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—Colum McAndrew, RoboColum(n) Consulting



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InfoPlus⁺

January 16

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The ISTC is the United Kingdom's professional association for scientific and technical communicators, which includes authors, illustrators and information designers.

ISTC Office: Airport House,
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Web: www.istc.org.uk

This monthly Newsletter is emailed to about 1500 people. As well as ISTC news, *InfoPlus⁺* aims to cover anything of interest to the profession. To subscribe, contact the office.

Advertising: Felicity Davie

Editorial: Newsletter Editor

Letters: Letters Editor

Events: Events Editor

Blogs: Blogs Editor

If you're reading a printed copy of this newsletter, go to www.istc.org.uk/our-publications/infoplus-newsletter/ and open it online to explore the links mentioned.

ISTC news

ISTC Survey of Technical Communicators 2016

From Emma Bayne

We're carrying out a short survey to investigate the qualifications, experience and remuneration of technical communicators in the UK.

For the purpose of this survey, 'technical communicators in the UK' means either a technical communicator who is a UK citizen, or non-UK citizen working as a technical communicator in the UK. However, you are welcome to participate in this survey even if you do not fall into either of these categories.

By taking part in this survey you are helping to provide important data that can help the ISTC develop its policies and support the

technical communications industry in the UK. The survey should take you less than 10 minutes to complete.

The survey is open to members of the ISTC and to non-members. Results will be made available to ISTC members through the ISTC's publications. If you are not an ISTC member and would like to receive a copy of the survey results, please send an email to the ISTC Office.

The survey is completely anonymous, and we do not retain any data that could be used to identify any individual participant.

Deadline for the survey is 31 January 2016.

Here is the ISTC Survey 2016: <https://www.surveymonkey.com/r/ISTCSurvey2016>.

Thank you for participating!

Membership renewals

ISTC members will have received an invitation to renew their membership which is due by 31 January 2016. Pay online www.istc.org.uk/online-shop/renew-your-membership (making sure you log on first). Paid up members at 31 January will be sent a link to the audio recordings of TCUK 2015 presentations. Remember, if you already have a direct debit in place then there is no need for you to do anything further.

There are also ways to save:

- Group discounts for multiple people in the same company renewing or joining at the same time.
- Recommend-a-friend: if a new or lapsed member joins by 31 January on your recommendation, then your renewal will be at the 2015 rate and they won't have to pay the joining fee.

Contact the ISTC office for information about these discounts.

ISTC competition

The ISTC has decided to run a competition, with a prize! We're looking for content that promotes the value of technical communication to non-technical communicators, which we can use on the

ISTC website. Entries can be videos or slideshows (PowerPoint or similar). They can be any length (but don't make them too long).

To enter, please send a link to what you have produced to marketing@istc.org.uk (please don't email the production itself, just a link).

Closing date: 28 February 2016.

The judging panel includes the ISTC President and ISTC Marketing Council Lead. The judges' decision will be final.

The winner will win a £50 Amazon gift voucher.

InfoPlus⁺ Newsletter copy editor £150 an issue

The editor of this publication, Andrew Marlow, has been in the role for seven years and it's time to hand over the responsibility to someone new. This presents an excellent opportunity for another member to gain valuable experience while contributing to the ISTC.

Content is compiled and laid out at the end of one month for publication at the start of the next. The copy editor is responsible for the content that is submitted to our layout editor, who prepares the document for publication.

Hyperlinks disclaimer

The appearance of external hyperlinks does not constitute endorsement by the ISTC of the linked websites, or the information, products or services contained on those sites. All external hyperlinks were accurate and working at the time of writing. However, the ISTC does not exercise any editorial control over the information you may find at these locations, so the ISTC cannot be responsible for changes to content found at these locations or any material on those sites that may be inaccurate, misleading or offensive to you. All links are provided with the intent of meeting the mission of the ISTC and its Newsletter, and the ISTC disclaims any responsibility for the accuracy, completeness and availability of any linked site. Please let us know about existing external links which you believe are inappropriate or inaccurate and about specific additional external links which you believe ought to be included.

The logo for 3di, consisting of the letters '3di' in a white, sans-serif font, enclosed within a white dashed rectangular border.

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- writing copy based on press releases
- soliciting content from other sources
- recruiting and managing volunteers
- sending text and graphics for layout.

