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Section - CSIT (A)

Session - 2023-24 (odd Sem)

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03-11-2023

Friday

## Technical Communication (BAS301)

### Unit - 1

Ques 1 → Define communication and process of communication.

Ans -

Communication is the process of passing information and understanding from one person to another. It is the process of imparting ideas and making oneself understood by others. Communication is the two-way process involved in several activities, which involves Informal conversations, meetings, Presentations, phone calls etc.

We need to communicate to interact. Communication is one of the essential conditions of social interaction, it plays a key role in our life. The word "communications" comes from the Latin word "communicare", meaning 'to share, to impart, or to commune'. Its literal meaning is 'giving or sharing information'. "Communication" is a process of sharing information. The word process suggests that communication exists as a flow through a sequence or series of steps.

Ques 2 → Define different types of communication.



Aus:-

## Types of communication:-

(1). Verbal communication:- It occurs when we engage in speaking with others. It can be face-to-face, over the telephone, via skype or zoom etc.

(2). Non-Verbal communication:- It includes facial expressions, posture, eye contact, hand movements and, touch.

(3). Written communication:- whether it is an email, a memo, a report, a facebook post, a Tweet, a contract etc. all are forms of written communication.

(4). Listening:- It is one of the most imp. types of comm. because if we cannot listen to the person sitting across from us, we cannot effectively engage them.

(5). Visual communication:- Eg:- TV's are running 24/7, Facebook is visual with memes, videos, images etc., Instagram is an image-only platform etc.

Ques 3→ what are the barriers to communication?  
= Explain.



## Aus:- Types of Barriers:-

### ①. Physical and Mechanical Barriers:-

- (a). Noise
- (b). Distance
- (c). Time
- (d). Information Overload
- (e). Physical Barriers
- (f). Use of words with meaning
- (g). Denotations and -  
- Connotations

### ②. Language and Semantic Barriers:-

- (a). Unclear Message
- (b). Words or symbols with multiple meanings
- (c). Technical words or jargons

### ③. Social Psychological Barriers:- (a). Difference in Perception

- (b). Difference in attitude
- (c). Emotions
- (d). Inattention
- (e). Closed Minds

### ④. Organizational Barriers:- (a). Status Relationship

- (b). One-way flow
- (c). Complex organizational structure
- (d). Distance Barriers



Ques 4 →

Explain the 7C's of communication.

Ans:-

7C's of communication:-

- ①. completeness:- Every communication must be complete and adequate.
- ②. conciseness:- It means that in business communication you should be brief and be able to say whatever you have to say in fewest words.
- ③. clarity:- The message must be put in simple terms to ensure clarity.
- ④. correctness:- It means bright level of language and accuracy of facts, figures and words.
- ⑤. consideration:- It means preparing the message with the intended receiver in the mind.
- ⑥. Concreteness:- It means be specific, definite and vivid (clear) rather than vague (not clear).
- ⑦. Courtesy:- courtesy and politeness stems from a sincere youth attitude.



Ques 5 →

Explain rising tone and falling tone in detail.

Ans 1 -

Rising Tone:- The pitch of our voice rises on the tonic syllable in a rising tone. We use a rising tone in polite questions, conditional, polite requests, direct questions (requiring yes/no answers), and incomplete utterances.

→

Falling Tone:- The pitch of our voices falls on the tonic syllable in a falling tone. We use the falling tone in ordinary statements (assertive sentences, including both affirmative and negative, without any implication), wh-questions (questions beginning with a wh-word, such as what, when, where, and so on), polite expressions, greetings, imperative sentences (commands, prohibition, and so forth), and exclamatory sentences.



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## Unit → 2

Friday

Ques 1→ What is a resume? What are the functions of a resume?

Ans→ Resume is a word originated from the French word • Education, skills and employment summarized together. is called a resume. A resume is an outline of what you are and does not list down all details of a profile, but showcases specific skills customized to the target job.

Resume is not just your background, qualities and achievements. It should reflect your personality, to ensure interview call. If the resume is limited to one or two pages and carries different titles, fast screening is possible by the scrutinizer. White, A4 size plain paper should be used. Avoid unnecessary information. Resume should be typed. Decide what will be relevant for the job. Decide general structure by identifying the important heads of items like personal details, ~~so~~ academic record, experience, achievements, special skills and expertise.

