National Center for Supply Chain Automation

MASTER SYLLABUS

Technical Communications

Semester Credit Hours: 3.00

Prerequisites: None

## COURSE DESCRIPTION

Procedures for organizing and presenting technical data through informal and formal documents and presentations. Includes practice in writing memoranda, letter reports, and formal technical reports. Also includes discussion of personal resume and preparation of job applications.

## STUDENT LEARNING OUTCOMES

Upon successful completion of the course, students should be able to perform the following:

* Define technical communications;
* Recognize and identify characteristics of technical communications;
* Identify the needs of a given audience;
* Collect and organize information;
* Create technical documents in accordance with conventional formats;
* Write descriptive and operational instructions for nontechnical users of technical information;
* Properly integrate graphs, tables, and references into technical reports;
* Conduct an informational interview;
* Assemble a personal data book;
* Compose a personal resume with cover letter.

**COURSE OUTLINE**

* Introduction to technical writing
* The purpose of technical writing
* Benefits of technical writing
* Avoiding the typical problems of the technical writer
* The writing process
  + Getting ready to write
  + Assessing the audience
  + Covering the knowledge domain
* Ensuring clarity and readability
  + Writing technically
  + Architecting sentences that communicate
  + Managing style in technical writing
* The mechanics of writing
* The Mechanics of writing
  + Technical writer's tools
  + Writing in the right style
  + Editing for quality
  + Maintaining document structure
  + Methods of explanation
* Designing the document
  + Audience-driven document design
  + Determining the document types
  + Building documents
  + Prototyping the document
* Develop the look of the document
  + Designing the appearance of your page
  + Conveying information with graphics