Candidates must:

- be able to work on their own initiative
- write accurate and engaging text
- have an eye for newsworthy stories
- liaise effectively with contributors
- have enough time to give to the role.

To apply, send newsletter.editor@istc.org.uk:

- your CV
- your reasons for applying
- your vision for the newsletter's future.

Volunteering opportunities – get involved with ISTC projects

The ISTC is run by its members for its members, and depends on volunteers for its success. Besides being essential to the success of the organisation, volunteering is a good way for you to develop new skills and build your network.

| Job Title | International representative |
|------------------------------------|--|
| No. of vacancies | One (this role may be shared by two people). This is a volunteer role; any directly related expenses will be reimbursed. |
| Job description | The international representative is responsible for coordinating all the activities associated with the ISTC's international links. The international representative develops and maintains links with other associations and collects and collates information about overseas activities such as conferences and international projects, visits events that are of interest to the ISTC. The international representative is also responsible for the international budget. It is recommended that the international representative takes responsibility for the international section for a three-year term. Individual responsibilities include: representing the ISTC as a delegate with TCeurope (the umbrella organisation for technical communication in Europe), attending international events of interest to the ISTC, promoting ISTC activities and events to overseas contacts, making sure that ISTC members are aware of overseas technical communication-related events, ensuring that the concerns and needs of overseas members of the ISTC are identified, heard, considered and acted upon. |
| When and how often? | The time commitment is between 2 and 4 hours per week, throughout the year. There is at least one face-to-face meeting with other members of the Council, usually in mid-November. You may be encouraged to attend one or more conferences per year (expenses paid by the institution). This will depend on the objectives that you wish to set for the international section. A regular event is the 1½-day TCeurope Colloquium and AGM in mid-April of every year. You will be required to attend an online meeting of TCeurope delegates on the first Thursday of every month. |
| Additional information | The international representative must be a full corporate member of the ISTC (MISTC or FISTC). The international representative is a member of the ISTC Council, and may be co-opted to Council before standing for election at the next ISTC AGM. You will get support from other members of Council and from ASL, which is the company involved in the administration of the association. You can also identify and propose other volunteer opportunities to assist with the task. The outgoing international representative, Edward King, will be supporting the new international representative with guidance and advice throughout their first year. |
| If you would like to find out more | Please contact Alison Peck (president@istc.org.uk) or Edward King (international@istc.org.uk) if you would like to apply for this role and receive more information. |

| | |
|---|--|
| Job Title | Community team leader |
| No. of vacancies | One. This is a volunteer role; any directly related expenses will be reimbursed. |
| Job description | Developing a UK technical communications community with the ISTC at its heart. We currently do this through area groups, the InfoPlus+ newsletter, discussion forums, events, surveys and so on. A mix of volunteers and professional service providers takes care of the day-to-day work on some of these areas, but we need a new leader to make sure the existing facilities continue to thrive and develop new ways of bringing technical communicators together to share knowledge and support each other. The leader is also responsible for the ISTC Community budget and sets objectives and aspirations for the year ahead. |
| When and how often? | The time commitment varies according to projects the leader plans throughout the year. There is at least one face-to-face meeting with other members of the Council, usually in mid-November, plus several virtual meetings at other times. Ad hoc discussions or meetings may also be needed to liaise with other individuals with ISTC Community responsibilities. |
| Additional information | The community team leader must be a full corporate member of the ISTC (MISTC or FISTC) and will be expected to become a member of the ISTC Council. The candidate may be co-opted to Council before standing for election at the next ISTC AGM. You will get support from other members of Council and from ASL, which is the company involved in the administration of the association. You can also identify and propose other volunteer opportunities to assist with the task. The outgoing community leader, Andrew Marlow, will be supporting the new incumbent with guidance and advice in the early stages. |
| If you would like to find out more | Please contact Andrew Marlow (community@istc.org.uk) if you would like to apply for this role and receive more information. |

Communicator

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Maxwell Hoffmann



"The Spring 2015 issue of Communicator is possibly one of the best I've seen yet."

