

Techno India NJR Institute of Technology



Course File
Technical Communication (3CS1 -02)
Session(2022-23)

Faculty Name – Ms. Sona Sharma
Assistant Prof.
Department of Basic Science and Humanities.

For Techno India NJR Institute of Technology
पंकज पेरवाल
Dr. Pankaj Kumar Perwal
(Principal)



RAJASTHAN TECHNICAL UNIVERSITY, KOTA

SYLLABUS

II Year - III Semester: B.Tech. (Electronics & Communication Engineering)

3EC1-02/4EC1-02: Technical Communication

2 Credit
2L:0T:0P

Max. Marks: 100 (IA:20, ETE:80)
End Term Exam: 2 Hours

SN	Contents	Hours
1	Introduction to Technical Communication- Definition of technical communication, Aspects of technical communication, forms of technical communication, importance of technical communication, technical communication skills (Listening, speaking, writing, reading writing), linguistic ability, style in technical communication.	4
2	Comprehension of Technical Materials/Texts and Information Design & development- Reading of technical texts, Reading and comprehending instructions and technical manuals, Interpreting and summarizing technical texts, Note-making, Introduction of different kinds of technical documents, Information collection, factors affecting information and document design, Strategies for organization, Information design and writing for print and online media.	6
3	Technical Writing, Grammar and Editing- Technical writing process, forms of technical discourse, Writing, drafts and revising, Basics of grammar, common error in writing and speaking, Study of advanced grammar, Editing strategies to achieve appropriate technical style, Introduction to advanced technical communication. Planning, drafting and writing Official Notes, Letters, E-mail, Resume, Job Application, Minutes of Meetings.	8
4	Advanced Technical Writing- Technical Reports, types of technical reports, Characteristics and formats and structure of technical reports. Technical Project Proposals, types of technical proposals, Characteristics and formats and structure of technical proposals. Technical Articles, types of technical articles, Writing strategies, structure and formats of technical articles.	8
Total		26

Office of Dean Academic Affairs
Rajasthan Technical University, Kota

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Course Overview –

Students will be able to learn and understand how to follow the various stages of the writing process like prewriting, writing and rewriting and apply them to technical and workplace writing. Students will understand the basic components of definitions, descriptions, process explanations, and other common technical writings. Students will be able to read, understand and interpret material on technology. They will have appreciation for some of the ideas, issues and problems involved in writing about technology and in workplace writing. Students will be able to get an in-depth knowledge of technical communication used in professional life by getting to know all the forms and aspects of technical communication. Students will be able to express themselves better in technical writing by understanding the concept, style and methodology used in technical communication.

Course Outcomes –

1. Students will be able to learn and understand how to follow the various stages of the writing process like prewriting, writing and rewriting and apply them to technical and workplace writing.
2. Students will understand the basic components of definitions, descriptions, process explanations, and other common technical writings.
3. Students will be able to read, understand and interpret material on technology.
4. They will have appreciation for some of the ideas, issues and problems involved in writing about technology and in workplace writing.
5. Students will be able to get an in-depth knowledge of technical communication used in professional life by getting to know all the forms and aspects of technical communication. They will be able to express themselves better in technical writing by understanding the concept, style and methodology used in technical communication.

Course Outcome Mapping with Program Outcome –

PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9	PO10	PO11	PO12
3	3	3	2	2	0	0	0	0	0	0	0
2	3	3	2	2	0	0	0	0	0	0	0
3	3	3	3	3	0	0	0	0	0	0	0
3	3	3	3	3	0	0	0	0	0	0	0
3	3	3	3	3	0	0	0	0	0	0	0

1 – Slight (low)

2 – Moderate (medium)

3 – Substantial (high)

Course Module Lecture-wise –

Lecture No.	Unit	Topic
1	1	Introduction: Technical Communication, meaning of technical communication.
2	1	Modes of Communication – Bifurcations of different modes of communication.
3	1	Barriers to Communication.
4	1	Interpersonal Barriers -. Information Gap Principle.
5	1	Basics of TC. Levels of TC.
6	1	Communication Networks.
7	1	Visual Aids in TC – tables and graphs. Types of graphs and tables. Uses of visual aids.
8	2	Active Listening – Introduction and Reasons for poor listening.
9	2	Listening Modes – Traits of a good listener. Types of listening.
10	2	Barriers to Effective listening.
11	2	Phonetics – Introduction. Basic Sounds of English.
12	2	Phonetic transcription. Rules of Pronunciation. Problem Sounds.
13	2	Syllables. Word Stress – weak forms.
14	2	Sentence Stress – sentence rhythm. Intonation.

