



# CAREER GUIDANCE PROGRAMME MANUAL

(FETI • PKTI • PRGTTI)



Female Exclusive Training Institute (FETI)  
Pakistan Knitwear Training Institute (PKTI)  
Pakistan Readymade Garments Technical Training Institute (PRGTTI)



GOVERNMENT OF PAKISTAN  
MINISTRY OF COMMERCE



JICA Project for Skills Development and Market Diversification (PSDMD) of  
Garment Industry in Pakistan



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# Preface

The Government of Japan through Japan International Cooperation Agency (JICA) and the Government of Pakistan through Ministry of Commerce signed a Memorandum of Understanding (MoU) for technical cooperation on “The Project for Skill Development and Market Diversification (PSDMD) of Garment Industry in Pakistan” (2016-2022). The project aims to train and develop human resources for Garment Industry of Pakistan through capacity building, Marketing and Women Economic Empowerment.

This career guidance programme manual is developed in collaboration with EDF funded institutes of Ministry of Commerce i.e. Female Exclusive Training Institute (FETI), Pakistan Knitwear Training Institute (PKTI) and Pakistan Readymade Garments Technical Training Institute (PRGTTI). The objective is to enhance institutional job placement system with female perspective at the training institutes. The key findings and learnings from the gender promotion seminar series for women economic empowerment are incorporated into the manual. The manual is a guidance for the trainers to provide career guidance to the trainees to strengthen the job placement as well as self-employment.

The garment industry is and has been one of the most labor-dominated industries in the world. The sector holds great power and potential to impact the lives of millions of people in low-income countries. Importantly, Pakistan has steady growth in export of Garments over the years, and further increase in exports of value-added textile products would create ample job opportunities especially for women. Garment companies in Pakistan have also realized significance of women’s role and thus prefer active participation of women. With the strong belief in women’s role for socio-economic development, Textiles and Apparel Policy 2020-25 issued by Ministry of Commerce emphasizes to initiate the mass level training programs to increase ratio of Women Participation in textile and apparel industry of Pakistan.

Although this manual is applicable to every gender, however it is strongly believed that it will encourage women to enhance their skills and capabilities. Furthermore, it will also help women to excel in their own career in Textiles and Apparel industry. It is also applicable to all the institutes (public and private), and industry for the training of their newly recruited employees and old ones.

We are proudly announcing the inauguration of this manual at the 70th anniversary of diplomatic relations between the Government of Japan and the Government of Pakistan. This manual would enhance sustainability of job placement especially for women human resource in garments stream making Pakistan the leading exporter of value-added products globally.

We would like to sincerely thank all those involved in the development of this manual, including Ms. Fakhar-un-Nisa (FETI), Mr. Tayyab Mir (PKTI), Dr. Kamran Sandhu (PRGTTI) and the (inter)national trainers who conducted the seminars along with JICA team.

**Mr. Mudassar Raza Siddiqi**  
Director General (Textile)  
Ministry of Commerce (Textile Wing)

A woman wearing a black hijab and glasses is focused on her work at a sewing machine. She is holding a piece of light-colored fabric. In the background, another woman is visible, slightly out of focus. The entire scene is overlaid with a semi-transparent orange filter.

## Chapter 1

# WHAT IS CAREER?

- What is Career?
- What is Career Counseling?
- Understanding Yourself
- Let's Make Your Career Plan!

# 1. What is Career?

## 1.1 What is Career?

For many people, career means the part of life that is concerned with employment. From an occupational standpoint, it means the sum total of the various jobs you may hold during your lifetime. However, these definitions do not fully capture the meaning of career. We would like you to think of career in a broader, more life-encompassing way. Think of the decisions you make about a job or a college major as valuable components of a lifelong process. When viewed in this manner, career can be defined as the sum total of decisions that direct your educational, social, economic, political, and spiritual endeavours and reflect your unique personality characteristics and basic life values.

Resource: *Phifer, P. (2003) College Majors and Careers, Fifth Edition. New York, NY: Ferguson Publication*



## 1-2 What is Career Counseling?

### 1.2.1 What is Career Counseling?

- **Definition of Career Counseling**

Provide advice and guidance in response to consultations regarding occupational choice for labour, occupational life planning or development and improvement of vocational ability.  
(*Human Resources Development Promotion Act*)

Aiming for personal career development through the development of self-concept.  
(*Japan Career Development Association*)

Career Counselling is a process that focuses on helping one understand one's own self, as well as work trends, so that one can take an informed decision about career and education. Career Counselling helps manage a diverse range of problems such as low concentration levels to poor time management, true issues with family to non-agreement between parents and children on which career to choose.

### 1.2.2. What are the Career Counseling Skills?

#### Active Listening

In order to make the speaker feel at ease and to encourage openness, the counsellor needs to have the basic attitude that is "Active Listening".

### Three conditions as basic attitudes to counselling

Three conditions are illustrated by Carl R. Rogers who is an American psychologist and a founder of Client-Centered Therapy as a basic attitude to counseling. Those are '**Unconditional positive regard**', '**Understanding Empathy**' and '**Congruence**'. The three conditions can bring changes for speaker to enable to open their experiences, accept what he/she feels and talk about what he/she feels sincerely.

#### What are the three conditions?

<b>1</b>	<b>2</b>	<b>3</b>
<p><b>Unconditional positive regard</b></p> <p>Try to understand what the speaker is saying, from their point of view and with empathy for their feelings.</p>	<p><b>Understanding Empathy</b></p> <p>Listen to what the speaker has to say without evaluating good or bad, likes or dislikes. Listen to the speaker's story without denying it, but with a positive interest in the background of why they have come to think the way they do. This allows the speaker to feel at ease.</p>	<p><b>Congruence</b></p> <p>The counsellor should be sincere to both the speaker and to himself/herself, and if the counsellor has difficulty understanding what is being said, tell the speaker that it is difficult to understand and confirm the speaker's true intentions. Leaving what is not understood as it is contrary to self-agreement.</p>

Ref: Ministry of Health, Labour and Welfare, Japan

#### Rapport (Trust Built)

The relationship of **trust built between counselor and speaker** is called **rapport**. **A large part of the success of counselling depends on building rapport**. If you could have a good rapport with the speaker, he/she feels safe, comfortable and free in the counselling relationship. The three basic counselling attitudes (Unconditional positive regard, Understanding Empathy and Congruence) are important for rapport building.

#### Attending, Empathy and Observation Skills

Specific techniques for rapport building include the foundation of micro-counselling developed by Ivey. A. E., namely '**Attending, Empathy and Observation Skills**' and '**Basic listening Sequence**'.

<b>Attending, Empathy and Observation Skills</b>	
<b>1</b>	<p><b>Culturally and Individually Appropriate Visuals</b></p> <p>Appropriate Eye Contact</p>
<b>2</b>	<p><b>Vocal Qualities</b></p> <p>Voice volume, tone and speed</p>
<b>3</b>	<p><b>Verbal Tracking skills</b></p> <p>Keeping up with the speakers' subject without changing it.</p>
<b>4</b>	<p><b>Body Language</b></p> <p>Gestures and posture.</p>



## Basic Listening Sequence

The 'Basic Listening Sequence' is a **method of deepening the conversation based on Attending, Empathy and Observation Skills** and refers to the following four points. These are effective when used in a sequence.

### Questions (Open question and close question)

- Ask questions in moderation to deepen the conversation.
- There are two types of question; **Closed question** and **Open question**.
- **Closed question** can be answered **Yes** or **No**. It is easy to answer but **it does not deepen the conversation**.
- **Open questions** have the advantage that they are **easy to develop the conversation**, but if they are asked repeatedly, they can be burdensome for the speaker being asked. Therefore, it is considered advisable to use both types of questions well.

### Observing

- In order to understand what the speaker is trying to say; it is important to carefully observe the speaker.
- The key to observing the speaker is to pay attention to both **verbal communication** and **non-verbal communication**.
- It is crucial to **notice changes** and **inconsistencies** in both, which is an important point to be aware of when listening.

### Encouraging, Paraphrasing and Summarising

- Encouragement refers to giving a nod and **encouraging the speaker to speak**.
- Paraphrasing means expressing what the speaker is saying with **another expression**.
- **Summarising** means **identifying the essence** of a story of a speaker.  
These techniques assist to **stimulate conversation** and **clarify the focus**.

### Reflecting Feelings

- This technique focuses on the **speaker's feelings** in the '**here and now**'
- For example, "You are happy because you feel fulfilled in your job" or "You are disappointed because your boss does not approve of you". This is a technique that **focuses on the speaker's feelings**. Feedback is given based on both the speaker's **verbal** and **non-verbal communication, capturing the feelings**.
- Reflecting on feelings gives the speaker the opportunity to become **aware of his or her deepest feelings, to face conflicts, to deepen self-understanding**.

Ref: 'Micro-counselling techniques', supervised by Machiko Fukuhara



Those are useful responses **how to reflect emotions**.

- Do you feel .....?
- It looks like .....?
- You are feeling like.....
- You seem to feel.... when ....
- Do you feel ... now?

Ref. 'Career Development Theory and Practice', Nippon Manpower

- **5-Stage Interview Structure**

- Rapport (Trust Built).
- Understanding the problems.
- Setting goals.
- Explore options and confront the inconsistency.
- Generalization to daily life.

Ref. 'Career Development Theory and Practice', Nippon Manpower



Try to involve the speaker in the decision and solving the problems through respecting the independence and initiative of the speaker.

- **Skills Required for Counseling Process**

- Setting of Counseling Situation.
- Support for Self-Awareness.
- Support for Understanding Job.
- Support for Self-Development.
- Support for Decision-Making.
- Support for Practicing Strategies.
- Support for Adaptation to New Job.
- Overview of Counseling Process.

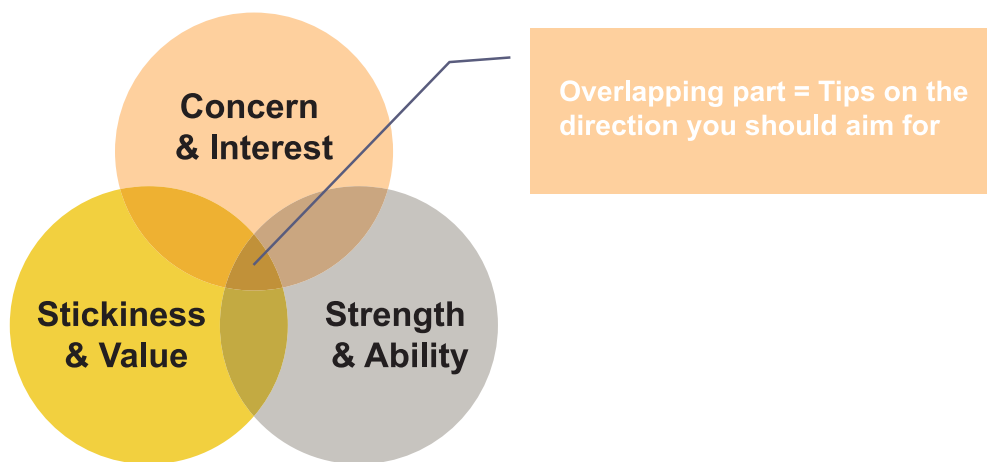
Ref. 'System for ability required to career consulting implementation', Ministry of Health, Labour and Welfare, Japan



## 1.3 Understanding Yourself

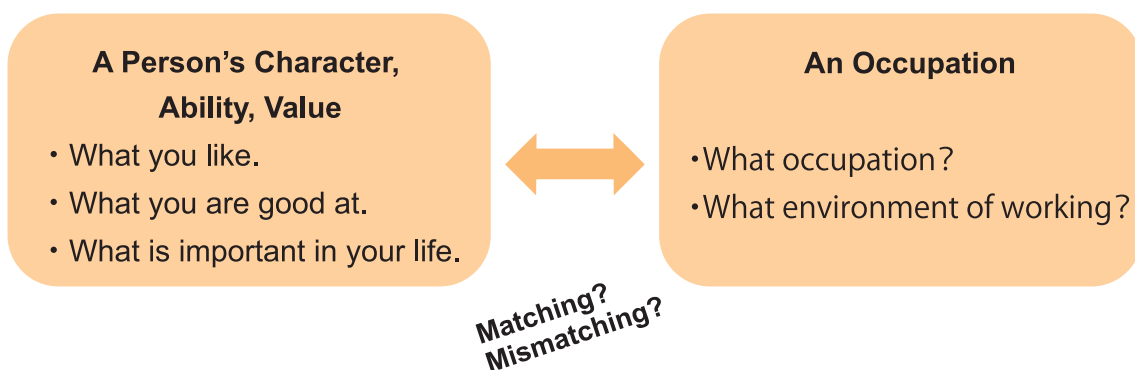
### 1.3.1 Why Self-Understanding is Important?

