

# INTRODUCTION TO TECHNICAL WRITING



# 4 language skills

## Receptive Skills

- Reading
- Listening

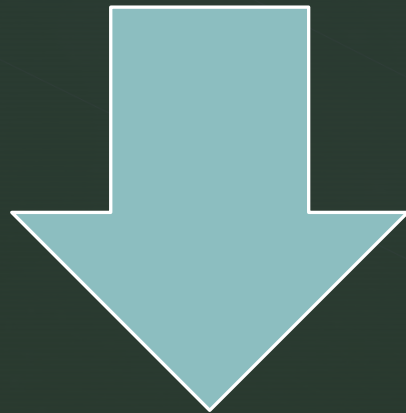
## Productive Skills

- Writing
- Speaking

How would “writing” be seen separately?



Productive  
activity



Non-produ  
ctive  
activity

# Importance of writing

- It helps you record history.
- It helps you transmit and preserve religious and cultural values, ideologies, and views.
- It helps you serve people by providing you a means via which we can share knowledge, experience, observation, insight, etc.
- It helps nations grow.
- It helps us guide, instruct, etc.
- It helps immortalize ideas, insights, etc.
- It helps preserve a particular language through codification.
- It is the most appropriate medium of communication in a great majority of cases.





# Let's Compare!

**B**

The given image is of the main character in a Hollywood action, thriller movie John Wick, played by Keanu Reeves.

**A**

The brawled and dreary look on Wick's face, the rain and the obscured background and most of all, the never ending thirst of getting his way regardless of the fact that this may cause a toll of several other deaths; Reeves has played an impeccable role, projecting the bitterness, emptiness and indignation in his own life. Inscrutable expression on the face of the protagonist entrap the imagination of the plans he probably has, leaving questions open and disturbed.

The background of the image is not as clear as that of the main character's image. It can be predicted that the background is of a road. We cannot see the whole body image that would have been helpful in predicting if he is making a move to kill someone or have killed his enemy already, given his injuries.

Finally, the dress is timeless and quite plain, with no accompanying broche or tie clipper. He may appear as a don or a mafia.

▪ Essay	G/T
▪ Poetry	G
▪ Articles	T
▪ Press release	T
▪ User manuals	T
▪ Novels	G
▪ Research papers/reports	T
▪ Feasibility Studies	T
▪ Reviews	G
▪ Literature Reviews	T

# Technical Communication

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graph TD; A[Technical Communication] --> B[Technical/Professional]; A --> C[Business]; A --> D[Scientific]; B --> E[Subject/field specific experts produce it as requires expertise (professional qualification/training)]; C --> F[It aims to run, (administer and manage) the business]; D --> G[It aims to report researches and discoveries to advance the field];
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## Technical/Professional

Subject/field specific experts produce it as requires expertise (professional qualification/training)

