# Lesson Plan Cover Page for Writing Technical Procedures for non-Technical Colleagues

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| Organization | My Company |
| Department | IT Support Department |
| Program Title | Writing Technical Procedures for non-Technical Colleagues |
| Instructor | Carol Walker |
| Time Allocation | 45 minutes |
| Trainees | IT Support Team |
| Where | Online videoconference |

## Training Objectives

The objective is to enable the IT Support team to write IT guides for non-technical colleagues so that they are easily followed by anyone without an IT background and are helpful enough to be rated “useful” by the colleagues when posted to the knowledge base.

## Classroom Requirements

All participants will need a laptop with internet connectivity and a headset or speakers.

## Training Materials and Equipment

PowerPoint presentation. Example documents

## Trainee Supplies

N/A

## Trainee Handouts

* Course objectives and outline
* Copy of the PowerPoint presentation and example documents

# Detailed Lesson Plan for Writing Technical Procedures for non-Technical Colleagues

## Objective

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Trainees: Members of the IT Support Team

Time: 11:00am – 11:45am MT

## Course Outline

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| 11:00 – 11:05am | Introduction and Outline |
| 11:05 - 11:10am | Overview – why we need to write clearly. Include details on how many documents are currently rated as helpful or not helpful on the portal at present to show how few get rated helpful. |
| 11:10 – 11:15am | Consider your audience. Show a couple of examples of documents written in different tones for different target audiences. |
| 11:15 – 11:20am | What you can and can’t assume. Have a “before” and “after” document that originally included technical terminology and was rewritten for easier understanding. |
| 11:20 – 11:25am | Readability and design. Show comparison documents, one which has inconsistent fonts and no screenshots and the other consistent layout and screenshots as it works through. |
| 11:25 – 11:35am | Examples (good and bad comparisons). Have a document ready committing all of the above errors and the rewritten version with good layout, plenty of white space, and graphics or screenshots to illustrate the points. If there’s time, show the bad example first and see how many errors the team can spot in 3 minutes. |
| 11:35 – 11:45am | Summary and questions |