

Introduction to Technical Writing

Self-paced Certificate Program – 100% Online – 4 Months to Complete – Begin Anytime

Course Overview

If you have been doing some form of technical writing, editing, or design but still want to expand your perspective and polish your skills, this program is perfectly suited to help you.

As students delve into the course of study, they will see how the profession looks today, reflect on the forces that have shaped our field, and identify the wide range of activities that now constitute technical communication. Students enrolled in this program learn firsthand how their work fits into the project management process.

You also learn best practices for planning, designing, writing, editing, and user-testing your documentation.

Outcome

By the end of this course, you'll be able to:

- Define the field of technical communication.
- Identify tasks and job titles in the profession of technical communication.
- Describe the historical forces that have shaped the profession.
- Define key terms used in technical communication.
- Analyze the actual experience of people using your documents.
- Identify the way that typography and layout affect your readers.
- Identify how you fit into a product management process as a technical communicator.
- Identify key components of an information plan and content specification.
- Analyze an audience.
- Perform a task analysis.
- Identify key activities in user-centered design.
- Perform user testing on your documentation.
- Identify the key emotional competences for outstanding performance.
- Articulate the levels of editing.
- Identify best practices when writing or editing procedures.
- Identify problems and opportunities when publishing text online.

Assessment

Your progress will be assessed through:

- Instructor evaluation of all written assignments.
- Self quizzes when appropriate.
- Instructor comments on activities.
- Suggestions and modifications made to your submitted work by the instructor.
- Submission of your final project.

Outline

- What is technical communication?
- Review content, design, and purpose of documents.
- Learn about the proper use of visual display.
- Why is visual analysis necessary?
- Using tables and charts to communicate data.
- Applying the Gestalt principles for design.
- Perform a valid task analysis.
- Testing all communications for usability.
- Review grammatical structure.
- Edit and deliver a quality product.
- Understanding and using various levels of technical editing.
- Utilizing the correct formatting, styles, templates, and headings.
- Writing specifically for your audience.
- Knowing the rhetorical situation (audience, purpose, context).

Course Extensions

This Certificate Course must be completed within the specified time period noted at the time of enrollment. Extension fees are applicable beyond the end date as follows: 1 month, \$149.00; 2 months, \$179.00; 3 months, \$199.00. Upon successful completion of this course, you may apply for a paper-based certificate from one of our Accredited University Partners. University certificate processing fees apply.