15	2	General uses of tone.
16	2	Effective Speaking – Introduction. Paralinguistic Features.
17	2	Manipulating Paralinguistic features. Barriers to Speaking.
18	2	Types of Speaking – Persuasive Speaking and Public Speaking.
19	2	Drafting the speech.
20	2	Listening and Speaking – Conversations and types of conversations.
21	2	Conversation practices.
22	2	Telephonic Conversation and Etiquettes.
23	2	Dialogue Writing – Situational Dialogues.
24	2	Effective Presentation Strategies – Introduction and Planning.
25	2	Outlining and Structuring. Speech Delivery – Introduction.
26	2	Nuances of Delivery. Guidelines for effective speech delivery.
27	2	Controlling nervousness and stage fright. Visual Aids in presentation.
28	2	Applications of MS – PowerPoint.
29	2	Interviews – Introduction, Objective and Types.
30	2	Job Interviews. Stages of Interview.
31	2	Factors responsible for failure in Interviews.
32	2	Overcoming nervousness – The Rowboat Technique. Telephonic Interview.
33	2	Media Interviews, Press Conferences.
34	2	Group Communication – Introduction, Forms and use of body language in GD.
35	2	Discussions and Counselling.
36	2	Group Discussions – Organizational GDs
37	2	GD – As a part of selection process. Approach to topics and case studies.
38	2	Meetings – Purposes, Preparation and participation.
39	2	Conferences, Symposia, Seminars, Conflict Resolutions.

40	2	Negotiations.
41	3	Reading – Reading and Interpretation. Inferring Meanings – lexical and contextual.
42	3	Intensive and Extensive Reading. Critical Reading.
43	3	Reading Comprehension.
44	3	Reading Techniques – Techniques for good comprehension. Predicting the Content. Understanding the gist. SQ3R Reading Technique.
45	3	Technical Writing – Introduction and Language.
46	3	Elements of Style. Techniques for good Technical Writing.
47	3	Words, phrases and sentences – Introduction. Right words and phrases.
48	3	Sentence – Types and construction of sentences.
49	3	Paragraphs and Essays – Introduction. Paragraph Construction. Paragraph Length.
50	3	Paragraph Patterns and Types. Writing the first draft.
51	3	Essays – Types and Characteristics.
52	3	The Art of Condensation – Introduction. Precis Writing – Steps.
53	3	Letters, memos and e-mail – Introduction.
54	3	Elements and Formats of Letters, memos and e-mail.
55	3	Types of Letters – Layout and Format.
56	3	Resume – Elements, layout.
57	3	Memos and e-mails.
58	3	Reports – Introduction, characteristics and categories.
59	3	Reports – Format, Prewriting and Structure.
60	3	Technical Proposals.
61	3	Research Paper Writing.
62	3	Dissertation and Thesis Writing.
63	3	Instructions, Manuals and Technical Descriptions.

64	3	Referencing and Styling – Bibliography, Referencing, Style Manuals, Indexing and Footnotes.
65	4	Modern Communication Media – Introduction.
66	4	Technology based Communication Tools.
67	4	Positive and Negative Impacts of Tech-based Communication.
68	5	Vocabulary – Synonyms and Antonyms. Confusable words.
69	5	One-word substitutes, homophones, eponyms, phrasal verbs.
70	5	English Grammar – Basics.

Text/Reference Books –

1. Technical Communication – Principles and Practice, 2nd edition, Meenakshi Raman, Sangeeta Sharma, Oxford Publications.
2. Communication Techniques – Dr. N Padmasree, Dr. Leela Vyas, Mukesh Yadav, Neelkanth Publications.
3. Business Communication – Harvard Business Essentials. Harvard Business Publishing.

Assessment Methodology –

1. Online quiz through Google forms after every chapter.
2. Practical exam in lab where they have to write various formal documents at a very basic level like formal e-mail, analytical reports, descriptive reports, manuals, articles, sample research articles etc. once a week.
3. Assignments – 1 from each unit.
4. Midterm subjective paper where they have to write sample formal e-mail, analytical reports, descriptive reports, manuals, articles, sample research articles.
5. Final paper at the end of the semester subjective.

