

# Technical Writing Skills

SD-100

Introduction to Technical Writing

# Introductory exercise

- ▶ Write about yourself. The write-up should include but not limited to:
  - Description of yourself
  - Identify your hobbies
  - Why you chose to enrol in Software Developer
  - Should be about 1 paragraph (100 - 200 words)

# Learning Objectives

- ▶ Clearly define what is communication
- ▶ Understand the importance of communication in a technical workplace
- ▶ Understand the importance of being able to clearly communicate your ideas with writing.

# What is communication

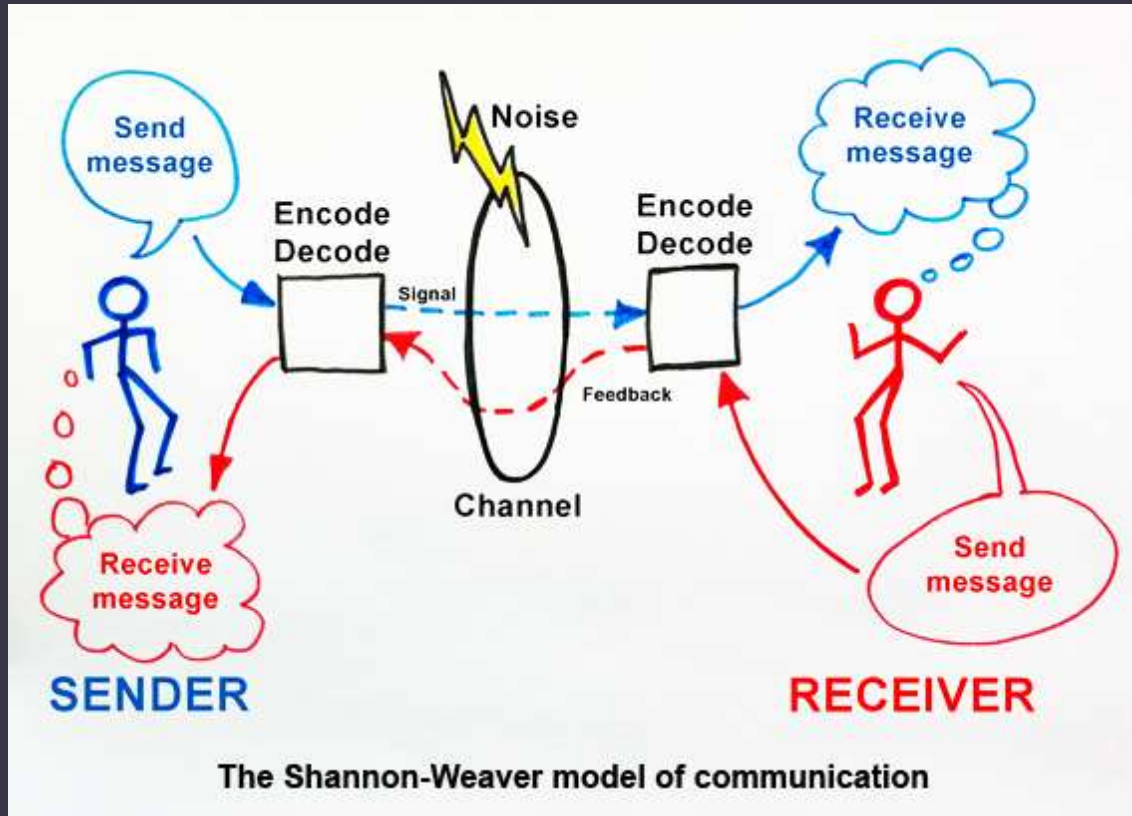
- ▶ **Communication** (from Latin *commūnicāre*, meaning "to share") is the act of conveying intended meanings from one entity or group to another through the use of mutually understood signs and semiotic rules.

# Communication: What is it?

► The main steps inherent to all communication are:

1. The formation of communicative motivation or reason.
2. Message composition (further internal or technical elaboration on what exactly to express).
3. Message encoding (for example, into digital data, written text, speech, pictures, gestures and so on).
4. Transmission of the encoded message as a sequence of signals using a specific channel or medium.
5. Noise sources such as natural forces and in some cases human activity (both intentional and accidental) begin influencing the quality of signals propagating from the sender to one or more receivers.
6. Reception of signals and reassembling of the encoded message from a sequence of received signals.
7. Decoding of the reassembled encoded message.
8. Interpretation and making sense of the presumed original message.

