

60^o 20'

Unit - 1

Fundamentals of Technical Communication

- Diff. b/w communication and conversation
- What is Technical communication .
- Features of Technical communication .
- Diff. b/w General and Technical communication
- Language as a tool of communication
- Dimension of Communication
- LSRW
- Technical writing - Sentence and Paragraph
- Flow of Communication
- Barriers to Communication .

Communication and Conversation :-

Communication

Conversation

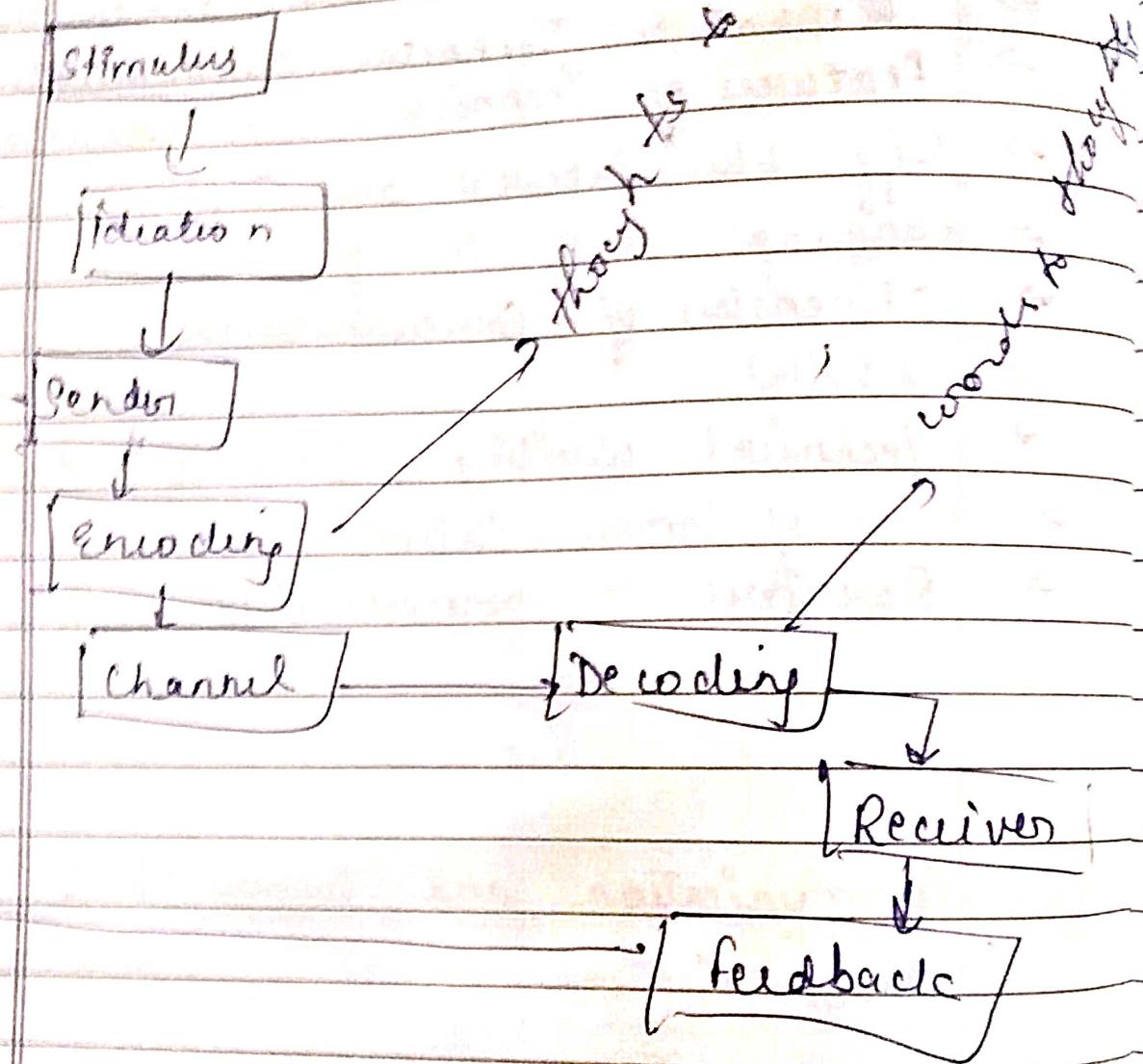
- | | |
|----------------------|-----------------------|
| → Formal | Informal |
| → Strategic Planning | Random |
| → Objective | Emotional involvement |

Technical Communication :-

It is defined as the sharing/exchanging of information in an organised manner in formal environment with respect to other applications . It is meant for

transmitting the information in order to achieve desired feedback.