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ISTC local area and special interest groups

Thames Valley Area Group annual report

By Darren Mitcham

The Twisted German Cast On

And other things you can learn about at ISTC local meetings

Never in my life did I expect to hear the phrase, the twisted German twisted cast on, let alone actually learn what one is. After one whole year, the biggest joy of our local Thames Valley group meetings is that we meander round all sorts of topics, learn something, and have a great time doing it. If you want to know how a group of technical authors' brains work, read on.

The inaugural meeting in November 2014 of the ISTC Thames Valley Group was a great success. We mustered six people, some great conversation, and some good ideas of things to do in the future. The conversation

circled around the size of equipment we write about, conferences that we had attended, training we had all been to during the year, the history of the ISTC (no-one knows anything about that) and The Great British Bake Off.

To tap into the Christmas festivities, in December 2014 we rewrote well-known Xmas carols, which turned out to be a very geeky theme. The initial conversations wandered around office coffee machines and woman in technical jobs – a subject that cropped up at TCUK this year too. Because one of our members had just been made redundant, we talked about redundancy, finding another job and CVs. However, the highlight of the evening was rewriting Christmas carols. Oh Little Town of Bethlehem was rewritten before the meeting and we discussed the impact of the new form. It struck us that it was much clearer, but less memorable as it was no longer poetic. Predictably, when we rewrote Away in a Manger, we experienced a similar effect.

To liven up the January meet, we took dry, drab technical procedures and transformed

them into iambic pentameter and limericks, to see if it made them more memorable. The conclusions were that writing in a more poetic way certainly gives the info memorability and probably appeals to much younger audiences. To sum up, we recalled a verse from our youths: stop says the red light; go says the green; wait says amber; blinking in between. Other topics mentioned were focal review processes, where do tech authors come from and go to in their careers, and the popularity of video in technical communications.

In February, we discussed foreign languages (we are lucky to have Russian, Mandarin, and Polish speakers in the group), to see if we could improve our writing with regards to foreign language speakers. For example, I discovered that many languages do not have an equivalent concept of definite and indefinite articles. As writers, it was good to learn that many languages (including Japanese, Thai, and Mandarin) create verb tenses in a very different way than English. In addition, in English, a sentence is a complete unit, but the equivalent

in Japanese is a paragraph. In Thai the gender of words depends on the speakers' gender. One of our members brought in prints of Belgian, French, Cyrillic and Arabic keyboards. We discovered you must always design GUIs for Cyrillic, as most words and phrases are two to three times longer. Even Ikea drawings are not multinational as many languages read from right to left. When we were drifting towards the end of the evening, we learnt that British sign language is very different to American sign language. It was an evening with many thought provoking revelations and gave some insight on how non-English speakers may perceive our English documentation.

The old adage says a picture says 1000 words, so for the March meeting, we communicated with pictures. Our homework task was to create a picture that depicted a nursery rhyme, fairy tale, film, book, or pop song. Basically, it was charades without the miming. We looked at the various songs, poems, and nursery rhymes that we had prepared as a picture. Each of us presented our pictures and the rest of the group guessed the titles, including Brief History of Time, Bat out of Hell, and Three Steps to Heaven. The periphery topics included European patents versus UK patents and we wondered whether including your

personality in writing, for example Jamie Olivier's cook books, adds to the reading experience or takes away from it.

As we were getting more confident, we became more controversial by asking at our April meeting whether YouTube instructional videos going to be the death of the technical author. To begin with, we had informal discussions on typical benefits that companies offer: health, gyms, canteens (including some with free food), and fresh fruit. The advantages of using layers in diagrams for localization were mentioned. We aimed to write a procedure for producing instructional videos. We didn't leave with a complete procedure, but we did discuss some good points. We agreed on one video per topic, always script and rehearse, produce video and sound separately (if possible), add subtitles for localization (if applicable), ensure good lighting and many angles (if not a screen cast), say less (compare football commentary on radio versus TV). At this point dear reader, your patience is rewarded as I can now point you to our favourite instructional video on YouTube by the Knit Witch that describes the twisted German cast on:

https://www.youtube.com/watch?feature=player_embedded&v=BfFadEumBak

In June, we came up with a list of things we would want if we designed our own tech pubs software. Generally, we agreed on most of the features. It proved very useful to find some exist in the software that we currently use, but we had not realised it. Our top five were: stability, autosave, spell checks, search and replace including clone case and match case, and customisable GUIs with high contrast options for older writers.

