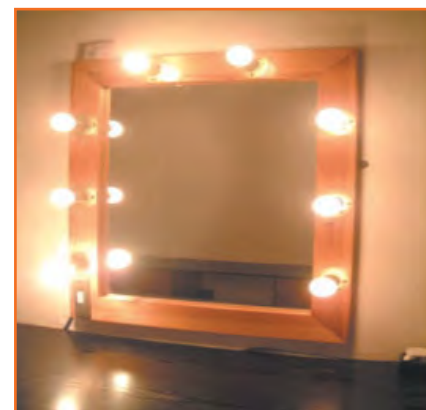


Fig.4.1.8: Good lighting

- It has a water sink facility. It is kept clean constantly and used after
- Disinfecting
- Sometimes even trolleys are available to use.

4.1.Set Bag

A kitbag is used to store all the makeup material and tools and is transparent to locate products easily and water resistant to avoid damage.

It holds all makeup essentials like Brushes, Sponges, Pins, Powders, and Sprays and is used to carry around.



Fig.4.1.9: Set bag

4.1.6 Operating Safe Working Practices in the Working Environment

Below is the checklist

1. Make sure equipment is working, Workspace has hygiene and environment is safe
2. Maintain Clean and Healthy Hands
3. Use protective clothing like an Apron prior styling
4. Use bands and Hairclips to keep hair from face.
5. Look out for contra indications like minor illness of Artist like an eye infection
6. Sometimes a shoot scheduled cannot be delayed as it is expensive and disrupts work for all unless serious, used disposable equipment's that transfer small infection.
7. Keep disinfectant and sanitizer closed
8. Educate on artist allergies
9. Remove Products on pallet and not directly with brushes from containers to maintain hygiene.
10. Eyes are sensitive and need attention.
11. Ensure not just wash hands but also to wash makeup brushes, sponges with antibacterial washes and wipe electrical equipment alcohol and cotton.
12. There are lot of wires and cables around production while walking with kitbag, be careful.
13. Store manufactures chemicals carefully and labels them for safety.

4.1.8.1 Skin Tests

We test the suitability of a product to the artist skin by doing a patch test where an area behind the ear or inner elbow is chosen to apply the product that is prone to reaction or new to artists skin, small amount is applied there. After leaving it for few moment and checking the condition after removal or while its on for any rashes, itching or swelling to confirm positive or negative patch test to suitability.

4.1.8.2 Allergy

A skin allergy test is done a day before a actual application to test the sensitivity.

4.1.8.3 Contra-actions

It is defined as mild disorder to skin like rash, burning, redness or blisters if encountered go to health-advisor immediately.

4.1.7 Assist with the Continuity of the Performer's Appearance

Scene continuity with makeup means consistency in the created look of the artist in several shots and scene which mean that the look must be identical. Here proper design notes, photographs and videos forms a reference notes. The reference notes have polaroid's and color samples to refer and crosscheck for hair and prosthetics. Sometimes even external material like blood, sweat or dirt needs to be in the same place.

The script may involve aging or show various life stages therefore you will have to create looks that are consistent and compliment the character in terms of hair color, wounds, skin tone and diseases and even weather and time of day or night.

1. Follow the below steps to support artist continuity:
2. Record design specifics and confirm with person in charge.
3. Keep recording equipment ready before production begins.
4. Maintaining continuity in appearance
5. Crosscheck with relevant individual on makeup and hair.
6. Confirm when developing effects with the concern person to match the script.
7. Keep disturbance to minimum when doing continuity make up.
8. Gather the sources and material for continuity detail.
9. Know the single point of contact for continuity and who will be the relevant resource for the above.

4.1.7.1 Pre-production

Before beginning production the makeup designer receives a Brocken down script and character list with number of artist and scheduled to understand the requirement and specification from the perspective of the directors and producers. A meeting to confirm them takes place which leads to research by a designer to fill the continuity sheet and record the progress as shoot begins.

The rehearsals are happening parallel and prior approval is taking by the director and work is done closely with the costume designer. Allergy test and product test are conducted prior on male artist especially with special makeups effect.

4.1.7.2 Lighting Effects

With Television sets have lighting pre-arranged whereas with film they changed with different shots. For external shots lights may change by using reflector boards called as fill in lightings and makeup look can differ each time. You get more time with film than television however in film you need to perfect the look before filming, perhaps with television when appearance on monitor is not appealing you may request a redo of makeup.

4.1.7.3 Position on Set

The don'ts of position

1. Don't stand in the artists eye line
2. Don't stand in front of camera.
3. Don't cause abstraction.

4.1.8 The keeping and storage of continuity references

Continuity Records must be maintained scene wise and numbered for quick referral. A sometimes scene that may be continued four months later and makeup needs to be redone in a similar way.

Maintained positive professional relations with artist and team members with long hour's situation can be stressful but remain calm and positive as your working environment should have good ambience.

One troublesome artist or crew member can create problems and affect teamwork.

Balance the continuity checks according to actor and director needs. Do the reference with the relevant person before the take quickly. Also remember artist need to be check differently and directors give time according to their understanding.

Keep assistance handy for reference work to avoid break in shoots and get more legitimate results.

Keep conversation short without distracting the ongoing work.

You can maintain the continuity by checking photographs, reference worksheets and polaroid's. Keep reference worksheets ready by checking design specifications and making necessary alteration like retouching makeup, checking, positions of wigs and hair and perfumes.

4.1.9 Example for a day shoot

A character Sally is investigating a case and is shown speaking to a police officer and the victim. There are 5 different scenes end different settings where there are other characters apart from the above three main. The scenes are Living Room, The officers cabin, in a coffee shop and on the street. Sally has the same costume and makeup throughout the day. The continuity sheet will be filled for the main performer.

It is important if the scenes and the time of the day changes as makeup changes with lighting but if the above scene is shown in overlap for visual pleasure then the makeup must remain consistent in continuity.

With evening Sally's makeup and her look will faint and be tired for a realistic appearance. Between scenes touchup must be done accordingly because scenes are not shot on the same day. Polaroid's, photographs and reference worksheets must be index for the continuity even if prop and lights change to maintain production scheduled.

4.1.9.1 Keeping records

- Write a equipment log before use.
- Make a list to ensure supplies are properly backed up before and during shoot.
- Records should be legitimate and easy to understand to others.
- Get records from correct contacts and keep them available to view.
- File safely every time.


Make-up Continuity Character Sheet	
Film-	Episode number- 1
Director-	Scene/s number- 1 + 2
Artiste- ANNA	Story day- 1
Character- JULIE	Make-up look- NO M-P/ definition look.
Direct continuity to- ✓	Sc. 2- lipgloss added. Hair bat
<p>Make-up notes <u>SCENE 1</u></p> <p>BASE - Grimmas G14 creme m-p Fixing powder</p> <p>CHEEKS - Grimmas 567 + 885 blusher.</p> <p>BEARS - Grimmas 883 + 884 mix with Body shop brow gel on top</p> <p>EYES - BASE - Grimmas 280 Ivory - SOCKET - Grimmas 884 Taupe</p> <p>LINER - TOP - Screenface D. Brown cake BOTTOM - Grimmas 883 Grey (dry)</p> <p>MASCARA - Chanel Sepia (D. Brown)</p> <p>LIPS - Max spice liner. Blend edges with lip balm. BLOT</p> <p>Hair notes <u>SCENE 2</u> Add Shila pink lipgloss.</p> <p><u>SCENE 1</u> Just got up. Down + messy</p> <p><u>SCENE 2</u> Comb hair neatly back into ponytail. Black band.</p>	
	

Fig.4.1.10: Make-up continuity charcter sheet-1


Make-up Continuity Character Sheet	
Film-	Episode number- 1
Director-	Scene/s number- 6 + 7
Artiste- ANNA	Story day- 1
Character- JULIE	Make-up look- FRESH INJURY
Direct continuity to- SCENE 5	
<p>Make-up notes <u>SCENE 6</u></p> <p>Some make-up as scene 3, 4 + 5 with fresh injuries -</p> <ul style="list-style-type: none"> • Cut to left brow - wax (slight bruising) • left hand side of top of nose - wax • left nostril - blood • left side of lower lip - gelatine • Swelling around lip to jawline • Slight graze on right hand brow - topical • wounds created with DEEMA wax, P60 + black cream m-up • Pigs might fly blood. <p>Hair notes <u>SCENE 7</u> smudged blood with hand. Smudged eye m-up. Crying - use tear stick + glycerine.</p> <p>→ Still pinned up, but messy on left hand side.</p>	
	

Fig.4.1.11: Make-up continuity charcter sheet-2


Make-up Continuity Character Sheet	
Film-	Episode number- 1
Director-	Scene/s number- 3, 4, 5
Artiste- ANNA	Story day- 1
Character- JULIE	Make-up look- Glamorous evening look. Hair up.
Direct continuity to-	
<p>Make-up notes.</p> <p>BASE - Clinique vanilla liquid base Fixing powder</p> <p>CHEEKS - Ben Nye golden apricot lumiere blusher.</p> <p>BROWS - Grimas 883 + 884 mix. Body shop brow gel on top</p> <p>EYES - Base - Grimas 704 silver SOCKET - " 706 Russet LID - mix 730 blue + 740 green</p> <p>MASCARA - Chanel equivoir (black) 2 coats</p> <p>LIPS - Chanel apalunies pink + Gloss on top. Gold. Gold mix</p> <p><u>BLOT LIPS</u> for last shot of SC. 4 + Hair notes. all of SC. 5.</p> <p>Section off front hair at centre of ear. Pleat back, leaving ends cut Fan + spray. Parting on side, + sweep sides back + pin. Leave right hand side down to soften effect</p>	
	

Fig.4.1.11: Make-up continuity charcter sheet-3


Make-up Continuity Character Sheet	
Film-	Episode number- 1
Director-	Scene/s number- 8
Artiste- ANNA	Story day- 2
Character- JULIE	Make-up look- HEALING INJURY
Direct continuity to- SCENE 7	
<p>Make-up notes.</p> <p>Injuries starting to heal.</p> <ul style="list-style-type: none"> Cuts to brow + top of nose, closed over + darkened. Slight bruising around brow wound. Graze on right brow less obvious Bruising coming out around left eye. Slight under right eye Slight bruising around nostril Swollen gelatine lip + area around it, bruised. <p>WOUND FILLER IN CUTS RED CREME PLUS BLACK + BLUE FOR Hair notes. BRUISING</p> <p>HAIR DOWN, SLIGHTLY MESSY</p>	
	

Fig.4.1.11: Make-up continuity charcter sheet-4

4.1.9.2 Apply Make-up to Change the Performer's Appearance

Adhere by safety precautions as given above prior to changing appearance keep reference notes ready and work space environment good.

1. Arranged hair dress for comfort.
2. Educate the artist about the procedure that will take place
3. Identify skin type to freeze the products.
4. Ask for any product related allergies and prior allergic experience if any, especially latest allergies.
5. Carry out skin patch test for special effects a day before
6. Ensure compatibility with skin to get maximum duration of stay.
7. More durability will mean lesser retouches.
8. Use waterproof products unless require and match products to environment type.
9. Keep kitbag ready for retouch of makeup.
10. In case of skin reaction remove makeup immediately, splash skin with cold water.
11. Ensure usage of makeup is cost effective and not excessive wastage is done.
12. Change techniques for sequences.
13. Created look should match with creative requirements given.
14. Finish in given time.

Apply make-up to change the performer's appearance by:

1. Understanding the creative brief given
2. Choosing the artist position
3. Analyzing the makeup type against shooting conditions
4. Check skin compatibility.
5. Apply makeup sequential by coordination with responsible person.
6. Seek medical intervention wherever require.
7. Completed look must match with given design requirements.
8. Follow production time line.
9. Remove makeup when require.

4.1.9.3 Make-up Effects

This can be called as no makeup or nude makeup and its used on male mode often or sometimes on female if their character does not want the makeup. Even though its called No makeup the artist needs to be presentable by sharpening joy line, raising cheek bones and enhancing eyes. It's a thin layer that covers any scars or blemishes.

4.1.9.4 How to Apply Corrective Make-up for a Male Performer

1. Use a light layer of consider for a natural look.
2. Use powder to set
3. Define eyebrows
4. Use lip moisturizer .

4.1.9.5 How to Apply Corrective Make-up for a Female Performer

- Apply color corrector under the foundation if necessary.
- Conduct skin patch test.
- Use foundation or consider with a brush to get a even skin tone
- Cover any blemishes or dark circles.
- Apply powder to set the base.
- Use natural shades like pink or pitch for highlighting chick bones.
- Define eyebrows with gel by color if require.
- Cover the eye circumference with a pale but matte shade.
- Use a subtle brown around socket to blend.
- Create a shadow under lower lashes by using a gray eye shadow
- On the liner line of the eye use soften thin dark brown line.
- Apply mascara, that matches eye lash color.
- Use a neutral lip pencil to outline and define the lips.
- Blend lip liner with the lip balm to moisturize lips avoid using gloss.

4.1.10 Glamour

Follow the above steps to begin glamour makeup but use products as require for creating a different looks.

4.1.11 Death

Death Must look natural hence research on reason cause must be done. Changes must be done keeping in mind the natural skin tone. Shading must be done on the cheek bones, under eye and forehead for a sunken look. For eg if someone died because of poisoning the skin will appeared slight blue so will the lips. For liver failure skin becomes pale and yellow. Some companies even sale death colors with instruction to be use

4.1.12 Ageing

Ageing is gradual and the correct age must be depicted especially with continuity.

Changes in skin tone to be depicted with gray shades and darker colors for skin, wrinkles and lines. Use a highlighter of a face to get a three dimensional effect.

Add latex or prosthetics to create additional effects eye bags etc.

4.1.12.1 How to Apply Facial Ageing with Highlight and Shadow

1. Identify the age understand the specifications.
2. Cover the face, hands and body if require if a cream based makeup.
3. As liquid use a damp sponge to apply caked makeup and with the soft clock buffer.
4. Check for natural wrinkles and create other around them for a realistic look.
5. Start at the forehead and move down from the sockets.
6. Go towards the cheek bone and back to the eyes for under eye bags and crow lines. Then move towards the nose sides and shade the folds around the mouth edges by feathering colors outwards.
7. Draw down the corners of the mouth.
8. Shade the indentation above the top lip.
9. Finish with the chin by shading the lower area. By bringing the colors outwards
10. Add shading to the jowl and continue down the neck for the lines and wrinkles.
11. Add highlighter to wrinkles and use the same highlighter to protruding parts like cheeks, chin, nose.
12. In the end blend the lines to soften.



Fig.4.1.12: before



Fig.4.1.13: Age-Front View



Fig.4.1.14: Ageing –side view

4.1.13 Types of Camera Film

A type of camera film alters the lighting and makeup. An inexpensive form is electronic which simple video tape that produces the hard look is. It is used in serials, documentaries, sports and news or other short budget production.

- **8 mm:** It is the earliest form and gives a old effect to the film.
- **16 mm:** Is now taking over by super 16 mm.
- **Super 16 mm:** It is costlier than video and is higher quality used for serials and commercials.
- **35 mm:** In comparison is the best quality use for the movies to be screen at bigger platforms.

4.1.14 High Definition Television

High Resolution Television is latest camera technology that sharpens, betters the visual quality. Artist challenge is to create more realistic views as HD showcases in depth detail like magnifying every pixel like skin, pore, scars and cosmetics are noticed in detail.

Especially for special effect makeup which can be seen more clearly should not be overdone.

Makeup artist are need to be refine their work as per High Definition and use fine and light application to get a natural look. Hence attention demanded is more.

Airbrush e technique is explained further on for HD purposes. It uses a conical spray pattern to give a smoother natural look. There are tiny dots that are spread and blended in softly.



5. Apply Make-up and Special Effects



Unit 5.1: Apply Make-up and Special Effects



MES/ N 1804

Key Learning Outcomes

At the end of this module, you will be able to:

1. Creating a require look with effect for camera and keeping require continuity
2. Assisting in makeup continuity of Artist
3. Removing makeup effectively
4. Selecting Appropriate technique
5. Making sure that correct makeup is used styled and suitable to performers skin
6. Comfortable sitting for makeup

Unit 5.1: Apply Make-up and Special Effects

Unit Objectives

The completion of this chapter will enable

1. Assisting in makeup continuity of Artist
2. Remove the make-up carefully to reduce artists' discomfort

5.1.1 Apply Special Effects

1. Ensure sitting is appropriate for artist to apply special effects in makeup.
2. Educating the artist about the how application will be.
3. Conducting skin patch test to check for reaction prior to application.
4. Making the skin ready and scalp for the material use.
5. Making sure that the products and material use are last under various conditions.
6. Acting immediately if
7. Adverse skin or scalp reactions
8. Disintegrated under different shooting conditions
9. Preparing hair and skin for bald cap use.
10. Making sure the used bald cap is matching the requirement given by the relevant person.
11. Airbrushing skin caps to the required colour and skin tone
12. Matching other skin areas with airbrushing.
13. Using a proper method and guided technique for applying the decided special effect makeup.
14. Ensure that finished look reflects on camera well.
15. Correct method to remove makeup without causing inconvenience



Fig.5.1.1:(a) Apply special effects



Fig.4.1.1(b): Apply special effects

5.1.1.1 Special Effects Make-up

This is 3 dimensional artwork that depicts disease, injuries or illusion characters. It is work of challenge for makeup artist.

Research

Research is important to remain up to date with trends, products and methods of special effects makeup. Research can be conducted over internet by reading related book, medical labs, respective mentors, papers and studies.

Healing of injuries and accidents is gradual. Continuity is important here.



Fig.5.1.1.1: **Apply special effects**

5.1.2 Products Available

Derma wax is fine modeling tool. Is used to create effects like bruises injuries and even blisters. It is removed with the scraping tool.



Fig.5.1.2(a): **Apply special effects**

Gelatine is a used for 3D modeling and can be easily removed with warm water. It is available easily in super markets and comes from Horses hooves.



Fig.5.1.2(b): **Apply special effects**

3. Liquid latex

Liquid latex is painted to create thinner 3D effects like skin and can be mixed with other vegetable ingredients To create effects. Most commonly used for skin diseases and can be removed by peel off.

4. Green marble

Green Marble is a sealer made up of plastic that has an alcohol based and commonly used for wrinkling effect. When an. applied it is dried using a hand fan.

The higher number of layers will create better effect of ageing

Be cautious around the eyes as it can be dissolve with the alcohol or specialized make up removals like supper salts.

A substitute to green marble is using Attagel can be mixed with liquid and green marble.



Fig.5.1.2(c): **Apply special effects**

5. Scar material

Scar material is glue like material that creates raise scars like chicken pox, pimples etc. It is available in tubes and bottles like Tuplast and Collodiin. It can be removed by the gentle peel. Scar can be created by stretching a skin and applying material and leaving the skin for effect to work.



Fig.5.1.2(d): **Apply special effects**

6. Food ingredients

Food ingredients like coffee, colorings, corn flakes and oats etc can be used With the above materials or even simple glues to create texture.

7. Colours

Colors can be used from makeup products and creams. As you get the various shades and colors in the makeup products. There are also injuries specific colors available and can be used with the little bit of alcohol.

8. Blood

Blood is also available in liquid form and also as a gel and solid form.

Blood stems are strong on clothing. Blood is used to fill up scars or cuts or even for the dry effect.



Fig.5.1.2(e): **Apply special effects**

5.1.2.1 Healthy & Safety

1. Conduct skin patch test and product suitability test a day before application.
2. Get products out from the containers by using proper removal.
3. Be able to tell the artist the feel of the product after application.
4. Keep the artist in the comfortable situation during application especially during back or leg application.
5. Make sure environment is comfortable for long hour application.

5.1.2.2 Additional helping Material

- Glycerin
- Petroleum jelly – for shine
- Menthol stick
- Spray bottles – for missing or sweating effect
- Dropper – Blood and tear drops
- Wax product sealer.
- Glue or adhesive's with removal.
- Scissors
- Pins
- Cotton wool and black cotton.
- Tools to sculpt model and texturized.
- Types of sponges –
- Tooth enamel – which is available in casts, molars and types
- Skin protection cream

5.1.2.3 compatibility duration and external factors

Suitability to skin must be conducted by a patch test prior shoot also how long the product will last should be checked. The makeup may be asked to change material to give effect that suits production however if the artist has a reaction to the other product you will have to come up with different options especially if makeup has to stay on for the entire day. Also calculate reapplication and continuity of products used in areas that need attention like creases of body.

5.1.3 Facial Hair

Facial hair is forms a crucial part of special effect makeup to create beards, moustaches, whiskers and eyebrows. Choose color as require.

5.1.3.1 Lace-backed Facial

Ready to used, specialized facial hair like beards and moustaches having a lace back can be made to match the artist skin tone and hair color. They take a considerable time to create as hair is viewed into the lace. A very high quality of lace is used. Proper measurement need to be given for a good effect.

Ready face hair can be applied quickly than use hair. You can also get readymade hair at outlets.

5.1.3.2 Health & Hygiene

Skin compatibility tests

This test are to be conducted a day before application to check the reaction of the skin as special effect makeup are worn for longer durations. As mentioned earlier conduct the test on small area behind the ear or back of the arm that can be easily covered in case there is reactions. You can easily make out the contra actions by seeing source skin or redness even burning sensations. If reaction is serious look for medical professional. Remember that after peeling of latex or scraping makeup a little redness may appear and is normal

5.1.3.3 How to Apply and Fix Hair to change Performer's Appearance

1. Get the artist into appropriate position, comfortable and easy to work on for both.
2. Use apron and protective clothing for the artist.
3. Conduct skin patch test before time.
4. Clean the skin to use glues or adhesive's
5. Know the Size, shapes and look of facial hair application.
6. Use a brush to apply adhesive
7. Put the material in the require place of adhesive
8. Use a powder puff to secure
9. Keep rechecking the position
10. Ensure all the edges of makeup are soften so that it doesn't hurt the artist while removing.
11. Know the action plan for unplanned reactions to skin.

12. Ensure meeting the timeline given.
13. Use good cleansers for removal.
14. Ensure hair is correctly and safely and removed to store.

5.1.3.4 Applying facial hair according to specification

Depending on the time period you are working on facial hair has to be customized to compliment artist features and personality. Most importantly artist needs to blend in with the era given. Do enough research and make use of archives, pictures, documents to get the desire effect. You can also use heating products, coloring bleaching products or trimmers on facial hair. It needs to be comfortable to artist to perform and even while the application.

Place the facial hair on hook.

Check the heating products temperature.

Start at the top of the hair. One section by one to give a natural look.

Brush out frizz.

Use wax and sprays specifically for facial hair to keep style intact.

5.1.3.5 Application and Dressing facial hair

1. Cover natural hair, facial hair properly.
2. Keep equipment's and material to style ready.
3. Properly managed and deliver design as require.
4. Make sure the covered facial hair stays well in any conditions of shoot.

5.1.3.6 Removing and Cleaning the Facial Hair

1. Place a towel or dressing gown around the artist. Gently starts from the edges using remover or brush.
2. Do not pull as it will hurt but be gradual and keep using remover to remove adhesive. Check for any grease left and clean.
3. Use a stipple brush or the tooth brush with a remover on the lace to scrape out adhesive gently in circular motion and then place the lace part on the clean tissue to remove left over adhesive. The lace adhesive can be stubborn but use acetone if require to increase reusability.

5.1.4 Attaching loose Hair to change a Performer's Appearance

Loose hair comes from different source like human hair, horse etc. Crepe hair is a cheapest variety and it is used commonly but does not give the facial hair effect. It can be used for background artist that are not in focus and works as a good backup when require.

5.1.4.1 Equipment and Material

- Crepe hair
- Eyebrow shaping pencils
- Gum remover
- Hair heating equipment's
- Latex

5.1.4.2 Process

1. Select the require colors, There are above 20 shades to choose from that you can blend and recreate.
2. For a natural look choose a color similar to the artist hair, a shade lighter and darker shade.
3. Take some hair out of the crepe hair.
4. Hold the hair and use the straightener to straighten else you can leave it curly depending on the look you are depicting.
5. Try being gentle as pulling hair will cause them to break.
6. Always keeping your fingers 15 cm apart, split the length of hair in two.
7. Keep splitting you will get one single piece.
8. You can color the hair by pulling the color on hair one by one.

5.1.4.3 How to Layer the Hair

1. Ready the skin.
2. Use adhesive on working area..
3. Start with below the chin and continue fanning out.
4. Use remover to clean out scissors and tools.
5. Overlap section to hide joins.

5.1.4.5 Health & Safety

1. Conduct skin test a day before application.
2. Materials are flammable, so ensure no fire causing like smocking.
3. Keep using scissors carefully as a sharpness may hurt.
4. Test the temperature of the heating material.
5. Use color shading for realistic look.
6. Use damp towel to put in place correctly.
7. Use a plucker to pull out hair.
8. Trim the applied moustache.
9. Clean the trimmed hair.
10. Trim whole beard.
11. Use a eyebrow pencil to fill any gaps.
12. use heating curler
13. Use professional curling irons to lift and shape the beard.

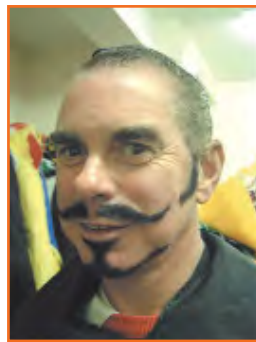


Fig.5.1.4.6: faces after mak-up

5.1.4.6 Work Practices

- Clean the application area for any stickiness before starting
- The hair must fall as growing out from the skin for a realistic look.
- Practice on mannequin
- Arrange equipment handy and compare the applied hair to real hair
- Spirit gum dries out easily be cautious in using .

5.1.4.7 Removing facial hair

Use a gum remover with a stipple brush or cotton as acetone is harsh for the skin and hair piece. There is a spirit based remover that you can soak the used facial hair ink after removal.

5.1.5 Stubble Beards

Use a stipple sponge and color that matches to a natural skin tone or by using loosed hair with paste. Stubble takes time to grow and scheduled may have a different looks like a full beard to a stubble look.

5.1.5.1 Application

For dark haired artist use a powder shadow or cream base shade under the cut hair. Prepare loose hair in the size you require in application. Using a stubble paste apply the cut hair with the brush in a single direction of the hair growth.

5.1.5.2 Removing

Use cleansing milk to massage on to the stubble and use modeling tool against the growth created. Wipe and repeat.

4.1.5.3 Best Practice

- Clean the application area for any stickiness before starting
- The hair must fall as growing out from the skin for a realistic look.
- Practice on mannequin
- Arrange equipment handy and compare the applied hair to real hair
- Spirit gum dries out easily be cautious in using.

5.1.6 Hand-knotted Lace Backed Moustaches

These are hand made moustaches and require sample of the actor's hair or colour of wig. These are made with high artistry and craft.



Fig.5.1.6(a): Hand - Knotted Lace Backed Moustaches

5.1.6.1 Adhesive

It is glue for facial hair and available based on brands and it's type like Mastix, Matte Lace, Spirit Gum.



Fig.5.1.8.1(a): Adhesive

5.1.6.2 Remover

Mastix/spirit gum remover or surgical spirit



Fig.5.1.8.2(a): Remover

5.1.6.3 You Will Also Need:

FOR LACE-BACKED Hair:

- Tail comb
- Chin block and pins
- heating equipment's
- Cotton wool, cotton brushes

FOR BALD CAP:

- Strong gel
- Bald cap
- Eye pencil
- Acetone
- Scissors
- Substitute Makeup.

5.1.7 Bald Caps

A bald cap are to resembled a bald hair. They are also use as a protection under wigs or prosthetics. This can be easily purchased. The type are available in

- Bald cap plastic
- Glatzan.
- Easy Dissolvable vinyl water melon plastic
- Latex – the most cost effective.
- Foam latex that can be molded as facial prosthetics. They are expensive.
- Silicone.

5.1.7.1 Health & Hygiene

Bald caps

- Conduct skin compatibility test
- Ensure room is airy
- Be cautious when teaming
- If using acetone be careful.
- If making a bald cap ensure the room has exhaust.
- Make sure the caps fit correctly.
- Question the artist on discomfort and movement.
- Blend the cap with the skin for a realistic effect.
- while removing be gentle do not affect the natural hair.

5.1.7.2 How to Apply a Plastic or Glatzan Cap

- Position, gown up and inform the performer of the process.
- Conduct skin suitability test.
- Check the compatibility of material to be use.
- Flatten the hair smoothly and avoid bumps.
- While placing the hair pull it from the hair line to back.
- Use a pencil to mark the ears.
- Use acetone to dissolve area near ear.
- Trim the whole using scissors.
- Dissolve further if required.
- Stick down loose ends with adhesives.
- Dissolve all edges with acetone and keep concealing.
- Use camouflage to air brush around the caps edges blending in the skin making the line invisible.



Fig.5.1.7.2(a): Glatzan Cap

5.1.7.3 Airbrushing Over Bald Caps

Use diluted products over bald caps to air brush color for blending. Use flexible and non-grease base products and use the spattering technique. By using the air brush and the building of color by blending edges to the skin tone.

Products like PAX Washed, Premier Product Skin illustrator to spray caps. Ensure enough care is taken to keep the air brush clean.

Double-clicking the transition's thumbnail brings up the Transition Settings (at right) dialog box. Adjusting the sliders below A and B dictate the percentage to start and end the transition with on each clip. The direction, A to B or B to A, can be chosen with the small arrow to the left of the transitions thumbnail (just below the B in the graphic at right). The top button to the right of the thumbnail controls the forward or reverse direction of the transition. Some transitions have an antialiasing toggle that can smooth the transition. The white arrows surrounding some thumbnails control direction of the transition. Options vary depending on the selected transition.



6. Interact and Communicate Effectively with Colleagues



Unit 6.1: Interact and Communicate Effectively with Colleagues



MES/ N 1807

Key Learning Outcomes

The completion of this module will enable:

1. Educating and training assistant staff on hair and makeup styling and delegating task.
2. Training and assisting in operating materials, tools and kit.
3. Giving accurate instructions to team and ensuring deadlines are met.
4. Ensuring that trainees/ helpers assist correctly
5. Analysis of done work under closed supervision in a positive yet effective manner
6. Offer opportunities to team to innovate and test.

UNIT 6.1: Interact and Communicate Effectively with Colleagues

Unit Objectives

At the end of the unit, you will be able to:

1. Educating and training assistant staff on hair and makeup styling and delegating task.
2. Training and assisting in operating materials, tools and kit.
3. Giving accurate instructions to team and ensuring deadlines are met.
4. Ensuring that trainees/ helpers assist correctly
5. Analysis of done work under closed supervision in a positive yet effective manner
6. Offer opportunities to team to innovate and test.

6.1.1 How to Build Relationship with Colleagues

Everyone has defined roles and set respects in a organization and it is crucial to get along with everyone for team success. Below are 5 ways.

Build trust:

Be honest to work environment and put in complete effort to build your social work relationships.

Make an effort to get to know people and be a good team player.



Fig.6.1.1: Be honest

Be friendly:

Keep positive relationships and try building relationships. Sometimes some people may be aloof, try bridging gaps instead of secluding them and affecting the team work. Offer support and take advice as well to keep communication open.

Observant

Understand the company culture and build relationships accordingly. Observe people engagement and have a similar social build in team.



Fig.6.1.2: Be likable

You can have a friendly lunch or a dinner and just have the good time to bond.

Similar Interest:

A good conversation is when similar thoughts work in two way loop. instead of being nervous of building connect try looking common interest that way you may have the good topics to converse on.

Work both way's

Build a relationship with your superiors and people who reporting to you. Give respect regardless of designation. Make sure you look for learning's to make transaction easier. You never know when the roles can change. So aim at being engaging and supporting in a team.