Ques 2→ What is the difference between CV and resume?



Aus:- The CV presents a full history of your academic credentials, so the length of the document is variable. In contrast, a resume presents a concise picture of your skills and qualifications for a specific position, so length tends to be shorter and dedicated by years of experience (generally 1-2 pages).

Ques 3:- discuss interview skills. suggest some guidelines before, during and after the interview.

Aus:- Interview Skills:- An interview is a procedure designed to obtain information from a person through oral responses to oral inquiries. An interview is a face-to-face conversation between the interviewer and the interviewee, where the interviewer seeks replies from the interviewee for choosing a potential human resource.

→ Preparation for interview:- giving an interview needs a lot of preparation. Preparation is started before an interview. we should be well organised and proactive to clear an interview.



### ①. Before the interview:-

- company information → The most imp. step is to read and research the company from all the sources like company website, blog, and social media pages.
- About the interviewer- If you know the interviewer's name already, research about him/her.
- Be stress free → don't look tired, fussy, unsystematic and puzzled.

### ②. During the interview:-

- Timing → Reach 20-25 minutes prior to the interview time. It will give you time to relax and prepare.
- Questions for interviewer- Ask smart questions regarding work-culture, company profile or job profile etc.

### ③. After the interview:-

- Inform your references- Inform your references about the interview.
- Analyse the interview- It is one of the most imp. exercises to do after an interview.

Ques 4 → What are the methods of group discussions?



Aus 1-

## Methods of Group discussions:-

- ①. contributing Systematically— The success of a group discussion depends on systematic contribution by each member of the group.
- ②. creative a friendly cooperative Atmosphere— Creating an atmosphere conducive to positive discussion is the responsibility of each member of the group.
- ③. Moving the discussion along— A leader should ensure that the group discussion moves along the right direction so that it is able to complete the task within the fixed time limit.
- ④. Handling conflict → One important aspect of participating in any group discussion is dealing with conflict.

Aus 5→

what are the key considerations when writing an expert technical lecture?

Aus 5-

key considerations when writing an expert technical lecture



- ①. prepare a plan
- ②. know your audience
- ③. do your research
- ④. practice your speech
- ⑤. tell a story / or about an event
- ⑥. give an interactive presentation

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Unit → 3

Ques 1 → what is the structure of thesis writing?

Ans 1 → Structure of Thesis writing -

- ①. Cover page → Identifies topic, writer, institution, degree and date.
- ②. Declaration → States that the material presented has not been used for any other award, and that all sources are acknowledged.
- ③. Acknowledgments → To thank anyone whose support has been imp. for your work.
- ④. Table of contents → Lists all major divisions and subdivisions.
- ⑤. Lists of Tables/ Figures/ Illustrations/ Appendices; - Lists all of these and the pages on which they appear.
- ⑥. Introduction → Provides background information related to the need for the research.
- ⑦. Literature review; - To show the reader that you are familiar with issues and debates in the field.
- ⑧. Methodology → Presents a rationale for the methodological approach.
- ⑨. Results → Presents the data and findings, ordered / analyzed in ways justified earlier.



(10)

Discussion → Discusses findings, drawing out main achievements and explaining results.

(11)

Conclusion → Draws all arguments and findings together.

(12)

Appendices → Provides a place for important information which, if placed in the main text, would distract the reader from the flow of the argument.

(13)

References / Bibliography → Shows the reader which texts / materials you have consulted.

(14)

Glossary / Index → Helps reader where the context or content of the research may be unfamiliar.

Ques 2 → what are the various formats of a report?

Aus:-

Various formats of a Report are -

(1)

Status Reports → It talks about the progress going on with a project. It also states various significant activities associated with the project.

(2)

Progress Report → while executing a project, a



progress report is inevitably carried out to update everything about the project.

- (3). Risk Reports → This type of report explains the risks associated with the project in a documented form.
- (4). Board Executive Reports → An executive report is a summary of the business plan of an organization for lending partners.
- (5). Cost Benefit Analysis Report → This kind of report helps organization know if a particular project is possible or not.
- (6). Resource Reports → This report highlights the distribution of resources according to the project tasks.

