




From the editor

"Writing documentation is just typing, isn't it."

"Anyone can write documentation."

Are the above statements true? Of course not, but these are common misconceptions. Writing engaging, interesting, accurate and clear documentation is a skill that can take years to master. A skill which I hope readers are continually thinking about in their work.

In this supplement, the contributors explore areas that we, as technical communicators, may have already thought of but have found it hard to explain to others in the workplace. The contributors also look at harnessing the power of well-written documentation, and using it as a sales tool.

Alison Peck, the ISTC president, introduces us to the supplement. Rachel Potts and Roger Hart share steps for helping organisations grow. Carol Leahy looks at the reasons why technical communications services are valuable. Malcolm Wallace explains the reasons why you need technical communicators, and finally Maxwell Hoffmann looks at ensuring that you meet the needs of customers by reducing content. Happy reading! 

Katherine

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**Technical
Communication**

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Contents



4 The value of technical communication

Alison Peck, ISTC President

Stating why it is more important than ever to ensure that others appreciate the value we bring.



5 Helping organisations grow

Rachel Potts, 3di Information Solutions

Roger Hart, Red Gate Software

Exploring three ways that technical communication helps organisations achieve their aspirations for growth.



8 The need for speed

Carol Leahy, Siemens

Suggesting that the cacophony of information available today makes our services even more valuable.



10 Dedicated technical communicators

Malcolm Wallace, CD-adapco

Explaining why you should have specialised technical communicators working in your organisation.



12 Less time, less text

Maxwell Hoffmann, Adobe

Sharing strategies for reducing content to match diminished attention spans.

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