

TECHNICAL COMMUNICATION AND WORKPLACE READINESS: THE IMPORTANCE OF ENGLISH LANGUAGE SKILLS

Smt. Lalita Singh
Controller of Examinations, SBTE, Bihar

ABSTRACT

Technical communication has become an important part of workplace readiness, particularly for students and graduates entering technical and professional occupations. This review paper examines the importance of English language skills in developing effective technical communication and employability. The reviewed literature was examined to understand the role of speaking, listening, reading, writing, presentation and interpersonal communication in professional settings. The findings indicate that technical qualifications alone may not be sufficient when graduates face difficulties in expressing ideas, participating in discussions, attending interviews and communicating within the workplace. The literature also identifies a gap between technical competencies possessed by graduates and communication abilities expected by employers. Practical language training, presentations, group discussions and industry-oriented learning are reported as useful approaches for improving communication confidence and workplace preparation. The review concludes that English language development should be integrated with technical education to support effective communication, employability and professional growth.

Keywords: *Technical Communication, English Language Skills, Workplace Readiness, Employability, Professional Communication.*

1. INTRODUCTION

Technical communication has become an important part of professional life, particularly in workplaces where employees are expected to share information clearly and effectively. English language skills help individuals prepare reports, understand technical instructions, communicate with colleagues, and participate in professional discussions (Segawa, 2016). In technical education, students may possess sound subject knowledge but face difficulties when expressing their ideas in English (Deshmukh, 2025). Such difficulties can affect their confidence and workplace performance. As industries continue to value communication and

practical abilities alongside technical knowledge, English language proficiency has gained importance in preparing students for employment. Therefore, examining the relationship between technical communication and workplace readiness is relevant to present educational and professional requirements (Kumar, 2019).

1.1. Technical Communication in Professional Settings

Technical communication refers to the exchange of information related to technical knowledge, work procedures, products, and professional activities. In professional settings, it helps employees explain ideas, prepare documents, understand instructions, and communicate with colleagues and clients (Yarlagadda, 2016). English language skills play an important role in this process, particularly in workplaces where English is used for written and oral communication. Clear communication reduces misunderstanding and supports coordination among employees. Technical communication also enables workers to present information in a structured manner and respond to workplace requirements (Rahma et al., 2025; Suhaili et al., 2025). Its importance is not limited to technical knowledge, as employees must also express their thoughts in a way that others can understand (Chan, 2021). Therefore, technical communication forms an important part of professional competence and workplace readiness.

Major Areas of Technical Communication in Professional Settings

Area	Description
Technical Writing	Preparation of reports, manuals, emails, and other professional documents.
Oral Communication	Sharing technical information through meetings, presentations, and discussions.
Workplace Instructions	Understanding and explaining work procedures, guidelines, and technical information.
Team Communication	Exchange of information among employees for coordination and completion of tasks.
Professional	Communication with clients, supervisors, and other professional

Correspondence	contacts.
Presentation Skills	Organizing and presenting technical ideas in a clear and understandable manner.

1.2. Importance of English Language Skills in Workplace Readiness

English language skills contribute to workplace readiness by helping individuals communicate ideas, understand professional information, and interact effectively with colleagues, supervisors, and clients (Maksan & Sukri, 2025). Good command of English also supports confidence in professional communication and helps employees respond to different workplace situations.

- i. Clear expression of ideas and information
- ii. Effective workplace correspondence
- iii. Better participation in meetings and discussions
- iv. Improved understanding of technical instructions
- v. Greater confidence during job interviews
- vi. Effective communication with clients and colleagues
- vii. Support for professional growth and career development
- viii. Improved ability to use workplace-related digital resources

1.3. Role of Communication Competence in Employability

Communication competence is an important part of employability because employers expect individuals to exchange information clearly, understand workplace requirements, and interact appropriately with others (Ramesh & Sankareswari, 2025). Technical knowledge alone may not be sufficient when a job involves teamwork, customer interaction, reporting, or professional discussions. Effective communication helps employees present their ideas, respond to questions, and maintain productive workplace relationships.