Teaching and Learning Resources unit-wise –

Unit – 1

Online reading: <https://www.skillsyouneed.com/ips/interpersonal-communication.html>

<https://pressbooks.bccampus.ca/technicalwriting/part/techcomm/>

<http://www.technicalreportwriting.org/visual-aids-3289>

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Video Tutorials: <https://www.youtube.com/watch?v=rCaHCG2ETZA>
<https://www.youtube.com/watch?v=RIzGQKxfYsl>
<https://www.youtube.com/watch?v=j6LufgcHq9g>

Sample Quiz:

<https://courses.lumenlearning.com/interpersonalcommunicationxmaster/chapter/quizzes/>
<https://www.techamitraj.com/2021/07/technical-communication-mcq-question.html>

Unit – 2

Online Reading:

<https://www.experis.com/en/insights/articles/2021/05/25/20-tips-for-great-job-interviews>
<https://www.liquidplanner.com/blog/10-tips-to-make-the-most-out-of-your-business-meetings/>
<https://authorservices.taylorandfrancis.com/academic-conference-tips/>

Video Tutorials: <https://www.youtube.com/watch?v=JMOOG7rWTPg>

<https://www.youtube.com/watch?v=Qp4HjYuy56g>

<https://www.youtube.com/watch?v=YY2yjEEoB3U>

Sample Quiz: <https://www.sanfoundry.com/professional-communication-questions-answers-group-discussions/>

<https://quizizz.com/admin/quiz/5c6d7922210b61001bd4271e/minutes-of-meetings>

<https://researchautism.org/quiz-test-your-interview-skills/>

Unit – 3

Online Reading: <https://success.oregonstate.edu/learning/reading>

<https://www.aresearchguide.com/4format.html>

[https://www.researchgate.net/publication/308786787 A Manual for Refere
ncing Styles in Research](https://www.researchgate.net/publication/308786787_A_Manual_for_Refere_ncing_Styles_in_Research)

Video Tutorials: <https://www.youtube.com/watch?v=h1u7C6bMNnk>

<https://www.youtube.com/watch?v=S47RIVkr978>

<https://www.youtube.com/watch?v=ALhp6vCauVo>

Sample Quiz: https://www.english-exam.org/IELTS/ielts_reading/

<https://www.proprofs.com/quiz-school/story.php?title=writing-research-papers>

Unit – 4

Online Reading: <https://pscnotes.in/modern-means-of-communication-full-list/>

<https://www.proofhub.com/articles/team-communication-tools>

<https://technicaltoday.in/impact-of-technology-on-communication/>

Video Tutorials: <https://www.youtube.com/watch?v=2eYhdds5OnQ>

<https://www.youtube.com/watch?v=HVFpvtjTHXQ>

<https://www.youtube.com/watch?v=D3mNn0btW6s>

Sample Quiz:

<https://quizizz.com/admin/quiz/5bea7a3ab292ff001ab0b331/modern-communication>

<https://quizizz.com/admin/quiz/5d22531da54b3a001d959170/obj-48-identify-communication-tools>

<https://global.oup.com/us/companion.websites/9780199859931/student/cha-pter7/stests/quiz/>

Unit – 5

Online Reading: <https://byjus.com/govt-exams/synonyms-and-antonyms-list/>

<http://prhs.pasoschools.org/jmount/handouts/Grammar/confusables.pdf>

<https://www.englishclub.com/vocabulary/phrasal-verbs-list.htm>

Video tutorials: <https://www.youtube.com/watch?v=bBWm3-mxL1U>

<https://www.youtube.com/watch?v=w1FIZlwy1CM>

<https://www.youtube.com/watch?v=e7tZSwasnR0>

Sample Quiz: <https://www.britannica.com/quiz/antonyms-and-synonyms>

<http://guidetogrammar.org/grammar/quizzes/notorious3.htm>

<https://www.espressoenglish.net/can-you-pass-this-phrasal-verbs-quiz/>

3E1102	Total No of Pages: 4
	Roll No. 3E1102 B. Tech. III - Sem. (Main) Exam., Dec. - 2018 HSMC 3AN1 – 02 Technical Communication All branches

Time: 2 Hours

Maximum Marks: 80

Instructions to Candidates:

Attempt all five questions from Part A, four questions out of six questions from Part B and two questions out of three from Part C.

Schematic diagrams must be shown wherever necessary. Any data you feel missing may suitably be assumed and stated clearly. Units of quantities used /calculated must be stated clearly.