Ques 3 → What is a proposal writing? Describe various objectives of writing proposals.

Aus:-

Proposal Writing → Proposal writing is the process of creating a document that outlines a plan, project, or idea and presents it to an individual, organization, or governing body for consideration, approval, or funding.

→ The main objectives of writing proposals include:

- ①. Soliciting Funding or Resources— Many proposals are written to request financial support, resources for a project or research.
- ②. Project planning and Management → Proposals serve as a blueprint for planning and executing a project.
- ③. Idea Presentation— Proposals are used to introduce and present a new idea, concept, or innovation, to decision-makers.
- ④. Research Funding → In academia and scientific research, researchers write proposals to secure funding for their research projects.
- ⑤. Contract Bidding → Companies submit proposals in response to requests for proposals or invitations to bid to complete for contracts.

Ques 4 →

Discuss voice as an element of speech delivery. Give its

Key aspect?

Ans:- Poise → Poise means ease and dignity of manner, and balance and stability of carriage as in bearing of the body and head. A poised speaker is a relaxed speaker, calm, composed, and confident because of thorough preparation and control.

Ques 5 → Brief discuss element of speech delivery ?

Ans → Elements of speech delivery are -

- ①. Rate → Rate of speaking refers to how fast or slow you speak. If you speak too fast, your audience will not be able to absorb the information you present.
- ②. Volume → Volume refers to how ~~is~~ loud or soft your voice is. As with speaking rate, you want to avoid the extremes of being too loud or too soft, but still vary your volume within an acceptable middle range.



- (3) Pitch → Pitch refers to how high or low a speaker's voice is. As with other vocal qualities, there are natural variations among people's vocal pitch.
- (4) Articulation → Articulation refers to clarity of sounds and words we produce. If someone is articulate, they speak words clearly, and speakers should strive to speak clearly.
- (5) Pronunciation → Unlike articulation, which focuses on the clarity of words, pronunciation refers to speaking words correctly, including the proper sounds of the letters and the proper emphasis.
- (6) Fluency → Fluency refers to the flow of your speaking. To speak with fluency means that speech flows well and that there are not many interruptions to that flow. There are two main disfluencies, or problems that affect the flow of a speech.

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## Unit → 4

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Ques 1 → what is leadership communication, and why is it important?

Ans:-

Leadership communication:- Leadership communication is the process of effectively conveying information, ideas, and vision to a group or organization as a leader. It involves various forms of communication, such as verbal, non-verbal, written, and electronic.

→ Importance of Leader communication:-

- ①. Alignment:- Effective leadership communication ensures that everyone within an organization understands the mission, goals, and values.
- ②. Inspiration:- Leaders who communicate well can inspire and motivate their teams.
- ③. Clarity:- clear communication reduces misunderstandings, enhances decision-making.
- ④. Trust:- open, honest and transparent communication builds trust between leaders and their teams, which is vital for a positive work environment.



Ques 2 →

What is Feedback? Why is feedback important in communication?

Ans:-

Feedback → Feedback is a response or reaction provided to a person, a group, or organization regarding their actions, performance or communication.



Importance of Feedback :-

- ① Improvement → Feedback helps identify their strengths and weaknesses, enabling them to improve and grow,
- ② Clarity → It ensures that messages are understood correctly by the recipient, reducing misunderstandings and enhancing the quality of communication.
- ③ Motivation → Positive feedback can motivate and reinforce accountability for their actions and responsibilities, promoting a sense of ownership.



Ques 3 → How can one effectively receive and process feedback?

- Ans :-
- ① Stay Open-Minded :- Approach feedback with an open-mind, and be willing to consider different perspectives.
  - ② Listen Actively :- Pay close attention to the feedback given. Show that you're listening by maintaining eye contact, nodding, and using verbal cues like "I see" or "Go on".
  - ③ Avoid Defensiveness :- Try not to become defensive or dismissive. Instead, ask for clarification or examples if you don't fully understand the feedback.
  - ④ Ask Questions :- Deepen your understanding of the feedback by asking questions for clarity and further insights.

