

## Difference b/w general & technical communication

	General	Technical
1)	Communication by any medium.	Communicate by technical medium.
2)	Informal communication.	Formal communication.
3)	There is no boundaries in it.	Limited boundaries Eg - data, size, info knowledge.
4)	Need to include feelings, emotions & behaviour to make other person understand.	It includes technical words for communication.

### General Communication

- 1) Contain general message.
- 2) Informal style & approach.
- 3) No set pattern of communication.
- 4) Mostly oral.
- 5) Not always for a specific audiences.
- 6) Frequently involved, images, graphics etc.

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Technical communication  
Contain general message  
Informal style & approach  
No set pattern of communication

Any form of technical communication that focuses on technical or specified topics, communication specifically by using technology or provides instructions on how to do something.

Technical communication defines as factual communication usually about product & services.

It has to be correct, accurate, clear, appropriate & to the point. The language should be clear & easily understandable.

It is the exchange of info that helps people interact with technology & solve complex problem.

Technical communication characteristics:

- 1) Communication about technical or specialized topic such as computer application, medical procedures or environmental regulations.
- 2) Communication by using technical such as web pages, files, social media, etc.

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(3) Providing instructions about how to do something technically task or technology is used to create distribute communication.

(4) Technical communication is not supposed to be used for pleasure but mainly it is used to get a point across or to get some kind of job done.

Forms of technical communication

- 1) Radio
- 2) T.V
- 3) Computer programs
- 4) Speeches
- 5) Online document
- 6) manuals
- 7) Emails

Definition of technical communication

It is the process of communication with audience by providing info. about the technical process. Technical communication is a responsibility of a professional to provide info to the target audience with a specific question objective.

It is a user centered approach in providing the right information, in the right way, at the right time to make someone's life

easier and more productive

### Characteristics of Technical communication

- 1) Reflects an organization's goals & culture
- 2) Addresses particular readers
- 3) Helps readers to solve problems
- 4) Uses design to increase readability
- 5) Consists of words or graphics or both
- 6) Is produced collaboratively
- 7) It is produced using high tech tools
- 8) On facts
- 9) To the point.

### Purposes of Technical Communication.

Technical communication serves three purposes that sometimes overlap:

- 1) To inform: anticipate and answer your reader's questions.
  - 2) To instruct: enable your readers to perform certain tasks or direct them.
  - 3) To persuade: Used to push readers in a certain direction or motivate your readers.
- ### Importance of technical communication.
- 1) It is a way of facilitating communication about projects and ideas throughout industry.
  - 2) Convey information about the field to non-technical people and external agencies for the purpose of support, funding and administration.
  - 3) Maintain good customer relations.
  - 4) It helps to direct employees in a particular course of action.
  - 5) It enables the employees to become tech-savvy and to keep themselves updated with the modern technology.

6) It provides information for end users so they can understand and enjoy the resulting product and processes.

7) Technical communication helps in research and creation of information about technical processes or products targeting your workers through various forms of media, such as the internet.

Technical Communicators :-

Important terms :- creating, transmitting and designing.

They are those who "research and create information about technical processes or products to a targeted audience through various forms of media".

They may put the information they capture into ~~form~~ documents, web pages, computer based training, audio, video, digital stored text, and other media.

The value that technical communicators deliver is twofold: They make information more usable and accessible to those who need that information.

Four basic tasks of an effective technical communicators are :-

- 1) Deliver information to readers that can be used
- 2) Weigh the ethic issues
- 3) Practise good team work
- 4) Use believable reasoning

Activities performed by technical ~~tools~~ communicators :-

- 1) Determine the purpose of a document or communicators
- 2) Identify the audience and their requirements
- 3) Plan the development of a document or communication
- 4) Collect, analyze and evaluate information from a variety of sources
- 5) Store information in a logical manner for easy retrieval later
- 6) Choose the appropriate medium for communication
- 7) choose the appropriate layout and format of a document or communication.

