

Writing Training for Information Technology Professionals

Are You ...

- Concerned that your technicians don't communicate clearly with your customers?
- Worried about the time and money you lose when documentation is unclear?
- Frustrated by people with great technical skills but poor writing skills?

The Professional Writing Group can help. We recognize that unclear writing can lead to technical mistakes. We understand that people with great technical skills don't always communicate well. We know that good writing is essential for maintaining IT systems, winning new contracts, and keeping your clients happy.

The Professional Writing Group implements custom courses targeted to your organization's specific communication needs. Here are just a few examples of the writing courses we customize for our IT clients.

Communicating Technical Information to Non-experts

- Discusses how to assess the audiences and purposes of technical documents.
- Describes how to find the right level of detail for non-expert audiences.
- Reviews ways of defining terms in language the reader can understand.
- Identifies strategies for accommodating without being condescending.

Writing Effective Documentation and Instructions

- Reviews the audiences, purposes, and constraints of documentation and instructions.
- Identifies strategies for writing in active language.
- Covers effective ways for overcoming grammar issues.
- Teaches editing and design routines for creating clear and precise IT documents.

Writing Technical Proposals

- Reviews the primary and secondary audiences of technical proposals.
- Identifies strategies for analyzing RFPs.
- Discusses the essential components of effective proposals.
- Covers ways to clearly describe problems and solutions.



Professional Writing Group
Department of English
University of Maryland
301.405.3774 / 405.3760
engl-pwg@umd.edu