

Structured Writing for Technical Documentation

What will I learn?

On this 2 day workshop you will learn how to develop and structure large amounts of information. You will learn the structured writing techniques for developing content which is user focused, accessible and easy to update including:

- effective analysis of the documentation project, purpose and audience and how they affect your content
- powerful organising techniques for efficient content development, and
- skills to create structured content that is easy to update and reuse.

Who should attend?

This workshop is for you if you develop and maintain:

- user guides, policy and procedure manuals or standard operating procedures (SOPs)
- compliance and training documentation, and
- knowledge bases

Benefits

This workshop enables you to:

- write more effective content in less time
- organise large amounts of content so users can find information quickly and easily, and
- create information that users will rely on

What does it cover?

Topic	Description
Introduction	<ul style="list-style-type: none"> • Writer and reader issues • Goal setting
Analysing and planning	Identifying your: <ul style="list-style-type: none"> • audience • purpose and goal, and • relevant content.
Principles of Effective Technical Writing	Making your writing easy to read and easy to write.
Organising Content	Structured writing techniques and tools to ensure your writing is: <ul style="list-style-type: none"> • clear and concise • well structured • easy to read and understand, and • reusable and easy to update.
Structuring and Sequencing	Developing strategies to structure and sequence topic effectively.
Presenting Content	Designing and presenting your content in a standard form.
Editing and Testing	Editing and testing types and tips.
Speeding up Your Writing	Using shortcut keys and templates
Case study	Applying your knowledge

What is Structured Writing?

Structured writing is a modular, topic based approach to developing documentation that is easy to write, easy to read and use. It speeds up writing time, improves reader comprehension and enables content reuse.

Structured writing is also a prerequisite for segmenting and storing information in content management systems and employing technologies for content reuse and output to multiple types of formats and devices.

Your instructor

Ruth Hamilton is highly regarded as a teacher and trainer. She has lectured degree students in Technical Writing, and Developing Online and Web Documentation at Auckland tertiary institutes. She has extensive commercial experience having worked as a documentation consultant, technical writer and trainer for a wide variety of companies and organisations.

What do I get?

The workshop materials include:

- Structured Writing manual, and
- Follow-up support including a free document review and,
- Certificate

What does it cost?

Public workshop costs and group discounts are set out in the following table.

Number of participants from the same organisation	Cost per person (GST exclusive)
1 to 2	\$1,495
3 to 5	\$1,445
6 to 9	\$1,395

Inhouse and customised workshops

We can hold an inhouse workshop or customise one for your group. Talk to us about your needs.

Terms and Conditions

- Group discounts apply when 3 or more people register from the same organisation, at the same time.
- Multiple registrations will be invoiced in advance and participants can attend any public workshop within 12 months of purchase.
- Substitution of individual participants can be made at any time.
- Transfer and cancellation fees will be charged as follows:

From course start date	Transfer fee	Cancellation fee
More than 15 working days	Nil	\$50 booking fee
10-15 working days	Nil	25%
5-9 working days	25%	50%
Less than 5 working days	50%	75%

Workshop dates and registration

Please contact us to discuss your workshop requirements or for further details. Public workshop dates can be found on our website www.tactics.co.nz

Contact us	<ul style="list-style-type: none">• Phone: 0800 50 50 56• Email: tactics@tactics.co.nz
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