Noida Institute of Engineering and Technology, Greater Noida

Technical Communication
AASL 0401

Unit: 2

Technical Writing - I

B. Tech.
Semester-IV

Department of English

- Basic knowledge of English language
- Fundamentals of Technical communication

UNIT-II   5 Hours

- Characteristics of technical writing, technical vocabulary, etymology

- Business letters and e-mails - types, format , style and language

- Notices , Agenda, and Minutes

- Job Application, CV, and Resume

NIET
Greater Noida
GET FUTURE READY
Estd.2001
AN AUTONOMOUS INSTITUTE

Technical Communication

AASL 0401

Unit: 2, Topic: 1

Technical Writing: Technical vocabulary, Etymology

B.Tech.
Semester - IV

Department of English

- Prerequisite

- Basic Understanding of the Language and nuances of Communication

- Recap

- Writing Skills

Technical Writing :

It can be defined as the practice of articulating any product or service in the form of a document where processes are defined such as software manuals or instructional materials.

As an engineer your job will be to apprise your readers of the complex functions of appliance/machine in a way that they can understand and apply, even if they do not have prior knowledge of the topic.

Qualities associated with Technical Writing:

- Needs to be written precisely so that it can be understood by users or target audience.

- To understand the target audience so that your document or technical content may connect with them quickly.

- Write stepwise guidance about how to perform something or some process.

- **Clear**: Technical writing requires concise sentences that leave no room for misunderstanding.

- **Precise**: The language must be describing objects and procedures in an exact manner.

- **Straightforward**: It requires information in a way that is direct and straight to the point without the use of literary devices.

- **Easily understandable**: Avoid words that people may not understand.

- **Structured**: Technical writing is very structured. The audience needs to be able to rely on technical writing for step-by-step instructions.

- **Denotative meanings:** This type of writing relies on the denotative meanings of words to ensure that misunderstanding do not occur due to differing interpretations based on connotation.

- **Detailed:** Technical writing is very detailed and informative, leaving nothing to the imagination. The best example of technical writing is a Textbook.

- **Problem-solving focus**: Readers use these documents to learn how to perform certain tasks or gain technical information, so they should be easy to follow and organized in a way that's easy to refer to as questions come up.

– User manuals

– Lab reports

– Driving directions

– Medical prescriptions, etc.

• Technical vocabulary is composed of words with a specialized meaning used usually in one specific subject.

Fabrication	The process of inventing and producing something
Friction	The resistance of a surface when it moves over another surface
Generator	A machine that converts mechanical energy into its electric equivalent
Hydraulic	A liquid moving in limited space under pressure
Intersection	A point where two or more things cross each other
Machine	A device that uses power to put force and control its movement to perform an action

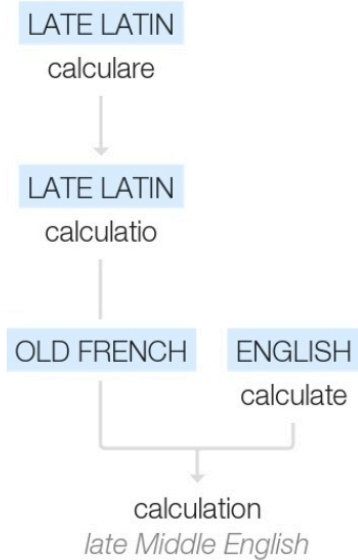| Technical Terms	Meaning
Analysis	A detailed examination of something
Automation	The use of automated equipment instead of manpower
Calculation	A computing determination of an amount
Consultation	Seeking advice from an expert
Depth	The measure of the deepness of something

- The study of the origin of words and the way in which their meanings have changed throughout history.

*teks-
PIE
to weave, to fabricate

*leg-
PIE
to collect, gather; to speak (to 'pick out words')

tekhne
Greek
art, skill, craft in work

-logia
Greek
a speaking, discourse, treatise, doctrine, theory, science

tekhnologia
Greek
systematic treatment of an art, craft, or technique

technology
1610s
a discourse or treatise on an art or the arts

technology (n.)

calculation
/kalkjʊˈleɪʃ(ə)n/

Origin

LATE LATIN
calculare

↓

LATE LATIN
calculatio

↓

OLD FRENCH   ENGLISH
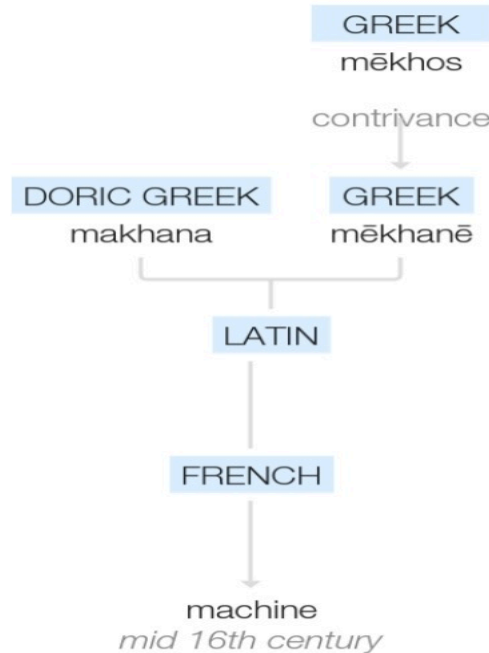   calculate

↓

calculation
late Middle English

late Middle English: via Old French from late Latin
calculatio(n-), from the verb *calculare* (see
calculate).