By July, many of us had gotten more familiar as a group and we realised we struggled with the correct etiquette in our emails. It was thus time to discuss formality versus informality in documents, including emails. Ever since that meeting our email signoffs amongst the group have more ever more inventive and bizarre in an attempt to amuse and sometimes surprise.

For me, the most memorable meeting was when we all brought along examples of old user guides with the earliest dating from the 1920s. It gave us a great opportunity to analyse the examples and see how our industry has changed over the years. The most precious example was an instruction manual for a World War II aeroplane - the Avro Lancaster bomber Type 683 Marks I and II - which was in impeccable condition.

If you think we sound like a great bunch of human beings, come along to one of our next meetings: in January we'll take a look at CVs; February is style guides, and in March we will examine dialects and how that might affect your writing. Never in my life did I expect to hear the phrase, the twisted German twisted cast on, let alone actually learn what one is. After one whole year, the biggest joy of our local Thames Valley group meetings is that we meander round all sorts of topics, learn something, and have a great time doing it. If you want to know how a group of technical authors' brains work, read on.

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Thames Valley Area Group next meeting

The next meeting of the Thames Valley group will be held on Tuesday, 5 January at The Plowden Arms, Shiplake Cross, Henley-on-Thames (www.plowdenarmsshiplake.co.uk) from 7:30 to 9:30pm

This meeting we will be looking at CVs and we look forward to seeing you there. All are welcome so please inform anyone who you think may be interested. If you'd like to attend, please register via Eventbrite using the following link:

<https://www.eventbrite.co.uk/e/istc-thames-valley-meeting-tuesday-5th-january-2016-tickets-19905587147>.

The organiser for this event is Darren Mitcham who may be contacted by email: thamesvalley_areagroup@istc.org.uk.

South West England Area Group meetings

The next meeting will be held on Wednesday, 13 January 2016 at the George Inn, Bristol from 7:30 to 9:30 pm. Please head upstairs to 'Abbot's Retreat' <http://thegeorgeinnbristol.co.uk/>.

The general topic for discussion this time is 'structured authoring'. Some ideas to get you thinking:

- What would you most like to know about structured authoring?
- What are some good resources for learning about it?
- What tips can you share about getting 'early wins', or avoiding pitfalls?
- Can you compare and contrast different standards such as DITA and S1000D?
- What difficulties are you having that you think structured authoring could help to solve? How?

All are welcome and if you would like to attend please register your interest via the following Eventbrite link: <https://www.eventbrite.co.uk/e/istc-sw-england-area-group-wednesday-13th-january-2016-tickets-19544319586>.

The organiser for this event is Eric Weston who may be contacted by email: southwest_areagroup@istc.org.uk.

ISTC groups on LinkedIn

The ISTC has a number of LinkedIn groups for its members. Have you joined the relevant groups?



ISTC Community group: <https://www.linkedin.com/groups/8440733>.

TCUK: <https://www.linkedin.com/groups/7475853/profile>.

ISTC group: www.linkedin.com/groups/Institute-Scientific-Technical-Communicators-1858546/about.

This group has a number of sub groups for:

- ISTC NW Area Group
www.linkedin.com/groups/ISTC-NW-Area-Group-2445779/about
- Southern Area Group
www.linkedin.com/groups?gid=4795279
- Thames Valley Area Group
www.linkedin.com/groups?gid=4805266
- ISTC Midlands Area Group
www.linkedin.com/groups/ISTC-West-Midlands-Area-Group-4835591/about
- South Wales Group
www.linkedin.com/groups?gid=5161265
- West of Scotland Area Group
www.linkedin.com/groups?gid=5081412

There are other area groups which aren't sub groups of the ISTC one:

- Cambridge Technical Communicators
www.linkedin.com/groups/Cambridge-Technical-Communicators-1805651/about
- Irish Technical Writers – An ISTC Area Group
www.linkedin.com/groups/Irish-Technical-Writers-ISTC-Area-3369559/about
- MadCap UK and Europe Users Group
www.linkedin.com/groups?gid=5081593

Current ISTC local area groups

Contact your nearest area or special interest group on the email shown below. If you're interested in setting up either an area group or a special interest group, please contact our area groups manager Tom Dumic at: areagroupsmanager@istc.org.uk.

