**LECTURE 1**

**Definition of Technical Writing**

* Technical writing deals with technical information
* Technical writing relies on visual elements
* Technical writing uses numbers
* Technical writing is well documented
* Technical writing is grammatically and stylistically correct

**Usage of technical writing**

* Internal documents (feasibility reports, memorandum, technical notes, emails) within a company
* External letters to other companies
* Various types of reports to the public at large, instruction manuals, technical description, process description
* University reports, papers, publications

**Nature of technical writing**

* Clarity
* Conciseness
* Organization
* Grammar

**Attributes of good technical writers**

* Know your reader
* Know your objectives
* Be simple direct and concise

**Qualities of good technical writing**

* Arrives by the date it is due
* Is well designed
* Has the necessary front matter
* Has a body that provides essential information
* Uses tables and graphs appropriately
* Reveals the results obtained
* Is designed to be read selectively
* Has a discernable plan
* Reads coherently from beginning to end
* Answers readers' questions
* Conveys an impression of authority, soundness and honest work
* Is free of typographical, grammatical and spelling errors

**LECTURE 2**

**Letter structure**

1. Sender
2. Date
3. Destination
4. Subject
5. Opening salutations
6. Introduction
7. Body
8. Conclusion
9. Closing remarks
10. Signature
11. Enclosure
12. Carbon copy
13. Initials

**Memorandum and e-mails**

1. Company (From)
2. Destination (To)
3. Date
4. Topic
5. Memo content
6. Signature

**Proposals**

1. Introduction

* Purpose
* Background (statement of the problem)
* Scope

1. Solution criteria

* Approach
* Result

1. Plan of action
2. Schedule
3. Budget
4. Qualifications
5. Conclusion

* Summary
* Contact

**LECTURE 3**

**Process description**

1. Introduction

* Definition and theory
* Purpose and function of the process
* List of major steps

1. Steps description

* Extended definition
* Purpose and function of each step
* Description of what happens in this step
* Relation to the next step

1. Conclusion

* Summary of the function and the major steps of the process
* Sense of finality

**Form and style**

* Front matter
* Abstract (Proposal)
* Title page (Mechanism Description and proposal)
* Table of contents (Proposal)
* List of figures and list of tables (Proposal)

**Layout**

* Heading and subheadings (Proposal and Mechanism Description)
* Graphics (figures and tables) (Proposal and Mechanism Description)
* Pagination (Proposal and Mechanism Description)
* Headers and footnotes (Proposal and Mechanism Description)
* Typeface and size (Proposal and Mechanism Description)
* Binding (Proposal)
* Spacing (Proposal and Mechanism Description)

**Mechanism description**

1. Introduction

* Definition
* Overall function
* Overall appearance (colour, shape, size, texture, finish, material)
* List of parts

1. Parts description (must be done for each part in the mechanism)

* Definition
* Function
* Appearance
* Link to the next part

1. Conclusion

* Summary of the mechanism function (relist the parts)
* Sense of finality

**LECTURE 4**

**Website analysis (Points to consider other than the audience)**

* Purpose
* Design
* Technical aspects
* Intended audience
* Improvements or changes

**Design**

* Navigation
* Colour scheme
* Links
* Textual content
* Wordiness
* Use of symbols and pictures
* Aesthetic
* Is the site cluttered?
* Harmony

**Technical aspects**

* Are there flash elements on the home page?
* Use of animation or audio elements and value to the page
* Does the animation make loading longer?
* Are files broken down into appropriate amounts?
* Is the animation interactive?
* Tone and language level
* Who does the website attract?
* Demographic description of the audience
* How does the website appeal to this audience?
* What design and content decision does the webmaster make to appeal to the audience?
* Are the headings clear, logical and useful?

**Visual rhetoric**

**Focusing on your purpose**

* What is the visual purpose (instruct, persuade, create interest)?
* What form of information will the visual depict?
* What kind of relationship will the visual depict?
* Do you require people to interpret your visual?
* Is the visual needed at all?