machine
/məˈʃiːn/

Origin

GREEK
mēkhos

contrivance

DORIC GREEK   GREEK
makhana   mēkhanē

↓

LATIN

↓

FRENCH

↓

machine
mid 16th century

mid 16th century (originally denoting a structure):
from French, via Latin from Doric Greek *makhana*
(Greek *mēkhanē*, from *mēkhos* 'contrivance').

hydraulic
/hʌɪˈdrɔːlɪk,hʌɪˈdrɒlɪk/

Origin

GREEK   GREEK
hudro-   aulos
water   pipe

↓

GREEK
hudraulikos

↓

LATIN

↓

hydraulic
early 17th century

early 17th century: via Latin from Greek *hudraulikos*,
from *hudro-* 'water' + *aulos* 'pipe'.

1. What is a technical word?
   a) A word that has specific meaning in science, math, or another subject area
   b) A word that is very difficult to figure out because it is long and has many syllables
   c) A word that has many meanings
   d) A word that is not found in a ,dictionary so you must figure out what it means

2. Pardon given to political prisoners
   a) Bail
   b) Parole
   c) Amnesty
   d) Emancipation

3. To cut off an organ by surgery
   a) Operation
   b) Amputate
   c) Incision
   d) Pathology

1. What is a technical word?
a) A word that has specific meaning in science, math, or another subject area
b) A word that is very difficult to figure out because it is long and has many syllables
c) A word that has many meanings
d) A word that is not found in dictionary so you have to figure out what it means

2. Pardon given to political prisoners
a) Bail
b) Parole
c) Amnesty
d) Emancipation

3. To cut off an organ by surgery
a) Operation
b) Amputate
c) Incision
d) Pathology

1. What is the basic difference between connotative meaning and denotative meaning?

 2. Why do we need to use denotative words in technical writings?

Topic Links

- Technical Vocabulary (Technical English) - YouTube

- Learn Technology Vocabulary for Mobile Phone & Computers - English Lessons to speak fluent English – YouTube

- Business English Vocabulary : VV 47 – Manufacturing & Production Process (1) | English Vocabulary - YouTube

1. A state of having no money to pay off debts
a) Bankruptcy
b) Solvent
c) Dilapidated
d) Auction

2. A formal accusation against a person for a crime
a) Indictment
b) Acquittal
c) Detain
d) Custody

3. The study of artifacts from ancient societies
a) Archeology
b) Gerontology
c) Paleontology
d) Eugenics

3/9/22   Subject : Technical Communication (AASL0401) Unit : 2   Faculty: Dr. Mitul Sarkar and Mr. Anand Kumar

1. A state of having no money to pay off debts
a)   Bankruptcy
b)   Solvent
c)   Dilapidated
d)   Auction

2. A formal accusation against a person for a crime
a) Indictment
b) Acquittal
c) Detain
d) custody

3.The study of artifacts from ancient societies
 a) Archeology
 b) Gerontology
 c)Paleontology
 d)Eugenics

- **Qualities associated with Technical Writing**

- **Characteristics of Technical Writing**

- **Technical vocabulary**

- **Etymology of Technical words**

Technical Communication

AASL 0401

Unit: 2, Topic-2

Business letter & E-mail writing

B. Tech.

Semester-IV

Department of English

- Recap

-Technical vocabulary

- Etymology of Technical words

- Prerequisite

- Basic knowledge of English language

Dept. of English   Dr.Mitul Sarkar and Mr. Anand Kumar

- Letter is a hard copy, and the e-mail is a soft copy – an electronic message.

- After you compose a business letter, you print it, seal it in an envelope, affix postage and use a service such as Indian Postal Service or an overnight delivery company to send the letter to the recipient. A business e-mail, on the other hand, also is composed usually using a computer or electronic means, but it is electronically dispatched to the recipient in a matter of just a few seconds.

- The commonly used format for business letters and e-mails is block style.