Seniors can work as good mentors

6.1.2 Working with Colleagues and Customers

- Communication involves verbal and nonverbal cues.
- Only talking is not communication, effective communication involves all senses.
- It works in all direction. Information can pass vertically or horizontally. A key to effective communication is to make sure the receiver gets the message as intended.
- Effective communication is determined by the nature of communication (How) and the person being communicating to



Fig.6.1.3: Working with colleagues

6.1.3 How to get along with Your Colleagues

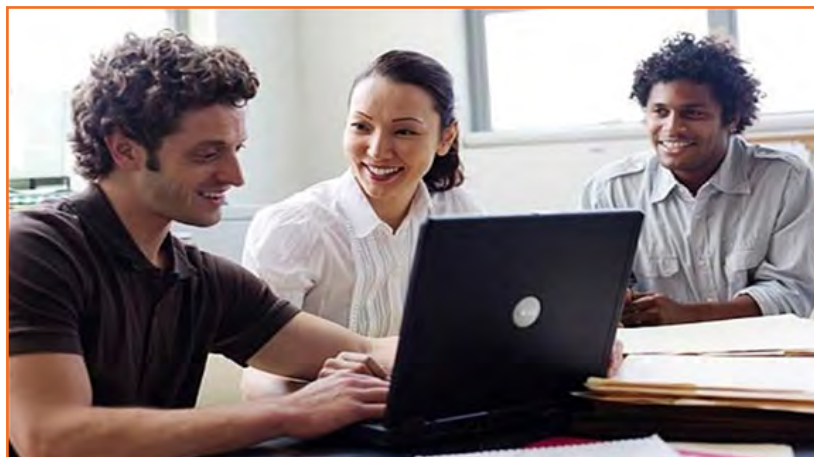


Fig.6.1.4: Get along with Your Colleagues

Colleagues may not be the closest friends but will be useful if you can be friendly towards them.

Greeting

Be cheerful when you enter work and say hello or good morning. Smile as it goes long way. A small gesture can go a long way.

Small Talk

Ask your colleagues about general things as their likes or dislikes and generate conversation. Making them comfortable.

Join Extracurricular Activity

Be a part of extracurricular team. Many of offices have an extracurricular team like sports like football or cricket. Signing up with a team helps you bond easily

Be sporting

Know that you are likable when coworkers pull your leg or crack a joke on you. Taking it in good spirit unless the joke was seriously hurtful. In that case you may let them know kindly that may you uncomfortable.

Take opinions

People like to give advice. Ask coworkers what they think about work related concerns or approach or a project. Even if their idea may not be that helpful.

Don't Gossip

Don't get involve in gossip or rumors and talking behind your coworkers back. Maintain Trust and confidence regardless of what you hear or see.

The sour apple

Not all collogues will easy to get along with. Sometimes you may across a difficult coworker. Remember be matured, calm and address the conversation patiently. Remember having good manners does no harm.

6.1.4 What is Social Interaction?

- It means the way you present yourself around others.
- It happens anytime you interact with people.
- It displays your personality and attitude and sets the comfort level for their reactions.
- A friendly nature attracts similar nature.
- Try different ways of communication with customers and staff.
- Follow active listening with customers.
- Don't ask the Question outside the current conversation.

- Watch your posture.
- Keep a meter distance with customers when talking.
- Respond quickly to customers request or grievance.



Fig.6.1.5: Social interaction

6.1.5 Etiquette and Manners

It means socially correct and expected behavior. Good manners need to be reflect in actions and not just in words.

Pointers:

1. Ways you can converse
2. Basic introduction
3. Remembering and pronouncing name correctly

6.1.6 Negative Work Environment

- Constant competition to supper seed
- Lack of appreciation at work.
- A lot of work and very less help.
- Irrational heavy deadlines.
- Constant work load and long hours.
- Restricted budget.
- Unrealistic fights
- Poor supervision
- fear of Job loss



Fig.6.1.6: Work environment tension

6.1.7 Why Positive attitude and Thinking

Positive thoughts keep you happy personality and this attracts successful results.

Positive attitude gains:

- Success comes easily.
- Goals achieve faster
- Happier self
- Vibrant soul.
- Inner Strength
- Stronger core and inner belief
- Overcome problems easily
- Solve difficulties easily.
- Life is happy and positive.
- Respect gained with less effort.

6.1.8 Providing Customer Service Skills

What is good customer service?

Hospitality is a service industry. Part of your job is to give customers a happy experience so they will return and recommend your establishment to others.

Here are the four steps to providing good customer service:

- Connect with the client.
- Understand customer requirement

- Meet the customer's needs and requests.
- Add a little bit extra when you can.

Good customer service is based on good communication.

You need to use your toolbox of communication skills with customers to provide good customer service.

Connect with the customer

This helps customers feel confident that you will take good care of them.

- Use an open question in your greeting e.g. 'Good morning, how can I help you?'
- Use active listening to show a true inclination towards what customers are saying
- Keep open body language.

Find out what the customer wants

Use a mix of open and closed questions. Use open questions:

- To show interest in customers and get them chatting
- To seek information so you can start to work out what their needs are.

Use closed questions:

- To get facts
- To control the discussion and keep the customer focused.

Watch your customer's body language. Are they happy with your service? Do you need to find out more?

Meet customer requests

Do your best to meet customer requests promptly. If there is a delay, keep the customer informed.

If you can't meet a customer's request in a reasonable timeframe you should:

- Apologies
- Recommend an alternative
- Refer them to your supervisor or manager.

Your scope of authority

This means that you shouldn't do things or make decisions which are not part of your normal job role. If a customer makes a request that is outside the scope of your job, you should:

- Seek help from another staff member
- Refer the customer to your supervisor.

Customer requests must be reasonable.

You are not expected to:

- Break the law
- Humiliate or demean yourself (make yourself feel bad)
- Do anything that is unsafe or dangerous.

If you are ever asked to do something you feel is not right, excuse yourself and immediately contact management.

Add a little bit extra when you can

This will depend on the department you work in. You can do this through things you say and things you do.

Things you use:

- How can I help you further?
- It's good to see you once again
- We will await your return.
- Use the customer's name if you know it.
- Put a 'smile in your voice' on the telephone.

Things you do:

- Smile.
- Use open body language.
- Listen actively if a customer wants to chat.
- Open the door for a customer or let the customer walk through first.
- Give information – suggest things to do, place to go, talk about venue facilities.
- Offer to help if you can see that a customer needs it.



7. Maintain Workplace Health and Safety



Unit 7.1 Maintain Workplace Health and Safety



MES/N 0104

Key Learning Outcomes

At the end of this module, you will be able to:

1. Understand and comply with the organization's current health, safety and security policies and procedures.
2. Understand the safe working practices pertaining to own occupation.
3. Understand, the norms and policies of the government related to health and safety, which also includes some emergency procedures for accidents, fires and illness or others may involve evacuation of the premises
4. Identify the people responsible for health and safety in the workplace, including those to contact in case of an emergency.
5. One should be fully aware about the security measures such as fire alarms, safety exit, medical and first aid availability.
6. Identification of aspects for potential risk at workplace is must for owns and others health and safety.
7. One should ensure health and safety of others and himself at workplace through precautionary measures.
8. Identification of opportunities related to health, security and safety should be done and recommended to the designated person.
9. Identify and correct risks like illness, accidents, fires or any other natural calamity safely and within the limits of individual's authority.

UNIT 7.1: Maintain Workplace Health and Safety

Unit Objectives

After the completion of the unit, the major things covered will be:

1. Making certain of own health and safety, and that of the other people around by taking necessary precautionary measures.
2. Recognize the risks like illness, accidents, fires or any other natural calamity and correct them ensuring the limits of individual's authority.
3. Recognize the people in charge of health and safety in the workplace, including those to contact in case of an emergency.

7.1.1 Introduction

Emergency evacuation is needed when staying within the building not safe anymore. Every organization has an evacuation procedure. Every organization has a safe place within the organization compound or outside the organization compound where all employees are expected to assemble in case of an emergency evacuation. The team leader guides the team and takes them to safe place. It is very important in these cases, to assemble at the safe area immediately.

If you do not reach the safe area on time, the team leader who is responsible for your safety will send someone to look for you. This will put the other person's life in danger.

Conditions for Evacuation

Emergencies which require evacuation include:

- Destructive burning objects
- Sudden Violent Explosions (Explosions)
- Overflowing conditions of water (Flood)
- Violent ground shakes (Earthquake)
- Storms or violent wind calamity (Hurricanes)
- Cyclones and tornados
- Toxic material releases
- Civil disturbances
- Workplace violence

Every company has:

- **An evacuation policy.** All the TLs are responsible for informing their employees about it. When the TL is informing you about these details, pay attention. This negligence could cost lives.
- **A designated place for emergencies.** Ensure that you know where it is.
- **A "buddy system" for individuals with special needs or disabilities.** If you are a buddy to someone, en-sure that your buddy is safely out of the premises with you.



Fig.7.1.1: Conditions for Evacuation

- **Floor plans with evacuation routes in work areas.** Ensure that you understand it so that you can use it in time of need.
- **Assembly areas.** These are the areas where you are required to assemble after evacuation.
- **Periodic evacuation drills.** Ensure that you pay attention during those drills. You need to save your life and you can be helpful in saving someone else's life too.

7.1.2 Mock Drills/ Evacuations

Fire safety and evacuation plans outline staff duties and responsibilities in time of emergency. Ongoing training is required to help ensure that staff is aware of those duties and responsibilities. Fire drills serve as an opportunity for staff members to demonstrate, under simulated fire conditions, that they can perform those duties and responsibilities safely and efficiently. It's also a time for them to show that they are aware of defend-in-place strategies and can take advantage of your facility's fire safety features and egress facilities to protect the people in their care.

Fire drills are more than an exercise designed to evaluate staff response to a simulated emergency. They are also a test of your facility's fire safety/evacuation plans and staff training programs. Not all fire drills run smoothly. That's okay, so long as staff and management learn from them and correct mistakes made. It's important, therefore, that there be a critique of each drill so that any problems encountered can be addressed. Perhaps the problems are due to incomplete or outdated fire safety/evacuation plans. Perhaps there's a need for additional staff training.

The two essential components of a fire preparedness plan are the following:

1. First is an action plan in case of any emergency, which details the measures when fire occurs
2. Second is the prevention plan, which illustrates methods for prevention during fire.

You need to participant in fire drills arranged by organization for your personal safety and also for others safety. These drills help you in understanding the safety signage and action plan of organization in case of fie.



Fig.7.1.2: Mock Drills

7.1.3 Medical Emergencies

Everyone plans for emergencies. That is the reason why we keep a first aid kit with ourselves. At work, however one is exposed to a lot of stress and physical activity. This could lead to certain medical emergencies. It's better to be prepared with the first aid measures and knowledge of implementing them on ourselves and on others. This module equips you with that information. Pay attention to these medical emergency procedures to understand how to conduct you in theses crucial movements. Pay attention during these sessions. You might be able to save your own and your friend lives.

7.1.3.1 Dealing with Medical Emergency

A medical emergency is an accidental injury or a medical crisis that is severe. These could be situation where:

- The person is not breathing
- Stroke or heart attack
- Severe bleeding
- Shock
- Poisoning
- Burns

A medical emergency requires your immediate attention, sometimes even before you call emergency services for help.

It is crucial that you know the Emergency Medical Service (EMS) number, for your own safety and the safety of others.

DO Not

- Give the victim anything to eat or drink.
- Restrain the victim.
- Splash or pour any liquid on the victim's face.
- Move the victim to another place (unless it is the only way to protect the victim from injury).

Bleeding

- Use a pressure bandage to the wound and apply pressure with the help of your palm.
- Elevate the wound to slow the bleeding.
- Pressure points when necessary apply additional pressure to help reduce bleeding.

Fainting

- Fainting is a brief loss of consciousness that is caused by a temporary reduction of blood flow to the brain.
- A brief loss of consciousness causing the casualty to fall to the floor.
- A slow pulse.
- Pale, cold skin and sweating.

Causes of fainting:

- Less intakes of food and fluids which causes dehydration.
- Low blood pressure.
- Lack of sleep.
- Over exhaustion.

First Aid for Fainting:

- Allow the victim to rest on his/ her back and pull his legs about heart level.
- Check the victim's airway to ensure it is clear.

- Be aware of the patients breathing, coughing, or movement
- Loosen clothing (neck ties, collars, belts etc.).
- Call for EMS after waiting for one minute for to patient to gain consciousness.

Shock

Shock is a phenomenon which is caused due to the failure of circulatory system which leads to insufficiency of oxygen in the tissues. Its treatment does not reach in time, vital organs may fail, which may cause death in worst condition. It is worst at time of fear and pain.

First Aid for shock:

- Keep the victims lying down (if possible).
- List the leg upward for about 10 to 12 inches and see if there is any back injury or broken bones.
- Keep the body of the victim covered to maintain the body temperature.
- Allow fresh air and space to the victim.
- Place the victim on his/her left side if he/she starts vomiting.
- Loosen restrictive clothing.

Muscle Cramps

- To counter cramps stretch the affected muscle.
- Firm massage to the cramped muscles may help.
- Moist heat to the cramp might be beneficial.
- Call for medical help if the same persists.
- Rest- avoids movements and activities that cause pain.
- Ice- helps reduce pain and swelling.
- Compression- light pressure from wearing an elastic wrap or bandage can help reduce swelling.
- Elevation- raising the affected limb about the level of the heart reduces pain and swelling.

Fractures

A fracture is a break or crack in the continuity of the bone

Dislocation

A dislocation is the displacement of one or more bones at a joint. It usually occurs in the shoulders, elbow, thumb, fingers and the lower jaw.

First Aid for Dislocations & Fractures:

- Immobilise the effected part.
- Stabilise the effected part
- Use a cloth as a sling.
- Use board as a sling.
- Carefully transfer the victim on a stretcher.
- Call a doctor.

7.1.4 First Aid

First-aid boxes should be clearly marked and located so that they are readily accessible in an emergency. They should not be more than 100 metres away from any place on the work site. Ideally, such kits should be near a wash-basin and in good lighting conditions. Their supplies need to be regularly checked and replenished. The contents of a first-aid box are often regulated by law, with variations according to the size and the likely industrial hazards of the enterprise.



Fig.7.1.3: First Aid Box

A typical basic kit may include the following items in a dustproof and waterproof box:

- Sterile bandages, pressure bandages, dressings (gauze pads) and slings. These should be individually wrapped and placed in a dustproof box or bag. Sufficient quantities of the different sizes should be available at all times to treat small cuts and burns. Medical adhesive tapes (strip plaster) for fixing bandages and dressings are also needed
- Cotton wool for cleaning wounds
- Scissors, tweezers (for splinters) and safety pins
- An eye bath and eye wash bottle
- Ready-to-use antiseptic solution and cream
- Simple over-the-counter medicines such as aspirin and antacid
- A booklet or leaflet giving advice on first-aid treatment

First aid requires some training, but this is not difficult to arrange in most places. The names and location (including telephone number) of those responsible for first aid should be put on a notice board. Worker involvement, especially for emergency situations, is strongly advised and everyone should know the procedures for obtaining medical assistance. Small establishments without their own facilities should keep contact with a nearby clinic or hospital, so that the time between the occurrence of an accident and medical assistance is very short, preferably much less than 30 minutes. Transport to the clinic or hospital should also be pre-arranged. An outside ambulance may be called in, if necessary. It is also desirable to have a stretcher available.

Vital Signs	Good	Poor
Heart Rate	60-100 beats per minute	Less than 60 or greater than 100 beats per minute
Respirations	14-16 breaths per minute	Less than 14 breaths per minute
Skin	Warm, pink and dry	Cool, pale and moist
Consciousness	Alert and orientated	Drowsy or unconscious

Fig.7.1.2: Vital Signs



Fig.7.1.1: First aid Pyramid

While delivering First Aid always remember:

- Prevent deterioration.
- Act quickly and confidently.
- First 60 min after an accident are golden hours.
- First 15 min after an accident Platinum Period
- Prevent choking.
- Stop bleeding quickly.
- Loosen clothes of victims.
- Avoid over-crowding around accident area
- Take victim to hospital.
- Attend emergencies confidently
- Don't overdo, Remember you are not a doctor



8. Soft Skills And Communication Skills



- Unit 8.1 - Introduction to the Soft Skills
- Unit 8.2 - Effective Communication
- Unit 8.3 - Grooming and Hygiene
- Unit 8.4 - Interpersonal Skill Development
- Unit 8.5 - Social Interaction
- Unit 8.6 - Group Interaction
- Unit 8.7 - Time Management
- Unit 8.8 - Resume Preparation
- Unit 8.9 - Interview Preparation



Key Learning Outcomes

At the end of this unit, you will be able to:

1. Understand the use effective Communication as an important tool in your workplace .
2. Make effective Communication with co-workers and Peers
3. Understand the use of basic reading and writing skills in the workspace

UNIT 8.1: Introduction to the Soft Skills

Unit Objectives

At the end of this unit, you will be able to:

1. Understand what it means and the importance of soft skills in work place
2. understand the importance of work readiness

8.1.1 What is a Soft Skill?

Soft skill essentially describes the ability and attributes of the individual to interact and socialize with people around. Soft skills is very important for a successful hairdresser or a makeup artist. It is a term which is used to depict the hairdresser or a makeup artists emotional quotient, personal habits, optimizing, friendliness towards other colleagues or clients, social graces etc. Soft skills add on to the skill that the hairdresser or the makeup artists possess. Apart from the services provided to the client the manner in which the employee interacts with the client makes a lot of difference in the client satisfaction.

Soft skills deal more on who we are than how much of skills the employee possesses. For example the hairdresser needs to be an active listener, empathetic, understanding, and soft towards all the clients. This is irrespective of how much skill the employee possessors.

Soft skill is also important for the employee to be happy in the working environment.



Fig.8.1.1: Soft skills

8.1.2 Components of Soft Skills

- **Adaptability:** This is the ability of an individual to adopt to change in the environment.
- **Emotional Strength:** This is about managing ones emotions especially emotions like anger frustration and excitement.
- **Leadership Quality:** It's the ability to manage conflicts and difficult situation in professional and personal environment.
- **Team Playing Ability:** At the end of the day the work needs to be done and its best done where everybody works as a team and help each other out.
- **Decision Making:** There will be many instances for a hairdresser/ make-up artist to make important decisions to ensure that the client is satisfied and the organization grows. The ability to take the right decisions in various situations is important for the artists.

- **Interpersonal Communication:** This is a skill of making effective communication with colleagues and clients to create a positive environment in office.
- **Negotiation Skills:** In situations where the decision needs to be made certain negotiations will be needed. This is also an important skill that the artist needs to possess for being successful.

8.1.3 Benefits of Soft Skills

Having good soft skills has several benefits. Some of them are

- Good customer satisfaction
- credibility with the clients/ peers goes up
- increased productivity
- gets an edge over the competition
- easier to meet the expectation of the client/ peers/ superiors
- increased employment opportunities/ promotion
- self-satisfaction on being able to be good with others

8.1.4 Work Readiness

Having the right attitude at work is crucial for a successful artist. The artist should have

- A clear positive attitude in the work place
- The ability to work in a mature environment without support
- A good attitude towards the owner
- Good interest in all the work that is being done
- Expectations of the work that a fresher will be able to do at a workplace with financial goals to achieve
- The attitude to accept the instructions from a supervisor
- The maturity and confidence to ask the right question
- The ability to communicate clearly and crisply with people
- Ability to listen to the customers and provide necessary intervention when needed.
- Be punctual in all the activities that is being done.
- The attitude to learn new techniques of hairdressing/ make up and the attitude to upskills regularly.



Fig.6.1.2: Work readiness

UNIT 8.2: Effective Communication

Unit Objectives

By the end of this unit, you should be able to:

1. Speak confidently in public
2. Talk about likes and dislikes of a person.
3. Know the basic etiquette of conversation.

8.2.1 Introduction

Today we are living in an age where communication is an integral part of our lives. We have to communicate send, receive and process large number of messages every day. But communication is not just passing information to one another. An effective communication is understanding the objective and the emotion behind the information. This helps us in various environments like home, work, and in social situations.

Effective communication is a skill can be improved over time with practice. There is one clear formula for success but is effective when it is spontaneous

8.2.2 The Communication Process

Communication is nothing but conveying the information through ideas, thoughts, feelings, intentions by writing, gestures, speech etc. as long as the information is conveyed. The information exchange should be meaningful .

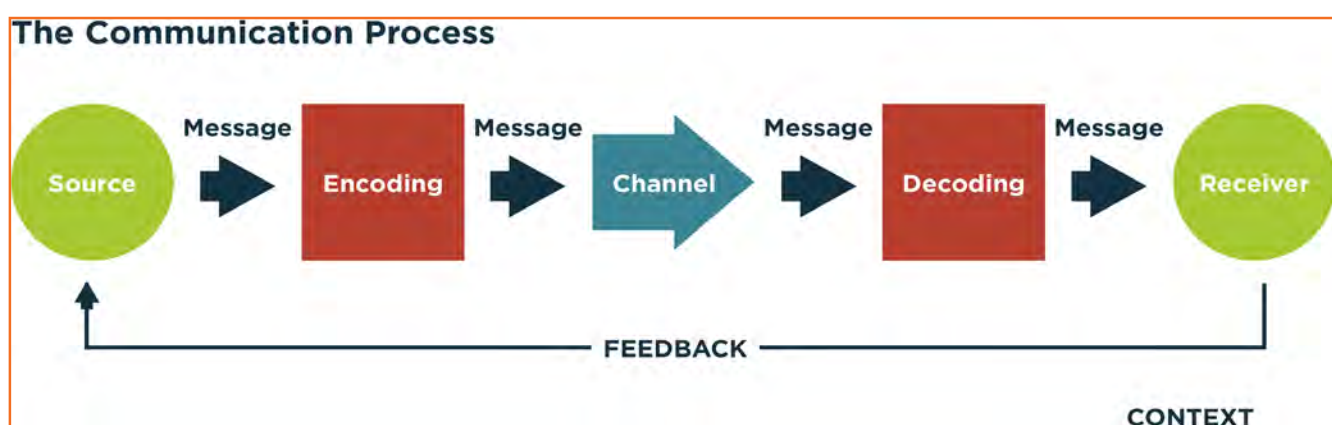


Fig.8.2.2: The Communication Process

A Communication consists of the sender, a message, a medium and the recipient. If a receiver does not comprehend the sender's message it is not effective communication

Communication involves three basic steps:

1. **Message:** this is the information that is available in the senders mind
2. **Encoding:** The message has to be sent to the receiver in a language/format.
3. **Decoding:** The receiver receives the information and decodes the information to decipher the information which makes sense to the receiver.

8.2.3 Verbal and Non-Verbal Communication

Communication is normally done in 3 types

1. **Verbal Communication:** As the word indicates “verbal Communication” involves speech and the receiver listens to the communication. Feedback in this case is immediate.
2. **Written Communication:** As the term indicates it uses visual medium to communicate using written text and language. Letters, new paper, books etc. are examples. They are normally asynchronous in nature.
3. **Nonverbal Communication:** This can also be called Body language because this communication does not involve any verbal interaction but mere observation of the people involved in the communication. Both verbal and written communications convey nonverbal communication and are also supported by body language, eye contact, facial expression, posture, touch and space.

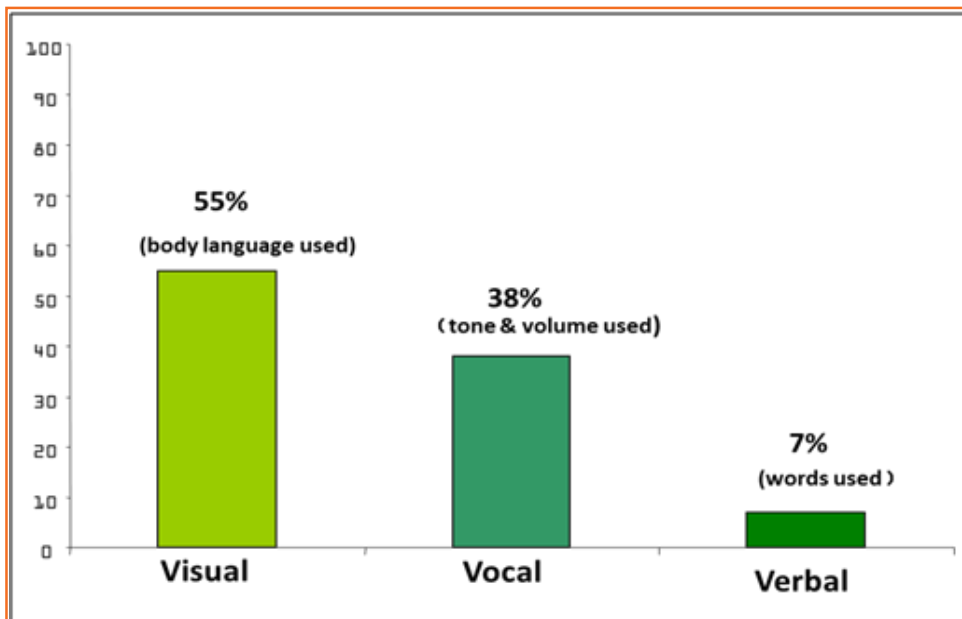


Fig.8.2.3: Categorization and ratio of Verbal and Non-Verbal Communication

According to a study only seven percent of the receivers comprehend the message sent by the sender’s actual verbal communication, 38 percent relies on vocal communication and 55 percent relies on nonverbal cues.

8.2.4 Communicating Effectively Identifying Barriers

There are many reasons why the communication is not effective and these reasons need to be known. There are many barriers which make the communication distorted and cause more confusion between the sender and the recipient.

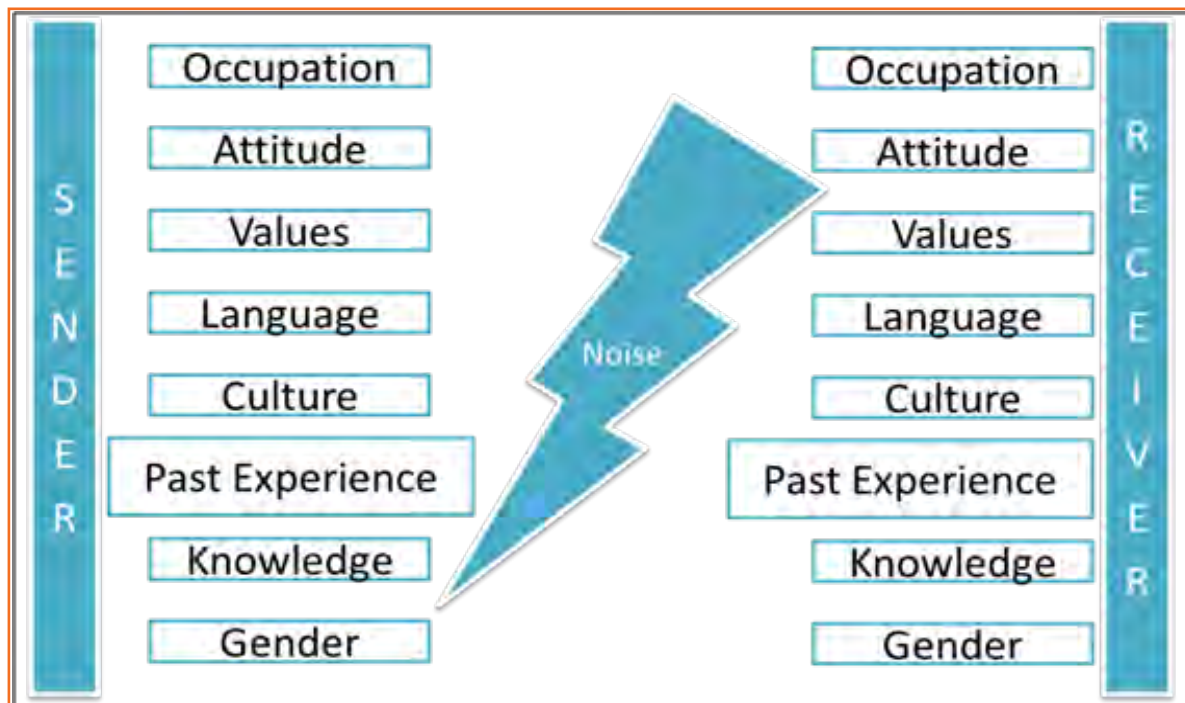


Fig.8.2.3: Barriers in Communication

The artist should know these barriers and try to minimize the impact of these barriers by comprehending the message regularly and giving correct feedback. The communication needs to be a two way communication.

How to deal with these Barriers

- Keep the communication simple and use simple words and language commonly understood.
- If the client is speaking in another language and you are aware, be prepared beforehand or ask for help
- Keep asking for feedback and give feedback to minimize miss communication.
- Be physically alert to various cues. This could be nonverbal as well.
- Always listen
- Ask for feedback even if the client does not give any feedback.
- Share opinions, perceptions

8.2.5 Effective Communication-Practice

Active Listening

Active listening is one of the most important skill to process for a makeup artist or hairdresser. There should be no gap in the understanding between what the client/peer/seniors communicates to your understanding.

8.2.5.1 Some tips for active listening

- **STEP 1:** Concentrate what the person is talking about and not on noise or other external distractions.
- **STEP 2:** Understand his emotions and you get it all right. Is the speaker angry, happy or plainly inquisitive?
- **STEP 3:** Do not interfere when the speaker is speaking. It might break the chain of thoughts.
- **STEP 4:** Don't avoid completing sentences of the speaker. Let them speak and speak only after they finish.
- **STEP 5:** In case you did not understand, ask the speaker to repeat. There is no harm in asking
- **STEP 6:** Practice makes a man perfect. Keep listening and comprehending in various scenarios.

UNIT 8.3: Grooming and Hygiene

Unit Objectives

At the end of this unit, you will be able to:

1. Maintain cleanliness and hygiene.
2. Keep their dress clean and tidy.
3. Maintain positive body language while speaking.
4. Enable to perform more of the do's than the don'ts.
5. Understand good eating habits and understand the impact on your health.
6. Avoiding bad things such as gutkha and alcohol.
7. Learn about AIDS and its prevention.

8.3.1 Personal Grooming

As a hair dresser or a makeup artist you will be meeting a lot of new people every day. Your first impression with the clients is very important. The first impression comes from the way you look and carry yourself. Your image is the image of the organization for the client. Hence personal grooming is very important in your profession. It is about taking care of your appearance and demeanor.

It not only makes you presentable but it also helps you in confidence building. In the long run it also helps in your good health.

There are a few habits that are considered personal grooming. They are Dressing, Bathing, Removal of unnecessary hair, oral health, skill health, body odor, nails and attire.



Fig.8.3.1: Personal Grooming

Appearance

- Your appearance is the first thing that you as an employee impact the organization. As the customer walks into your store your appearance will either give a good impression or leave the customer with a bad taste. A neat clean and a pleasing experience is what you would want to give to your clients.
- You are expected to be well dressed neat clean and in the company uniform which is well ironed and clean. There should not be any visible stain, torn shirt/ trouser etc. Buttons should all be in place and no loose thread hanging from any part of the attire.
- Your shoes should always be polished and clean. Avoid Sport shoes with white socks, Sandals, slippers etc. to work. It gives an unprofessional look.
- Nails should always be trimmed and clean.
- Hair should be clean and well combed. Since you are an artist working on the beauty of the client your appearance should act as an example to the client. The hair style need not be fancy but should be neat and pleasant.

