**Technical writing:**

* Deals with technical information
* Relies on visual elements
* It uses numbers
* Is well documented with references
* Is grammatically and stylistically correct

**Serves practical needs:**

* Technical documents meet reader needs (feelings,

**Causes of inefficient documents:**

* More or less information than readers need
* Irrelevant or uninterpreted information
* Confusing organization
* Jargon or vague technical expressions readers cannot understand
* More words than readers need

**Elements of efficient documents:**

* Content that makes the document worth reading
* Organization that guides readers and emphasizes important material
* Style that is economical and easy to read
* Visual (graphs, diagrams, pictures) that clarify concepts and relationships, and that substitute for words whenever possible
* Format (layout, typeface) that is accessible and appealing

**Usage of Technical Writing:**

* Internal documents (Feasibility reports, memorandum, technical notes, emails) within a company
* External letters to other companies

**Nature of technical writing:**

* Clarity
* Conciseness

**Attributes of good technical writers:**

* Know your reader
* Know your objectives
* Be simple direct and concise

**Audience:**

* Level of knowledge and experience of your readers
* Reader’s point of view
* Relationship to the reader
* Reader’s attitude
* Acceptable tone for the reader
* Influence of international culture

**Type of Audience:**

* Layperson
* Informed person
* Expert
* Executive

**Letter Structure:**

* Sender
* Date
* Destination
* Subject
* Opening salutations
* Introduction
* Body
* Conclusion
* Closing Remarks
* Signature
* Enclosure
* Carbon Copy
* Initials

Your name

Address

Postal Code

**134 Jordan Street**

**134, rue Jordan**

Date **Jan 2, 2012 or 2 janvier 2012**

Destination

Dear Mr Sony, Dear Madam/Sir

**Mechanism Description**

**Introduction:**

* Definition
* Overall function
* Overall appearance (color, shape, size, texture, finish, material)
* List of parts

**Part’s description:**

* Definition
* Function
* Appearance
* Link to the next part

**Conclusion:**

* Summary of the mechanism function (relist the parts)
* Sense of finality

**Proposal:**

* Introduction: purpose, background (statement of problem), scope
* Solution Criteria: approach, result
* Plan of action
* Schedule
* Budget (money divided, who to hire for specific tasks, equipement)
* Qualification (hire people, assume finished degree)
* Conclusion: summary, contact (random number)

**Front Matter:**

* Abstract (mechanism no, proposal yes)
* Title Page (mechanism yes, proposal yes)
* Expectations of originality (mechanism and proposal yes 1p)
* Table of Contents (mechanism no, proposal yes 1p)
* List of figures and list tables (mechanism no, proposal yes 1p)

**Layout:**

* Headings and subheadings
* Graphics (figures and tables)
* Pagination
* Headers and footnotes
* Typeface and size (no script, no italic, no balloon, just straight font)

Recommended: arial, times new roman, readable fonts

* Binding (mechanism: staple, proposal: duotang or spiral binding)
* Spacing (double spaced)

**References:**

* Placement
* Reference page layout
* Book
* Journal article
* Article in a book
* Article in conference proceedings
* Thesis
* Technical of user manual
* Electronic publication
* Interviews
* Newsletter
* Government publication
* Technical report
* Personal correspondence
* Between references: double spaced
* Within references: no space

**Feasibility Report:**

* Introduction
* Description of the problem (what do you want to do)
* Description of the proposed solutions (evaluate different solutions)
* Explanation of the evaluation criteria
* Analysis of the solutions using predetermined criteria
* Recommendation and conclusion

**Research Report:**

* Introduction
* Literature Review
* Methodology (Sampling, Questionnaire, Hypothesis, Analytical Tools)
* Interpretation of results (Response rate, Data Collected, Hypothesis testing)
* Recommendations
* Conclusion

**Process Description:**

**Introduction:**

* Definition and theory
* Purpose and function of process
* List of major steps

**Steps’ description:**

* Extended definition
* Purpose and function of each step
* Description of what happens in this step
* Relation to the next step

**Conclusion:**

* Summary of the function and the major steps of the process
* Sense of finality

**Abstract:**

* Descriptive abstract (100)
* Informative abstract (150-200, 1-2 sentences per chapter, describing your proposal)
* Executive summary (10% of study)

**Collaborative Writing:**

* Appoint a group manager or leader
* Define clear and definite goals
* Decide on the group organization
* Divide the tasks
* Establish a timetable
* Decide on a meeting schedule and format
* Submit regular progress report

**Effective roles in groups:**

Task Roles:

* Initiators
* Information seekers
* Opinion seekers
* Summarizers

Group maintenance roles:

* Encouragers
* Feeling expressers
* Harmonizers
* Gatekeepers

**Persuasion Guidelines:**

* Assess political climate
* Learn unspoken rules
* Be clear about what you want
* Never make a claim you know readers will reject
* Anticipate your audience’s reaction
* Decide on a connection
* Avoid an extreme persona
* Find points of agreements
* Never distort the opponent’s position
* Try to concede something
* Use only your best material
* Make no claim unless you can support it
* Use your skills responsibly
* Seek a second opinion

**Aristotle Principles:**

* **Ethos:** Appeal to our good character
* **Logos:** Appeal to our reason
* **Pathos:** Appeal to our emotion

**Components:**

* **Claim:** Major proposition or conclusion of the argument
* **Grounds:** Evidence upon which the claim rest
* **Warrant:** Justification for the grounds and what makes them relevant to the claim
* **Backing:** Further evidence for accepting the warrant
* **Rebuttal:** Counterarguments or exception to the claim, warrant or backing