Intermediate technical authoring
Training course outline

Intermediate technical authoring builds on the concepts and skills taught in the introductory course, teaching further key techniques that define high quality technical authoring, increasing your ability to create more effective technical documents

Course summary
Delegates learn how to:
- Produce effective technical documents that are easy to read, easy to understand and easy to act upon.
- Use a writing process structured around industry-standard best practice to improve documentation quality.
- Improve the understanding of your documents by structuring information in ways that are helpful to your readers.
- Develop a clear and concise writing style.
- Build readability through effective sentences, paragraphs and sections.

You will also be able to:
- Identify the key international standards in technical writing.
- Identify the most commonly used applications in technical writing.

On completion, you will be able to use a detailed end-to-end writing process to design, draft and improve your technical documentation.

Duration
Two days.

Who should attend?
Those embarking on a career in technical authoring (after attending the introductory course), and existing technical authors who want to improve their skillset.

General information
Armada has been involved in technical authoring for over 20 years. We carry out regular consultancy work and have an in-house authoring team that works on projects for clients.

Training is provided by instructors with over 20 years' experience in technical authoring.

Whilst attending training, delegates have the use of a computer to practice the techniques taught. Refreshments and lunch are also provided.

Course fees can be paid by bank transfer or card.

Courseware and certificate
Delegates receive:
- A training guide and materials.
- An e-certificate confirming successful completion of *Intermediate technical authoring* training.

Method of delivery
Training is designed for the busy professional, being short and intensive and combining lecture and demonstration. Practical exercises carried out under guidance help delegates learn the techniques taught.

Delegates have ample opportunity to discuss specific requirements with the trainer.

Dates and price
For forthcoming dates and prices see armada.co.uk/technical-authoring-training-course.

After course support
Following technical author training, delegates are entitled to 30 days' email support from their trainer to help with any post-course issues.

Course syllabus
See over.

Course syllabus

Topics	Sub-topics
Introduction and overview	
Basics of technical writing	**Why don't readers use technical writing?** • Five key reader problems • What readers want • Why consistency is so important **Writers' problems with technical writing** • The main cause of ineffective writing • Types of writing • Standards for technical writing
The technical writing process	**Project managing your writing** • A process to achieve consistency • The technical writing process • Timings for a writing project **Planning your writing** • Setting document objectives • Plan – draft – rewrite! **Analysing your audience** • Understanding your readers • Audience analysis • Four key audiences • The global audience • The audience you don't support **Adding detail to your audience analysis** • Using personas • Communication styles • Other communication style issues
Creating effective content and structure	**Creating a body of knowledge** • Defining structure and content • Structuring with sections • Topic-based authoring & DITA **Topic generation techniques** • Introductions and conclusions • Generating topics for a structure • Structuring with the LATCH principle • Outlining tools **Creating an outline prototype** • Creating headings that work • Writing better headings • Testing the prototype **Creating cohesion:** • Handling repetition and redundancy • Transitions that work • Sentence structure • Sections that work

Topics	Sub-topics
Creating effective content and structure *(continued)*	**The Building Blocks of Content** • Basic sentence structures • Topic sentences and controlling ideas • Writing a clear topic sentence • Establishing the topic and controlling idea **Using paragraphs** • Paragraph structure • Linked paragraphs help readers • Creating effective paragraphs
Clarity in technical writing	**Clarity issues with English** • Language customs • Common writing styles • Simplified Technical English • STE controlled dictionary* **Grammar issues affecting technical writers** • Pronouns • Modifiers • Synonyms
Consistency and correctness	**The Importance of consistency** • Achieving consistency • Typographical errors • Spelling forms • Numbering • Capitalisation **Punctuation standards** • Commas • Colons, semi-colons, ellipses • Hyphens • Apostrophes in action **Copy editing and proofreading**
Putting it all together	**Building readability into your documents from the start** • Enough or too much? • Capstone exercise **Technical writing tools** • Writing tools for technical writers • Image creation tools for technical writers