8.3.2 Specific Uniform Guidelines

Sr. No.	Specifically for Men	Specifically for Women
1	Uniform prescribed should be clean and pressed.	Hair should not be oily. It should be well combed and neatly tied. No loose hair should be seen.
2	Shoes should be clean and polished.	Avoid long nails and bright nail polish which will impair work.
3	Hair must be short, clean & tidy.	Minimum, non-flashy jewelry should be worn.
4	One is expected to have a clean shaven look.	Long earring, noisy bangles should be avoided.
5	IF you beard or mustache it should be clean and well-trimmed.	Make up should be light and pleasing.
6	Neatly cut/ trimmed nails	Avoid bracelets, studs to work.

Fig.8.3.2: Specific Uniform Guidelines

8.3.3 Body Posture

- You need to keep your hands clean. As your hands will be in close contact with customers.
- Avoid biting nails on the floor.
- No body odor & bad breath should be there. No customer will like it.
- Maintain straight & upright posture on the shop floor.
- Slouching on the floor, putting hands in the pockets, keeping your hands on the hips should be avoided.
- Avoid sitting with your legs crossed.
- Look confident when you stand next to the customer
- Always keep a smile on your face

For creating a first positive good impression always follow these things: Be on time

- Be on time
- Be yourself and be at ease
- Present yourself appropriately
- Always smile
- Be courteous and attentive
- Be positive

8.3.4 Positive Body Language

While meeting someone for the first time always remember that not only you should talk positively but your body language also needs to be positive. There are some tips for positive body language as:

- Avoid keeping hands in your pockets. Hand in pocket shows we are uncomfortable and unsure of ourselves. Keeping our hand in open indicates confidence and show that people has nothing to hide.
- Don't Fidget. Fidgeting is a clear sign of nervousness. An individual who can't keep still is an individual who is worried, tense and not confident. Keep your gesture calm and under control.
- Keep your eyes forward. This indicates that you are interested in communication with other.
- Stand up straight with your shoulders back. It communicates confidence.
- Take wide steps. It makes you seem purposeful and suggest a personal tranquility and denotes confidence.
- Firm handshake. Grip other persons hand firmly and confidently instead of getting a palm full of dead fish. Firmness adds warmth and enthusiasm to the handshake. But make sure that you don't squeeze the hand and don't shake the hand for too long.
- Don't cross your arms when meeting other persons. This is a protective posture.
- Keep eye contact and a smile on your face.

8.3.5 Personal Hygiene

What is Personal Hygiene?

Personal Hygiene is the set of practices to follow to preserve one's health. Personal hygiene will also boost your self-esteem. Some of the personal hygiene habits are given in the figure below. Make your personal hygiene a personal habit.

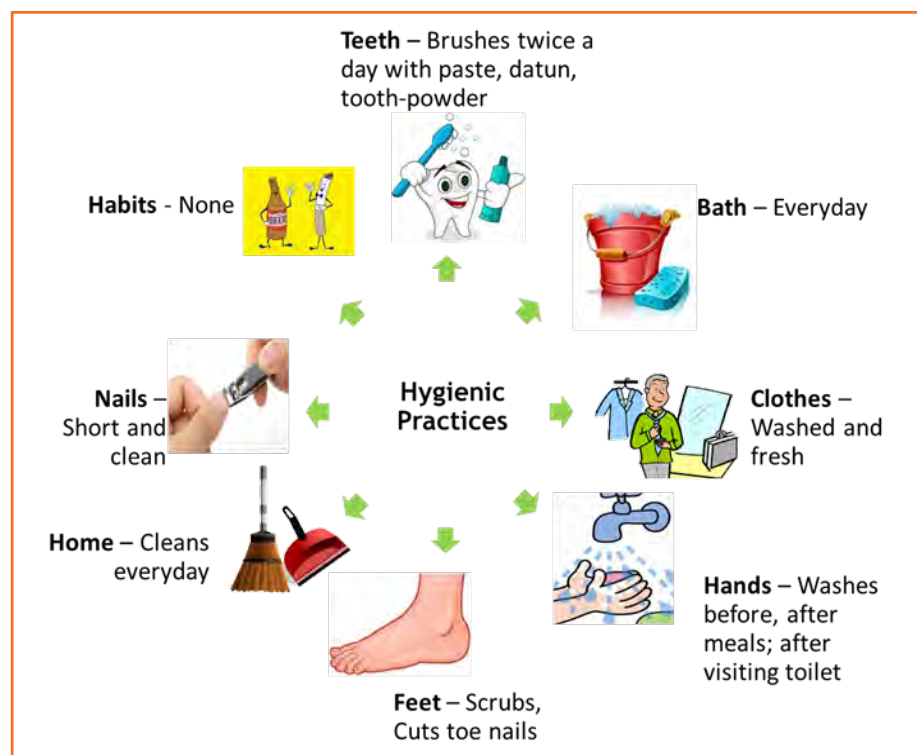


Fig.8.3.3: Personal Hygiene

Why to brush teeth?

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You should brush your teeth in the morning as soon as you wake up as well as night before you go to bed with paste, datun or tooth powder



Fig.8.3.4: Brush teeth



Fig.8.3.4: Take bath

Why to take bath?

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Why to wear clean clothes?

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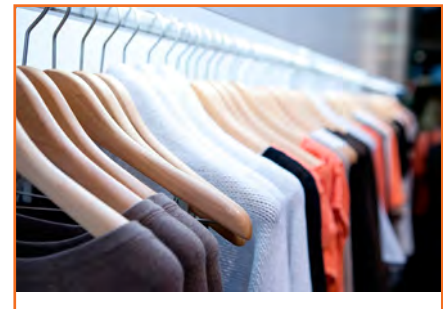


Fig.8.3.5: Clean clothes



Fig.8.3.6: Cut nails

Why cut nails?

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Why wash hands?

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Fig.8.3.7: Wash hands

8.3.6 Physical Fitness

Apart from following these hygienic practices, one should also be physically fit. Physical fitness is an outcome of regular exercise. Exercise may be of many different forms. Jogging, morning-walk, weight-lifting, gym, swimming, cycling, yoga and many more.

Advantages of Physical Fitness

- It maintains optimal body weight.
- It reduces risk of diseases.
- It boosts confidence and self esteem.
- It reduces stress, anxiety and depression.



Fig.8.3.8: Physical Fitness

Healthy Eating

We can follow hygienic practices and exercise regularly, but what we eat has the biggest impact on our health. To be healthy, one has to eat healthy. But what do we mean by eating healthy?

Eating a healthy, balanced diet provides nutrients to our body. These nutrients give us energy; keep our brain active and our muscles working.



Fig.8.3.9: To eat



Fig.8.3.10: Not to eat

What are healthy eating habits?

- Always try to eat home-made food
- Avoid oily food
- Always cook and eat fresh food
- Avoid junk food like burgers, carbonated drinks etc.
- Eat fruits regularly
- Drink lot of water

Things to be avoided

There are certain habits that have severe ill-effects on one's health. Such habits should be avoided for a healthy life.

Alcoholism

Consuming alcohol and getting to work is strictly prohibited. The client will never work with any makeup artist or hairdresser who has consumed alcohol before work. It will not only impact the individuals place in the organization but can also jeopardize the organizations reputation as a whole.

Alcohol also impacts the health of the individual in the long run. Alcohol has the potential to interrupt almost every organ in the body as well as the brain. Uncontrolled consumption of alcohol not only affects a drinker’s health but also human relationship and social standings.



Fig.8.3.11: Effects of alcohol

Tobacco

The order of tobacco can irritate the client. Since you will be working in close proximity to the client avoid smoking during work hours. If you ever have to work with a client after having consumed tobacco/ cigarettes then ensure that you have gargeled and washed your mouth. Use a mouth wash to remove the tobacco odder.

Tobacco is also the second largest cause of death in the world. It claims one death in every six seconds. Smoking is a practice of burning a substance and inhaling the smoke coming out of it. Common smoking implements include cigarette, bidi, hookas and pipes.

Having tobacco increases the risk of oral or throat cancer.

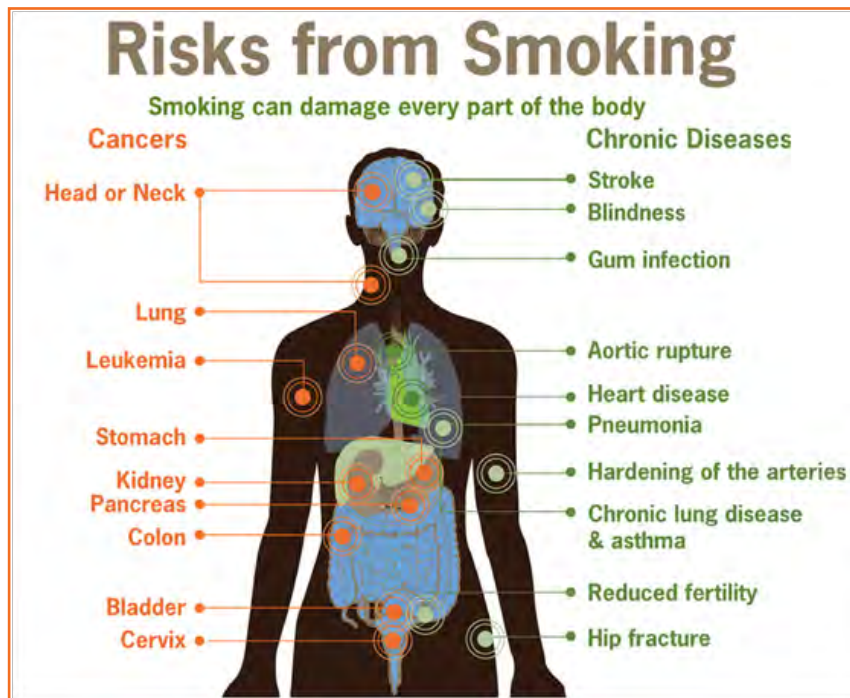


Fig.8.3.11: Risks from smoking

Its effects:

- It is the biggest reason for oral cancer which effects mouth, tongue, cheek, gums and lips
- Chewing tobacco lessens a person’s sense of taste and ability to smell

- Smokers face a greater risk of suffering from lung cancer

Gutkha

Gutkha is extremely habit-forming and a acknowledged substance. Excessive use of gutkha can cause serious health issue.

Impact of Gutkha on health:

- Loss of sensation in tongue
- Disfigured mouth
- Increased sensitivity to heat, spices, cold and spices
- Inability to open the mouth
- Swelling, lumps, rough spots on gums or in other places inside the mouth
- Unexplained bleeding in mouth
- Difficulty in swallowing and finally Mouth Cancer

Apart from personal health reasons the



Fig.8.3.12: Oral Cancer

8.3.7 AIDS/HIV Awareness

Acquired Immunodeficiency Syndrome also known as AIDS is caused by a virus called HIV -Human immunodeficiency Virus.

According to a survey number of AIDS patients in India is between 2 to 3.1 million almost 50 % of total patients of AIDS. More men are HIV positive than women. A total of population of 0.29% females are suffering from AIDS while 0.43 % males are suffering.

AIDS is transmitted by:

- Unprotected sexual relationships
- Contaminated blood transfusion
- Hypodermic Needles
- From infected mother to child

As per studies in India HIV/AIDS is largely due to unsafe sex worker interactions. Most of the HIV cases is due to unprotected sex. Migrant workers, truck drivers and majority of men who have sex with men pose greater risk of infecting their spouse and unborn children.



Fig.8.3.13: NACO Logo

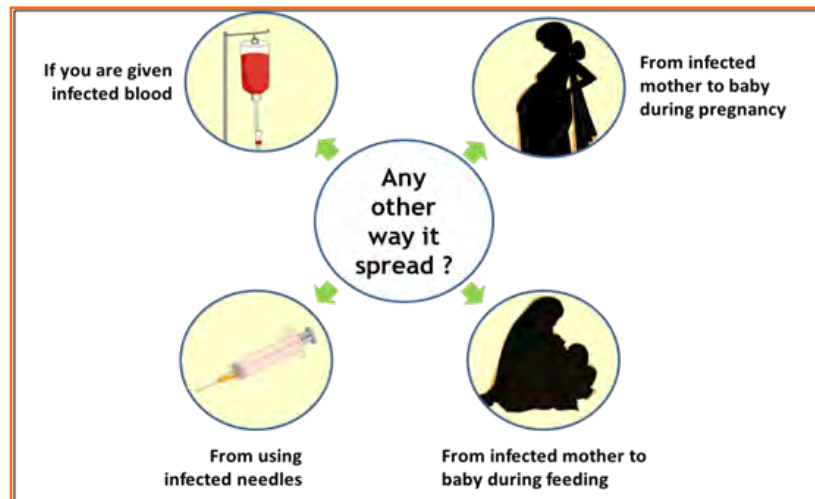


Fig.8.3.13: AIDS transmission

There are no medicines or vaccines for AIDS so far. The treatment and medicines which are available in the market are expensive and have side effects.

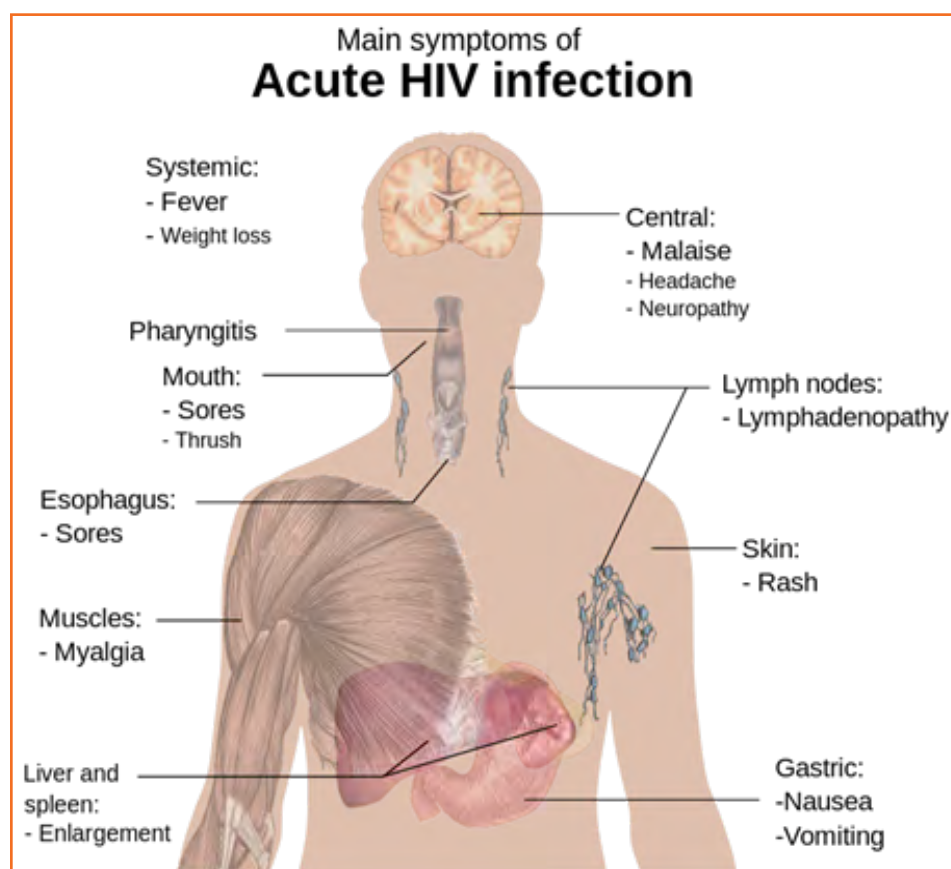


Fig.8.3.14: Acute HIV Infection

AIDS is not a disease like cancer or malaria, but is a condition that weakens a person's ability to fight diseases (immune system). AIDS not only affects you, but also has severe impact on family and friends. Even one mistake is enough to get HIV positive.

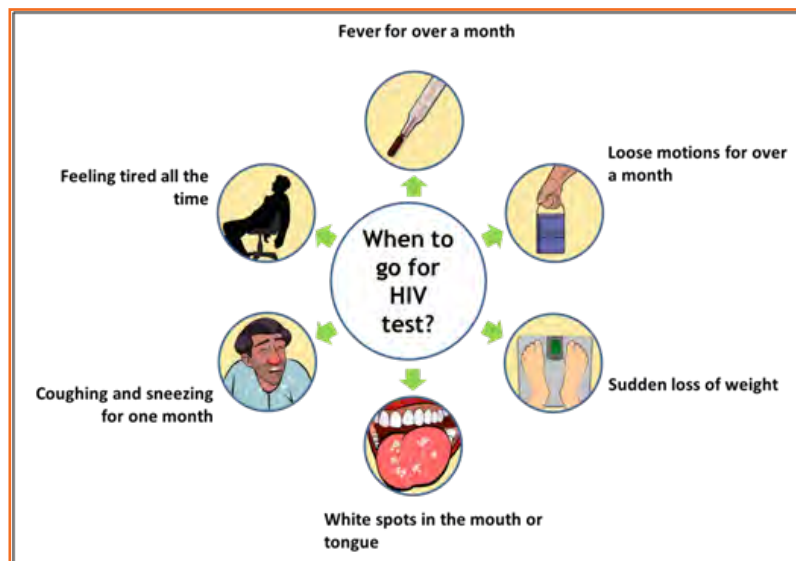


Fig.8.3.15: AIDS non-nispersing Diseases

Stay faithful

- In India large number of people move around for work, mostly men.
- Are you one of them?
- Take care. See that you don't catch any infection from AIDS.
- Even one visit to a sex worker may result in HIV infection.
- So it is advisable to avoid multiple sex-partners and always use protection (condoms/nirodh) during intercourse.



Fig.8.3.16: Condoms

AIDS does NOT spread through

- Sitting close
- Working together
- Hugging
- Touching hands
- Mosquito bite
- Saliva or cough
- Taking care
- Sharing clothes
- Eating together or sharing utensils

8.3.8.1 Case Study

Gautam is a plumber. His family lives in a village. He travels from place to place. Once he visited a sex worker. After one month he fell ill. He went for a checkup and found he had AIDS. Gautam did not know it, but that sex worker had AIDS. He was infected from that one visit.

Share four things that you know or learnt about AIDS.

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Always remember:

- AIDS has no cure but can be prevented, therefore be cautious of it not afraid of it.
- Be faithful to your partner and always use condom while making any sexual contact.
- Take blood only after checking proper medical certificates.
- Do not discriminate HIV positive people.

UNIT 8.4: Interpersonal Skill Development

Unit Objectives

At the end of this unit, you will be able to:

1. Work towards a positive attitude and behavior.
2. Understanding Goal Setting.
3. Motivated for team participation at work.
4. Learn how to manage relations.
5. Learn about Stress and anger management skills.
6. Learn to develop leadership qualities.

8.4.1 Introduction

Interpersonal skill development is the blend of different traits of day to day life that play an important role in creating our impression in other's mind. It starts from inside. The role of interpersonal skill development is to help us understand how to make choices about our attitudes and actions. It enables us to understand:

- Where are we now?
- How change and growth occur successfully?
- How we can change our attitude to get results we want and to be more effective in work and personal life?

One can learn to control over many aspects of our job and their environment by making appropriate choices and responses.

These include various traits like:

- Positive Attitude
- Motivation
- Goal Setting
- Team Work
- Managing Relations
- Etiquette
- Stress and Anger Management
- Conflict Resolution

8.4.2 Positive Attitude

What is attitude?

- Our approach...
- Our outlook towards situations and others...

- The emotions we express towards others.
- Our attitude must be positive and hopeful.

Remember:

- Luck favors those who help themselves
- Make things happen and don't wait for it to happen
- Stay away from negative influences
- Start your day with something positive
- If it needs to be done, learn to like it.

Positive attitude shows in the following ways:

- Positive thinking
- Constructive things
- Creative thinking
- Optimism
- The motivation and energy to accomplish goals.
- An approach of happiness

Positive thinking results in satisfaction and success.



Fig.8.4.1: Positive Attitude

8.4.2.1 Story of Carrot, Egg and Coffee Beans

Raju works as a Supervisor in a factory. He is not happy with his job. One day he spoke about his dejection to his elderly friend, Prashant, who runs a small canteen for the factory workers.

“Prashant I am not satisfied with my job. There are so many problems in the factory. If I solve one, another one crops up. The problems seem to be never ending. I am quite fed up and wish to quit.”

Prashant said nothing. He quietly put three pots with water on the stove. He put some carrots into one pot, some eggs into another and coffee beans into the third pot. The water in the pots began to boil.

Raju wondered what was going on! “Oh, here I am with my tale of woes, and this illiterate cook goes about his business!”

After some time, Prashant switched off the stove and put

the carrots, eggs and the beans in different bowls. He then said, “My friend, what do you see here?” “Carrots, eggs and coffee”, said Raju irritably. “Of course! Now come and feel them one by one”, said Prashant. “Oh God! What do you want to prove?” asked Raju controlling his anger. “The carrots have turned soft. The egg is hard boiled beneath its shell and the coffee is stronger in aroma”. “Exactly” said Prashant “Each of them faced the



Fig.6.4.2: Story of Carrot, Egg and Coffee Beans

same degree of heat, but each reacted differently. The carrots that were so hard before became soft and weak. The egg was fragile with its thin outer shell, but after boiling it became hardened and the inner liquid portion became hard boiled. But the coffee beans are unique. After boiling in water, they became stronger and richer. So my friend, tell me, are you the carrot, the egg or the coffee bean? How do you respond to difficult situations? Are you like the carrot that is hard to look at but with the slightest difficulty becomes weak and soft? Are you the egg born with a soft heart but became tough and stiff after a difficult or a bitter experience? Or are you like the coffee bean that gets stronger and tougher and reaches its peak in extreme adversity or difficulty?

When things get worse, you get better.

“Thank you Prashant. You’ve opened my eyes. I shall strive and do my best.”

What have you learnt from the story?

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8.4.2.2 Some Successful People

Dirubhai Ambani - Founder of the Reliance brand

Born in Junagadh in a middle class family, son of a school teacher. His mother who had difficulty meeting the ends with his father’s income, nagged him to begin earning some money. He snapped at her “Phadia, phadia su karo chho ...paisa no to dhanglo karees ...” Just to show that that he was serious, he once bought a tin of groundnut oil on credit from a local whole seller and sold the oil in retail sitting on the roadside, earning a profit of a few rupees that he gave to his mother.

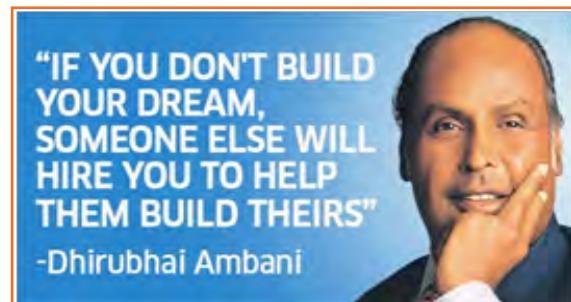


Fig.8.4.3: Dirubhai Ambani - Founder of Reliance

Next, he began setting up onion and potato fries stalls at village fairs during weekends when his school was closed. When he grew up, he came to Mumbai with very little money and lived in a two room chawl with his family. But dreamt big and worked towards his dreams.



Fig.8.4.4: Rajnikanth: Super star of Tamil cinema

Rajnikanth: Super star of Tamil cinema

- Hero and demi-God for many thousands
- Original name Shivaji Rao Gaekwad
- From bus conductor to super star

Early life:

- Driven by poverty, went through extreme struggle
- No education; Worked as a bus conductor
- Entertained passengers in the bus
- Got a break in Tamil cinema
- Worked with a single mind to become a super hero

What have you learnt from these two people?

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8.4.3 Goal Setting

Goal setting is to visualize your ideal future and realizing what and where you want to be. The method of setting goals helps you in being clear on where you want to be and what you want to do in life.

This consists of establishment of specific, measurable, achievable, realistic and time targeted aim. Goal setting helps individuals to be clear on their own objectives in life and work towards it. They help motivate you to move forward in life and to achieve what you want to achieve. To set up the goal set SMART goals:

- S stands for: Specific
- M stands for: Measurable
- A stands for: Attainment
- R stands for: Relevant
- T stands for: Time bound

Identify

- What you want to achieve,
- Where you have to concentrate your efforts
- Also spot the distractions that can, lead you astray.

First create your “big picture” (the next 10 years)

- Identify the large-scale goals that you just wish to achieve.
- get smaller targets in place which needs to be met to achieve the long term target
- Once the plan is in place you work on the plan to achieve the long term goal

Setting goal is important for an individual because:

- Goals narrow attention and direct efforts to goal related activities.
- Goals lead to more effort.
- One works through setbacks if he is pursuing a goal.
- It develops and changes individual’s behavior.

Categorization of Goals

It is important to categorize the different kinds of Goals

- **Career:** In your professional career where you want to reach and what do you want to do?
- **Financial:** How much you want to earn, by what stage? Is it related to your career goals?

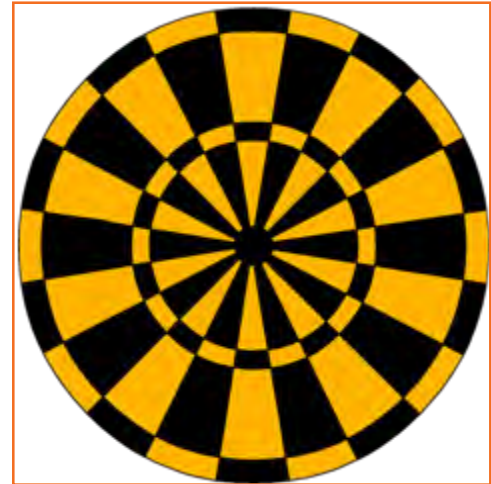


Fig.8.4.5: Goal setting

- **Education:** To achieve the long term goal what skills and education do you need over time?
- **Family:** How you want to be seen by your spouse and family members?
- **Health:** Do you want to stay healthy in old age? How are you planning to achieve this?
- **Public Service:** Do you want to have social goals? What are those?

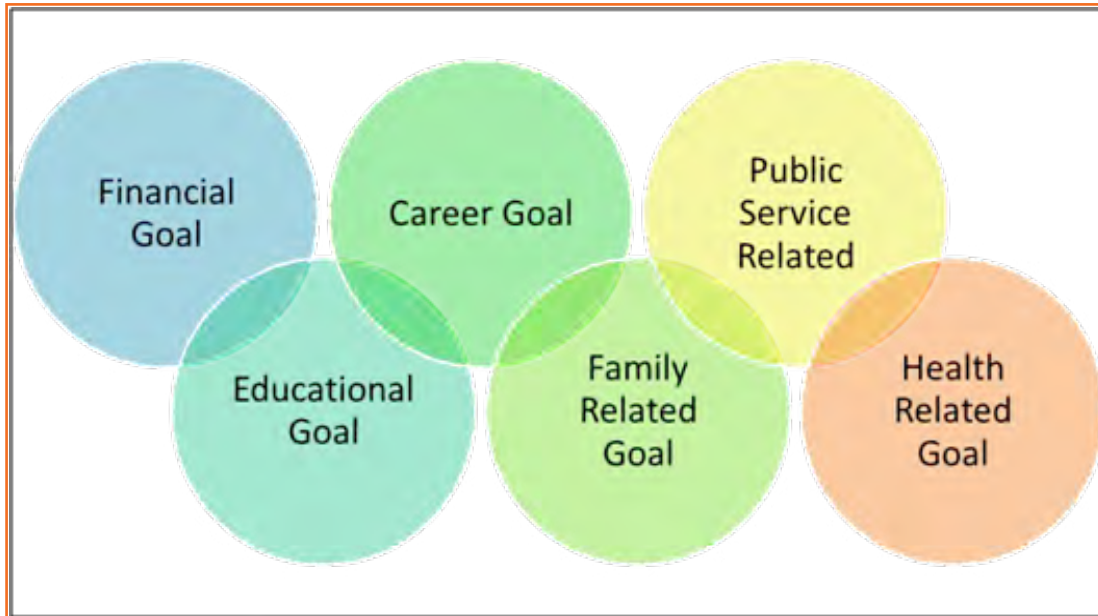


Fig.8.4.6: Categorization of Goals

Write down your two financial goals.

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Write down your two career goals.

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Write down your two educational goals.

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Write down your family related two goals.

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Write down your health related two goals.

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Write down your public service related two goals.

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8.4.4 Team Dynamics

When a group of people come together with a common goal they are called a team. This creates a dynamic bond amongst the team members because they help one another for the success of the team. Examples of teams are sports teams (cricket), dance teams etc. The team as a whole wins or loses.



Fig.8.4.7: A teamwork

Team members need to learn:

- How to work with one another.
- Understand each other's strengths
- Prepare the atmosphere that is familiar with each member to work beyond their strength.

Factors of Team Dynamics

- Tolerance and Cooperation
- Set aside feelings of caste, creed, profession
- Put up with each other
- Identify strengths of each
- Who can do what

In a team, there is no room for personal gains and definitely not betrayals. In a team:

- A single person cannot achieve a big task single handedly.
- Big and difficult tasks can be accomplished only through collective effort, through teams.
- In a team, the team members stand by each other during good and bad times alike.
- Work together towards a common goal.
- Divide the task and share the burden.
- Help and accept help from others.

8.4.4.1 Story : Small Fishes and Big Fish

Once there was a shoal of tiny red fish living in the sea. One among them was a little different. His name was Swimmy and he was black in colour. Swimmy was the fastest swimmer in the shoal. The fish would swim around in the sea looking for food. One day when they were busy searching for lunch, Swimmy who was far ahead of the others saw a big fish coming in their direction. The big fish was also looking for his lunch---smaller fish. Swimmy was scared! If the big fish would spot his shoal, all of them would be eaten up. Swimmy thought hard of a way out and quickly came up with a plan. He quickly swam back to his shoal and told all the fish about the big fish and also explained his plan to escape from being eaten.

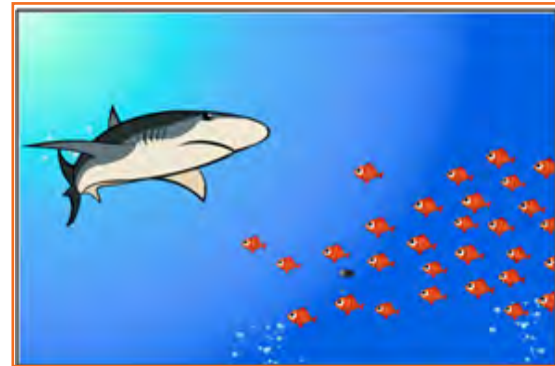


Fig.8.4.8(a): Small Fishes and Big Fish

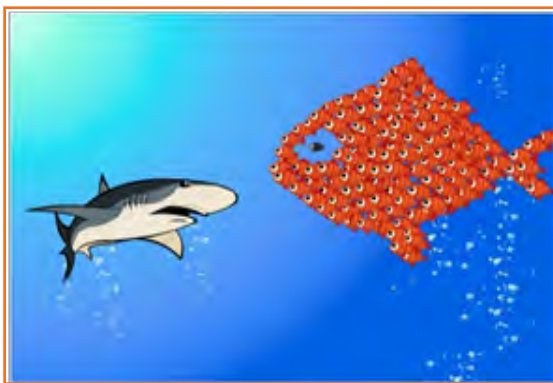


Fig.8.4.8(b): Small Fishes and Big Fish

When the big fish came closer he was shocked to see an even bigger fish swimming in his direction with its huge jaws wide open. Frightened that he would get eaten up, the big fish swam away. If he had looked carefully, he would have realised that the huge fish was actually all the tiny red fish swimming very closely together in such a way that they looked like one big fish. And little black Swimmy, being different, became the eye of the 'huge' fish!

What have you learnt from the story?

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8.4.5 Managing Relations

All of us have different desires, different personalities, likings, and different means of showing our feelings that affects people around us.