Ques 4 → Define Emotional Intelligence and its significance in building trust through communication.



Ans:-

Emotional Intelligence - EQ is the ability to recognise, understand, manage, and effectively use your own emotions and the emotions of others. It includes qualities like empathy, self-awareness, self-regulation, social skills, and motivation.



### Significance :-

- ①. Empathy → High EQ individuals can emphasize with the emotions and perspectives of others.
- ②. Self-Awareness → Being aware of your own emotions and reactions enables you to communicate more authentically.
- ③. Conflict Resolution → EQ enhances one's ability to communicate effectively, both verbally and non-verbally.



Ques 5 → Describe various types of thinking skills?

Ans:- Types of Thinking skills are -

- ①. Critical Thinking → The ability to objectively analyze and evaluate information, arguments, or situations to make informed decisions.
- ②. Creative Thinking - The capacity to generate novel ideas, approaches and solutions.
- ③. Analytical Thinking - The skill of breaking down complex problems into smaller components, making it easier to understand and solve them.
- ④. Strategic Thinking - The ability to think long-term and plan for the future. Strategic thinkers consider the big picture and make decisions that align with broad broader goals.

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Unit → 5

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Saturday

Ques 1 → What are the common types of contents used in social media?

Ans -

1. Text Posts - Written updates, thoughts, or messages that can be shared with your followers. They are common on platforms like Twitter and Facebook.
2. Images - Pictures and graphics are widely used on platforms like Instagram and Pinterest.
3. Videos → Short or long-form videos shared on platforms like YouTube, TikTok, Instagram, Facebook. Videos can range from educational content to entertainment.
4. Links - Sharing links to articles, blog posts, news stories or external content.
5. GIF's - Animated images or short video clips that add a fun and energizing



element to social media posts

- Q. Emojis and stickers - Enhancing posts with emojis, stickers, and emojis to express emotions and add a playful touch to content.

Ques 2 → Explain the content creation process for webinars.

Ans - Here is a step-by-step guide to the content creation process for webinars:-

1. Define Your Purpose and Goals.
2. Identify Your Target Audience.
3. Choose a Topic.
4. Develop an Outline.
5. Create Engaging Content.
6. Design Visual Materials.
7. Interactive Elements.
8. Practice and Rehearsal.
9. Technical Setup.
10. Promotional Materials.



11. Registration and Landing Page.
12. Delivery and Engagement.
13. Follow-up and Resources.
14. Analyze Performance.
15. Iterate and Improve.

Ques 3 →

Explain the content creation process for blogs.

1. Define Your Blog's Purpose and Goals.
2. Identify Your Target Audience.
3. Research and Choose Blog Topics.
4. Develop an Editorial Calendar.
5. Content Creation.
6. SEO optimization.
7. Visuals and Media.
8. Formatting and Layout.
9. Call to Action (CTA).
10. Promotion.
11. Engage with Your Audience.
12. Analytics and Performance Evaluation.
13. Iterate and Improve.

Ques 4 →

Explain SWAMI VIVEKANANDA's concept of



personality development.

Ans 1. Self - Realization - Vivekananda emphasized the most importance of self-realization, which means recognizing one's true nature and potential.

2. Balance and Harmony - Vivekananda stressed the need for balance and harmony in all aspects of life, including physical, mental and spiritual.

3. By Physical Health - Swami Vivekananda understood the significance of physical health as the basis for mental and spiritual development.

4. Mental Strength - Vivekananda placed a strong emphasis on developing mental strength and resilience.

Ques 5 → Explain Abraham Maslow's motivation theory.

Ausl-

① Physiological Needs:- the foundation of the hierarchy includes basic physiologic needs such as air, water, food, sleep and water and shelter.

② Safety Needs:- Once physiological needs are met, individuals seek safety and security. This includes personal safety, financial security, health and protection from danger.

③ Love and Belongingness- After safety needs are satisfied, the next level of needs revolves around social interactions and a sense of belonging.

④ Esteem Needs:- Once the lower-level needs are fulfilled, individuals pursue self-esteem and self-respect.

⑤ Self Actualization- At the top of the pyramid is the self actualization, represents the realization of one's full potential and personal growth.