

## \* Technical writing

- "Simplifying the complexity<sup>\*</sup> of technology with the help of words"  
- Anil Bhat

• Technical writing in English serves an important role in communicating or conveying one's idea, views, observations, instructions in a logical and technical manner. Professionals need to have good technical writing skills in the preparation of reports, ppt's, documentations, etc.

- Technical writing is the <sup>practice</sup> ~~process~~ of documenting processes such as software manuals or instruction ~~manuals~~ materials.
- It provides detailed instructions to help users to understand a specific skills.
- Technical writing is a form of writing on a specific topic that requires guidance, instruction or explanation. This writing style serves a unique purpose and therefore has very different qualities than other types of writings.



## → Traits of Technical Writing

### 1) Clarity

Most important trait. It is imp to have clarity so that your targeted audience understands what you are asking of them and how to complete the task. A lack of clarity can lead to confusions.

### 2) Conciseness

It means to only using the necessary amount of words to describe an idea. It prevents confusion and saves time by shortening the document for easier reading.

### 3) Accessibility

It is another critical aspect to deal with to make sure it is available to everyone. We should always make sure all users can read and understand including users with different mental and physical abilities.

#### 4) Audience recognition

It allows us to gain a complete ~~per~~ perspective of who the audience is and what their goals, interests and needs are. The audience should be able to understand acknowledge the writer.

#### 5) Accuracy

It depends on writers ability/mastery about the subject of how well he/she can write about topic with minimum distortion.

#### → Characteristics of Technical writing

→ Comprehensive

→ Logical and sequential

→ Action oriented

→ Organized

- Objective

- Should have evidence to prove originality
- To ~~create~~ go project image & good will



## \* Business Writings

"Good writers are visible just behind their words."

~ William Zinsser

- It is a type of writing that is used in the professional setting
- It is a purposeful piece of writing in which only relevant, clear and concise info is there &
- It includes, e-mails, letters, memos and notices etc.
- Business communication has become an essential part of the modern world.
- Effective communication can bring new opportunities for the business. It is necessary for any organisation to sustain itself in a competitive market.

### → Principles

- 1) Concise
- 2) Clear
- 3) Correct
- 4) Complete
- 5) Courteous

## ★ Memo

- It is a short form of memorandum
- Memo is a short note sent from one person to another person within the same organisation
- It is a brief and short generally a page or two long.
- It is a form of official interdepartmental communication that is used to convey essential decisions and information
- It often contains details needed for specific meetings, projects, policies or others

### → Purpose of memorandum

- Memo is used to give knowledge on a process
- Memo is used to request information
- Memo is used to give a positive news
- Memo is used ~~to~~ in asking or giving info. from/to the supervisor
- To share ideas
- To convey details on a project
- To offer suggestions



## FORMAT OF MEMO

To:

From:

Date:

Subject:

[A memo requires no salutation]

Body of memo

[Start] with the direct and brief introduction about the reason for writing the memo]

[Provide concise but detailed information to the reader]

[End with a clear closing and a call to action]

Advantages of memo:

1) Memos are time saving mode of communication and are quick convenient to use

2) Memos can be stored for future and can be referred later if needed

## ★ Letter

Receiver's address

Date

Sender's address

Subject

Salutation

Body

Sign

## ★ Report

- Title (In centre)
- Summary
- Introduction
- Body
- Conclusion
- Recommendation

## Good Reports

- Precision
- Grammatical accuracy
- Reader - Orientation
- Simple language
- Conciseness
- Relevancy
- Attractive Presentation
- Unbiased Recommendation
- Accuracy of facts
- Clarity



# \* Audience Awareness

- A - Audience
- U - Understanding
- D - Demographics
- I - Interest
- E - Environment
- N - Needs
- C - Customized
- E - Expectation



## \* Group Discussion

- In group discussion we talk about a topic in detail
- GD is a process in which we have to interact and make an impression on one or more than one person
- It doesn't involve only speaking but also listening to <sup>what</sup> others are saying
- It is a good practice of what someone just said and extend upon it.
- It is systematic i.e. everyone in the group should speak one by one and everyone should contribute something new on everytime the speak.
- It should be purposeful and goal oriented activity

\* He should not deviate from the main goal

\* The conclusion is given by the person who speak at the end.

\* GD should end in a positive note

~~\* Importance of GD~~

→ Importance of GD

• Problem solving

\* Problem given to us will be a boiling ~~topic~~

\* Our points should be problem solving, not problem creating.



27 Decision Making

We are judged on our responses and statements

37 Personality Assessment  
Appearance, first impressions

→ Characteristics of GD

- 17 Agreement on group goals
- 27 Goal oriented Interaction
- 37 Agreement on Procedures
- 47 Cooperative and friendly Atmosphere
- 57 Use effective Communication Techniques
- 67 Equitable distribution of Participation
- 77 Shared leadership

→ GD as tool of selection

17 Subject knowledge

27 Oral communication

→ Listening Skills

→ Language + Vocab

→ Clarity of Expression

→ Positive speech attitude

→ Clear Articulation

→ Non-Verbal Cues

37 Leadership

→ Initiative

→ Persuasiveness

→ Analysis

→ Motivation

→ Assertiveness

→ Self confidence

→ Objectivity

→ Patience

→ Composure

47 Team Management

→ Adaptability

→ Positive attitude

→ Cooperation

→ Coordination



## GD strategies

- 1) Getting GD started
- 2) Contributing systematically
- 3) Creating a friendly and cooperative atmosphere
- 4) Handling conflicts
- 5) Effective closure