Technical Communication in the Workplace

Unit 2

Writing in the Workplace

- Right words and phrases

- Use familiar words

- Use concrete and specific words

- Use abbreviations sparingly

- Avoid cliches

- Avoid excessive use of jargon

- Avoid foreign words and phrases

- Avoid redundancy(use of unnecessary words) and circumlocution(Use of many words where only few are needed)

- Avoid discriminatory writing

Features of Academic Writing

- Clarifying written communication

- Writing solid sentences

- Developing effective paragraphs

- Mastering punctuation

- Laying out your documents

- Illustrating Data

- Adding tables and figures to documents

- Proofreading and revising

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Clarifying Written Communication

- Know your reader

- Relate to your reader's experience and understanding

- Define your objective

- Keep it simple

- Make your documents attractive

Writing solid sentences

- Place verbs close to their subjects

- Keep sentences short and concise

- Use simple, direct language

- Write affirmatively

- Add variety to your sentences

Developing effective paragraphs

- Signal your reader

- Start with a topic sentence

- Follow with detail sentences

- Repeat your main idea

- Use pronouns to connect ideas

- Finish with a concluding sentence

- Break up blocks of text

Mastering Punctuations

- Pauses

- Voice inflections

- Rate of speaking

- Interpretation of texts through punctuation

Laying out your documents

- Use white space effectively

- Separate headings and subheadings from body text

- Choose heading and paragraph fonts

- Use moderation with page layout

Illustrating Data

- Column and bar charts

- Line charts

- Pie charts

- Process charts

- organization/hierarchy charts

Adding tables and figures to documents

- Use illustrations when appropriate

- Label the figures

- Refer to each figure or table

- Resize the illustration

- Position the illustration

Proofreading and Revising

- Take a break

- Slow down

- Become familar with your mistakes

- Check your spellings and grammar manually

- Ask a colleague to look over it

Features of Workplace Communication
Reader-Centered

- The document should not contain writer's personal thoughts and feelings.

- Reader-centered documents focus on what people need to learn, do, or decide.

- It requires practice and attention.

Accessible and Efficient

• **worthwhile content**—includes all (and only) the information readers need

• **sensible organization**—guides the reader and emphasizes important material

• **readable style**—promotes fluid reading and accurate understanding

• **effective visuals**—clarify concepts and relationships, and substitute for words whenever possible

• **effective page design**—provides heads, lists, type styles, white space, and other aids to navigation

• **supplements (abstract, appendix, glossary, linked pages, and so on)**—allow readers to focus on the specific parts of a long document that are relevant to their purpose

Often Produced by Teams

Technical documents are often complex. Instead of being produced by a lone writer, complex documents usually are created by teams composed of writers, Web designers, engineers or scientists, managers, legal experts, and other professionals. The teams might be situated at one site or location or distributed across different job sites, time zones, and countries.

Delivered in Paper and Digital Versions

Technical documents can be delivered in a variety of media such as print (hard copy), Web pages, PDF documents, e-books, podcasts, blog and social media posts, tweets, and online videos. In many cases, there is no clear distinction between print and digital communication. Technical communicators must write well but must also be able to think about page design and media choices.