TRW notes
Implicit vs. Explicit: What's the Difference?

When to Use Implicit

The definition of implicit is, "implied or understood though not plainly or directly expressed." Something is, therefore, implicit when it is not directly stated but is either suggested in the wording or necessary to effectuate the purpose. For example,

- There is a morality implicit in his writings.
- She implicitly said she likes white shoes by saying she likes all colors but tan.

In the first example, the writer may not have clearly or directly laid out a moral vision, but it is understood through the characters, their actions, and their experiences.

In the second example, the woman states that she likes all shoe colors but tan. While she doesn't directly say she likes white shoes, she implicitly does because white is not tan.

When to Use Explicit

The definition of explicit is, "to fully and clearly express something, leaving nothing implied." Something is explicit when it is cleared stated and spelled out and there is no room for confusion, as in the writing of a contract or statute. For example,

- The law was explicit in whose tax rates were to be raised.
- He said explicitly, you will not attend that concert.

In both of these examples, the word explicit is used to demonstrate something that has been clearly and unambiguously expressed or stated. There is no room for doubt because everything is clearly and directly communicated.

This is what separates these two words. Something is implicit when it is implied *but not* directly stated. Something is explicit when it is directly stated and leaves no room for uncertainty.

Quiz and Sentence Examples

1. The speaker's intentions were not made _____.

2. The students found an _____ political statement in their teacher's remarks.
3. Let me be _____, I do not support this.
4. We have not finalized the decision, but have an _____ agreement.

Implicit is indirectly stated or implied.
Explicit is directly stated and spelled out.

Answers

1. Explicit
2. Implicit
3. Explicit
4. Implicit

Implicit & Explicit Definitions

Joseph works at the brand-new Drenched Water Park in Auburn City, Florida. He spends his days organizing kid birthday parties, directing parking lot traffic and cleaning the facilities. He loves his job and reports directly to two bosses: Michelle and Tim. Michelle is the manager of the parties at the park, while Tim handles the day-to-day operations, such as cleaning. The only issue Joseph has regarding his job is that both of his bosses communication very differently.

Michelle uses implicit communication rules to direct and inform Joseph at work. **Implicit communication rules** are the use of facial expressions, body language, gestures, postures or vocal qualities to help get a message across. Sometimes Michelle's use of no communication can also be considered implicit as well. This type of communication can be very powerful. It is also hard to interpret, as the recipient can be confused about the message.

Joseph's other manager, Tim, uses explicit communication rules to direct him with regards to operation assignments. **Explicit communication rules** are about what a manager says or writes and is usually very direct, clear and straightforward. This gives little room for confusion or interpretation.

Let's take a look at each type of communication to see what challenges Joseph has during his day at work.

Implicit Examples

Michelle's use of **implicit communication rules** can sometimes be very infuriating for Joseph. She can be vague and confusing in her communication. For example, Michelle will tell Joseph that he is doing a great job, but her face and tone is angry, and she doesn't even look at him when speaking to him. Joseph is always stressed about whether he really is doing a good job or if

Michelle is upset with his work. She never has a smile on her face and always has her arms crossed when she addresses his work team.

She also points and moves her hands dismissively. Most employees on the team find that her negative body language and vocal tone reflect an unhappy manager. She is not highly liked, and most employees dislike working for her. Her ambiguous attitudes and downright cold demeanor make it quite a challenge for employees.

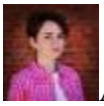
Additional Activities

Implicit & Explicit Rules of Communication: Questions for Reflection

1. Define and give two examples of implicit communication rules. In defining these rules, discuss how this type of communication is conveyed.
2. Define and give two examples of explicit communication rules. In defining these rules, discuss how this type of communication is conveyed.
3. Every week you have weekly staff meetings with your employees. You notice that whenever you suggest working on a new project, one of your employees always rolls his eyes. Occasionally, this employee will even laugh. Based on this information, is your employee using implicit communication, explicit communication or both? Also, what type of information is this employee indirectly conveying to you?
4. Whenever you see one of your co-workers, she asks you questions about your kids and laughs and smiles when you tell stories about the mischief they get into. Based on this information, is your employee using implicit communication, explicit communication or both? Also, what type of information is this employee indirectly conveying to you?
5. It's possible for someone to say one thing with their words, but indicate a completely different emotion with their body language. Describe a time when someone said something nice to you but you didn't think they meant it based on some implicit communication. Be specific about the implicit communication that they used and why you thought it demonstrated negativity.

Types of Technical Documentation

Posted by



Anastasia in Technical Writing on 3/4/20214 min read

Have you ever created a resume for a job, prepared a presentation, or written an email to your boss? Then you've already written technical documents.

Technical writing includes a wide range of documents. They include instructions, reviews, reports, newsletters, presentations, web pages, brochures, proposals, letters, fliers, graphics, memos, press releases, handbooks, specifications, style guides, agendas, and so on. There are so many documentation templates, that in order to understand the differences between them, we need to break them up into categories. In this article, we will make an attempt to do that.

General Classification

One of the main requirements for a technical document is its orientation for the intended audience. According to the target audience, technical documentation is divided into two main types:

