

## Unit 1 Basics of Technical communication

### Lecture 1

#### MEANING AND IMPORTANCE OF COMMUNICATION

Communication is derived from the Latin word 'communicare', which means "to share".

Communication is a process of exchanging thoughts, ideas and feelings between a sender and a receiver of a message. Effective communication can be done only when the message is understood well by the receiver and the response is given to the sender in a correct way.

#### DEFINITION OF COMMUNICATION

According to **Oxford dictionary**- Communication is "an activity or process of expressing ideas and feelings".

It is helpful in sharing and exchanging information with others.

**Pauley and Riordan** defines communication as "an act of transmitting an ideas from one person to other".



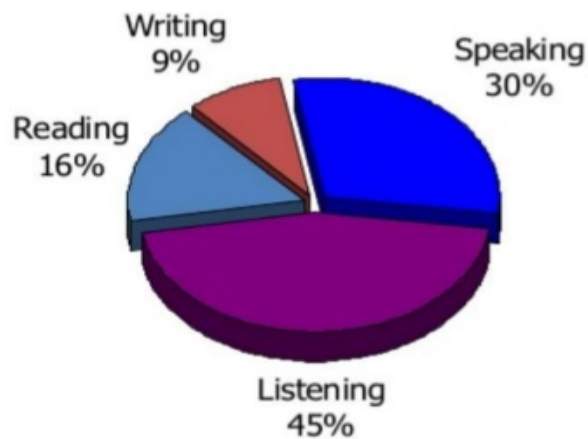
There are 3 effective ways communication

- Oral communication
- Written communication
- Non-verbal communication

For an effective communication one should be able to

- Read with clear good accent and pauses
- Write with good formatting and layout
- Use of correct grammar and spelling
- Use of good vocabulary and word-power
- Good **LISTENING** ability
- Good presentation skills

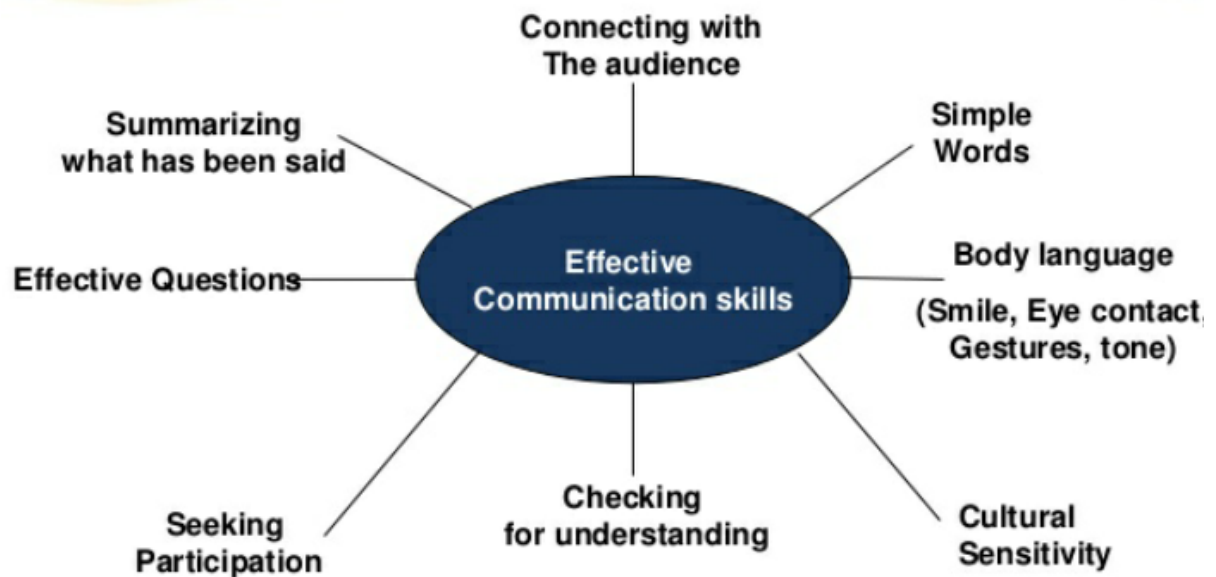
## TOTAL COMMUNICATION PROCESS



## MEANING AND IMPORTANCE OF TECHNICAL COMMUNICATION



## IV. Overcoming the barriers of effective communication



## **Technical communication**

Technical or Professional Communication means any communication that is required for effective business purposes.

