

# Structured Writing for Technical Documentation

This 2-day training course is for people who develop or maintain large amounts of written information.

## What will I learn?

You will learn the principles of Structured Writing, a proven set of tools and techniques for:

- analysing the purpose of your documentation and the needs of your audience
- organising information to meet audience needs, including different information needs of different users
- presenting content based on information type
- creating modular content for efficient reuse and ease of maintenance, and
- structuring content so that it is easy to navigate and information is easy to find.

## 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 course enables you to:

- tackle your documentation project with confidence
- analyse requirements and plan your approach
- organise large amounts of content so users can navigate easily and find information quickly
- write more and better content in less time, and
- develop modular, reusable content that is easy to maintain.

## Course dates and registration

Visit [www.tactics.co.nz](http://www.tactics.co.nz) to check out our upcoming training course dates and book online.

## Course details

**Duration:** 2 days

**Participants:** 1-9

**Locations:** Auckland, Wellington or inhouse

**Price:** \$1,595 + GST per person

## Course outline

- Analysis and planning
- Principles of effective technical writing
- Organising content
- Structuring and sequencing
- Presenting content
- Editing and testing
- Speeding up the writing process

## Contact us

Please contact us to discuss your requirements or for further details.

**Phone:** 0800 50 50 56

**Email:** [tactics@tactics.co.nz](mailto:tactics@tactics.co.nz)



## 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. It 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.

## Who teaches it?

The course is led by Rhiannon Herrick, who has extensive experience in designing, developing and delivering written material and training writers in a variety of contexts nationally and internationally. She is a knowledge management specialist and qualified and experienced in analysis, design and development of high quality documentation for specific purposes for targeted audiences.

## What do I get?

The course materials include:

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

## Terms and conditions

### Participant attendance

If a participant is unable to attend the workshop, the participant can attend any public workshop within 12 months of purchase or can be substituted for another participant at any time.

### Payment

Payment is on invoice within seven (7) working days from the invoice date.

### Cancellation and transfers

To help us organise workshop materials, catering and venues, we ask that you let us know as soon as possible if you are unable to attend a course.

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%