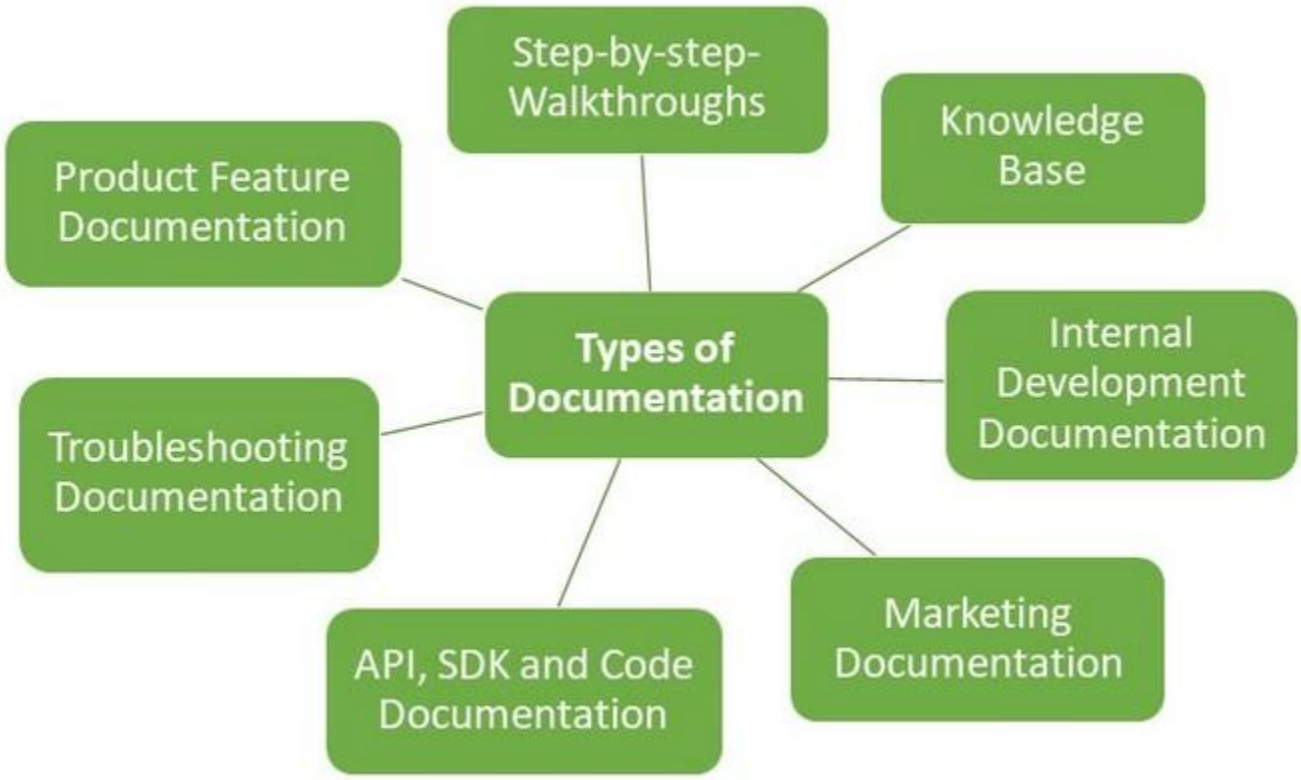
Process Documents. These describe the development, testing, maintenance, and improvement of systems. Process documents are used by managers, engineers, testers, and marketing professionals. These documents contain technical terms and industry-specific jargon. Examples of this type of documents include API, SDK, and code documentation; internal development documentation, etc.

User Documents. This type of documentation provides customers with the information they need in order to use the product. User documents contain primarily instructional and explanatory materials. These documents use everyday terms instead of technical jargon so that they are clear, concise, and helpful even to novice readers. Step-by-step walkthroughs, user guides, user instructions, troubleshooting documentation may serve as examples.

Our Classification

There are so many different types of technical documents that it's impossible to list all of them. However, we attempted to sort them out into several categories.

We've come up with the following scheme:



What do you think of it? Did we miss something?

Advanced Examples of Technical Documentation

The number of classifications and lists of technical documents is endless. While the creation of presentations or general reports requires no specific knowledge, some technical documents are rather complicated. Below we've listed some of the most advanced and widespread, in our opinion, examples for you to learn a bit about them:

User Guide (Manual) is a technical communication document (as well as the rest of this list) intended to assist users of a particular system. Mainly focuses on tasks that can be done through the GUI. The language used is matched to the intended audience, with jargon kept to a minimum or explained thoroughly.

Release Notes are technical documents distributed with software products that contain bug fixes and added features. They are usually shared with end-users, customers, and clients of an organization.

API (Application Programming Interface) Documentation describes what services an API offers and how to use those services, aiming to cover everything a client would need to know for practical purposes. It is traditionally found in documentation files but can also be found in social media such as blogs, forums, and Q&A websites.

Troubleshooting documentation is a documentation solution aimed at providing a consumer with information on how to solve problems with a product or how to prevent them. Such guidelines should explain the technical jargon so that anyone who reads it can grasp what needs to be done in case of a particular problem. Such software documentation must be constantly updated.

Knowledge base documentation is an online library of documentation that typically includes answers to frequently asked questions, how-to guides, and troubleshooting instructions. A good knowledge base aids in addressing customers' problems without asking for additional help from tech support.

SDK (Software Development Kit) Documentation is a complete set of APIs that allows you to perform almost any action you would need for creating applications as well as other tools for developing for the platform that it is for. All SDKs are/contain APIs but not all APIs are SDKs.

Market Requirements Document (MRD) is a technical document that expresses the customer's wants and needs for the product or service. It usually explains who the target audience is, what products are in competition with this one, why customers are likely to want this product. Such documents may also be called **Product requirments documents (PRD)**.

User Requirements Document (URD) (User Requirements Specification) is a technical document that specifies what users expect the software to be able to do. The information documented in a URD is meant to spell out exactly what the software must do, and becomes part of the contractual agreement. A customer cannot demand features that are not in the URD, whilst the developer cannot claim the product ready if it misses an item of the URD.

Other examples of advanced technical documents may include Architecture and Engineering Documents (A&E Docs), help files, Standard Operation Procedure (SOP) manuals, installation guides, troubleshooting guides, system configuration guides, code documentation, how to's, reference sheets, white papers, FAQs, Q&As, reference sheets, etc.

12 Types of Technical Documentation +Examples (2022)

- September 7, 2022

Levi Olmstead

All companies across industries needs technical documentation. It doesn't matter if it's consumer-focused such as instructions on how to put together a dresser, or to your internal staff on the best practices for filing invoices – every standardized process needs proper documentation. Technical documents shows the user a lay of the product or process, explains what lies ahead, and teaches them how to navigate each step or challenge – all leading the user to the desired result.

To fully explore the range of different technical documentation types, we're going over 12 of the most common types of technical documents to guide your users around your product, explain your process to internal staff, and even improve your sales and marketing results.

12 Common Types of Technical Documents in 2022

1. Product Manuals
2. Repair Manuals
3. User Guides
4. API Documentation
5. SDK Documentation

6. Project Plans
7. Business Standards
8. Test Schedules
9. Market Requirements Documentation
10. White Papers
11. Case Studies
12. RFPs & Proposals

Types of Technical Documentation

All types of technical documentation fall into three main categories: product documentation, process documentation, and sales and marketing documents.

1**. Product Documentation**
Product documentation encompasses in-depth guides, training manuals, and information that show users how a product should work or how to use a product.

When most people say “technical documentation,” they are talking about product documentation. Product documents typically cover instructions and tutorials to help end-users accomplish a task. They include guides, illustrations, and reference sheets that cover:

- Information on the requirements or system specifications users need to run the product efficiently
- Installation and usage instructions
- Frequently asked questions (FAQs) or knowledge base

For product documentation, it’s recommended to leverage technical writing software and software documentation tools to create easy-to-use and help documentation.

2. Process Documentation
Process documentation, on the other hand, is a document that shows an internal team what they need to know to properly execute a task. It covers information that helps create consistency and accountability within your organization, including:

- Plans, schedules, and notes that establish standards and patterns for different processes
- Reports and metrics that track project, staff, and resource performance
- Internal wiki

3. Sales and Marketing Documentation

Sales and marketing documentation presents information to help your organization establish its niche in the market and provides sales enablement content to win more customers. A few technical writing examples of these types of documents include:

- Market requirement and business plan documents that helps set the groundwork for a company
- White papers and case studies to show potential customers the real-life application of your product or service.
- RFPs and proposals that help attract and secure business partners and new contracts.

