



## Introduction

Our online live course helps professional, business, and technical staff develop skills for effective written communication. The course is ideal for content authors, managers, scientists, engineers, coordinators, and all Subject Matter Experts (SMEs). This course is designed for a virtual environment that allows participants to learn in a fun, engaging, and practical way. The course is comprised of two half-days.

### 🔗 Course Outline Day One (4 hours)

	Module Title	Description
1	Introduction	This module introduces the field of technical writing and outlines the course learning outcomes.
2	The Importance of Good Documentation & the Writing Process	In this module, participants learn exactly why good documentation is important, and they are introduced to the concept of the Writing Process.
3	Know your Audience	Participants become familiar with the phases of a documentation project. They learn how to gather and manage information, and how to develop audience-centric content.
4	Characteristics of Good Writing	This module focuses on key elements of good writing, such as: using the active voice, clarity of structure and language, conciseness, and completeness and accuracy of content. It also introduces the important concept of storytelling.

## Course Outline Day Two (4 hours)

	Module Title	Description
5	Elements of Structure	In this module, participants learn various techniques to structure content so that it is as easy as possible for audiences to locate the information they need.
6	Mechanics of Writing	Using practical examples, this module focuses on grammar and punctuation, and highlights common grammatical errors.
7	Style Guides and Templates	Participants learn how a style guide supports the creation of a unified voice and message. This module also discusses the benefit of templates in a writing workflow.
8	Editing	This module teaches participants best practice techniques for self-editing and providing constructive feedback to colleagues in review cycles.

### Expected Outcomes

Participants will develop the skills and techniques to:

- Write clear, concise, audience-centric content
- Understand the writing process
- Write reports your audience will understand
- Plan and structure documents from scratch
- Understand the value of using a style guide and templates
- Self-edit, take part in a peer editing process, and give constructive and relevant feedback

### Timing and Technology

Our online live training session is delivered over two half-days. Our research has shown that a two half-day format allows participants digest the information, put it into immediate practice and return refreshed. We use Zoom as our delivery platform. The course is an interactive experience, with exercises and exchanges with trainers and co-attendees.