Sheridan College

The Art of Communication - Analysis

Prepared by: David Vallecampo

ID - 991487504

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The purpose of this report will be to outline and summarize some of the material covered in COMM13729 The Art of Technical Communication. The course comprehensively covers a wide range of material, but for the purpose of this report we will only be focusing on the following modules: Time Management, Communication, and, Writing. It is clear that every topic outlined (also the ones not included in this report) are actual skills that can and will eventually be applied in our everyday lives.

# **Time Management**

A good example of the early material would be the Time Management module. From the very beginning we are shown that we all have access to the necessary tools in order to succeed. Our ability to manage our time is something that is entirely within our control. It is easily one of the more obvious tools, but also the most effective for myself.

To begin we are presented with the idea that setting a long-term goal is essential in our growth (John Doerr, 2018). A goal, no matter the timeline, is only achievable by completing the much smaller struggles that surround the goal, thus opening the path to achievement. Naturally, my goals are now clearly defined, and set on building up my education as much as possible. This will involve completing all of the short-term goals along the path to completing this diploma.

We are also shown that our short-term memory cannot hold from 5 to 9 things at a time (Chris Sauve, 2013). As a result, we benefit greatly from unloading information onto a planner or scheduler. I began to test myself using an online calendar; and it was evident that I had done much better academically during the months where the calendar tasks were diligently filled in. This addition to the toolbox is able to make up for a gap in my discipline that has long been present.

Finally, we are also given solutions to common problems. Despite the many reasons for procrastination occur, there are also just as many ways to combat it. It is essentially for every employee to have the ability to remain on task and squash any distractions that would otherwise take away from one’s focus. I myself have experienced the benefits of forming these micro habits; while also maintaining that the effects will only grow through putting them into practice. As such it is important to note that without practice, one will not be able to effectively hone these skills.

# **Communication**

Naturally it is essential that the actual communication aspect of this course remain in focus as the main topic. One of the cores of communication is knowing that a conversation between two individuals is a sort of common ground, and that the encoding/decoding of that message will alter its interpretation (Caroly Meyer 2020, pg.3). This key idea is enforced from the beginning. This theory is presented very early on and based on the already existing research done in the field.

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Understanding the intricacies of the communication process was definitely one of the

major takeaways from this particular module. Not only do we cover effective communication, but how to overcome its many barriers. We are reminded to avoid common pitfalls such as overloading, interference, and misinterpretation (Carol Meyer 2020, pg.4). Also, how it is important to be clear and understanding; while actively listening.

One can easily see the benefits to mastering the art of effective communication. Clear intentions and information are absolutely essentially when developing the skill. Therefore, it will be necessary to maintain focus when there is a free flow of ideas between people. As a result of these teachings, I have actively been trying apply these skills in my everyday conversations. This is where I see a significant improvement in my ability to remain on topic, and allow for a freer flow exchange of thoughts, rather than expressing every single thought that comes into my mind.

# **Writing**

Our final topic will be that of report writing. It goes without saying that written documentation will be a gigantic part of our everyday careers. As such it is absolutely necessary to be able to express and defends one’s thoughts through writing. Though it comes in many forms, the core principles remain the same.

First it is important to take the intended audience into account. The number one thing that needs to be addressed is the tone and formality of the document. All things can be written out casually, though there will be a time and place for both formal and casual writings. As such it is absolutely essential to be able to determine the context of the communication before even beginning the writing process.

By that same token it is also just as important to take the purpose of the document into account. Through the workplace lens, it would be inefficient to waste each other’s’ time with irrelevant correspondence. Therefore, one must take into consideration what the other party needs from you, and that you are able to communicate this information as clearly and concisely as possible. I myself have had a great deal of experience with coworkers who do not bother to grasp the goal of our email correspondence; and as a result, many of us are forced to repeat ourselves in hopes that the party will understand the second time around. This lack of understanding is only a detriment and forces team members to work around you, rather than with you.

To conclude, once can confidently determine that, COMM13729 The Art of Technical Communication, provides many of the necessary tools needed in order to be effective, not only in the workplace, but also in everyday life. Strong micro habits will make for a healthier and more balanced lifestyle. While strengthening ones written and oral communication skills will open the way for a more direct, and, solution-based way of thinking. Learning these skills will only benefit one, not only as an employee, but as an individual.

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“Communicating for Results: A Canadian Student’s Guide”, Carol Meyer, 2020, pg. 4

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