

TECHNICAL REPORT - WRITING AND BUSINESS CORRESPONDENCE VI Semester

Sub Code: HS301

Credits - 2
Lecture - 1
Practical - 3

Course Rationale:

Business world entails effective communication skills. Report writing and business correspondence are among the major forms of written communication in the professionals' world even after the advent of other forms such as telephones, fax and internet network... Students, as potential professionals in the business world, need acquaintance with the fundamental principles and practices of technical writing.

Hence, this course is of great relevance for budding engineers to build their capacities and prepare themselves for professional challenges in communication that they would encounter in their work spheres later.

Course Objectives:

This course aims at:

- Exposing students to a wide range of issues in technical writing;
- Enabling students to raise their awareness of the various skill acquisition processes of the fundamentals of reports, proposals, and business correspondence; and
- Developing basic skills and capabilities in producing Reports, Proposals, Business letters, Memoranda, Notices and Minutes, etc.

Course contents:

UNIT-1. Business Correspondence: Nature & Principles

(3 Sessions)

1.1 Written Communication-an overview

- Presentation of business documents
- Structuring your communications
- Language and tone
- The weak links in business writing

1.2 E-mail

UNIT -2 Types of Correspondence (3 Sessions)

2.1 Conducting Business

- Quotations, Orders & Tenders
- Sales Letters
- Circular Letters
- Claim and Adjustment Letters

2.2 Meeting Documentation

- Notices
- Agenda
- Meetings
- Minutes
- Memorandum

UNIT - 3 The Job-Search (3 Sessions)

- Vacancy Announcements
- Application Letters
- Resume/Curriculum Vitae

UNIT- IV Report Writing (3 Sessions)

4.1 Nature and Structure of Reports

4.2 Planning and Preparation of Reports

4.3 Types of Reports

- · Oral and Written
- · Formal and Informal

UNIT-V Process of Report Writing (3 Sessions)

5.1 Technical Proposals

5.2 Types of Technical Proposals

- · Formal
- · Informal

5.3. Feasibility studies

Reading list:

- Pfeiffer, W.S. (1997) **Technical Writing: A Practical Approach.** Prentice Hall
- Sharma. C. (1978) **Business Correspondence & Report Writing.**Tata McGraw-Hill
- Vesper, J. f. (1993) **Contemporary Business Communication:From Thought to Expression.** Harper Collins College Publishers
- Trimmer, J.F. (1995) **Writing with Purpose.** Houghton Mifflin
- Ashley, Rod et.al. (1993) **Core Skills.** Business Education Publishers
- King, F.W. (1962) **English Business Letters.** Longman
- Taylor, Shirley (2004) **Model Business Letters, E-mails & Other Business Documents.** Pearson Education