Use of following supporting material is permitted during examination. (Mentioned in form No. 205)

1. NIL

2. NIL

PART – A

(Answer should be given up to 25 words only)

[5×2=10]

All questions are compulsory

- Q.1 Define technical communication. [2]
- Q.2 What are technical manuals? [2]
- Q.3 What is a strategy for effective writing? [2]
- Q.4 Why is a meeting agenda important for a productive meeting? [2]
- Q.5 Describe what is a technical project proposal. [2]

[3E1102]

Page 1 of 4

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PART - B

(Analytical/Problem solving questions)

[4×10=40]

Attempt any four questions

- Q.1 Describe technical communication skills (Listening speaking, writing and reading) and their importance for engineers. <http://www.rtuonline.com> [10]
- Q.2 Describe strategies for organization of information and information design. [10]
- Q.3 Explain methods to improve vocabulary and linguistic abilities. [10]
- Q.4 Find the error and rewrite the sentence correctly- [10]
- (1) We all swim at the beach yesterday.
 - (2) They hadn't scarcely enough feed for their cattle.
 - (3) The animals has damaged my plants.
 - (4) ~~The perfume is for your sister and yourself.~~
 - (5) My father has been sleep all day.
 - (6) Mother has cook new dishes.
 - (7) Not only Ram but only Sham is my friend.
 - (8) A bus runs passed our house.
 - (9) Neither Peter or James can sing well.
 - (10) He drove fast so he might arrive early.
- Q.5 Describe the technical writing process in detail. [10]
- Q.6 Discuss the types, structure and writing formats of technical articles. [10]

PART - C

(Descriptive/Analytical/Problem Solving/Design Questions) [2×15=30]

Attempt any two questions

Q.1 You are Anand / Arti of 18 Model Town, New Delhi. You have seen an advertisement in the Hindu for the post of Engineer in an MNC. Apply for the job with complete resume. [7.5+7.5=15]

Q.2 Describe Technical reports, mentioning types and characteristics of technical reports in detail. [5+5+5=15]

Q.3 Make notes on the contents of the passage given below, giving a suitable title. Make a summary of the passage. [7.5+7.5=15]

You need excellent verbal and written communication skills. Depending on the industry in which you work, the purpose of your content and the people who are using it, you may produce a lot written (text – based) documentation or focus more on images, simulations, videos and flowcharts. Regardless of the type of output, you need to be able to question subject matter experts (SMEs). You also need to be able to distil what SMEs tell you into information at an appropriate level of complexity (both in terms of level of content and language) for the people needing to use it.

The amount of subject matter knowledge you need as a technical communicator varies greatly depending on both the industry and the intended audience. For example, if you are communicating about consumer products for consumers, you are probably in a good position to understand what they need. In contrast, if you are writing for people working

<http://www.rtuonline.com>

in the pharmaceutical, nuclear or software development industries, you may need some specialist knowledge of the appropriate area so you can pitch your communication at an appropriate level. Technical communicators use a number of software applications to do their work. While no – one can know every application in depth, a general understanding of the types of application out there and what they are used for is useful. Detailed knowledge tends to grow as you use an application, and you can also attend tool – specific training courses or (in many cases) download trial versions to play.

The sort of person who tends to make a good technical communicator is one who has an eye for detail but is also able to see the bigger picture. He or she will be curious – about how something works, how to use it, how to use it more effectively or more efficiently. Being able to see things from someone else's perspective is good – what is important to them, ~~why are they doing what they are doing,~~ what do they need to know. Finally, tenacity. You may have questions, and you need to keep asking them until you get an answer you can use. You may not understand all of the answer, but enough to be sure that it will make sense to those who should.

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Dr. Pankaj Kumar Perwal
(Principal)

Roll No. _____

3E1250**3E1250**

B.Tech. III sem. (Main) Examination, April/May - 2022
Technical Communication
Common to All Branches

Time : 2 Hours

Maximum Marks : 70

Instructions to Candidates:

Attempt all ten questions from Part A. All five questions from Part B and three questions out of Five questions from Part C.

Schematic diagrams must be shown wherever necessary. Any data missing may suitably be assumed and stated clearly. Units of quantities used/calculated must be stated clearly.

Use of following supporting material is permitted during examination (As mentioned in form No. 205).

PART - A

(word limit 25)

(10×2=20)

1. What is a Technical Project Proposal?
2. Define Linguistic Ability in short.
3. Enlist two factors which determine Information Design.
4. Suggest two ways for enhancing Listening Skills.
5. Give a comprehensive definition of Technical Communication.
6. Discuss importance of Technical communication for engineers in brief.
7. Write a short note on Technical Discourse.
8. Distinguish between the Agenda and Minutes of Meeting?
9. List any two characteristics of Technical Documents.
10. Name the different types of Technical Articles.