- Firstly, it is crucial to understand yourself to explore your career. If you understand yourself, then you will be able to know **what kind of job you would like to do (concern and interests), how would like you to work (stickiness and value) and what you can do (strength and ability)**.
- There are tips to know yourself. You can see the overlapping part that indicates tips on the direction which you should aim for your career plan by looking at three aspects: your **‘Concern and Interest’, ‘Stickiness and Value’ and ‘Strength and Ability’**.
- If you know the direction of your career plan, then you will be able to think about what are the next steps and what is missing in your skills and experiences in order to move toward your career.



Ref: Career Formulation Support Centre, Ministry of Health, Labour and Welfare, Japan

- If you know the direction of your career, then you will be able to think about what are the next steps and what is missing in your skills and experiences in order to move toward your career.
- It is very important to understand yourself **to find out an occupation fitting for each personality, ability and value**. If a mismatching occurs between a person and an occupation, people are likely to lose motivation and self-satisfaction to work hard and long because they cannot use their ability nor fit value. Furthermore, selecting job means choosing a means of self-concept actualization (Super, D.E). A degree of satisfaction of individual gain from work is be proportional to how well he or she has achieved self-concept actualization (ibid). Hence, it is essential to understand yourself for searching better occupational matching.



### 1.3.2 Let's Understand Yourself!

- In order to understand yourself, let's get a better understanding of the 3 aspects of 'area which you have concern and interest', 'value you want to cherish' and 'strength, ability and weaknesses'. You could try the following exercise to get a better understanding of yourself.

#### Let's make Your Life Line Chart!

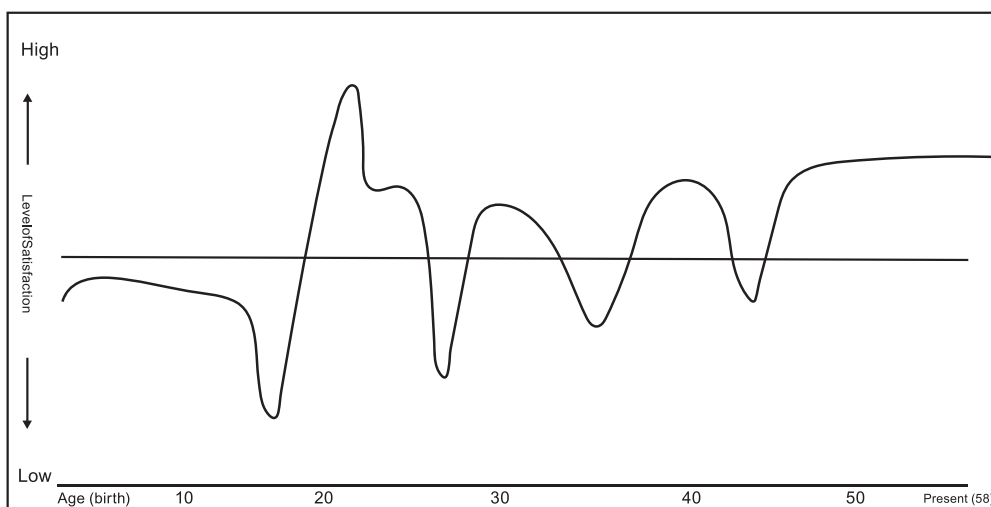
- ✓ Please draw your own life line from birth to the present with freehand from the aspect of satisfaction in Life Line Chart (Attachment 1).
- ✓ Decide the position of the line based on your own feelings at that time instead of looking back on the past and seeing it as a good experience at this moment.
- ✓ After drawing the Life Line Chart, look at the points when you were feeling satisfaction and dissatisfaction. Try to remember your feelings at those points. **Try to understand when you were feeling satisfaction and dissatisfaction in your past life, you will be able to know yourself deeply.**

<Exercise Sheets> See Attachment 1 & 2

#### Life Line Chart



#### Life Line Chart Sample



Ref: Nippon Manpower

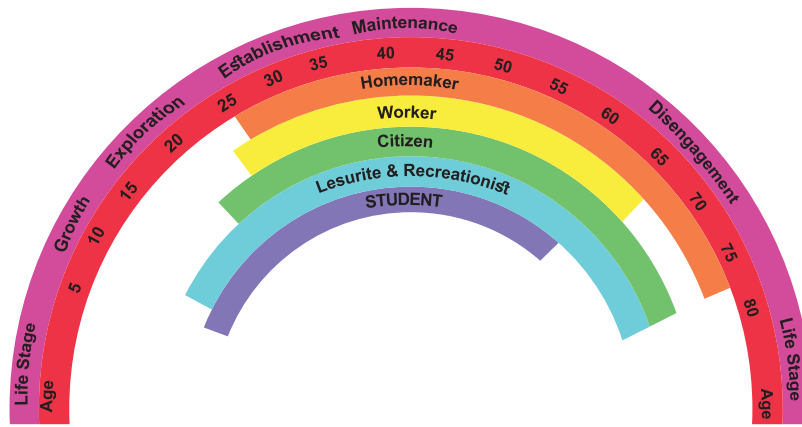
## Let's Understand Yourself!

Items	You can write down here!
Your Character	Your opinion
	Your family and friends' opinions
Your Strength	Your opinion
	Your family and friends' opinions
Your Weakness	Your opinion
	Your family and friends' opinions
What kind of value you want to cherish?	
Your interests and concerns	
Did you move recently? What was it?	
What kind of things you did not like?	
What kind of activities did you work hard in your school life?	
Special Skills (you are good at)	

What kind of things you would like to try in your future?	
What does 'work' mean for you?	
Development needs	Your opinion
	Your family and friends' opinions

**Let's Make Your Life Career Rainbow!**

- ✓ Donald E. Super defines a **career as a combination of various roles at certain ages and occasions life and explains this concept by comparing it to a rainbow** (Super, 1980). The life roles are child, student, leisurite, citizen, worker, and homemaker or parent. The roles **vary in content** and **density** depending on the **life period**. The roles vary depending on your “**Interests**”, “**abilities**” and “**values**”. If the roles are few, you may feel boring and unfulfilling.
- ✓ One of the advantages of considering a life career rainbow is that it allows you to **visualise and imagine the kind of life you want to lead now and in the future**. If you are dissatisfied with your current situation, you can objectively judge what is not working because the combination of roles in the life career rainbow is not good or the weight of the roles is unbalanced.



**The Life - Career Rainbow**

Source: Super, D.E. & Minor, F.J., (1987) Career Development Planning in Organizations. in B. Bass & P.Drenth (Eds) Advances in organizational Psychology, international review (pp., 83-98) Sage Press, Beverly hills. CA  
Reproduced by permission of Sage Publications, Inc.

- ✓ Firstly, you can think how much energy (percentage) you are using for each role at your current age by filling the sheet of 'My Life Career Rainbow' (Attachment 3). The total of the distribution of each role can be 100 percent. You can review how much energy you are using for each role.
- ✓ Secondly, try to fill in what you would like your current life role to look like in five- or ten-years' time by filling the 'My Life Career Rainbow'. You will be able to see **your life in the long term** and **make conscious changes to what you want** in the future.

<Exercise Sheets> See Attachment 3 & 4

My Life Career Rainbow

Role	Current Age ( )	Distribution	_____ years later Age ( )	Distribution
Child				
Student				
Leisurite				
Citizen				
Worker				
Homemaker				
( Other )				
		100		100

My Life Career Rainbow <Sample>

Role	Current Age ( 32 )	Distribution	5_year later Age ( 37 )	Distribution
Child	Taking care of parents when they are not well Becoming a conversation partner for mother	15	Asking someone to take care of children	5
Student	Taking cooking class after work twice a week	10	Continuing self-development such as studying accounting data processing and nutrition	5
Leisurite	Spending leisure time watching TV or reading magazines (No specific hobbies)	5	Going to gym (swimming, etc.) for healthcare	5
Citizen	Exercising basic duty as citizen such as local tax payment and vote for mayor election	5	Volunteering at welfare facilities	10
Worker	Working at Accounting Department of Textile Merchandising Company (Company C)	60	Working for accounting or working as a cooking instructor	30
Homemaker	Cleaning, doing the laundry, etc.	5	Doing housework and managing household budgets	15
( Other )			Continuing work after marriage Spending dinner time and holidays with family Being a good mother of 2 children (one son and one daughter going to elementary school)	30
		100		100

Ref: Nippon Manpower



Try to help the trainees understand that a career has a broader meaning than just work career. It is a combination of life roles and an expression of a person's interests, abilities and values through a combination of roles.



1.4 Let's Make Your Career Plan!

- After understanding yourself gradually, let's make your career plan and think about how you can achieve your goals. For example, if you would like to be a fashion designer, then you can think about how you would like to be after 3 years, 5 years and 10 years etc. If you set your goals, you will be able to know where should you go and think about your approach to reach each goal. There are many ways to reach your goals.
- Your life and career indicate that it is attempt to realize a self-concept by selecting and combing several life roles in life (Super, E.D.). You can think about both your life plan apart from work and occupational career.
- Try to think how you can achieve in order to reach your goals. If you set your goals, then try to do your best by getting new knowledge, skills, experiences, network and resources.



**Life plan sheet**

	( ) Current Age	( )Age	( )Age
<b>Regarding Work</b>			
<b>Regarding Your Life (except work)</b>			

**What Will You Do in Order to Achieve Your Goals from Now on?  
You Can Decide Your Action Plan.**





Trainer can try to assist trainee to take actions and step forward.  
Trainer can explain to trainee that they will be able to learn by doing.



## Chapter 2

# GET JOB INFORMATION

- What Kind of Job are Available in Apparel/Textile Industry?
- How to Get Job Information?
- Graduate Successful Stories (Employment, HBW, Entrepreneurship)

## 2. Get Job Information

### 2-1. What Kind of Job are Available in Apparel/Textile Industry?

#### 2-1-1 Factory job

There are variety of jobs available in the apparel/textile related factories some of them are as follows.