- 8) Adopt or develop appropriate styles and standards.
- 9) Choose appropriate visual aids.
- 10) Choose method of production.
- 11) Control on-going maintenance of documentation.
- 12) Plan, procure, and manage printing, production and distribution services.
- 13) Write communication (from initial draft to final publications).

#### Questions :-

- 1) How imp. technical communication is?
- 2) Purpose of technical communication is?
- 3) Difference b/w general & technical?
- 4) What is Tc. and its importance?
- 5) Characteristics of technical comm.?
- 6) Style of technical communication?
- 7) Who are technical communicators?
- 8) General & technical communication?
- 9) Write a note on technical communication?
- 10) Role of technical communicator.

#### Technical writing :-

Technical writing is a way of writing that deals with certain specific knowledge and especially in the sector of science & technology. The kind of writing is different from the usual creative writing since it follows very different guidelines and principles.

Technical writing is widely used in media, manuals, dissertations, scientific articles, and research and other areas. All these areas have a specific rules to observe when writing.

Technical writing process can be divide into six global steps :-

- 1) Determine purpose and audience.
- 2) Collect information.
- 3) Organize and outline information.
- 4) Write the first draft.
- 5) Revise and edit.
- 6) Publish output.

#### The most common technical writing mistakes

- 1) Poor defined topics.
- 2) Lengthy sentences and big words.
- 3) Scattered page layout.
- 4) Inadequate content.

5) Inconsistent tone.

#### • Types of technical writing

Technical writing provides detail-oriented instruction to help users understand a specific skill. The most common type include -

1) Traditional - Repair manuals, medical studies (written for professional audience)

2) End-users documentation - Electronics, consumer products

3) Technical marketing content - Press release, catalog  
Both type of writing is then narrowed down with subcategories for the purpose of providing a simplified instructions for users.

#### • End users Documentation.

Almost every product you purchase has a written explanation of function. These "how-to" pieces are written to help users understand and operate products correctly. After all, what good is a product if users don't know how to properly use it?

Since end-user documentation requires clear concise instructions, it's important to create content that break's down technical terms to layman's terms.

#### Specific types of end users documentation

- 1) User Help guides
- 2) Product manuals
- 3) Assembly guidelines
- 4) Technical books

#### User Help guides

written to provide clear and sensible answers to common questions. These are broken down into sections depending on the type of help needed - allowing users to read ahead or re-read information to make their understandings of a product stronger.

#### Product manuals

Product manuals are those small booklets that highlights a products main features, general maintenance, and basic operations.

#### Assembly guidelines

It tell users how to physically set up a product, technical writers are responsible for writing clear and user friendly,

step by step instructions. It's important for these instructions to be written in a way that ensures user can accurately assemble products.

### Technical Books

Similar to user help guides, technical writers are hired to write guides for users to understand the ins and outs of a products; these technical books to be accessible and of interest to non-expert users.

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### Technical marketing Content

If you have an eye for detail and a way with words, creating technical marketing content is the country for you. Develop it's products wouldn't be much use if consumer don't understand how to properly operate them. To avoid this, technical marketing content serve as a bridge for products, consumers and business partners -tand each other.

Specific examples of technical marketing content are as follow.

### Proposals and pitches

Many business to business sale relations involved proposal and pitches written by technical writers. Once the

company presents the interest for a collaboration for solution, tech writers join the team to explain the technical aspects of proposals. Once the business flow is set, technical writers gather key elements of executive summary to create pitch.

### White papers and case studies

White papers are written to highlight a company's success, success with certain products or services. On other hand, case studies are experience reports that provide details of how an accounts business goals were met with the help of a product.

### Brochures

Brochures take users to a deeper level of understanding and offend through clear descriptions, uses of product and functions.

Documents written by a technical writers.

### ?) Technical reports

Emails conveying technical information.

