



Effective Writing for Technical Staff

Introduction

Many technical staff know their subject matter in detail but find it difficult to communicate information to a non-technical audience. They find this reflects both on them and their organisation.

This course has been developed specifically for such people.

It is a combination of class-room teaching and practical exercises carried out under guidance.

Course objectives

To show how to communicate information clearly, concisely and correctly to a non-technical audience.

Who should attend?

Technical and managerial staff in the IT industry that produce documents for end users and non-IT personnel.

Duration

One day.

Course outline

▶ **Module 1: Introduction**

Introduction and course objectives
Recommended reading list

▶ **Module 2: Document structure considerations**

Headings
Chapters and sections
Running headers and footers

▶ **Module 3: Fundamentals**

Writing Styles and Techniques.
The 12 golden rules of writing.
Practice through a series of exercises.

▶ **Module 4: Punctuation and grammar**

Common punctuation and grammatical mistakes and guidance on how to avoid them.

▶ **Module 5: Layout techniques**

How to lay-out a document to make it more attractive and easy to read.

▶ **Module 6: Document navigation**

Improving a document using indexing and cross-referencing techniques.

▶ **Module 7: Proof-reading**

Avoiding silly errors and mistakes by checking work thoroughly.
Different levels of editing.

▶ **Module 8: Advanced Microsoft Word**

Document structure considerations - headings, chapters, sections, running headers and footers
Styles and paragraph settings
Ensuring that your document retains its layout after editing
Layout and pagination: making manual changes
Using templates to create a house style
Incorporating screenshots and images in the most space-efficient way
Modular page numbering and automatic cross references
Automatic table of contents and index
Working with fields
Editing documents and tracking changes.
Creating master documents to enable several authors to work on a document simultaneously
Using macros to automate tasks
Miscellaneous hints and tips