

TidBIT

At a previous but undetermined timeframe, a single-family domestic domicile was inhabited by a young girl, known as Little Red Riding Hood (LRRH), and her Maternal Parent (MP). The Maternal Parent (MP) had once provided for the fabrication of an article of clothing, a cloak in nature (including a "hood" or protective covering for the head of the wearer), that was RGB code [255,0,0] in hue (aka, "red"). As a result of this action, and the resultant repeated usage of the "hood", the young girl was always known as LRRH in substitution for the name identified on her birth certificate and other identifying documentation... (Plainlanguage.gov, n.d.)

This humorous retelling of a common fairy tale shows just how important it is to *avoid* jargon in your communication. As a systems analyst, you will need to communicate with technical and nontechnical audiences. Remember to always consider your audience and to avoid jargon when communicating with your clients!

References

Plainlanguage.gov. (n.d.). High tech humor. Retrieved from https://www.plainlanguage.gov/resources/humor/high-tech-humor/



Required Resources

Reading: How to Present Design Work to Non-designers **()** (https://uxdesign.cc/how-to-present-design-work-to-non-designers-d0cb60ebe21)

This reading describes several helpful tips for presenting your designs to different types of audiences. For Project Two, you will need to present components of your system design to the client. As you read through these tips, think about how you might use them to target your presentation to the client in the DriverPass scenario.

Reading: *Introduction to Professional Communications*, Sections 4.1, 4.2, and 4.4 **C** (https://pressbooks.bccampus.ca/professionalcomms/chapter/4-1-style-tone/)

This reading is part of a larger textbook on professional communication. The required sections cover key considerations that can improve your written communications. They will help you consider tone,

audience, word choice, and concision in your writing. Apply the suggestions from this reading as you develop the speaker notes portion of your client presentation for Project Two. As you review this article, consider the following questions:

- Why are style and tone important in professional communications?
- When presenting a system design to a client, what style would be appropriate?
- What are the key principles for writing in plain language?
- Why is concision important in your writing? What strategies can you use to make your writing more concise?

Reading: Hit the Mark: Make Complex Ideas Understandable (https://www.gsb.stanford.edu/insights/hit-mark-make-complex-ideas-understandable)
This reading outlines six effective methods a user can adopt to speak in a more simplified and less technical manner. The different methods contain tips for writing and speaking. Use these tips to analyze technical information so that you can communicate it in a more simplified manner. As you review this article, consider the following questions:

- What does it mean to take an audience-centric approach in communication?
- Why is it important to be able to write and speak in a nontechnical manner?

Website: PlainLanguage.gov

This U.S. government website provides guidance on writing with plain language. There are many helpful pages on this website, but the following pages will be the most helpful as you prepare your client presentation for Project Two:

- Choose Your Words Carefully (https://www.plainlanguage.gov/guidelines/words/): This page provides tips to help you be thoughtful in your choice of words.
- Keep It Jargon-Free (https://www.plainlanguage.gov/resources/articles/keep-it-jargon-free/): This page provides tips on avoiding jargon.
- Checklist for Plain Language (https://www.plainlanguage.gov/resources/checklists/checklist/): This page provides a checklist to help you review your own writing. Each item on the checklist has a link to a specific page in case you need more clarification.
- Before and After (https://www.plainlanguage.gov/examples/before-and-after/): This is a page with links to specific examples of writing "before and after" applying principles of plain language.



Additional Support (Optional)

Reading: CS GitHub Portfolio Tutorial **(**/d2l/lor/viewer/viewFile.d2lfile/1918255/24276,-1/) This tutorial walks you step-by-step through setting up your account, setting up your repository, adding collaborators, uploading files, and creating your README file. Reference this tutorial as needed for the assignments in this module.