# What is communication?

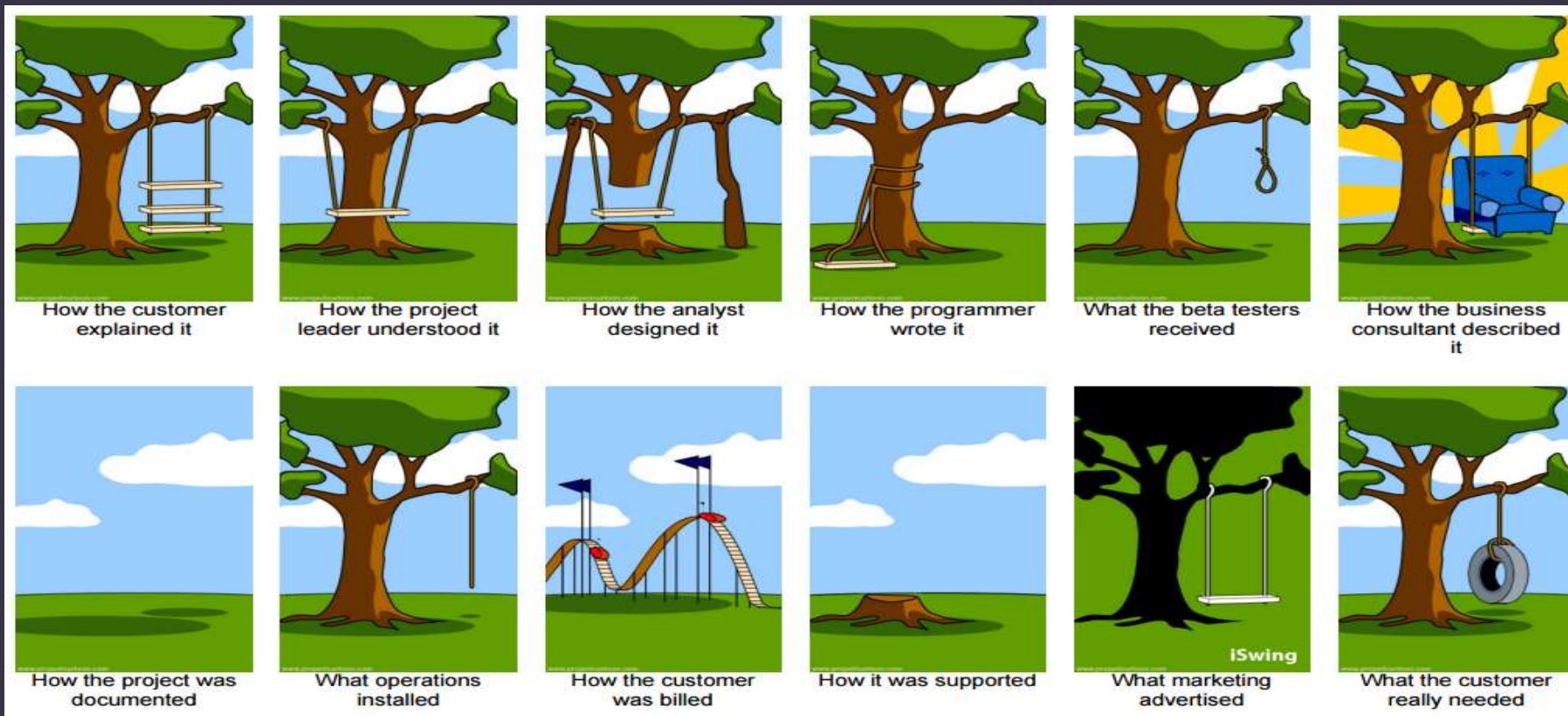


[http://mikecrudge.com/wp-content/uploads/2013/07/Shanon-Weaver-model-of-communication-MikeCrudge.com\\_.jpg](http://mikecrudge.com/wp-content/uploads/2013/07/Shanon-Weaver-model-of-communication-MikeCrudge.com_.jpg)

# Why communication is important

- ▶ Clear communication is one of the major challenges facing the Software Development field (as well as other technical workplaces)
- ▶ Clearly articulating your thoughts to your peers, employers, clients etc. so that they understand your intended message is a critical skill for success.
- ▶ A large part of your day will be spent communicating with others on your team on one or (likely) many projects.

# Why communication is important



<https://pbs.twimg.com/media/CJLOsyVUsAAaHbH.jpg>



# Why technical writing is important

- ▶ Technical professionals in all fields spend between 20% and 40% of their time communicating in writing on the job
- ▶ Generally, the higher up in the organization you move, the more time you will spend on writing and communicating.
- ▶ Poor writing wastes time, can lead to project failure, confuse end-users, and ruin client relationships.

# Why technical writing is important

- ▶ A sample of a very poorly written email

Dear Amy,

In reviewing our project on saving the seals from Florida. We have came to the conclusion we still need more information on this subject to be allowed funding for this project. Can you give me more information on where the donated funds will be directed to? These are some of the questions raised in our meeting last week with the CEO. Also will we need to send employees there for work? Will we need to fund the airfare and expenses if travel is involved? How many other companies are involved in the fund raising of "Saving the seals?" We will need to set up a meeting shortly to discuss this further. I am sure I have more questions, I just can't think of them now.

Sincerely,  
Johnathan

# We can master technical writing

- ▶ Technical writing is not like literary writing. It is a tool, with specific techniques that are designed to get the job done.
- ▶ While we can master technical writing, it's not easy. It will require lots of practice and discipline to improve.
- ▶ We will learn and practice techniques that we can apply to our everyday writing to become better communicators.