Process of communication is



Features of Technical Communication

Clarity - Clear in meaning → Information

↓
Language → suitable
all & understandable

→ correct choice of words
of receiver
language
grammar
syntax
semantics

- Two-way process
- Two ends send & receive
- Medium is common language
- feedback decides the efficiency with which communication takes place.

→ grammatically correct

3. Objectivity - Objectivity meant
- a. to share information
 - b. to give instruction
 - c. to persuade

3. Simplicity - The use of simple words and simple sentences enable the receiver to understand the information easily. The words used in daily to day life and are accurate in their meaning are considered to be simple.

4. Brevity: Brevity :- to brief (Precise/Concise)
- Accurate words (Denotative Technical)
 - to use illustrations (graph, table, picture, flowchart, diagrams etc.)
 - to avoid repetition.

Three types of words :-

Connotative - meaning changes with context

Denotative - literal dictionary meaning

Circumlocutory - explaining all the things except main target.

5. Utility :- used to obtain perfection in communication.

- use in technical areas
- enable to do the planning
- enable to make decisions
- authentic form of communication
- helps to keep record
- to analyse progress

6. Technical presentation - in specific format

→ (oral) → speech, Interview, CDs, meetings, committee presentations, counsels, seminar, classroom teaching's etc.

(written)

Exams, Formal letters, research paper, mails, articles, resume, text

msg, reports, proposal etc.

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They are :-

1. specific format
2. specific objective
3. planned
4. organised
5. recorded

Difference b/w general and technical communication

General

- Forms:- Stories, ~~waitings~~, formal presentations, informal letters, novels, poetry, gossiping, Kahisamne

→ Nature- It is subjective

Technical

- formal letter, proposals, printed forms etc.

→ It shows the creativity of the person

It is written in specific format

→ Denotative words are used to bring clarity in the content.

→ Illustrations are used in order to present the date with more accuracy.

- It is inherited and genetically transmitted from one generation to the other.
 - The purpose of G.C. The purpose of technical communication is to share personal feelings, observations or experiences specific information in order to achieve specific objectives.
 - The record of G.C. is maintained in order to showcase the cultural inheritance, social problems, or diff. is thought process.
 - Cultural communication helps a leader to entertain or ~~rejudicate~~ regenerate.
 - Emotions are involved in G.C.
- It can be learnt and to practise.
- The record of T.C. enable the leader or audience for decision making or future planning.
- T.C. helps to keep the record of information which is authentic and legally accepted.
- It is impersonal free from individuals observation, emotions and feelings.

→ The meaning of G.C. varies from person to person

The meaning of T.C. remains same irrespective of time, place and person.

Dimension of

Communications :-

L → listening

S → speaking

R → Reading

W → Writing

Receptive (receiving the information)

Productive (producing)

Marques of conduct :-

i. verbal → (a) use of words

ii. non-verbal → kinetics (study of body language)

iii. ordinal → oculistics (through eye contact)

proxemics (space language)

chronemics (time)

paralinguistics (tone / other features of speech)

Haptics (touch)

(b) Verbal communication w.r.t. degree of formality

- i. Formal \rightarrow structured, planned, objective, organized.
- ii. Informal \rightarrow less in degree.

(c) On the basis of organisations involved,

i. Intraural :- Taking place within same organisation

ii. External :- When two or more organisation are involved.

Flow of communication :-

The transfer of information from one

organisation from one station to another is known as flow of language as a tool of communication.

communication. The organisation may be small scale, medium scale, large but it is able to perform its function successfully only because of flow of communication.

The different direction in which flow of communication takes place are:-

→ Horizontal

→ Vertical \leftarrow upward \rightarrow feedback, suggestion
downward \rightarrow policies, new ventures, authorisation

→ Diagonal

⇒ grapewine → unstructured flow of communication.
 → gossips, rumors.

⇒ Vertical -

upward - from junior to senior

downward - from senior to junior

⇒ Diagonal - It takes place on the basis of requirement. From one department to other department irrespective of positions. It speed up the process of communication.

⇒ Circapexine :- When the communication flows in an unstructured manner. In order to give the level of compatibility, the grapewine communication exists in an organisation. This type of communication is not good for organisation because -

i) It distorts the message

ii) There is no authenticity

iii) It brings bad name to organisation