| Name | Leader | Email Contact Details |
|-------------------------|--|--|
| Cambridge | Derek Cooper or Jeff Bronks | cambridge_areagroup@istc.org.uk |
| Central South | Co-ordinator wanted | areagroupsmanager@istc.org.uk |
| East of Scotland | George Lewis | eastscotland_areagroup@istc.org.uk |
| Irish Technical Writers | Patrice Fanning Yvonne Cleary, Bridget Walsh | irishtechicalwriters@istc.org.uk |
| ISTC Irish Group | Adrian Rush | irishgroup@istc.org.uk |
| London | David Farbey | london_areagroup@istc.org.uk |
| Midlands | John Burns | midlands_areagroup@istc.org.uk |
| North East England | Janine Weightman | northeastengland_areagroup@istc.org.uk |
| North West England | David Jones | northwestengland_areagroup@istc.org.uk |
| Southern | Marjorie Jones | southernengland_areagroup@istc.org.uk |
| South West | Eric Weston | southwest_areagroup@istc.org.uk |
| South Wales | John Espirian | southwales_areagroup@istc.org.uk |
| Thames Valley | Darren Mitcham | thamesvalley_areagroup@istc.org.uk |
| West of Scotland | Charles Addison | westscotland_areagroup@istc.org.uk |
| Yorkshire | Nick Tonge | yorkshire_areagroup@istc.org.uk |

Special interest groups:

| Name | Leader | Email Contact Details |
|--------|--|--|
| MadSIG | Marjorie Jones, Tom Bridley Kai Weber | MadSIG@istc.org.uk |

Using Eventbrite to register attendance at area group meetings

Some area group meetings are posted on Eventbrite and where this is the case, we asked anyone expecting to attend to register online using this event management service. You can see a list of ISTC related events by visiting: www.eventbrite.com/org/495786380.

A plea: if you know you're not going to be able to attend a meeting that you've registered for, could you please contact the organiser, even if it is at short notice.

ISTC Community online

The ISTC Community has its own digital presence in social media networks including Twitter, Facebook and LinkedIn. Following these networks you'll be able to keep up to date with news, events, area group developments and other community activities.

Facebook: www.facebook.com/istccommunity.

Twitter: [@istc_community](https://twitter.com/istc_community).

LinkedIn: <https://www.linkedin.com/groups/8440733>.

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-  **MadCap Mimic:** Create Fully Interactive Demos, Videos, Tutorials and Software Simulations
-  **MadCap Capture:** Screen Capture and Image Editing Made Easy



"Since our Harmony 12 release, we have been making updates on our documentation weekly with MadCap Flare; we just rebuild it in the background and upload it. With FrameMaker®, we could not even consider that."

—Marie-Eve Chartrand | Director Customer Success, Toon Boom Animation Inc.

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Business affiliate news

3di Poland opens in January 2016

The 3di Poland office opens for business from January, and are very excited to have Pawel Kowaluk join the team as their Technical Director based in Krakow.



Pawel has spent the last 7 years developing the technical communication capability and teams at Motorola Solutions in Krakow, and for the last year or so has been the Documentation Technology and Innovation Lead. He has also been busy encouraging the professional development of technical communicators in Poland, founding and supporting the exciting soap! Conference, and the ITCQF certification programme. He joins 3di to build our team in Krakow, lead

the business development in Poland, and provide technical consultancy and R&D leadership across the business.

Paul Ballard, 3di Managing Director explains their strategy: 'We have worked with some talented Polish technical communicators in recent years, and within the growing community that soap! represents, there is a clear and widespread passion for helping companies solve their communication challenges - in just the ways that 3di aims to. As 3di grows, some of our customers in the UK, Europe and the US, will need us to have capacity and expertise beyond our team in Ripley; establishing and developing a team in Krakow will make a significant contribution to our capability and competitiveness.'

Pawel Kowaluk, Technical Director, 3di Poland comments: 'This is big news for our technical communication professionals, and a great opportunity for accelerating 3di's growth. In the coming years, the team will look forward to working with customers in the UK, Poland, across Europe and in the US. In the short term,



Pawel Kowaluk

3di customers will now have access to Polish technical authors who bring together innovation, passion, and excellence. We expect to see new approaches to solving problems, as well as a display of the famous Polish work ethic. We will be starting to recruit from early January and I am very excited about 2016 and beyond.'