- i. Clear expression of ideas
- ii. Effective interaction with colleagues
- iii. Better participation in teamwork
- iv. Ability to communicate with clients
- v. Confidence in professional discussions

- vi. Effective preparation of workplace documents
- vii. Better understanding of instructions
- viii. Support for career advancement

Communication competence also helps individuals adjust to different professional situations. Employees who can listen carefully, organise their thoughts, and communicate information appropriately can contribute more effectively to workplace activities. These abilities are particularly relevant for entry-level employees who are expected to demonstrate both technical knowledge and professional behaviour. Thus, communication competence forms an important component of employability and supports the practical application of knowledge in professional environments.

Role of Communication Competence in Employability

Dimension	Contribution to Employability
Verbal Communication	Supports clear interaction in professional situations
Written Communication	Helps in preparing accurate workplace documents
Listening Skills	Improves understanding of instructions and discussions
Interpersonal Communication	Supports positive workplace relationships
Team Communication	Facilitates coordination and collaborative work
Presentation Skills	Helps individuals explain ideas and information effectively
Professional Confidence	Supports active participation in workplace activities
Client Communication	Enables appropriate interaction with customers and external stakeholders

1.4. Objectives and Scope of the Review

The present review aims to examine the importance of English language skills in technical communication and workplace readiness. It focuses on the role of communication competence in employability, professional interaction and career development. The review

also considers the major communication skills required in technical and professional settings and examines the challenges faced by graduates in developing these abilities. In addition, it reviews the role of practical language training, industry-oriented learning and educational approaches in improving workplace communication. The scope of the review is limited to existing literature concerning English language proficiency, technical communication, employability and workplace readiness, with particular attention to technical and higher education.

2. REVIEW OF LITERATURE

(Duvvuri et al., 2024) The effect of undergraduates' communication abilities on their employability was the focus of the research. With the use of the convenience sampling method, a total of 150 undergraduates will make up the study's sample. Given the importance of effective communication skills for both technical and non-technical students, it is recommended that both groups be included in the sample. The results suggest that work awareness and flexibility influence the relationship between reading and listening abilities, which are independent factors. Through JD, job awareness assesses students' fundamental understanding of their jobs, duties, and the expectations of the company toward them. As a result, he is better able to adjust to the job's schedule and demands, take pride in his work, and get along well with coworkers. The above data analysis leads us to believe that reading, listening, and communication abilities significantly impact one's ability to get a job. According to the second hypothesis, which concerns verbal, written, and visual forms of communication, the ability to think clearly is crucial for issue identification, analysis, and decision making. The ability to comprehend the interviewer's queries is a crucial quality for the job candidate. On the other hand, solving the issue technically requires expertise. Candidates with strong technical abilities are better able to demonstrate their ability to solve given problems. In order to solve the situation at hand, a job seeker has to have solid topic knowledge and strong analytical skills.

(Suhaili & Mohamad, 2021) The employability of TVET graduates is directly correlated to their degree of proficiency in English and other communication skills, as well as the degree to which companies are satisfied with their graduates. For the country to become a highly productive nation, educational institutions, businesses, and government agencies must work together to produce graduates who are in great demand in the job market. Examining this

literature study might help shed light on the problem from a macro viewpoint on the perceived English language proficiency of TVET graduates according to the sectors.

(D. P. Singh, 2024) Effective communication is essential for getting a job and moving up the corporate ladder, not an extracurricular activity. Despite the rapid obsolescence of technological skills in today's globalised industry, the ability to communicate effectively is a constant and indispensable asset. To close the skills gap and increase employability, India's higher education system must reevaluate its course offerings and make effective communication a mandatory rather than elective need. Giving students the tools they need to be effective communicators would boost the country's human capital on the international stage and improve graduates' chances of finding employment.