PART - B

(word limit 100)

(5×4=20)

1. Discuss the forms of technical communication, giving suitable examples.
2. Distinguish between the Print Media and Online Media.
3. Enlist the features, Types and structure and Format of Technical Reports.

[Contd....

4. **Correct the following sentences :**

1. I have seen him yesterday.
 2. We had gone to the movies last night.
 3. I had spoken to them about my holiday.
 4. You must attend your teacher's instructions.
 5. The hen has lain six eggs.
 6. I have seen him a moment ago.
 7. They discussed about the whole matter.
 8. We are playing tennis every day.
5. Write a letter to the Editor of a magazine Expressions, New Delhi on the deterioration in the standard of living in your city. Give suggestions for improvement.

PART - C

(Any three)

(3×10=30)

1. Mention the Aspects of Technical Communication in detail.
2. Describe the importance of reading and understanding Instructions and Technical Manuals for engineering students.
3. Describe the process of Technical Writing in detail.
4. What is Report Writing? What is the structure of a report?
5. You are Yogi/Yogita, a B.Tech III SEM student. You need the *transcript of your mark sheets from your college*. Write an email to the Chairman, Examination Office requesting him to issue the same in 120 words.

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3E1102

Roll No. _____

Total No of Pages: 3

3E1102

B. Tech. III - Sem. (Main / Back) Exam., Dec. 2019

HSMC Civil Engineering

3CE1-02 Technical Communication

Common for All Branches

Time: 2 Hours

Maximum Marks: 80

Instructions to Candidates:

Attempt all five questions from Part A, four questions out of six questions from Part B and two questions out of three from Part C.

Schematic diagrams must be shown wherever necessary. Any data you feel missing may suitably be assumed and stated clearly. Units of quantities used /calculated must be stated clearly.

Use of following supporting material is permitted during examination. (Mentioned in form No. 205)

1. NIL

2. NIL

PART – A

(Answer should be given up to 25 words only)

[5×2=10]

All questions are compulsory

Q.1 Define Technical Communication.

Q.2 Name any two technical texts.

Q.3 Mention the different types of letters.

Q.4 What is a technical report?

Q.5 What are nouns? Give examples.

PART – B

(Analytical/Problem solving questions)

[4×10=40]

Attempt any four questions

Q.1 Correct the following sentences –

- (i) Do you have sister? – Yes, I do.
- (ii) When you come to Germany? – Last year.
- (iii) When you return to Japan? – Next year.
- (iv) You like German food? – Not very much.
- (v) Do you like dogs? – Yes, I like.
- (vi) He plays the piano very well, don't he?
- (vii) Where she live? – Sorry, I don't know.
- (viii) Will you help me today? – Yes, I'll.
- (ix) I need any money to buy lunch today.
- (x) My father work in a bank.

Q.2 Your college recently organized a science symposium on the topic :

'Effect of pollution on quality of life'. You are Amit/Amita Raazdan, editor of the college magazine. Write a report on the event for your magazine. (120 – 150 words)

Q.3 Describe Technical Articles, mentioning strategies and structure of Technical Articles.

Q.4 Describe the importance of Communication Skills for engineers.

Q.5 Describe the strategies of organization and information design for print and online media. <http://www.rtuonline.com>

Q.6 You are Sandhya/Sohan an active member of the Animal Lovers Club which works for the welfare of animals by preventing cruelty to them. Recently you visited Mahatma Gandhi Animal Care Home. You were pleasantly surprised to see the good treatment given to the animals. Write an email to a friend in 150–200 words recounting your visit.

PART – C

(Descriptive/Analytical/Problem Solving/Design Questions) [2×15=30]

Attempt any two questions

Q.1 Describe the various aspects of Technical Communication in detail.

Q.2 Read the passage and make notes, giving a suitable title:

User guide, also commonly known as a technical communication document, is intended to give assistance to people using a particular system. It is usually written by a technical writer, although user guides are written by programmers, product or project managers, or other technical staff, particularly in smaller companies.

User guides are most commonly associated with electronic goods, computer hardware and software, although they can be written for any product. Most user guides contain both a written guide and associated images. In the case of computer applications, it is usual to include screenshots of the human – machine interfaces, and hardware manuals often include clear, simplified diagrams. The language used is matched to the intended audience, with jargon kept to a minimum or explained thoroughly.

