

24-215-0101 TECHNICAL COMMUNICATION

Course Content

Module I

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

Module 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; Key-Note Speech: Introduction & Summarization; Expert Technical Lecture: Theme clarity; Analysis & Findings; 7 Cs of effective business writing: concreteness, completeness, clarity, conciseness, courtesy, correctness, consideration.

Module 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; Confident speaking; Audience Analysis & retention of audience interest; Methods of Presentation: Interpersonal; Impersonal; Audience Participation: Quizzes & Interjections.

Module 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.

Module V

Kinesics: Definitions; importance; Features of Body Language; Voice Modulation: Quality, Pitch; Rhythm; intonation; Pronunciation; Articulation; stress & accent; Linguistic features of voice control: Vowel & Consonant Sounds.

LIST OF PRACTICALS TO BE CONDUCTED WITH THE RESPECTIVE MODULES.

Group Discussion: Practical based on Accurate and Current Grammatical Patterns.

Conversational Skills for Interviews under suitable Professional Communication Lab conditions with emphasis on Kinesics.

Communication Skills for Seminars/Conferences/Workshops with emphasis on Paralinguistics/Kinesics.

Presentation Skills for Technical Paper/Project Reports/ Professional Reports based on proper Stress and Intonation Mechanics. Official/Public Speaking based on suitable Rhythmic Patterns.

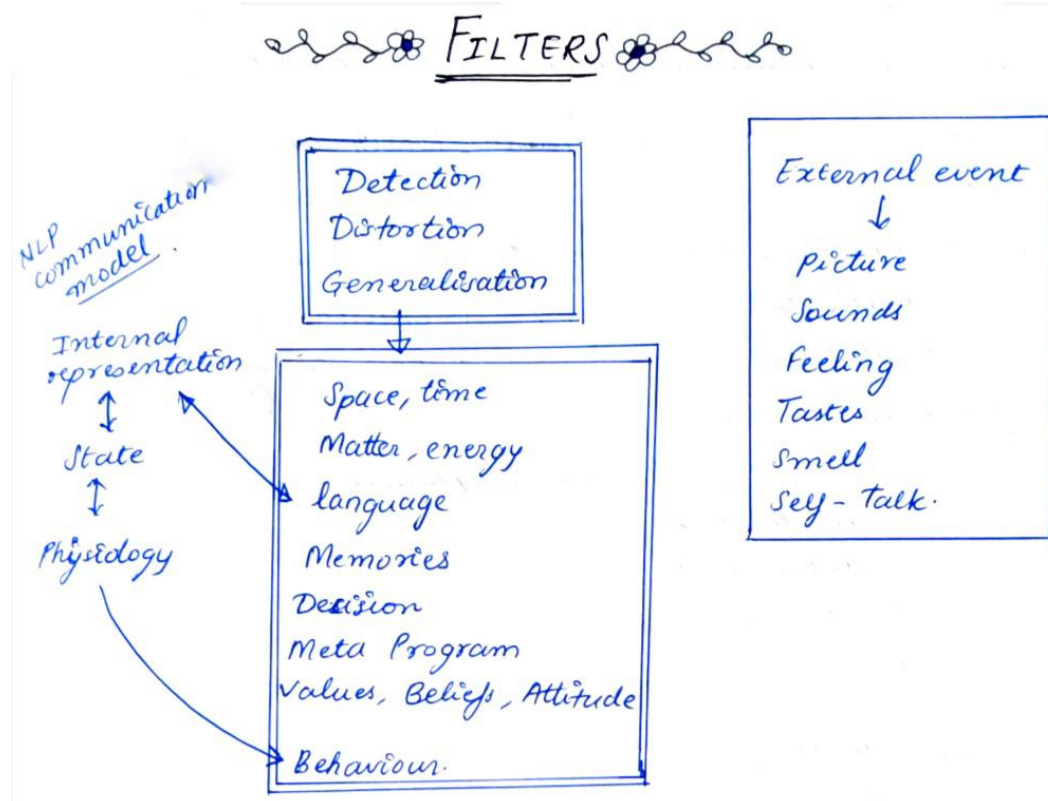
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Neuro-Linguistic programming



- NLP is a way of changing someone's thoughts and behaviours to help achieve desired outcomes for them **or** a literal translation of the phrase 'Neuro Linguistic Programming' is that NLP empowers, enables and teaches us to better understand the way our brain (neuro) processes the words we use (linguistic) and how that can impact on our past, present and future (programming).
- It may **reduce anxiety** and improve overall wellbeing. The popularity of neuro-linguistic programming or NLP has become widespread since it started in the 1970s,
- proposed by Bandler and Grinder.
- The fundamental techniques used in NLP are **modelling, action, and effective communication**.
- NLP can be understood in terms of three broad components: **subjectivity, consciousness, and learning**.
- People experience the world subjectively, creating internal representations of their experiences. These **representations involve the five senses and language**. In other words, our conscious experiences take the form of **sights, sounds, feelings, smells, and tastes**. When we imagine something, recall an event, or think about the future, we utilize these same sensory systems within our minds. Furthermore it is stated that these subjective representations of experience have a discernible structure, a pattern.

It states that behaviour (both our own and others) can be understood through these sensory-based **internal representations**. Behaviour here includes verbal and non-verbal communication. NLP posits that consciousness can be divided into conscious and unconscious components. The part of our internal representations operating outside our direct awareness is referred to as the "unconscious mind". Finally, NLP

uses a method of learning called "modeling", designed to replicate expertise in any field. According to Bandler and Grinder, by analyzing the sequence of sensory and linguistic representations used by an expert while performing a skill, it's possible to create a mental model that can be learned by others.

- **NLP Meta Programs:-** These are the perceptual filters and mental processes. People distort, delete, and generalize information, based on these perceptual filters. They determine the attitude or orientation that people take on in various contexts and situations.

Meta programs get created by using a specific way to think and feel, and then they become our normal way, or a conditioned way to filter information. Similarly, different ways of thinking/feeling become a Meta Program a perceptual filter.

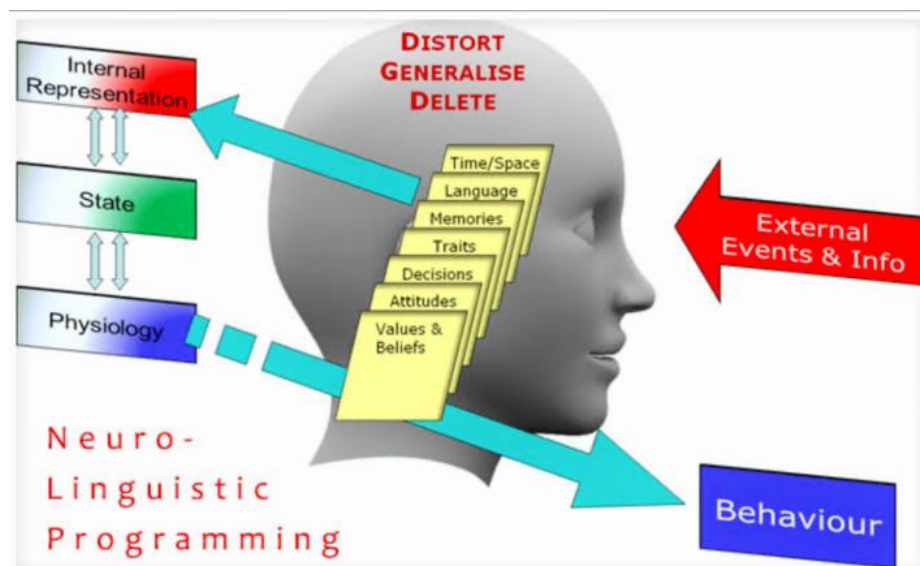
Based on the traditional conceptual categories of processing information, NLP Meta Programs are categorised into:

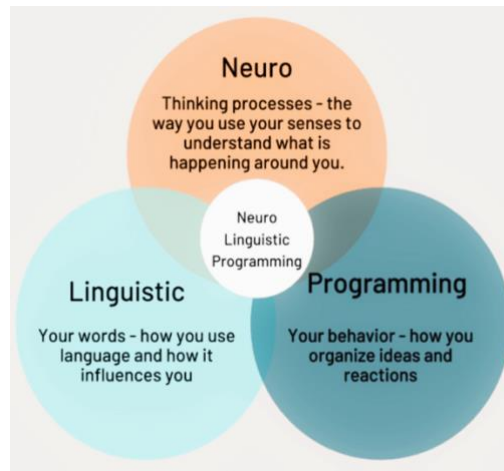
- Cognitive Meta-Programs (thinking)
- Emotional Meta-Programs (feeling),
- Conative Meta-Programs (choosing / willing),
- Communicational Meta-Programs (speaking / responding),
- Semantic Meta-Programs (creating categories of meaning).

How do you create your unique thinking and operating style using Meta programs?

NLP Meta Programs refer to the combined habitual ways in which people perceive reality (information) in a given context.

- The reality is made up of billions of stimuli per second. However, your brain can handle only a limited amount of information at a time. Consciously, you can only attend to five to nine variables (7 ± 2) at any given time. When you are faced with more than the five to nine variables, you choose to pay selective attention. Also, you draw comparisons between the new information and previously learned similar information to avoid overload and overwhelm



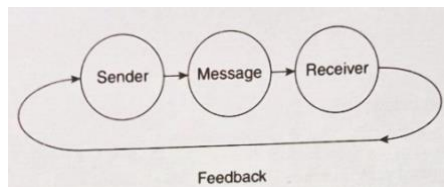


Module 1

COMMUNICATION-DEFINITION, PROCESS, AND TYPES

Definition : Communication essentially means transfer of ideas, feelings, plans, messages, or information from one person to another. Communication is considered effective only when it gets the desired action or response from the receiver.

Process: All forms of communication require a sender, a channel, a message, a receiver, and the feedback that effectively completes the process. The sender encodes the message and the receiver decodes the same and gives the sender his/her feedback



Features of Communication

Following are the most important features of successful professional communication. It essentially is

- A two-way process by which information is transmitted between individuals and/or organisation
- a continuous process of meaningful interactions among persons in an organisation or individuals
- a process in which the role of the receiver and the sender keeps changing through the communication process
- inclusive of both verbal and non-verbal forms
- a process which transmits and disseminates important ideas, thoughts, feelings, plans, etc.
- understood to be an art or technique of persuasion through the use of oral, written, and non-verbal features

Importance of Communication

Let us now see how important communication is in the business world:

1. With the emergence of multinational companies, large business houses usually operate both within and outside a country. Effective communication alone can help in maintaining a link among its various branches, offices, and sites.
2. All the departments and units of an organisation have to go hand in hand to achieve its goals and for that, they need to keep communicating with one another
3. Marketing research suggests that firms which communicate better sell better. Moreover, companies keep competing with one another through advertisements and other propagandist strategies for securing a higher position in the market which involve communication at every step. All of this necessitates effective communication skills.
4. Effective communication helps sustaining a harmonious relationship between salespersons and customers and trade unions and employees in a company.
5. Through effective communication, employees get job satisfaction and develop a sense of belongingness which ultimately helps the organisation grow well.

Different Types of Communication

Communication is generally classified into the following types:

Type of Communication	Brief Definition
Verbal communication: <ul style="list-style-type: none"> • Oral communication • Written communication 	Both spoken and the written expressions are used in the communication process: <ul style="list-style-type: none"> • A face-to-face interaction between the sender and the receiver who use the spoken variety of language • Sender uses the written mode to transmit his/her messages like reports, proposals, etc.
Non-verbal communication	Communication without using words through body language and paralinguistic features

(Contd)

Type of Communication	Brief Definition
Intrapersonal communication	Communication taking place within one's own self during self-reflection, contemplation, and meditation
Interpersonal communication	Written or oral communication that occurs between two or more persons
Extrapersonal communication	Communicating with non-human entities, such as animals and birds
Mass communication	Conveying messages to an entire populace through books, the press, cinema, television, radio, Internet, etc.
Media communication	Communicating through electronic media, such as computer, Internet, cell phones, LCD, video, television, etc.

COMMUNICATION FLOW IN AN ORGANISATION

Communication in a professional organisation flows at different layers and levels which regulate, guide, and propel its flow. It is both formal and informal in nature. The different types of communication flow in an organisation are as follows:

Formal Flow of Communication:-

Horizontal: Takes place among people of the same rank in an organisation

Vertical: Occurs between hierarchically positioned persons and can involve both downward and upward communication

Upward: Happens when information is sent to people of higher rank-from bottom to top levels in the hierarchy

Downward: Exists when information moves from higher authority to subordinates-from top to bottom

Crosswise: Takes place between managers and workers located in different functional divisions/units

Radial: Moves in all directions. For instance, the management circulates a copy of new bonus and incentive scheme among all the employees

Informal Flow of Communication:-

Grapevine: Informal communication is known as grapevine. Such communication is often shorn of all sorts of formalities. For instance, rumours running ripe about the company's expansion, promotion of an employee, discord between top officials, illicit relations between two colleagues, etc. are some of the examples of grape- vine. A communication of this variety flows in all directions. Grapevine may create both negative and positive impacts on the environment of that organisation.

BARRIERS TO COMMUNICATION

When it comes to effective communication, there are certain barriers that every organisation faces. Here are a few of the most commonly-found barriers to communication in an organisation.

Perceptual barriers: Different people have different perceptions about the same reality. For instance, one room could be big enough for one teacher but the same room could be small for another as he/she has more number of students to teach. This kind of difference in perception leads to miscommunication.

Listening barriers: Poor listening often results in incomplete, incorrect, and inconsistent responses. Sometimes people do not listen to others properly and patiently, and frequently interrupt the conversation.

Language barriers: When two communicators do not share the same language, they encounter difficulty in understanding each other. This problem further aggravates when second language learners do not use the language with accuracy in a given context. For instance, what is called sidewalk in the US is called pavement in Britain, whereas in India, it is called platform. Similarly, it is apartment in the US, flat in Britain, and house in India.

Cultural barriers: People across the globe belong to different cultures. A cultural barrier arises when two individuals in an organisation belong to different religions, states, or countries. Diverse cultures have different positive and negative meanings associated with colours, signs, designs, shapes, symbols, gestures, and posture.