- ✓ Stitching Machine Operators
- ✓ Quality Control in Garments
- ✓ Knitting Machine Operators
- ✓ Knitting Machine Mechanics
- ✓ Fashion Designing
- ✓ Production, Planning and Control
- ✓ Merchandising Management Techniques
- ✓ Industrial Engineering
- ✓ CAD/CAM Computerized Pattern Drafting
- ✓ Pattern Drafting and Grading
- ✓ Apparel Supervisor



#### 2-1-2 Home Based Work

##### What is Home Based Work?

Home based worker are those who do paid work within their homes or the surrounding set up. They produce goods for the local or international market. There are significant opportunities for the Home Based Workers in the Garment industry.

##### What are the ways of becoming a home-based worker?

- ✓ By sourcing a stitching machine either by buying a new or a used one and working from home.
- ✓ By sourcing a machine from government backed schemes or related NGOs.
- ✓ By using personal contacts and listing yourself as a technically qualified stitcher working from home.
- ✓ By visiting nearby areas and local markets to gauge the demand

##### How to buy raw material?

- ✓ For a new startup one can easily find leftover fabric, leftover thread and leftover accessories as they are not heavy on the pocket and also meet the local requirements.
- ✓ Visiting the relevant wholesale market to buy the required material (Thread, Fabric, Accessories etc.)

##### How to procure orders?

Rural Areas	Urban Areas
By engaging the community near your home and letting them know that you are doing this work and are able to stitch as per their demand. For example, stitching Salwar Kameez / Kurta Pajama for kids and women.	By going to the relevant market and informing them of your expertise and listing yourself with them as a home-based worker and offering a better product at a competitive rate. For example, local retail shops can be approached for securing orders.



## 2-2. How to Get Job Information

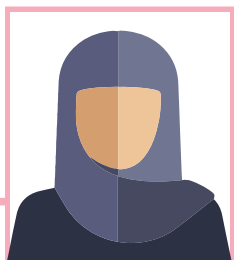
There are many ways to get job information, some of the most effective ways are as under,

- ✓ Personal contacts.
- ✓ Institute career planning and placement offices.
- ✓ Classified ads, National and local newspapers, Professional journals, Trade magazines.
- ✓ Internet networks and resources.
- ✓ State employment service offices.
- ✓ Professional associations.

## 2-3. Graduate Successful Stories (Employment, HBW and Entrepreneurship)

### 2-3-1 Graduate cases (FETI, PKTI and PRGTTI)

#### FETI cases



#### Ms. Maria Mushtaq

“My name is Maria Mushtaq and I live in Green town, Faisalabad. The recruitment team of Female Exclusive Training Institute (FETI) had visited my area, that is how I got enrolled in the stitching course. After finishing the course, I started working at Al Makkah Textile with the help of the Institute. I am able to earn from this job and I am contributing to the family and also, I am able to spend some on myself. My parents and my siblings are very happy that I am working and they trust me. Our family livelihood has improved because of my contribution. I am thankful to the whole team of FETI as not only I got training from there but also was facilitated to get a job at a decent factory.”



#### Ms. Sajida

“Had I not got the technical education from FETI and started earning, I would not have been able to send my children to school. The team of FETI had visited our village and that is how I got myself enrolled in 3 months stitching course. I am a mother of 3 children, my husband works as a vegetable vendor, I was not allowed to go work in a factory. But I did not let it stop me from working. Insan Foundation Trust gave me a stitching machine and now I work from home and am able to contribute to the family income. This has given me a lot of confidence and now both me and my husband work, our income has increased and this has led to the improvement of our livelihood.”

### PKTI cases

#### Ms. Sehar Tariq



“I did Quality Control in Garments training course from PKTI in 2015 with above 90% marks and got A grade. I was new to this field and did not had any knowledge about textile industry but by the grace of Allah Almighty and thanks to the ever-supporting staff and trainers of PKTI, I successfully completed my course and got to learn a lot which is why I believe I am a successful manager today. I joined Escorts Advanced Textiles (Pvt.) Ltd., Lahore as an internee soon after completing my training at PKTI and became Head of Procurement in 2018. This journey was full of hard work and dedication and now I am enjoying my work here. I pay special thanks to my trainer Mr. Jahangir Siraj who helped me overcome my deficiencies in all the way during my training till reaching at this point today.”

#### Ms. Taseem Aslam



“I wanted to learn about fashion & textile but in this field, you have to pay heavy amount to learn and there were very limited sources available for me. Through newspaper, I came to know about PKTI and its free courses funded by NAVTTC, I immediately got myself registered and after interview with NAVTTC & PKTI authorities, got admission in PKTI. I successfully completed my Fashion Designing course of six months duration. PKTI's teachers & management gave us a healthy environment & facilities to learn and explore this field. After completing my course, I did not join any industry rather tried to setup my own institution with another classmate. Now I am running my own design studio with the name of Qasb-e-Hunar. We provide digital textile designing trainings as well as designing services to different customers.”

### PRGTTI cases

#### Ms. Zainab Abdul Qadir

“I come from a small household in Muridke, Lahore. I know how hard life can be for an unemployed person. My life took a better turn when I got admission in 6-months' course of Quality Control & Assurance in Pakistan Readymade Garments Technical Training Institute, Lahore. I spent 6-months in PRGTTI for theory learning and 3-months in Style textile for on-the-job training. This course not only improved my skills but also developed soft skills such as interpersonal communication skills. On the basis of my performance Style textile offered me a job in the same department with extra perks and benefits. I am now earning and my livelihood had improved and my parents are very happy as well.”



### Ms. Aqsa Zahid

“My name is Aqsa Zahid and I am from Lahore and I am the eldest among my siblings, I always wanted to be a helping hand for my family. It really becomes a challenge in Pakistani society to find job with matriculation and intermediate degree. While continuing my bachelor’s I started to look for a practical skill learning which could help me to earn a stable financial position. One of my friends, told me about free courses of Pakistan Readymade Garments & Technical Training Institute, Lahore. I chose the Quality Control & Assurance course of six months. I received six months training at PRGTTI and three months on job training in another nearby workplace facility. This course was the best decision of my life, because just one course got me employment at one of the best industries of Lahore. I am earning a handsome livelihood now with respect while working in a highly professional environment. The people who use to question my parents because of my employment are now presenting me as an example to follow for their children”



#### 2-3-2 Video documentary of successful female graduate cases (Weave your dreams)

- This is a documentary video introducing the **success stories of female graduates** at FETI in Faisalabad, PKTI and PRGTTI in Lahore. It is introduced that female trainees are active in employment, development in career, home-based worker and entrepreneurship after obtaining skills at the training institutes. In addition, the training institutes, families of the females, religious leader, government (Ministry of Commerce, Textile Wing), company and associations deliver positive and hearty messages to **encourage women and community to advance female participation** in the garment industry as they are convinced that women's participation will contribute to the industrial development. This documentary video will be used as an educational material for female trainee recruitment and employment promotion including home-based worker and entrepreneurship support activities and campaigns at FETI, PKTI and PRGTTI. It is expected to **raise awareness to transform the mindset** of women and community for **female technical training** and **work** through the female successful cases and positive messages of the documentary video.
- It is very crucial to demonstrate female successful cases for the female trainees in a career guidance so that the female trainees will be able to **feel that they can do it like the successful female cases** (see “Vicarious Experiences (Modeling)” in 7-2. Four factors that can foster Self-efficacy). In addition, Female role models can make it easier for female trainees to **draw up their career plans** and **help promote their participation in industry**.
- The video was made by FETI, PKTI, PRGTTI in collaboration with FGCC, PHMA, PRGMEA and JICA PSDMD Project.

**TIPS**

It is very important to illustrate role models for the trainees. They will be able to image and feel that they can do it. You can show the video or sharing the success story of the graduates. And also, you can invite the graduates who are already working in the industry to the institutes. Those contact between the trainees and the graduates is very encouraging.

## Chapter 3

# LET'S PARTICIPATE IN INTERNSHIP!

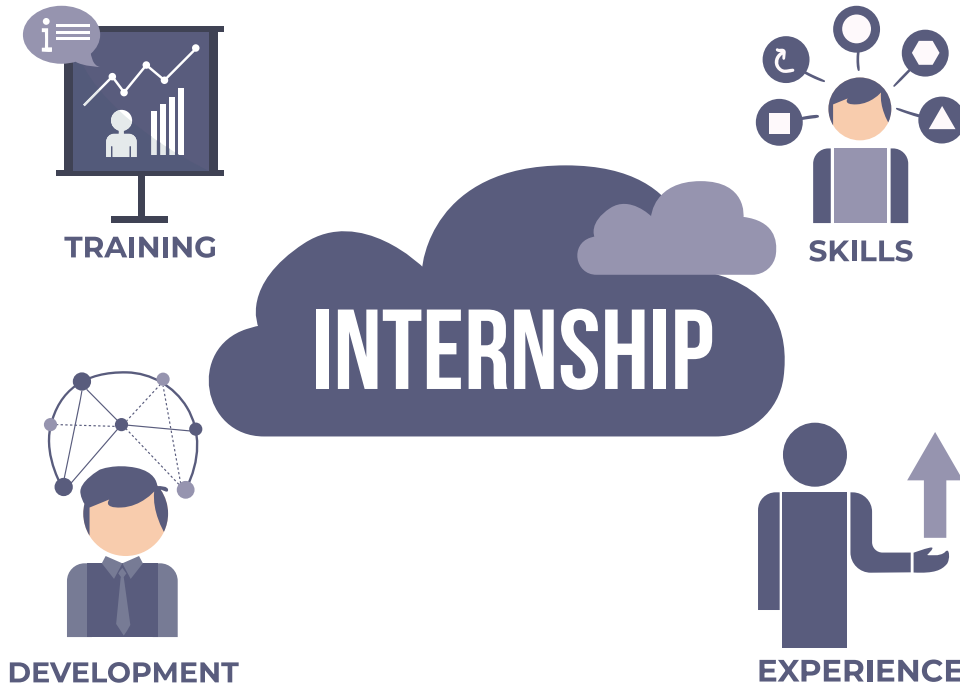
- What is Internship?
- How to Apply for Internship?



### 3. Let's Participate in Internship!

#### 3-1. What is Internship?

An internship is the position of a student or trainee who works in an organization, sometimes without pay, in order to gain work experience or satisfy requirements for a particular trade/qualification thus it is a period of work experience offered by any organization for a limited period of time.



#### 3-2. How to Apply for Internship?

There are some different ways to apply for internship through our institute which may depend upon the conditions of program / donor. Below are some important ways to find internships.



##### Apply Directly in Factories

Trainees are encouraged to apply in factory that best matches with their requirement like distance from home, facilities, wages and fringe benefits etc. from their own resources / contacts. In such a case, the data of HR departments offering multiple job benefits of all factories is shared with trainees so that they could choose the factory of their choice and after getting an internship they need to submit the record in placement office.



##### Apply through Institute

Trainees can also apply in different factories after obtaining a recommendation letter from institute. In this scenario, students can contact HR department of the factory of their choice and submit the recommendation letter of Institute which helps them get the internship on the conditions of every factory.



### Arrangements made by institute

The institute, in routine, collects the data of trainees before completion of any class and circulates it in the industry through Association and then makes groups to send them in different factories according to the situation of job market.



### Offer from factories

Most of the time, the representatives of different factories visit Institute and assess the skills of various trainees and offer them internships accordingly.





## Chapter 4

# What is Compliance?

COMPLIANCE

- What is Labor Law?
- What is Labor Right?
- Anti-Harassment Law

LAW



## 4. What is Compliance?



### 4-1. What is Labor Law?

“One can define labor law narrowly as the law pertaining to **employer-employee relations**, or one can define it broadly as all extant and possible **law concerning work in society**.”