Letter Expressions
Formal & Informal

Formal	Informal
used when writing school essays, cover letters for job applications, or emails and letters at work	used when communicating with friends, children, and relatives
Dear Sir or Madam	Hi Robert
I am writing to inform you…	Just wanted to let you know…
Yours sincerely / Yours faithfully	Love / Cheers / Yours Truly / Best regards/ Kind regards
You can call me if you need anything	Please do not hesitate to contact me
I look forward to hearing from you	Hope to hear from you soon

titalk

Phrases for Writing a Formal Letter

Dear Sir/Madam, Dear Mr/Mrs (surname)

Beginnings

With reference to our telephone conversation yesterday (about)
Thank you for your email regarding
I am writing on behalf of
I am writing to draw your attention to

Making a request

I would appreciate if you could
I would be most grateful if you would
Would you be so kind and
I was wondering if you could

Apologising

We apologise for any inconvenience caused
Please accept our sincere apologies

Complaining

I am writing to express my dissatisfaction with
I find it most unsatisfactory that
I'd like to complain about

Endings

I look forward to hearing from you
If you require any further information, please don't hesitate to contact me
Please feel free to contact me if you have further questions

Signing off

Yours sincerely (Dear + name)
Yours faithfully (Dear Sir/Madam)

Asking for Information

Receiver's address with Telephone

10 Park Lane
ABC ALX P2Y
7 June 2019

sender's/ Your address

East Sports Holidays
12 Bridge Road
County 80110 - 5943

Dear Sir or Madam

    I am interested in language and sports holidays as advertised in your brochure and I would appreciate it if you could send me further information about prices and facilities.

    Could you tell me how many hours a week of language tuition are offered and how large the groups are? I would also like to know whether special diets are catered for, as one of my friends is a vegetarian.

    Thank you.

Yours faithfully
Jane Scott

In American English end your letter: Sincerely, Sincerely yours or Yours Truly.

In American English To whom it may concern is used.

Other useful phrases for asking for information:
- It would also be helpful to know what/ when etc....
- I would be interested to know...
- Please let me know...
- Would you send me details of...
- I would be grateful if you could let me have ...

NIET
Greater Noida
GET FUTURE READY
Estd.2001
AN AUTONOMOUS INSTITUTE

John Bravo
ABC Education Inc.
1234 – 123 Street
New York, NY 01218

April 21, 2022

Sender's address

Sarah Geenie
XYZ Company Inc.
6789 – 789 Street
New York, NY 04851

Receiver's address

Sub. : Updated Billing Frequency

Reason

Dear Ms. Geenie,

I am writing to inform you of our new pricing model effective February 1, 2023. On the first of February, we will be switching from an annual billing cycle to a quarterly billing cycle and this letter contains important information that may impact your organization.

After conducting extensive research and receiving feedback from our customers, we have determined that most customers strongly prefer a quarterly billing cycle rather than an annual one. In order to best suit your needs, we have decided to offer this benefit, which will take effect on February 1, 2023.

This letter is simply to notify you of the upcoming changes, and no immediate action is required from you at this time. We thank you for your continued business.

Sincerely,
John Bravo

Business Email Sample

To: "Anna Jones" <annajones@buzzle.com>
Cc: All Staff
From: "James Brown"
Subject: Welcome to our Hive!

Dear Anna,

Welcome to our Hive!

It is a pleasure to welcome you to the team of _____. We are excited to have you join our team, and we hope that you will enjoy working with our company.

On the last Saturday of each month we hold a special staff party to welcome any new employees. Please be sure to come next week to meet all of our senior staff and any other new staff members who have joined _____ this month. You will receive an e-mail regarding the same with further details.

If you have any questions during your training period, please do not hesitate to contact me. You can reach me at my email address or on my office line at 000-0001.

Warm regards,
James

Jackie Brown, Manager, Staff
jamesbrown@abcd.com
Tel: 000-0001

"Introduction to Business Letters/ Formal Letters"

https://www.youtube.com/watch?v=xdg8Mnr0tus

How to write professional emails in English

https://www.youtube.com/watch?v=3Tu1jN65slw

1.Sending an e-mail is similar to
a) Picturing an event
b) Narrating a story
c) Writing a letter
d) Creating a drawing

2. An e-mail account includes a storage area, often called a
a) Attachment
b) Hyperlink
c) Mailbox
d) IP address

3. Which of the following is not a term pertaining to e-mail?
a) Inbox
b) Sender
c) Powerpoint
d) Receiver

1.Sending an e-mail is similar to
a) Picturing an event
b) Narrating a story
c) Writing a letter
d) Creating a drawing

2. An e-mail account includes a storage area, often called a
a) Attachment
b) Hyperlink
c) Mailbox
d) IP address

3. Which of the following is not a term pertaining to e-mail?
a) Inbox
b) Sender
c) Powerpoint
d) Receiver

- Letter is a hard copy, and the e-mail is a soft copy – an electronic message.

- The commonly used format for business letters and e-mails is Block format.

- Various expressions usage in Business letters and e-mails.