Technical Documentation
OLC Course Recommendations

Competency Definition
Knowledge of procedures for developing technical and operational support documentation.

OLC Component Titles

Foundations of Grammar

COURSE TSA-COMM-FOUNDGRAMMAR-0001

Description: When do you use -your- or "you're"? -Me- or -myself-? Is -good- an adverb or an adjective? Understanding how to use various types of words is a building block of good writing. To be a good writer, you must have a thorough understanding of the basic parts of speech that identify and classify types of words. Then, you must be capable of applying the necessary guidelines for more complex uses of various word types. In this course, you'll complete a comprehensive study on using words correctly. You'll study everything from pronouns to possessives, and you'll discover how to avoid the most common usage errors. When you've finished the course, you'll have the necessary building blocks to develop your skill as a top-notch writer. **Duration=2.5**

Presenting Your Case

COURSE TSA-STGY-PRESENTCASE-0001

Description: Have you ever attended a presentation that was so awful that you were embarrassed for the presenter? Have you ever started to read a document only to become totally confused because it was so poorly organized? Good business case presentations don't happen by accident. This course will show you the basics of good presentations, from designing the documentation to organizing the oral presentation. You'll learn the do's and don'ts of using visuals, handouts (take-aways), and business case formats. You'll take a look at the types of charts and graphs that will best display your data. As an added bonus, you will also examine how business cases can be used in more ways than just persuading investors and/or funding your project. **Duration=2.5**

Writing to Reach the Audience

COURSE TSA-COMM-WRITEREACHAUD-0001

Description: Business writing is effective only when it informs or prompts the reader in the manner you, the author, desire. Whether your intended reading audience consists of one person or fifty, those readers will determine what kind of content you include and how you present it. If you were writing instructions for a child on how to answer the phone, it would sound very different from the same instructions written for an adult. All effective writing varies by audience--and skilled writers always write to connect with their readers. -Writing to Reach the Audience- instructs people who have to write at work in some easy-to-apply techniques to help them write to their readers, however those readers may vary with business circumstances. If you're writing a thank-you letter to a valued colleague, the approach, tone, and structure of the document are dissimilar to a complaint letter you write to a vendor. The principles and considerations that regulate the style differences in the two letters regulate the audience differences in all written documents. This course helps you master writing techniques to reach your audience without having to learn a lot of writing jargon or creative elements. This is a practical writing course for busy people at work. **Duration=3.0**

Writing with Intention

COURSE TSA-COMM-WRITEINTENT-0001

Description: Whether you're preparing a brief e-mail response, a business letter, a performance review, a multi-page proposal, or a presentation to a prime customer, you know that having a job means having to write. But if you're not a trained writer, how do you begin? The writing process actually starts before you pick up a pen or place your fingers on a keyboard. It begins with defining what you are writing, for whom you are writing, why you are writing, and which writing approach to use. -Writing with Intention- addresses these defining matters, which you need to consider every time you sit down to write. The course includes lessons on how to link your writing to its purpose, how to modify your writing for different readers and audiences, and how to approach your content in a manner that supports the message type. In this course, business writing is taught as a collection of easy skill sets, not as a strained creative exercise. The lessons flexibly encompass almost any kind of business writing you may be required to perform on the job. No matter what your level of writing skill, if you write at work, you can benefit from this practical writing course. **Duration=4**.