(Rao et al., 2020) In India, English serves as both a common language and a language used in libraries. Especially in the field of engineering, it is essential in India's higher education system. Students majoring in engineering must master the English language if they want to succeed in school and in their careers. The English language provides an opportunity for engineering students to connect with one another, share experiences, and learn from one another in order to improve their academic performance and advance in their chosen fields. Since engineering graduates from India are likely to find employment both inside and outside of the country, where English is the de jure language of business, fluency in this language is very crucial.

(Clement & Murugavel, 2015) The paper conducted an analysis of how well engineering schools in India taught English. Many Indian engineering grads are unemployed because they lack self-assurance and good communication abilities. However, the issue of inadequate communication skills among engineering graduates continues to persist in India, despite several study articles stressing the need to enhance these graduates' employability. Many engineering graduates in India have underachieved, and this research aims to shed light on the realities of engineering college English classes to find out why. Despite the fact that their last year of school is upon them, many third-year students still don't feel prepared to tackle their campus placements. On top of that, a lot of students desire more hands-on sessions to hone their language abilities, thus teachers' methods have to be improved. While highlighting the need for appropriate training programs for engineering students, the survey findings

demonstrated a discrepancy between the confidence levels of engineering students and the methods used by English teachers.

(Bhadragiriyaiah & Chinnaswamy, 2022) The research brought attention to the challenges that recent graduates and entry-level workers have when trying to improve their confidence in using professional English, even though they know that it is essential for their career advancement. Extending its examination of employer expectations, the research highlights the growing requirement for individuals with strong interpersonal, presentational, and cross-cultural communication abilities in order to fulfil the demands of global business. Educators, legislators, and training providers may use the paper's suggestions and practical policy consequences to create programs that are welcoming to all students and focus on developing skills that employers value. In the end, the results confirm that English is an important tool for social and economic mobility and a universal language of commerce.

(Chintala, 2020) The article clearly stated that today's career opportunities are largely dependent on students' ability to speak and understand English, and that it is the responsibility of English language instructors to adapt their curricula accordingly. This process may be greatly facilitated by skill-oriented English language courses that draw on English literature, a rich source of exceptional literary works. Therefore, English language instructors play a key role in today's economy as individuals who perform successful classroom experiments to develop practical teaching programs and who also guide their students to become more employable so they may compete for jobs. Additionally, instilling a love of language and reading in young people can help them develop into thoughtful, creative adults.

(Murugavel, 2018) The purpose of the article was to survey workers of various Indian organisations to determine the significance of English in the workplace. Participants reaffirmed the importance of English as an influential element in both interviews and the workplace, demonstrating that the need for English language abilities in the workplace has not altered. Finding a suitable job might be even more challenging for those with inadequate English communication skills. In order to better carry out their responsibilities, participants also highlighted the need of in-house English training. Speaking is the most valued ability in the job, so it's no surprise that most people have acknowledged the need to hone their public

speaking abilities. What's more, most people have chosen online training as their preferred method of instruction.

(Subbarao, 2023) The research paper investigated the significant influence of proficient English communication abilities on professional success in globalised industries. The study endeavours to clarify the ways in which English proficiency facilitates cross-cultural communication, enhances leadership capabilities, and contributes to organisational efficacy by examining the correlation between language proficiency and career advancement. In order to acquire insights into the experiences and perceptions of professionals from a variety of sectors, a mixed-methods approach was implemented, which involved conducting quantitative surveys and qualitative interviews. Key findings emphasised the critical role of English communication skills in fostering inclusive workplace dynamics, navigating multicultural environments, and securing career opportunities. In order to effectively capitalise on global business opportunities, the study concludes with recommendations for individuals and organisations to invest in language training programs and cultivate a culture of linguistic diversity.

(M. Singh, 2024) The purpose of this article was to poll workers of various Indian organisations to determine the significance of English in the workplace. The findings demonstrate that the importance of English language abilities in the workplace remains constant, and participants have consistently mentioned English as a factor that influences their performance in interviews and on the job. Finding a suitable job might be even more challenging for those with inadequate English communication skills. In order to better carry out their responsibilities, participants also highlighted the need of in-house English training. Speaking is the most valued ability in the job, so it's no surprise that most people have acknowledged the need to hone their public speaking abilities. What's more, most people have chosen online training as their preferred method of instruction.