User guides have been found with ancient devices. One example is the Antikythera mechanism, a 2,000 year old Greek analogue computer that was found off the coast of the Greek island Antikythera in the year 1900. On the cover of this device are passages of text which describe the features and operation of the mechanism.

User manuals and user guides for most non –trivial software applications are book-like documents with contents similar to the above list. They may be distributed either in print or electronically. Some documents have a more fluid structure with many internal links. The Google Earth User Guide is an example of this format. The term guide is often applied to a document that addresses a specific aspect of a software product. Some usages are Installation Guide, Getting Started Guide, and various How to guides. An example is the Picasa Getting Started Guide.

Q.3 Write a letter of application that you would put with your CV, in reply to the advertisement which appeared in the Employment News on July 2nd for the post of junior manager, Infosys.

3E1102

Roll No.

Total No of Pages: **4****3E1102****B. Tech. III - Sem. (Main) Exam., Dec. - 2018****HSMC****3AN1 – 02 Technical Communication****All branches****Time: 2 Hours****Maximum Marks: 80***Instructions to Candidates:*

Attempt all five questions from Part A, four questions out of six questions from Part B and two questions out of three from Part C.

Schematic diagrams must be shown wherever necessary. Any data you feel missing may suitably be assumed and stated clearly. Units of quantities used /calculated must be stated clearly.

*Use of following supporting material is permitted during examination.
(Mentioned in form No. 205)*

1. NIL2. NIL**PART – A****(Answer should be given up to 25 words only)****[5×2=10]****All questions are compulsory****Q.1 Define technical communication. [2]****Q.2 What are technical manuals? [2]****Q.3 What is a strategy for effective writing? [2]****Q.4 Why is a meeting agenda important for a productive meeting? [2]****Q.5 Describe what is a technical project proposal. [2]**

PART - B

(Analytical/Problem solving questions)

[4×10=40]

Attempt any four questions

Q.1 Describe technical communication skills (Listening speaking, writing and reading) and their importance for engineers. <http://rtuonline.com> [10]

Q.2 Describe strategies for organization of information and information design. [10]

Q.3 Explain methods to improve vocabulary and linguistic abilities. [10]

Q.4 Find the error and rewrite the sentence correctly- [10]

- (1) We all swim at the beach yesterday.
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- (3) The animals has damaged my plants.
- (4) The perfume is for your sister and yourself.
- (5) My father has been sleep all day.
- (6) Mother has cook new dishes.
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- (10) He drove fast so he might arrive early.

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PART – C

(Descriptive/Analytical/Problem Solving/Design Questions) [2×15=30]

Attempt any two questions

Q.1 You are Anand / Arti of 18 Model Town, New Delhi. You have seen an advertisement in the Hindu for the post of Engineer in an MNC. Apply for the job with complete resume. [7.5+7.5=15]

Q.2 Describe Technical reports, mentioning types and characteristics of technical reports in detail. <http://rtuonline.com> [5+5+5=15]

Q.3 Make notes on the contents of the passage given below, giving a suitable title. Make a summary of the passage. [7.5+7.5=15]

You need excellent verbal and written communication skills. Depending on the industry in which you work, the purpose of your content and the people who are using it, you may produce a lot written (text – based) documentation or focus more on images, simulations, videos and flowcharts. Regardless of the type of output, you need to be able to question subject matter experts (SMEs). You also need to be able to distil what SMEs tell you into information at an appropriate level of complexity (both in terms of level of content and language) for the people needing to use it.

The amount of subject matter knowledge you need as a technical communicator varies greatly depending on both the industry and the intended audience. For example, if you are communicating about consumer products for consumers, you are probably in a good position to understand what they need. In contrast, if you are writing for people working

in the pharmaceutical, nuclear or software development industries, you may need some specialist knowledge of the appropriate area so you can pitch your communication at an appropriate level. Technical communicators use a number of software applications to do their work. While no – one can know every application in depth, a general understanding of the types of application out there and what they are used for is useful. Detailed knowledge tends to grow as you use an application, and you can also attend tool – specific training courses or (in many cases) download trial versions to play.

The sort of person who tends to make a good technical communicator is one who has an eye for detail but is also able to see the bigger picture. He or she will be curious – about how something works, how to use it, how to use it more effectively or more efficiently. Being able to see things from someone else’s perspective is good – what is important to them, why are they doing what they are doing, what do they need to know. Finally, tenacity. You may have questions, and you need to keep asking them until you get an answer you can use. You may not understand all of the answer, but enough to be sure that it will make sense to those who should. <http://rtuonline.com>

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