Physical barriers: Research shows that most offices have closed doors and cabins for those at higher levels of the organisational ladder, and the working areas are physically placed far apart. This kind of barrier prevents team members from maintaining effective interaction among themselves and authorities.

Psychological barriers: Such barriers to communication distort or prevent effective communication within an organisation. Subordinates usually have fear and they distrust their seniors owing to the latter's dominance, arrogance, or lack of concern for them. Even if they have genuine reasons or plans or suggestions for the working of the organisation, they do not feel free to articulate their thoughts due to the authoritarian attitude of their seniors.

Physiological barriers: Due to headache, fatigue, or other health reasons, at times people involved in the communication process are not able to send or receive the messages properly. This leads to either complete breakdown of communication or miscommunication between them.

Technical communication (T C)

Technical Communication is a form of communication that largely relies on the clear and consistent delivery of factual information for successful understanding by the user **or** Technical communication is a means to convey scientific, engineering, or other technical information. Hence

The fundamentals of technical communication involves

- i. Clarity :- T C should be clear, concise and direct.

- ii. Audience analysis :- Understanding who your readers are what they need, and how they will use your document.
- iii. Editing and proofreading :- Review and revise your content for clarity, accuracy and completeness.
- iv. Document design :- Create visual organisational cues for your reader, and use images or graphics alongside your text.
- v. User experience analysis :- Technical communicators see themselves as the user's advocate.
- vi. Active voice :- Using active voice can make your writing more direct and easier to understand.
- vii. Grammar analysis :- grammar rules can help you express your thoughts clearly and minimise misunderstandings.

Features of technical communication

1. Brevity

- It is a quality of being brief but comprehensive in expression. Try to be brief and give maximum information in minimum number of words
- Brevity basically demands an exact knowledge of the meaning of the words and involve of simple familiar words instead of unfamiliar or difficult words

2. Clarity

- Clarity in communication is quality of being understood.
- Clarity involves both clarity of expression as well as clarity of thought and this can be achieved by using direct expression specific words and phrases.
- It should be based on facts and as near to the truth as possible.

3. Simplicity

- Some people use fancy words because according to them difficult words reflect one's depth of understanding and command of the language but truth is just opposite.
- Simplicity is an art and it is not easy to achieve using simple and familiar word but it also demands better understanding for the readers or listeners to

4. Objectivity

- A good technical communication is expressed in a plain, objective language.
- It involves terminology that the audience understands.
- Technical writing purpose is to inform, instruct or persuade a reader about specific matter so the technical writing draws the attention of the reader towards what is

5. Utility

- Technical communication is always done to express the facts so that they can be put to use
- Technical communication always added to the

6. Technical Presentation

- A technical document has a presentation to assimilate information on at a glance.
- Good writers make the format of the technical document easy to scan.
- Technical presentation must grows knowledge of people.

Distinction between general communication and technical communication

The main distinction between general and technical communication is that general communication is informal and subjective, while technical communication is formal and objective.

- General communication can be used to inform, persuade, entertain, motivate, or facilitate interaction. Technical communication aims to make complex information clear and understandable for a specific audience.
- General communication can include verbal, nonverbal, visual, and written communication. Technical communication can include user guides, website content, newsletters, software instructions, medical instructions, training programs, and technical illustrations.
- For general communication, the primary audience is the intended audience, but there may also be a secondary audience. For technical communication, the audience is the most important consideration when planning, writing, and reviewing a document.
- General communication can be subjective and has no set pattern. Technical communication uses techniques like jargon and graphics to convey information accurately and clearly.

Reading Skills and Comprehension

Of all the language skills, namely listening, reading, speaking, and writing, it is the reading skill that is most crucial and significant. It is so because by being a good reader, one can overcome the challenges of listening and speaking and can eventually become a good speaker and writer.

Given below are some of the strategies with which we can deal with reading comprehension passages more effectively.

• GETTING ACQUAINTED WITH MAJOR TYPES OF QUESTIONS :-

Questions Related to the Main Idea , Questions Related to Specific Details, Inference-related Questions, Application-related Questions, Questions Related to Tone/Attitude/Style, Meaning-related Questions etc

• IMPROVING READING COMPREHENSION SKILLS :-

- a) Locate the central idea.
- b) Carefully observe the common thread.
- c) Ask the pertinent question-Why this passage/poem?
- d) Look for the author's point of view, if any.

- e) Read painstakingly the beginnings and endings of the passage.
- f) Read carefully the beginning and ending of each para/stanza.
- g) Never lose sight of the central idea.
- h) Figure out the nature of the passage/poem while reading.
- i) Grasp and mark important elements.
- j) Relate significant statements.
- k) Think of a title and the summary of the passage.
- l) Observe and infer what the passage/poem implies.

OBSTACLES IN BECOMING AN EFFECTIVE READER

- Lack of concentration
- Eye fixation
- Reading aloud
- Regression
- Turning the head from side to side
- Indiscriminate use of dictionary
- Moving the lips
- Lack of reading habits
- Pointing at words with pen or finger
- Disinterest

Module 2

Forms of technical communication

Technical writing : A form of technical communication that involves analysing and presenting complex information in a way that's easy to understand.

Technical reports : A way to communicate the findings of research, typically in a scientific document that accompanies a specific project.

Manuals : Company HR documents like employee handbooks and orientation manuals require a combination of technical writing skills and organisational knowledge.

Visual communication : A form of technical communication that includes typography, page and screen design, data visualisation, illustrations, and icons.

Marketing communications : Technical writers in this field contribute to marketing materials for a company or product.

Report writing

Definition : A report is a structured document written with a purpose and for a predetermined audience in a logical, clear, and concise manner providing

authentic information. It consists of analysis, interpretation, findings, and sometimes recommendations, if required.

Report is one of the most vital forms of professional communication. Reports are very commonly written to

- Gauge progress of a project.
- Study a phenomenon.
- Observe trends in society, business, science, economics, politics, sports, etc. Offer recommendation for improvement in existing situation.
- Assess performance of employees.
- Evaluate patterns , processes and procedure's as a system.