(Tushar & Sooraksa, 2023) The study aimed to determine the most important employability qualities that companies look for in new graduates by conducting a semi-systematic literature review of studies on the topic. By doing a thorough literature study, we want to compile a list of globally relevant employability skills, track their evolution over time, and determine which ones are most important in today's job market. This review takes into account 25 studies that adhere to the Scientific Procedures and Rationales for Systematic Literature Reviews (SPAR-

4- SLR) guidelines, and it draws from a corpus of English-language research papers and government reports spanning 30 years. There was a discrepancy between the skills graduates had and the expectations of employers, according to the report. Rising economies will feel the effects of the global crisis more acutely since the world's working population is expected to increase while job opportunities are expected to decrease. Thus, in order to thrive in today's competitive job market, students and recent graduates need to equip themselves not just with degrees, but also with the skills and competences that employers value. Collaborative efforts between organisations and academic institutions are necessary to provide recent graduates with marketable skills. Curriculum development and instructional strategy modernisation should be the primary focus of educational policymakers in response to organisational requirements. Educators and lawmakers may benefit from industry-specific employability skill requirements research if it helped them better coordinate instructional efforts and curriculum.

3. FINDINGS AND DISCUSSION

The reviewed literature shows that English language skills are closely related to employability and workplace readiness. Reading, listening, speaking, writing and presentation skills help graduates communicate their technical knowledge and perform workplace responsibilities more effectively (Duvvuri et al., 2024). The studies also identify a gap between technical qualifications and communication abilities, particularly among engineering graduates (Clement & Murugavel, 2015; Tushar & Sooraksa, 2023). English is considered important in interviews, workplace interaction, teamwork and career development (Murugavel, 2018; M. Singh, 2024). The literature further suggests that practical activities, structured language training and industry-oriented learning can help improve communication confidence and workplace preparation (Chintala, 2020; Suhaili & Mohamad, 2021).

Major Findings from the Reviewed Literature

Finding	Supporting Literature
Communication skills contribute to employability	Duvvuri et al. (2024)
English proficiency supports employment	Rao et al. (2020)

prospects	
Technical graduates may face a communication skills gap	Clement and Murugavel (2015); Tushar and Sooraksa (2023)
Speaking and presentation skills are important in professional settings	Murugavel (2018)
English skills support interviews and workplace performance	Murugavel (2018); M. Singh (2024)
Communication confidence requires practical learning opportunities	Clement and Murugavel (2015); Bhadragiriyaiah and Chinnaswamy (2022)
Industry-oriented language training can improve workplace preparation	Suhaili and Mohamad (2021)
English communication supports interaction in global workplaces	Bhadragiriyaiah and Chinnaswamy (2022); Subbarao (2023)

The findings indicate that workplace readiness cannot be considered only in terms of technical knowledge. The reviewed studies repeatedly point to communication competence as an important part of preparing graduates for employment and professional growth.

4. CONCLUSION

The review concludes that English language skills are an important part of technical communication and workplace readiness. The literature indicates that technical knowledge alone may not adequately prepare graduates for professional responsibilities when they are unable to communicate their ideas clearly. Skills such as speaking, listening, reading, writing and presentation contribute to effective workplace interaction, interview performance, teamwork and career development. The reviewed studies also indicate a continuing gap between the technical abilities of graduates and the communication skills expected in professional settings, particularly among engineering and other technical graduates. Lack of confidence in using English can further affect their participation in interviews and workplace activities. At the same time, the literature suggests that communication abilities can be developed through practical and structured learning rather than through theoretical language

instruction alone. Presentations, group discussions, professional writing activities and workplace-oriented language training can provide useful opportunities for improvement. Greater coordination between educational institutions and industry can also help align communication training with actual employment requirements. The reviewed literature establishes that English language proficiency and technical communication should receive greater attention in the development of workplace-ready graduates. Integrating these skills with technical education can help learners apply their knowledge more effectively in professional environments and respond to changing employment expectations.

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