It is a process of conveying scientific and technological information to an **intended audience**. It is used for technical fields where scientific and technical words are used.

### **DEFINITION OF TECHNICAL COMMUNICATION :**

Technical communication is defined as  
“a practical communication done for business purposes to convey specific information to specific audience”.

Pauley and Riordan defines technical writings as “a practical writing people do as a part of their jobs”.

### **Features of Technical communication:**

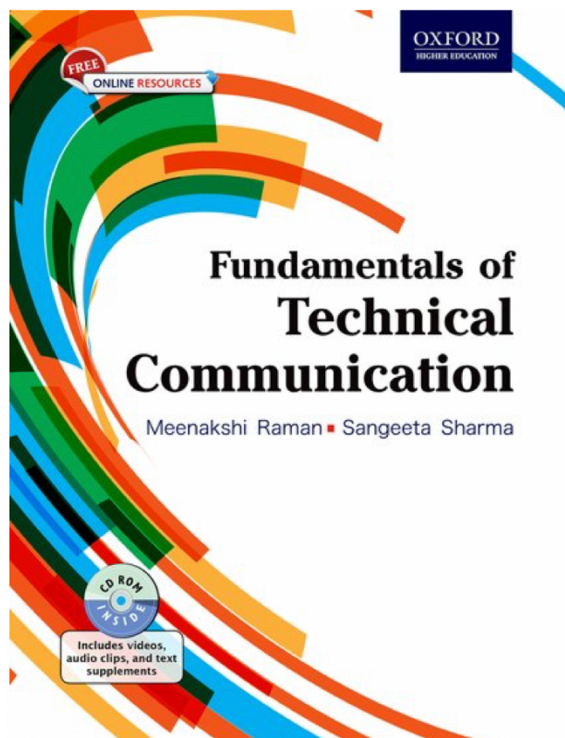
- It is Highly structured
- It is formal in style
- It is subjective in writing
- It gives specific information to specific audience.
- It provides the logical ideas
- It is precise and concise.
- Technical terms are used.
- Easy and simple words are used.
- Examples, report, proposals, notices, meetings

## DIFFERENCE BETWEEN GENERAL AND TECHNICAL COMMUNICATION

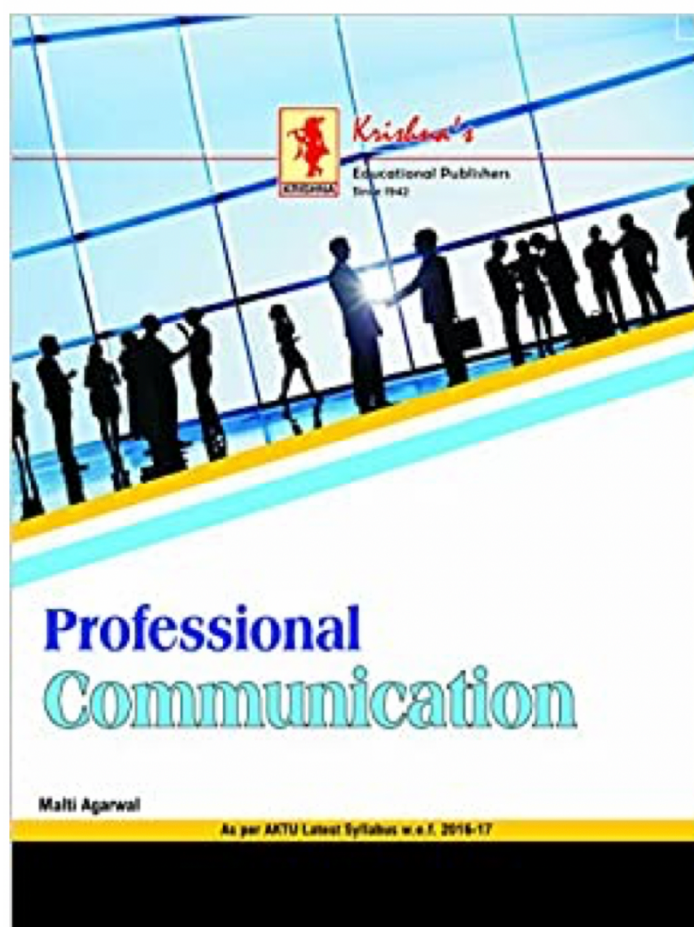
**General Communication:-** We can say that general communication is informal communication or casual communication for example when someone talking to his friend or his/her parents.

