

# **Technical Communication**

## **(effective from the session 2019-20)**

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### **Unit -1 Fundamentals of Technical Communication:**

Technical Communication: Features; Distinction between General and Technical Communication; Language as a tool of Communication; Dimensions of Communication: Reading & comprehension; Technical writing: sentences; Paragraph; Technical style: Definition, types & Methods; The flow of Communication: Downward; upward, Lateral or Horizontal; Barriers to Communication.

### **Unit - II Forms of Technical Communication:**

Technical Report: Definition & importance; Thesis/Project writing: structure & importance; synopsis writing: Methods; Technical research Paper writing: Methods & style; Seminar & Conference paper writing; Expert Technical Lecture: Theme clarity; Analysis & Findings; 7 Cs of effective business writing: concreteness, completeness, clarity, conciseness, courtesy, correctness, consideration, C.V./Resume writing; Technical Proposal: Types, Structure & Draft.

### **Unit - III Technical Presentation: Strategies & Techniques**

Presentation: Forms; interpersonal Communication; Class room presentation; style; method; Individual conferencing: essentials: Public Speaking: method; Techniques: Clarity of substance; emotion; Humour; Modes of Presentation; Overcoming Stage Fear; Audience Analysis & retention of audience interest; Methods of Presentation: Interpersonal; Impersonal; Audience Participation: Quizzes & Interjections.

### **Unit - IV Technical Communication Skills:**

Interview skills; Group Discussion: Objective & Method; Seminar/Conferences Presentation skills: Focus; Content; Style; Argumentation skills: Devices: Analysis; Cohesion & Emphasis; Critical thinking; Nuances: Exposition narration & Description; effective business communication competence: Grammatical; Discourse competence: combination of expression & conclusion; Socio-linguistic competence: Strategic competence: Solution of communication problems with verbal and non verbal means.

### **Unit - V Dimensions of Oral Communication & Voice Dynamics:**

Code and Content; Stimulus & Response; Encoding process; Decoding process; Pronunciation Etiquette; Syllables; Vowel sounds; Consonant sounds; Tone: Rising tone; Falling Tone; Flow in Speaking; Speaking with a purpose; Speech & personality; Professional Personality Attributes: Empathy; Considerateness; Leadership; Competence.

### **Reference Books**

1. Technical Communication – Principles and Practices by Meenakshi Raman & Sangeeta Sharma, Oxford Univ. Press, 2007, New Delhi.
2. Personality Development and Soft Skills by Barun K. Mitra, OUP, 2012, New Delhi.
3. Spoken English- A Manual of Speech and Phonetics by R.K.Bansal & J.B.Harrison, Orient Blackswan, 2013, New Delhi.
4. Business Correspondence and Report Writing by Prof. R.C. Sharma & Krishna Mohan, Tata McGraw Hill & Co. Ltd., 2001, New Delhi.
5. Practical Communication: Process and Practice by L.U.B. Pandey; A.I.T.B.S. Publications India Ltd.; Krishan Nagar, 2014, Delhi.

6. Modern Technical Writing by Sherman, Theodore A (et.al); Apprentice Hall; New Jersey; U.S.
7. A Text Book of Scientific and Technical Writing by S.D. Sharma; Vikas Publication, Delhi.
8. Skills for Effective Business Communication by Michael Murphy, Harward University, U.S.
9. Business Communication for Managers by Payal Mehra, Pearson Publication, Delhi.

## **Course Outcomes**

1. Students will be enabled to **understand** the nature and objective of Technical Communication relevant for the work place as Engineers.
2. Students will **utilize** the technical writing for the purposes of Technical Communication and its exposure in various dimensions.
3. Students would imbibe inputs by presentation skills to **enhance** confidence in face of diverse audience.
4. Technical communication skills will **create** a vast know-how of the application of the learning to promote their technical competence.
5. It would enable them to **evaluate** their efficacy as fluent & efficient communicators by learning the voice-dynamics.