FEATURES OF REPORTS :-

- A formal piece of writing
- Focuses on facts and data
- Evaluates data with objectivity and impartiality
- Is written for a specific purpose
- Includes only relevant information
- Conveys authentic information

TYPES OF REPORTS

Different types of reports are written to serve different purposes in organizations. Broadly, reports can be classified in the following major types (Fig. 9.1):

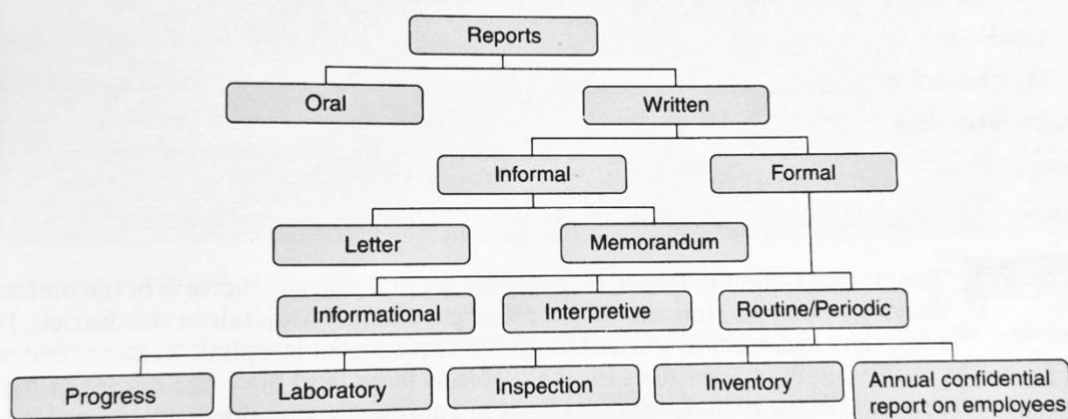


Fig. 9.1 Classification of Reports

The different types of reports

Informal Reports :

- ❖ Informal in style but factual in content

- ❖ Brief in length
- ❖ Serve an immediate purpose
- ❖ Do not contain elaborate details and analysis
- ❖ Written in the form of a letter or a memo

Formal Reports :

Formal reports are more formal in content and detached in tone. They are broadly classified under the categories :

1. Routine/Periodic reports
2. Informational reports
3. Interpretive reports

Technical reports (T R)

A technical report is a formal document that communicates the results, progress, or process of scientific or technical research.

Importance : The main purpose of an Engineering technical report is to present a solution to a problem in order to prompt action. Technical reports provide a record of your developing expertise and are a legal record of your work and decision making.

•**Thesis** : A long writing on a particular subject, especially one that is done for a higher college or university degree.

•**Project writing** : Project writing can refer to writing a project plan, proposal, or research project. Through project writing, one can develop skills such as information organisation, time management, and attention to detail, among others. These transferable skills can be useful in facilitating more effective work performance, effective management of personal and professional relationships, and overall productivity.

•**Synopsis writing** : A synopsis is a short summary of a story, research project, or other work.



Technical research papers : A technical research paper, also known as a technical report or scientific report, is a document that describes the results, progress, or

process of technical or scientific research. Technical research papers can be developed in a variety of fields.



Seminar and conference papers : A seminar or conference paper is the written text of a presentation given at a seminar or conference. Conference papers are typically short and present initial findings and analysis from ongoing research. They are often written to be read aloud, either in-person or online.

Writing a conference paper :

- **Focus on the audience profile:** When writing a conference paper, it is essential to keep the audience in mind
- **Keep your writing structured and organised :** It is essential to organise conference papers logically and convincingly.
- **Reading aloud :** Experts suggest reading your conference paper aloud several times. This technique helps you identify possible errors in language and grammar and brings clarity to your ideas and presentation.
- **Conference guidelines:** It is important to ensure that you follow the guidelines, structure, format, and length requested by conference organisers.

The 7 Cs of effective business writing

The 7 C's of effective business writing are

- Clarity. : Be clear
- Correctness : Use the right language and ensure facts and figures are accurate

- iii. Completeness : Answer all questions
- iv. concreteness : Be specific and use vivid language
- v. consideration : Be thoughtful
- vi. courtesy. : Avoid tactless language
- vii. conciseness. : Be brief

1) **Clarity**

Be definite, don't prevaricate, and don't ramble. The most information-packed writing isn't informative if it can't be understood ! . In other words, your written statements should be precise and specific (rather than generic and abstract), using language that's familiar to your readers. It should also include only what is necessary to convey your meaning.

2) **Correctness**

A simple rule: avoid errors!.From copyediting to fact-checking, authorial credibility rests on absolute correctness in your communications. A document riddled with grammatical and spelling errors subliminally communicates a lot about your organisation, none of it good. And if your readers can't trust you to relay factually correct information, why should they trust anything you say? In a world where misinformation is epidemic, correctness is both the cure and the only path to total credibility.

3) **Completeness**

To begin, your writing should provide all the information your reader needs to understand you. To do that, you need to consider what they know, and don't.

4) **Concreteness**

Use facts to back up your assertions and use words with unambiguous meanings. Ultimately, concreteness is about credibility and strengthening the writing's usefulness for the reader.

5) **Consideration**

Understand your target readers before you write. Answer the questions they have and account for gaps in their knowledge. Make the topic's relevance clear to your target reader(s). In short, *consider* your reader.

6) **Courtesy**

Be mindful of the attitude your readers will have toward your work, and the attitude your readers expect your work to have toward them. Some readers expect a formal tone, while others would feel alienated by one.

7) **Conciseness**

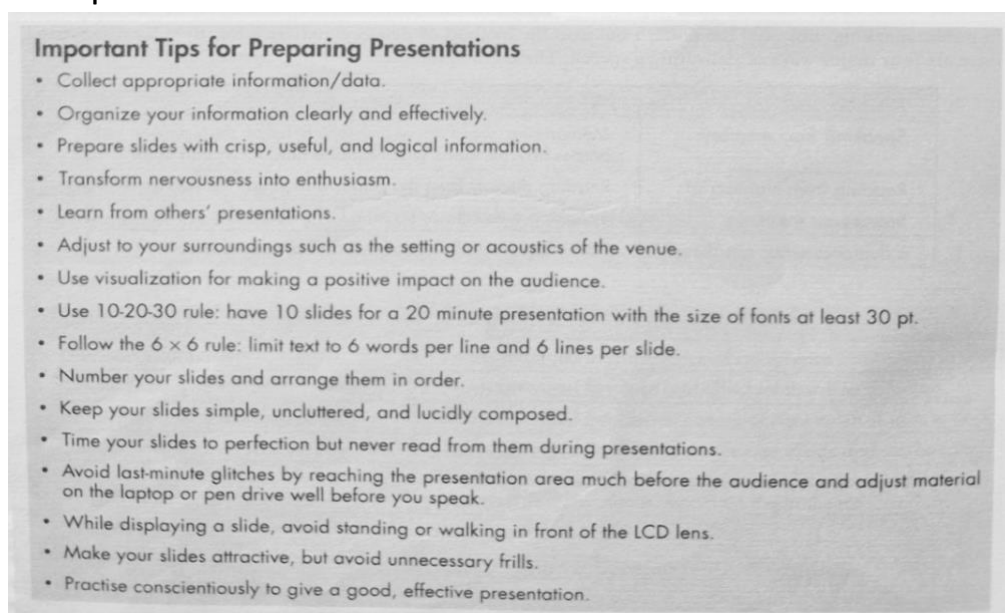
than necessary to convey meaning, but not cutting out so much that your communication suffers. Think carefully about how much context and explanation you really need to include in your papers and documents. Depending on your audience, it might not be as much as you think.

Module 3

Importance of presentation

Presentations are inevitable in the life of a professional. In today's world, it is hard to conceive of a profession that does not require its employees/workers to prepare and give presentations to his fellow professionals, seniors, moderators, or evaluators. Professional presentations are prepared mainly to perform the following

- jobs/activities:
- Inform the audience about some procedure, plan, and phenomenon.
- Analyse situations, trends, and results.
- Evaluate performance, progress, and growth.
- Suggest modifications and improvements in the existing practices



PARTS OF PRESENTATIONS

1. Introduction
2. Main body
3. Conclusion

Introduction :-

Follow the steps given below, which have already been explained in the chapter on Public Speaking:

1. Catch the audiences' attention.
2. Start the presentation on an innovative note.
3. Reveal the topic.
4. Justify/Relate the topic.
5. Establish your credibility.
6. Give the audience a preview statement.

