

COM310-902

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# Chapter 1



Introduction to Technical Communication



# Today's Contents

- What is technical communication?
- Why technical communication skills are important in your career
- The challenges of producing technical communication
- Skills and qualities shared by successful workplace communicators
- A process for writing technical documents
- A look at three technical documents

# Technical communication has two meanings:

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The process of making  
and sharing technical  
information in the  
workplace

A set of applications—  
the documents you  
write and the  
presentations you  
deliver

# Technical communication affects your career:



Companies say  
communication skills  
are more important  
than ever

The better you  
communicate, the  
more valuable you  
are as an employee



You must consider five sets of factors in each document you create: 

- audience-related factors
- purpose-related factors
- setting-related factors
- document-related factors
- process-related factors



# Successful workplace communicators share these abilities:



- ability to perform research
- ability to analyze information
- ability to speak and write clearly

# Successful workplace communicators display these qualities:

- honesty
- willingness to learn
- emotional intelligence
- generosity
- keeping abreast of the latest and most accurate information in their field
- self-discipline
- ability to prioritize and respond quickly

# Writing Technical Documents



Plan

Draft

Revise

Edit

Proofread



# Technical communication has six main characteristics:

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It addresses specific readers.

It helps readers solve problems.

It reflects the organization's goals and culture.

It is produced collaboratively.

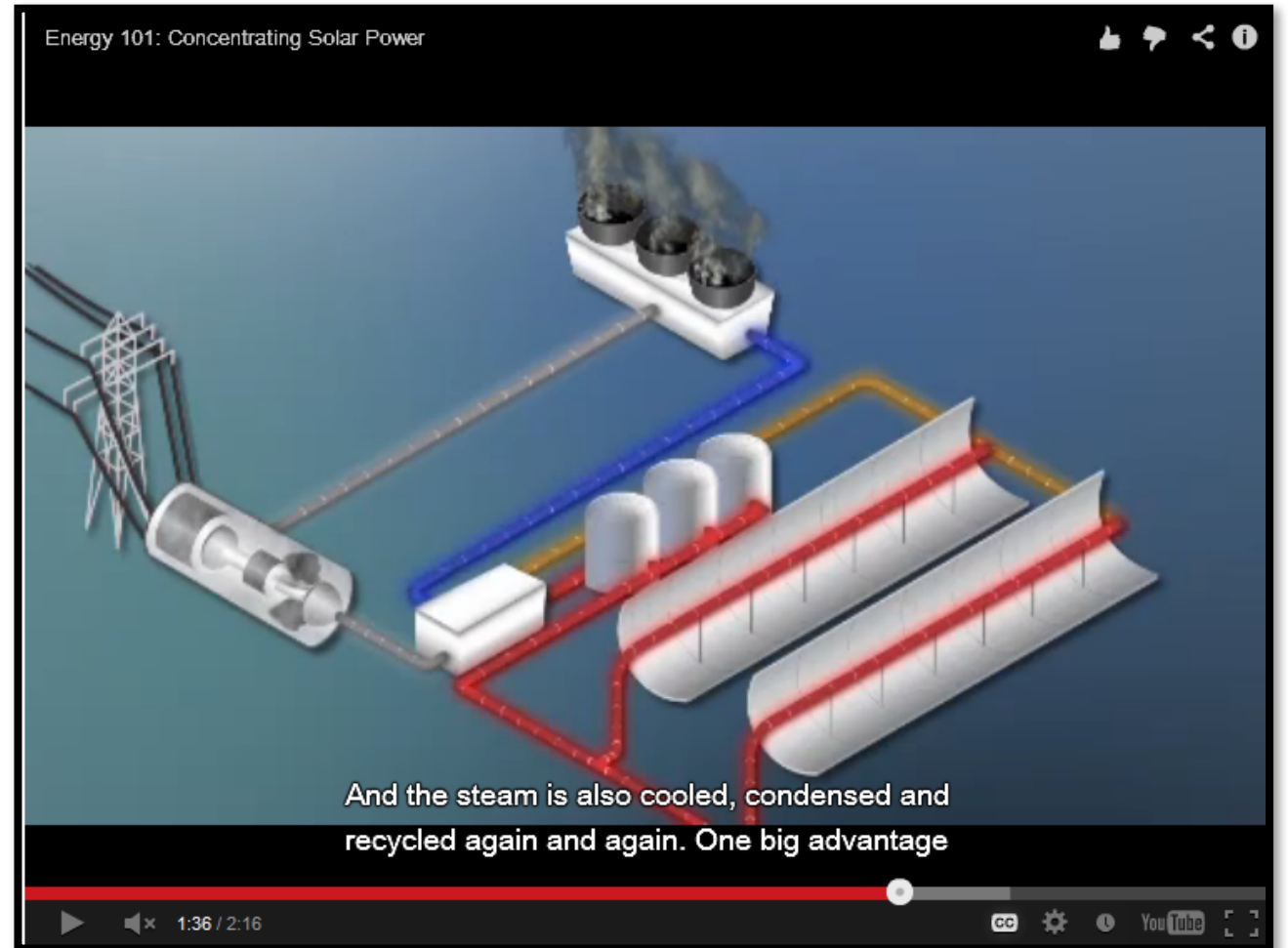
It uses design to increase readability.

It consists of words or images or both.

# There are nine measures of excellence for technical documents:

- honesty
- clarity
- accuracy
- comprehensiveness
- accessibility
- conciseness
- professional appearance
- correctness
- usability

An example of  
technical  
communication:



**Source:** U.S. Department of Energy, 2012: <http://energy.gov/articles/energy-101-concentrating-solar-power>.