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5 Types of Product-Based Technical Document

There are five major types of product technical documents; product manuals, user guides, repair manuals, API documentation, and SDK documentation.

1. Product Manuals

A product manual explains the parts of a product, where you can find each part, and what each part is used for. It essentially details everything a user needs to know about how a product functions.

Although product manuals are most common with physical products — most of them contain product part diagrams and illustrations — they can be created for any kind of product.

Here’s a page from the product manual of networking solution provider Cisco:

Table 16-1 Device Properties

Element	Description
Enable Secret Password	Cisco Configuration Professional (Cisco CP) supports the enable secret password. The enable secret password allows you to control who is able to enter configuration commands on this router. We strongly recommend that you set an enable secret password. The password will not be readable in the Cisco CP Device Properties window, and it will appear in encrypted form in the router configuration file. Therefore, you should record this password in case you forget it. The Cisco IOS release that the router is running may also support the enable password. The enable password functions like the enable secret password, but was encrypted in the configuration file. If an enable password is configured using the command-line interface (CLI), it is ignored if an enable secret password is configured.
Current Password	If a password has already been set, this area contains asterisks (*).
Enter New Password	Enter the new enable password in this field.
Reenter New Password	Reenter the password exactly as you entered it in the New Password field.

Date and Time: Clock Properties

Use this window to view and edit the date and time settings on the router.

How to Get to this Screen

Click **Configure** > **Router** > **Time** > **Date** and **Time**.

Related Links

- Date and Time Properties

Field Reference

Table 16-2 Clock Properties

Element	Description
Date/Time	You can see the router date and time settings on the right side of the Cisco CP status bar. The time and date settings in this part of the Clock Properties window are not updated.

source: Cisco

There are three basic steps needed to create most product manuals:

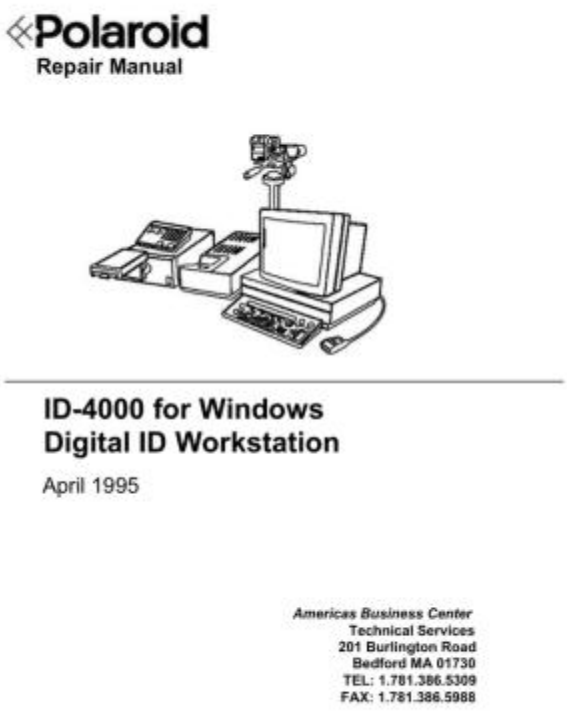
- Decide what the manual is going to cover.
- Create appropriate illustrations for the sections that need them.
- Write clear explanations of each step in the process.

You may decide to create and deliver your product manual as an interactive experience that combines UI patterns like walkthroughs, pop-ups, explainer videos, and beacons to encourage learning in the flow of work.

2. Repair Manuals

Repair manuals are technical documents that explain the correct way to fix a damaged product. Customers need them to navigate hardware problems or a combination of issues.

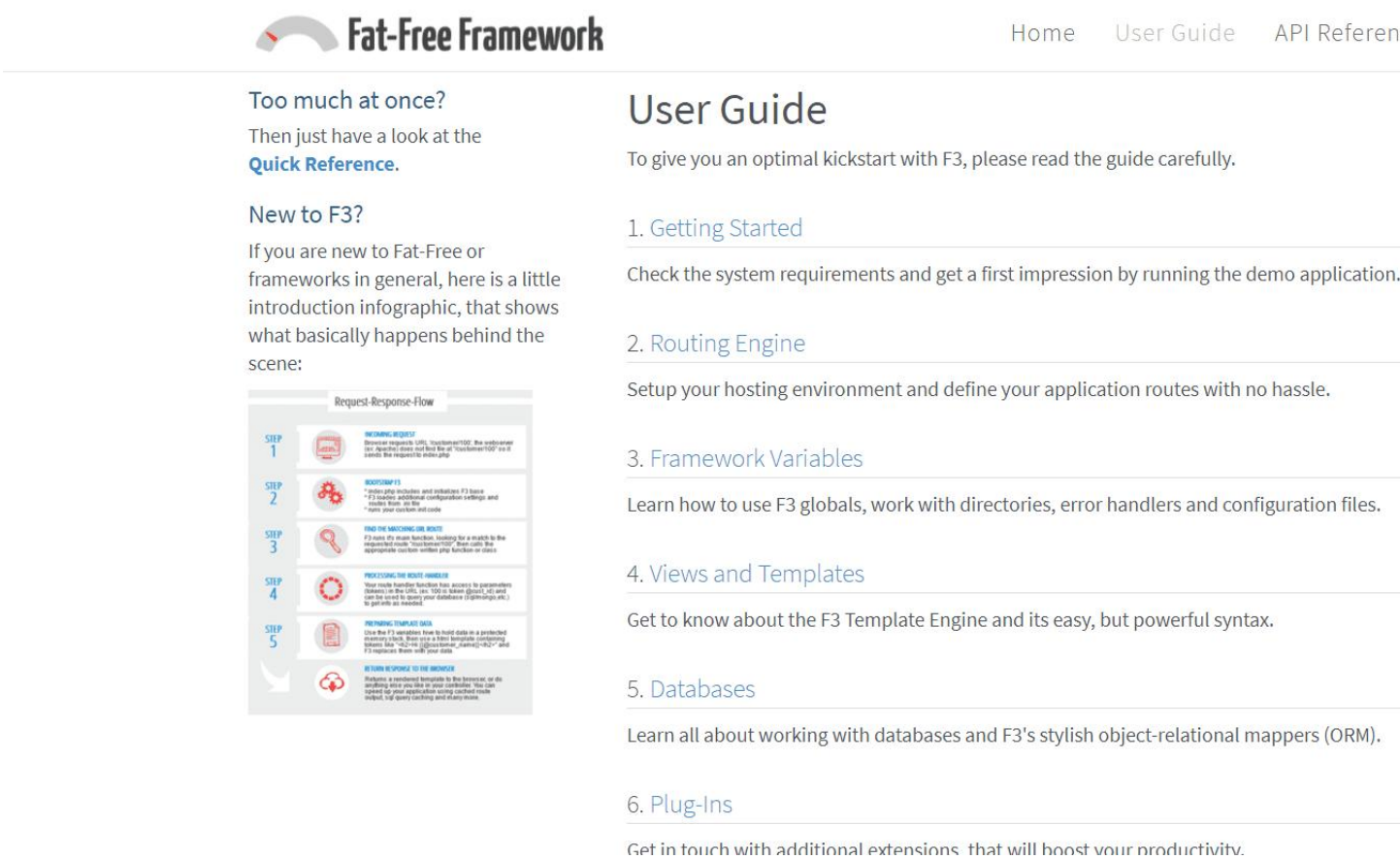
When people deal with these kinds of situations, it's helpful to have clear, concise information available that helps them through repairs quickly and efficiently, so they can get back to the work they love. To create an efficient repair manual, you need to anticipate every kind of product damage customers may face, then explain how to navigate it.