Main Body :

The main body of a professional presentation refers to the part where you need to include the main points and supporting information. You can follow the following points to create an effective body of your presentation

- *Focus on three main points.*
- *Support each main point with facts, evidence, and reasons.*
- *Use graphs, pictures, charts, tables, etc. to make a pictorial and engaging presentation. Refer to Chapter on Report Writing to understand how illustrations can be used.*

Group presentation

In present-day professional situations, it is quite common for a group of people to be involved in combined projects. Many such projects require a presentation to be prepared and delivered by one group to another group of professionals.. Such presentations made by different members of a group who jointly worked on a project are referred to as group presentations.

Tips on Making Group Presentations Smooth and Effective

1. If you have to start a group presentation, introduce the main topic, the important parts of the presentation, and also each of the presenters with the portions they are likely to take up.
2. Maintain continuity in the discussion while presenting your part by picking up the discussion from the preceding group member and connecting well to his/her ideas.
3. As a subsequent speaker in the group, you need not greet the audience. Instead, thank the preceding speaker, recapitulate briefly what he/she has said, and continue the discussion further.
4. In order to maintain continuation and connectivity with the preceding speaker, all the members of the team must thoroughly prepare and know the contents of the entire presentation.
5. Do not contradict your group members consciously or unconsciously as it is a group presentation.
6. Improper distribution of text and slides also makes a group presentation go haywire. In a group situation, it is common that somebody starts a presentation, some others develop it, and finally some member of the team brings it to a conclusion.
7. Plan well in advance regarding who is going to start, who is going to cover which points, who is going to focus on which aspect of the problem, and who is going to give a proper, authentic conclusion to the presentation.
8. Rehearse within the group so as to ensure that no member loses sight of the common thread that runs through a well-constructed preparation.
9. Stick to meticulous time management. Identify the strengths and weaknesses of the group members, and share time well with the group with intelligence and objectivity.

Interpersonal communication:-

Interpersonal communication refers to communication between two or more people. It involves the exchange of messages, ideas, and information between individuals. This can take many forms, including face-to-face conversations, phone calls, emails, and video conferences.

4 types of interpersonal communication skills :-

- Verbal
- Listening
- Written
- non verbal communication

Classroom presentation :-

A classroom presentation is a teaching activity that helps students and teachers share knowledge, communicate ideas, and develop public speaking skills.

some tips for giving a classroom presentation:

1) Rehearse

Practice your presentation in front of real people, such as friends or family. Rehearse multiple times to eliminate awkward pauses and phrasing, and to make sure you stay within your time limit

2) Use interactive elements

Consider using ice breakers, videos, questions and answers, songs, props, quizzes, transitions, and animations

3) Convey information effectively

The goal of a presentation is to help students remember what you said. Avoid relying on slides to tell your story

Individual conferencing

An individual conference is a one-on-one meeting between a teacher and a student to discuss specific topics. The purpose of an individual conference is to help students. Teachers can gain valuable insight into a student's thinking and receive targeted feedback through individual conferences.

Public speaking

Public speaking is the act of delivering a speech to a live audience to share information, motivate, persuade, entertain, or celebrate. It can be a formal or staged event.

There are four main methods of public speaking :-

- Manuscript
- Memorised
- Extemporaneous
- Impromptu

1. Manuscript

The speaker reads their speech word-for-word from a written manuscript. This method is often used by newscasters and political figures who use teleprompters to ensure accuracy.

2. Memorised

The speaker recites a speech they have committed to memory. This method allows the speaker to maintain eye contact and move around the stage freely. However, it's important to memorise vocal cues, gestures, and facial expressions to avoid a flat presentation

3. **Extemporaneous**

The speaker delivers a speech they've carefully planned and rehearsed, but uses brief notes to help them. This method allows the speaker to maintain eye contact and assess how well the audience is understanding the speech

4. **Impromptu**

The speaker delivers a brief speech that focuses on a single point.

Some tips to improve your public speaking skills :-

- i. Prepare
- ii. Use a brief outline
- iii. Maintain eye contact
- iv. Take deep breaths
- v. Use positive thinking
- vi. Use your voice
- vii. Use good posture

Overcoming stage fear

Stage fright or **performance anxiety**, is state of anxiety or fear which occurs when an individual is faced with the requirement of performing in front of an audience (either directly or through a screen, e.g in front of a camera). Stage fright is a common human response to being the centre of attention. Stage fright can negatively impact your performance, self-esteem, and career, so it's important to try to overcome it.



Here are some ways to overcome stage fright:

- **Practice:** Practice your presentation in front of friends, family, or a mirror. Take their feedback seriously.
- **Prepare:** Know your material well and be prepared to say what you want to say.
- **Breathe:** Deep breathing can help you relax and calm down. Inhale deeply into your belly and lungs, then exhale slowly.
- **Connect with your audience:** Make eye contact and smile. Try to think of your audience as friends.
- **Visualise success:** Focus on your ability to handle challenging situations and the enjoyment you'll provide the audience.
- **Eat sensible meals:** Eat a sensible meal on the day of your performance.

●Interpersonal presentation :-

Presentations typically incorporate every type of interpersonal communication. The speaker needs good verbal skills, uses gestures and expressions effectively, refers to written texts and other visual

aids, and understands how the audience feels and receives the message.

• **Impersonal presentation :-**

When the speaker is not bothered about the personal feelings. and emotions of his audience. There is no subjectivity in his/her ideas it is an impersonal. presentation. Example -A newsreader reading the news, a businessman formulating business policy etc.

Module 4

Technical communication skills

5 ESSENTIAL COMMUNICATION SKILLS

- WRITTEN COMMUNICATION. Convey ideas and information through the use of written language.
- ORAL COMMUNICATION. Convey ideas and information through the use of spoken language.
- NON-VERBAL AND VISUAL COMMUNICATION. ...
- ACTIVE LISTENING. ...
- CONTEXTUAL COMMUNICATION.

Group discussions

WHAT IS GROUP DISCUSSION :-

Group discussion (GD) is a formal discussion which involves a group of participants who sit in a group to discuss a topic or a case given for this purpose. It is a methodology used by organisations to gauge whether a candidate possesses certain personality traits and/or the skills that are desired of him/her. Regarded as an effective tool in the recruitment process besides job interviews, GD plays a vital role in selecting the best and most suitable candidates from many who

apply for the same position. It is also used as a tool to study the behavioural and attitudinal responses of the participants.

