



Intermediate technical authoring training course

Introduction

Our *Intermediate technical authoring* training course teaches the key issues that define high quality technical authoring.

You learn to use a detailed end-to-end writing process to design, draft, and improve technical documents, developing critical skills that will add real value to your authoring.

You will increase your ability to create more effective technical documents, and present a consistent and homogenous document set to the users.

Duration

Two days.

You learn how to ...

- ▶ Use a writing process structured around industry-standard criteria to speed the production and improve the quality of your technical documents.
- ▶ Produce clear, effective documents including user manuals, technical reports, tutorials and standard operating procedures, that are easy to read, understand and act upon.
- ▶ Improve the understanding of your documents by structuring information in ways that are helpful to your readers.
- ▶ Build successful documents from sentences up to the section level.
- ▶ Develop a clear and concise authoring style.
- ▶ Improve your editing skills.
- ▶ Build readability into your documents from the start.

In addition, as part of the course, delegates are invited to bring a sample of their work to receive editorial feedback on their writing.

Who should attend?

The course is appropriate for technical writers who want to:

- ▶ Understand an end-to-end writing process for technical documents.
- ▶ Improve the quality of the user and technical documentation they produce.
- ▶ Improve their skill set.

Activity-based training

The course is practical and activity-based. Throughout the course you complete a wide range of exercises designed to illustrate the techniques taught.

Courseware and certification

Delegates receive:

- ▶ Comprehensive courseware and exercise materials to refer to and use throughout the course, and to use as a refresher following the course.
- ▶ Checklists and job aids to focus each stage of the writing process.
- ▶ Report and user manual templates that incorporate best practice design and structure as taught in the course.
- ▶ A CD containing course exercise materials, checklists and job aids for use back in the workplace.
- ▶ A certificate confirming they have attended and successfully completed the course.

After course support

Delegates are entitled to 30 days email support from Armada to help with any post-training issues.

Course outline

► Introduction and overview

► Module 1: Basics of technical writing

Positioning technical authoring on the writing continuum: informative, evaluative, persuasive, expressive

4 + 1 ways of analysing your readers

Reader preferences in technical documents

Quality standards for technical authoring

- Content and structure
- Correctness
- Readability

An end-to-end authoring process: Managing, planning, drafting and revision

► Module 2: The prewriting step

Planning your time

Analysing your audience

- Audience types
- Communication styles

Scope identification

► Module 3: Creating effective content and structure

Getting and checking the right information

Technical quality assurance and peer reviews

Structuring your document a logical and consistent manner

Creating reader-focused headings

Accurately representing the content in your Executive Summary

Giving equal weight to parallel concepts: Making subordinate ideas logically subordinate

Reflecting topic importance in heading levels

Creating cohesion

- Handling repetition and redundancy
- Transitions that work
- Sentence structure
- Sections that work

Providing relevant background information

Creating a Glossary

Using style to connect with your reader

Types of explanation

Signalling with your writing

Varieties of technical documents

- Types of tutorial
- Standard operating procedures
- Requirements
- Reports
- User manuals

Effective introductions and conclusions

► Module 4: Clarity in technical writing

Improving clarity

Recognising the three key grammar issues that affect technical writing

Avoiding false elegance and ambiguity

Meeting your readers' needs: using English to communicate clearly

Writing styles: choosing a style that meshes with the cultural preferences of your business

► Module 5: Consistency and correctness

Typographical errors

- Spelling
- Punctuation
- Spelling forms
- Hyphenation
- Homonyms and homophones
- Numbering & Capitalisation

Grammatical errors

Concise language

Incorrect terminology

► Module 6: Building readability

Comprehension and clarity: can the reader understand what is stated?

Making your writing clear and readable

Avoiding ambiguity

Focusing sentences to communicate to the reader

- Putting the reader first
- Different sentence types
- Word use