Source: Manualzz

3. User Guides

User guides are a popular type of user documentation that explains how a product works to users. They are handy during onboarding (especially interactive user guides) as they help users get their desired results as quickly as possible. User guides explain complex features and help end-users troubleshoot common issues using simple language and demonstrations so that the beginner can easily understand them.

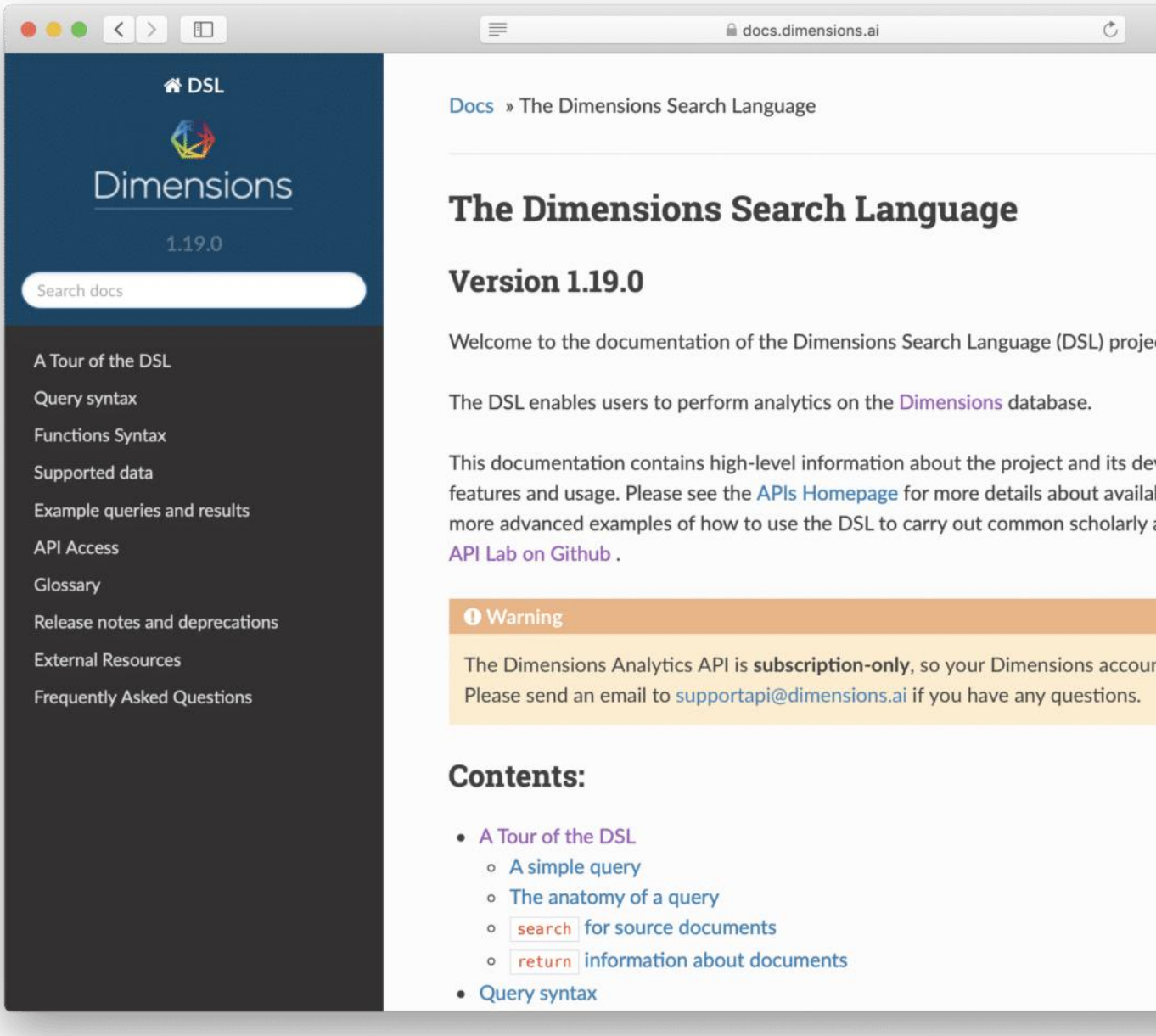


Source: Fat-Free Framework

You'll need to understand what users want to achieve in order to create a user guide that helps them achieve it and tailor your language to your audience. For example, if developers are reading your guide, it might make sense to include code samples. But a non-technical audience will need guidance they can understand.

4. API Documentation

API documentation explains how developers can integrate other products with your product using an API (application programming interface).



