

DURATION: A one day course

SUITABLE FOR: Technical reports are aimed at a demanding audience and writing them can be a challenge. This course is for anyone producing such reports and who needs to develop a more professional approach. Learning is practical and interactive and delegates benefit from direct feedback through peer review.

COURSE OUTLINE:

OBJECTIVES:

By the end of the course delegates will be able to:

- produce technical reports that are clear, concise and effective
- adopt a systematic approach to structure and layout
- adopt practical techniques to organise information
- use plain English and correct punctuation
- use references, appendices, figures and graphics effectively
- develop a professional approach to business writing.

PROGRAMME:

Introduction and icebreaker

- What we are going to cover today.

Key Points

- barriers to communication through the written word;
- the importance of readability;
- personal style;
- getting the brief right;
- understanding readers;
- the advantages of a systematic approach;

Planning and Preparation

- establishing the scope and purpose;
- constraints of time and money;
- confidentiality;
- the collection, selection and arrangement of information.

Structure and Sequence

- sequencing and layout;
- tables, figures and appendices;
- dealing with abstracts and summaries;
- the body of the report;
- conclusions and recommendations;
- using references and bibliography.

Language use and Personal Style

- a refresher on punctuation;
- using plain English;
- paragraph and sentence structure;
- clarity and brevity;
- identifying your 'voice' and personal clichés.

Standards and Conventions

- 'house style' and best practice;
- the use of diagrams and tabulations;
- headings and labels.

Technical Report Writing in Practice

- developing a professional approach;
- building the technical report;
- reviewing and providing feedback.

Checking for Quality

- proofreading;
- layout analysis;
- revising and editing

Action Plan

Implementing best practice at work.