

**Course 177:**  
**Writing Technical Documents**  
**(2 Days)**

**Course Description...**

This course focuses on writing about technical subject matter in a clear, concise, and easy to understand way. Reinforce organizational communication by acquiring the skills necessary to organize, create, and edit written documents using techniques applicable to a wide variety of technical topics from high level project plans to detailed tutorials.

**Learning Objectives...**

- Become a better writer
- Plan the writing process
- Discover how technical reader's process information
- Help readers absorb information quickly
- Profile your audience
- Determine audience needs
- Scope the writing project's intent and medium
- Organize research information
- Write clearly and concisely
- Identify strategies for developing content
- Build consistency into every document
- Put headings, content guides, and indexes to work
- Effectively organize sentences and sections
- Format information in a professional way
- Master editing techniques

**Who Should Attend...**

This class is for technically oriented professionals who need to communicate effectively with the written word. This includes subject matter experts who are documenting their own knowledge as well as those who write documentation based on research.

**Suggested Prerequisites...**

- Attendees should be able to speak and write in English
- Attendees should have a working knowledge of Microsoft Word

**See next page for a detailed course outline...**



## Course Outline...

### **Chapter 1: The Technical Writing Process**

- The Blank Page and the Due Date
- Technical Writing Life Cycle
- Types of Technical Documents
- Planning the Work

### **Chapter 2: Audience, Intent, and Medium**

- AIM the Writing Project
- Profiling an Audience
- Determining How to Best Serve the Audience
- Writing in a Way that Matches How Reader's Read
- Determine the Intent of the Writing Project
- Choose a Delivery Medium

### **Chapter 3: The Write Stuff**

- Building In Consistency From the Beginning
- Do the Research
- Strategies for Creating Content
- Growing from Words to Sentences to Sections

### **Chapter 4: Creating Clarity**

- Back to Basics For Your Audience
- Ambiguity is Evil
- Assumptions Are Dangerous
- Grappling with Essential Grammar

### **Chapter 5: Creating Flow**

- Organizing Information
- Putting the Important Things First
- Threading and Weaving
- Creating Document Navigation Techniques
- Structuring Information

### **Chapter 6: Editing for Best Results**

- When to Start Editing
- Levels of Edit
- Meeting the Due Date
- Letting Go

*Please contact your ROI representative to discuss course tailoring!!!*