

Course No: MCA – 1T2
Course Title: Technical Communication

Unit I

Basics of Technical Communication, Barriers to Communication, Technology in Communication. Communicating in the Workplace: Problem Solving in Workplace Communication, Guidelines for writing with a computer, Human factors in the communication failure, , Solving the persuasion problem. Guidelines for ethical communication. Guidelines for organizing a collaborative team , Peer reviewing and editing.

Unit II

Active Listening : Introduction , types of listening, Traits of a good listener , Active versus Passive listening , Implications of a good listening .Introduction to Effective Presentation strategies , Defining purpose , analyzing audience and locale , organizing contents , preparing outline , visual aids , understanding nuances of delivery ,kinesics , proxemics , paralinguistics,chronemics ,sample speech. Interviews : introduction , Objectives , types of interviews , Job interviews . Group Communication : Introduction , Group discussion , Organizational Group discussions , meetings conferences

Unit III

Words and Phrases , Dictionary and Thesaurus , Elements of style , Sentence construction , guidelines for effectiveness, Paragraph development , Central components of a paragraph , length and techniques for paragraph development. The art of condensation , steps for effective précis writing , samples and guidelines , Reading comprehension , purpose and reading rate , reading comprehension, reasons for poor comprehension, improving comprehension skills , techniques for good comprehension.

Unit IV

Visual Design and usability elements ,Designing Pages and Documents, Adding a document supplements, testing the usability of your document.

Memo reports and Electronic Mail : Purpose of memo reports , Elements of a usable memo Interpersonal considerations in writing a Memo , Common types of memo report. E-mail , Guidelines for using electronic mail, Letters and Employment correspondence , How applicants are screened for personal qualities , electronic job hunting , guidelines for surviving a job interview , Technical definitions : Purpose , level of detail , expansion methods , Purpose and general model of Technical description ,Elements of usable description .Procedure and processes , Proposal and analytical reports, Recording and documenting research findings.

Reference Books:

1. Meenakshi Raman and Sangeeta Sharma,“Technical Communication”, Oxford University Press
2. William Pfeiffer, Padmaja ”Technical Communication A Practical Approach” , Pearson Education.