Training Program

EFFECTIVE TECHNICAL WRITING SKILL

Knowledge

Talent

Skills

TRAINING EXCELLENCE

Performance

Real Life Experience

APEX
GLOBAL

APEX Global Corporation

Introduction 〉

Overview

In this practical hands-on course, you gain the skills to assess the needs of your users and create documents that explain technical information. You learn the mechanics of good technical writing, along with techniques for document design and page layout.

Duration

3 – days workshop.

Program Objectives 〉

Learning Objectives

By the end of the course participants should be able to:

- ❖ Write effective technical documents, manuals and white papers
- ❖ Assess your audience and develop documents to meet their needs
- ❖ Build effective sentences and sections that explain information clearly
- ❖ Employ diagrams, tables, charts and other graphical tools effectively
- ❖ Create informative content that your readers will understand and use

Target Audience

This course is intended for those as below:

- ❖ Individuals who need to communicate technical information to others, or those who need to learn the principles of technical writing.

Training Contents ❯

Module 1: Introduction to Technical Writing

- ❖ Benefits of effectively communicating technical information
- ❖ Dealing with common writing problems

Module 2: The Writing Process

Getting ready to write
- ❖ Eliminating misconceptions that stall technical writing
- ❖ Driving your document design with scenarios
- ❖ Focusing on a document's purposes

Assessing your audience
- ❖ Identifying your purpose and the reader's purpose
- ❖ What the audience brings to the table

Covering the knowledge domain
- ❖ Exposing tacit knowledge
- ❖ Knowing when you've "covered it all"
- ❖ Organizing using the audience's scenarios

Module 3: Ensuring Clarity and Readability

Writing technically
- ❖ Discriminating between the three levels of information
- ❖ Determining information needs with the OODA loop

Architecting sentences that communicate
- ❖ Creating sentences with clarity
- ❖ Building clarity through sentence focus
- ❖ Solving common grammar problems in technical writing

Managing style in technical writing
- ❖ Evaluating readability using the Given/New technique
- ❖ Ensuring consistency with a style guide
- ❖ Eliminating reader recycling

Module 4: The Mechanics of Writing

Working with words
- ❖ Selecting the right words
- ❖ Editing for concision

Editing for quality
- ❖ Knowing when and what to edit
- ❖ The editing triage
- ❖ Editing throughout the document process
- ❖ Two strategies for rewriting

Module 5: Structuring Information for Understanding

Leveraging and formatting tables and lists
- ❖ Organizing data to support readers' scenarios
- ❖ Determining when to use a list
- ❖ Exploiting tables for highly structured data

Maintaining document structure
- ❖ Building cohesive documents with Given/New
- ❖ Applying useful headings to support skimming

Methods of development
- ❖ Problems-methods-results
- ❖ Effect and cause
- ❖ Order of importance

Module 6: Designing Your Document

Audience-driven document design
- ❖ Relating document structure to the audience
- ❖ Recognizing the varieties of user manuals
- ❖ Developing reference manuals and white papers

Determining the document types
- ❖ Post-positive vs. pragmatic documents
- ❖ Implementing the right document format

Building documents
- ❖ Tutorials and standard operating procedures
- ❖ Designing two styles of tutorials
- ❖ Structuring sentences and sections
- ❖ Handling introductions and conclusions

Prototyping the document
- ❖ Testing for success
- ❖ Levels of prototypes

Module 7: Developing the Look of Your Document

Designing the appearance of your page
- ❖ The technical document reading process
- ❖ Fonts
- ❖ White space
- ❖ Alignment

Conveying information with graphics
- ❖ Chunking the document
- ❖ Employing photos, drawings and graphs
- ❖ Focusing graphics

Key Features

- 24 hours of high quality learning
- Quizzes in the end of each chapter
- 3 Real life exercises and case study
- Learn from experience and passionate trainers
- Quick reference card, toolkits

- Course completion exams
- Apply the knowledge and technique
- Invited to our professional community
- Certificate of Completion

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