### ?) Memos

User Interface test

Press releases

Guides & user manuals

White papers & case studies

- Executive summary
- Balanced scorecards
- Proposals
- reports
- Product descriptions
- websites

#### Technical writing

It is a communication written for and about business and industry focusing on products and services. How to manufacture them, market them, manage them, deliver them & use them.

Technical writing is any written form of writing of drafting technical communication used in a variety of technical and communication fields, such as computers, hardware and software, engineering, chemistry, ergonomics, finance, consumer electronics, and biotechnology.

People read literature for pleasure, essays for enlightenment, and journalism for news. People read technical writing to accomplish a job.

Good technical writing is a concise, easy to understand, free of errors, focused and is audience based.  
(characteristics)

Technical writing is not literature. It neither prose which recounts the fictional tales of characters nor poetry which expresses deeply felt, universal emotions through similes and metaphors.

Technical writing is neither an expressive essay narrating an occurrence nor an expository essay analysing in a topic.

Technical writing is not journalism, written to report the news.

Technical writing does not focus on poetic images, describe personal experiences, or report who won the basketball game.

Instead technical writing is:

- an instructional manual for repairing machinery
- a memo listing meeting agendas
- a letter from a vendor to a client
- a recommendation report proposing new computer system.

#### Different types of writing

- 1) Creative writing → poems, stories, plays
- 2) Expressive writing → Narratives, Descriptions
- 3) Expository writing → Comparison / contrast, Cause / Effect,

- 4) Journalism → Argument Persuasion.  
 5) Technical writing → manuals, web, Thesis pages.

	Technical writings	Other writings
1) Content	Factual, Straight -t - forward.	Symbolic, Metaphor -ic, Imaginative.
2) Audience	specific	general
3) purpose	Inform, Instruct, Persuade.	Cultivate, Praise, Entertain.
4) Style	formal, Standard academic.	Informal, Figurative, artistic.
5) Tone	objective	subjective
6) Vocabulary	specialized	general evocative
7) Organization	Sequential, Systematic	Arbitrary, artistic

Technical style

Style in technical communication is the way one speaks or writes to convey technical ~~comme~~ information.

Style in technical comm. depends on the audience, the communication context and purpose of communication.

Style is formal in a technical report or professional presentation and informal as personal letters.

Linguistic ability

It deals with individuals ability to understand both spoken & written language, as well as their ability to speak and write themselves. In a practical sense, linguistic intelligence is the extent to which an individual can use language, both written & verbal to achieve goals.

High linguistic intelligence has been linked to improved problem solving, as well as to increased conceptual reasoning.

Linguistic intelligence is a high ability to organize the mind & vent ideas well & clearly and be able to use those ability straight forwardly through words to express these thoughts whether is speaking, writing or reading.

A person with high linguistic-verbal intelligence will not only demonstrate a skill in the mastery of goods and relevant languages but also able to tell stories, wisely argue logically, discuss well, accurately interpret, report accurately and performing various other tasks of speaking & writing.

A linguistic intelligence elements actually consist of various language components such as syntax, semantic, phonics and pragmatics.

People with the ability / skill of using words intelligently have the ability to appreciate words and their meanings as well. They are able to develop sharp and straight forward language usage and can easily combine their structures and syntax to match it to every need that it needs in accordance with the content in question. The point is that they are able to use the language well to achieve the communication goals they want.

Characteristics of linguistic-verbal intelligence include

1) Good at remembering written & spoken information

- a) Enjoying reading of information / writing
- b) Able to explain things well
- c) Often uses humour when telling stories.
- d) Good at debating or giving persuasive speeches.

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What are the ways to improve your linguistic intelligence?

1) Keep a daily journal.

Writing regularly is the best way to improve your writing skills. If you write in your journal every day you will soon see an improvement in how to you express yourself. Of course, no one else has to see what you have chosen to keep it private.