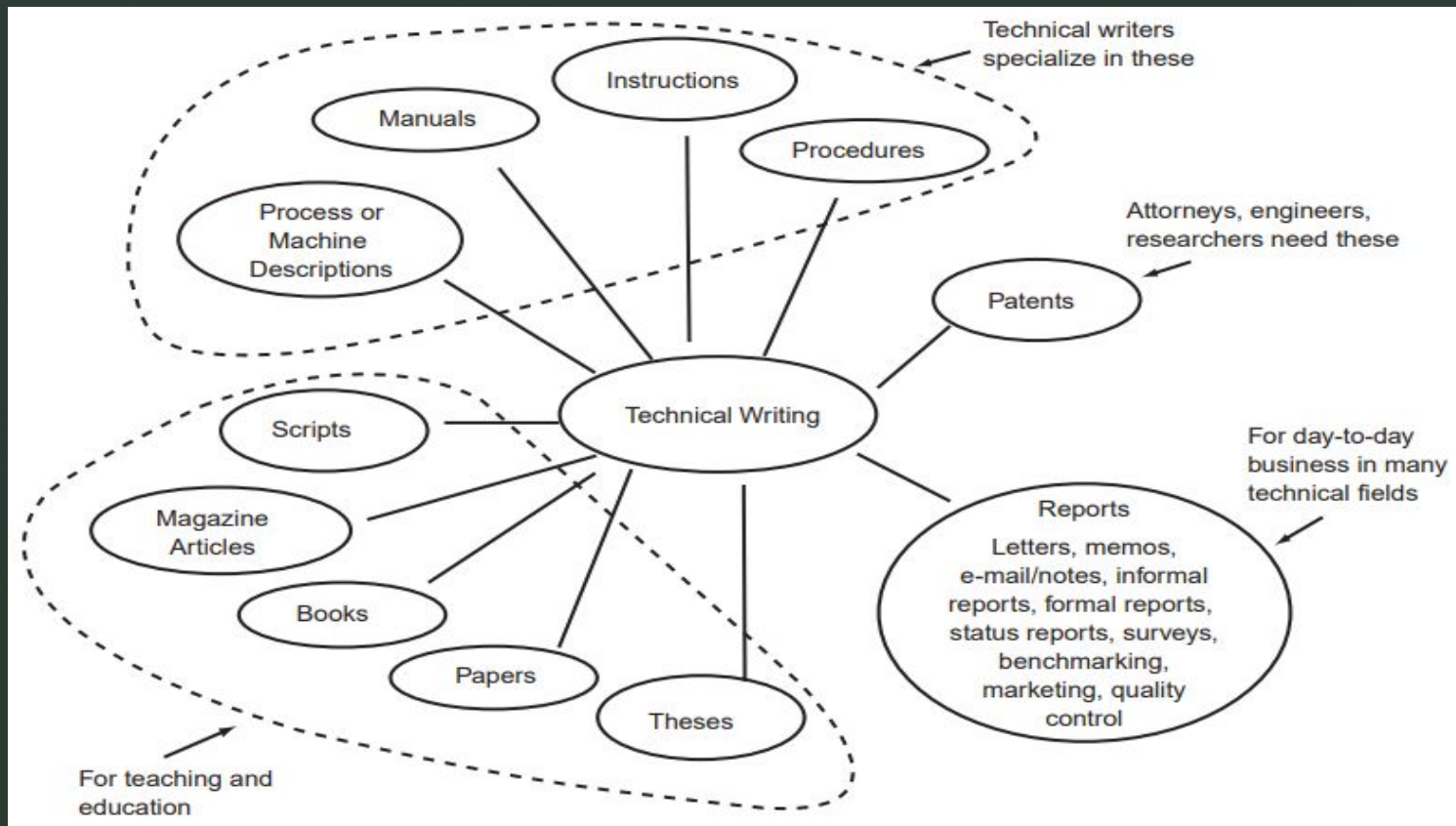
## Business

It aims to run, (administer and manage) the business

## Scientific

It aims to report researches and discoveries to advance the field





## What is Technical Writing?

“It is a **long-established** and important **professional activity** that can be defined as a **specialized field** of communication whose purpose is to convey technical and scientific information and ideas accurately and efficiently.”

# Common Purposes of Technical Writing



To Inform

To Instruct

To persuade

# Attributes of Technical Writing

**Impersonal**

**It does not use subjective language, nor does it have any subjective vision**

**Concise**

**It is to the point, yet focuses on every detail.**

**Directed**

**It is directed to specific audience and readers.**

**Archival**

**Written in such a manner that it can be saved, reused and revised.**

**Cites other Contribution**

**It includes all other relevant work done by different people of the same field.**

**Specific style and format**

**It has a specific style and format, which includes charts, graphs, test results theories.**

**Pertain to Technical Subject**

**It speaks for the particular and relevant subject.**

# TW as a Profession

- The United States Department of Labor, recognizes technical writer as a distinct job category, stating that technical writers produce Instruction manuals and other supporting documents to communicate complex and technical information more easily. They also develop, gather, and disseminate technical information among customers, designers and manufacturers.
- The Society for Technical Communication, the largest professional organization dedicated to advance in the arts and sciences of technical communication, would call a technical writer a technical communicator. Besides, a technical writer can be called as a documentation specialist, information developer.

# ■ The Importance of Technical Writer

In most of the cases, these reports and documents are one's only form of communication with clients, government agencies, managers, and professionals at other facilities and companies.

The recipient will usually use the report or document to perform a task, make a decision, solve a problem, or acquire information and knowledge.



# ▲ **A technical writer should be good at/with**

Subject Knowledge

Writing Skills

Research Skills

Knowledge of the conventions  
of Technical Communication

# Technical Writer- job post

## Source Code Private Ltd

### ***Job brief***

- We are looking for a Technical Writer to produce high-quality documentation that contributes to the overall success of our products. You will join a team of talented tech writers who work collaboratively with developers, quality engineers, product managers, and usability experts to make our products easier to use.

### **Responsibilities**

- Work with internal teams to obtain an in-depth understanding of the product and the documentation requirements
- Produce high-quality documentation that meets applicable standards and is appropriate for its intended audience
- Write easy-to-understand user interface text, online help and developer guides
- Create tutorials to help end-users use a variety of applications
- Analyze existing and potential content, focusing on reuse and single-sourcing opportunities
- Create and maintain the information architecture

### ***Requirements and skills***

- Proven working experience in technical writing
- Ability to deliver high quality documentation paying attention to detail
- Ability to quickly grasp complex technical concepts and make them easily understandable in text and pictures
- Excellent written skills in English
- Strong working knowledge of Microsoft Office
- University degree in Computer Science, Engineering or equivalent preferred

# Genres of writing

Literary

Technical

Journalistic

Academic


Creative

## Example of literary text

- 'By no means!' cried Mrs. Linton in answer. 'I won't be named a dog in the manger again. You SHALL stay: now then! Heathcliff, why don't you evince satisfaction at my pleasant news? Isabella swears that the love Edgar has for me is nothing to that she entertains for you. I'm sure she made some speech of the kind; did she not, Ellen? And she has fasted ever since the day before yesterday's walk, from sorrow and rage that I dispatched her out of your society under the idea of its being unacceptable.'
- 'I think you belie her,' said Heathcliff, twisting his chair to face them. 'She wishes to be out of my society now, at any rate!'



