

## BECHT TECHNICAL TRAINING

### Course Content

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**Title:** Technical Writing Basics

**Potential PDH:** 8      **Code:** BTT078

#### Description:

This course provides basic guidance and Best Practices to be followed when creating technical documentation. The background and purpose of technical writing standards will be discussed, as well as the standards themselves. Examples and exercises will be provided and workshopped throughout the course to provide trainees with hands-on experience and practical applications of the standards. Formatting best practices for Microsoft Word and PowerPoint documentation will be discussed, along with useful tips and tricks to streamline the documentation process.

#### Outline:

##### Introduction:

- Course Objectives
- Purpose of Technical Writing Standards

##### Documentation Process:

- Understanding Scope
- Information Sources
- Stakeholder Input
- 3-Cs (Coherent, Concise, Consistent)
- Standardizing Language and Terminology
- Templating
- Enforcement and Alignment of Standards

##### Writing Style and Mechanics:

- 6 Traits of Writing:
  - Ideas
    - Scope
  - Organization
    - Sequencing, Scaffolding, Parallelism
  - Voice
    - Active Voice, Accurate Language
  - Word Choice
    - Accurate Wording, Standard Terminology
  - Sentence Fluency
  - Mechanics/Conventions
    - Grammar, Punctuation

##### Document Formatting:

- Word Documents:
  - Table of Contents
  - Headings
  - Spacing and Alignment

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- Correct Use of Template
- Emphasis
- Figures, charts, tables, and captions
- Footnotes
- Document Header and Footer
- PowerPoint Slides (optional):
  - Consistency in Headings
  - Consistency in font sizes
  - Use of images
  - Tables
  - SmartArt
  - Layout and Templating
  - Master View and Handout View

#### Tips & Tricks:

- Shortcuts
- Helpful tips
- Q&A

### Instructor:

Maureen Brody has over 10 years of experience in professional and technical writing, analysis, and project management. Her extensive research and writing experience spans a variety of fields, including market research, training program development, and the creation of knowledge transfer materials. As a former teacher, she brings superior skills in curriculum development, project management, program development, customer engagement, and communications, as well as a healthy dose of patience! Her creativity, as well as attention to detail, are major assets in the development of training materials, technical documents, and assessments. Maureen's experience includes pharmaceuticals and consumer packaged goods, oil & gas, education, and non-profits. Maureen holds a BA in English from Pennsylvania State University.