



ACUITY TRAINING LTD

# Effective Technical Writing



## Effective Technical Writing - 2 days

### Description:

Companies, teams, and individuals are measured by how well they communicate. This interactive workshop helps IT professionals produce more effective documents. It reviews technical writing techniques and processes and provides examples and templates for continuing use after the workshop. Company specifics, such as style guidelines, can be incorporated. Each topic is reinforced by written exercises.

### Audience:

Information technology (IT) professionals who want to improve the effectiveness of their writing. This course can be customized for business professionals or mixed audiences.

### Prerequisites:

Good verbal and written English skills are required.

### Objectives

After completing this course, participants should be able to:

- Describe the types of documents that IT professionals develop and use
- Apply the basic rules of good technical writing and avoid jargon
- Identify the needs of different audiences
- Use outlines for organizing document content
- Summarize key points of verbal or written information
- Use effective presentation formats
- Write effective electronic mail

### Course Topics

#### Introduction

#### Technical Writing Overview

- Pre-sales documents and proposals
- System development life cycle documents
- Business documents

#### Effective Technical Writing

Writing basics review: sentence structure, active and passive voice, person, punctuation,

- using the correct words
- Common mistakes in technical writing

#### Writing for a Target Audience

- Assessing the target audience
- Assessing the audience's needs

#### Using Outlines and Summaries

- Outline formats and elements
- Elements of effective summaries

#### Writing Effective E-mail

- E-mail message guidelines

#### Using Effective Presentation Formats

- Graphics and other presentation elements
- Presentation guidelines

#### Conclusion

- Success factors