1.1 Communication

The word "communication" has been derived from a Latin word 'communicare' which means 'sharing'.
So, The communication is the act of sharing or exchanging information, ideas or feelings.

1.2 Technical Communication

Technical communication is a communication that conveys complex technical information in an easy-to-understand manner.

(OR)

Technical communication is the study of the targeted audience and then finding out the best way to present the information.

It involves gathering knowledge from experts and customers by conducting interviews, testing their topics, studying existing information and finally reshaping this information, so that the correct audience can access, understand and use it.

1.3 Features of Technical Communication

- Addresses particular readers or audience.
- It has sentences of moderate length.
- It has Logical division of paragraphs.
- Helps people to solve problems.
- Reflects an organizations goals and culture.
- Consists of words or graphics or both.
- Is produced using high tech tools.
- It disseminates knowledge in oral or written form.

1.4 Purpose of Technical Communication

Technical communication serves three purposes that sometimes overlap:

1. To inform: Anticipate and answer your readers' questions.

2. To instruct: Enable your readers to perform certain tasks.

3. To persuade: Motivate your readers.

1.5 Approaches/Requisites of Technical Comm.

1. **Brevity:** It should be brief and provide information in a concise manner.
2. **Clarity:** It should be clear without any confusion.
3. **Simplicity:** It should be written in a simple language.
4. **Objectivity:** It should be written in limited words.
5. **Utility:** It is done for some specific purpose.
6. **Vocabulary:** It uses specific technical vocabulary.
7. **Informative:** It should be used to give specific information.

8. Use of active voice : Active voice should be used as it is easy to understand and emphasis is laid on the subject and not on the object.

9. Avoid repetition : Repetition should be avoided

1.6 General V/s Technical Communication

General Comm.

Contains General Message .
Informal in style
Mostly Oral .
Do not follow any set of pattern .

Not always for specific audience.

General vocab is used
No use of technical terms
or graphics.

Technical Comm.

Contains Technical Information
Formal in style
Oral or Written.

Follows Set of Pattern.

Always for specific audience
Technical is used
Frequently involves jargons, graphics, etc.

Language as a tool of Communication

 In order to express the ideas in a proper way we need a language to communicate so language is very necessary for our daily life.

 Effective communication is made possible with the help of language.

 Language employs a combination of words to express ideas in a meaningful way.

 By changing the word order in a sentence, you can change its meaning, and even make it meaningless.

☐ Physical gestures are also sometimes the medium of expressions. For example, crying in anger, laughing or waving hands helps a person to communicate some of his feelings.

☐ Man has invented language which helps him to communicate with different parts of people.

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