## Example of a technical text

- Rapid advances in the field of artificial intelligence have profound implications for the economy as well as society at large. These innovations have the potential to directly influence both the production and the characteristics of a wide range of products and services, with important implications for productivity, employment, and competition. But, as important as these effects are likely to be, artificial intelligence also has the potential to change the innovation process itself, with consequences that may be equally profound, and which may, over time, come to dominate the direct effect.
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## Example of Journalistic Writing

AEW, the upstart pro wrestling company currently riding unprecedented momentum, offers what is expected to be their biggest pay per view in its short history with All Out set to take place tomorrow evening from the Now Arena in Hoffman Estates, Illinois, a Chicago suburb. An outstanding card...

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## Example of academic writing

*Having been taboo for decades, if not centuries, mental health is now being widely discussed. During these exceptional times of pandemic, many of us are confronted with psychological problems related to isolation, anxiety, loneliness, frustrations, addictions, insecurities, depression, fears and worry – issues regularly addressed by Krishnamurti. Throughout his talks and discussions, Krishnamurti reveals that we are conditioned to have problems and that taking them personally may be a fundamental error. Moreover, the realisation that one's loneliness, for example, is common to all humanity, is essential to understanding it, being free of it and learning what it is to be fundamentally secure and well in an uncertain world*

## Example of creative writing

“You are an extremely lucky person”, said the elderly woman who had the sparkling golden and black bandana wrapped around her head in a turban. Her dreadlocks with beads at the end were jingling back and forth, as she was talking and gazing at me with her black kohl eyes.

“You are going to be rich, and your future destination will be Chile”.

I opened my eyes; I was exasperated as I woke up. What? Chile? Wasn't it supposed to be South Korea?

Fortune tellers! Huge respect. Has anyone ever realized how much effort they need to put into convincing us about our future that we desperately want to know? Not to forget about their generosity that they even tell us things which we would never want to know. For example, I was once told by a random woman at a wedding that I am going to die in two years, seven years ago. And to my dismay, If I ever cross paths with her again, I'd like to scream on top of my lungs and ask her, “What sorcery is this?”

# Common Purposes of Technical Writing

- To give information (It is the primary purpose of TW)

- To analyze and interpret events and their implications

- To persuade and influence decisions

# DIFFERENCE BETWEEN TECHNICAL AND LITERARY WRITING

Point of reference	Technical	Literary
Rule-governed	It has its own set of rules and practices. It presents a formal order or structure for conveying ideas.	It is experimental.
Organization	Highly well-organized and logically structured. Follows the patterns and conventions for different text types strictly.	It can be loosely organized.
Clarity	It possesses high degree of clarity. All messages are delivered directly and explicitly. Writers' purpose and theme is clearly indicated in the very first paragraph.	It can be implicit and covert. It may challenge the reader's intellect to discover the writer's objectives and key ideas.
Grammatical Accuracy	It adheres to traditional conventions of punctuation, grammar, and spelling completely.	It tries to do the same.

Point of  
reference

**Technical**

Literary

**Tone and Style**

It has a formal tone. The writer appears objective, tolerant, and serious. Sentences may be complex.

It can have variety of tones and styles, like, formal, informal, humorous, sarcastic, poetic, emotional, friendly, casual, conversational etc

**Stylistic Devices**

It is more straight forward and down to earth.

It uses plenty of stylistic devices, like, metaphors, similes, irony, puns, oxymoron, etc.

**Vocabulary**

It uses standard language in order to develop the formal tone and attitude which is the hallmark of technical writing. It may use technical words.

It can use vocabulary belonging to different language varieties depending on the audience and tone.

Point of  
reference

Technical

Literary

**Content**

It is usually based on factual, straightforward, specialized topics.

It can choose from a wide variety of topics, ranging from very important to less significant things in life.

**Authenticity**

It always informs readers about the sources from where it collects information.

Sources might be clear, or unclear, or sometimes not mentioned at all.

**Use of Visual Aids**

It uses tables, graphs, figures to facilitate comprehension of facts, statistics, and data

Pictures might be used, but rarely.

**Summary**

Informative, unemotional, limited interpretation possible.

Entertains, amuses, appeals to imagination and emotions. Suggestive, creative, dramatic, imaginative, metaphoric. Various interpretations possible.