*(Michael D. Bayles, Introduction: Labor, Law, And Society).*

### 4-2. What is Labor Right?

Labor rights or workers' rights are both legal rights and human rights relating to labor relations between workers and employers. These rights are codified in national and international labor and employment law. In general, these rights influence working conditions in relations of employment.

#### Contract of Employment

- ✓ Every employer in an industrial or commercial establishment is required to issue a formal appointment letter at the time of employment of each worker.
- ✓ The obligatory contents of each labor contract, if written, are confined to the main terms and conditions of employment, namely nature and tenure of appointment, pay allowances and other fringe benefits admissible, terms and conditions of appointment.

#### Termination of the Contract

- ✓ The services of a permanent worker cannot be terminated for any reason other than misconduct unless one month's notice or wages in lieu thereof has been furnished by the employer or by the worker if he or she so chooses to leave his or her service.
- ✓ One month's wages are calculated on the basis of the average wage earned during the last three months of service.
- ✓ If you decide to change your job, you must by law tell your employer that you plan to leave. This is called giving notice. You must give your employer a certain length of notice (for example, 2 weeks or a month). The length of notice you must give is usually stated in your contract of employment.

### Working Time and Rest Time

#### Working hours

- ✓ Under the Factories Act, 1934 no adult employee, defined as a worker who has completed his or her 18th year of age, can be required or permitted to work in any establishment in excess of nine hours a day and 48 hours a week.
- ✓ Similarly, no young person, under the age of 18, can be required or permitted to work in excess of seven hours a day and 42 hours a week.
- ✓ Where the factory is a seasonal one, an adult worker shall work no more than fifty hours in any week and no more than ten hours in any day.
- ✓ In factories, the periods and hours of work for all classes of workers in each shift must be notified and posted in a prominent place in the principal language in the industrial or commercial establishment.
- ✓ The law further provides that no worker shall be required to work continuously for more than six hours, unless he or she has had an interval for rest or meals of at least one hour.
- ✓ During Ramadan (fasting month), special reduced working hours are observed in manufacturing, commercial and service organizations.

### Paid Leave

- ✓ As provided in the Factories Act, 1934, every worker who has completed a period of twelve months continuous service in a factory shall be allowed, during the subsequent period of twelve months, holidays for a period of fourteen consecutive days. If a worker fails in any one such period of twelve months to take the whole of the holidays allowed to him or her, any holidays not taken by him or her shall be added to the holidays allotted to him or her in the succeeding period of twelve months.

### Maternity Leave and Maternity Protection

- ✓ The Maternity Benefit Ordinance, 1958 stipulates that upon the completion of four months employment or qualifying period, a worker may have up to six weeks prenatal and post-natal leave during which she is paid a salary drawn on the basis of her last pay.
- ✓ It also places restrictions on the dismissal of the woman during her maternity leave.

### Other Leave Entitlements

- ✓ In addition to the 14 days of annual leave with pay, the Factories Act, 1934 provides that every worker is entitled to 10 days casual leave with full pay and further 16 days sick or medical leave on half pay. As a customary practice, casual leave is approved in most cases.
- ✓ Sick leave, on the other hand, may be availed of on support of a medical certificate. Management should not refuse the leave asked for if it is supported by a medical certificate.
- ✓ In addition to the leave entitlements, workers enjoy festival holidays as declared by the Federal Government.
- ✓ Under agreements made with the Collective Bargaining Agent, employees who proceed on pilgrimage i.e., Hajj, Umra, Ziarat, are granted special leave up to 60 days.

### Women Workers

- ✓ Women workers will benefit from the application of ILO Convention on Equal Remuneration, 1951 (No. 100), ratified by Pakistan in 2001. Minimum and above-minimum wages will be ensured on the basis of equal pay for equal work, and equal pay for work of equal value, as between men and women.
- ✓ Women will also benefit from better information concerning their working conditions and arrangements in the informal economy, from improved maternity arrangements, codes of conduct relating to sexual harassment and, where possible, day care arrangements for their children.



### Minimum Wage

The minimum wage as of June 2022 is set at **25,000 PKR** per month. The minimum wage changes according to the Government's policy hence it is important to keep yourself up to date accordingly. Government published Gazettes can give accurate information and should be checked regularly.

Sources: (Minimum wage Pakistan - Punjab - Paycheck.pk)  
<https://labour.punjab.gov.pk/>  
 (National Labour Law Profile: Islamic Republic of Pakistan (ilo.org))

## 4-3. Anti-Harassment Law

### 4-3-1 What is Anti-Harassment Law?

- Some laws which can be useful for women in workplaces include the Protection Against Harassment of Women at Workplace Act (2010). Pakistani law defines harassment as:

“Any unwelcome sexual advance, request for sexual favors or other verbal or written communication or physical conduct of a sexual nature or sexually demeaning attitudes, causing interference with work performance or creating intimidating, hostile or offensive work environment, or the attempt to punish the complainant for refusal to comply with such a request or is made a condition for employment.”

- This statute also introduces the system of an inquiry committee which shall consist of three members, of which one of them must be a female. This inquiry committee shall be set up by any

by any organization or company which receives a complaint from a worker regarding harassment. The mandate can be found under Section 3 of the Protection Against Harassment of Women at Workplace Act (2010).

- According to section 8 of the statute, women also have an option to complain directly to the Ombudsperson.
- Section 4 of the same statute introduces various forms of penalties against the perpetrator. Some of these penalties include censorship, compensation by the perpetrator through payment or fine, suspension, removal or early retirement of the perpetrator from the company or demotion to a lower post.

#### 4-3-2 Implication of Harassment

- According to the 2010 law, sexual harassment manifests itself at a workplace in following three forms.

**a. “Abuse of authority” or Quid Pro Quo harassment, demand of sexual favors by a person in authority; a supervisor, a person in higher management, employer, and making it a condition of obtaining certain job benefits which may include.**

- ✓ Wage increase
- ✓ Promotion (to a higher grade)
- ✓ Training opportunity (within or outside the country)
- ✓ Transfer (to another place, department, etc.)
- ✓ Job itself

**b. “Creation of Hostile Working Environment”**

- ✓ any unwelcome advances
- ✓ request for sexual favor
- ✓ other verbal or physical conduct

- Which interferes with individual's work performance or creates a hostile and intimidating work environment.

**c. Retaliation, If the victim refuses to grant sexual favors, the perpetrator can retaliate in following ways:**

- ✓ Limiting an employee's options for training, future promotions
- ✓ Distorting the evaluation (annual confidential reports)
- ✓ Generating gossip against the employee
- ✓ Limiting access to his/her rights (right to complain, right to work with dignity, right to promotions, wage increases, etc.)

#### What should I do if harassed, according to this law?

It is recommended that you should follow these steps whenever you encounter sexual harassment.

##### First Step

You need to make it clear to harasser that you don't like his/her advances (his advances are unwelcome/unwarranted).

##### Second Step

Even if you don't want to make a formal complaint, do inform some trustworthy colleague in your organization.

##### Third Step

If you want to lodge a complaint in an informal way, you or your designated person can informally report this incident to your supervisor or inquiry committee.



**Fourth Step**

You can also launch a formal complaint to your supervisor or inquiry committee through your supervisor, CBA (union) nominee or worker representative (in case of absence of union).

**Fifth Step**

For filing a formal complaint, you have three options:

- ✓ Either report the incident to Inquiry Committee, constituted within your organization (Section 4)
- ✓ Report directly to Federal/Provincial Ombudsman, appointed under this act (Section 8)
- ✓ Report directly to Police (under Section 509 of PPC)

It is better to initiate complaint inside your organization.

**Sixth Step**

If you are not satisfied with decision of inquiry committee and competent authority (of your organization), you can appeal to Ombudsman or a District Court (in case, Ombudsmen are not appointed).

**Seventh Step**

If you are still aggrieved by decision of Ombudsman/District Court, you can make a representation to President or Governor for justice.

It must be reminded that appeal option is available to all parties i.e., both accused and victim can appeal against decisions.

Sources:

- Sexual Harassment - Know more about Sexual Harassment Law at Workplace -
- The Protection against Harassment of women at the Workplace Act, 2010

**4-3-3 Hot Lines****The Punjab Women's Toll-Free Helpline**

**1043 is available 24/7.** Managed and supervised by PCSW, the helpline team comprises of all-women call agents, three legal advisors, psych social counsellor, supervisors and management staff to address your inquiries and complaints, and to provide psychological and social counselling.

**What is Punjab Government Women's Helpline and who can call?**

A Toll-Free Helpline # 1043 has been established by the Government of Punjab. Through all-female call center executives and legal advisors, this facility provides guidance and legal advice to women all over Punjab facing problems related to harassment, property dispute, domestic violence, etc.

**What are the timings for the Helpline?**

Helpline is operational from Monday to Saturday between 8:00 AM – 4:00 PM

**How much will it cost to dial the Helpline?**

Calling from a landline number will be free of charge, however while calling from cellular companies

will cost as per the package plan.

### **What if I require any professional legal advice?**

Helpline staff is trained and experienced to answer the queries or launch complaints. In case of further legal guidance is required, legal advisors are available to cater to the queries in the light of the current legal framework.

### **Are there any charges for the legal advice?**

Legal advisors are available for the helpline and assisting complainants free of cost over the phone.

### **How can I speak to a Call Center Agent?**

Upon dialing Helpline # 0800 933 72, caller will be asked to select the preferred language i.e. (English or Urdu). After language selection, the call will be transferred to an available agent. The caller can ask for guidance, help & information, in case of legal advice the call can be transferred to the available lawyer.

### **Is my data protected with the helpline?**

Data is protected at all times and will only be shared with concerned personnel.

### **Do I need to have some information before calling the helpline?**

It is always advice to have the following information handy:

- ✓ Complainant Name
- ✓ CNIC (or any other identity)
- ✓ Address
- ✓ Source of information
- ✓ Precise summary of information required or lodge a complaint

Call Center agent will assist you and provide you relevant information or gather the information to lodge complaint.

**Helpline Guide | PCSW ([punjab.gov.pk](http://punjab.gov.pk))**

## Chapter 5

# DEVELOP YOUR SOFT SKILLS & ASSERTIVE COMMUNICATION

- What are Soft Skills?
- What is Communication Skill?
- What is Assertive Communication?

## 5. Develop Your Soft Skills and Assertive Communication

### 5-1. What are Soft Skills?

#### What are soft Skills?

A communication of different skills, abilities, attitudes, and personal qualities that enable people to fit into their environment, work with others, perform better and achieve goals. Without these soft skills the technical, professional and educational skills would be incomplete.

#### Personal Skills

Personal skills are the skills that enhance a person's self-esteem;

- ✓ Better use of time – Plan ahead, keeping a schedule will help save time.
- ✓ Keep your spirit up – Staying positive helps in keeping one's spirit up.
- ✓ Problem solving – When faced with a problem try to stay calm and think rationally.
- ✓ Work together – Working as a team is always beneficial.
- ✓ Communication and stay in touch – It is very important to communicate and stay in touch with the people that matter in your life.

#### Social Interaction Skills

Skills that people need for better interaction, communication and conversation is called social interaction skills.

- ✓ To make decisions.
- ✓ Maintain a balanced attitude.
- ✓ Verbal and interpersonal communication.

#### Personal Development

Personal development can be any skill that you want to develop to improve yourself, but it doesn't matter which skills you want to improve, the key to personal development is taking the right steps. Steps that can help ensure that you reach whatever goal you are pursuing.

Personal development is a lifelong process. It is a way for people to assess their skills and qualities, consider their aims in life and set goals in order to realize and maximize their potential.

