

Technical Communication

(KAS301/401)

(Effective from the session 2019-20)

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Unit -1 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.

Unit - 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; Expert Technical Lecture: Theme clarity; Analysis & Findings; 7 Cs of effective business writing: concreteness, completeness, clarity, conciseness, courtesy, correctness, consideration, C.V./Resume writing; Technical Proposal: Types, Structure & Draft.

Unit - 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; Audience Analysis & retention of audience interest; Methods of Presentation: Interpersonal; Impersonal; Audience Participation: Quizzes & Interjections.

Unit - 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.

Unit - V Dimensions of Oral Communication & Voice Dynamics:

Code and Content; Stimulus & Response; Encoding process; Decoding process; Pronunciation Etiquette; Syllables; Vowel sounds; Consonant sounds; Tone: Rising tone; Falling Tone; Flow in Speaking; Speaking with a purpose; Speech & personality; Professional Personality Attributes: Empathy; Considerateness; Leadership; Competence.

Reference Books

1. Technical Communication – Principles and Practices by Meenakshi Raman & Sangeeta Sharma, Oxford Univ. Press, 2007, New Delhi.
2. Personality Development and Soft Skills by Barun K. Mitra, OUP, 2012, New Delhi.
3. Spoken English- A Manual of Speech and Phonetics by R.K.Bansal & J.B.Harrison, Orient Blackswan, 2013, New Delhi.
4. Business Correspondence and Report Writing by Prof. R.C. Sharma & Krishna Mohan, Tata McGraw Hill & Co. Ltd., 2001, New Delhi.
5. Practical Communication: Process and Practice by L.U.B. Pandey; A.I.T.B.S. Publications India Ltd.; Krishan Nagar, 2014, Delhi.

6. Modern Technical Writing by Sherman, Theodore A (et.al); Apprentice Hall; New Jersey; U.S.
7. A Text Book of Scientific and Technical Writing by S.D. Sharma; Vikas Publication, Delhi.
8. Skills for Effective Business Communication by Michael Murphy, Harward University, U.S.
9. Business Communication for Managers by Payal Mehra, Pearson Publication, Delhi.

Course Outcomes

1. Students will be enabled to **understand** the nature and objective of Technical Communication relevant for the work place as Engineers.
2. Students will **utilize** the technical writing for the purposes of Technical Communication and its exposure in various dimensions.
3. Students would imbibe inputs by presentation skills to **enhance** confidence in face of diverse audience.
4. Technical communication skills will **create** a vast know-how of the application of the learning to promote their technical competence.
5. It would enable them to **evaluate** their efficacy as fluent & efficient communicators by learning the voice-dynamics.