

COURSE OVERVIEW

Mastering the Art of Technical Writing

OVERVIEW

All technical documents are developed to communicate important information to someone who needs to know—and that’s a challenge if the audience doesn’t share the writer’s knowledge, experience or training. And any lack of clarity or chance of misinterpretation could lead to an undesirable outcome.

This course guides you toward the process of writing better technical documents that are clear, easy to understand and interesting to your audience. You’ll learn what a good report requires, how to write procedures that are crisp and clear and how to use graphics to get your point across in a visual way. Just as important, this course will help you simplify and streamline the process of writing so you can get the job accomplished with maximum polish and professionalism.

LEARNING OBJECTIVES

- Write technical documents that adapt to the audience’s needs
- Break complex information down
- Use graphics effectively
- Eliminate common mistakes that create confusion
- Create easy-to-read documents that present critical information in meaningful ways
- Use editing and proofreading techniques that ensure accuracy

COURSE HIGHLIGHTS

The fundamentals and key concepts of technical writing

- What is technical writing? The updated definition and goal of technical writing
- Recognizing good technical writing
- Know your subject: Using resources to become an expert on your topic
- Know your readers: 6 questions you must ask yourself about the people who’ll read your technical writing
- Know yourself: Identify your technical writing strengths and challenges
- Key concepts for technical writers
- Use graphics to simplify technical information
- Avoid the most damaging blunders in technical writing
- Use the power of persuasion: Get readers to see it your way
- Rules when writing collaboratively
- Formatting techniques that make your writing easier to read

Get writing off to a good start

- Tips to make your technical writing easier
- Overcoming writer’s block—an easy way to get your ideas down quickly
- How “thinking small” can help you organize your writing for maximum impact
- Good organization is critical to understanding

Projecting credibility and professionalism

- Eliminate clutter: Get rid of unnecessary words and redundant expressions
- How to free your writing from unintentional bias that can alienate your readers
- Sentence characteristics that stop your reader from getting the message

Three common technical formats

- Writing crisp, clear instructions and procedures
- Writing effective white papers
- Essential elements of report writing
- Special considerations for abstracts and journal articles
- Dos and don’ts of report writing
- Legal tips to guide your technical writing

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Editing and proofreading

- Why it's important to read through a document before making any changes or corrections
- Proofreading techniques professionals use to turn out powerful and effective final drafts
- Never-fail techniques for technical, financial and foreign terms
- Ensure perfection down to the very last detail
- How to delegate work the right way
- Proofreading a foreign language? Tips to help you
- Correct spelling of commonly used foreign words
- The final checklist

TRAINING DELIVERY

- Pre-training: Tailoring and customization of content
- Delivery of training using presentation, small group exercises, case studies, role-plays, games, etc.
- Post-training: Follow-up within 30 days to review information, provide coaching, set goals, etc. (optional)