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Part 1Communicating
in the Workplace27

Introduction to Technical Communication

What Is Technical Communication?

What is recinical communications
Technical Communication Is a Digital <i>and</i> a
Human Activity
Technical Communication Reaches a Global Audience
Technical Communication Is Part of Most Careers
Technical Communicators Play Many Roles
Main Features of Technical Communication
Reader-Centered
Accessible and Efficient
Often Produced by Teams
Delivered in Paper and Digital Versions
Purposes of Technical Communication
Documents That Inform
Documents That Instruct
Documents That Persuade
Preparing Effective Technical Documents
CASE Providing Information Readers Can Use
CASE Being Persuasive
CASE Considering the Ethical Issues
CASE Working on a Team and Thinking Globally
■ PROJECTS
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