In addition, writing in a journal can also improve other intelligences, especially intrapersonal intelligence as it enhances your ability to be self-aware and introspective.

2) Read a variety of books, articles and magazines.

The second most effective way to improve your verbal-linguistic intelligence is a



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Reading widely you should choose reading that challenge you a little. Try to read a variety of styles and a range of different subjects and genres.

You could also try writing a review and when you have finished to help you practise articulating what you have learned.

### ③ Have conversation with others.

The 3rd most effective way of improving your linguistic intelligence is by conversing with others! Use every opportunity to talk to a variety of other people and learn about their ideas, experiences and opinions. This means no T.V. or cellphones.

### ④ Learn a new word every day.

Learning a new word every day is a great way to improve your vocabulary and make you a more effective and articulate speaker and writer. Many dictionaries / websites have a word of the day and you can subscribe to receive it.

### Technical communication skills

People generally learn these four skills in full order :-

- listening - When people are learning a new language they first hear it spoken
- speaking - They try to repeat what they hear
- reading - They see the spoken language depicted symbolically in print
- writing - Finally, they reproduce these symbols on paper.

These four languages sometimes called macro-skills.

The four language skills are related to each other in two ways.

Direction of communication (in or out)

Method of communication (spoken or written)

Input is sometimes called "reception" and output is called as "production". Spoken is also known as "oral".

"God gave us two ears and one mouth so that we can hear twice as much as we can say"

listening - to give one's attention to sound or action. listening involves complex effective, cognitive, and behavioral processes.

Effective process include motivation to attend to others.

Cognitive process include attending to understanding, and interpreting content and relational messages; and

Behavioral process include responding with verbal and non verbal feedback.

This intensive listening will ultimately help a student to understand more on the accents to be used and the exact pronunciation of words.

Listening is a receptive language skill which learners usually find the most difficult. This often is because they feel under unnecessary pressure to understand every word. The listener has to get oriented to the listening portion and be all ears. The listener is also required to be attentive.

Anticipation is a skill to be nurtured in listening. In everyday's life the situation, the speakers, the visual clues all help us to decode oral messages. In due course of listening, be in a lookout for the sign post words.

One should be able to concentrate completely on understanding the message thoroughly.

You do not listen with just your ears. You listen with your eyes & sense of touch. You listen with your mind, your heart, your imagination.  
(Elton Ferron).

Listening means to take in what is being said & organize it sensibly for understanding. Listening is the ability to accurately receive & interpret messages in communication process. Listening is a key to all effective communication. Without the ability to listen effectively, messages are easily misunderstood. As a result, communication breaks down & the sender of message can easily become frustrated or irritated.

If there is one communication skill you should aim to master, then listening

is it

listening includes

- 1) Recognizing sounds
- 2) Recognizing words
- 3) Understanding grammar
- 4) Meaning whole sentences
- 5) Understanding Signal

Objectives

- 1) To lay linguistic foundation
- 2) To develop better understanding
- 3) Meaning whole sentences
- 4) Understanding speech
- 5) To develop speaking skills
- 6) To basis for education
- 7) Improve attention

Importance

- 1) Basic to language development
- 2) Source of learning
- 3) Supports success
- 4) Useful in daily life
- 5) Develop confidence

Factors affecting listening

- 1) Physical
- 2) Lingual

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### (3) Psychological

Activities to develop listening skills

- 1) Dictation
- 2) listening & summarizing
- 3) listen & guess
- 4) listen & draw
- 5) listen & reach
- 6) listening to parts
- 7) listen & answer
- 8) listen & imitate

Types of listening

- 1) Active listening
- 2) Passive listening
- 3) Responsible listening
- 4) Selective listening
- 5) Critical listening
- 6) Creative listening
- 7) Appreciative listening

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Steps to develop effective listening skills

- Face the speaker & maintain eye contact
- Be attentive, but relaxed
- Keep an open mind
- Listen to the words & try to picture what the speaker is saying
- Don't interrupt and impose your "solutions"

- Wait for the speaker to pause to clarifying questions.
- Ask questions only to ensure understanding.
- Try to feel what the speaker is feeling.
- Give speaker regular feedback.
- Pay attention to what isn't said - to nonverbal cues.