WHAT IS EXPECTED OF US IN A GD :-

While in a GD, you are expected to display the following attributes as a participant:

- Clarity of thought and reasoning ability
- Leadership and discernment
- Openness and objectivity
- Initiative and assertiveness
- Awareness and knowledge
- Motivation and zeal
- Patience and composure
- Attentive listening skills
- Good reading habits
- Q•Maturity in expression

Let's see some of the points in detail,

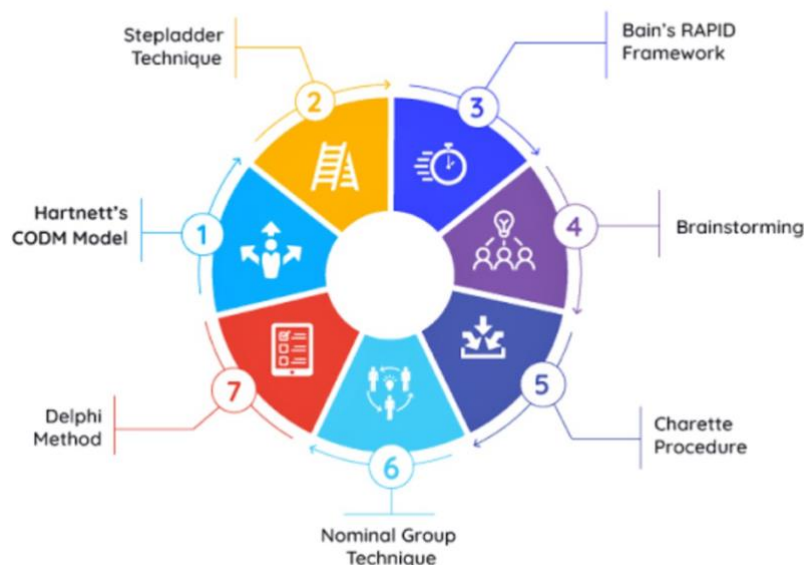
- **Clarity of Thought and Reasoning Ability:** If you possess good reasoning skills and display clarity in your thoughts, it helps you express your ideas and opinions in a convincing and rational manner.
- **Leadership and Discernment:** A person aspiring for leadership in a GD must display qualities such as clarity, objectivity, perception, poise, and communication skills.
- **Openness and Objectivity:** Since a group comprises different people who may have perspectives, views, attitudes, and preferences different from yours, it is expected that you display understanding for the views expressed by others while participating in a GD.
- **Assertiveness and motivation :** One needs to be quite encouraging of others' views. Pay special attention to those who are quiet and nervous about speaking. Also provide direction to the group whenever it loses focus.
Eg : I feel it would be appropriate if we listen to some of our friends who have kept quiet so far....
- **Awareness and Knowledge:** Participation in a GD requires us to display our knowledge. In fact, it is knowledge which

highlights our awareness about different things, but also helps us sound convincing in our response to others. Facts and figures not just views and opinions serve to substantiate our arguments and lend credence to our expressions.

- **Attentive Listening:** To be able to do well in a GD, you should listen carefully to others when they present their views. It will help you understand the ideas of others and modify yours. A good listener, even when not much aware of the topic or the issue being discussed, can smartly use some of the ideas being shared around to his/her advantage.
- **Evidence of Good Reading Habits:** Just as listening, your reading, awareness, and general knowledge also help you immensely in GDs. You must be aware of the things that are happening around you, be it a political, religious, financial, or social development. Your awareness helps you provide proper examples, adequate facts, and convincing arguments in GDs. It is your perspective on the issues and not just your being vaguely aware of something which actually matters in GD's.

Group discussion techniques

7 Techniques to Use in Group Decision Making



1. Brainstorming
2. Normal group techniques

3. Delphi technique

Brainstorming

Brainstorming is a group discussion technique that helps generate ideas to solve a problem or address a topic. Brainstorming can help identify problems, stimulate creativity, and encourage shy participants to share their ideas. It's important to plan the brainstorming session ahead of time and consider the strengths, challenges, and barriers. In Brainstorming each candidate proposes one idea at a time, till the time all ideas are exhausted. Many a times in GDs, the discussion goes out of context.

The four rules of effective brainstorming: focus on quantity, withhold criticism, welcome unusual ideas, and combine and improve ideas.

Normal group technique

The nominal group technique (NGT) is a structured process for group decision-making that helps teams generate ideas, identify problems, and create solutions. It's similar to brainstorming, but it's designed to ensure that everyone contributes to the solution. The NGT can be used in a variety of contexts, including committee decision-making, curriculum design, and adult education program planning.

5 stages of normal group technique :- Introduction

Idea generation

Sharing ideas

Group discussion

Voting

Delphi technique

The **Delphi method** or **Delphi technique** also known as **Estimate-Talk** is a structured communication technique or method, originally developed as a systematic, interactive-forecasting method that relies on a panel of experts. Delphi has been widely used for business forecasting and has certain advantages over another structured forecasting approach, prediction markets. Delphi is based on the principle that forecasts (or decisions) from a structured group of individuals are more accurate than those from unstructured groups.

Characteristics :- Anonymity of the participants

Structuring of information flow

Regular feedback

Role of the facilitator

Difference's between seminar and conference

Conferences are the largest in scale, attracting a diverse audience and featuring multiple sessions and speakers, catering to a wide range of interests. Seminars provide the smallest setting, offering intimate learning environments, with a focus on interactive, hands-on experiences for a smaller group of attendees. Presentation skills are essential for a successful career in many fields. They are important for building confidence, enhancing collaboration, and developing robust critical-thinking skills. Although it might be tempting to think these skills are reserved for people interested in public speaking roles, they're critical in diverse jobs.

Presentation skills :- These are the abilities and qualities necessary for creating and delivering a compelling presentation that effectively communicates information and ideas.

An effective presentation skills includes :-

Verbal communication :- Speak clearly and confidently, projecting your voice enough to ensure everyone can hear. Think before you speak, pausing when necessary, and tailoring the way you talk to resonate with your particular audience.

Body language :- Body language combines critical elements, including posture, gestures, eye contact, expressions, and position in front of the audience.

Voice projection :- Projecting your voice improves your presentation by allowing your audience to hear you. It also increases your confidence, helping to settle lingering nerves while making your message more engaging.

Posture :- Remain open, upright, and adaptable while considering the formality of the occasion instead of slouching or looking overly tense.

Story telling, active listening, stage presence, self awareness and understanding the audience are also the presentation skills.

Critical thinking

Critical thinking is the process of analyzing facts and information to form a judgment or decide if something is right or wrong. It involves being objective, evaluating ideas without bias, and making realistic conclusions. Critical thinking skills help you understand and assess a situation based on all the facts and information available. With the help of critical thinking skills, you can sort and organise information, data and facts to define and solve a problem.



Bloom's taxonomy

Bloom's Taxonomy refers to six levels of higher order thinking skills that can be carried out via educational activities.



Remembering

is when memory is used to produce definitions, facts or lists, or recite or retrieve material.



Understanding

is about constructing meaning from different types of function be they written or graphic.



Applying

refers to situations where learned material is used through products like models, diagrams, presentations, interviews and simulations.



Analyzing

means breaking material or concepts into parts, determining how the parts interrelate to one another or to an overall structure or purpose.



Evaluating

means making judgements based on criteria and standards through checking and critiquing.



Creating

is about putting elements together to form a functional whole, and reorganising elements into a new pattern or structure by planning or producing.