70% of the workplace learning is informal, once people discuss with each other at work they really are learning to do their job better. Friendlier staff are good communicators and more productive. They are also trusted more by employers and colleagues.

Tips for improving relations with people around us:



- Observe how you react to people such as do you reach to a conclusion



Fig.6.4.9: Managing Relations

before you know all the facts.

- Look honestly how you think and interact with other people.
- Look at work environment. Do you seek attention for accomplishments or give chance to others.
- Accept your weaknesses courageously and work on them.
- Make sure you are responsible for your own actions.
- If you think you hurt someone, apologize.

8.4.6 Etiquette

Etiquette are nothing but rules operating behaviour regarded as good and acceptable in personal and professional life. Etiquette includes:

Making Positive Impression

- Stand straight, make eye contact
- Turn towards the person who you are communicating with. Genuinely smile at people.
- Use the dress code prescribed by the organization.
- When meeting someone for the first time always shake hands with a gentle firmness.
- Always arrive early to work each day.

How you treat with people

- Think how you treat your supervisors and colleagues.
- Don't make value judgments on people's importance at workplace. Respect every individual equally.
- Respect people's personal space at workplace.

Communicating at Workspace

- Keep workspace professional and neat.
- Don't interrupt other people on the workplace.
- Limit personal calls especially when you are working in a manufacturing unit.
- Eat and smoke to the designated areas only otherwise it may disturb other people.

Work Ethics

Beliefs and morals at work constitutes Work ethics. Work ethics include:

- **Discipline:** Only with discipline one can stay fixed on goals and determined to complete his assignment.
- **Commitment to work:** A strong sense of commitment to work affects how an individual work and the amount of work he does. When a worker is committed to work he turns up on time, puts in his best efforts and completes the projects to the best of his ability.
- **Punctuality:** a committed and responsible working comes to work on time and finishes the given task on time. Being punctual gives a sense of professionalism.

- **Ownership and responsibility:** Ownership and responsibility stretches in all aspects of an employee's job. Co-workers value the employees' ability to give honest feedback. Supervisors rely on the high moral standards trusting him not create problems and being responsible.
- **Striving to excel:** Keep yourself updated with new developments and knowledge of your field. Learn new skills, techniques, methods required to uplift your career.

8.4.7 Stress and Anger Management

Anger is a normal and a healthy emotion. Anger management may be critical for people who find it difficult to keep it under control. There are many health issues related to a unresolved anger like heart attack, high blood pressure, anxiety, depression, colds and flu/fever and digestive problems.

If your heart beats faster and you breathe quickly, tension in your shoulder or clenching your fists beware your body may be showing sign of anger, take steps to calm yourself down. Once you will be able to recognize the signs of anger you can calm yourself down.

Remember the following:

- Avoid unnecessary stress, learn to say no
- Keep expressing your feelings. Don't let it bottle up
- Accept the things you can't change.
- Learn to forgive.
- Anger can destroy lives, destroy relationships.
- Put yourself in other's shoes.
- Don't react immediately.
- Post pone for a few seconds whatever you wish to say or do.
- Take a deep breath.
- Speak when you have calmed down.

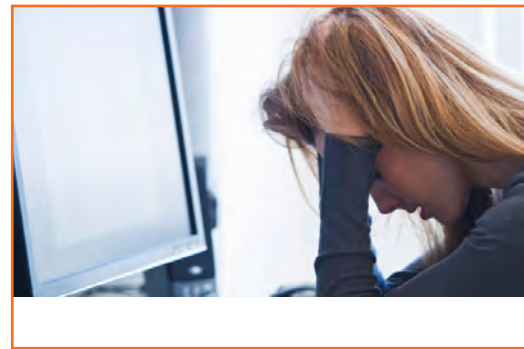


Fig.8.4.11: Stress Management

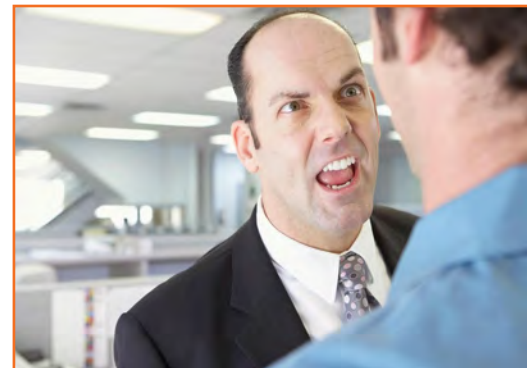


Fig.8.4.12: Anger Management

8.4.8 Conflict Resolution

What is a Conflict?

A difficult situation which is difficult to understand and deal with is a conflict.

Why do we need to resolve conflicts?

- The conflict may blow out of proportion if not addressed in time
- An unsolved problem can spread and translates itself into all other areas of life
- If problems are not resolved they will lead to further frustration
- it leads to bitterness between individuals
- If the conflict is not resolved it may lead to personal issues between two individuals.

How to work out Conflicts?

1. End it there . . .

Try and stop the conflict the moment you realize there is one. Nip it at the bud.

2. Communicate

Talk about the issue, why there is a disagreement and how you think it can be resolved.

3. Listen to others

Get the point of view of other people involved in the conflict and try and rework on the resolution.

4. Think of solutions

The solution should satisfy all parties involved or there should be a consensus.

If there is no resolution possible get a neutral person in for discussion and resolution.

8.4.9 Leadership Skills

Leadership skills are one of the key skills that most employers look for in an employee. A person should be able to lead his/her team and should guide the team towards the common objective of the team. Some of the qualities that every good leader should possess are:

- **Honesty:** If you are honest its most likely that the team members will also be honest
- **Effective delegation:** One person cannot do everything. It's important to understand the strength of every member in the team and delegate work prudently. Effective delegation help in increase of efficiency
- **Good communications skills:** Being able to communicate clearly is quite important.
- **Confidence:** Keeps morale of the team high even in the tough times.
- **Commitment:** If you want your team to deliver and be committed to the tasks. You have to be committed first.
- **Positive Attitude:** Keeping teams motivated towards continued success of the company.
- **Creativity:** During the critical situations it is important to think out of the box solutions than to prefer the set course of action.
- **Decisiveness:** Nothing is certain and things can go wrong anytime. Plan for the worst and most things will be under control. Taking a firm decision (which is correct) is a crucial to give confidence to your team.
- **Focus on the big picture:** always look at the big picture. Sometimes you might have to deliberately ignore a few things which do not impact anything at work as long as the team is working towards the bigger picture.

How to become a leader:

- Take initiatives to act on various opportunities that you get.
- Set your priorities right and work towards the bigger goal. Make it clear that you are working towards it
- Try and resolve issues. Do not pass it on
- Work beyond what is expected from you. Promise less deliver more.
- Bring in energy to the team
- Forecast potential issues in the future, take necessary steps and actions to resolve the issues.
- Suggest changes to increase efficiency, customer satisfaction etc.
- Keep enhancing your skills and be the best at what you are doing. Be the best hairdresser or a makeup artist in your store and set examples.

UNIT 8.5: Social Interaction

Unit Objectives

At the end of this unit, you will be able to:

1. Understand what social interaction is and what social interaction behavior are.
2. Give a brief description about himself/herself in public.
3. Follow daily duties.
4. Cooperate with peers, family and other members in society.

8.5.1 Social Interaction

Social interaction is a process through which we respond to people talking with us. It includes acts where people perform toward each other and responses they give in return. Social interaction has a number of behaviours. Some of them are:

- **Exchange:** Exchange is the most elementary kind of social interaction. It's a human process by that social behaviour is exchanged for some kind of reward for equal or greater value.
- **Competition:** It's a process by which two or more individuals plan to accomplish a goal that just one can attain. It will lead to psychological stress, a lack of cooperation in social relationship, difference and even conflict.
- **Cooperation:** It's a process in which people work together to achieve shared goals. Task can not be completed without their cooperation.
- **Conflict:** Social conflict is the struggle for agency or power among a society to achieve control of scarce resources. It happens when two or more individuals oppose each other in social interaction to achieve incompatible goals.
- **Coercion:** People or teams are forced to provide in to the desire of other people or teams.



Fig.8.5.1: Social interaction

8.5.2 Self- Introduction

We all, in our lifetime, have to introduce ourselves to the others. The introduction usually lasts for around 2 minutes to 3 minutes. It is very important that it gives the first impression to other about us. It has a great impact on your self-esteem and self-confidence. It's helpful in:

- Feeling better about yourself
- Boosting your confidence
- Building your self esteem
- Making friends
- Feeling in control



Fig.8.5.2: Self- Introduction

Points for Self Introduction

Following are some self-introduction points:

- **Wishes:** It is the first thing that we need to do before addressing a gathering. At this point we need to make effort to grab the attention of audience. You have to wish depending on the time either, Good Morning, Good Afternoon or Good Evening.
 - » Good Morning! My dear friends.
 - » Respected Sir! Good morning.
 - » Special or lovely or cool morning to you all.
- **Purpose:** We have to tell the purpose of coming in front of the audience. We can say I have come here to tell you about myself.
- **Name:** Here you tell about your name..... . To grab the eye of the audience, you have got to present your name differently. If you know you can tell the meaning of your name or nay famous celebrity along with your name.
- **Father's Name:** Here you have to say concerning your father's name. begin your father name as Mr. or Prof. or Dr.
- **Family:** It's a good chance to inform about your family, therefore tell the small print what you want to tell about them.
- **Profession:** Tell about your profession what you're doing at the moment.
- **Location:** Tell about your present location, wherever you're staying and if you would like you can also tell with whom you're living.

You can also tell about your native place. It is better to describe about or tell about your place which is famous for.

- **Hobbies/Habits:** Hobbies means what you like in your leisure and habit means your regular activities. This part tells about your nature and your life style, be careful while telling this.
- **Life Aim:** Tell about what is your aim in life, it will be good if your aim is high. You have to think high and reach high.
- **Achievements:** Tell about what you achieve up to now, minimum it is good to tell about three achievements and maximum five. Though achievements are small, tell them it shows your confidence but don't say I don't have any achievements.
- **Favourite Person's or Ideal:** It is good to say about your ideal persons.
- **Favourite movies, things, colour, places etc.:** if you want to tell your favourites, which tell about your tastes and preferences to others.
- **Your Strengths and Weakness:** You can tell about your strengths and weaknesses. Make sure your weakness should not be absurd or incorrigible.
- **People you like and dislike:** You have to tell what kind people you like or what kind of people you dislike.
 - Any turning point in your life
 - How are you different from others
- **Conclusion:** In conclusion offer a memorable answer on the question the listeners probably will have when they have listen to your public speaking speech. Tell how this aspect of your life makes you what you are and who you are. It will be perfect ending to your self –introduction.
- Finally say thank you.

You will have to maintain your speech according to the time, generally 3 minutes and you have to make the speech depending on the section of people you are giving the speech and what you want to reveal about yourself.

Improving self-introduction

There are a few things that you can do that helps in making your self-introduction better:

- **Listen to what you are saying to yourself:** Notice what your inner voice is saying. Take some time to listen and even write down what you are thinking.
- **Monitor your self-talk:** Analyse that your self-talk is more positive than negative.
- **Change your introduction:** counter your negative thoughts with positive ones. Avoid speaking negative and try to look for things that might add a better spin to a tough situation.

8.5.3 Our Duties and Responsibilities

There are certain duties which are laid by the Constitution of India. These duties are very to be fulfilled by every citizen of India. These are as follows:

- To bear by the Constitution and respect its ideals and establishments, the national flag and also the national anthem.
- To encourage and respect the noble ideals that galvanized our national struggle for freedom.
- To uphold and protect the sovereignty, unity and integrity of Republic of India.
- To defend the country and render national service once called upon to do so.
- To promote harmony and also the spirit of respect amongst all the people of the Republic of India transcending religious, linguistic and regional diversities.
- To forbid practices derogative to the dignity of ladies.
- To preserve the rich and diversified heritage of our culture.
- To conserve the natural surroundings like forests, lakes, rivers and wild life, and to have compassion for living creatures.
- To develop the scientific temper, humanism and the spirit of inquiry and reform.
- To safeguard public property and to retract violence.
- To try towards excellence altogether spheres of individual and collective activity so that the nation perpetually rises to higher levels of endeavour and accomplishment.

These need to be followed by every citizen of India for development of the country.

8.5.4 Cooperation

The process of groups of organisms working or acting together for their mutual benefit is called cooperation. Cooperation among family members, friends and peers is very common and healthy. It is the backbone of any society.

Family cooperation provides an avenue for a family to come closer. It increases coping skills and decision making. Some steps to promote family cooperation are:



Fig.8.5.3: Cooperation

- **Plan things together:** It calls for negotiation and compromise and teaches everyone to be more tolerant and considerate to other's viewpoint.
- **Share responsibilities:** Diving up necessary household responsibilities can be a good exercise in family cooperation.

Peer support occurs once individuals give knowledge, experience, and emotional, social or sensible help to each other. It's a distinct state of social support in this the source of support may be a peer an individual who is analogous in ways to the recipient of the support.

The effective peer support can be in form of:

- **Social Support:** In form of positive psychological interactions with others with whom there is mutual trust and concern.
- **Experiential Knowledge:** contributes to solve problems and improve quality of life.
- **Emotional support :** Esteem, attachment and reassurance
- **Instrumental Support:** Product and services.

How to be a cooperative person: For being a cooperative person following things needs to be done:

- Listen carefully to others and make sure you perceive what they're expressing.
- Share when you have something that others would really like to have.
- Take Turns once there's something that no-one desires to do, or when more than one person desires to do a similar factor.
- Compromise when you have a significant conflict.
- Do your part the very best that you just probably can. this can inspire others to do the same.
- Show appreciation to people for what they contribute.
- Encourage people to do their best.
- Make people needed. working together may be a lot more fun that manner.
- Don't isolate or exclude anyone. everyone has something valuable to offer, and nobody likes being omitted.

UNIT 8.6: Group Interaction

Unit Objectives

At the end of this unit, you will be able to:

1. Participate in group discussions in the class.
2. Give speech in the public.
3. Understand the importance of team building and team work.

8.6.1 Group Interaction

Every day we tend to meet with teams of individuals socially and professionally. However we interact to play a big role in the impressions we tend to produce. Interaction that happens whereas a group completes a cooperative task describes how the group works. For a successful and positive group interaction these steps needs to be followed:

- Put your mobile phone away or place in silent mode.
- Greet everyone.
- Be friendly with everyone in the group.
- Show an interest in others by paying someone a compliment and listen carefully to what is being discussed.
- Be proactive and introduce yourself to others in the group.
- Sit up straight. Poor body posture is an indication of low self-esteem.
- Focus your attention on the person talking.
- Don't discount anyone's comment. Remember everyone is different and have different the ability to think.
- Think before you speak. Don't be too quick to jump into the conversation.
- Be a respect listener and observer.
- Include everyone when talking. Be sure to share eye contact with each person in the group.
- Unless there is a clear indication don't change the topic. Otherwise it will make people feel you are not interested in the topic.
- Don't start or participate in a side conversation. Don't allow their mistake to prevent you from being a good listener.
- Make sure to smile shake hands and embrace and use each person's name when conversation and the person's name when the discussion is over.

Everything you are doing in a group setting makes an effect on everybody in the group. Don't ever suppose something doesn't matter. Everything matters. Take every chance to take part in informal and formal group interactions. Begin by creating small contributions to discussion, prepare an issue to raise or accept as true with another person's remark. ask for other persons opinion.



Fig.8.6.1: Group Interaction

8.6.2 Importance of Group Interactions

As a participant group interactions is important as:

- It helps you to get a subject more deeply.
- It improves your strength to think positively.
- It helps in solving a serious issue.
- It helps the team to go on a final decision.
- It provides you the chance to listen to others' ideas.
- It improves your listening skills.
- It increases your confidence in communications.
- It can change your behaviour.
- Understanding a member interpersonal skills.
- Identifying if a member is able to work in a team.
- Understanding ones behaviour.
- Selecting a perspective member in a perspective methodology.

Dos and Don'ts of Group Interaction

Do's	Don't
<ul style="list-style-type: none"> • Speak pleasantly and in a well mannered way to the group. • Respect the contribution of each speaker. • Remember that a discussion isn't AN argument. Learn to disagree in a well mannered way. • Think about your contribution before you speak. How best can you answer the question/ contribute to the topic? • Try to follow the discussion topic. do not introduce tangential information. • Be aware of your visual communication when you are speaking. • Agree with and acknowledge what you find fascinating. 	<ul style="list-style-type: none"> • Lose your temper. A discussion isn't an argument. • Shout. Use a moderate tone and medium pitch. • Use too several gestures when you speak. Gestures like finger pointing and table thumping will appear aggressive. • Dominate the discussion. Confident speakers ought to enable quieter students an opportunity to contribute. • Draw too much on personal experience or anecdote. Although some tutors encourage students to reflect on their own expertise, keep in mind to not generalize an excessive amount of. • Interrupt. Wait for a speaker to complete before you speak.

Fig.8.6.2: Dos and Don'ts of Group Interaction

8.6.3 Team Work

Team work is a critical part of professional life. They can have a big impact on:

- The profitability of an organisation.

- People enjoy their work.
- Staff retention rates.
- Team and individual performance.
- Company reputation.

Importance of Team Building

Team building activities not only boost morale of the team members, but it can also increase the success rate of the teams. Team building is an important activity as it:



Fig.8.6.3: Team work

- **Facilitates better communication:** Activities that create discussion results in open communication among the employees, and among employees and management. This improves office environment also the quality of work.
- **Motivates employees:** The more comfortable team members are to share their ideas and opinions, the more confident they will be. This motivates them to take on new projects or challenges .
- **Promotes creativity:** Working closely with other team members increase creativity and promotes new ideas.
- **Develops problem-solving skills:** Team building activities that require team members to work closely to solve problems improves the ability to think rationally and logically. Teams that determine when a problem arises and knows the solution can work better when a real problem occurs.
- **Breaks the barrier:** Team building increases trust among workers.

Do and Don'ts of working in a Team

- **Don't argue in public:** if you have a disagreement with someone in the team find a neutral place to discuss the situation.
- **Do encourage each other:** when things get tough the tough gets going. Contribute to the team in trying situation.
- **Don't talk behind the backs:** if you have trouble with some team member don't share with others. Go directly to the person in a kind and compassionate manner and share what is in your mind.
- **Do lend a hand:** if a team members is asking for help don't hesitate in helping him.
- **Don't be the weakest link:** Live up to your responsibilities, meet team expectations and communicate effectively in the team.
- **Give and receive feedback:** As a part of growing team give and receive feedback respectfully and graciously.

UNIT 8.7: Time Management

Unit Objectives

At the end of this unit, you will be able to:

1. Understand the importance of time management.
2. Develop time management skills.
3. Learn about effective time planning.

8.7.1 Time Management

Time management is the process of planning and practicing control over the time given to a specific task, especially to increase effectiveness, efficiency and productivity. It is an activity with the goal to increase the overall advantage of a set of activities within the limited condition of a limited time.

Some effective time management

- Delegate tasks.
- Identify time wasters.
- Combine activities – Plan for them.
- Break down big tasks down to the smallest task possible.
- Accomplish them one by one.
- At the end of the day conduct a simple analysis to see which activity took time.



Fig.8.8.1: Time management

8.7.2 Time Robbers

Time robbers are those activities which create interruption at the workplace. These activities create a deviation from the objectives which needs to be achieved. Time Robbers could be:

- Poor personal planning and scheduling.
- Interruptions by people without appointments.
- Poor delegation.
- Poor use of the media: Telephone, Mobile, e-mail, and fax, etc.
- Reading junk mail.
- Lack of concern for good time management.
- Lack of clear priorities

The Time Robbers can be avoided by:

- Be active all the time.
- Develop and maintain an organized personal activity schedule.
- Set your priorities.
- Proper delegation.
- Utilize modern technical media.

8.7.3 Pareto Analysis

- According to this 80% of the tasks can be completed in 20% of the time. The remaining 20 % of the tasks take 80 % of your time. And the task which should fall in first category should be given a higher priority.
- Time also depends on the type of method adopted to process the task. Methods should always be simpler and easier to complete the task. If we use difficult ways, it shall be result the waste of time. One should always try to find out alternate ways to complete a task.

Urgent Important Matrix

1.The Urgent and Important Tasks	2. The Non Urgent but Important Tasks
<p>DO NOW</p> <ul style="list-style-type: none"> • Emergencies, complaints and crisis issues • Superiors desire • Planned tasks or project work now due • Meetings with superiors/colleagues 	<p>PLAN TO DO THEM</p> <ul style="list-style-type: none"> • Planning, preparation • Scheduling • Designing, testing • Thinking, creating, modeling the data
3. The Non Important but Urgent Tasks	4. The Non Important and non-Urgent Tasks
<p>REJECT AND EXPLAIN</p> <ul style="list-style-type: none"> • Small requests from others • Ostensible emergencies • Misunderstandings rising in work • Pointless routines or activities 	<p>RESIST AND CEASE</p> <ul style="list-style-type: none"> • Comfort' activities, computer • Games, net surfing, excessive • Cigarette breaks • Chat, gossip, social • Communications • Reading irrelevant and useless material

Fig.7.8.2: Urgent Important Matrix

This matrix helps you understand:

- What should be done
- What should be planned
- What should be resisted
- What should be rejected

The simplest method of managing time is to create a general to do list. Prioritize the task list:

- A daily list of things to do, numbered in the order of their priority
- Start with the most unpleasant and difficult task first latter will completed easily and quickly.
- Map out everything while making a task list
- Learn to say “No” to unimportant things
- Strikeout the things completed so that you are familiar what have been completed and what needs to be completed.

List down the routine activities that you perform in a day.

.....

.....

.....

.....

Prioritize the above mentioned activities in the following heads.

Important Tasks	Unimportant Tasks	Urgent Tasks	Not Urgent Tasks

UNIT 8.8: Resume Preparation

Unit Objectives

At the end of this unit, you will be able to:

1. Understand the importance of resume.
2. Learn how to prepare a resume.

8.8.1 Introduction

A resume is a self-declaration which once done properly shows how an individual's skills, experience and achievements matches the need of the work that they wish to get. The sole purpose of a resume is one to win an interview. It convinces the future employer what he wants from the prospective employee in new career or position.

It also establishes an individual as a professional person with high standards and excellent writing skills based on the fact that his resume is written well. It also helps you clarify your direction, qualifications and strengths, boost your confidence or to start out the process of committing to a job or a career modification.

One must know about a resume that:

- Your resume is an instrument to get you an interview but not a job
- Employer will be screen your resume for just 15-20 seconds. That's the time your resume will make an impact on employer.

There are different sections on the resume in the same order as mentioned under:

Section	What is the employer looking for
Header	Your identity and to contact you
Objective	To check if their requirement and your objective match
Education	To check if you have the basic qualification for the job/ internship you are applying for
Practical Experience/Projects	To see if you have done anything that reflects your potential capability. Also to see how different you are from your peers.
Skills	How equipped you are in terms of your personality traits as well as occupational skills
Interests	Professional aspects apart, how meaningful is your life?
Other	Is there anything else significant and relevant you want to showcase, that will add value to your resume.

Fig.8.8.2: Different sections on the resume



Fig.8.8.1: A resume

Preparation work and important tips

Before you start preparing your resume make sure to follow the checklist:

- Educational documents from class ten onwards to calculate scores
- Make list of all things that you need to add to your resume. Like internships, projects, part time jobs, extracurricular activities, sports, training, skills, interests etc. the list doesn't need to be complete, you'll always add to the list as you go.

Before preparing resume always remember:

- Every point in your resume should be specific and must be supported by a number of factual information.
- Use action verbs in all your points. They catch attention immediately and make your sentences clear.
- Use bullets not paragraphs.
- Do not mention your responsibilities mention what you have accomplished.
- A common mistake we make while constructing the resume is to copy the format from our friends resume and built it based on that.

8.8.1.1 Resume Header

Purpose: You have to provide some information about yourself, so that the employer can reach you.

Mandatory fields include: Name, current address, email id, phone number, date of birth. Your name should be written in bigger font.

Do Not:

- Include your photo.
- Write RESUME as heading to the file.
- Give details like family information, marital status, etc.
- Add these details to the bottom of your resume or occupy more space to fill up these details.

8.8.1.2 Framing the Objective

Purpose: To convey the employer what goals you have. The focus should be towards getting a particular position in a specific industry.

Always remember:

Your objective should include the following:

- Position wanted
- Functional area

- Industry wanted
- Be specific and restrict it to minimum words.
- Your objective should be different to each role you apply to
- While writing the objective, keep the employer's requirement in mind. The objective is not what you desire from the company, it's about the company's need.

8.8.1.3 Education

The next section in your resume is to highlight your educational qualifications.

Purpose: For the employer to know whether you have basic qualification for the job for which you are applying or not.

Always Remember:

- To write all educational qualifications from class 10 to highest education.
- For class 10 and 12 – include school/college name, Board, Stream/Specialization (If any), year of study, Marks.
- For undergraduate – include College name, University name, Degree and Specialization, year of study.
- Write all your qualifications in reverse chronological order, i.e. the latest qualification on top.
- You may write the educational qualifications in a tabular format or in a simple one after the other order.

8.8.1.4 Projects and Internships

The next part of your resume includes the hands on work that you have done, like projects, internships, in-plant training, part time jobs, volunteering, starting up a company and other initiatives. The number and the nature of initiatives taken defines whether to keep one heading or detail them under different headings.

Purpose: This is a mandatory part of a resume, as your hands on work and the initiatives you have taken apart from your curriculum in what will reflect your real strength as well as separate your resume from your peers.

Remember:

- The heading should be – title / project name, role, company/organisation name, -2 lines description about the specific time period.
- Time period is must.
- The entries under each heading must be in reverse chronological order.
- Be very specific on what you have accomplished. Add numbers and facts wherever possible.

Do Not:

- Do not write simple statements. It does not give employer a clear picture of the work you have done. Thus the employer can assume that you have done an internship for the certificate.

8.8.1.5 Skills

Heading: You can have multiple headings under skills. Common heading can include:

- **Soft Skills:** must include, they showcase your personality traits.
- **Core skills:** If you possess any core skills which differentiates you from others include them. These are skills you possess should be relevant to the employer.
- **IT Skills:** These days every job needs IT skills so mention all the skills that you have. Any software that you have worked on or even basic IT skills.

Remember:

- Pick only a few soft skills that best represents you
- Give relevant examples if possible for the skills that you have mentioned.

8.8.1.6 Interests

Provide relevant interests that you would like your employers to know.

This section will define you as an individual and informal discussions will be centered on this topic. These discussions will normally be used to understand your core values, communication skills and your interests

Remember:

- Provide details of those interests that makes sense and which adds value to you
- Make points specific and add supporting fact to it.
- Do not just list random interests like: sleeping, eating, breathing etc.
- Do not include interests like Smoking, drinking, partying movies etc. they create wrong impression.

8.8.1.7 References

References in the resume

References are people whom you have worked with you before or who know you and are in senior positions in their organizations. The references may be called upon to ask about you. While providing the details of the references remember to

- Provide the name, email ID, Phone number (after taking the approval from the reference), and the relationship with you.
- Ensure that you have spoken to the reference and tell them that they should expect a call from your potential employers.

8.8.1.8 Points to Remember

- The resume should not be verbose and should be limited to 2 pages
- Resume should not have any errors on it. No spelling mistakes, no grammatical errors etc.
- Go through your resume multiple times to get the resume right. You might need to continuously edit it.
- Keep the font professional and at 11 or 12. Do not use more than 2 fonts. Ideally limit it to one.
- However the font of the header and the introduction can have a font that is bigger.
- The text should all be in black as most employers print in black and white.
- Keep enough margin on the sides and the top (1.5 to 2 line space)
- The body of the resume should be left aligned and the header should be center aligned.

UNIT 8.9: Interview Preparation

Unit Objectives

By the end of this unit, you will:

1. Understand the procedure of interview.
2. Go thorough mock interviews.
3. Understand how to present themselves during an interview.
4. Be motivated to work after the training period is over.

8.9.1 Interview

A conversation between two people (interviewer and interviewee) where the questions are asked by the interviewer to the interviewee with the intent of understanding the interviewee is an interview. Essentially in simple terms if you are looking for a job then you get interviewed by the employer who checks your knowledge, skills, interests etc.



Fig.8.9.1: Interview

Some types of Interview

1. **HR Interview:** Traditionally interviews are face to face interviews. Normally it's a one-to-one conversation with the HR Executive. You are advised to maintain good eye contact, listen keenly and answer promptly.
2. **Panel Interview:** In this situation, there is more than one interviewer. A panel ranging from two to ten members discuss and interview. In this case you can display group management and group presentation skills.
3. **Technical interview:** Based on your skills and the requirements of the organization a technical interview is conducted. The focus is on the skill set based on what's on the resume or the organizations need.
4. **Telephonic Interview:** In cases where the candidate cannot reach the interview physically an interview on the telephone is conducted. This is normally the first screening interview.

Before going for an interview, it is important to have clarity of the role you are applying for. It's also important that for you to know where you are applying and whom will you be talking to. Your answers should tell the employer that you are the match they are looking for.

This requires you to do a small research on the following fields:

- Company & Field
- Job Description
- Yourself (Skills, Values & Interests)
- Resume (Experience)

If you were an employer, you would have chosen a person who is sure of himself, calm and confident. So it's important that you are:

- Confident
- Relaxed
- Sure of yourself
- Prepared
- Dress Professionally

It is important that you dress professionally. It is a proven fact that the way we dress makes a huge difference in the way we are perceived. 90% of the way you communicate with other people is through body language (gestures, expressions, etc.) and the first Impression we make. It is very simple to make a great first impression.

For a good first impression it is important those we:

- Smell good
- Have a professional appearance
- Pay attention to your grooming
- Make eye contact
- Know what and how you speak
- Our overall personality contributes to our complete perception.

How to dress for Interview

Men	Women
Long-sleeved buttoned shirt (clean and pressed)	Conservative pump, no stilettos
Dark shoes (cleaned and polished) and dark socks	Jewellery -One set of earrings (preferably knobs)
Get a haircut (short hair is always best)	No bangles
No Jewellery (chains, earrings, piercing)	Minimal use of makeup
No beards or Tattoos	

Fig.8.9.2: Dress for Interview

8.9.2 The Do's and Don'ts in an Interview

Some of you might have faced an interview and some of you might not have. However, by now, you definitely have a better understanding what are the accepted standards of a professional behaviour. Read the sentences given and mark them as do's or don'ts, in relation to an interview:

Sentence	Do's	Don'ts
Be yourself		
Burp while talking!!!		
Just out from a 'powder factory' (worn too much make-up)		
Reach just about the right time for the interview		
Just barge in the cabin/ office		
Forget to greet the receptionist/ don't respond		
Think before you speak		
Do your homework- Visit the company website		
Take time to think (TTTT)		
Wear bright colour clothes on the D-day		
Emphasis on your strengths		
Argue/ Debate with the interviewer		
Chew gum during the interview.		
Review your educational and work experiences		
See your documents flying out of the file (Being clumsy)		
Thank the interviewer		
Have the 'they need me' attitude		
Maintain eye contact and good body language		
Only give monosyllabic answers(depends on the kind of questions asked...in-between)		
Carry a copy of your resume		

Fig.8.9.3: Do's and Don'ts in an Interview

8.9.3 During the Interview

- Be confident, not arrogant
- Sell yourself - Keep your energy up
- Maintain your posture
- Be positive, don't complain
- Know your resume and accomplishments.

You need to express effectively in an interview. The parameters that the candidates are assessed on during the interview are very simple. These are the parameters that this training program has prepared you for.