**Focusing on your audience**

* Is the audience accustomed to interpret visuals?
* Is the audience interested in specific numbers or overall view?
* Should the audience focus on a specific value or compare two or more?
* Should you use one complicated visual, or two or more straightforward ones?

**Focusing on your presentation**

* Will your visual increase the audience interest?
* Which medium will be most effective to present your visual?

**LECTURE 5**

**Instructions**

1. Definition, introduction
2. Description of what happens
3. Cautions
4. List of required equipment
5. Specific directions (number the directions in sequence)
6. Result
7. Conclusion

* Summary of the steps
* Additional information

\*\*\*Do not forget visuals\*\*\*

**LECTURE 6**

**Progress report**

1. Introduction

* Purpose
* Background
* Scope

1. Work completed (repeat for each task)

* Describe the task
* What was accomplished?
* How long did it take?
* Were there any difficulties?

1. Work remaining (repeat for each task)

* Describe the task
* What remains to be accomplished?
* If not on schedule, will it affect other part of the work?
* Provide a schedule for completion

1. Conclusion

* Appraisal of current status
* Evaluation of the progress to date
* Will you complete the project on time?
* Contact

**Collaborative writing (Team work)**

* Appoint a group manager or leader
* Define clear and definite goals
* Decide on the group organization
* Divide the tasks
* Establish a timetable
* Decide on a meeting schedule and format
* Submit regular progress report

**Effective roles in groups**

* Task roles
* Initiators
* Information seekers
* Opinion seekers
* Summarizers
* Group maintenance roles
* Encouragers
* Feeling expressers
* Harmonizers
* Gatekeepers

**LECTURE 7**

**Editing**

* Are there spelling or grammatical errors?
* Have you included all the formal elements?
* Have you respected the form and style?
* Are your headings and titles clear?
* Is your reference system accurate?
* Did you sufficiently describe the tables and graphs in the text?
* Are all pages and sections in the correct order?
* Have you referenced your information, tables and graphs?
* Have you proofread your document?

**Abstracts**

* Descriptive abstracts: Describe the structure of a report (100 words or less)
* Informative abstracts: Describe the structure and the content of a report (150 to 200 words)
* Executive summaries: Document of its own. It is generally 10% the length of the report. It describes the nature of the report. It may include figures and tables. It includes a recommendation section, so an executive can make the appropriate decision.

**LECTURE 8**

**Resume**

* Personal information
* Knowledge, skills and abilities
* Experience
* Education
* Volunteer work
* References
* Leisure
* Other information

**Interview**

* Presentation and waiting period
* Figuring out your audience
* During the interview
* After the interview
* Follow-up

**Finding a job**

* Newspaper
* Internet
* Miscellaneous encounters
* Listening around you

**LECTURE 9**

**Ethics**

* Technical writers must be accurate in their work
* Technical writers must be honest in their work
* Technical writers must not substitute speculation for fact
* Technical writers must not hide truth with ambiguity
* Technical writers must not use the ideas of others without giving proper credit
* Technical writers must not violate copyright laws
* Technical writers must not lie with statistics
* Technical writers must not inject personal bias into their report
* Be good, do good, don't deceive

**LECTURE 10**

**Persuasion guidelines**

* Assess political climate
* Learn unspoken rules
* Be clear about what you want
* Never make a claim you know readers will reject
* Anticipate your audience's reaction
* Decide on a connection
* Avoid an extreme persona
* Find points of agreements
* Never distort the opponent's position
* Try to concede something
* Use only your best material
* Make no claim unless you can support it
* Use your skills responsibly
* Seek a second opinion
* Decide on the appropriate medium

**Aristotle principles**

* Ethos: Appeal to our good character
* Logos: Appeal to our reason
* Pathos: Appeal to our emotion

**Toulmin logic**

Toulmin logic provides a way of checking your own arguments for overlooked flaws. It can also help you arrange your argument.

* Claim: Major proposition or conclusion of the argument
* Grounds: Evidence upon which the claim rest
* Warrant: Justification for the grounds and what makes them relevant to the claim
* Backing: Further evidence for accepting the warrant
* Rebuttal: Counterarguments or exception to the claim, warrant or backing