#### Personal Development key points

- ✓ Decision maker – Being able to make sound decisions.
- ✓ Speak carefully – Thinking before one speaks is always beneficial.
- ✓ Control oneself – Taking control of one's emotions is key.
- ✓ Good manners – Good manners are always appreciated.
- ✓ Body language – Taking care of one's body language is very important.
- ✓ Learning from mistakes – One should always learn from one's mistake.
- ✓ Helping others – Try to help others.
- ✓ Setting goals – Setting clear goals allows a person to stay focused.
- ✓ Waking up early – Waking up early always has a positive effect for the rest of the day.
- ✓ Showing empathy – Emotional Intelligence helps in empathizing.
- ✓ Managing stress is essential to mental health – Learn about your emotional triggers, so you can better deal with negative emotions like anger or hate.
- ✓ Social skills - Social skills help create a support network for understanding.
- ✓ Flexibility - Adapting to change quickly and effectively.

#### Self-Awareness

Self-awareness involves being aware of different aspect of the self, including their behavior,

feelings, interests, strength, weakness, and emotions.

### Benefits

- ✓ Improve yourself and overcome weakness.
- ✓ You can make the right decision and follow it.
- ✓ You can find a job or a profession according to your personality.
- ✓ Enable yourself to do better.

### Self-Confidence

Self-confidence is the feeling of firm belief in one's abilities, skills, opinions, and decisions. Self-confidence brings good changes in a person.

- ✓ Be safe.
- ✓ Be Confident.
- ✓ Knowledge of ability.
- ✓ Have a positive attitude.
- ✓ Acknowledging others.
- ✓ Express your feeling.
- ✓ Learn from your mistakes.
- ✓ Accept the challenges.
- ✓ Know your destination.

### Way to Increase Self-Confidence

- ✓ Never compare yourself with others. Don't consider yourself inferior to others.
- ✓ Accept yourself as you are and talk about your good qualities.
- ✓ Praise yourself for your good deeds.
- ✓ Practice turning negative thinking into positive thinking.

### Self-Image

Self-Image means to have an opinion on your abilities, appearance and personality.

- ✓ How do you create Self-image?
- ✓ What do you think about yourself?
- ✓ How do you dress up?
- ✓ How do you communicate?
- ✓ How is your behavior, character and morality?
- ✓ What are your habits?
- ✓ How do you interact, respond to others in a polite and kind manners?

### There are seven suggestions of good image and expressions

Neat and proper clothing has a significant effect on Self-esteem, personality and confidence.

- **Stay Clean / Keep Your Self Clean:** Keeping body clean has positive effects on a person's social life and their physical and mental health. It is recommended to shower or take shower or take bath daily to achieve the positive effects.
- **Hair Care:** Oil your hair naturally. Use clean water to wash your hair at least twice a week. Comb the hair to look beautiful for the day.
- **Dental Hygiene:** Dental hygiene involves more than just having white teeth. A good hygiene can help prevent issues such as gum disease and cavities. It can also prevent bad breath.
- **Clean Hands:** Wash your hands daily. Check your hands for blisters, redness, small cuts, cracked skin. Keep your nails trimmed but not too short.
- **Use neat & clean clothes:** Neat and proper clothing has a significant effect on Self-esteem, personality and confidence.

## 5-2. What is Communication Skill?

Communication skills are abilities you use when giving and receiving different kinds of information. While these skills may be regular part of your day-to-day work life, communicating in a clear, effective and efficient way is an extremely special and useful skill.

Communication skill allow you to understand and be understood by others. These can include but are not limited to effectively communicating ideas to others, actively listening in conversations, giving and receiving critical feedback and public speaking.



### Good Communication is the bridge between confusion and clarity.

It is helpful to understand the difference in how to communicate through face-to-face interactions, phone conversations and digital communications.

### How to make communication skills stand out.

A well written resume is in itself a demonstration of strong communication skills. When a person decides to convey a fact, idea or emotions to others, he sets the communication process.

### How you can improve communication skills.

- ✓ Speak in a soft and assertive manner.
- ✓ Listen attentively.
- ✓ Focus on the result.
- ✓ Don't stress out.

### Work Ethics

Work ethics is a set of values on discipline and hard work. It affects how you handle your responsibilities and how seriously you take your work. With good work ethics you are motivated and ready to be professional at school and workplace. Ethics is a manner or attitude that determines behavior and the justifications of what makes them right and wrong.

### Characteristics of good work ethics

- ✓ Attendance and punctuality
- ✓ Goal setting
- ✓ Hard work
- ✓ Positive Attitude

## Teamwork

Teamwork is the concept of people working together as a team for one specific purpose under the same value. Teams are a part of everyone's life. You're a member of a family team. So, it's appropriate that you understand how to function effectively as a team member.

- ✓ Typically, teamwork is defined as: Co-operation between those who are working on a task.
- ✓ Teamwork is generally understood as the willingness of a group of people to work together to achieve a common aim.
- ✓ This means someone has the interests of the team at heart, working for the good of the team.



## Keep the following in mind

- ✓ Teamwork improves the working environment.
- ✓ Teamwork keeps communication consistent.
- ✓ Teamwork relieves stress.
- ✓ Teamwork reduces errors.
- ✓ Teamwork keeps communication lines open.



## Characteristics of Effective Team Members

- ✓ Team members are supportive to achieve the results. Team members avoid winning or looking good at the expense of others.
- ✓ Team members are open to the ideas of others.
- ✓ Team members share information and ideas.
- ✓ Team members support the contribution of others.

## Guidelines for Effective Team Membership

- ✓ Listen and share information.
- ✓ Attentively listening to what other team members have to say is one of the most vital skills you can contribute to a productive team atmosphere.
- ✓ You should always be willing to give an attentive ear to the views of other team members and expect them to do the same for you.

## Time Management

### What you can do to Enhance Your Time-Management Skills?

- ✓ Be conscious of the amount of time you spend on academic, social, and personal activities.
- ✓ The goal of time-management is to find a balance among all the things you need and want to do.
- ✓ One way for college students to manage their time is with a planned weekly schedule.

### Start Early and Work Steadily

- ✓ **Start Early:** The earlier you begin a task, the sooner it will be finished and the more time you will have to handle problems that may arise;
- ✓ **Work Steadily:** Doing a little at a time instead of doing everything in one marathon session is less stressful, helps you absorb more of the material when you are studying, and usually results in better work on projects and papers.

### Break Large Tasks Down

- ✓ Smaller tasks are easier to understand and manage than large tasks. You also get the feeling of accomplishing more when you can completely finish several smaller tasks rather than finishing half of a single large task;
- ✓ Smaller tasks are also easier to fit into your schedule. It is easier to find 5 1-hour blocks of time in your month or week than 1 5-hour block.

- Time is slow when you wait!
- Time is fast when you are late!
- Time is deadly when you are sad!
- Time is short when you are happy!
- Time is endless when you are in pain!
- Time is long when you feel bored!
- Every time, time is determined by your feelings and your psychological conditions and not by clocks. So have a nice time always.

Key Word is "I'm OK and you are OK."

### 5-3. What is Assertive Communication?

- **"Assertiveness" is self-expression to have a high regard for yourself and others.**
- Assertiveness translates as 'being assertive'. But being assertive does not mean forcing your opinion on others. It means expressing your feelings and opinions honestly, openly and as equals, while also respecting the feelings of others (Assertive Japan).
- The important thing is not something like making your personality more sociable, but the skills and mindset of being able to assert what you really need and want to communicate in the right words. It is a **matter of skills, not personality**, and this is something that **can be acquired through assertiveness training and practices**.
- There are **three types of communication response**. People have their own 'habits of communicating'. These habits often make it difficult for the other person to understand what you want to say. First, check your usual communication type.



**1. What is Passive Expression?**

- ✓ Do not mention your feelings and opinions.
- ✓ Assume that your feelings and opinions are not so important.
- ✓ Prioritize others and put off yourself.
- ✓ Cannot tell your feelings and opinions because you do not mention.
- ✓ Feel unsatisfied, irritated, frustrated.

**I'm not OK, you are OK.****2. What is Aggressive Expression?**

- ✓ Blaming or offensive ways to talk to others.
- ✓ Assume that your ideas are always right and others are wrong.
- ✓ Trying to control others' behaviors as you want.
- ✓ Worsen relationships by making others angry or feared.
- ✓ Feeling fine, but how about others? What happens afterward?

**I'm OK, you are not OK.****3. What is Assertive Expression?**

- ✓ Express your feelings and opinions in a straightforward way.
- ✓ Assume that your own feelings and opinions are important and others are also important.
- ✓ Acknowledge that people have different ideas and opinions.
- ✓ Politely suggest further discussion when there is a conflict with someone's opinion.
- ✓ No frustration because you argue your opinions.

**I'm OK and you are OK.**

- **Valid points of Assertiveness:**

- ✓ It is a balance between looking too aggressive and too weak.
- ✓ Should be strong but not aggressive.
- ✓ Important to not to express anger or anxiety.
- ✓ The person must be socially aware to assertively communicate at the right time.
- ✓ Using specific words that clearly communicate needs.

- **Examples of Assertiveness in the work place:**

- ✓ Making direct and clear requests.
- ✓ Speaking at the right time instead of waiting and becoming frustrated.
- ✓ Researching your worth.
- ✓ Speaking privately with your boss.
- ✓ Refraining from apologizing when requesting something.

- **Fundamental Human Rights of Mind10 Assertive Rights.**

- 1) **Right to Be Yourself:** You have a value of being yourself. It is fine to be yourself and different from others.
- 2) **Right to Express Yourself:** It is fine to express your feelings or opinions and to bring out your skills or talents.
- 3) **Right to Change Your Opinions and Decisions:** Your feelings and opinions can change in accordance with change in time or environment. There is no problem to change them.
- 4) **Right to Get a Sense of Feelings and Emotions as They Are:** There is nothing right/good or wrong/bad about feelings and emotions. You can be honest about your feelings and emotions.

- 5) **Right Not to Be Perfect:** Nobody is perfect. You do not need to be perfect. You some times make mistakes because you are human. It is fine to make mistakes.
- 6) **Right to Say “No”:** You can reject what you cannot do or what you do not want to do with “No.”
- 7) **Right to Say “Yes”:** You can say “Yes” to take what you can do and what you want to do.
- 8) **Right Not to Accept Responsibility that You Cannot Bear:** There are times when you cannot take responsibility for things which are, for example, related to others’ feelings or their lives. You do not have to take responsibility that you cannot take. It is often better not to take it.
- 9) **Right to Accept Responsibility by Yourself:** It is fine to take responsibility for your own mistakes in your own way.
- 10) **Right to Choose:** You can use the rights mentioned above, and also you do not need to, in accordance with circumstances. It is your choice.

It is important to understand **what really is assertiveness.**

Non-Assertive → I am not ok, you are ok.  
**Assertive** → **I am ok, you are ok.**  
 Aggressive → I am ok, you are not ok.

- **Examples of assertiveness skills**

When you’re assertive, you’re able to communicate successfully with others and convey your message correctly. These skills are key aspects of assertiveness.

- ✓ **Respect:**

An assertive approach is respectful. This communication allows you to share your thoughts and feelings while offering consideration for others. Offer respect by listening patiently to others’ opinions, carefully considering their viewpoints and recognizing the validity of their thoughts even when they’re different from your own.

- ✓ **Openness:**

Assertive communication is open, meaning that you readily answer questions, offer all relevant information and provide supporting details as requested. In open communication, you would share your research with others on your team or offer your opinions promptly when asked.