3di welcomes new technical authors

3di welcomes three new Technical Authors to their technical communications team. To read their biographies, please click on the links below:

Malveen Mangat

www.3di-info.com/malveen-mangat.

Ruth Aldis

www.3di-info.com/ruth-aldis.

Katrina Butler

www.3di-info.com/katrina-butler.

Industry and general news

School appoints robots to help teach pupils

With funding from the school's Parents' Association, Students from St Clement Danes school in Hertfordshire are welcoming three new robotic members to their classes. The [Meccanoid G15 KS](#), a buildable and programmable robot, has been embraced by several of the school's departments, including computing, design and psychology, to help engage pupils and offer an enhanced learning experience.

The school's Parents Association, who funded three of these robots, is highly-engaged with the curriculum and believe that the Meccanoid has the potential to enhance the school learning experience.

Computing Subject Leader Carl Taylor notes that while the robot is fun, it will also play an important role in helping to teach the new Computing curriculum which was introduced in 2014. 'Using the Robot's unique LIM (learned intelligent movement) system and a mobile app, we can show how he can be programmed in order to carry out a repetitive

action. It will also truly develop the idea of computational thinking and algorithms. For example, there is a need to produce a set of accurate instructions in the correct order or he won't produce the result you expect.'

Meccano spokesperson, Emma Eden said: 'St Clement Danes is the first school we are aware of that is proactively using the Meccanoid within the teaching environment. We're thrilled with the response from students because we believe Meccano can play an important role in encouraging young people to think about careers in science, technology, engineering and mathematics.'



Blog news

By Ginny Critcher

Hello everyone. Here is this month's blog round up for you.

The controversy at the tekcom conference about DERCOM and DITA resulted in five interesting posts from bloggers:

1. From Sarah O'Keefe: Sturm und DITA-Drang at tekcom www.scriptorium.com/2015/11/sturm-und-dita-drang-at-tekcom/.
2. From Axel Regnet: DITA – friend or foe? <http://technical-communication.de/2015/11/dita-friend-or-foe/>.
3. From Cherryleaf: Do you need DITA? www.cherryleaf.com/blog/2015/11/do-you-need-dita/.
4. From Eliot Kimber - Trip Report: Tekom 2015, DITA vs Walled Garden CCMS Systems <http://drmacros-xml-rants.blogspot.ca/2015/11/trip-report-tekcom-2015-dita-vs-walled.html>.
5. From Michael Edwards <https://plus.google.com/+MichaelAndrews22/posts/CES3mW22UFV>.

On other topics:

Rohit Nair takes a light-hearted look at errors caught by technical editors in their daily work.

<http://udaanstc.github.io/GutsAndGlory/html/rohit.html>.

James Higginbotham argues complete API documentation requires looking at the marketing, development, and customer support aspects of documentation as well.

<http://launchany.com/moving-beyond-api-reference-documentation/>.

Ellis Pratt revisits the question, How many technical writers should we have in our organisation?

www.cherryleaf.com/blog/2015/12/revisiting-how-many-technical-writers-should-we-have-in-our-organisation/.

Tom Johnson looks at the pros and cons of using Jekyll for documentation

<http://idratherbewriting.com/2015/11/17/pros-and-cons-of-jekyll-for-docs>.

Do you have a blog? Let Ginny know so she can include it in her monthly review. Seen an interesting post? Simply email ginny@cherryleaf.com.

Ginny has a background as a skilled trainer and information designer, and is responsible for the development of Cherryleaf's training courses. In addition to her skills in information design, she has over twenty years experience in teaching and training throughout the world. She is Cherryleaf's representative to the Institute of Scientific and Technical Communicators (ISTC).



Contributions

This newsletter is for the benefit of both ISTC members and technical communicators in the wider community. We are always pleased to hear from readers with suggestions for content, improvement and the development of *InfoPlus*⁺. If you have something you'd like included or any ideas for features and regular sections, please email newsletter.editor@istc.org.uk.

