Technology in Communication

Communication Skills & Technical Report Writing

Technology in Communication

- Impact of technology

  - Rapid advances in computer technologies for communication provide us with plenty of tools to enhance the ability

- Use of computer packages for technical communication has its advantages as well as limitations

Technology in Communication

- Advantages

  - Speed and efficiency

  - Professional appearance and flavor

  - Vividness and greater appeal

  - Plenty of resources for data

  - Lot of facilities for revising, editing and formatting

Technology in Communication

✖ Limitations

+ Information overload or difficulty in effective information selection

+ System failures

+ Fatigue and frustration encountered

+ Requirement of a certain level of technical literacy

+ Blurring of official and personal lines in lives

Commonly used tools

✖ Software For Creating Messages

✖ Creating a message for technical communication involves

+ planning,

+ collecting,

+ analyzing,

+ organizing and

+ writing information.

Commonly used tools

✖ Planning the content

+ Computers can help plan the contents (short letters or long reports)

+ Brainstorming and outlining software useful in this regard(e.g., Xmind, iMindMap, Blumind,etc.)

+ Not a substitute for human thinking (a tool that develops and enhances the style and direction of thinking)

+ Variety of options (project management software, electronic calendar, etc.)

Commonly used tools

- **Collection of Data**

  - Facts or data collecting is the most important job

  - Combine manual search with electronic searches

  - Online catalogues, Search engines can help

Commonly used tools

- **Analyzing and Organizing**

  - Many types of software that enable you to organize your thoughts initially

  - Examples are mind mapping, outlining etc.

  - Statistics, graphics, and spreadsheet tools help

  - Graphics software reveal trends and relationships in data that are often hard to picture

  - Example is Microsoft Excel

Software for writing documents

- Word processing software is a predominate writing tool

- Word processors are becoming more and more document oriented

- There are electronic thesauruses, spelling, grammar, and style checkers, electronic references, graphic packages, and other tools for writing

Software for writing documents

✖ **Styles and templates**

➕ Styles refers to any formatting in a document while template refers to a collection of styles applied to all documents of the same type

➕ for example a letter template.

✖ **Revising and Editing**

➕ Word processing gives time and effective tools for revising, editing and other document polishing efforts

➕ E.g., insert, delete, move, and copy, cut and paste, search and replace.

Software for presenting documents

- After completing revising and editing, you need to decide how to present the document.

- Desktop publication software enables to present professional documents.

- You can generate files in Hypertext markup language (HTML) or Portable document file (pdf format).

Software for presenting documents

- In addition, can have graphics, design elements, links and sound elements

- May also present documents to an audience in a conference hall

- Power Point basics

Next Lecture

Effective Presentation Strategies