

Writing Workshop

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electrician, industrial electronic technician,
manufacturing jeweller, gemsetter,
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gemmologist, diamond technologist,
software developer, web developer,
technical writer, graphic artist,
requirements analyst, help developer,
procedural writer, knowledge worker,
style master, tutor.



Workshop Rules

1. Only one speaker at a time
2. Always be polite and courteous
3. Be prompt and prepared
4. Turn off mobile phone
5. Be considerate when coming and going



Workshop Agenda

1. Document usability and user identification
2. Document structure
3. Document template and style usage
4. Use of English
5. Document control and management



Workshop Proceedings

Pause for thought:

“All we have to decide is what to do with the time that is given us.”

Gandalf – The fellowship of the ring.



Session 1A:

Document usability and user identification



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Document usability

What is the primary purpose of writing?

- to communicate effectively!



Document usability

The primary goal of writing is to communicate effectively.



Document usability

How can we communicate more effectively
with our writing?



Document usability

Useful writing is:

- ✓ written clearly;
- ✓ structured logically;
- ✓ ordered sequentially;
- ✓ succinct;
- ✓ easily navigable.



Document usability

How can we know what is usable and useful to the user?



Document usability

Who is the user of our writing?



Document usability

The primary goal of writing is to communicate effectively.



User identification

Reverse your view. You are not writing for yourself. You are writing for the readers.

Who are we writing for?

Who should we really be writing for?



User identification

The primary goal of writing is to communicate effectively.



User identification

How do you know if you're achieving effective communication?



User identification

How can we identify our users when we're:

- isolated from them;
- provided with what to write;
- given unrealistic deadlines;
- given no support.



Document usability

How can we become user-focussed?

- With 'user profiles'!



Document Usability and User identification

Question time.





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