Training courses

If you know of a training course that will be of interest to readers, please let us know. You can send details by email to newsletter.editor@istc.org.uk. Please try to give us plenty of notice. The deadline for receiving information for *InfoPlus*⁺ is 24th of the month preceding publication. If you would like to promote your course or event to ISTC members, why not consider giving ISTC members a discount for courses and events listed in our newsletter. For more information, please email istc@istc.org.uk. Listings are restricted to scheduled courses that are low cost or are in some way unusual. Listings are a service to members. A listing does not imply ISTC endorsement.



Courses run by ISTC Business Affiliates that are notified to us by the deadline for inclusion in *InfoPlus*⁺ will be listed. For others, we cannot guarantee listing if space is limited and details may be abridged.

Armada, MadCap and Cherryleaf are ISTC Business Affiliates.

MadCap training

For details of the latest MadCap Software Training Schedule: Web-based and On-site Training, visit: www.madcapsoftware.com/services/training/.

The MadWorld Technical Communication and Content Strategy Conference Returns to San Diego April 10-12, 2016

www.madworldconference.com/.

Upcoming Webinars

www.madcapsoftware.com/resources/livewebinars.aspx.

Flare 11 Reviews and Customer Reaction

www.madcapsoftware.com/flare11/reviews-testimonials.aspx.

January 2016

6-7 **Advanced technical writing and new trends course**

This a live Web course for delegates based outside the UK for the Cherryleaf Advanced technical writing & new trends in technical communication training. It comprises two, three-hour sessions.

www.cherryleaf.com/training/trends-in-technical-communication-workshop-advanced-technical-writing-techniques.

11-15 **Technical Authoring Training Programme**



ISTC-accredited programme comprising:

- Introduction to technical authoring (1 day)
- Intermediate technical authoring (2 days)
- Advanced technical authoring (2 days)

Training in core technical authoring skills for new and experienced technical authors. Attend the complete programme, or just the module(s) relevant to your experience.

10% discount for ISTC members.

Armada, Bromsgrove, Midlands.

www.armada.co.uk/technical-author-training-course.

14-15 **Introduction to Adobe Captivate**

Learn how to develop web enabled e-learning modules and interactive software simulations.

10% discount for ISTC members.

Armada, Bromsgrove, Midlands.

www.armada.co.uk/captivate-training-course.

14-15 **Introduction to Adobe Illustrator**

Provides you with the essential knowledge you need to create shapes, work with type and layers and apply effects and styles, giving you the basics to build on.

10% discount for ISTC members.

Armada, Milton Keynes.

www.armada.co.uk/illustrator-training-course.

19-20 **Introduction to Adobe Photoshop**

Learn how to create and edit images using the de facto standard in the graphics industry. Techniques covered include colour correction, working with layers, compositing images and preparing images for use on the Web.

10% discount for ISTC members.

Armada, Bromsgrove, Midlands.

www.armada.co.uk/photoshop-training-course.

...January 2016

25-26 Introduction to Adobe Photoshop

Learn how to create and edit images using the de facto standard in the graphics industry. Techniques covered include colour correction, working with layers, compositing images and preparing images for use on the Web.

10% discount for ISTC members.

Armada, Milton Keynes.

www.armada.co.uk/photoshop-training-course.

28 Advanced technical writing and new trends course

This is the public classroom course for the Cherryleaf Advanced technical writing & new trends in technical communication training.

Training centre, central London.

www.cherryleaf.com/training/trends-in-technical-communication-workshop-advanced-technical-writing-techniques.

28-29 Introduction to Adobe Illustrator

Provides you with the essential knowledge you need to create shapes, work with type and layers and apply effects and styles, giving you the basics to build on.

10% discount for ISTC members.

Armada, Bromsgrove.

www.armada.co.uk/illustrator-training-course.

Events news



The poster for the TC Europe Colloquium 2016 features a background image of terraced hills in a rural landscape, overlaid with a network of white dots and lines. The text 'TC europe Colloquium 2016' is prominently displayed in the upper left, with 'THE NEXT BIG THING' in a black box below it. The date '15 April 2016' is in a white box. In the top right corner, a black circle contains the text 'PORTO PORTUGAL'. In the bottom right, a white box with a black border contains the text 'Call for Papers until 30 December 2015'. At the bottom, there is a line of text: 'MORE INFO HERE: www.tceurope.org | colloquium@tceurope.org'. Logos for 'co-organized by apcomtec' and 'hosted by' are in the bottom right corner.

