

Course Name:	Technical Writing Skill for IT Professional
Duration:	1 Day
Medium of Instruction:	English
Award of Certificate:	Certificate of Attendance

Nature and Objectives:

IT is common to be part of the strategic and operational functions in the business nowadays. IT professionals need to communicate, in both oral and written forms, with senior corporate management, business users and auditors for the systems used in the enterprise. When describing a system in written form, very often technical memos, reports, proposals, papers and other system documentation are prepared by IT professionals to the non-IT community. Many IT professionals are educated from science and technology background which easily leads them to write information in the technical world that results in potential obstacles to readers' acceptance. In fact, effective writing skills are more important than ever for today's. IT professionals who have complex and sensitive information to communicate with the non-IT world. This course is designed to help the participants by providing essential knowledge necessary to sharpen the writing skills to improve the readability of the information passed to the target audiences. Participants will be introduced the essential concepts of effective technical writing in the business world and let them practise these concepts in specially designed exercises. They will learn how to be more effective and efficient writers by paying particular attention to the readers, the purpose of writing and the readability of the written information. Structured method to organize and present the information for written communication will be introduced. The course is conducted with a combination of lecture, small group work on evaluating technical writing styles and conventions, and individual work on writing exercises.

Who Should Attend:

This course is valuable for different levels of IT practitioners, whose responsibilities include writing technical documents. It has also been designed to benefit managers, team leaders and proposal writers who must communicate the information of IT projects and systems with the management executives in the organization.

Course Outline:

The Writing Process

- Understand the writing process
- Recognize the characteristics of effective writing
- Analyse your readers and their needs
- Overcome the writing anxiety
- Avoid common pitfalls
- Speed up the writing process

Organization and Layouts

- Use pre-writing techniques to write efficiently
- Develop your main ideas and themes
- Write for the target audiences:
 - Good news / Bad news
 - Persuasive letters
 - Procedures
 - Summaries
 - Report
 - Proposal
 - Research paper

- Choose the appropriate organization model

- Use graphics to supplement your idea

- Use headings, lists and executive summary

Readability and Styles

- Be specific: trim wordiness, streamline sentences and paragraphs

- Strengthen the sentence structure

- Rework sentences and paragraphs to ensure conciseness, clarity & consistency

- Identify loaded words

- Analyze and select tone

- Use technical jargons selectively

- Use transitions to improve the flow of ideas

- Check for misspelling, inaccuracies, omissions & obvious mistakes in grammar

- Sharpen the punctuation skills

- Adapt your writing styles to fit the readers

- Use the Fog Index to measure readability