**Basics of Technical Communication**

**Introduction**

Communication is a basic part of our lives. We use it every day to share our ideas, feelings, and information with others. But when it comes to professional fields like engineering, science, or business, we need a more specific form of communication called **technical communication**.

**Objectives of Technical Communication**

The main goal of technical communication is to **share information clearly and effectively**. Some of its specific objectives are:

1. **To Inform** – To explain processes, results, or instructions.
2. **To Instruct** – To guide people on how to do something.
3. **To Persuade** – To convince someone to take action or make a decision.
4. **To Propose** – To offer ideas or plans for consideration.
5. **To Document** – To keep a record of technical work and results.

**Characteristics of Technical Communication**

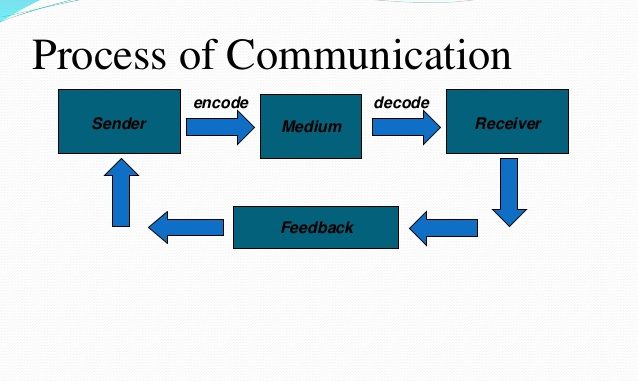
Here are some important features of technical communication:

1. **Clear and Concise** – It avoids unnecessary words.
2. **Objective** – It is based on facts, not opinions.
3. **Accurate** – The information must be correct and reliable.
4. **Well-Organized** – Ideas are presented in a logical order.
5. **Audience-Focused** – The content is made easy for the target audience to understand.
6. **Formal and Professional** – It uses polite and professional language.

**Process of Communication**

Communication has a step-by-step process:

1. **Sender** – The person who sends the message.
2. **Message** – The information to be shared.
3. **Medium** – The method used (email, report, speech, etc.).
4. **Receiver** – The person who receives the message.
5. **Feedback** – The response or reaction of the receiver.
6. **Noise** – Anything that disturbs the communication (like language barriers or technical issues).



**Levels of Communication**

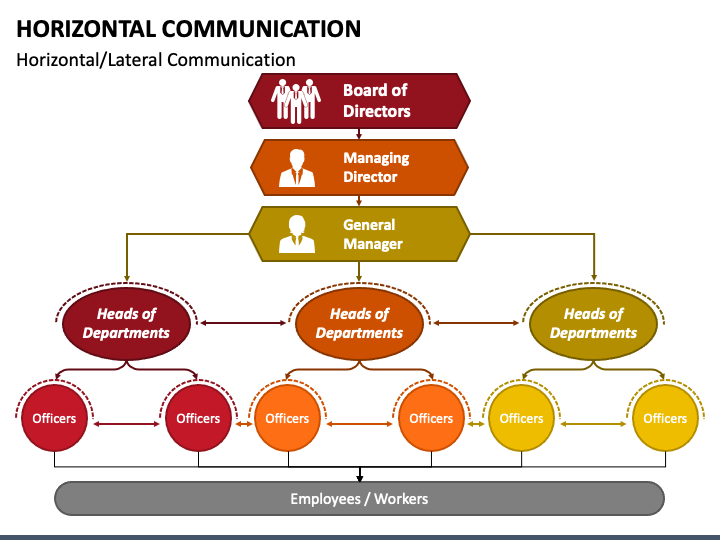
There are different levels at which communication happens:

1. **Intrapersonal Communication** – Talking to yourself (thinking, planning).
2. **Interpersonal Communication** – Communication between two people.
3. **Group Communication** – Within small or large groups.
4. **Organizational Communication** – Within a company or institution.
5. **Mass Communication** – Communication with the general public (through media like TV or newspapers).

**Flow of Communication**

Communication can flow in different directions in an organization:

1. **Upward Communication** – From employees to managers.
2. **Downward Communication** – From managers to employees.
3. **Horizontal Communication** – Between people at the same level.
4. **Diagonal Communication** – Across departments and levels



🌐 **Communication Networks**

**A.** **CHAIN NETWORK**

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* The Chain Network is a vertical hierarchy in which communication can flow only upward or downward.
* In Chain Network, members communicate with people next to them in sequence.
* +ve Aspect is: It can be used to transfer important messagesfrom higher management levels to lower levels.
* -ve Aspect is: This often leads to **one way**communication and the people in lower order of chain **isolation** is felt.

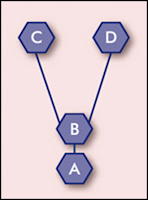
**Introduction to the Basics of Technical Communication, Objectives**

**and Characteristics of Technical Communication, Process of**

**Communication, Levels of Communication, Flow of**

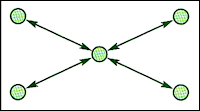
**Communication,**

**Communication Networks, Visual Aids in Technical Communication B. Y-NETWORK**

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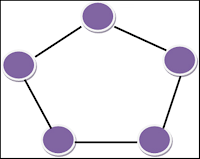
* The Y-Network is a multi-level hierarchy and a combination of Horizontal & Vertical flow of communication.
* Same as chain network except that there are 2 members outside the chain.

**C. WHEEL NETWORK**

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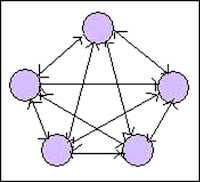
* The Wheel Network refers to several subordinates reporting to a superior. It’s a combination of Horizontal & Diagonal flow of communication.
* + ve Aspect: The central management can pass messages to all departments quickly.
* - ve aspect: The departments cannot communicate directly between themselves.

**D. CIRCLE NETWORK**

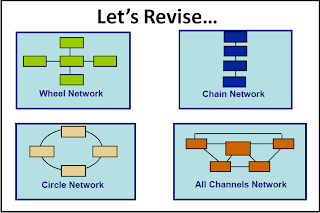
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* The Circle Network allows employees to interact with adjacent members but no further. In the given figure, there is vertical communication between superiors & subordinates, and horizontal communication only at the lowest level.
* Here members communicate with others close to them in terms of expertise, office location, etc.

**E. ALL CHANNEL NETWORK**

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* The All-Channel Network enables each employee to communicate freely with the others. Here, everybody's views are equally & openly shared.
* +ve Aspect: This is used to create or discuss new ideas.
* -ve Aspect: Can be time-consuming and there is no clear leader or sender of messages.

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1. The **Chain Network** is a vertical hierarchy in which communication can flow only upward or downward.
2. The **Y-Network** is a multi-level hierarchy and a combination of Horizontal & Vertical flow of communication.
3. The **Wheel Network** refers to several subordinates reporting to a superior. It’s a combination of Horizontal & Diagonal flow of communication.
4. The **Circle Network** allows employees to interact with adjacent members but no further. In the given figure, there is vertical communication between superiors & subordinates, and horizontal communication only at the lowest level.
5. The **All-Channel Network** enables each employee to communicate freely with the others. Here, everybody's views are equally & openly shared.