TC europe Colloquium 2016
THE NEXT BIG THING
15 April 2016

PORTO PORTUGAL

Call for Papers
until 30 December 2015

MORE INFO HERE: www.tceurope.org | colloquium@tceurope.org

co-organized by **apcomtec**
Associação Portuguesa de Comunicação Técnica

hosted by

Events listings

If you know of an event that will be of interest to readers, please let us know. You can send details by email to events@istc.org.uk. Please try to give us plenty of notice. The deadline for receiving information for InfoPlus⁺ is 24th of the month preceding publication.

You can also find information using the online event calendar at: www.istc.org.uk/calendar/2015-12/.

January 2016

- 5 Thames Valley Area Group**
This meeting we will be looking at CVs and we look forward to seeing you there. All are welcome so please inform anyone who you think may be interested. The Plowden Arms, Shiplake Cross, Henley-on-Thames (www.plowdenarmsshiplake.co.uk) from 7:30 to 9:30pm If you'd like to attend, please register via Eventbrite using the following link: <https://www.eventbrite.co.uk/e/istc-thames-valley-meeting-tuesday-5th-january-2016-tickets-19905587147>.

- 13 South West England Area Group**
The general topic for discussion this time is 'structured authoring'. All are welcome and if you would like to attend, please register via Eventbrite.

George Inn, Bristol from 7:30 to 9:30pm

<https://www.eventbrite.co.uk/e/istc-sw-england-area-group-wednesday-13th-january-2016-tickets-19544319586>.

February

- 1 Agile content conf 2016**
At the conference you'll learn practices to help teams work together on content, including content techniques inspired by agile development methods including user stories and pair writing, user research techniques to help colleagues understand user needs and facilitation techniques to build trust in content workshops.

Sadler's Wells Theatre, London, UK

<https://2016.agilecontentconf.com>.

- 3 Illustrator and fancy Wacom tablets**
Toner's Pub, 139 Baggot Street Lower, Dublin, Ireland, from 6:00-8:15pm

www.byol.ie/event-illustrator-wacom-dublin.html.
- 11 ConveyUX 2016**
The fourth annual gathering of UXers in the Pacific Northwest.

Seattle, WA, USA

<http://conveyux.com>.
- 15-17 Outsourcing World Summit 2016**
The Outsourcing World Summit (OWS), IAOP's annual global gathering, is where outsourcing customers, providers, advisors and academics come together. Game-changing ideas are shared. The latest trends and opportunities are identified. And, hundreds of millions of dollars of business deals are initiated and made.

Lake Buena Vista, FL, USA

<https://www.iaop.org/summit>.

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| 20 | World IA Day 2016 World IA Day is a one-day, annual celebration focused on the practice and education of Information Architecture. www.2016.worldiaday.org . www.2016.worldiaday.org/locations . | March | 2-4 | Interaction16 Interaction 16 explores what's next in the context of the future of interaction design as a craft, as a profession, and design practice as a whole. Helsinki, Finland http://interaction16.ixda.org/program . | 21-23 | GALA 2016 A forward-looking program that covers all the major topics of interest to the GALA audience. From corporate strategy to localization management to technology and interpreting, there's something for everyone. New York, NY, USA http://tinyurl.com/nf5mypa . | |
| 24 | ContentTECH 2016 A free one-day virtual event dedicated to content marketing technology. http://vshow.on24.com/vshow/ContentTECH3/registration/10944?partnerref=CMISite# . | | 7-9 | Intelligent Content Conference Content strategy event specifically designed for marketing practitioners. Las Vegas, NV, USA www.intelligentcontentconference.com . | April | 6-9 | Conference on College Composition and Communication (CCCC) Writing strategies for action. Houston, TX, USA http://www.ncte.org/cccc/conv . |
| 25-26 | tcworld India (6th annual conference) An international learning platform for Indian technical communicators and language professionals. Bangalore, India http://conferences.tekom.de/tcworld-india-2016/home . | | | | | 10-12 | MadWorld 2016 Premier technical communication and content strategy conference for technical writers, documentation managers and content strategists. San Diego, CA, USA. www.madcapsoftware.com/events/madworld . |