- ✓ **Honesty:**

Honesty is crucial for direct, accurate communication. Those who have mastered professional assertiveness maintain a high sense of integrity in all their dealings. In the workplace, this means offering your thoughts when doing so is appropriate and productive.

- ✓ **Accountability:**

An assertive approach is one that stands up for your own rights and the rights of others. To do this, take personal responsibility for your actions and stay accountable for what you have said or done. This means that you will tell others when a workplace error results from your miscalculation and take charge of the efforts to remedy this issue.

- ✓ **Self-control:**

Self-control allows you to maintain assertiveness in a calm and respectful way. Using your self-control will help you stay assertive rather than aggressive so you can communicate without offending others. When confronted with an unhappy client, for example, self-control helps you to respond patiently and politely so you can resolve the issue in the best way possible.

✓ **Delegation:**

Delegation is the ability to assign tasks to others when appropriate. The ability to delegate separates assertive communication from passive communication. By delegating, you can divide responsibility appropriately. When tasked with a large project, you might delegate several of the tasks to others, selecting team members whose skills and expertise are best suited to each step so the finished product is as strong as it can be.

• **How to improve assertiveness skills.**

Here are some tips to help you become more assertive.

✓ **Use 'I' statements.**

The use of 'I' sentence is very effective in assertive communication: using 'I' sentence makes for softer expressions and helps to convey what is being said. For example, if someone insults you and you may feel uncomfortable. If you use 'You' sentence, it sounds more aggressive, like 'You insult me!'. On the other hand, using the 'I' sentence, it sounds more softer, like 'I don't feel comfortable'. It can express your feelings and it would be easier to convey your message in a soft way.

✓ **Take an action as a baby step to be assertive.**

Taking a big step to be assertive would be hard and you may be likely to give up. Taking a baby step can help you to achieve the goal. In your daily like, you can try be assertive as a baby step. The baby step will accumulate a bit step.

- ✓ **Practice saying no.**
- ✓ **Rehearse what you want to say.**
- ✓ **Use body language.**
- ✓ **Keep emotions in check.**

**The Benefits of Being Assertive**

- ✓ Have a better communication and relationship with others.
- ✓ Make great managers.
- ✓ Negotiate successfully.
- ✓ Are better doers and problem solvers.
- ✓ Are less anxious and stressed.
- ✓ Have greater satisfaction.

**Key points**

- Being assertive means finding the right balance between passivity (not assertive enough) and aggression (angry or hostile behavior). It means having a strong sense of yourself and your value, and acknowledging that you deserve to get what you want. And it means standing up for yourself even in the most difficult situations.
- Being assertive doesn't mean dominating or dismissing others in order to get what you want. Acting in your own interest without considering other people's rights, feelings, desires, or needs is aggression.
- You can learn to be more assertive over time by identifying your needs and wants, expressing them in a positive way, and learning to say "no" when you need to. You can also use assertive communication techniques to help you to communicate your thoughts and feelings firmly and directly.
- It likely won't happen overnight but, by practicing these techniques regularly, you will slowly build up the confidence and self-belief that you need to become assertive. You'll also likely find that you become more productive, efficient and respected, too.

## Chapter 6

# MENTAL HEALTH

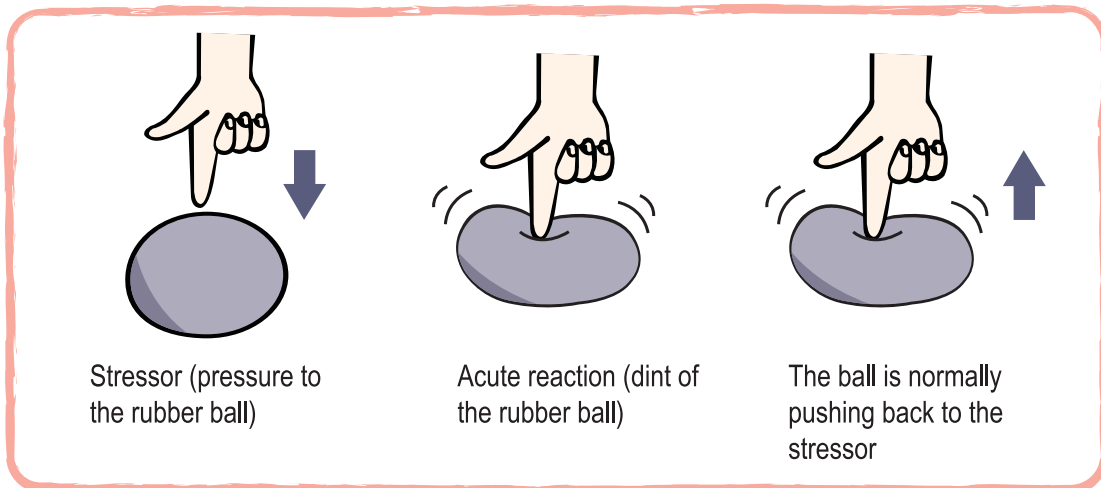
- What is Mental Health?
- Self-Care
- Line Care by Supervisors/Managers



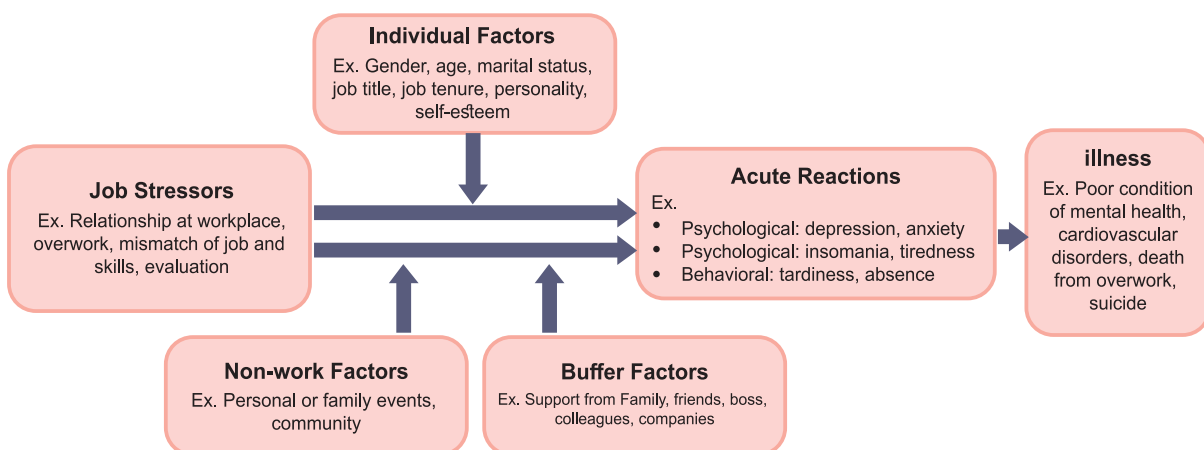
## 6. Mental Health

### 6-1. What is Mental Health?

- **Mental Health** is literally “health condition of mind or mentality.”
- According to the guide issued by Ministry of Health, Labor and Welfare of Japan, “**mental health problem**” is defined as “any mental and behavioral problems such as stress, serious concerns, anxiety, and etc. which may have effects on physical and mental well-beings, social lives, and quality of life (not only psychiatric disorders or suicide).”
- Stress (stressor and acute reaction) causes physical and mental health problems. **Stressor** stimulates mental or physical condition. **Acute reaction** is mental or physical reaction trying to adopt to the stressor. Strong and long-term stressor may result in serious mental illness.



- **Job Stress Model** formulated by the National Institute for Occupational Safety and Health (NIOSH) is the tool to understand how stress, specifically stress at work, influences mental health condition. This framework illustrates what factors have effects on acute reactions besides **job stressors**.



- Job stressors leads to acute reactions. Additionally, there are 3 different factors having effects on this process.

<b>1</b>	<b>2</b>	<b>3</b>
<p><b>Individual factors</b></p> <p>such as gender, age marital status, job title, etc., will interrelate with stressors. The level of stress will differ depending on your life stage, and it could work both in a positive and negative way.</p>	<p><b>Non-work factors</b></p> <p>such as family or community events, also matters, and it could work both in a positive and negative way.</p>	<p><b>Buffer factors</b></p> <p>are the functions to relieve or lighten your stress, including social support from the others.</p>

- To minimize emergence of acute reactions, it is important that companies and individuals think of how you can reduce job stressors and increase buffer factors. Individual factors and non-work factors are difficult to control in compared to these two.

### Why is mental health important?

Mental health is important because it can help you to:

- ✓ Cope with the stresses of life.
- ✓ Be physically healthy, have good relationships.
- ✓ Make meaningful contributions to your community.
- ✓ Work productively
- ✓ Realize your full potential.



### What can affect my mental health

There are many different factors that can affect your mental health, including:

- ✓ Biological factors, such as genes or brain chemistry.
- ✓ Life experiences, such as trauma or abuse.
- ✓ Family history of mental health problems.

Your lifestyle, such as diet, physical activity, and substance use.

### What Exactly is a Mental Illness?

A mental illness is a physical illness of the brain that causes disturbances in thinking, behavior, energy or emotion that make it difficult to cope with the ordinary demands of life.

Research is starting to uncover the complicated causes of these diseases which can include genetics, brain chemistry, brain structure, experiencing trauma and/or having another medical condition, like heart disease.

The two most common mental health conditions are:

- ✓ Anxiety Disorders
- ✓ Mood Disorders



### What is anxiety disorder?

Anxiety disorders are a type of mental health condition. Anxiety makes it difficult to get through your day. Symptoms include feelings of nervousness, panic and fear as well as sweating and a rapid heartbeat.

### What is mood disorder?

A mood disorder is a mental health problem that primarily affects a person's emotional state. It is a disorder in which a person experiences long periods of extreme happiness, extreme sadness, or both.

It is normal for someone's mood to change, depending on the situation. However, to be diagnosed with a mood disorder, symptoms must be present for several weeks or longer. Mood disorders can cause changes in your behavior and can affect your ability to deal with routine activities, such as work or school.

### Mental health and mental illness are not the same thing.

According to the Centers for Disease Control (CDC), mental illness refers to "conditions that affect a person's thinking, feeling, mood, or behavior." These can include but aren't limited to depression, anxiety, bipolar disorder, or schizophrenia

Mental health reflects "our emotional, psychological, and social well-being." Affecting "how we think, feel, and act," mental health has a strong impact on the way we interact with others, handle problems, and make decisions.

### Mental health condition.

Mental health conditions are disturbances in a person's thinking, feeling, or behavior (or a combination of these) that reflect a problem in mental function. They cause distress or disability in social, work, or family activities. Just as the phrase "physical illness" is used to describe a range of physical health problems, the term "mental illness" encompasses a variety of mental health conditions.

### Symptoms

Signs and symptoms of mental illness can vary, depending on the disorder, circumstances and other factors. Mental illness symptoms can affect emotions, thoughts and behaviors.

Examples of signs and symptoms include

- ✓ Feeling sad or down.
- ✓ Confused thinking or reduced ability to concentrate.
- ✓ Excessive fears or worries, or extreme feelings of guilt.
- ✓ Extreme mood changes of highs and lows.
- ✓ Withdrawal from friends and activities
- ✓ Significant tiredness, low energy or problems sleeping.
- ✓ Detachment from reality (delusions), paranoia or hallucinations.
- ✓ Inability to cope with daily problems or stress.
- ✓ Trouble understanding and relating to situations and to people.
- ✓ Problems with alcohol or drug use.
- ✓ Major changes in eating habits.
- ✓ Excessive anger, and hostility or violence.
- ✓ Suicidal thinking



### 6-2. Self-Care

- **Recognizing stress** as early as possible is important to prevent serious mental health problems. **Self-check** tools are effective to capture your overall situations, potential risks of acute reactions and illness, and ways to improve your health condition by yourselves.

