

## Writing Technical Documentation

Duration: 2 Days

### Overview:

This two-day workshop introduces attendees to the process of writing good quality technical documents. Technical documents include procedures, instructions, manuals, and user guides. You learn to clearly define outcomes of what your writing must deliver, who your readers are, and how to present the information in the most useable way. This course will give you the tips and techniques so that all your documents are clear, concise and consistent. You systematically work through the planning, structuring, writing, checking and presentation stages of a project so that you finish with a high-quality piece of writing that reaches its audience and achieves its purpose.

### Target Audience:

If you responsible for writing or editing technical material such as user manuals, staff instructions, procedures manuals, reference materials or training manuals this workshop is ideal for you.

### Course Completion:

At course completion students, will be able to plan a technical document, write appropriately for the audience, understand basic grammar, write clearly, test a technical document and edit a technical document.

### Lesson 1: Getting Started

- What technical writing is
- Why we need technical writing
- How you can use Plain English in technical writing
- How you can use the 5-step technical writing process

### Lesson 2: Planning your Document

- Establishing a document aim
- Creating into a workable outline
- Keeping track of your writing style

### Lesson 3: Useful Grammar

- Basic grammar terminology
- Writing sentences with impact
- Using paragraphs as an organisational tool
- Differentiating between active and passive voice and recognise prepositions
- Creating lists
- Using punctuation, capitals and tense consistently

### Lesson 4: Writing for Clarity and Impact

- Choosing concise and explicit words
- Dealing with jargon, technical words, acronyms and abbreviations
- Writing positively and differentiate between Australian, US and UK English
- Using inclusive language and analogies

### Lesson 5: Word Alternatives

- Creating effective charts
- Creating effective screen shots
- Creating effective diagrams
- Creating effective tables
- Outlining procedures with flow charts
- Representing hierarchies with organisational charts

### Lesson 6: Testing Technical Documents

- Checking the document technically
- Checking the document for readability

### Lesson 7: Editing Technical Documents

- Checking the document, yourself
- Using your editor
- How to test the draft for readability
- Finding out whether it works for your audience
- Self-checking and editing the document
- Checking for accuracy and flow