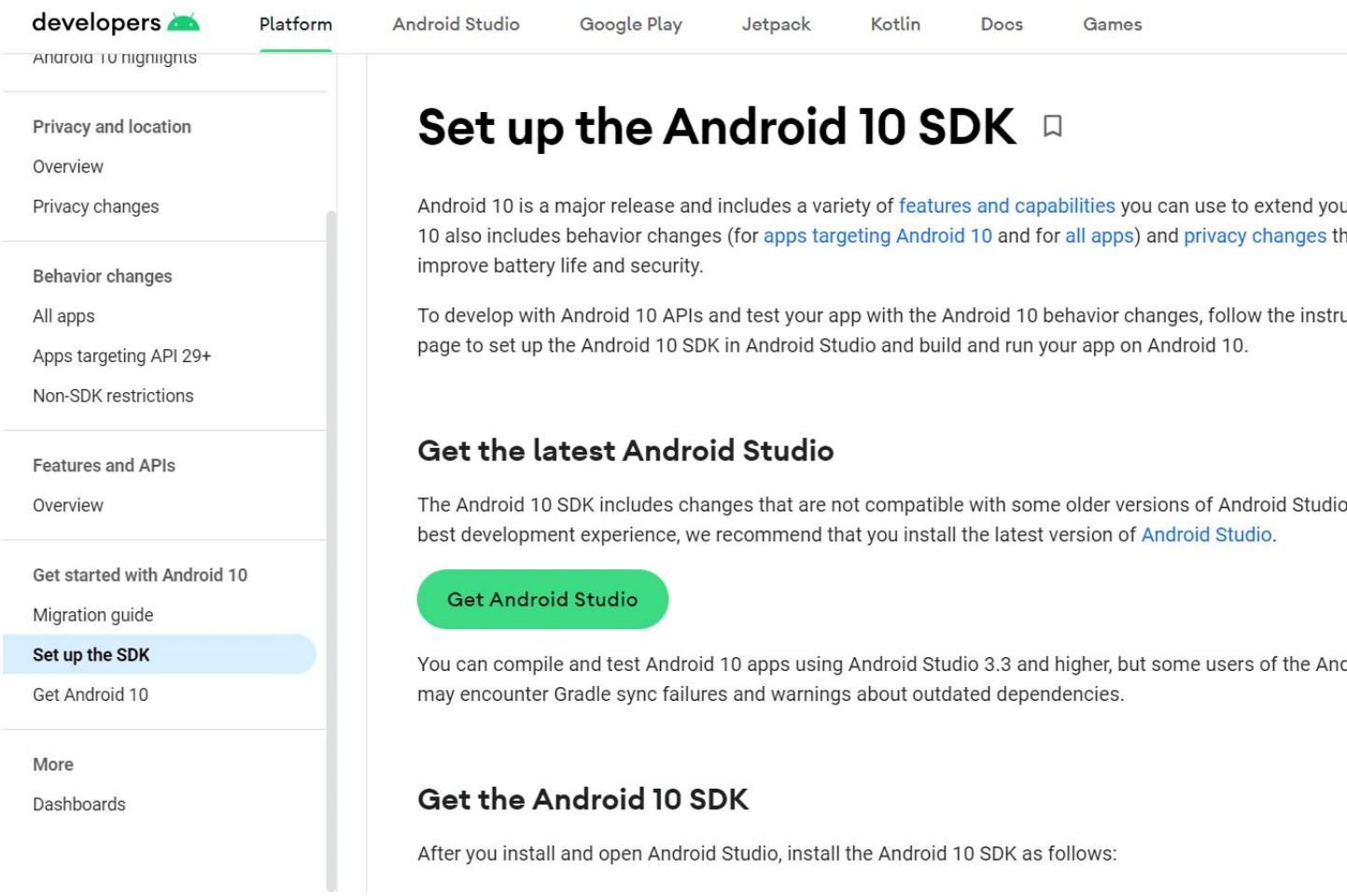
Source: Dimensions

To create useful API documentation, consider the business value (i.e., what benefits will clients get when they use your product) as well as the technical requirements (i.e., how the client needs to be able to consume your API in order for it to function properly). You'll need to include the functions, classes, arguments, and return types of your API in your API doc.

5. SDK (Software Development Kit) Documentation

SDKs are helper documents or libraries that describe the tools used to develop apps for a specific platform or product. Developers use SDK documentation to guide them when they create apps for a specific product/platform.

To create your product's SDK doc, you'll need to compile a library of tools, compilers, debuggers, code samples, APIs, etc.



Source: Dimensions

RELATED RESOURCES

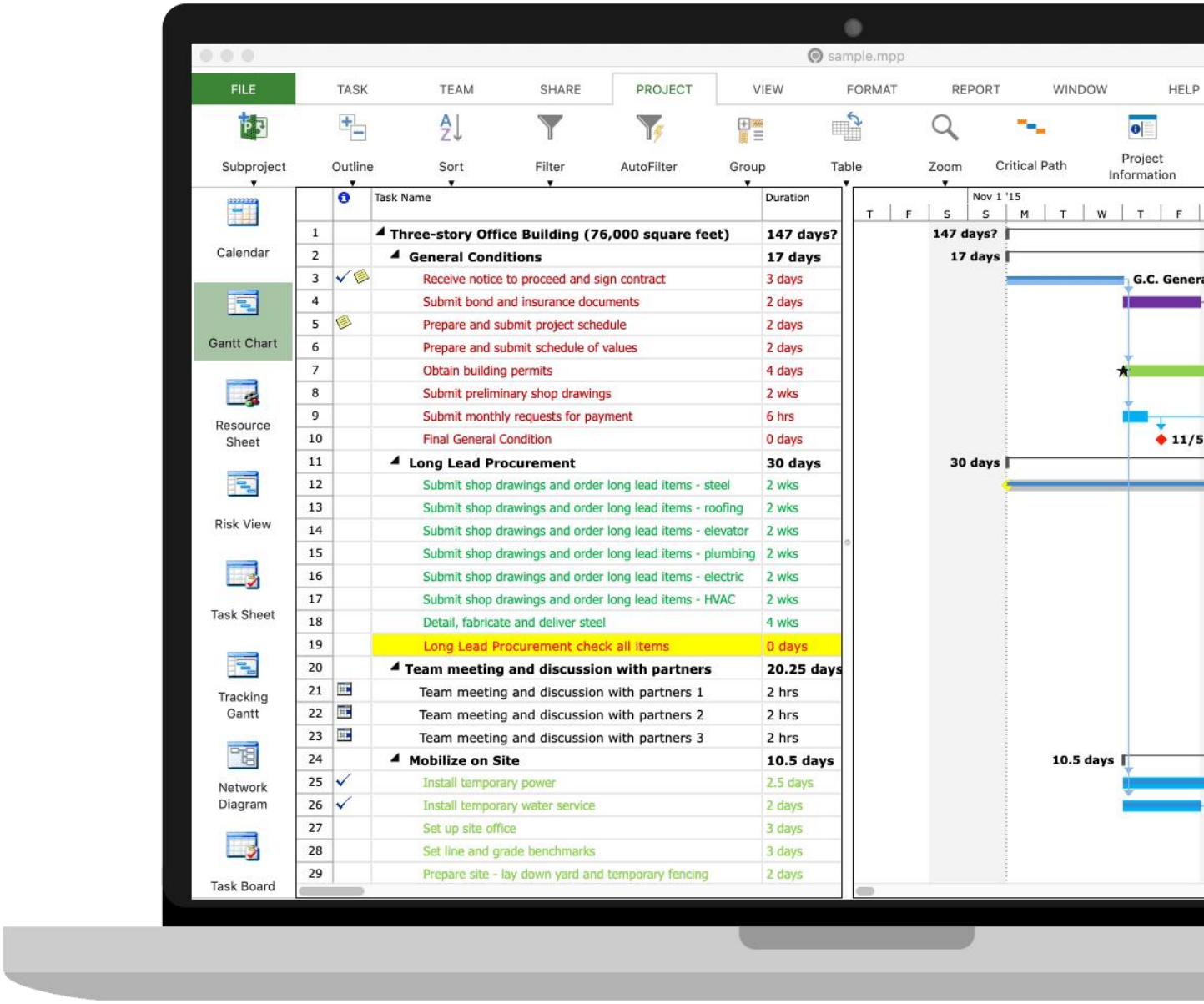
17 Awesome Technical Writing Tools For Documenting Information
11 Technical Writing Examples & Samples in 2022
How to Create Helpful Technical Documentation (+Best Practices)

3 Types of Process-Based Technical Documents

Process technical documents show your team what they need to know to execute specific tasks. Here are the types of process technical docs you're most likely to encounter:

1. Project Plans

Project plans are docs that define a project's goals and objectives and a map to help you get there. They describe every step you and your team need to take in order to complete a task or deliver a product. They help you stay focused on your overall goals and also put key dates in place, so you can track progress toward them.



