**SUMMARY FOR CHAPTER TWO**

**PRINCIPLES OF ORGANIZING, DEVELOPING AND WRITING TECHNICAL INFORMATION**

1. **Organizing Technical Information**

The organizing of technical information deals with arranging the information in a proper sequence suitable to the reader type and the purpose of the information.

Ethical obligations (Reference: 34 - 37, Markel)

Some of the principles of ethical communication that serve as a guideline while preparing the document are as under;

1. abide by the relevant laws
2. abide by the appropriate professional code of conduct
3. abide by the organization’s policy on social media
4. take advantage of the employer’s ethics resources
5. tell the truth
6. don’t mislead the readers
7. use design to highlight the important ethical and legal information
8. be clear
9. avoid discriminatory language
10. acknowledge assistance from others

Principles for organizing technical information (Reference: 152 - 179, Markel)

The principles for organizing technical information are;

1. **Analyzing the audience and purpose:** Analyze whether the audience are technical people or non-technical, experts or beginners. The purpose may be to make the audience understand a body of information, thus requiring a brief report without any appendix. If the purpose is to make the audience accept a point of view and practice it, a detailed report with appendices may be necessary.
2. **Using conventional patterns of organization:** Chronological, Descriptive, Order of importance, Level of difficulty, General-to-Specific.
3. **Displaying of organizational pattern prominently:**Creating a table of contents, using headings liberally, using topic sentences at the beginning of the paragraphs.

Patterns of organization (Reference: 46, David and David)

1. **Chronological organization**: spanning over a period of time. For example, the progress made on a project
2. **Descriptive organization:** one physical point to another. For example, describing a laptop computer
3. **Organization by order of importance:** most important to the least important. For example, seven ways of manufacturing a device efficiently.
4. **Organization by level of difficulty:** least difficult to the most difficult. For example, a textbook.
5. **General-to-specific organization:** moving from general to the specific. For example, general safety regulations and then the specific ones.
6. **Developing Technical Information**

Developing the subject by Research: (Reference: 118-151, Markel)

Initially, a broad area of the research shall be finalized. The questions to be answered in the finalized broad area shall be enlisted. Research is performed to find the information that includes the answer to the enlisted questions. Data is collected and analyzed to find the answer. Tables, Graphs and other pictorial presentation of data and analysis are presented to make the statements effective. The necessary information is then refined to present a suitable answer to the questions put forth.

Communicating Persuasively (Reference: 182-197, Markel)

1. **Context of the Argument:** An argu(e)ment can be as short as a sentence or as long as a multi-volume report. Some examples are;
2. From a description of a construction site:

Features A, B and C characterize the site.

1. From a feasibility study considering four courses of action:

Alternative A is better than alternatives B, C and D.

1. From a set of instructions for performing a task:

The safest way to perform the task is to complete task A, then task B, and so on.

* 1. **Understanding the broader goals of audience:** The argument is most likely to be effective if it responds to four goals that most people share: security, recognition, professional growth, and connectedness.
  2. **Working within constraints:** In developing a persuasive document, the work has to be performed within the constraints that shape the environment on the job. The eight categories of constraints are: ethical, legal, political, informational, personnel, financial, time, and format and tone.

1. **Avoiding Logical Fallacies:** A mistake in reasoning. For example, argument against the speaker, argument from ignorance, appeal to pity, argument from authority, hasty generalization.
2. **Effective Presentation of Self:** How does the writer/author appears to the readers? The four characteristics that help in establishing an attractive professional persona are – Cooperativeness, Moderation, Fair-mindedness and Modesty.
3. **Using Graphics:** Helps conveying technical as well as non-technical data.
4. **Writing Technical Information**

Planning (Reference: 40 - 46, Markel)

1. **Analyzing the Audience:** technical, non-technical, experts, beginners.
2. **Analyzing the Purpose:** presenting the information, making the audience accept a point of view and practice accordingly.

1. **Generating Ideas about the Subject:** Asking the six journalistic questions (who, what, when, where, why, and how), Brainstorming, Freewriting, Talking with someone, Clustering, Branching.
2. **Researching Additional Information:** Reference books, scholarly books, articles, websites, reputable blogs, and discussion boards, interviewing experts, distributing surveys and questionnaires, making observations, sending enquiries, and conducting experiments.
3. **Organizing and Outlining the Document:** From the various patterns of organization discussed above, a pattern shall be adopted. The outline shall be drafted to help staying on the track.
4. **Selecting an Application, a Design, and a Delivery Method:** Application here means the type of document, design – the structure and delivery method – the method of delivering the document to the readers.
5. **Devising a Schedule and a Budget:** to decide when to present the information to the readers and also to decide how much can be spend on the project.

Drafting (Reference: 46 - 50, Markel)

1. **Using Templates:** Templates are preformatted designs for different types of documents, such as letters, memos, newsletters, and reports. Templates incorporate the design specifications for the document, including typeface, type size, margins and spacing.
2. **Using Styles:** Styles are like small templates that apply to the design of smaller elements, such as headings.

Guidelines for drafting effectively

1. Get comfortable
2. Start with the easiest topics
3. Draft quickly
4. Don’t stop to get more information or to revise
5. Turn the monitor off to type without seeing
6. Stop not but only in the middle of the section, if required.

Revising (Reference: 50 - 52, Markel)

1. **Studying the draft by self:** Read and reread the document, looking for different things each time.
2. **Seeking advice from a suitable person, subject matter experts, users of the existing document or the prospective users.**

Editing (Reference: 52, Markel)

Editing is the process of checking the draft to improve its grammar, punctuation, style, usage, diction (word choice), and mechanics (such as use of numbers and abbreviations)

Proofreading (Reference: 52 - 53, Markel)

Proofreading is the process of checking to make sure you have typed what you meant to type.

Writing coherent documents (Reference: 203-222, Markel)

A coherent document is the one wherein, all the text elements like text body, paragraphs, headings, sentences etc. relate to the same central idea or the important information.

Writing effective sentences (Reference: 223-252, Markel)

1. **Structuring Effective Sentences:** using lists, emphasizing new and important information, choosing an appropriate length of sentences, using modifiers effectively.
2. **Choosing the Right Words and Phrases:** selecting an appropriate level of formality, being clear and specific, being concise, and using inoffensive language.