As oral communication is a tool of professional and business interactions, one should be able to use it fluently, effectively and confidently.

Speaking skills are also important for a person's professional survival and growth. A person requires effective oral communication in several formal communicative situations.

Oral communication not only makes professional interaction possible. It develops information understanding essential for decision making in meetings, conferences & other similar oral communicative skills.

Speaking skills: have 2 major components:

One is the ability to recognize and produce characteristic language speech sounds. stress, rhythm and intonation

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patterns along with the rules of the use of words, phrases, clauses and sentences.

The other is the ability to transfer the knowledge of language to a situation of language in use of the purpose of communication.

Thus, while one of the components focuses on usage, the other focuses on use.

The language that we use for the purpose of communication should be both intelligible and acceptable. A speaker's speech must be understood by the listener without affecting comprehension.

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How to improve speaking skills:

- 1) Practice where you can, when you can.
- 2) It's imp. to build your confidence.
- 3) Try to experiment with the language you know.
- 4) Try to respond to what people say to you.
- 5) Try not to translate into and from your own language.

- 6) If you forgot a word do what native English speakers do all the time, and say things that 'fill' the conversations
- 7) Don't speak so fast! It's important to use a natural rhythm when speaking English, but if you speak too fast it will be difficult for people to understand you.
- 8) Try to relax when you speak you will find your mouth does most of the pronunciation work for you.
- 9) Remember, when speaking language try to become less hesitant and more confident. Don't be shy to speak the more you do it, the more confident you will become. Remember to be polite use "please" and "thank you" if you ask someone.

#### Factors affecting speaking skills

- 1) Lack of subject matter
- 2) Inadequate listening skills.
- 3) Lack of proper vocabulary
- 4) Anxiety
- 5) Lack of proper orientation
- 6) Strong & Quick learner domination in class.

#### Writing skills

Good writing skills allow you to communicate your message with clarity and ease to a far larger audience.

Poor writing skills create poor first impressions and many readers will have an immediate negative reaction.

Correct grammar, punctuation and spelling are key in written communications. The reader will form an opinion of you, based on both content and presentation, and errors are likely to lead them to form a negative impression.

All written communications should be therefore be read before sending.

The significance of writing cannot be over emphasized because writing is so important for students to all kinds of professionals in all fields. Both professionals & students need excellent writing skills to survive and excel in their pursuits.

#### Problems affect writing skills

- 1) Grammatical Problems
- 2) Problem of sentence structure.
- 3) Problem of word choice.

4) Cognitive Problems :  
Problem Organization

Types of writing :

- 1) Expository writing - Example : Textbook writing
- 2) Persuasive writing - Example : Editorial page, letter of complaint and so on.
- 3) Narrative writing - Example : Novels, short stories and poetry and so on.
- 4) Descriptive writing - Example : Poetry, Diary writing and so on.

Reading is

- Recognizing the written words (written symbols);
- Getting (understanding meaning). Needs to teach pronunciations
- Grasping information from texts.

Reading is a complex activity that involves both perception and thought. Reading consists of 2 related process : word recognition and comprehension.

Word recognition refers to the process of recognizing how written symbols correspond to one's spoken language.

Comprehension is the process of making sense of words, sentences and paragraphs in text.

Reading skill is the ability to look at and understand the text on a sheet of paper, wall sign board, mobile or any other reading material.

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Importance :-

- 1) It is source of information and knowledge.
- 2) It is source of learning education.
- 3) Enhances vocabulary.
- 4) Develops mind.
- 5) Helpful in developing creativity.
- 6) Helps in developing listening and writing skills.