**Technical Communication:-** In technical communication, we exchange or share information about technical subjects or specialized subjects in a formal way, mostly used in offices. Communication is done by employees, colleagues, boss etc.

General Communication	Technical Communication
<ul style="list-style-type: none"><li>• It is informal and general in writing</li><li>• It is personal in writing. (to share your personal emotions and feelings.)</li><li>• It is not structured, (no set format of writing is used)</li><li>• Not written for any specific audience.</li><li>• No use of technical terms or graphs.</li><li>• It can be lengthy with narrative sentences.</li><li>• Imagination and flowery language is used to make it more stylish</li><li>• Fantasies, similes are used to explain the content.</li><li>• Authorities signature is not required</li><li>• Example, novel writing, story writing and essay writing</li></ul>	<ul style="list-style-type: none"><li>• It is a formal in writing and is used for official purposes</li><li>• It is impersonal.</li><li>• It follows a regular format and is highly structured.</li><li>• It is written for a specific audience to convey specific information.</li><li>• Technical and scientific terms are used</li><li>• It is precise and concise in statements</li><li>• Data, tables, graphs etc are used for explanation.</li><li>• Authorities signature is essential for making a document</li><li>• Examples, notices, report writing, business letters and proposal writing</li></ul>



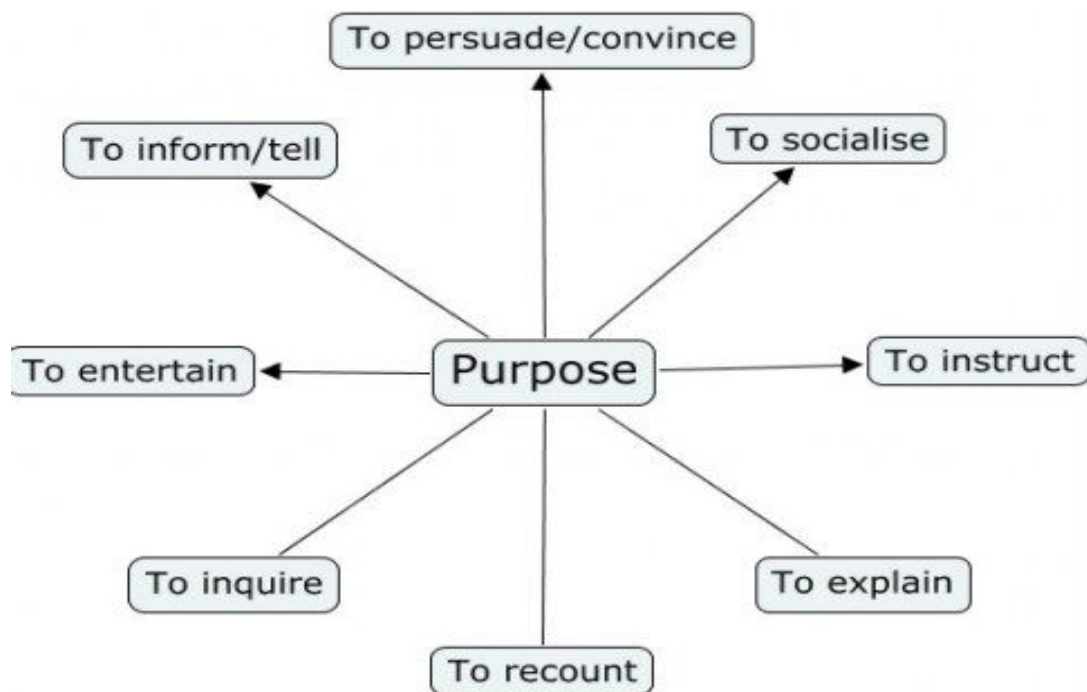
Books for HSS 101, Basic English (Professional Communication)