9. IT Skills

Unit 9.1 - Introduction to Computer

Unit 9.2 - Basic Computer Knowledge

Unit 9.3 - Components of Computer

Unit 9.4 - Concept of Operating System

Unit 9.5 - MS Word

Unit 9.6 - MS PowerPoint

Unit 9.7 - MS Excel

Unit 9.8 - Internet Concepts



Key Learning Outcomes

Upon culmination of this module, reader would be able to:

1. Familiarize with computers
2. Identify and use basic uses of a computer
3. Familiarize with a computer motherboard
4. Familiarize with a computer operating system
5. Use Microsoft Word, Excel and Powerpoint
6. Familiarize with Internet and use e-mails

UNIT 9.1: Introduction to Computer

Unit Objectives

Upon culmination of this unit, reader would be able to:

1. Explain basic concept, usage, basic terminologies associated with computer.
2. Recognize its various parts.
3. Differentiate the advantages and disadvantages of using a computer.

9.1.1 What are Computers?

In simple terms, A Computer is a device which takes input (in form of data), processes the data which is controlled by Program (which is set of instructions) and gives the output. Earlier when computers were introduced in 1940s, they were really big, may be the size of a room. But today, they have evolved not only to become much faster but also much smaller i.e. that they fit in a bag or pocket.

Basic functioning of Computers is through coordination between hardware and software (set of programs).

- **Hardware** = Any part of computer that can be physically touched is hardware. Most important hardware of any computer is a chip which is known as CPU (central processing unit). It is called brain of computer and it interprets instructions and perform functions. Other hardware devices are mouse, monitor, keyboard etc.
- **Software** = Software is the set of programs which instructs hardware what is to be done. Operating system (OS) software basically manages and coordinates between devices which are connected to computer.

9.1.2 Advantages of Computers

Computers offer variety of advantages when compared to traditional systems, some of these are:

- Level of Accuracy is much higher
- Higher Speed of processing
- Large capacity in terms of Storage
- Portability
- Not dependence on Platform
- Cost friendly

UNIT 9.2: Basic Computer Knowledge

Unit Objectives

Upon culmination of the unit, user would be able to:

- Use computer.
- Explain the web, email services.

What can you do with computers?

In Offices, computers are used for recording and processing information, undertaking research, doing project management and many more. For domestic and home purposes, computers are used for search information, storing personal data like photos, music etc., and for communicating with others through social media and many more activities.

Computers may be used for connecting with other computers around the world through internet. Through Internet, computers are being used for sharing information across the world not only for personal purposes but also for official purposes.

9.2.1 The Web

World Wide Web, commonly known as Web, is most important part of internet and stores information. Web shows information in appealing and attractive form. A webpage may be formed by combining and presenting different text, pictures, sounds and animation.

Difference between web and website is that while Web contains innumerable number of websites and webpages, website is interconnected network webpages.

Nowadays surfing the web is the most common term, it means exploring information on the web. Information on any topic may be found on the web like weather update, sports update, finding restaurants, For example, you can read news stories and movie reviews, checking bus or railway timings and many more

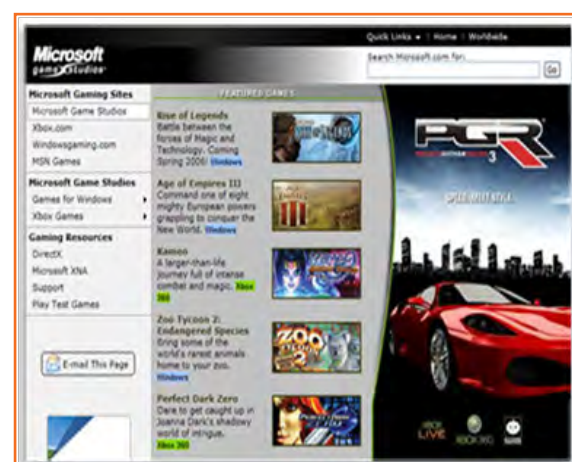


Fig.9.2.1: A Microsoft Web Platform

9.2.2 E-mail

Electronic mail, called E mail, is most easy method of interacting and communicating with other people. Some of the advantages of Email are that Email, when sent, is received instantly by the recipient, an email may be sent to any number of people at one go, through email many documents like letter, audio or video files etc. may be sent .



Fig.9.2.2: Email Link (Example)

9.2.3 Instant Messaging

Instant messaging is process of having real-time interaction with other people. Today, WhatsApp is most common type of instant messaging service. When a message is sent, it is received and made visible to recipients immediately. All participants should be online and connected to internet for using instant messaging service, this is unlike using Email. Chatting is the most commonly used term for using instant messaging. Other examples of instant messaging service are facebook messenger, Snapchat etc.



Fig.9.2.3: Instant Messaging

9.2.4 Pictures, Music and Movies

Computers may also be used for listening to music or watching movies either using internet or using files which are stored in computer. Also, pictures which may be clicked using digital camera or mobile phone may be viewed, edited, stored and



Fig.9.2.4: Media Resources Icons

UNIT 9.3: Components of Computer

Unit Objectives

Upon culmination of the unit, reader would be able to:

- Understand different parts/components of computer.

9.3.1 Motherboard

Motherboard, which is a rectangular board with lot of integrated circuits (IC) is most important part of computer. Various parts like RAM, CPU, CD-DVD drive and other devices like keyboard, mouse etc any other peripherals.

The central processing unit (CPU)

Central processing unit (CPU) is called the brain of computer and performs all the calculations which allows a computer to perform its function. It is accompanied by heat sink and fan for cooling purposes.

The chip set

The chip set helps interaction between the other components of computer.

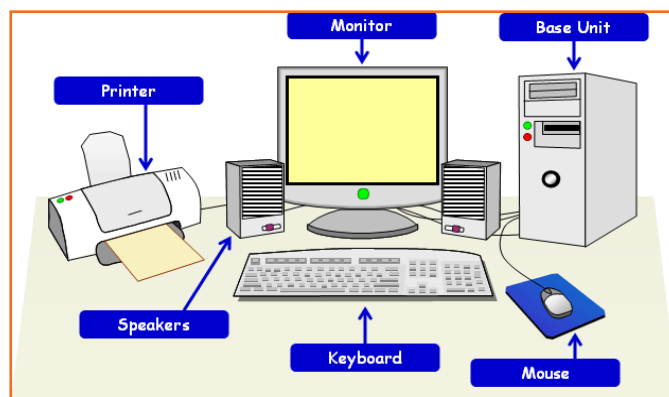


Fig.9.3.1: Different parts of a Computer

RAM (Random Access Memory)

RAM is temporary memory and serves the purpose of storing running processes or applications including operating system.

The BIOS

The Basic Input Output System (BIOS) comprises of power management system and booting (startup) firmware. BIOS tasks are performed by drivers of OS.

Internal Buses

Internal components and CPU are connected to each other by means of Internal Buses including, graphics card, sound card etc..

UNIT 9.4: Concept of Operating System

Unit Objectives

Upon culmination of this unit, you will be able to:

- Familiarize with the concept of operating system.
- Work on Windows 8 and 8.1.
- Add or Remove desktop icons, make or delete a folder etc.

9.4.1 Windows XP

Windows XP is an OS developed and marketed by Microsoft Company. Basically, any OS, be it Windows XP or any other OS, allows user to use various softwares or applications or software on the computer in easy manner. For example, OS allows user to create a table in Microsoft excel software, or write a letter in Microsoft word etc. Primarily, an OS provides a user friendly interface called GUI (Graphical User Interface).

Learn more about Windows XP by exploring it

There are different versions of Windows, when you install any version of Windows on your operating system it is known as to 'upgrade' your system. Below are the images of different versions of windows for your more clarity.

Desktop: Desktop is portion which is immediately appeared when system boots. It represents workspace like any home workspace and office workspace with easy access to itmes on this space.

Wallpaper (Desktop Background): Background (picture) on desktop may be customized as per the user's choice and this image is called background or Wallpaper.



Fig.9.4.1(a): Different versions of windows

9.4.2 Tools and Parts of an Operating System

Icons: Icon are small image shortcut and opens any application or program or file when it is double clicked.

Taskbar: Taskbar is a rectangular bar at bottom of screen.



Fig.9.4.1(b): Windows XP Desktop

System Tray: Many programs run in background in the computer and area where they run is called system tray. More programs in system tray slows down booting process. The system tray of a desktop area has icons as shown in the image to indicate which programs are currently running in the background. Once you single click on the left-facing arrow button you would be able to open and see what else is there.

Volume Controls: The speaker icon will open the volume controls. Volume can be changed by clicking on the icon. Volume can be increased or decreased by clicking and dragging this bar or click in the check box to mute all sound as shown in the picture.

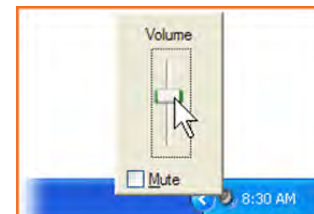


Fig.9.4.2(a): Volume Controller

To view sound settings, right click on the sound icon in task bar and left click on open volume control or double click on the sound icon. To change the volume settings,

click and move the volume bars up and down in specific categories.

To set volume balance, click and move balance bars right and left.

To mute, click the check box below the volume categories.

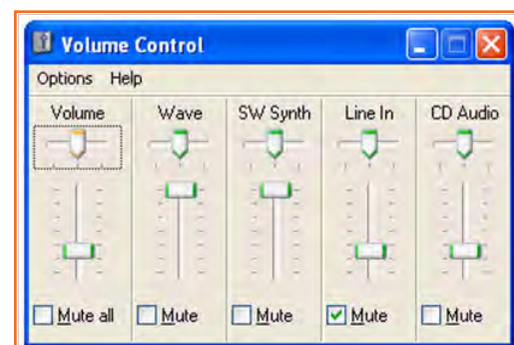


Fig.9.4.2(b): Volume Controller

External Hardware: You might run across this icon on your operating system frequently. This appears every time any piece of external hardware is plugged in. for e.g. USBs like pen drives, digital cameras, external hard drives, etc.

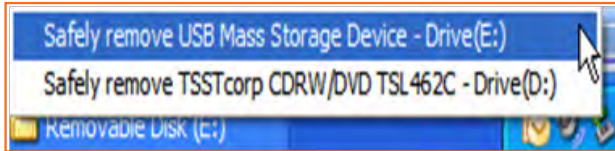


Fig.9.4.3: Removing External Drives



Fig.9.4.4: Message shown After Removing External Drives

Windows Updates: A yellow shield with an exclamation mark on it will appear, if the computer has any updates from Microsoft to be downloaded. Make a single click on the icon to identify what needs to be done as shown in the picture, once you single click, system guides you to step which needs to be followed.

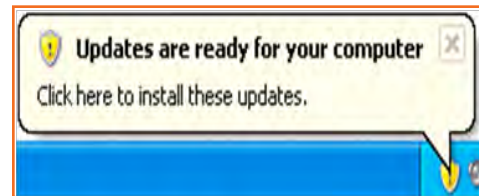


Fig.9.4.5: Message Windows Update

Power: There are two symbols for power one is a battery and the other is a power cord with a blue lightning bolt. The latter symbol means that the laptop is plugged into the wall outlet and is charging. The battery symbol means that the laptop is running purely off of batter Power.

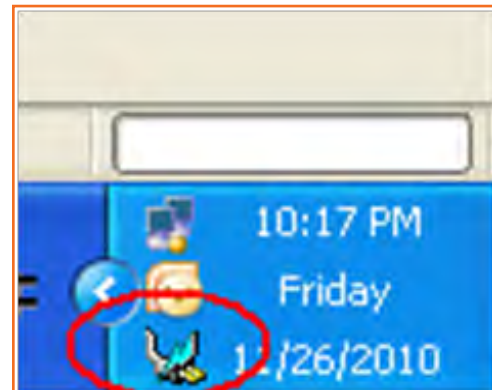


Fig.9.4.6: Icon Showing Charging on Laptop

Wireless: Laptop can be connected to internet via wireless network. For connecting, right click on the wireless icon and pick the connection which is to be connected.



Fig.9.4.7: Wireless Network Icon



Fig.9.4.8: Network Selection Dialog

View Available Wireless Networks: Now screen will show the list of available networks. Pick the network which you intend to connect to & click on Connect which appears thereafter in right.

9.4.3 Add or Remove Desktop Icons

Desktop icons may be created or removed.

Adding an Icon:

- **Step 1:** Click on the *Start* button.
- **Step 2:** Put your mouse over *All Programs*. A menu will appear with all of your programs.
- **Step 3:** Choose program for which shortcut is to be created. Then right-click, upon which a menu appears.
- **Step 4:** Point to *Send To*.
- **Step 5:** Left click on *Desktop (create shortcut)*.



Fig.9.4.9: Delete Shortcut

To remove an icon:

- Click on the icon.
- Press Delete on keyboard.

Now system will ask for confirmation for deletion, click Delete Shortcut button. This pop up window is known as Dialog Box. So, dialogue box is box when computer wants to ask you or inform you about something.

Example

- **Step 1:** Double click on the *My Documents* folder on the desktop.
- **Step 2:** Locate the folder titled *Travel Class*, and right click on it.
- **Step 3:** Left click on *Rename*.
- **Step 4:** Type *eBay* and press the enter key on the keyboard.

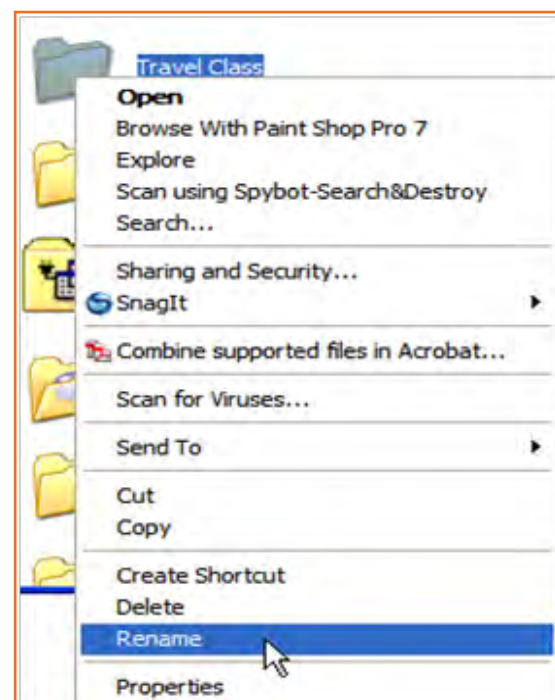


Fig.9.4.10: Rename File or Folder

9.4.4 Create a Folder

New folder may be created on desktop by:

- **Step 1:** Right click in empty area on desktop.
- **Step 2:** Choose New (without clicking), a menu appears
- **Step 3:** Now click on Folder in new menu which appears.
- **Step 4:** At this moment, a new folder has been created but it does not have a name till now. Without clicking anywhere, start typing a name for folder.
- **Step 5:** Press enter key or click anywhere in empty space on screen. Now, you put files in new folder

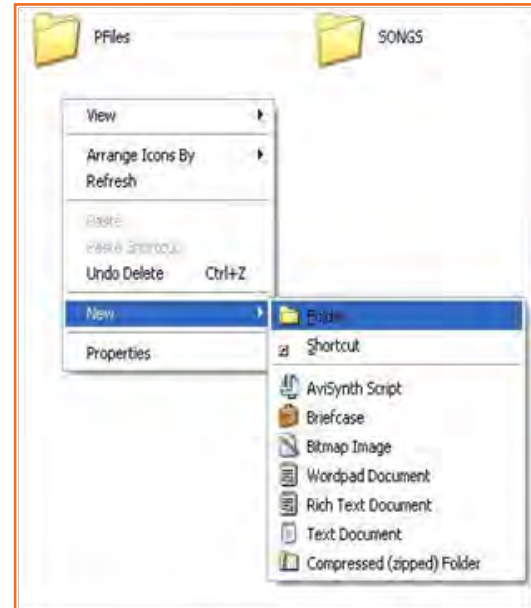


Fig.9.4.11: Create New Folder

9.4.5 Place Your Favorite Webpage as a Desktop Icon

You can create a shortcut of your favorite web page directly on your Desktop:

- **Step 1:** Open internet explorer by clicking on its icon
- **Step 2:** Type the address of website in address bar and press enter. For example: www.google.com
- **Step 3:** Now restore the internet explorer window so that desktop space is visible
- **Step 4:** While pointing mouse at icon which is to left of web address, left click and drag on Desktop. Shortcut has been created for webpage .



Fig.9.4.12: I E Icon

9.4.6 Managing Multiple Windows

Taskbar shows open windows for same program. Let us see from following steps:

- **Step 1:** Click on File menu in Internet Explorer and open new Window.
- **Step 2:** In address bar enter google.com, enter

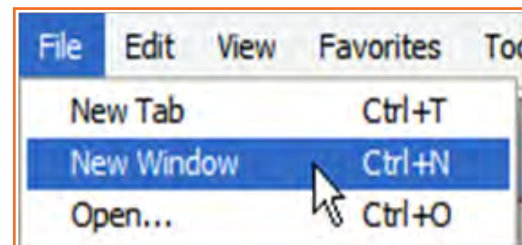


Fig.9.4.13: Create New Folder

- **Step 3:** Repeat the steps 4-5 and open different websites like yahoo.com, rediff.com etc. Now taskbar gets full and groups together as one item, when 7 windows are open.

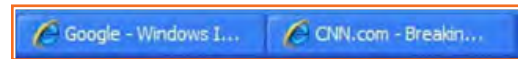


Fig.6.5.14: Application Icons on Taskbar

Generally, when items are not grouped, you can navigate to different windows from task bar only but if they stacked, you need to move to group and then go to window from there.

- Click on group of stacked items open list and click on one which is to be opened

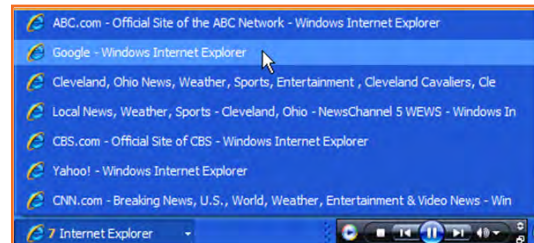


Fig.9.4.14: Multiple Windows of Application

9.4.7 The Keyboard

A computer keyboard is very much like a typewriter keyboard, but it has some extra keys.



Fig.9.4.15: A Simple Keyboard

The ESC key is in top left corner of keyboard. It closes any menu which is opened but is not to be used. For example, open start menu, click Esc, start menu disappears

The Function keys are present along top of keyboard. Each function key has unique function, when pressed along with control or alt key. For example, help options are opened using F1.



Fig.9.4.16: Esc Key on Keyboard



Fig.9.4.17: Function Keys on Keyboard

There are 3 important keys in bottom left corner of keyboard: these are control, windows & Alt:

- **The CTRL key** is used along with other keys for performing a specific function, for example, cntl+c will copy the selected text.

- **The Windows key** is substitute for pressing start button.
- **The ALT key** is also used along with other keys.
- **The Caps Lock key** used for changing case of characters while typing. Typing with caps on, types characters in upper case.
- **The Shift key** is used for in typing in upper case for single character. For typing one character in upper case, press Shift and type the character. Release shift and type, characters will be types in lower case.
- **Page Up** and **Page Down** are used for moving cursor across pages, one page at a time.
- **The Arrow keys** is used for moving curse around screen.
- **The Delete key** is used for moving the selected file or folder to recycle bin. It is also used for deleting the selected text.
- **Home key** moves the cursor to start of line. On other hand, End key moves the cursor to the end.
- **The Backspace key** deletes text typed towards left side of cursor.
- **The Enter key** is either used as left mouse click or while typing, for moving to new line

9.4.8 Common Windows Commands

In window, there are several key combinations which performs a specific function. These are:

Table: Common Window Commands

Key	Description
Alt + F	File menu
Alt + E	Edit options
Alt + Tab	Switching between windows
F1	Help
F2	Rename
F5	Refresh
Ctrl + N	Create a new doc
Ctrl + O	Open a file
Ctrl + A	Select all
Ctrl + B	Bold
Ctrl + I	Italics
Ctrl + U	Underlined
Ctrl + F	Find a specific string

Ctrl + S	Save
Ctrl + X	Cut selection
Shift + Del	Cut selection
Ctrl + C	Copy selection
Ctrl + Ins	Copy selection
Ctrl + V	Paste
Shift + Ins	Paste
Ctrl + K	Insert hyperlink
Ctrl + P	Print
Home	Beginning of line
Ctrl + Home	Beginning of document
End	End of line
Ctrl + End	End of document
Shift + Home	Highlight (current location to beginning of line)
Shift + End	Highlight (current location to end of line)
Ctrl + Left arrow	Move 1 word left
Ctrl + Right arrow	Move 1 word right
Ctrl + Esc	START menu
Ctrl + Shift + Esc	Windows Task Manager
Alt + F4	Close program
Alt + Enter	Properties for the selected item

Fig.9.4.18: Some Important Keys and Their Uses

Exercise

- Where is the taskbar located on your screen?

- System Tray is an portion background running program may be accessed?
 a) True
 b) False
- To view sound settings, right click on the sound icon in task bar and left click on open volume control or double click on the sound icon.
 a) True
 b) False
- When does the image appear on your screen?
 a) When any external hardware is inserted into the computer

- b) When any external hardware is removed from the computer
- 5. Laptop can connect to wireless network .
 - a) True
 - b) False
- 6. Icons may be added or deleted from Desktop .
 - a) True
 - b) False
- 7. What is a dialogue box?
.....
.....
- 8. The ESC key in the upper right corner of your keyboard will
 - a) Close any menu you don't need
 - b) Open the start menu
 - c) Shut down your laptop
- 9. CTRL key is used along with some other key for performing specific function
 - a) True
 - b) False
- 10. What happens if you press the Caps Lock key?
 - a) All letters get capitalised
 - b) All letter become small
 - c) The first letter is capitalised
- 11. Delete key is used for deleting typed text on right side of cursor?
 - a) True
 - b) False
- 12. Which is the command to select 'all the text'
 - a) Ctrl + C
 - b) Ctrl + D
 - c) Ctrl + A
 - d) Ctrl + X

UNIT 9.5: MS Word

Unit Objectives

Upon culmination of this unit, you will be able to:

- Understand the concept of and practice MS-Word.
- Format a document.
- Print a document etc.

Concepts of word processing - MS Word

MS word is used for preparing documents like letters, reports, proposals etc. Even the latest word software allows user to insert pictures, tables, symbols, drawings etc. in the document itself



Fig.9.5.1: MS Word Icon

9.5.1 Creating a Word Document

Open a new document in MS word. Write a small paragraph on any topic. For example, benefits of using a computer? Intentionally make some spelling mistakes. Later on, we would use same paragraph for function of spell check and using other word functions.

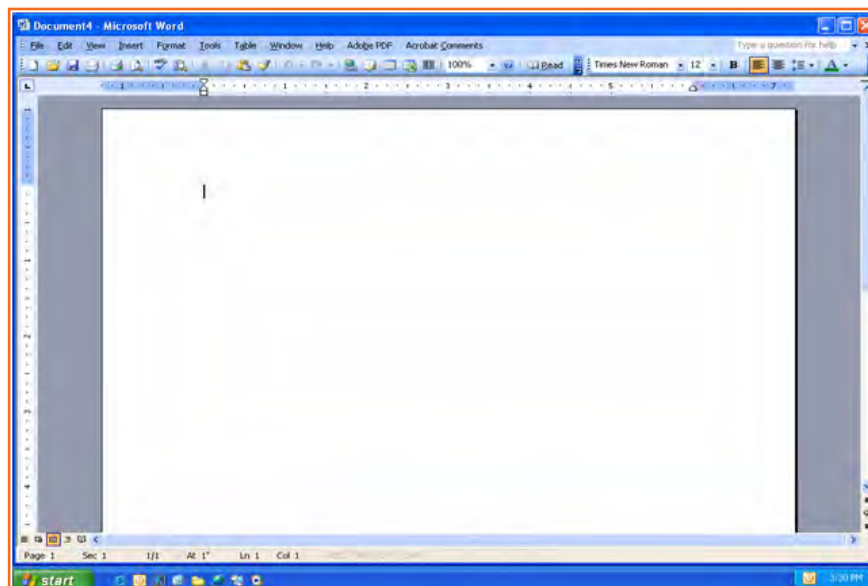


Fig.9.5.2: MS Word Window

In the word window, the view shows rulers (scale) on top and towards left side, which shows size of page.

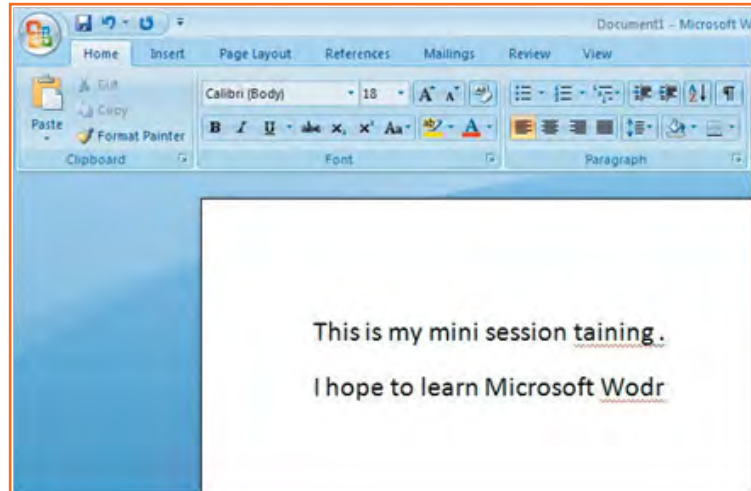


Fig.9.5.3: Writing Text in MS Word

9.5.2 Saving a Document

'Save' is used for first time saving of the document. Command 'Save As' is used for saving revisions to a document in a different file, keeping the original same

- **Step 1:** Save on desktop or in My Documents.
- **Step 2:** Enter name in 'File Name' box
- **Step 3:** Make sure document type is (*.docx)* in 'Save As Type' box



Fig.9.5.4: Saving a Document

9.5.3 Change Font Type and Size

Font and size of the text in document may be changed as per the requirement, For example some text like headings, sub headings may be bold or italic or of larger text in any report while other text may be plain text and of smaller size

- **Step 1:** Select the text which is to be modified
- **Step 2:** Click font menu, now select font like times new roman, and size as 16.
- **Step 3:** Now save the document to save the changes

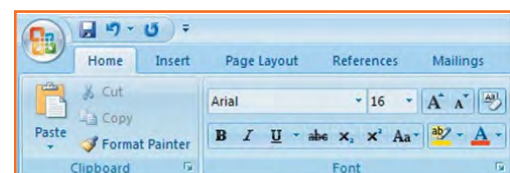


Fig.9.5.5: Change Font Type and Size

9.5.4 Create Headers and Footers by Inserting Texts

Headers and Footers in the word document are required to insert information which is put in all pages by default and it does not need to type on each page. Some of this information may be page number, text, date etc. While the header displays on top, while footer is shown at bottom of the page.

Follow to the simple steps and refer to the image below to make it work:

- **Step 1:** Click on the option 'insert' right next to 'Home' from the bar above the word page and select 'Header'.
- **Step 2:** Choose a style you like, (for now use blank).
- **Step 3:** Let's use your last name to fill it; now hit enter.
- **Step 4:** Add today's date and then highlight your last name and date.
- **Step 5:** Click on the Home tab from the menu.
- **Step 6:** Now select 'Home' from the bar and then click on 'left justification button'.
- **Step 7:** finally click 'close Header and Footer'.

NOTE: Close Header and move to the document and continue typing.

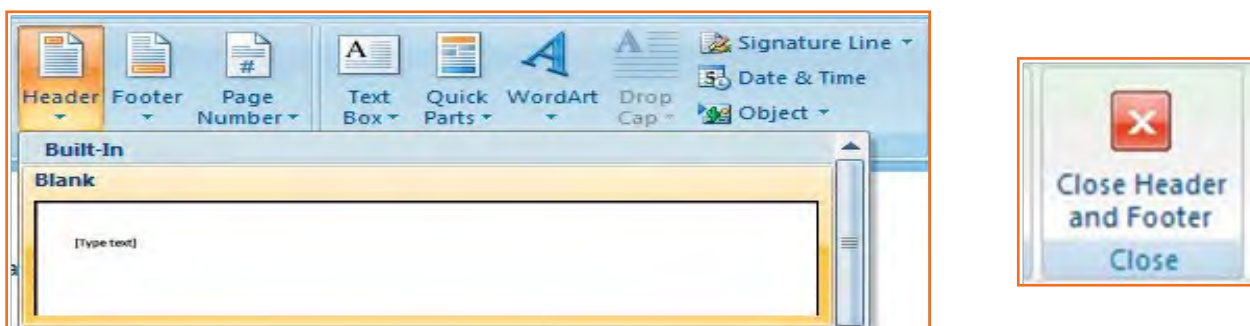


Fig.9.5.6: Headers and footers

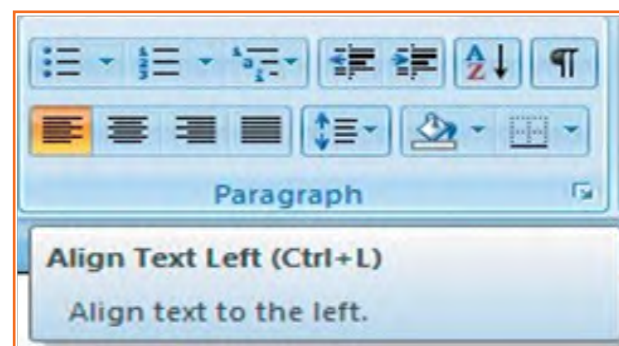


Fig.9.5.7: Formatting

9.5.5 Indents and Spacing

Spacing your word document in a right way!

Indent and spacing functions are used for changing spacing between line and paragraph.

1. **Step 1:** Select paragraph which is to be changed
2. **Step 2:** In home tab, click on 'Paragraph' Box.
3. **Step 3:** Click the 'indents and spacing' Tab.
4. **Step 4:** In 'Line Spacing' option, change spacing as needed.
5. **Step 5:** The image below shows visual version of how your page would like.

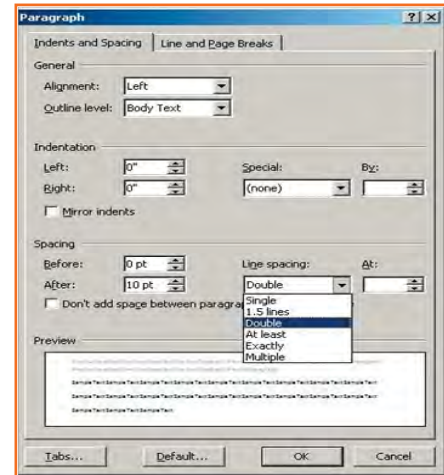


Fig.9.5.8: Indents and Spacing

9.5.6 Modifying Margins

Margin of page maybe changed or modified as per the requirements.

Margins may be changed using following steps

- **Step 1:** Click the 'page layout' tab from the bar.
- **Step 2:** Now select 'Margins' from there.
- **Step 3:** Click a default margin Or,
- **Step 4:** Select "custom margins"

NOTE: As you roll over each Margin preset, it will show you how the document will look when it is modified.

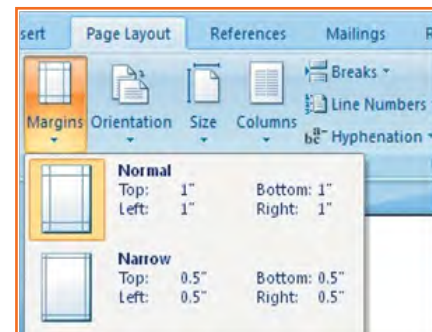


Fig.9.5.9: Modifying Margins

9.5.7 Lists

In order to organize and format numbers or bullets, lists is used. Numbers, alphabets, roman characters, dots, circle may be used.