- Ways of **coping with stress** depends on the individual. It is important for each of you to find the most comfortable way of **coping with stress** in accordance with your condition.

### How to look after your mental health?

#### Talk about your feelings

Talking about your feelings can help you stay in good mental health and deal with times when you feel troubled.

#### Keep active

Regular exercise can boost your self-esteem and can help you concentrate, sleep, and feel better. Exercise keeps the brain and your other vital organs healthy, and is also a significant benefit towards improving your mental health.

#### Eat well

Your brain needs a mix of nutrients in order to stay healthy and function well, just like the other organs in your body. A diet that's good for your physical health is also good for your mental health.

#### Keep in touch

There's nothing better than catching up with someone face to face, but that's not always possible. You can also give them a call, drop them a note, or chat to them online instead. Keep the lines of communication open: it's good for you!

#### Ask for help

None of us are superhuman. We all sometimes get tired or overwhelmed by how we feel or when things don't go to plan. If things are getting too much for you and you feel you can't cope, ask for help. Your family or friends may be able to offer practical help or a listening ear.

#### Take a break

A change of scene or a change of pace is good for your mental health. It could be a five-minute pause from cleaning your kitchen, a half-hour lunch break at work, or a weekend exploring somewhere new. A few minutes can be enough to de-stress you. Give yourself some 'me time'.

### 6-3. Line Care by Supervisors/Managers

- Managers need to take initiative in **evaluation and improvement of work environment**. They evaluate and improve;
  - ✓ Work setting and procedure, working hours, role contents and volume
  - ✓ Relationships among workers, all kinds of harassment
  - ✓ Organizational personnel and labor management system etc.



- Managers also need to make an atmosphere where employees feel comfortable to ask them for **counseling**. In counseling, **active listening** (stated by Carl Rogers) is one of the most important skills for managers to capture consultants' situations. 3 biggest tips of active listening are;
- ✓ Empathy, empathic understanding
  - ✓ Unconditional positive regard
  - ✓ Congruence



## Chapter 7

# How to Foster Self-efficacy

- What is Self-efficacy?
- Four Factors that Can Foster Self-efficacy

## 7. How to Foster Self-efficacy?



### 7-1. What is Self-efficacy?

Self-efficacy is a person's particular set of beliefs that determine how well one can execute a plan of action in prospective situations (Bandura, 1977). Self-efficacy has a significant impact on career decision-making. If you think that you cannot do it nor achieve it for a particular issue, then your self-efficacy might be low. On the other hand, if you think that you can do it or achieve it, then it can be said that your self-efficacy is high. As a result of having good self-efficacy, you will be able to put your goal at a higher level, you can challenge things and gain competence.

### 7-2. Four Factors that Can Foster Self-efficacy

There are four factors that influence self-efficacy formation (Bandura, 1986). It is said that the factor that is 'Personal Performance Accomplishments' is the most effective factor among those. You can review four factors and think about how to enhance the factors that result in improving your self-efficacy.

#### Personal Performance Accomplishments

It is the experience of having achieved something for oneself. This experience of getting things done and succeeding increases self-efficacy.

#### Vicarious Experiences (Modeling)

Self-efficacy is transformed by observing the experiences of others. For example, when you visit a factory to talk with the graduate who is working at the factory, it makes you feel like you could do it too. It can also help to increase self-efficacy.

### Social Persuasion

Receiving encouragement and support from those around you also increases your sense of self-efficacy. On the other hand, self-efficacy becomes lower when you receive negative reactions from their surroundings.

### Physiological and Emotional States

Physiological responses also affect self-efficacy. Anxious feelings lower feelings of being able to do something, whereas relaxed, positive feelings lead to higher optimism.



#### TIPS

If you observe that the trainees' self-efficacy is low, try to advise them to increase each of the four elements. For example, in personal performance accomplishments, start by looking at small steps! As they experience small successes, their self-efficacy will increase. A good sense of self-efficacy allows them to try things and get opportunity, which will lead them in the desired direction for their personal career choice.



## Chapter 8

# HOW TO MAKE A CV

- Let's Prepare CV
- Example of CV

## 8. How to Make a CV

### 8-1. Let's Prepare CV

- ✓ **Include your personal details** – name, address, phone number and email. Do not include your age or a photograph unless specifically asked to do so.
- ✓ **When you write your employment history and education details, put your most recent achievements first.**
- ✓ **Keep your CV short, while still including sufficient detail.** It sounds tricky, but it can be done. Academic CVs are usually at least 4-5 pages long, whereas CVs tailored to the private sector should be only 2.
- ✓ **You can sound professional without using excessive jargon.** Keep your writing clear, direct and focused. Remember that the person looking at your CV might not be an expert in your field.
- ✓ **Use 'doing' words on your CV such as 'developed' or 'organized'.** This makes you sound active and not passive. But avoid clichés. You don't want to be just another "fast learner" with a "good work ethic".
- ✓ **Don't talk about your social life** unless your activities display an important skill such as leadership or teamwork.
- ✓ **Most importantly, proofread your CV.** There should be no spelling, punctuation or grammar errors: unprofessional CVs are rejected. If you find editing your own work difficult, get a friend to read your CV.
- ✓ **Once you have finished it, show it to as many people as possible:** your supervisor/mentor, colleagues, even your family and friends. Their first impressions will help you to improve your CV.



## 8-2. Example of CV

# Full Name

emailaddress@domain.com | 0000 000 000 | Suburb, State, Postcode

## Key skills

- Skill one
- Skill two
- Skill three
- Skill four
- Skill five
- Skill six
- Skill seven
- Skill eight

## Education

**Course or qualification**  
from Institution Name  
Graduated YYYY

**Course or qualification**  
from Institution Name  
Graduated YYYY

## Summary

This is your elevator pitch where you have just a few lines of text to sell yourself to a potential employer. Try to keep it brief and to the point. For some great examples of personal summaries, visit: [How to sell yourself in 25 words or less.](#)

## Career history

**Role Title at Company Name**  
Month YYYY – Month YYYY

Overview of role in 1 to 2 lines

### Key responsibilities

- Insert 2 to 3 key responsibilities

### Achievements

- Insert 2 to 3 achievements

**Role Title at Company Name**  
Month YYYY – Month YYYY

Overview of role in 1 to 2 lines

### Key responsibilities

- Insert 2 to 3 key responsibilities

### Achievements

- Insert 2 to 3 achievements

## Interests

- Insert 2 to 3 interests

## References

Available upon request

## Chapter 9

# PREPARATION FOR INTERVIEW

- Let's Prepare for a Job Interview!
- Manner for the Interview
- Let's Practice!



## 9. Preparation for Interview!

### 9-1. Let's Prepare for a Job Interview!



Once you've had the interview confirmed:

#### 1. Research the organization

You'll already know the basics from your research ahead of submitting your application, but now is the time to delve a bit deeper. What are their current projects? Have they been in the news? Who are their clients? Who will be interviewing you? Check out the organization's website, newspapers, or social media for this information. Showing you know what the organization is up to will look good to your interviewers.

#### 2. Prep the possible questions – and their answers

Looking at the job description and the skills required for the role should give you a steer on what kind of questions could be asked about your abilities and experience.

List the possible questions and make a note of what your answers would be, but don't worry about fitting in to an exact box. The interview is a chance to show your knowledge and skills but also your personality, so personal projects you've developed, or examples from hobbies or interests that are relevant might be of interest to the interviewer. It's all of these things combined that will help to demonstrate why you are a good match for the job.

#### 3. Research career progression and training opportunities

Is there a particular course or qualification you think would be relevant to the role you are applying for? If it feels right during the interview, you could express an interest in possible learning and development opportunities. This is a great example of your proactivity, but don't go overboard – it's good to mention but shouldn't be the main focus of the interview.

#### 4. Sort out extra support you might need

If you need special access or additional materials to be arranged for your interview, make sure you get in touch with the organization and let them know.

For example:

- ✓ Arranging for written materials to be amended into Braille, enlarged font, color contrast or audio.
- ✓ Adding signs to the interview room.
- ✓ Adjusting chairs.
- ✓ Arranging for a sign language interpreter.
- ✓ Confirming alternative access such as ramps or rails.

#### 5. Plan the route

Make sure you know where you are going and how long it takes to get there. If you can, go online and work out the easiest way to get there, then be sure to add on extra time so you're totally covered. The last thing you want is to arrive flustered or late.

#### 6. Figure out what to wear

The last thing you need is a frantic panic on the morning of the interview as you hunt for a suitable outfit. Planning what to wear a few days beforehand will let you focus on the important things.

"I planned what I was going to wear and how I was getting there a week before my interview. It left me time to concentrate on the other interview prep I had to do in the days leading up to it."

Thalia, 21, student

#### A few days before

#### 7. Think of the questions you'd like to ask

During your research there will most likely have been things cropping up that you'd like to know more about. Write them out as clear questions for the interviewer. This will help you avoid an awkward silence when you're asked if you have any questions.

#### 8. Practice with friends or family

Imagining what it feels like to be in the interview can help make it feel less daunting. Rehearsing questions and answers with friends, family or a mentor will be a huge help on the day.

#### The day before

#### 9. Read through your notes

Re-familiarize yourself with the questions and answers you've prepared but don't stress about trying to remember every single detail. A decent grasp of the main points will stop you 'script-reading' your answers, but if it helps, create a list of key skills, qualities and experience from your CV that you want to cover.

#### 10. Get a good night's sleep

You'll undermine your preparations if you're stifling yawns in the interview. Feeling refreshed and alert will also help you cope with any unforeseen situations that might get the nerves buzzing; like questions you maybe hadn't thought of.

It's really noticeable when an interviewee has not had enough sleep, they seem far less focused and alert and it doesn't leave a good impression."

Stacey, Head of HR, Marketing agency

Source: *How to Prepare for an Interview | 10 Step Guide | LifeSkills (barclayslifeskills.com)*

## 9-2. Manner for the Interview

- **Make a great first impression.**

Don't forget the little things—shine your shoes, make sure your nails are clean and tidy, and check your clothes for holes, stains, pet hair and loose threads. Display confident body language and a smile throughout.

- **Treat everyone you encounter with respect.**

This includes people on the road and in the parking lot, security personnel and front desk staff. Treat everyone you don't know as though they're the hiring manager. Even if they aren't, your potential employer might ask for their feedback.

- **Practice good manners and body language.**

Practice confident, accessible body language from the moment you enter the building. Sit or stand tall with your shoulders back. Before the interview, take a deep breath and exhale slowly to manage feelings of anxiety and encourage self-confidence. The interviewer should extend their hand first to initiate a handshake. Stand, look the person in the eye and smile. A good handshake should be firm but not crush the other person's fingers.

- **Win them over with your authenticity and positivity.**

Being genuine during interview conversations can help employers easily relate to you. Showing positivity with a smile and upbeat body language can help keep the interview light and constructive.

- **Respond truthfully to the questions asked.**

While it can seem tempting to embellish on your skills and accomplishments, interviewers find honesty refreshing and respectable. Focus on your key strengths and why your background makes you uniquely qualified for the position.

