

# **POST GRADUATE DIPLOMA IN TECHNICAL WRITING IN BUSINESS MANAGEMENT (PGDTWBM)**

## **PROGRAMME CURRICULUM**

### **Semester – I**

1. Introduction to Technical Communication
2. Information Development Life Cycle - I
3. Information Development Life Cycle – II
4. Technical Writing Style and Editing
5. English Grammar

### **Introduction to Technical Communication**

- 1 Communication Theory
- 2 Frame of References
- 3 Communication Technology
- 4 Need for Technical Communication
- 5 Roles and Functions of Technical Communicators
- 6 History of Technical Communication
- 7 Barriers in Technical Communication
- 8 Challenges in Technical Communication
- 9 Different Kinds of Technical Document (On Paper/On Line)
- 10 Skills required for Technical Communication

### **Information Development Life Cycle – I**

- 1 Introduction to DDLC (Document Development Life Cycle):
- 2 Writing Process
- 3 Research Methodology
- 4 Requirements in IDLC: Document Specification and Study of Functional Domain
- 5 Audience Analysis in Technical Communication
- 6 Documentation Outline
- 7 Estimation of Timelines and Resources
- 8 Information Design
- 9 Typography of Design
- 10 Designs for Print Documentation
- 11 Designs for Online Documentation

### **Information Development Life Cycle – II**

- 1 Developing a Prototype
- 2 Style Guides and Templates
- 3 Development of Style Guides
- 4 Reviewing
- 5 Packaging for Printed Documentation
- 6 Packaging for Online Help
- 7 Testing Help Systems
- 8 SDLC and DDLC
- 9 Planning and Estimating Documentation
- 10 Single Sourcing

- 11 HTML and XML
- 12 DITA

### **Technical Writing Style and Editing**

- 1 Milestones in the Writing Process
- 2 Rhetoric and Composition
- 3 Methods of Development - Part I
- 4 Methods of Development - Part-II
- 5 Style and Tone in Technical Communication
- 6 Sentence Construction and Paragraph Writing
- 7 Quoting, Paraphrasing and Writing Introductions & Conclusions
- 8 Style and Language
- 9 Writing for Localization
- 10 Editing
- 11 Style Guide
- 12 User Interface

### **English Grammar**

- 1 Basics of Grammar
- 2 Grammatical Terms
- 3 Adjectives and Pronouns
- 4 Verbs
- 5 Mood and Tenses
- 6 More Grammatical Terms
- 7 Structures
- 8 Proofreading
- 9 Illustrations
- 10 Reports and Proposals
- 11 Housestyle
- 12 Subjectwise Technical Writing

### **Semester – II**

- 1. Technical Communication Software Tools
- 2. Advanced Concepts in Technical Communication
- 3. Technical Communication Project Management
- 4. Principles and Practices of Management

### **Technical Communication Software Tools**

- 1 Getting Familiar with Technical Communication Software Tools
- 2 Working with Layouts
- 3 Formatting Text, Paragraphs and Tables
- 4 Formatting Layouts – I
- 5 Formatting Layouts – II
- 6 Illustration Tools
- 7 Screen Capturing Tools
- 8 Content Management System
- 9 XML Editors
- 10 DITA

## **Advanced Concepts in Technical Communication**

- 1 Concept of Usability in Technical Writing
- 2 Human Factors Engineering
- 3 Legal Aspects of Technical Writing (Copyright and Trade Name)
- 4 Legal Writing
- 5 Medical and Engineering Writing
- 6 Multimedia
- 7 Introduction to Instructional Design
- 8 Theories in Instructional Design
- 9 Instructional Design Process - ADDIE Model and Kirkpatrick Model
- 10 Content Development and Review
- 11 Storyboarding and Script Writing

## **Technical Communication Project Management**

- 1 Project Management - An Overview
- 2 Requirements Study
- 3 Estimation
- 4 Project Scope
- 5 Project Deliverables
- 6 Resource Identification
- 7 Project Initiation
- 8 Project Planning
- 9 Risk Management
- 10 Technical Communication Team Management
- 11 Working with Partners/External Service Providers/Content Developers
- 12 Project Tracking

## **Principles and Practices of Management**

- 1 Business - The Purpose of Management
- 2 Designing Organisation for Business
- 3 Need for Managing Organisation and Business
- 4 Management of Standard Functions
- 5 Managing Resources
- 6 Planning
- 7 Decision Making
- 8 Organising
- 9 Staffing
- 10 Leading - Directing, Communicating, Motivating
- 11 Controlling
- 12 Coordinating (Synchronising)
- 13 Evolution of Management Thought
- 14 Pursuing Management as a Career

## **Semester III**

1. Business Communication
2. Instructional Design for Business Communication
3. Research Methodology
4. Project

## **Business Communication**

- 1 Communication in Business
- 2 Process of Communication
- 3 Psychological and Cultural Dimensions of Business Communication
- 4 Listening
- 5 The Writing Process – Planning
- 6 Writing Process: Organizing, Composing and Revising Business Messages
- 7 Writing Routine, Good News and Goodwill Messages
- 8 Writing Indirect Messages
- 9 Short and Long Reports
- 10 Developing and Delivering Effective Presentations
- 11 Interviews and Meetings
- 12 Group Communication Strategies
- 13 Resumes and Employment Letters
- 14 Communicating with Technology
- 15 Formats for Business Documents

## **Instructional Design for Business Communication**

- 1 Bloom's Taxonomy– A Critical Appreciation
- 2 Component Display Theory
- 3 Instructional Design – Various Schools of Thought
- 4 Learner Analysis – Learning Styles and Demographics
- 5 The Design of Instruction for Organisations
- 6 Instructional Design at the Frontier
- 7 Strategic Communication
- 8 ID Tools/Rapid Authoring Tools
- 9 Articulate 360
- 10 Sample Business Documents

## **Research Methodology**

- 1 Understanding Research
- 2 Scientific Methods and Research
- 3 Formulating Research Problem and Hypothesis
- 4 Research Design
- 5 Data Collection and Measurement
- 6 Sampling and Sampling Technique
- 7 Observation
- 8 The Interview Method
- 9 The Questionnaire Method
- 10 The Survey Method
- 11 The Experimental Method
- 12 Scaling Techniques and Attitudes Measurement Techniques
- 13 Data Presentation, Processing and Analysis
- 14 Hypothesis Testing and Interpretation of Data