

**OBJECTIVE**

To gain skills and techniques to enhance the writing; choose the appropriate type of reports and its corresponding format; develop concise, accurate, readable information and report that gets the customers, media, and the shareholders straight to the solution; and effectively communicate the message to the target audience.

**UNIT – I DOCUMENT DEVELOPMENT LIFE-CYCLE 6**

Introduction to technical writing – Role of a Technical writer – Principles of Technical Writing – Documentation deliverables – Printed documentation and Online Help Systems – Working with images and illustrations.

**UNIT – II DOCUMENTATION PROCESS 6**

Understanding Audience/Readers – Collecting and Organizing information – Drafting information verbally and visually – Producing Information – Estimating Technical Documentation – Documentation Planning – Selection of Tools – Information Architecture – Templates and Page design – Audience Profiling.

**UNIT – III REPORT WRITING 6**

Task Analysis – Content Development – Elements of Style – Technical Reviews – Editorial Reviews – Formatting and pagination – Document Conversions – Content Publishing – Quality Control – Content Maintenance.

**UNIT – IV TECHNICAL WRITING TOOLS 6**

Microsoft Word – Macromedia RoboHelp – Adobe FrameMaker – MS Visio – PowerPoint – Photoshop – Latex.

**UNIT – V INTERPERSONAL SKILLS 6**

Listeningm Listening to Non-Verbal Messages – Questioning – Helping – Facilitating – Asserting – Negotiating – Team Work – Managing Relationships.

**TOTAL: 30****TEXT BOOKS:**

1. R.C. Sharma and Krishna Mohan, "Business Correspondence and Report Writing", Tata McGraw Hill Education Pvt. Ltd., New Delhi, 2010.
2. John Hayes, "Interpersonal Skills and Work", Routledge, 2003.
3. Lessie Lamport. A Document Preparation System LATEX User's Guide & Reference Manual, 2<sup>nd</sup> edition, Addison-Wesley, 1994.

## **REFERENCES:**

1. John Seely, "The Oxford Guide to Writing and Speaking", Oxford University Press, 1988.
2. Gopaldasamy Ramesh and Mahadevan Ramesh, "The ACE of Soft Skills", Pearson Education, 2009.