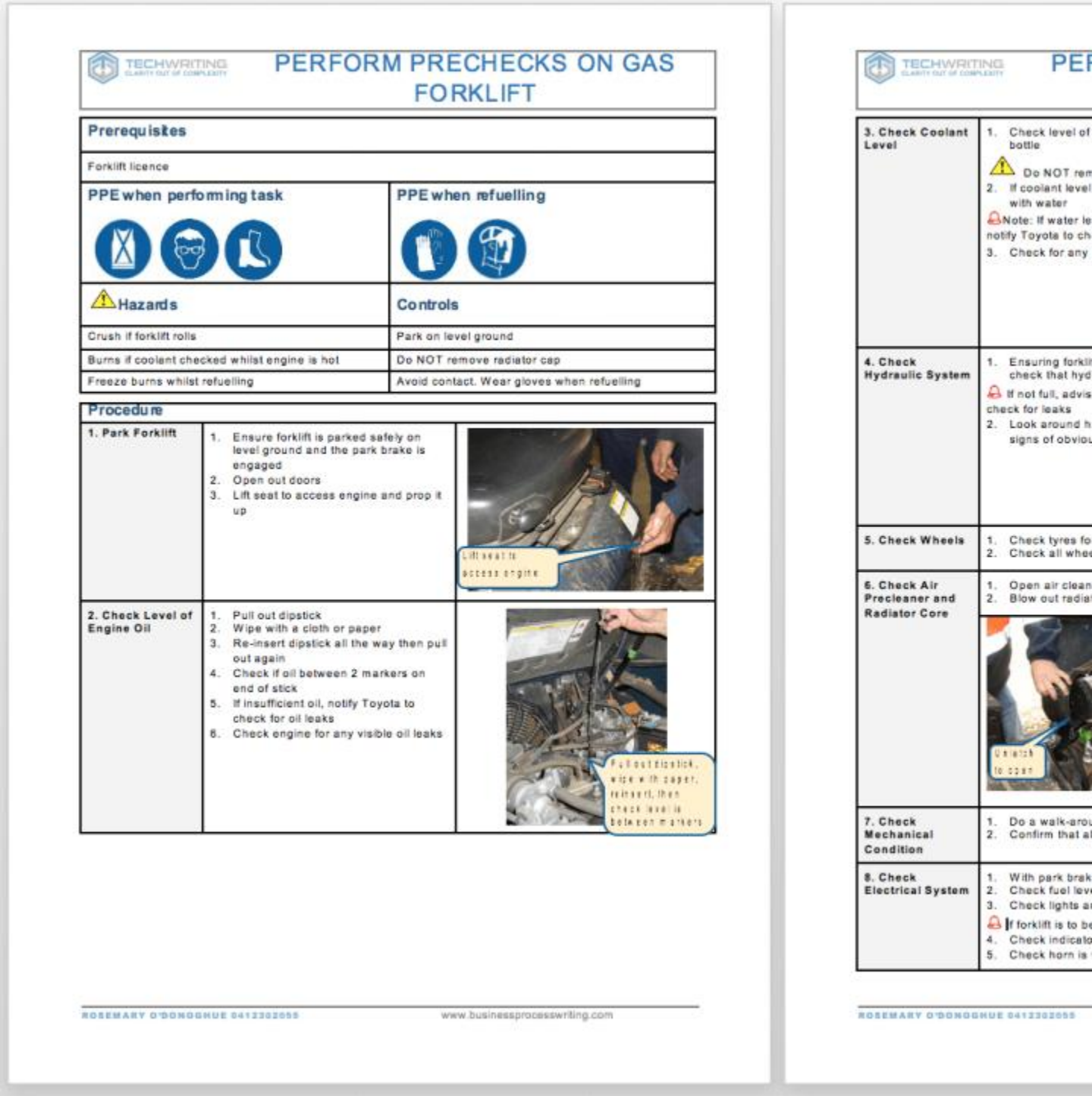
Source: [Project Plan 365]

Project managers create project plans at the beginning of projects, whether that's switching to new accounting software or creating a new computer program.

2. Business Standards

Business standards are documents that define the rules, guidelines, and benchmarks your business should always meet in particular areas (e.g., customer service benchmarks, quality benchmarks, operations). They are used during employee onboarding and as references when need be.

To create your company's business standards, define your company values, explain how staff should respond to situations in ways that reflect your values, and set your organization's benchmarks.



TECHWRITING

PERFORM PRECHECKS ON GAS FORKLIFT

Prerequisites	
Forklift licence	
PPE when performing task	**PPE when refuelling**
Hazards	**Controls**
Crush if forklift rolls	Park on level ground
Burns if coolant checked whilst engine is hot	Do NOT remove radiator cap
Freeze burns whilst refuelling	Avoid contact. Wear gloves when refuelling

Procedure

1. Park Forklift	1. Ensure forklift is parked safely on level ground and the park brake is engaged 2. Open out doors 3. Lift seat to access engine and prop it up	Lift seat to access engine
2. Check Level of Engine Oil	1. Pull out dipstick 2. Wipe with a cloth or paper 3. Re-insert dipstick all the way then pull out again 4. Check if oil between 2 markers on end of stick 5. If insufficient oil, notify Toyota to check for oil leaks 6. Check engine for any visible oil leaks	Pull out dipstick, wipe with paper, reinsert, then check level is between markers

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3. Check Coolant Level	1. Check level of bottle ⚠ Do NOT rem 2. If coolant level with water Note: If water le notify Toyota to ch 3. Check for any
4. Check Hydraulic System	1. Ensuring forklift check that hyd If not full, advis check for leaks 2. Look around h signs of obviou
5. Check Wheels	1. Check tyres fo 2. Check all whee
6. Check Air Precleaner and Radiator Core	1. Open air clean 2. Blow out radia Unlatch to open
7. Check Mechanical Condition	1. Do a walk-arou 2. Confirm that al
8. Check Electrical System	1. With park brak 2. Check fuel leve 3. Check lights a If forklift is to be 4. Check indicato 5. Check horn is