Bloom's taxonomy has become a widely adopted tool in education, influencing instructional design, assessment strategies, and learning outcomes across various disciplines. Despite its broad application, the taxonomy has also faced criticism, particularly regarding the hierarchical structure of cognitive skills and its implications for teaching and assessment practices.

Designed thinking

Design thinking is a non-linear, iterative process that teams use to understand users, challenge assumptions, redefine problems, and create innovative solutions to prototype and test.



Empathise is the first phase of design thinking, where you gain real insight into users and their needs. You want to gain an empathic understanding of the problem you are trying to solve. The main aim of the Empathise stage is to develop the best possible understanding of your users, their needs and the problems that underlie the development of the product or service you want to create. **Define** is the second phase of design thinking, where you define the problem statement in a human-centred manner. In the Define stage, you will organise the information you have gathered during the Empathise stage. You'll analyse your observations to define the core problems. **Ideate** is the third phase of design thinking, where you identify innovative solutions to the problem statement you've created. During the third stage of the design thinking process, designers are ready to generate ideas. With this solid background, you and your team members can start to look at the problem from different perspectives and ideate innovative solutions to your problem statement.

Prototype is the fourth phase of design thinking, where you identify the best possible solution. The design team will now produce a number of inexpensive, scaled down versions of the product (or specific features found within the product) to investigate the key solutions generated in the ideation phase. These prototypes can be shared and tested within the team itself, in other departments or on a small group of people outside the design team. **Test** is the fifth and final phase of the design thinking process, where you test solutions to derive a deep understanding of the product and its users. Designers or evaluators rigorously test the complete product using the best solutions identified in the Prototype stage. This is the final stage of the five-stage model; however, in an iterative process such as design thinking, the results generated are often used to redefine one or more further problems.

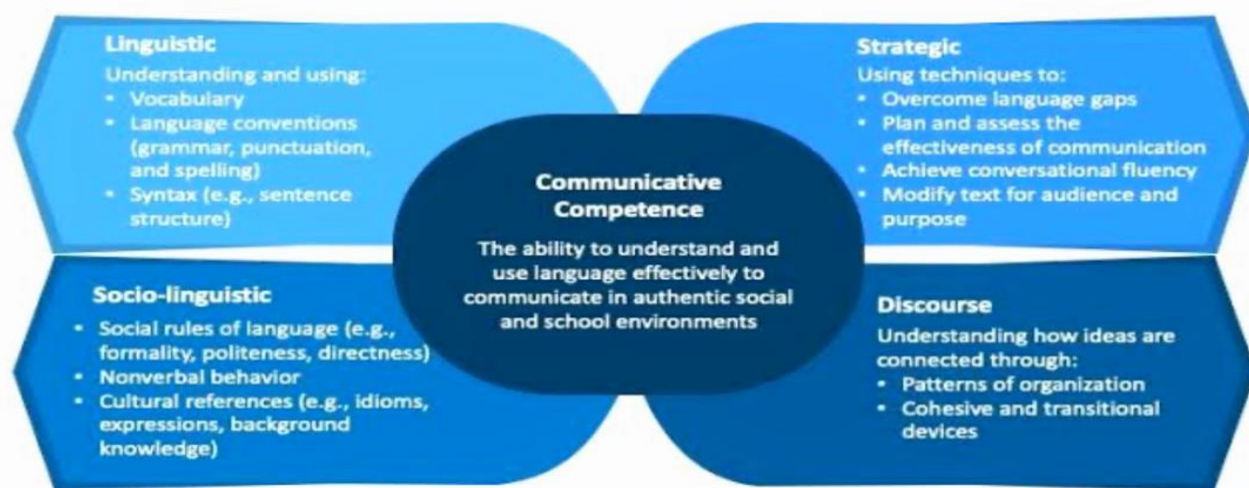
Communication competence

Communication competence is the ability to use language and social cues effectively and appropriately in different situations. People can gain communication competence through education and by observing how others communicate. Competent communication can help people integrate into new social circles, meet new people, and be more accepted by others.

Businesses communication competence :- Business communication competence is the ability to convey ideas and opinions effectively in a variety of professional settings. It is an important skill for professionals to work well with others and advance their careers.

To improve business communication competence:

- Be a good listener
- Be concise
- Be professional
- Be respectful
- Be tactful and more.



Discourse competence :- It is the ability to create and understand coherent and cohesive written or spoken texts. It involves the knowledge and skills to manage linguistic features and semantic functions within a text. Discourse competence is a critical component of academic writing and contributes to linguistic accuracy and social appropriateness.

Linguistic competence :- It is the unconscious knowledge of a language that allows someone to communicate and understand it effectively. It's different from linguistic performance, which is the ability to use language in practice and includes other factors. Linguistic competence is important for organisations and their personnel to be able to convey information to a variety of groups, including those with limited English proficiency, low literacy skills, disabilities, or who are deaf.

Sociolinguistic competence :- It is the ability to use language in a way that is appropriate for a variety of social situations. It involves knowing how to adjust language based on the setting, audience, and cultural norms. Eg: Knowing when to use formal language and when to use informal language.

Strategic competence :- It can refer to the ability to solve problems in a variety of contexts, including math, language, and research. It integrates various forms of communications such as public relations, marketing, advertising, and online communication, tailored to promote a coherent corporate identity and support long-term strategic goals.

To improve verbal and nonverbal communication:

- **Eye contact:** Maintain eye contact to show that you are engaged and attentive.
- **Posture:** The way you sit or stand can communicate your comfort level, professionalism, and general disposition.
- **Pause:** Pause to reflect before speaking.
- **Use concise language:** Use concise language.
- **Respect personal space:** Respect personal space.

Module 5

Important features of body language

Facial expressions

Facial expressions can convey emotions and enhance your verbal message. For example, a smile can communicate friendliness and warmth, while a furrowed brow can express concern or emphasis.

Gestures

Gestures can amplify your stories and help you come across as more genuine and believable.

Eye contact

Eye contact can be used to express curiosity, convey confidence, and build rapport. Avoiding eye contact may make you appear uninterested or untrustworthy.

Body posture

The way you stand, walk, sit, and hold your head can communicate your comfort level, professionalism, and general disposition. A closed posture may indicate discomfort or disinterest.

Touch

Touch can be used as a nonverbal means of communication. For example, meaning can be gleaned from the physical contact of handshakes, holding hands, and high fives

Tone

The way you speak, the pitch, volume, and intonation can all impact how your message is received.

Voice modulation :- It is the ability to adjust your voice's pitch, tone, volume, and pace to convey meaning and engage your audience. By this you can express emotions, emphasise points, create contrast, establish rapport, communicate your personality, make your speech feel lively and more. Voice modulation is especially important in public speaking, where connecting with the audience is key.

Several Points of Voice Modulation



The **quality of a person's voice** while communicating is related to the sound quality of their voice and the emotional tone they convey. The emotional quality of a person's voice, which is the attitude they bring to what they say. The audience uses the tone of voice to understand what the speaker is saying. For example, a humorous tone can be used to create a relaxed atmosphere or make people laugh.

