



# Introduction to technical authoring training course

## Course objective

Our *Introduction to technical authoring* training course teaches general technical authoring principles and writing styles appropriate to user documentation.

Delegates learn how to significantly improve the standard of the user documentation they produce by simplifying the writing process, enhancing style and improving readability.

Training is provided by means of classroom teaching and practical exercises carried out under guidance.

## Who should attend?

*Introduction to technical authoring* training is ideal for:

- ▶ New technical authors, as a precursor to our *Advanced technical authoring techniques* course.
- ▶ People who are not career technical authors or technical writers, but who have been asked to carry out technical authoring work.

## Duration

One day.

## Courseware and certification

Delegates receive courseware to refer to throughout the course, and to use as a refresher following the course. Delegates are also issued with a certificate confirming they have attended and successfully completed the course.

## Course outline

### ▶ Introduction

Introduction and course objectives.  
Recommended reading list.

Why good writing is important and the costs of documentation.

### ▶ Module 1: Know your audience

Understand and prioritise the different categories of your audience and handle different levels of reader.

Research the basic tasks of your audience.

### ▶ Module 2: How to structure your documents

Understand which sections to include in your manuals and the order in which they should be placed.

### ▶ Module 3: Write from a design

Use mind mapping techniques for designing a document.

Learn how to plan the content of your document before you start writing.

### ▶ Module 4: Skills of writing – 12 golden rules

Learn the 12 golden rules of writing to help you develop a clear and concise style.

Use readability checking and testing techniques.

### ▶ Module 5: Punctuation and grammar

Understand the basics of punctuation and grammar.

Avoid the six most frequently made errors that occur in writing.

### ▶ Module 6: Document layout

Understand the basics of layout and typesetting.

Learn how to format your document for maximum impact.

### ▶ Module 7: Reviewing and proof reading

How to check your documentation to ensure it is error free.

Use industry standard techniques for reviewing, rewriting and proof reading.