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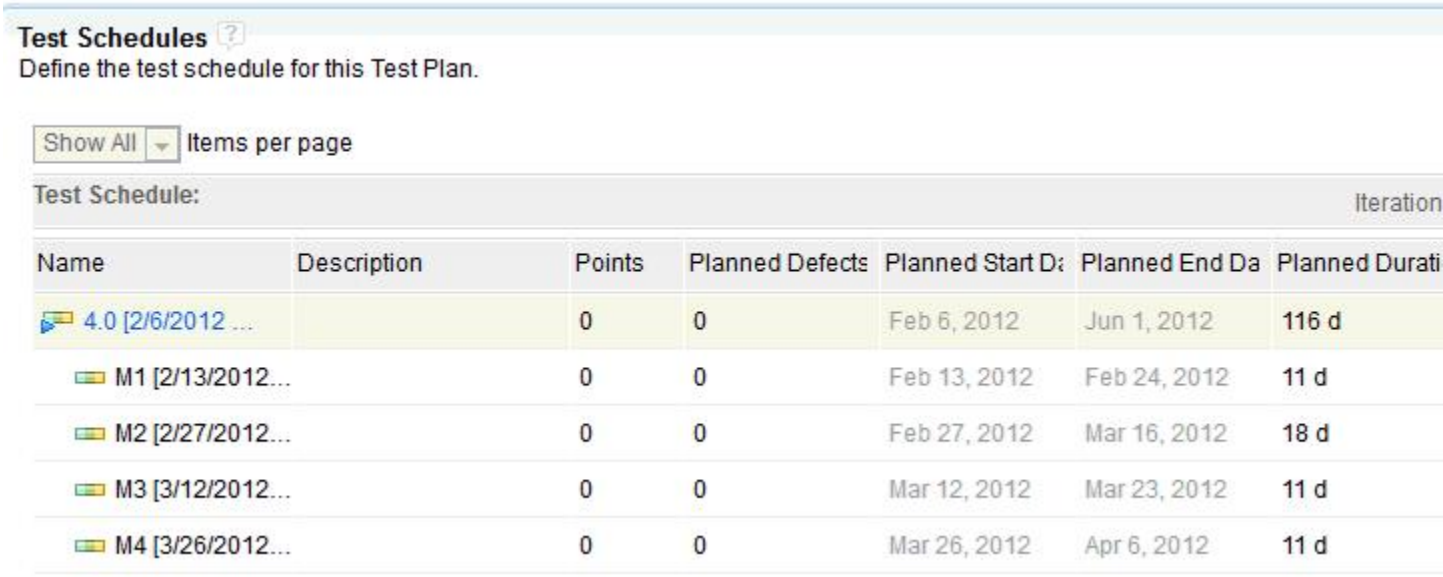
Source: Rewo.io

3. Test Schedules

Test schedules explain the steps, tasks, dates, and responsibilities involved in software testing. They are used to anticipate and assign resources: the equipment and engineers needed to run a test. Test schedules help to

minimize the risk involved with software development because you are able to catch issues earlier with constant testing. They help to prevent accidents — or at least minimize the time those accidents can take place.

To create a test schedule, first create a test plan that describes how tests are reviewed, tracked, and approved. Then list dates like release and beta entry dates.



Test Schedules

Define the test schedule for this Test Plan.

Show All Items per page

Test Schedule: Iteration

Name	Description	Points	Planned Defects	Planned Start Da	Planned End Da	Planned Durati
4.0 [2/6/2012 ...		0	0	Feb 6, 2012	Jun 1, 2012	116 d
M1 [2/13/2012...		0	0	Feb 13, 2012	Feb 24, 2012	11 d
M2 [2/27/2012...		0	0	Feb 27, 2012	Mar 16, 2012	18 d
M3 [3/12/2012...		0	0	Mar 12, 2012	Mar 23, 2012	11 d
M4 [3/26/2012...		0	0	Mar 26, 2012	Apr 6, 2012	11 d

Source: IBM

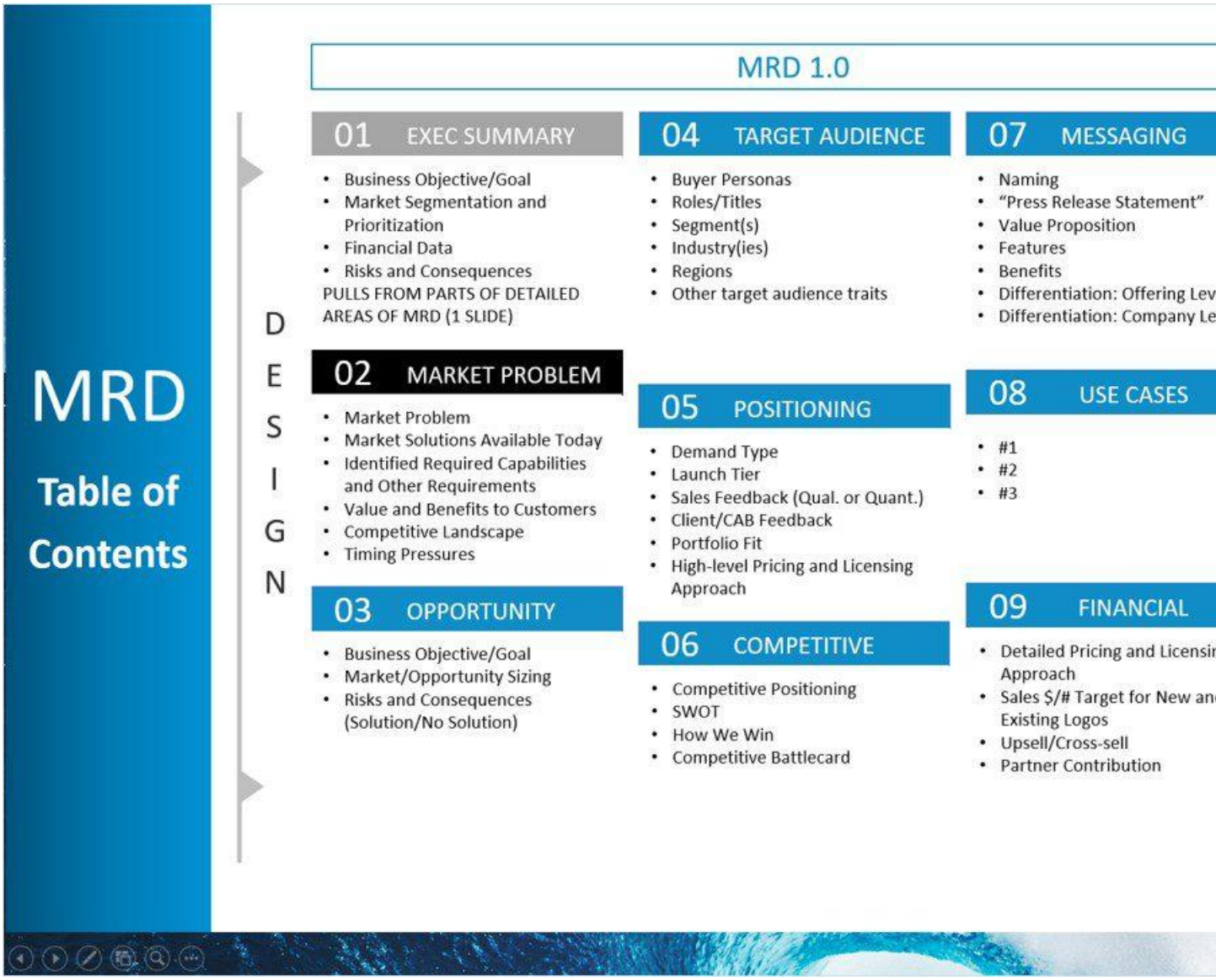
4 Types of Sales and Marketing Technical Documents

Sales and marketing technical docs present information that helps you win more customers, whether by pitching them or just providing enough value to have them reach out to you. Here are four types of sales and marketing technical documents.