- **Tie your answers back to your skills and accomplishments.**

With any question you answer, it is important that you tie your background to the job by providing examples of solutions and results you've achieved. Use every opportunity to address the requirements listed in the job description.

- **Keep your answers concise and focused.**

Your time with each interviewer is limited so be mindful of rambling. Practicing your answers beforehand can help keep you focused.

- **Do not speak negatively about your previous employers.**

Companies want to hire problem solvers who overcome tough situations. If you're feeling discouraged about your current job, focus on talking about what you've gained from that experience and what you want to do next.

*Source: 21 Job Interview Tips: How to Make a Great Impression | Indeed.com*



### 9-3. Let's Practice!

It is very important to prepare your motivation for applying a job and know yourself before the interview. You could take time to think about you and the following questions can help you to think about before an interview.

- Q 1. What is the motivator for the interest in the industry, the company and the occupation? When was it? What is the episode?
- Q 2. What kind of occupation you would like to do?
- Q 3. Why did you apply for the job?
- Q 4. What was the reason to apply for the company?
- Q 5. What kind of skills and ability you can utilize for the work?
- Q 6. What do you want to be in the future through the work?
- Q 7. What kind of skills and ability you would like improve in the future?

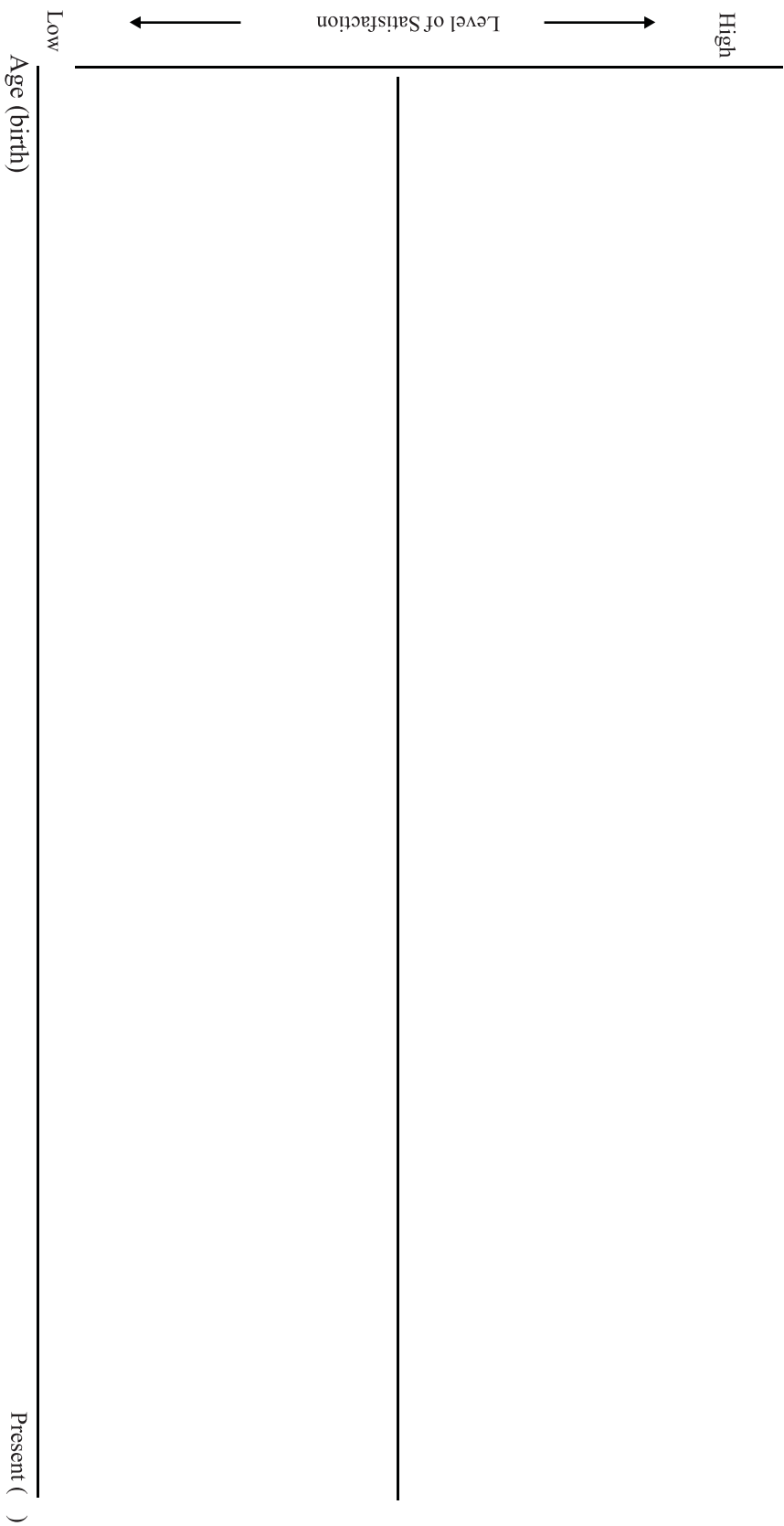


#### TIPS

The trainers can support the trainees in practicing mock job interviews. By practicing in advance, the trainees can get prepared for the interview and can improve their confidence. Role-playing mock job interviews between trainees is also good practice.

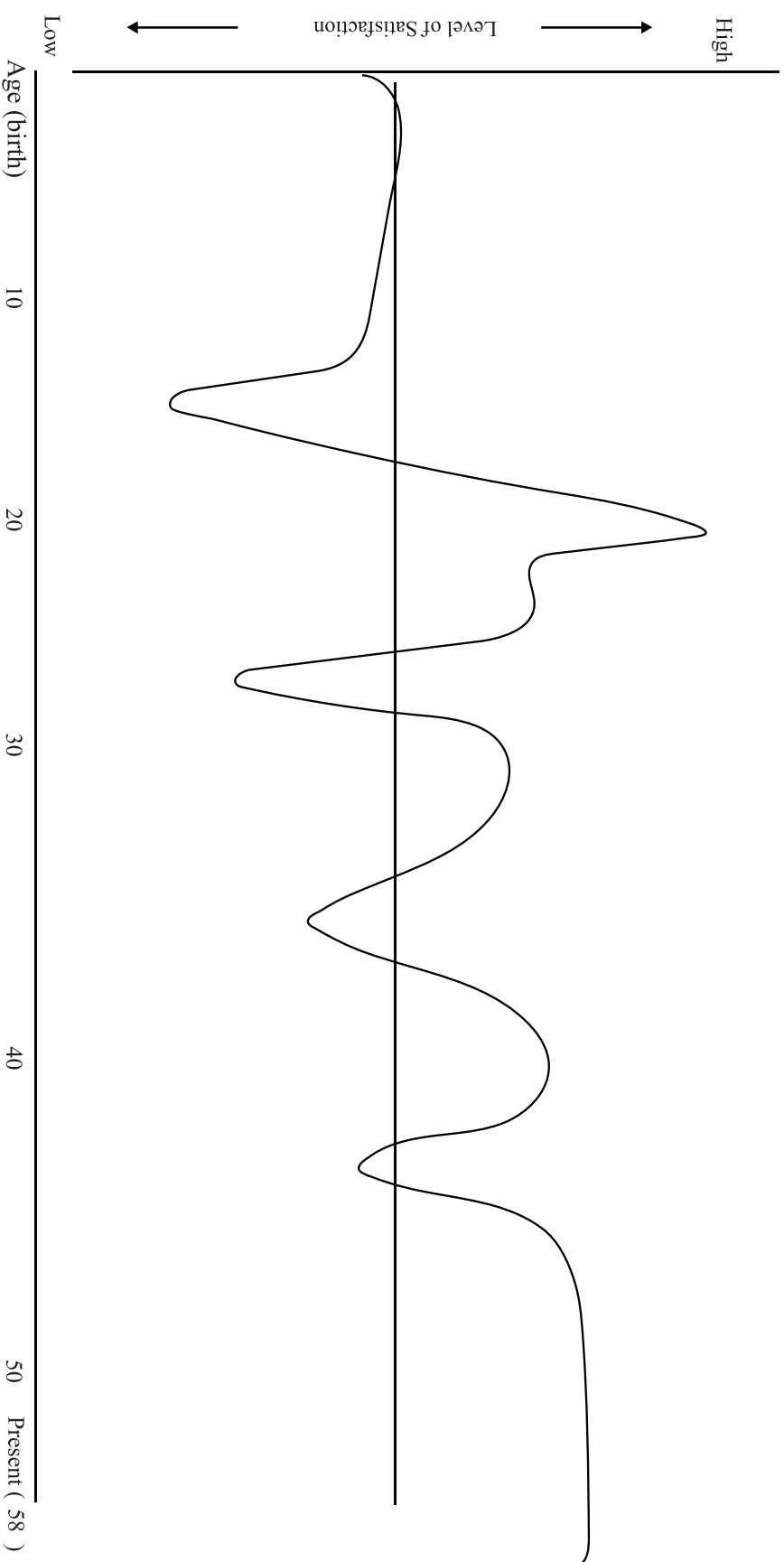
### Life Line Chart

Please draw your own life line from birth to the present with freehand from the aspect of satisfaction. Decide the position of the line based on your own feelings at that time instead of looking back on the past and seeing it as a good experience at this moment.



### Life Line Chart (Sample)

Please draw your own life line from birth to the present with freehand from the aspect of satisfaction. Decide the position of the line based on your own feelings at that time instead of looking back on the past and seeing it as a good experience at this moment.



## My Life Career Rainbow

Role	Current Age ( )	Distribution	____ years later Age ( )	Distribution
Child				
Student				
Leisurite				
Citizen				
Worker				
Homemaker				
Other ( )				
		100		100

## My Life Career Rainbow < Sample >

Role	Current Age ( 32 )	Distribution	5 year later Age ( 37 )	Distribution
<b>Child</b>	Taking care of parents when they are not well Becoming a conversation partner for mother	15	Asking someone to take care of children	5
<b>Student</b>	Taking cooking class after work twice a week	10	Continuing self-development such as studying accounting data processing and nutrition	5
<b>Leisureite</b>	Spending leisure time watching TV or reading magazines (No specific hobbies)	5	Going to gym (swimming, etc.) for healthcare	5
<b>Citizen</b>	Exercising basic duty as citizen such as local tax payment and vote for mayor election	5	Volunteering at welfare facilities	10
<b>Worker</b>	Working at Accounting Department of Textile Merchandising Company (Company C)	60	Working for accounting or working as a cooking instructor	30
<b>Homemaker</b>	Cleaning, doing the laundry, etc.	5	Doing housework and managing household budgets	15
<b>Other</b>	( )	100	Continuing work after marriage Spending dinner time and holidays with family Being a good mother of 2 children (one son and one daughter going to elementary school)	30
		100		100



## References

The manual was developed with reference to the presentations and the contents of the 8th and 9th Seminar for Promotion of Female Employment under JICA Project for Skills Development and Market Diversification of Garment Industry (PSDMD). The seminars conducted were as follows.

1. 8th Seminar for promotion of female employment part 1 (Career Development Theory and Practice (Career Development Theory))
2. 8th Seminar for promotion of female employment part 2 (Career Development Theory and Practice (Career Counseling Skills))
3. 8th Seminar for promotion of female employment part 3 (Career Development Theory and Practice (Career Counseling Skills))
4. 9th Seminar for promotion of female employment part 1 (Soft Skills, Mental Health).
5. 9th Seminar for promotion of female employment part 2 (Assertive Communication Theory)
6. 9th Seminar for promotion of female employment part 3 (Assertive Communication Practice)

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