9.5.7.1 Bulleted and Numbered Lists

Bulleted lists may have numbers, bullets and outlines (combining letters and numbers).

How to add list to the existing text?

1. **Step 1:** Highlight text for which list is to be made.
 2. **Step 2:** “Bulleted or numbered lists” button on paragraph tab is clicked.
- Now, to create a new list, first cursor is placed at starting point. Click a bulleted or numbered lists button and start typing.

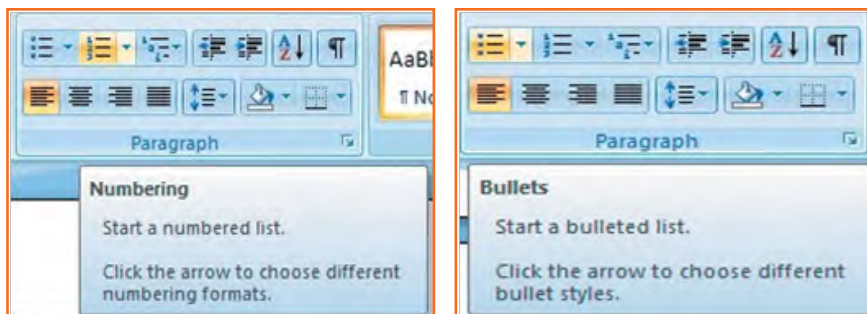


Fig.9.5.10: Bulleted and Numbered Lists

9.5.7.2 Formatting Lists

- **Step 1:** Numbering or bullet image format may be modified using the bullets dialog box in paragraph tab.
- **Step 2:** Highlight whole list for which bullet needs to be changed, alternatively move cursor onto one line within that list in order to modify single bullet point.
- **Step 3:** Right click once.
- **Step 4:** Now, select a bullet or numbering style.

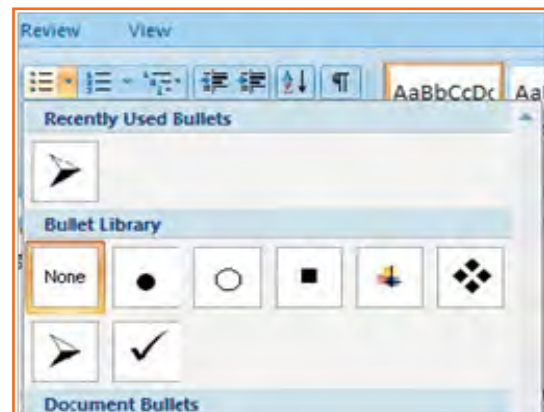


Fig.9.5.11: Formatting Lists

9.5.8 Spelling and Grammar

Word provide inbuilt tools for proof reading the document, some of these are:

- Thesaurus
- Grammar & Spelling
- AutoCorrect
- Dictionary
- Word Count

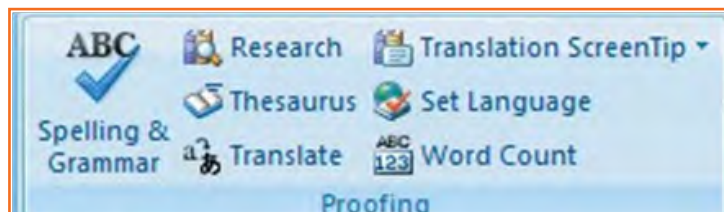


Fig.9.5.12(a): Spelling and Grammar

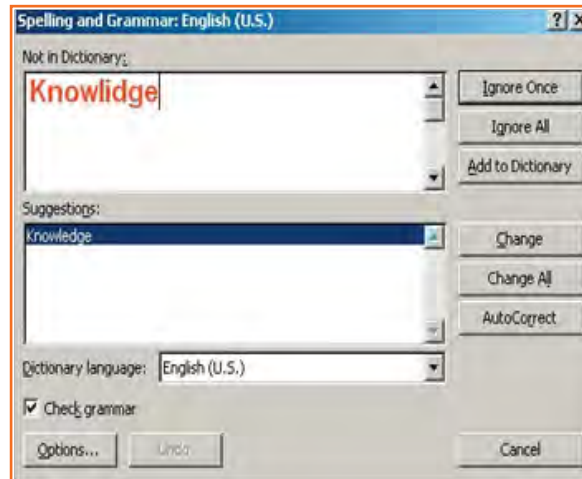


Fig.9.5.12(b): Spelling and Grammar

Most commonly used proof reading feature is the spell check and grammar checking tool. In order to do that, following steps may be used:

1. **Step 1:** Cursor is moved to starting of document or the section which is to be checked.
2. **Step 2:** Click the 'Review' Tab on the Ribbon.
3. **Step 3:** Click 'Spelling & Grammar' on the Proofing Group.

Note: If there are any errors, a dialog box would appear which permits a user to choose correct spelling or grammar. Upon using "Spelling and Grammar Checker" for correcting spelling errors and errors corrected, dialog box appears which displays that 'spelling & grammar check has been completed'.

9.5.8.1 Word Count

To count words in one selection, select the word which are to be counted. Status bar at bottom shows number of words in selected section like 150/2000. It means section has 150 words out of total 2000 words in document.

Note: For selecting, multiple sections, press CTRL key and select multiple sections.

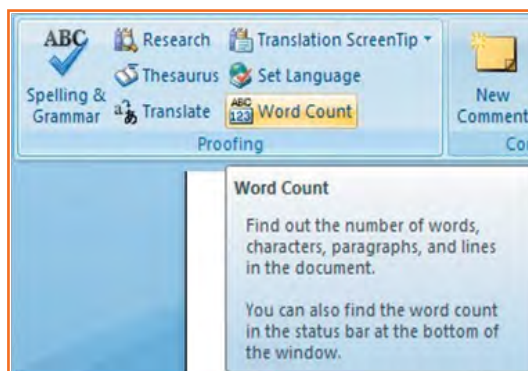


Fig.9.5.13(a): Word Count

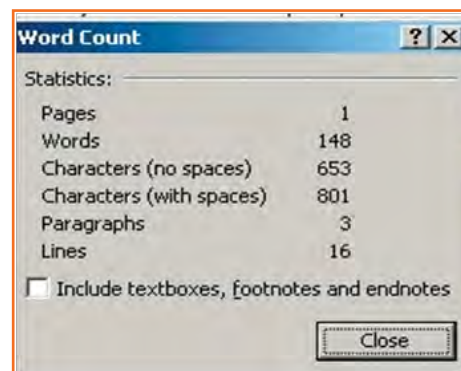


Fig.9.5.13(b): Word Count

9.5.9 Different Editing Modes in Word

Insert mode and an overtype mode. When insert mode (default) is active, the information you can type is inserted at the insertion point where as when over-type mode is active the information is active it isn't inserted however; it replaces text as you type. To switch between the 2 modes double click on the OVR letters on the status bar.

Another interesting fact about the word document is that it is not just a document to write things however you can add expression to your document by inserting images with the document, now let's see how this can be done. Always remember not to use any copyright image if you are using any images from the internet.



Fig.9.5.14: Sample Image

9.5.10 Inserting an Image and Table

1. **Step 1:** Move the cursor to point where the image is to be placed In the document.
2. **Step 2:** Select Insert tab>> illustrations gallery.
3. **Step 3:** Now select *Insert picture*.
4. **Step 4:** Browse to location where is stored.
5. **Step 5:** Now select the appropriate image which you want to insert in the document by doing a double click on the image.

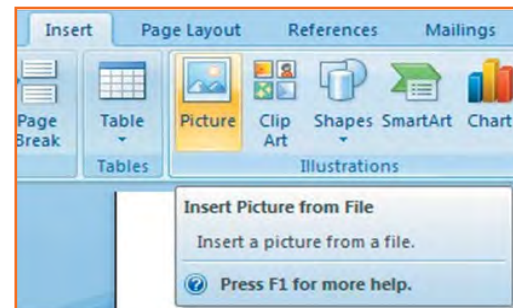


Fig.9.5.15 Inserting an Image

Similarly, now let's see how to insert a table in a word document

Table function is used for creating a table for organizing any information in form of vertical rows and horizontal column. Intersection of row & column is called cell, in which information is stored

Steps below would make it much easier for you to understand how to create a table:



Fig.9.5.16(a): Inserting an Table

1. **Step 1:** Place the insertion point at the desired location on your word document.
2. **Step 2:** From the bar select Insert tab>>tables gallery.
3. **Step 3:** Now select insert table.
4. **Step 4:** Enter desired no. of columns and rows at insert table dialog box.
5. **Step 5:** Now select AutoFit behavior.
6. **Step 6:** Click OK.

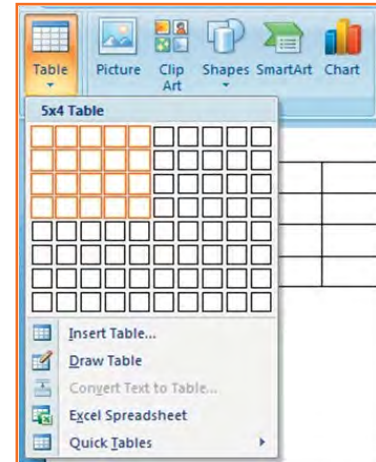


Fig.9.5.16(b): Inserting an Table

9.5.11 Inserting a Blank Page

Blank page command inserts a blank page at any location. When page is filled with text or graphics, word automatically inserts page break. Page breaks may be added manually and also page breaks can be deleted or removed if not needed. Refer to the image below.

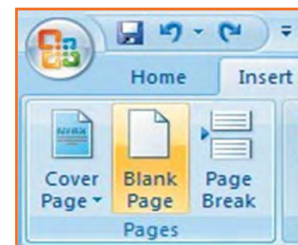


Fig.9.5.17: Inserting New Page

9.5.12 Inserting a Page Break

Page break may be inserted anywhere in document, or user may also highlight where word places automatic page breaks. Refer to the image below.

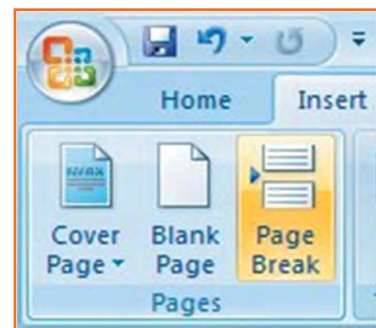


Fig.9.5.18: Inserting Page Break

9.5.13 Inserting a Cover Page

- **Step 1:** In insert Tab, select Cover Page, drop down menu appears
- **Step 2:** Select pre-formatted options in Cover Page options
- **Step 3:** in order to insert a page break, place the cursor at a location where it is to be inserted
- **Step 4:** Now, select page break as shown in image

Now, once the document is ready let's focusing on learning how to get the document in a hardcopy.

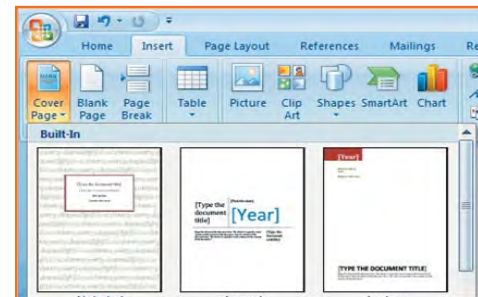


Fig.9.5.19: Inserting Cover Page

9.5.14 Printing the Word Document

1. **Step 1:** Click the 'Home' key, select 'Print', and then 'Print' again.
2. **Step 2:** select printer which would be used for printing
3. **Step 3:** Once you have selected the printer of your choice, reassure to check if you have selected the right and the complete document for printing.
4. **Step 4:** Once all above steps are performed, select 'OK' to print your work.
5. **Step 5:** Now that your document is ready and has been printed as well, let's see how can we close and exit this word document completely.

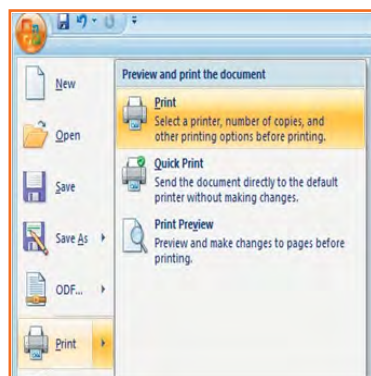


Fig.9.5.20: Printing the Word Document

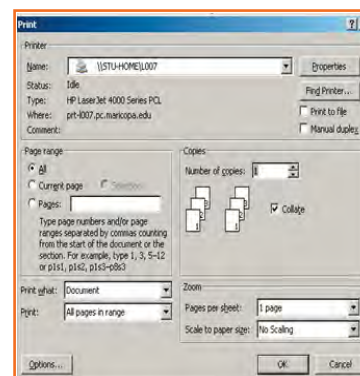


Fig.9.5.21: Print Dialog Box

9.5.15 Closing and Exiting Microsoft Word

It's always good to reassure that your word file has been saved before closing or exiting the word.

Note: Closing word would only close the current document however the word would remain open.

Exiting word would exit the program completely. (You may not have to follow this, it basically depends on what MS word you are having in the system).

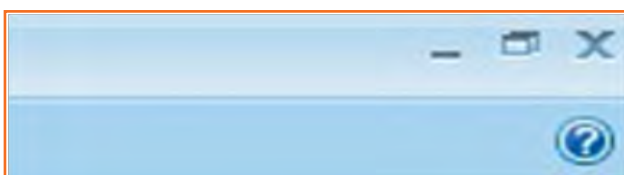


Fig.9.5.22(a): Closing and Exiting Microsoft Word



Fig.9.5.22(b): Closing and Exiting Microsoft Word

UNIT 9.6: MS PowerPoint

Unit Objectives

Upon culmination of this unit, you will be able to:

- Practice MS-Powerpoint.
- Make a new presentation.
- Format a slide as well

PowerPoint is the presentation graphics software in the Microsoft Office suite. PowerPoint is used for creating presentation using themes, layouts, animations, templates, background etc which may be predefined or customized by user

9.6.1 Opening PowerPoint

Click PowerPoint in Windows to open:

Step 1: Start button --> Programs --> Microsoft PowerPoint. OR

Step 2: Open through PowerPoint icon which maybe on desktop or some other location.

Upon opening, it displays a blank slide which may be changed as per the need using layout option.



Fig.9.6.1: PowerPoint Icon

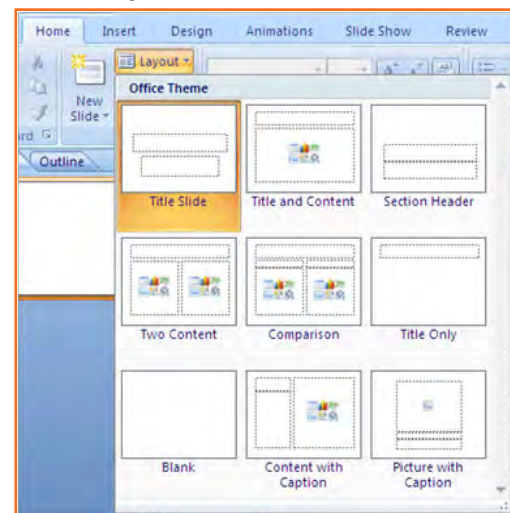


Fig.9.6.2: Layouts in PowerPoint

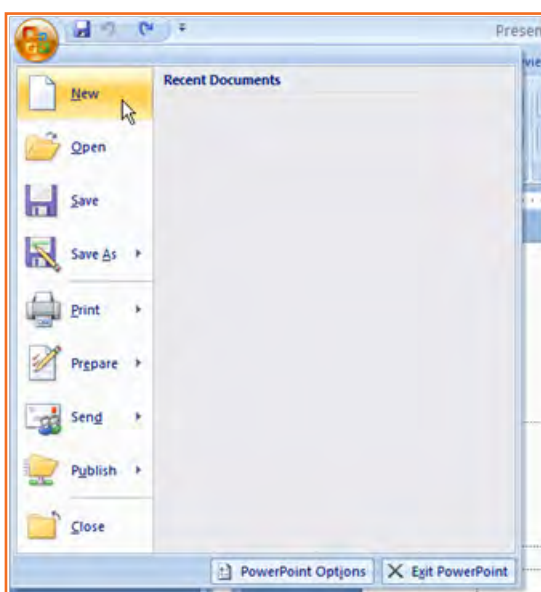


Fig.9.6.3: New Document in PowerPoint

Incase PowerPoint is already running, open a new file by clicking on office button on top left.

The New Presentation window will appear. Blank presentation is selected by default. You need to click Create and a new presentation will open in the PowerPoint window.

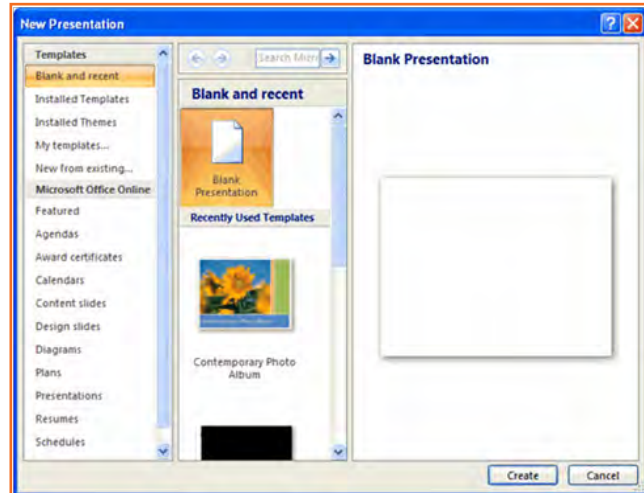


Fig.9.6.4: Create new PowerPoint

9.6.2 PowerPoint – Understanding the screen

- **Office Button:** Has functions like opening new file, opening existing file, saving a file, saving file with different name using “Save as”, printing etc.
- **Ribbon Tabs:** It displays a set tool groups which may be opened by clicking on arrow
- **Command Tabs:** Home command tab contains formatting options like font, size, bold italic etc.
- **Slide and Outline Tabs:** Slides tab is used for adding, deleting, hiding, re arranging slides while outline tab shows content of slides
- **Slide:** In this area you enter the content of your slides. Slides contain placeholders (enclosed by dotted borders) containing text, pictures, and charts.
- **Notes Panel:** It is used for writing notes associated with particular slides.
- **ViewButtons: 3 buttons include:**
 - » Normal View - shown here.
 - » Slide Sorter - This allows you to shuffle your slides.
 - » Slide Show - This shows the slides as viewed during presentation.
- **ZoomSlider:** It allows zooming and zooming out of slide.

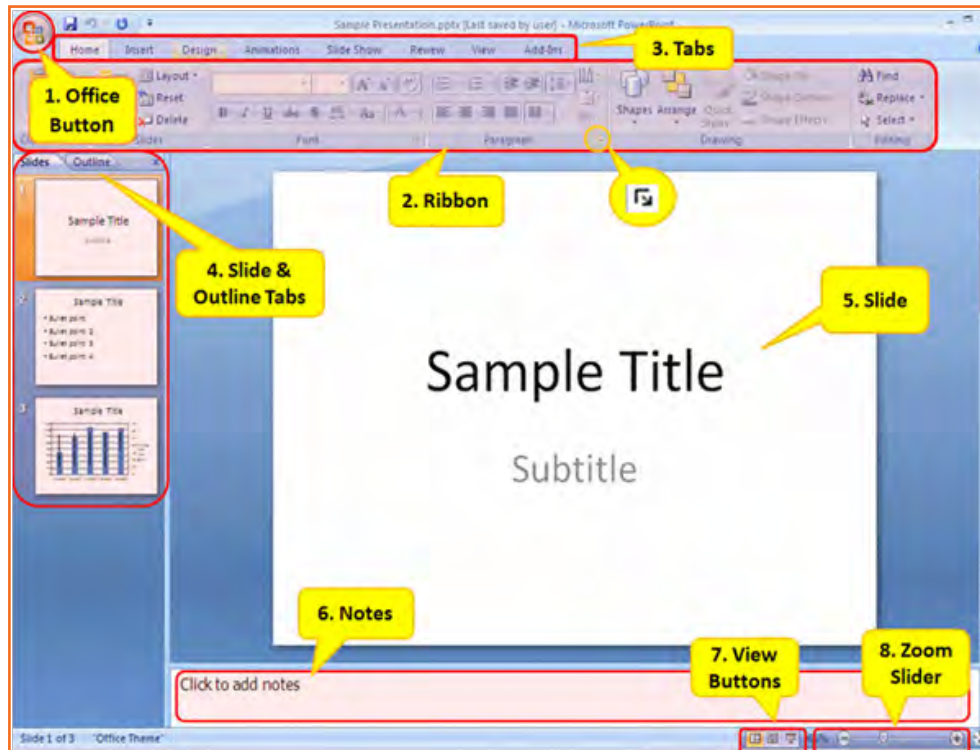


Fig.9.6.5: PowerPoint screen

9.6.3 Saving a PowerPoint

- Click Save button as shown in figure.

OR

- Click the *Microsoft Office Button* , on top left, and click Save or Save As.

Enter a name for the presentation like budget, proposal etc.

Also, select the file format in Save as, and then click Save.



Fig.9.6.6: Save Icon

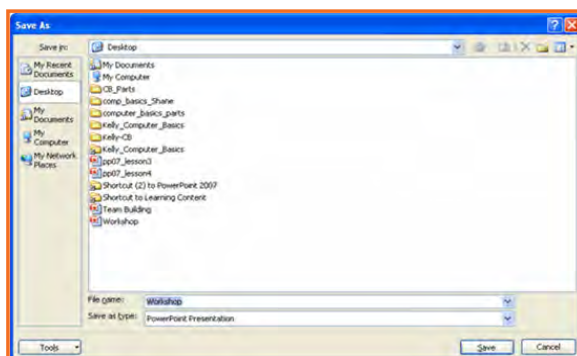


Fig.9.6.8: Save As Dialog Box

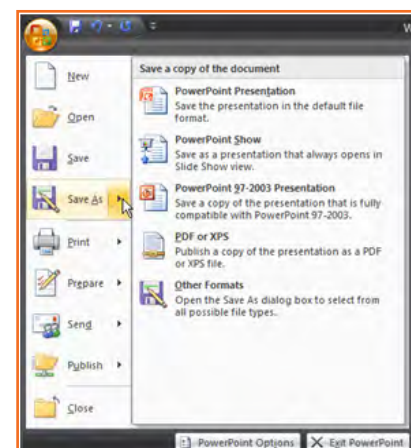


Fig.9.6.7: Save As Option

9.6.4 Working with Slides

Insert a New Slide

- **Step 1:** Upon clicking new slide, a blank slide opens up
- **Step 2:** If particular layout is to be chosen, click on new slide and choose appropriate theme

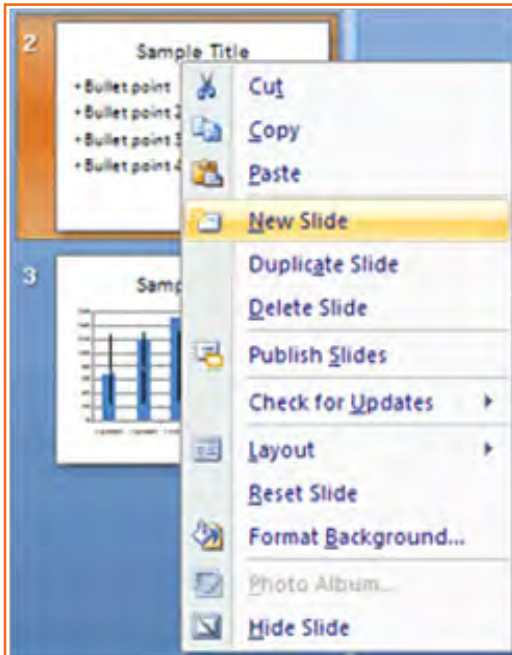


Fig.9.6.9: Insert new slide in PowerPoint



Fig.9.6.8: Insert new slide in PowerPoint

New slide may be created using quick menu also as shown in figure

Copy and paste a slide

- **Step 1:** First of all, slide to be copied is selected
- **Step 2:** Click the Copy command on the Home tab.
- **Step 3:** Click inside the Slides tab on the left task pane. A horizontal insertion point will appear.
- **Step 4:** Move the cursor to point where slide is to be inserted
- **Step 5:** Click the Paste command on the Home tab. The copied slide will appear.
- **Step 6:** You can use the keyboard shortcut Ctrl+C to copy the slide and Ctrl+V to paste it.

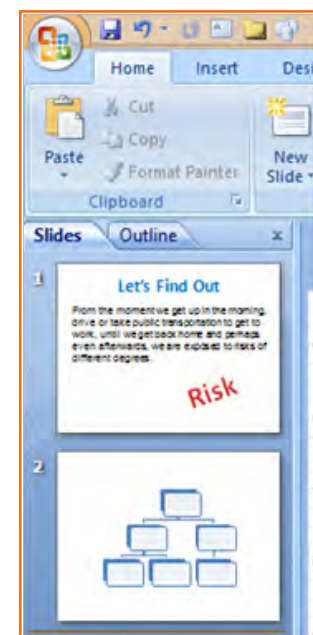
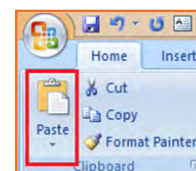


Fig.9.6.10: Copy paste of slide

Delete a slide

- **Step 1:** Select the slide and press delete on keyboard or click delete command.

Move a slide

- **Step 1:** Select slide
- **Step 2:** Drag the slide while clicking on it to location where it is to be moved.
- **Step 3:** Release the mouse button.
- **Step 4:** The slide will appear in the new location.

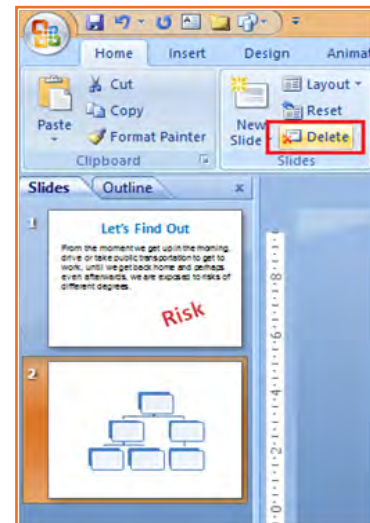


Fig.9.6.11: Delete a slide

9.6.5 View Tabs

Different views of presentation may be set.

- **Step 1:** Normal View is the default view. It divides the PowerPoint window into 3 parts- slide frame, slide outline frame and notes
- **Step 2:** Slide Sorter is thumbnails view of all the slides in the presentation. The slides are displayed horizontally and lets you see the big picture.
- **Step 3:** Slide Show view starts presentation in full screen

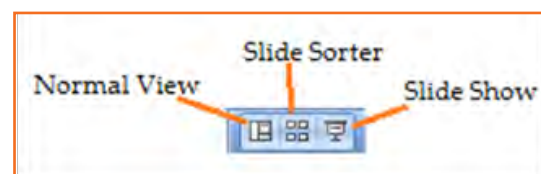


Fig.9.6.12: View Tabs

9.6.6 Animating Text and Images

In PowerPoint, you can add animation to text and objects to draw the audience's attention and add flair to your presentation.

- **Step 1:** Select the object to be animated
- **Step 2:** In Go to animation tab, and choose an option like fade, wipe, fly in etc. in drop down menu

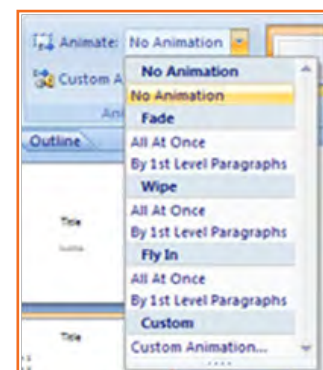


Fig.9.6.13: Animating Text and Images

To apply a custom animation effect:

- **Step 1:** After you select the text or object on the slide you want to animate, select the Animations tab.
- **Step 2:** Upon clicking Custom Animation, a task pane appears in right side
- **Step 3:** Click Select object and add effect in this pane (like entry, exit, etc.)

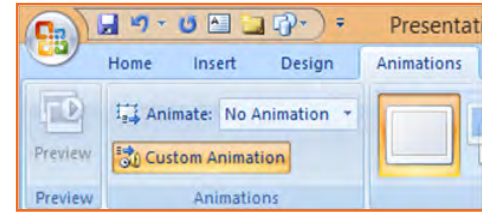


Fig.9.6.14: Adding Animation in PowerPoint

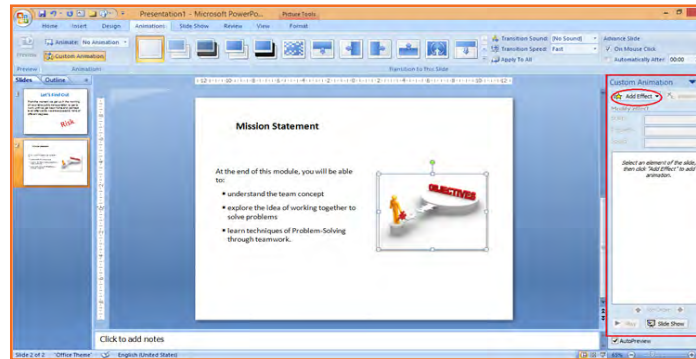


Fig.9.6.15: Animation in PowerPoint

- **Step 4:** Select Entrance, Emphasis, Exit, or Motion Path to display a submenu of animation effects for the category.
- **Step 5:** To customize the speed, properties and timing of your animation, on the Custom Animation Pane click on the effect you wish to modify.
- **Step 6:** To modify an animation, click options in Modify->[Effect] part in animation Pane.

9.6.7 Removing Animations

There are two methods:

1. Remove all animations at once:
 - » Chose slide and then the object with the animation you would like to remove.
 - » Select no animation in animation tab.
2. Removing animation one by one:
 - » Choose slide for removing animation
 - » In Modify->Effect, chose remove animation

9.6.8 Working with Charts

Chart is representing data and information in graphical form for better representation and understanding

Chart elements

Let's familiarize with different chart element:

- **Titles:** There are two types of titles:
 - » Chart Title placed above the chart (default).
 - » Axes Titles placed besides the axes (Y is vertical axis and X is horizontal axis)
- **Legend:** The chart key, which displays captions (and/or color coding) to the series on the chart.
- **Data:** This is the range of cells (displayed in excel) that make up a chart. The chart is updated automatically whenever the information in these cells changes.

Inserting Charts

- **Step 1:** Select the Insert tab.
- **Step 2:** Click the Insert Chart command to open the Insert Chart dialog box.
- **Step 3:** Click a chart to select it.
- **Step 4:** A chart appears and excel also appears having dummy data
- **Step 5:** Data can be added in this excel which automatically shows up on chart.
- **Step 6:** When finished, click the Close Window.