Pitch is the frequency of your voice, and it can be used to convey meaning and emotions in communication. A pleasant, natural voice will have some variation in pitch—raised for lighthearted quips and lower for serious statements—to communicate nuances of meaning and keep the listener engaged and you can use it to ,

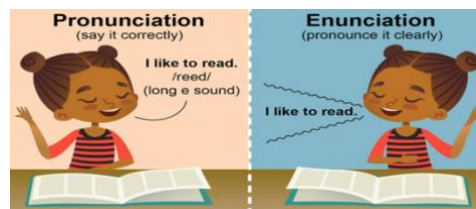
1. Signal meaning :- A high pitch can indicate excitement, surprise, or curiosity, while a low pitch can indicate seriousness, authority, or boredom.
2. Structure your speech :- You can raise your pitch at the end of a question, lower your pitch at the end of a statement, or change your pitch to introduce a new topic.
3. Keep listeners engaged :- A monotone voice can sound robotic and boring, so varying your pitch can help keep listeners engaged.
4. Cut through noise :- Pitch can help you cut through noise and make a professional impression.

Rhythm in speech is the pattern of stressed and unstressed words that gives speech a natural and fluent sound. A lot can be deciphered from the rhythm of an utterance. For example, you might consciously change your rhythm to express different feelings/emotions or emphasise a point, or you might do this without even realising it. *Phrasal prosody* refers to the rhythm and tempo of phrases, often in an artistic setting such as music or poetry, but not always. The rhythm of the English language has four different elements: stress, time, pause, and pitch.

Intonation is the way our voice rises and falls to add emphasis, express emotion, or ask a question. Intonation in speech helps you communicate more than just the words you're

saying. The three main patterns of intonation in English are: falling intonation, rising intonation and fall-rise intonation. With rising intonation you have to raise slightly the pitch at the end of the sentence, whereas with falling intonation you go down a bit.

Pronunciation is the way in which a word or a language is spoken. Proper pronunciation ensures that your message is conveyed clearly. Mispronunciations can lead to misunderstandings, confusion, and ineffective communication. Accurate pronunciation increases comprehension and reduces misunderstandings. Learners can convey their ideas and thoughts more effectively, are better understood, and receive more accurate responses from native speakers and others. **Enunciation** is the act of pronouncing words clearly and accurately, with appropriate emphasis on key syllables, very important. Good enunciation makes our speech easy to understand for others.



An **accent** is a way of pronouncing a language. Considering that all of us speak in distinctive ways, it is reasonable to assume that there are endless types of accents in the world, or even inside a country or region. While accents can reflect cultural identity and add character to speech, they can also create barriers to communication if they are too strong or unfamiliar to listeners. However, it's crucial to recognise that an accent, by itself, does not determine one's proficiency in a language. Every language has its unique set of phonemes, which are the smallest sound units. When non-native speakers learn English, they often carry the phonemic properties of their mother tongue, leading to the emergence of an accent.

A **linguistic feature** refers to the structural aspects of language, such as the complexity of syntax, vocabulary diversity, and use of academic words, which are characteristic of emergent academic language. The three fundamental features of linguistic communication – productivity, displacement, and arbitrariness, play a unique and pivotal role in shaping the way we use and perceive language, contributing to its dynamism and adaptability.

A **vowel** is a speech sound made with your mouth fairly open, the nucleus of a spoken syllable. A consonant is a sound made with your mouth fairly closed. Vowels use pitch, accent, volume, and duration to differentiate their sounds. There are six vowels in the English language: a, e, i, o, u and sometimes y. There are 21 consonants in the English alphabet: B, C, D, F, G, H, J, K, L, M, N, P, Q, R, S, T, V, W, X, Y, Z.



Made by Adarsh 49'th batch of NASB

Layout for an Informal letter

Sender's address

Date

Dear.....

- You may have more than 2 paragraphs. Depending on who the recipient is you will have varying levels of informality.
- It is generally accepted that in informal letters contracted forms can be used: *can't* instead of can not; *haven't* instead of have not etc.
- You may also use a more colloquial language register – chatty tone that you might use in speech / mild slang words.
- Punctuation can be less formal: exclamation mark! used to signify shock or a joke; dashes - instead of commas; brackets used to separate additional ideas/references...

Degree of intimacy with recipient will determine the way you sign off:
Best wishes / Kind regards / Yours truly / *With love*...

Layout for a formal letter

Sender's address and other contact info:
Email
Telephone
Fax

Date

Recipient's address
Reference number if available

Dear..... (If name is unknown use Sir/Madam)

- It may be appropriate to start with a reference line
Re:.....
- Do not use contracted forms - write all words in full.
- Use formal standard English - no slang
- Keep sentences precise and get straight to the point
- Keep business letters focussed and do not waffle on!
- If complaining, be polite and use intelligent vocabulary.

Sum up your main point and state that you look forward to a response to your letter / query / complaint etc if appropriate.
Thank you, in advance, for taking time to respond to my

Yours faithfully – (if greeting is to Sir/Madam)
Yours sincerely – (if name is given)

ADELINE PALMERSTON

OFFICE ASSISTANT

123 Anywhere St., Any City
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hello@reallygreatsite.com



CAREER OVERVIEW

I manage secretarial duties like sorting and sending mail as a professional. To keep the office tidy and clean for guests or clients, I maintain an inventory of office supplies and place fresh orders as necessary.

EDUCATION

Bachelor of Business
Administration
Fauget University | 2019

SKILLS

- Basic computer literacy skills
- Organizational skills
- Strategic planning and scheduling skills
- Time-management skills
- Verbal and written communication skills

REFERENCE

Juliana Silva
CEO | Liceria & Co.
hello@reallygreatsite.com
+123-456-7890

EXPERIENCE

Office Staff

- Borcelle | January - present
- Help colleagues and set up the office in a way that streamlines processes
 - Sort and distribute correspondence as soon as possible
 - Ensure information is accurate and valid by creating and updating records
 - Plan and schedule meetings and appointments

Office Clerk

- Larana Inc. | May 2019 - June 2021
- Help colleagues and set up the office in a way that streamlines processes
 - Sort and distribute correspondence as soon as possible
 - Ensure information is accurate and valid by creating and updating records



Loren Stoke

Teacher

Contact Details

- lorenstoke@gmail.com
- (967) 352 6293
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Education

- Bachelor of Education
University of Toronto
2017 - 2021

Skills

- Classroom Management - Expert
- Curriculum Development - Expert
- Student Engagement - Expert
- Instructional Design - Expert
- Technology Integration - Expert
- Assessment Strategies - Expert

Summary

Experienced teacher with 10+ years in the field. Skilled in creating engaging lessons, motivating students, and fostering a positive learning environment.

Work Experience

Teacher, Block - Harvey

March 2023 - Present

- Taught a class of 30 fourth graders in all core subjects for three years.
- Developed and implemented a comprehensive lesson plan for all classes.
- Created a safe and nurturing learning environment for students.

Teacher, Cole, Heathcote and Pfannerstill

May 2021 - February 2023

- Developed a student-centered classroom management system.
- Collaborated with colleagues to develop innovative teaching strategies.
- Experienced in using technology to enhance student learning.

References

References available upon request

Model of a CV for job