



B. Tech.	I	Semester	I/II	Teaching Scheme				Evaluation Scheme	
Subject Name	Technical Communication			L	T	P	Credits	CCE	SEE
Subject Code	BTAS20101			2	-	-	2	50	50
Type of course	HSMC: Humanities and Social Sciences including Management Course			CCE : Continuous and Comprehensive Evaluation SEE : Semester End Evaluation					
Prerequisite	Communication and Soft Skills								
Rationale	The rationale of the curriculum is to make students aware about the significance of communication skills in their professional and technical arena. It equips individuals with the tools they need to express themselves confidently, connect with others authentically, and navigate the complexities of the modern world.								

Course Outcomes (COs): At the end of the course, students will be able to	Marks % Weightage
CO-1 Identify the common barriers of communication and thereby develop competence in professional as well as intercultural communication	20
CO-2 Employ active listening and profound reading skills	10
CO-3 Demonstrate professional writing and speaking skills to succeed in their career	25
CO-4 Develop the aptitude required to deliver effective presentations with confidence and impact	13
CO-5 Synthesize formal etiquettes in the business environment	12
CO-6 Produce technical documents of professional calibre keeping in view the ethics of using AI tools	20

Course Contents			
Unit	Content	Tentative Teaching Hours	Tentative Unit Weightage
1	<b>Unit 1: Technical Communication</b> <ul style="list-style-type: none"> <li>• Definition &amp; the Process of Communication</li> <li>• Difference between General &amp; Technical Communication</li> <li>• Levels of Communication</li> <li>• The flow of Communication</li> <li>• Effective Feedback</li> </ul>	6	20%



	<ul style="list-style-type: none"> <li>Barriers to Effective Communication</li> <li>Technical Terms of Business Communication</li> </ul>		
2	<b>Unit 2: Listening &amp; Reading Aptitude</b> <ul style="list-style-type: none"> <li>Difference between Hearing &amp; Listening</li> <li>Types of Listening &amp; Traits of a Good Listener</li> <li>Types of Reading &amp; Reading Strategies</li> </ul>	3	10%
3	<b>Unit 3: Communication for Career-Building</b> <ul style="list-style-type: none"> <li>Cover Letter, Resume &amp; Letter of Recommendation</li> <li>Group Discussion</li> <li>Interview Skills</li> <li>Negotiation Skills</li> <li>Aptitude Skills</li> <li>Decision Making</li> </ul>	6	25%
4	<b>Unit 4: Effective Presentation Skills</b> <ul style="list-style-type: none"> <li>Content organization</li> <li>Analyzing audience &amp; locale</li> <li>Delivering the Presentation (Kinesics, Paralinguistic &amp; Proxemics)</li> </ul>	4	13%
5	<b>Unit 5: Professional Etiquettes</b> <ul style="list-style-type: none"> <li>E-mail Etiquettes</li> <li>Telephone Etiquettes</li> <li>Respecting Privacy</li> <li>Learning to say NO</li> </ul>	5	12%
6	<b>Unit 6: Technical Writing</b> <ul style="list-style-type: none"> <li>Ethical use of AI in business correspondence</li> <li>Business Letters &amp; E-mail</li> <li>Report Writing</li> <li>Statement of Purpose</li> <li>Technical Proposal</li> <li>Notice, Agenda, Minutes</li> </ul>	6	20%

Suggested Specification table with Marks

% Distribution of Marks					
R Level	U Level	A Level	N Level	E Level	C Level
30	40	30	0	0	0

Legends: R: Remembrance, U: Understanding; A: Application, N: Analyze, E: Evaluate C: Create and above Levels (Revised Bloom's Taxonomy)

**Recommended Reference Books**

- 1 Raman M. & Sharma S., *Technical Communication*, Second Edition, New Delhi: Oxford University Press, 2017
- 2 Popat P. and Kotadia K., *Effective Technical Communication*, First Edition, New Delhi: Pearson India Education Services Pvt Ltd., 2020
- 3 Monippally M., *Business Communication Strategies*, New Delhi: Tata McGraw-Hill Education Pvt. Ltd., 2012



4. Kalavar, Anasuya, *Communication Skills*, First Edition, Pune: Tech-Max Publication, 2013
5. Rathod, Kinjal; Malaviya Pooja, *Effective Technical Communication*, First Edition, Books India Publication, 2019
6. G. Ramesh; M. Ramesh, *The Ace of Soft Skills*, Uttar Pradesh: Pearson Education India, 2019

**CO-PO-Mapping**

CO	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PO 8	PO 9	PO 10	PO 11	PO 12
CO-1	-	-	-	-	-	3	-	1	3	2	2	2
CO-2	-	2	-	2	-	2	-	-	2	2	-	2
CO-3	-	-	-	-	1	3	-	2	3	2	2	2
CO-4	-	-	-	2	1	3	1	2	3	3	2	2
CO-5	-	-	-	1	1	3	2	3	3	3	1	2
CO-6	-	-	-	-	2	1	2	2	3	3	1	3

**List of Open Source/learning website/Other Details if any:**

- <https://www.coursera.org/learn/wharton-communication-skills>
- <https://www.coursera.org/specializations/effective-business-communication>
- [https://onlinecourses.nptel.ac.in/noc24\\_ge37/preview](https://onlinecourses.nptel.ac.in/noc24_ge37/preview)
- <https://developers.google.com/tech-writing>
- [https://onlinecourses.swayam2.ac.in/ntr25\\_ed62/unit?unit=3&lesson=4](https://onlinecourses.swayam2.ac.in/ntr25_ed62/unit?unit=3&lesson=4)