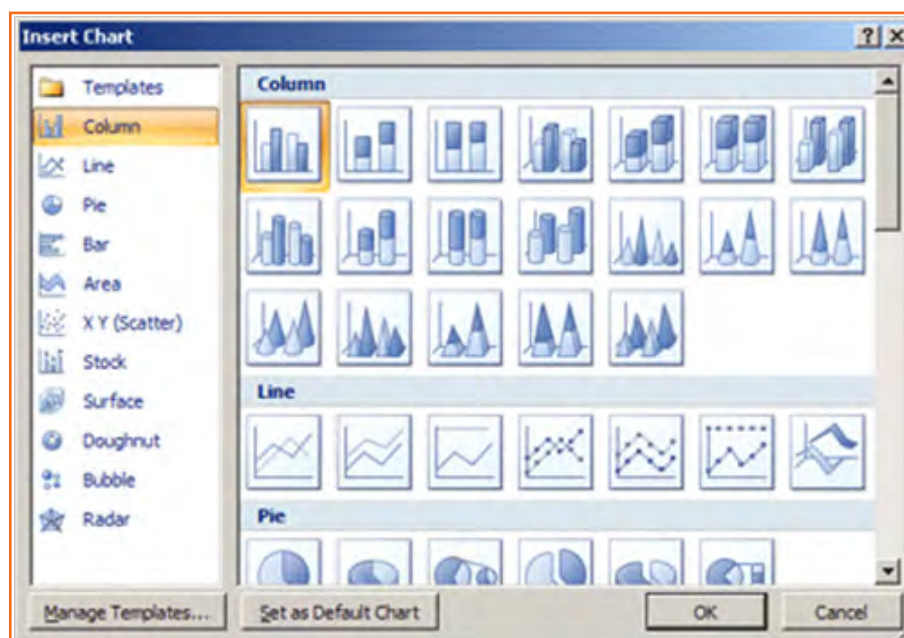


Fig.9.6.16: Inserting Charts

Changing the Chart

- **Step 1:** You can change your present chart to a different format by right-click on the chart and select Change Series Chart Type. This opens the Change Chart Type dialog.
- **Step 2:** Make a selection and press OK.



Fig.9.6.17: Edit source data

Edit source data

- **Step 1:** Select the chart.
- **Step 2:** Select the Design tab.
- **Step 3:** Upon clicking Edit Data, excel having existing source data appears
- **Step 4:** Changes made in data in this spreadsheet, appear on slide
- **Step 5:** Close Excel without saving the spreadsheet.

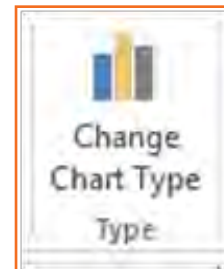


Fig.9.6.18: Change Chart Type

Modifying the chart layout

- **Step 1:** Select chart.
- **Step 2:** Click Design on home screen
- **Step 3:** Navigate through different chart options available
- **Step 4:** Select a chart layout by clicking on it. The chart layout will change on the slide.

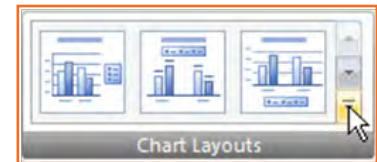


Fig.9.6.19: Chart Layouts

Modify specific areas of the chart layout

- **Step 1:** Select the chart.
- **Step 2:** Select the Layout tab.
- **Step 3:** Locate the Labels group.
 - » Chart Title: Add, remove, or re-position the chart title.
 - » Axis Titles: Add, remove, or re-position any text on axis for labelling them.
 - » Legend: Remove, Add, modify legend of the chart
 - » Data Labels: For showing or hiding data values on chart.
 - » Data Table: Adding a table which summarizes chart for better understanding

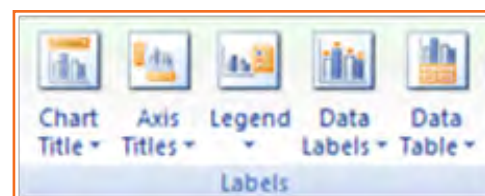


Fig.9.6.20: Modify Chart

UNIT 9.7: MS Excel

Unit Objectives

Upon culmination of this unit, reader will be able to understand:

- Work on MS-Excel
- Format cells and cell content
- Use formulas
- Make Charts and Pivot Table.

Microsoft Excel (MS Excel) is most commonly used spreadsheet applications supported by both Mac and PC platforms. With excel, you may organize data in columns & rows and perform mathematical operations on the data

MS Excel helps in:

- Managing data online
- Creating visually persuasive charts, and thought-provoking graphs.
- Creating and expense reports.
- Building formulas and editing them.
- Balancing a checkbook

Tutorial demonstrates creating excel sheet.



Fig.9.7.1: MS Excel Icon

9.7.1 Exploring the Excel Environment

There is a tabbed Ribbon menu for navigating through commands. On top left over tabbed ribbon, there is office button which provides important functions like create a new file, open an existing file, saving a file, printing a file etc. It also has commands of undo and redo

On bottom right of sheet, there are worksheet tabs. Normally, three worksheet appear by default. Number of worksheets here may be increased or decreased or renamed as per the requirements of the user. Towards bottom right corner, MS excel provides a zoom bar (for zooming in and zooming out of sheet) and a scrolling bar.

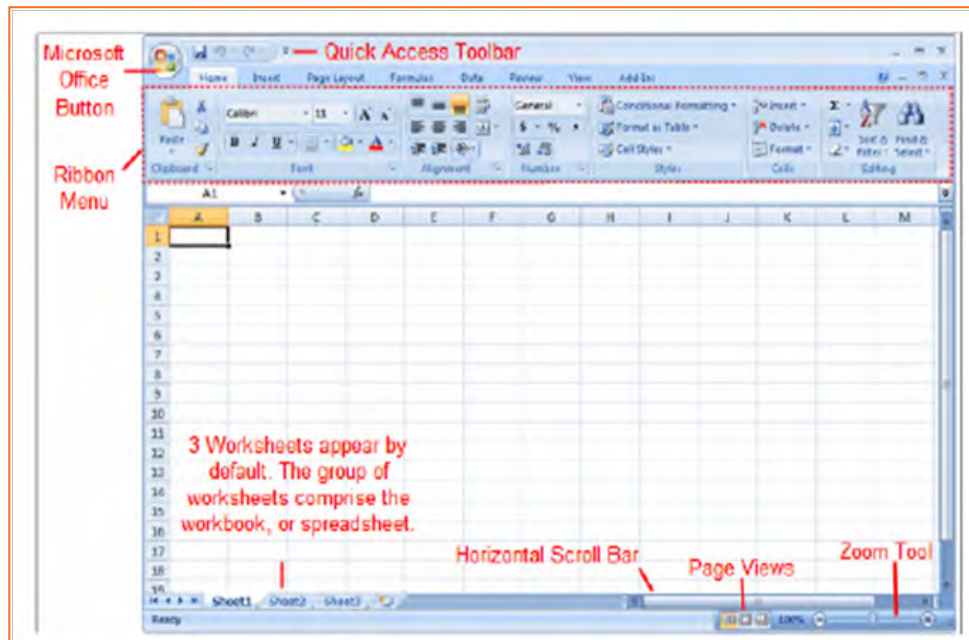


Fig.9.7.2: Excel screen

9.7.2 Zoom In and Out

- **Step 1:** Zoom tool bar in on bottom-right hand side
- **Step 2:** Move the slider left and right for zooming out and zooming in respectively.

To Scroll Horizontally in a Worksheet:

- **Step 1:** Horizontal scroll bar in towards bottom-right hand side
- **Step 2:** Left-click Drag the bard left and right for scrolling the sheet towards left and right respectively

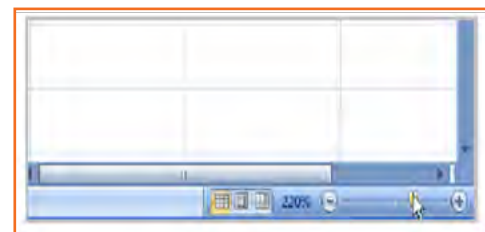


Fig.9.7.3: Zoom In and Out

9.7.3 Page Views

- **Step 1:** Page View options placed in bottom right side on left of zoom tool bar. View options: Layout view, normal view & Page Break.
- **Step 2:** Select particular view by clicking on it

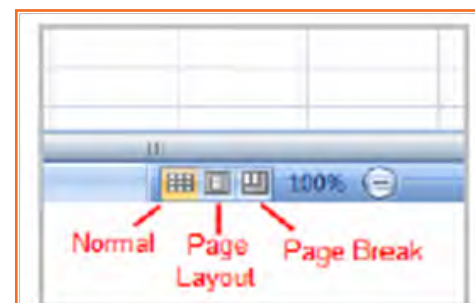


Fig.9.7.4: Page Views

9.7.4 Add Commands to the Quick Access Toolbar

- **Step 1:** Select downward arrow which is towards right hand side of quick-access bar.
- **Step 2:** Select Many commands will be displayed. Select those commands which you wish that appear on quick-access bar

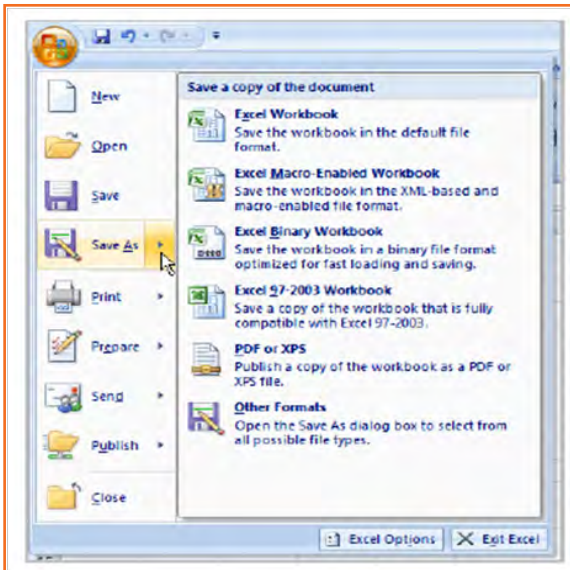


Fig.9.7.6: The Microsoft Office Button

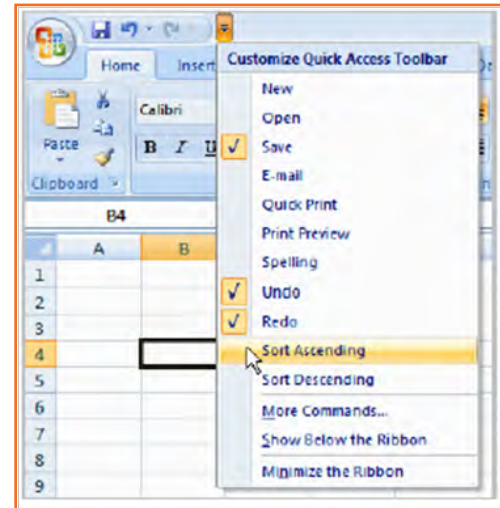


Fig.9.7.5: Quick Access Toolbar

The Microsoft Office Button

Office button is towards left top side. When clicked it shows various commonly used options like new, open, save, save as, print publish, close etc.

9.7.5 Change the Default Excel Options

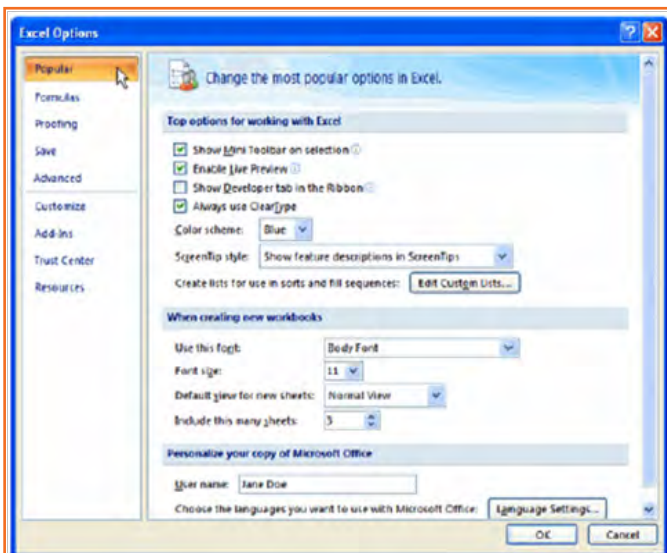


Fig.9.7.7: Default Excel Options

- **Step 1:** Click Excel Options thus opening a dialog box
- **Step 2:** It shows various category, select a category by clicking on it
- **Step 3:** Modify Default settings for that category are displayed which may be modified here.
- **Step 4:** Click OK to apply the new settings.

9.7.6 Create a New Blank Workbook

- **Step 1:** Click office Button on top left.
- **Step 2:** For opening a new sheet, select new. A new blank sheet is opened

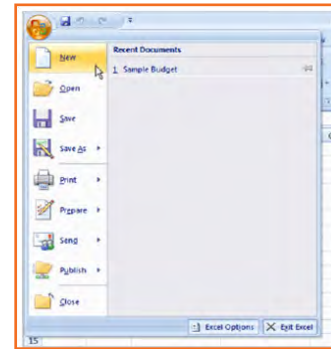


Fig.9.7.8: New Blank Workbook

9.7.7 Insert Text

- **Step 1:** Select a cell by clicking on it. There is a name box on which address of selected cell appears
- **Step 2:** Enter Text may be entered in cell by typing on keyboard, this text is shown on formulae bar (right of name bar) and on the cell itself

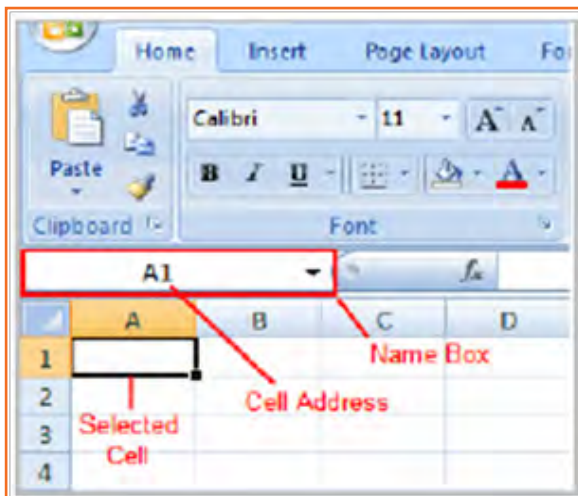


Fig.9.7.9(a): Different Areas on Worksheet

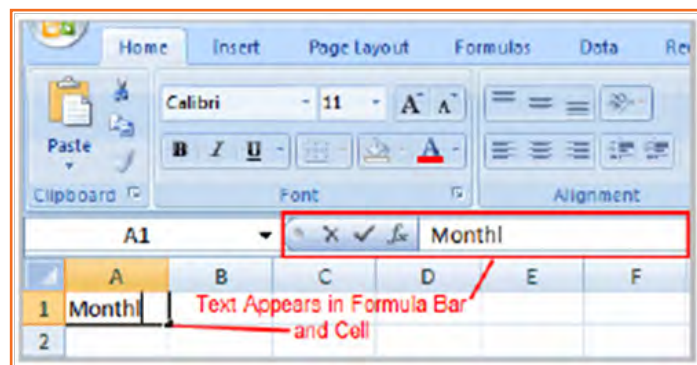


Fig.9.7.9(b): Different Areas on Worksheet

9.7.8 Cell Addresses

Columns are named alphabetically (like A, B, C...) and rows are named numerically (like 1,2,3.....). Each cell is an intersection of a row and a column, so the address of any cell is defined by this intersection. For example, cell D5 is made by intersection of row 5 with column D.

Excel allows you to select group cells which is called cell range. Cell range is defined by number of cells in it and named by first and last cell. For example, a cell range C1, C2, C3, C4, C5 is written as C1: C5

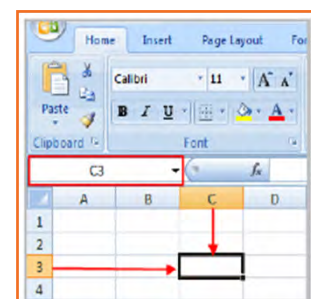


Fig.9.7.10: Cell Address

Edit or Delete Text

- **Step 1:** Select the cell.
- **Step 2:** Press the delete or backspace to delete part of text or content of whole cell

Contents may be edited or deleted by selecting text in formulae bar and then doing the same steps as above

9.7.9 Move across a Worksheet Using the Keyboard

Tab or arrow keys may be used for moving across cells in sheet.

To Save the Workbook:

- **Step 1:** Click Office Button on top left.
- **Step 2:** Select Save or Save As.
- **Step 3:** Save As allows user to save same file with different name and at different location, thus retaining the original file without any changes.

Save may be used for saving changes to existing file

When opening a new workbook, it opens with default size of cells i.e. rows & columns but user may change size of cells or insert or delete rows and columns

To Modify Column Width:

- **Step 1:** Place the pointer at intersection of two columns double arrow appears
- **Step 2:** Mouse Click and drag to increase or decrease column width
- **Step 3:** Release click when finished

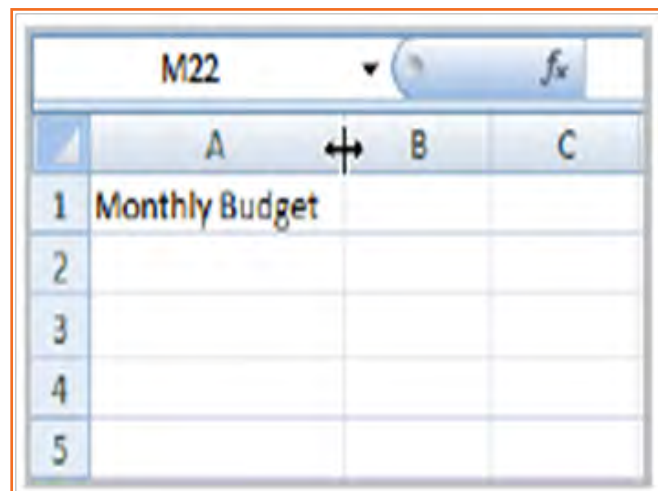


Fig.9.7.11: Modify Column Width

To Modify the Row Height:

- **Step 1:** Place the pointer at intersection of two rows, double arrow appears
- **Step 2:** Mouse Click and drag to increase or decrease row width
- **Step 3:** Release click when finished

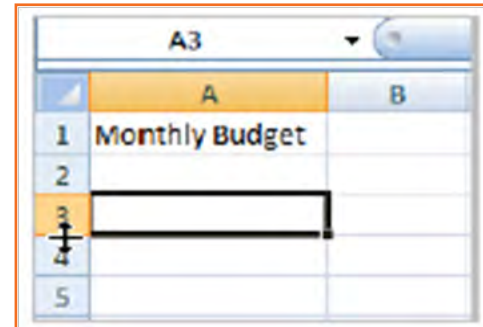


Fig.9.7.12: Modify the Row Height

To Insert Rows:

- **Step 1:** Highlight row where new row (below which) is to be inserted
- **Step 2:** Click Insert command, new row appears above selected one.

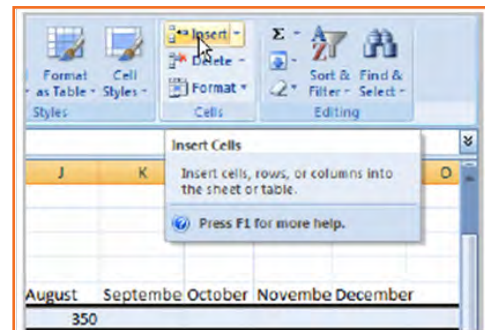


Fig.9.7.13: Insert Rows

To Insert Columns:

- **Step 1:** Highlight column where new column (left of which) is to be inserted
- **Step 2:** Click Insert, new column appears on left

The new column always appears to the left of the selected column. For example, if you want to insert a column between September and October, select the October column and click the Insert command.

Make sure that you select the entire column to the right of where you want the new column to appear and not just the cell. If you select just the cell and then click Insert, only a new cell will appear.

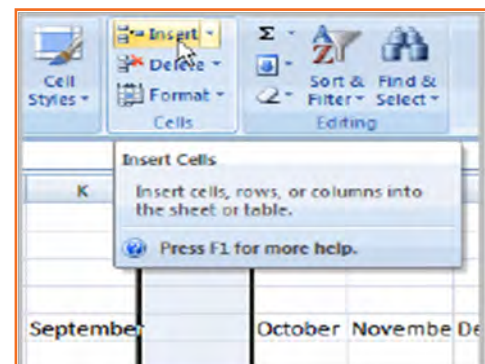


Fig.9.7.14: Insert Columns

To Delete Rows and Columns:

- **Step 1:** Select column/row to be deleted.
- **Step 2:** Click Delete

9.7.10 Formatting

It is important in many cases to format the information once it has been entered into the worksheet

To Format Text in Bold or Italics:

- **Step 1:** Select the content of cell by selecting the cell
- **Step 2:** Click Bold/Italics command or press Cntl+B/ Cntl+I on keyboard

All the cells may be selected at once by selecting the space on top where row 1 is written.

Or some cells may be selected, this is done by clicking on single cell then dragging the mouse over cells to select them too



Fig.9.7.15: Format Text in Bold or Italics

To Format Text as Underlined:

- **Step 1:** Select the content of cell by selecting the cell.
- **Step 2:** Click underline command or press Cntl+U on keyboard

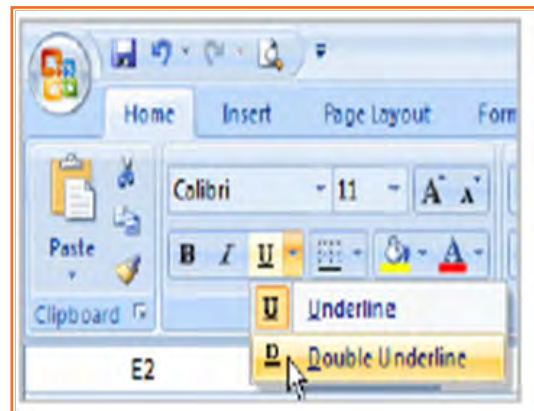


Fig.9.7.16: Format Text as Underlined

To Change the Font Style:

- **Step 1:** Select the content of cell by selecting the cell.
- **Step 2:** click on Font Style box, drop down list appears
- **Step 3:** Chose the font as needed.

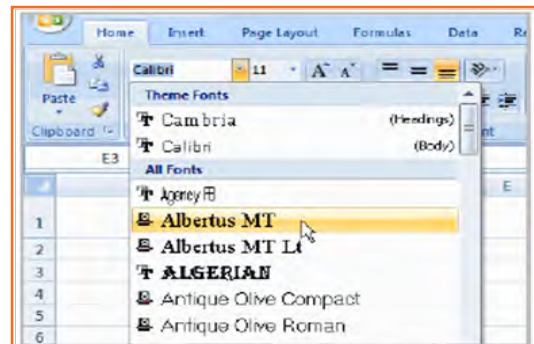


Fig.9.7.17: Change the Font Style

To Change the Font Size:

- **Step 1:** Select the content of cell by selecting the cell.
- **Step 2:** Click on Font size box, drop down list appears.
- **Step 3:** Chose the font size as needed.

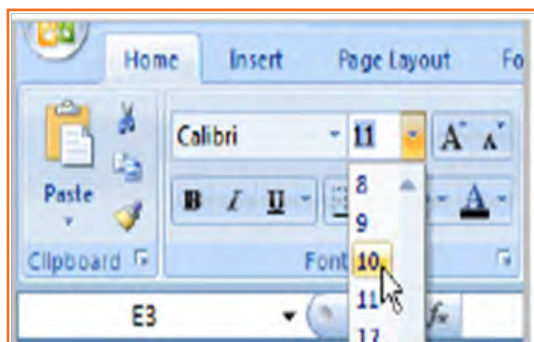


Fig.9.7.18: Change the Font Size

To Change the Text Color:

- **Step 1:** Select the content of cell by selecting the cell.
- **Step 2:** Click on color box, color palette appears
- **Step 3:** Chose the color as needed.

OR

- **Step 1:** Select More Colors. A dialog box will appear.
- **Step 2:** Select a color.
- **Step 3:** Click OK.



Fig.9.7.19: Change the Text Color

To Add a Border:

- **Step 1:** Select cell(s) to be formatted.
- **Step 2:** Click on border box, menu with border options appears
- **Step 3:** Chose the border as needed

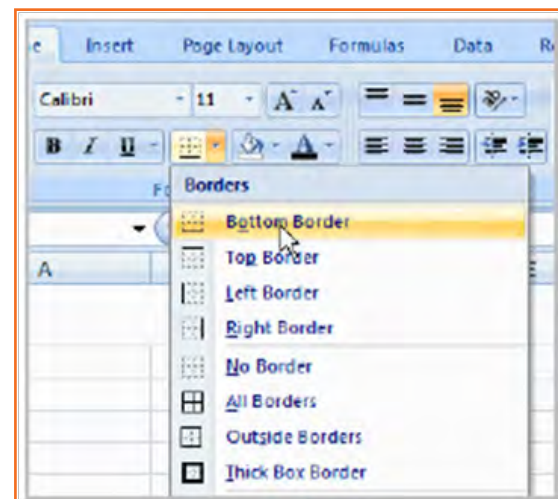


Fig.9.7.20: Add a Border

To Add a Fill Color:

- **Step 1:** Select the content of cell by selecting the cell.
- **Step 2:** Click Fill, color palette appears
- **Step 3:** Chose the color as needed

OR

- **Step 1:** Select More Colors. A dialog box will appear.
- **Step 2:** Select a color.
- **Step 3:** Click OK.

Fill color option may be used for filling rows/column with colors for highlighting them

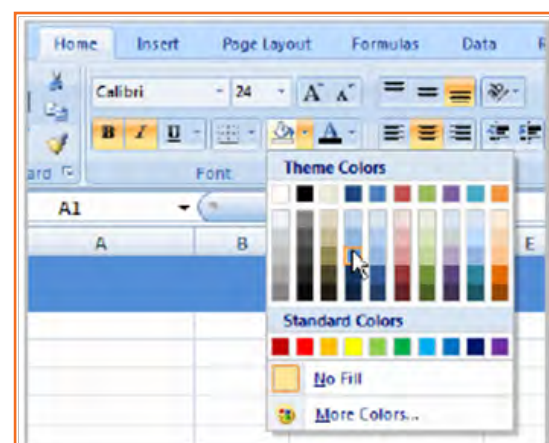


Fig.9.7.21: Add a Fill Color

To Format Numbers and Dates:

- **Step 1:** Select the content of cell by selecting the cell.
- **Step 2:** Click Number box, drop down appears.
- **Step 3:** Chose the number option as needed.

Normally, General is applied meaning no formatting

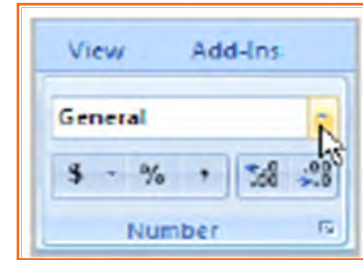


Fig.9.7.22: Format Numbers and Dates

9.7.11 Calculations and Analysis

MS Excel is mostly used for doing mathematical and logical operations on the data which is entered in the worksheets by using different formulas. So, a formula may be defined as equation or condition which is applied on the data to arrive at some result

To Create a Simple Formula that Adds Two Numbers:

- **Step 1:** Select cell where formula is to be applied (For eg. D4).
- **Step 2:** Starting with Equal (=) sign tells excel that cell contains a formulae
- **Step 3:** Enter first value (e.g., 100).
- **Step 4:** Type symbol of mathematical operation to be performed (for example, Plus (+), to tell excel that addition is to be performed)
- **Step 5:** Enter first value (e.g., 300)
- **Step 6:** Enter

	A	B	C	D
1				
2				
3	Primary Job		\$1,500.00	\$1,700.00
4	Part-time Job		\$200.00	\$1,700.00
5	Total Income		=1500+200	\$1,700.00

Fig.9.7.23(a): Creating Formulas

Creating Formula to add contents of 2 Cells:

- **Step 1:** Elect cell where is answer is to be displayed (For eg. E5).
- **Step 2:** Starting with Equal (=) sign tells excel that cell contains a formulae
- **Step 3:** Type address of first cell or select first cell by clicking on it for eg. D3).
- **Step 4:** Type symbol of mathematical operation to be performed (for example, Plus (+), to tell excel that addition is to be performed).
- **Step 5:** Type address of first cell or select first cell by clicking on it for eg. D3).
- **Step 6:** Press Enter

	A	B	C	D	E
1					
2					
3	Primary Job		\$1,500.00	\$1,799.00	
4	Part-time Job		\$200.00	\$250.00	
5	Total Income		=C3+C4	\$2,049.00	
6					

Fig.9.7.23(b): Creating Formulas

	A	B	C	D	E
24	Credit				
25	Visa	8/5/2008	\$75.00	\$0.00	
26	Mastercard	8/5/2008	\$37.42	\$23.51	
27	Discover	8/5/2008	\$30.52	\$30.00	
28	Store Credit Card	8/5/2008	\$87.56	\$66.79	
29	Total		\$1,397.00		
30	Remaining		=C5-	\$1,397.00	
31					

Fig.9.7.23(c): Creating Formulas

To Copy and Paste Cell Contents:

- **Step 1:** Select cell(s) whose contents are to be copied
- **Step 2:** Select Copy command or press Cntl+C.
- **Step 3:** Select cell(s) where contents are to be pasted
- **Step 4:** Select Paste command or press Cntl+V.

To Cut and Paste Cell Contents:

- **Step 1:** Select cell(s) whose contents are to be copied.
- **Step 2:** Select Cut command or press Cntl+X.
- **Step 3:** Select cell(s) where contents are to be pasted
- **Step 4:** Select Paste command or press Cntl+V.

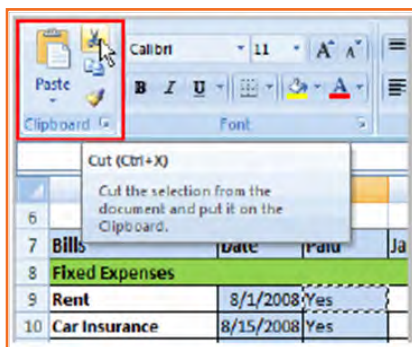


Fig.9.7.24(a): Cut and Paste Cell Contents

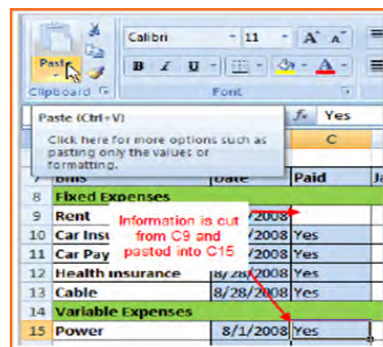


Fig.9.7.24(b): Cut and Paste Cell Contents

To View the Spreadsheet in Print Preview:

- **Step 1:** Click Office Button on top left.
- **Step 2:** Select Print command from drop down.
- **Step 3:** Select Print Preview.

Closing Print Preview returns sheet to previous normal view

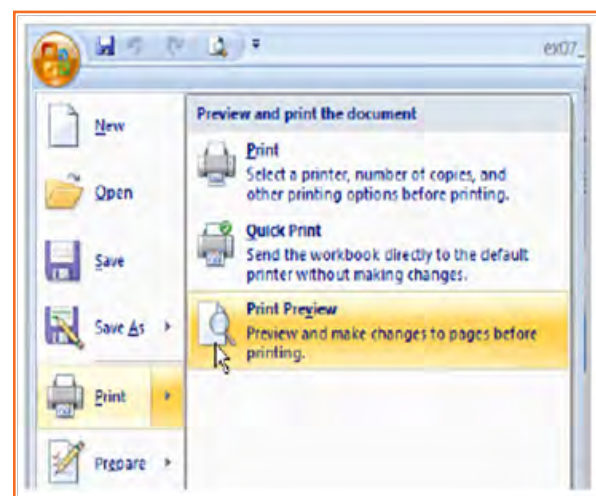


Fig.9.7.25(a): Print Preview Option

Exploring Print Preview:

In print preview, sheet is shown in print format. However, there are some features which are available. Some of these are:

Changing column width, margins, row height:

- **Step 1:** Select print preview
- **Step 2:** Move the pointer to margin and double arrow shows up
- **Step 3:** Click and drag marker, changes will be reflected in sheet

To Modify Margins:

- **Step 1:** Go to Page Layout.
- **Step 2:** Click margin
- **Step 3:** Select predefined margin or chose customized option for entering any other margin settings

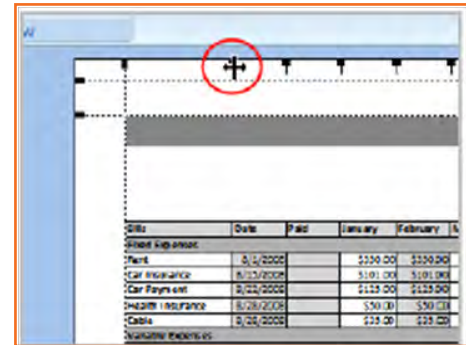


Fig.9.7.25(b): Print Preview Option

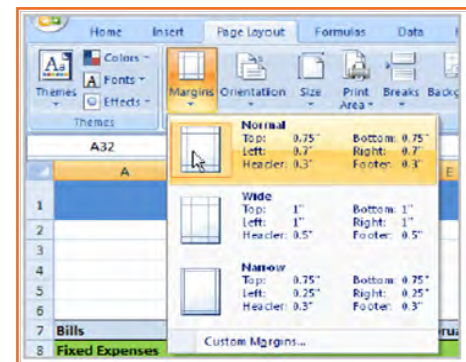


Fig.9.7.26: Modify Margins

9.7.12 Change Page Orientation

- **Step 1:** Go to Page Layout
- **Step 2:** Click Orientation
- **Step 3:** Chose Landscape/Portrait.

