

Technical Communication Notes
Lecturer: Ms. Mokshda Manchanda

Unit 1: Introduction to Technical Communication

- Basics of Technical Communication

1. What is technical communication?
2. **General v/s Technical Communication (pg no. 5)**
3. **Process of Communication (pg no. 6)**
4. Levels of Communication (pg no. 7-9)

- **Barriers to Technical Communication**

1. Solving the problem arising out of a failed communication. Five steps. (pg no. 26)
2. **Noise**: defined as any unplanned interference in the communication environment, which affects the transmission of the message. Noise can be classified as channel and semantic. Channel noise is any interference in the mechanics of the medium used to send a message. . . Whereas channel noise develops externally, semantic noise is generated internally, resulting from errors in the message itself. It may be because of the connotative (implied) meaning of a word that is interpreted differently by the sender and the receiver. (pg no. 27)
3. **Classification of Barriers**: • Intrapersonal • Interpersonal • Organizational--*very briefly read through the types and examples of all three* (pg no. 27-36)
4. Tips for effective communication: Table on page no. 37.

- Non-verbal Communication (to be studied **very briefly**; should be applied to body-language and non-verbal techniques during Group Discussion)

1. Non-verbal communication refers to all communication that occurs without the use of words, spoken or written. It is concerned with body movements (kinesics), space (proxemics), and vocal (paralinguistic) features.
2. Kinesics: Kinesics is the study of the body's physical movements. It is the way the body communicates without words, i.e., through the various movements of its parts. (page no. 40-43: *briefly go through the topics personal appearance, posture, gesture, facial expression, eye contact*)
3. Proxemics: Proxemics is the study of physical space in interpersonal relations. Space

is related to behavioural norms. The way people use space says a lot about them. In a professional setting, space is used to signal power and status. Three types: Intimate, Social, Public. (page no. 44-45)

4. Cross-cultural Variations: Communication being the backbone of inter- and intra-organizational coordination, it is essential for people to comprehend the linguistic and cultural differences among organizations to get the desired results at the workplace. (page no. 47-48)

- Active Listening/Effective Speaking (**very briefly** go through it)

1. Reasons for Poor Listening -- Barriers to Listening -- Traits of a Good Listener
Refer to Table on Page. 60 "Non-Verbal Techniques to Indicate your Attentiveness", and Table 4.1 on page no. 62 "Tips for Effective Listening"

2. Effective Speaking: Confidence, Clarity and Fluency (page no. 89-91) and Vocal Cues (page no. 92)

Unit 2: Communication at the Workplace (Written and Oral)

- **Resume/CV/Bio-Data (page no. 160-170)**

- **Report Writing:**

1. What is a report? A report is usually a piece of factual writing, based on evidence, containing organized information on a particular topic.

2. **Importance:** A report is a basic management tool used in decision-making. Hence, it is extremely important for all organizations, especially for large-scale organizations that are engaged in different activities handled by different departments. Importance and Objectives of Reports (page no. 285-286)

3. Characteristics (*understand very briefly*) on page no. 286-287

4. Categories of Reports: On the basis of purpose, frequency, mode of reporting, length, approach, and target audience, reports can be classified as follows: • Informative, analytical (purpose) • Periodic, special (frequency) • Oral, written (mode of presentation) • Long, short (length) • Formal, informal (approach) • Individual, group (target audience) (page no. 288-290)

5. Formats: • Manuscript (most common) • Memo • Letter • Pre-printed form, *understand each format briefly* (291-293)

6. Elements/Pre-requirements of Report Writing: • Understanding the purpose and scope
• Organizing the material • Analysing the audience • Making an outline • Investigating the sources of information (page no. 294)

7. **Types of Reports:** Introductory, Progress, Incident, Feasibility, Marketing, Laboratory, Project. (page no. 312-314)

- **Group Discussion**

1. Forms of GD: page no. 177

2. **Use of Body Language in GD:** Basic points from Unit 1: Non-Verbal Communication, and also refer to page no: 178 in book.

3. **Communication Boosters and Strategies** for a GD: Effective Listening/Speaking from Unit 1, and also refer to Page No. 186-190

4. Organisational GD: Page no. 190-191

5. **GD as a selection/evaluation tool:** Page No. 191-193, also refer to the table on page no. 193 “Aspects of Group Behaviour in a GD”