1. Market Requirements Documents

Market requirements documents (MRD) are documents that outline your potential customer base, their needs, and your competitors.

To create an MRD, collect info on customer problems and the reasons for the problems. You'll collect data like the market problem, market opportunity, customer demographics, use cases, among others.



Source: Shoot the Curl Marketing

2. White Papers

White papers are in-depth reports or guides about specific topics. They are used to convince readers of your expertise and subtly suggest that your product is the best product to solve their problem.

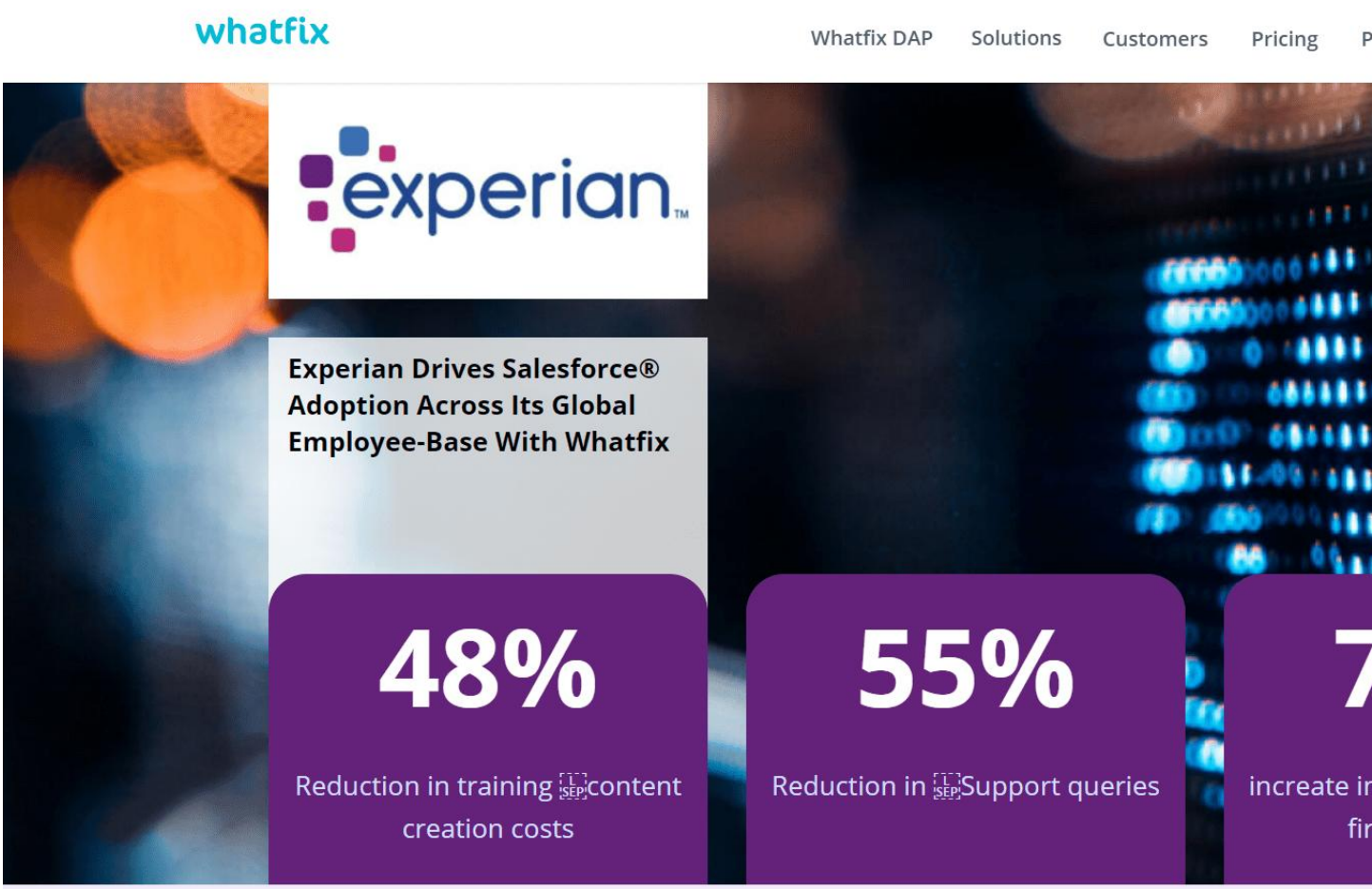
To create an effective white paper, keep it focused on delivering value — original data and expert analysis — rather than selling your product. Even without making a direct sales pitch, white papers are useful for your marketing because they build brand trust.

Source: BDO

3. Case Studies

Case studies are an excellent way to prove your value to potential customers since they show how your product helped a specific customer achieve their desired results.

You'll typically need to interview a current or past customer to create a case study. The interview should include questions that help you get hard numbers to prove that your company delivered results. You'll also document the customer's unique story of how they struggled before your product and the change your product brought.



4. RFPs and Proposals

A request for proposal (RFPs) is a document that announces a project and solicits bids for it, while proposals are documents that persuade customers or investors to buy a product/service. Companies use both to attract their ideal business partners, whether that's vendors, investors, or customers. You'll need to mention key points like the project overview, company background, project scope, and goals in both documents.

Source: Venngage

Create and Deliver Technical Documents Your Customers Will Read

Like a museum guide pointing out the highlights of an exhibition, technical documents can create a delightful experience for your users and team. But, done poorly, technical documents can also create a nightmare. Imagine showing up for your museum visit only to find that your guide cannot speak a word of English — the only language you understand. That's how readers feel when they're confronted with long boring walls of technical text.

Whatfix helps you deliver technical documents in a way that encourages interaction and use. With Whatfix, create on-screen guides, pop-up prompts, tooltips, chatbots, in-app knowledge bases, and more — that teach users how to use your product. Your goal should be to create all the technical documents you need to effectively promote your product and to make those documents easy and fun to read.