Types :-

- 1) Reading aloud
- 2) Silent reading
- 3) Intensive reading
- 4) Extensive reading
- 5) Supplementary reading

## Activities :

- 1) Pre - reading
- 2) Post - reading
- 3) While - reading

## Technical Documentation.

It refers to any type of documentation that describes handling, functionality and architectural of a technical product on a product under development or use.

Technical documentation is the generic term for documentation with regard to a product. People mainly associate the term w/ with the documents & information that are passed onto the public by the manufacturer.

The term technical documentation refers to different documents with product-related data and information that are used and stored for different purpose, disposal.

Different purposes mean: product definition and specifications, designs, manufacturing, quality assurance, product liability, product presentation: description of features, functions and interfaces, intend, safe and correct use, service and repair of a technical product as well as.

its safe.

Technical documents are informative or instructional document that are developed and written for an audience already familiar with a specific technical area.

Technical writing includes a wide range of documents. They include instructions, reports, newsletters, web pages, brochures, proposals, letters, graphics, names, press release and so on.

There are so many of them, that in order to understand the difference b/w them, we need to put them in to the category.

According to the target audience. Technical documentation is divided into 2 main types.

## Process Documents & user documents.

### Process documents

Process documents are used by managers, engineers, research & development and marketing department. It is a document used within the firm for communication and organ

- zing of data.

- These describes the development, testing, maintenance and improvement of system
- Process documents are used by managers, engineers, testers and marketing professionals
- It is a document used within the firm for communication and organisation of data.
- This document contains technical terms and industry-specific jargons.
- Examples of this documents includes API, SDK, library code documentation, internal development documentation, Technical data sheet (TDS), product specifications sheet, safety data sheet (SDS) etc.

#### User documents

User Documents are prepared for the end users. It includes all instructional and explanatory materials. For Eg - Installation process, safety guides, user manuals etc. usually user documents includes illustration and are written in an understandable, non-technical jargon.

- This type of documentation provides customer

with the information they need in order to use the product.

This document contains primarily instructional and explanatory material.

These documents use everyday terms instead of technical jargon so that they are clear, concise and helpful even to novice readers.

For Eg - of this documents the installation process, safety guides, user manual, step by step walkthrough, user guides, troubleshooting documents, planning and producing documents etc.

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- 1) Identify the specific purpose of the document by clarifying both the reasons for its creation and specific objectives. Technical and scientific documents are written as answer to specific problem, which is articulated in problem statement.

9.9)

The last major std for most technical documents is one or more review. A technical editor will review the document for technical content. A technical editor may review the document to ensure that it conforms to the organization's style and to correct any remaining problems. There may be legal reviews as well.

- 8) Finally, edit your paragraphs and sentences to improve their clarity, conciseness, and coherence and to fix any problems in grammar, spelling, punctuation or usage.
- 9) Finally, a supervisor or a manager may review the documents to ensure that it achieves the organization's purpose and is appropriate to the audience.
- 10) Then revise your document in stages, saving stylistic changes for last stage. Revise for organization; then revise the content for accuracy and appropriateness.
- 11) Define your audience - The persons or persons who will be reading the document.
- 12) Collect, create and assemble your information.
- 13) Sketch out preliminary outline to organize it.
- 14) Sketch out graphics and tables to display your important data.
- 15) Write a first draft, a rough working vision in which you get your ideas on paper.

paper.

### Technical Reports

- Technical reports describe the process, progress, or results of technical or scientific research. Include in-depth experimental details, data and result.
- Technical reports are usually produced to report on a specific research need. They can serve as a report of accountability to the organization funding the research. They provide access to the information before it is published elsewhere.
- A technical report is a formal report designed to convey technical information in a clear and easily accessible information.
- It is divided into sections which allow different readers to access different levels of information.
- They are organized for internal or wider distribution by many organizations.
- A technical report is a document.

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written by a researcher detailing the results of a project and submitted to the sponsor of that project.