In portrait, page is placed vertically, in landscape page is placed horizontally.

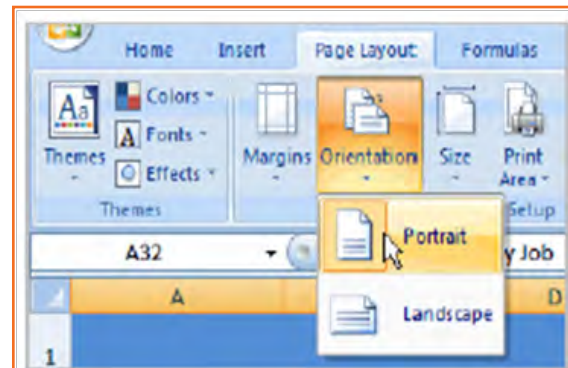


Fig.9.7.27: Page Orientation

To Change the Paper Size:

- **Step 1:** Go to Page Layout.
- **Step 2:** Click Orientation.
- **Step 3:** Chose size from drop down list.

To Print from the Microsoft Office Button:

- Click Office Button on top left.
- Chose Print and new dialog box shows u
- Chose printer which is connected to computer.
- Choose Properties in order to modify printer settings.
- Select options for printing specified pages, all sheets, some specific area
- Chose number of copies to be made and select OK

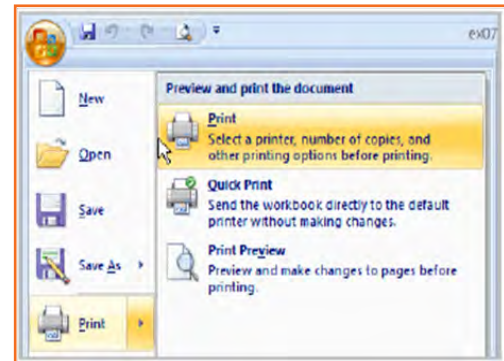


Fig.9.7.28: Print from the Microsoft Office Button

9.7.13 Excel's Different Functions

Other commonly used excel functions are:

Statistical Functions:

- SUM – addition of content of cells
- AVERAGE – average of content of cells.
- COUNT - counts of data sets
- MAX – returns maximum value.
- MIN - returns minimum value.

Date and Time functions:

- TIME - Converts to date.
- HOUR - Converts to hour.
- MINUTE - Converts to minute.
- TODAY - Returns today's date.
- MONTH - Converts to month.
- YEAR - Converts to year.

Calculating Sum of a Range of cells (autosum):

- **Step 1:** Choose Formulas
- **Step 2:** get to Function library having all functions
- **Step 3:** Chose cell where it is to be applied.
- **Step 4:** Choose autosum function from drop down list

- **Step 5:** A formula shows up in cell
- **Step 6:** AutoSum function on its own gets the range of cells, depend-ing on where this function was inserted
- **Step 7:** Press Enter

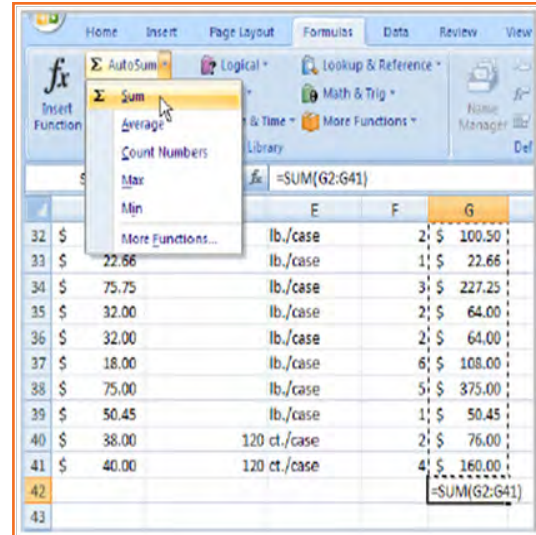


Fig.9.7.29: Using AutoSum

Edit a Function:

- **Step 1:** Highlight cell where function is to be applied
- **Step 2:** Point the cursor to formula bar.
- **Step 3:** Edit range by modifying cell addresses
- **Step 4:** Click enter

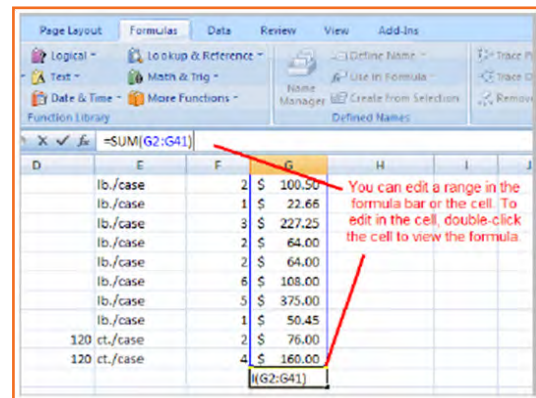


Fig.9.7.30: Edit a Function

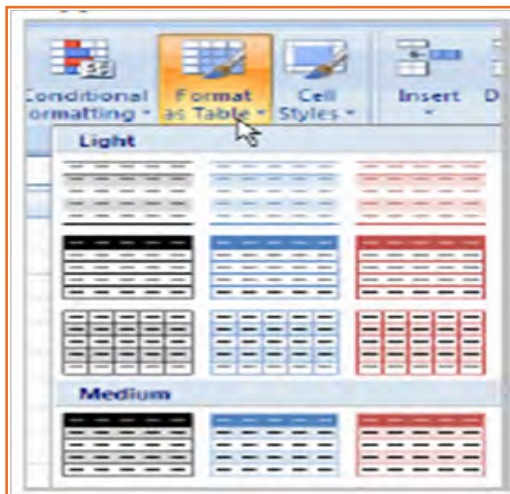


Fig.9.7.31: Format Information

Formatting table:

- **Step 1:** Highlight cells to be formatted.
- **Step 2:** Chose Format, predefined tables shows up.
- **Step 3:** Click to choose table
- **Step 4:** dialog box with cell range appears
- **Step 5:** Modify range accordingly
- **Step 6:** Choose "table has header" box if table heading, otherwise deselect it

- **Step 7:** Choose Ok and table's format is changed

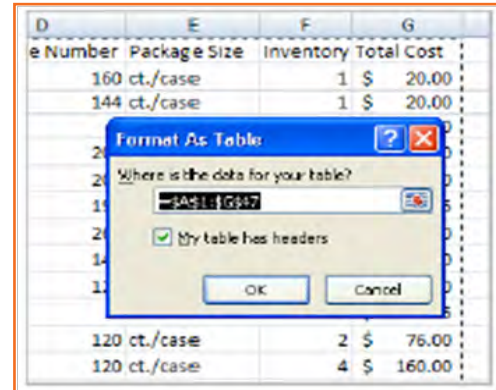


Fig.9.7.32: Format as Table

9.7.14 Aligning Text

By Default, text is left aligned and numbers are right aligned. This alignment maybe changed as per the need

To Align Text or Numbers in a Cell:

- **Step 1:** Highlight cell(s).
- **Step 2:** Chose Align center/left/right.
- **Step 3:** Content of cells aligns

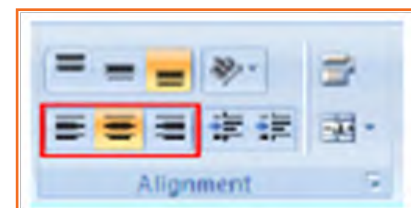


Fig.9.7.33: Align Text or Numbers

Changing Vertical Cell Alignment:

Vertical alignment of cell may be changed to top/middle/bottom. By default, content is aligned to bottom of cell.

To Change Vertical Alignment from the Alignment Group:

- **Step 1:** Highlight cell(s).
- **Step 2:** Chose Align top/middle/bottom.



Fig.9.7.34: Vertical Cell Alignment

Changing Text Control:

- **Step 1:** It is the way of presenting information in cell.
- **Step 2:** Merge Cells & Wrapped Text are two types of this presentation.

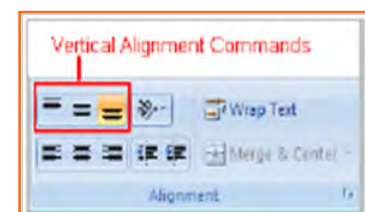


Fig.9.7.35: Text Control

- **Step 3:** Wrapped Text fits the content to be visible in one cell only by changing height and width of the cell
- **Step 4:** Merge Cells merges two or multiple cells

To Change Text Control:

- **Step 1:** Highlight cell(s).
- **Step 2:** Choose wrap text or merge cells

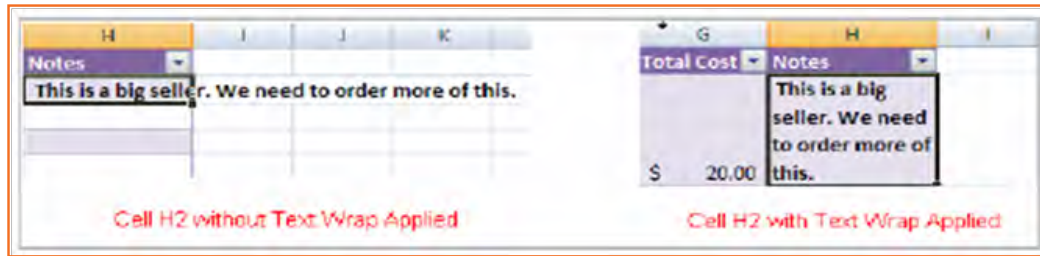


Fig.9.7.36: Text Control

Name a Worksheet:

- **Step 1:** Choose Select worksheet from bottom left corner and right click, choose rename from list which appears
- **Step 2:** Enter new name
- **Step 3:** Click somewhere outside, worksheet is renamed

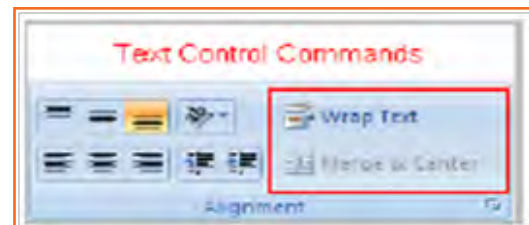


Fig.9.7.37: Wrap Text

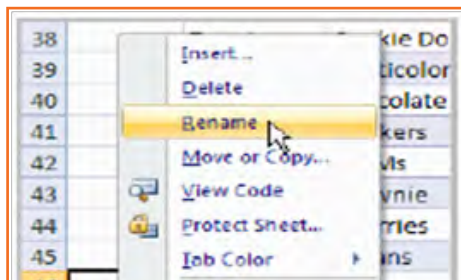


Fig.9.7.38(a): Name a Worksheet

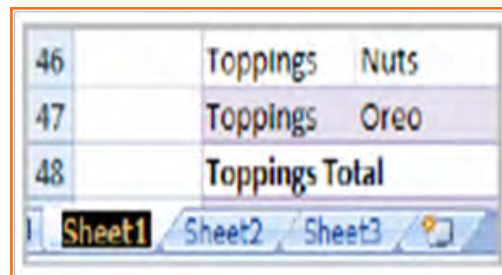


Fig.9.7.38(b): Name a Worksheet

Insert a New Worksheet:

- **Step 1:** Choose insert Worksheet by right clicking on worksheet on bottom right, new sheet is created

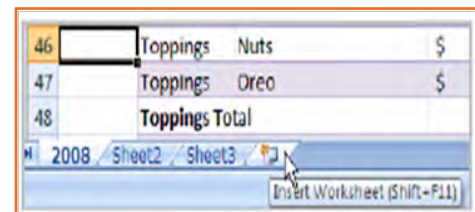


Fig.9.7.39: Insert a New Worksheet

To Delete One or More Worksheets:

- **Step 1:** Click on the sheet(s) you want to delete.
- **Step 2:** Right-click the sheet(s) and a menu appears.
- **Step 3:** Select Delete.

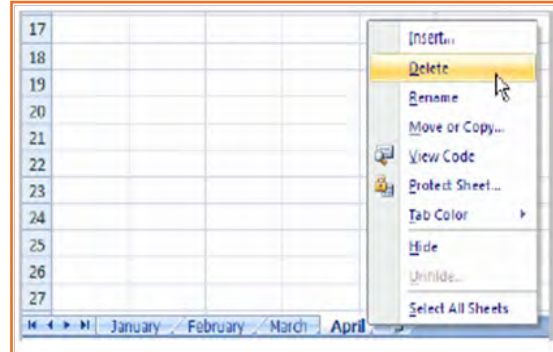


Fig.9.7.40: Delete One or More Worksheets

Exercise 

1. What are the things that MS Excel helps in?

2. How does one Zoom out in MS Excel?

3. Undo, Redo, Save show up on quick-access tool bar by default.
 - a) True
 - b) False
4. What can the Microsoft Button help with?

5. Calculate the average range of cells is a statistical function in MS Excel?
 - a) True
 - b) False
6. What is a financial function in MS Excel?
 - a) Adding the SUM of all cells
 - b) Convert a serial number to a minute
 - c) Interest rates

UNIT 9.8: Internet Concepts

Unit Objectives

Upon culmination of the unit, you will be able to:

- Comprehend internet concepts.
- Recognise the different types of URLs.
- Use MS-Outlook.

9.8.1 URL Concepts

Uniform Resource Locator, or commonly called URL is global address of any resources on internet. URL is made up of two parts, first is protocol identifier and second is called resource name. While protocol identifier identifies which protocol is to be used, resource name shows the IP address or domain name of the location of the resource. These 2 identifiers are separated by a colon (:) and forward slashes (/). For example: two URLs below point two different files at the domain pcwebopedia.com. Here the first one is executable file to be fetched by using FTP protocol and second shows a web page to be fetched using HTTP protocol:

1. ftp://www.pcwebopedia.com/stuff.exe
2. http://www.pcwebopedia.com/index.html

9.8.1.1 Different Kinds of URLs

There is a wide range of various types of URs. Let's have a better understanding of various URLs with an example:

- **Messy:** Such URL has many distorted and jumbled numbers, letters on it that makes less common sense. For example:
http://www.xyz.com/wnjSKJSAJKNHG00988
- **Dynamic:** Dynamic URLs are URLs which are result of database queries. These URLs mostly contain characters like &, ?, +, %, \$. These are basically used for various ecommerce site like shopping sites which requires responding to various user's questions like filtering, sorting options etc.
- **Static:** Static URL are exact opposite of a dynamic URL and do not change at all. This URL is entered into Webpage's coding
- **Obfuscated:** These are hidden URLs or distorted form of some other familiar URL. These are used for phishing scams. When user clicks on this URLs, it directs them to some malicious website which may cause damage to computer, stealing of information etc.

There are a lot of clues and information which can be gauged from URL. Some of this are:

- Information about server on which webpage is hosted
- Type of organization webpage belongs
- Location of webpage in world
- Directory names on website

For example:

- **http://www.abc.com/blog/music/:** This shows some resource online. Going back further
- **http://www.abc.com/blog/:** This is blog section of the publication.
- **http://www.abc.com:** This show home page of website.

9.8.2 How to create your E-mail account (Outlook)

You can create a new or additional Outlook account by following the same account creation wizard. Follow following steps for configuring outlook:

- **Step 1:** Open Outlook. Select Tools E-mail Accounts from the main menu. The E-mail Accounts wizard will appear.
- **Step 2:** Click Add a new e-mail account. Click Next.
- **Step 3:** Select the server type. Most ISPs and webmail services use POP3 servers. Click Next.
- **Step 4:** Enter your Name.
- **Step 5:** Enter your E-mail Address.
- **Step 6:** Enter the incoming mail server and outgoing mail server information you obtained from your ISP or webmail service.
- **Step 7:** Enter your user name if it is different from the user name that automatically appears in the wizard form.
- **Step 8:** Enter your password.
- **Step 9:** Click Test Account Settings to test the information you entered in the wizard and confirm that it is valid.
- **Step 10:** Click Next.
- **Step 11:** Click Finish.

Note: If you do not have an Outlook email account, you can select Microsoft Office Outlook from your computer's Start menu. The wizard will open, and you can follow the steps above to create an Outlook account.

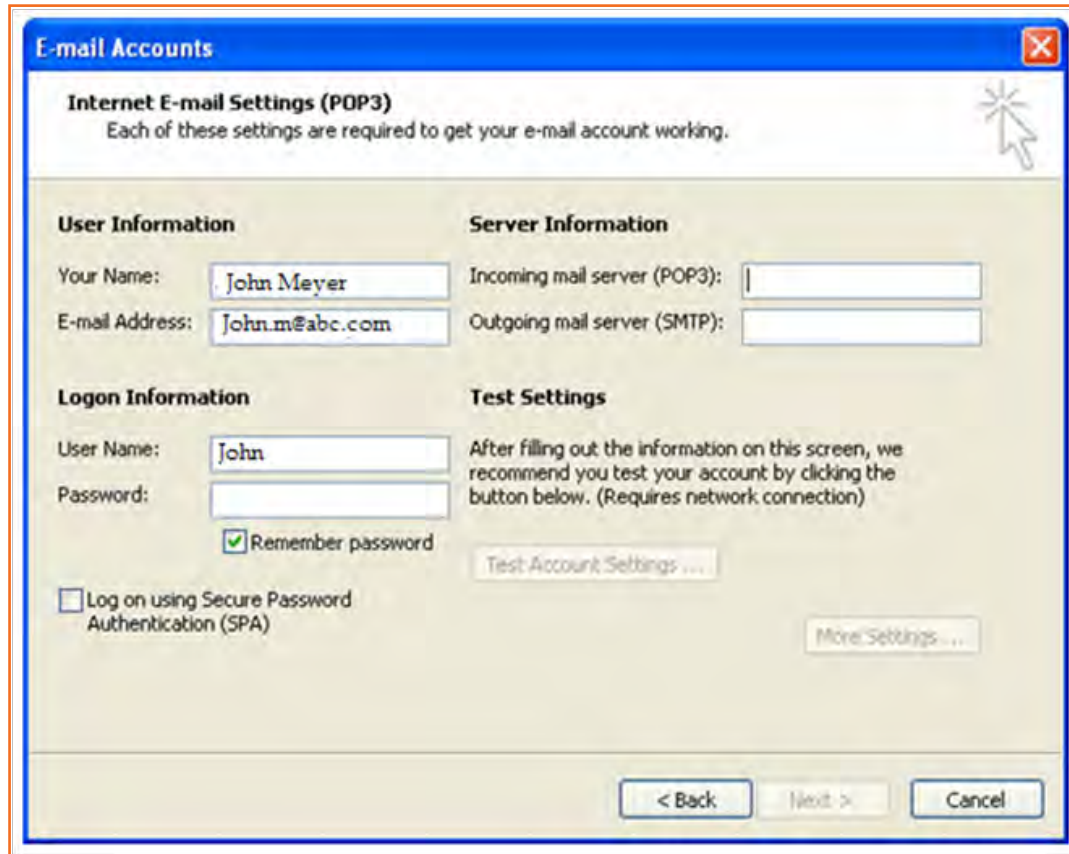


Fig.9.8.1: Creating E-mail Account in Outlook

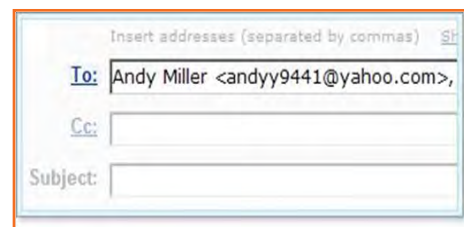
Congratulations you have successfully configured your e-mail account!!

9.8.3 Sending an Email

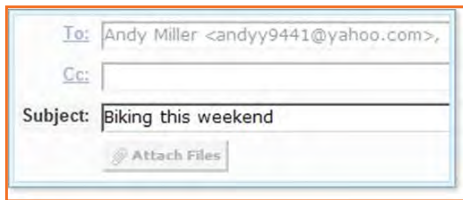
The following page will make it easy for you to understand how easily and swiftly you can send an E-mail, just follow these simple steps and refer to the each image given below.



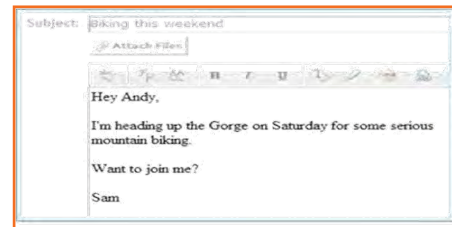
STEP 1: Open Outlook. Now click on Compose button.



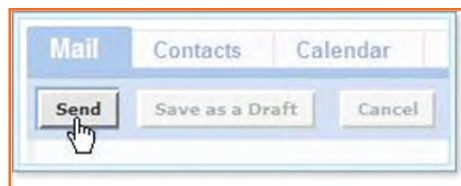
STEP 2: As you click on the Compose button, a new page would open.



STEP 3: In the To box, (refer to the image below) enter email address of recipient



STEP 4: Now, In the Subject box as shown in the image; enter "SUBJECT" which is like topic of email



STEP 5: In the large box under the tools, compose the body of an email as shown in the image. Once the writing and addressing your email is done, click the Send button.

Mail has successfully sent your email to your wishing recipient.

9.8.4 Reading Emails

Outlook generally keeps all email under "mail" folders. By Default, all incoming mail are moved into inbox folder. In order to read an email, click on subject of received mail

- **Step 1:** Select the Inbox in the navigation pane.
- **Step 2:** If you see Inbox is in bold, it indicates that you have unread messages.
- **Step 3:** The number of unread messages is the shown by number in brackets. Like Inbox (9) shows 9 unread messages
- **Step 4:** Click a message in the inbox once, and Outlook will display it in the reading pane (if that feature is turned on).
- **Step 5:** You need to double-click a message, to open the message in a new window.

NOTE: Unread messages are display in bold text in order to make it easy for a reader to identify how many mails are new or still unread.

Now, to open and read an email, click on email's subject (bold or not) in the Subject column and you will be able to read your email.

9.8.5 Replying E-mails

Often, it is seen that once the mail is read, viewer looks for the option of reverting to that email to the sender or to add more recipient. Well! This can be done in two separate ways with Outlook i.e. there are two options as given below:

- **Reply:** It allows you to respond to the sender only.
- **Reply all:** Reply all, allows responding to the sender and everyone else who received the message.
- Now, Open your email and click the drop down arrow given at the Reply button, then select 'reply' or 'reply ALL'

NOTE: To reply to the sender only, you can also click the Reply button and not the arrow.

- **Step 1:** Click Reply on the Standard toolbar while viewing the message you want to reply to. Outlook will create a pre-addressed reply form to the email address the original email came from.



Fig.9.8.2: Replying E-mail

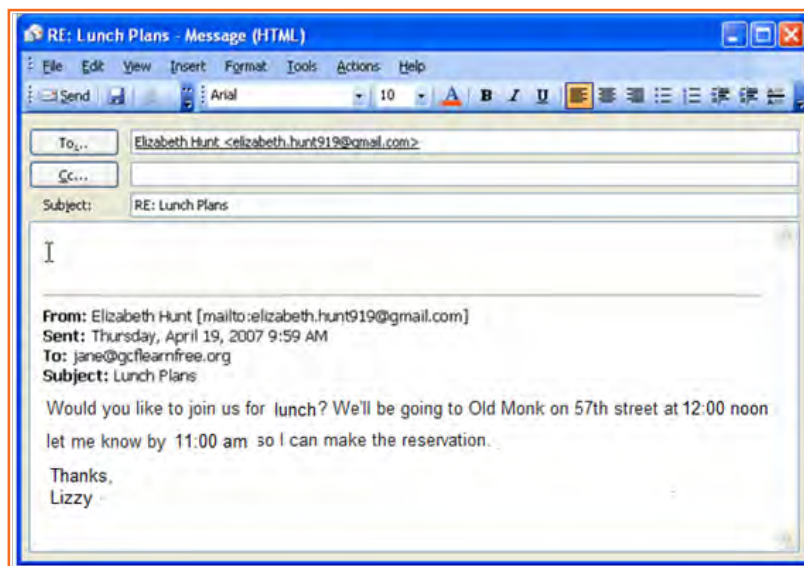


Fig.9.8.3: Composing Mail

- **Step 2:** Enter text into the body of the form.
- **Step 3:** Click Send

Tip: Original email which you received from the sender will always be included when you are replying to the sender however, this original text, is editable, you can type your reply anywhere in the text box. In fact, some of the information or whole mail can be deleted in the original message. Different colors can be used (if required) to differentiate between your reply followed by the original text in the same image.

9.8.6 Receiving Email Attachments

If there is symbol of paper clip (📎) next to subject line, it means Email received has attachment within it. Attachment maybe opened directly or saved to local computer and then opened in order to view the attachment. Attachment may contain letter, music file, image file etc.



Fig.9.8.4: Receiving Email Attachments

9.8.7 Opening and Saving Attachments

Outlook automatically scans the attachment using antivirus for presence of any harmful or malicious file or software which may cause harm to the computer.

1. Open attachment.
2. Click file name for allowing scanning of file

Results of scanning are displayed by Antivirus after actively scanning the file.

If virus is detected in attachment, then that attachment cannot be opened or downloaded. Otherwise file may be opened or downloaded.

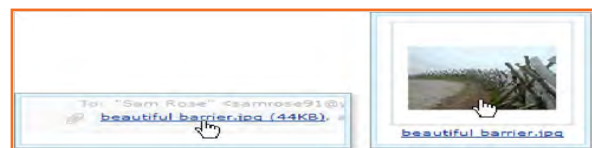


Fig.9.8.5: Click the file for Virus Scan

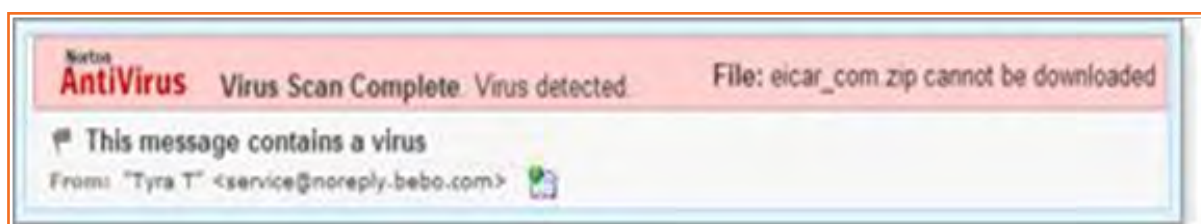


Fig.9.8.6: Antivirus Scan Status

For downloading an attachment which has already been scanned for virus and detected as safe, click download.

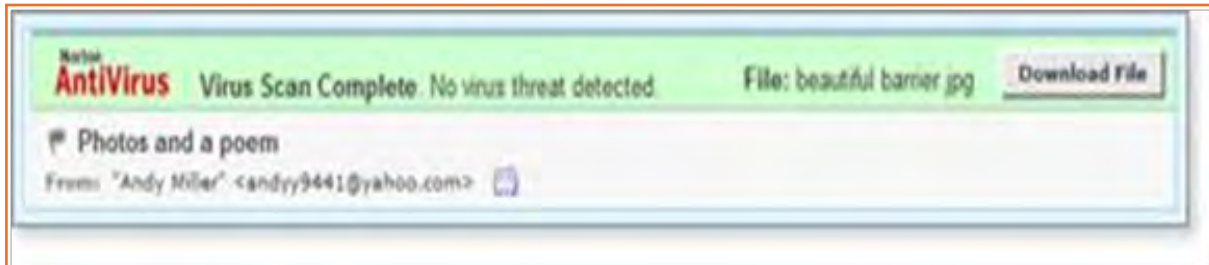


Fig.9.8.7: Click the Download File button

Now a dialog box appears asking user to save the file. This file maybe saved at any location by browsing to location in dialog box or default location may be set in setting for automatic saving of file in that location.



Fig.9.8.8: Click the Download File button

After downloading, file may be opened using the concerned software like word file may be opened using MS word, music file may be opened by using windows media player etc.

9.8.8 Sending Attachments with Outgoing Email Messages

Different types of files like word (.doc), excel (.xls), image (.jpeg) etc may be sent using email attachments

- While sending an email, there is a button “attach file”.
- When this button is clicked, it opens up a dialog box asking to
- Choose the file which is to be uploaded.
- Now browse to location where is saved
- Click on the file to be attached
- Click OK button.
- More than one files may be attached in similar way

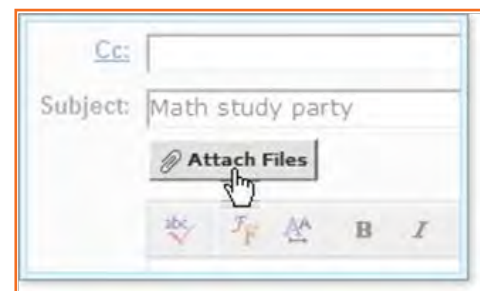


Fig.9.8.9: Attach a File

Tips:

- It is not possible to attach same file multiple times



Fig.9.8.10: Browse a File

Tip: As while receiving attachment, Antivirus scans the outgoing emails also. If it is found that file is infected by virus, then it will not be allowed to be attached.

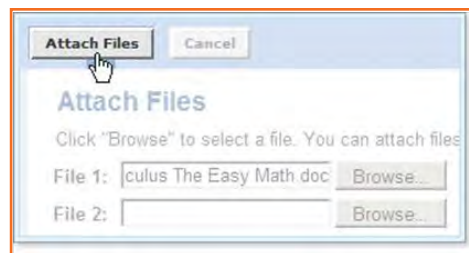


Fig.9.8.11: Attach a File

During the scanning progress, progress of scanning is displayed in separate dialog box. When scanning process is complete, file is attached and message is ready to be sent

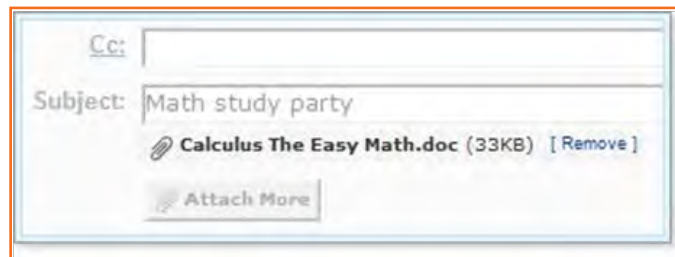


Fig.9.8.12: Attached File

Exercise 

1. What is the full form of URL?

.....

.....

Notes



A large rectangular area containing 30 horizontal lines for writing notes.





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