

Technical Communication Lannon

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Resources Business Documentation: A Technical Communication Skill *John M.
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technical communication offers complete coverage of technical communication
business communication and professional writing in a user friendly writing style
the topics move from basic foundational concepts to chapters on research
visuals style document design usability and finally to specific documents basic
workplace correspondence to more complex documents technologies and oral
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graphic illustrations appear throughout the book to make abstract concepts easy
to understand checklists and projects provide plentiful opportunities to learn and
reinforce chapter topics

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emphasizing immediate and ongoing document creation as well as audience and purpose strategies for technical communication in the workplace is appropriate for technical communication students and writers of all levels three new chapters cover email and text messages blogs wikis and social networks and ethics there is increased coverage on audience analysis in chapter 4 where readers learn how to write persuasively in addition to analyzing audience purpose and creating usable documents

in today's integrated global economy technical communicators often collaborate in international production teams work with experts in overseas subject matter or coordinate documentation for the international release of products working effectively in such situations requires technical communicators to acquire a specialized knowledge of culture and communication this book provides readers with the information needed to integrate aspects of intercultural communication into different educational settings

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