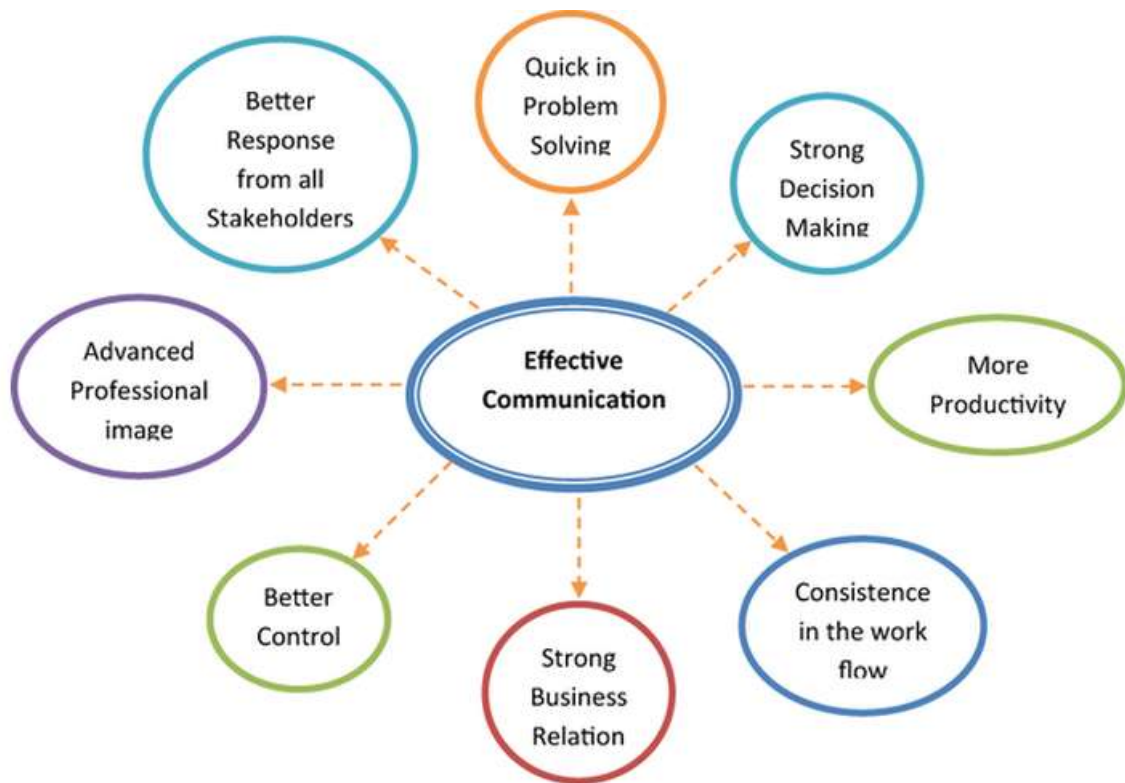
## PURPOSE OF TECHNICAL / PROFESSIONAL COMMUNICATION

- To inform and instruct the workers or officials about what they are supposed to do.
- To collect some vital information and pass it to the employees
- To make strong decisions.
- To persuade the employees to work according to their goals.
- To motivate them and make them work for the growth of the company.
- To advise or to seek advice.
- To coordinate in teams and groups.
- To make enquiries, fix responsibilities, demand explanation and enforce discipline
- To encourage and appreciate
- To express disapproval and to maintain standards at work place.



## ROLE OF TECHNICAL COMMUNICATION:

It makes good leaders, it is essential for the growth of employees and in connection to the growth of the organisation.





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