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Technical Writing Skills Training Course

Online Format | 5 Sessions × 2 Hours (Total 10 Hours)

Professional Technical Writing Skills for IT and Business Professionals

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Delivery Method: Live online instructor-led training, combining presentations, practical exercises, group discussions, and individual assignments.

Course Purpose:

This course aims to develop participants' ability to communicate complex technical information clearly, accurately, and professionally through written documents.

Participants will learn how to organize information, write for different audiences, produce effective technical documents, and apply professional writing standards. The course emphasizes practical exercises and real-world examples rather than academic writing theory.

Course Learning Outcomes: By the end of the course, participants will be able to:

1. Understand the principles and characteristics of effective technical writing.
2. Identify target audiences and adapt writing styles accordingly.
3. Structure and organize technical documents professionally.
4. Write clear, concise, and grammatically correct technical content.
5. Prepare different types of technical documents.
6. Use tables, diagrams, screenshots, and visual elements effectively.
7. Review, edit, and improve technical documents.
8. Apply professional standards and best practices in technical documentation.

Suitable Participants:

- IT professionals and technical specialists.
- Software developers, engineers, and system administrators.
- Business analysts and IT consultants.
- Project managers and team leaders.
- Anyone responsible for preparing technical or professional documentation.

Course Fees: EGP 5,000 for Egyptians, or USD 250 for non-Egyptians.

Detailed Course Agenda

Session 1 – Introduction to Technical Writing

Topics Covered:

- What is technical writing?
- The importance and business value of technical documentation.
- Technical writing vs. business writing vs. creative writing.
- Characteristics of effective technical writing:
    - Clarity
    - Accuracy
    - Conciseness
    - Consistency
    - Objectivity
- Understanding the target audience.
- Identifying the purpose of a technical document.
- Common technical writing mistakes.

Practical Exercise:

- Review a poorly written technical paragraph.
- Identify writing problems and rewrite it professionally.

Session 2 – Writing Techniques and Document Structure

Topics Covered:

- Planning and preparing before writing.
- Organizing ideas and information.
- Creating document outlines.
- Structuring technical documents:
    - Title and introduction.
    - Objectives and scope.
    - Main content and sections.
    - Conclusions and recommendations.
    - References and appendices.
- Writing effective headings and paragraphs.
- Sentence construction and paragraph development.
- Active voice vs. passive voice.
- Using technical terminology consistently.
- Writing instructions and step-by-step procedures.

Practical Exercise:

- Develop an outline for a technical document.
- Rewrite complex technical instructions into simple, understandable steps.

Session 3 – Types of Technical Documents

Topics Covered:

- Overview of common technical documents.
- User guides and user manuals.
- Standard Operating Procedures (SOPs).
- Technical reports.
- System and software documentation.
- Requirements and specification documents.
- Proposals and technical solutions.
- Meeting minutes and technical summaries.
- Incident reports and troubleshooting guides.
- Executive summaries for technical subjects.
- Choosing the right document format for each purpose.

Practical Exercise:

- Prepare a short technical document based on a given business or IT scenario.
- Convert technical information into an executive summary.

Session 4 – Visual Communication and Professional Documentation Tools

Topics Covered:

- The role of visual communication in technical writing.
- Using tables, charts, and diagrams.
- Creating effective flowcharts and process diagrams.
- Using screenshots and annotations.
- Document formatting and layout principles.
- Templates, styles, headings, and numbering.
- Page layouts, headers, footers, and tables of contents.
- Introduction to documentation tools:
    - Microsoft Word.
    - Microsoft PowerPoint.
    - Microsoft Visio / diagrams.net.
    - Markdown.
    - Collaborative documentation platforms.
- Version control and document management basics.

Practical Exercise:

- Transform a text-based procedure into a visual process document.
- Improve the layout and formatting of an existing technical document.

Session 5 – Editing, Reviewing, and Professional Writing Practices

Topics Covered:

- The technical document review process.
- Proofreading and editing techniques.
- Grammar, punctuation, and spelling.
- Improving readability and consistency.
- Writing standards and style guides.
- Document quality assurance checklists.
- Peer review and feedback techniques.
- Using AI tools to support technical writing.
- Responsible use of AI and verification of generated content.
- Finalizing and publishing technical documents.

Practical Exercise:

- Review and improve a sample technical document.
- Final practical assignment: produce a professional technical document based on a provided scenario.
- Peer review and instructor feedback.