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Call 0207-365-0735
(Monday-Friday, 9am-5pm GMT)



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

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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.

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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

Third keynote speaker announced for TCUK 2015

We're delighted to welcome Chris Atherton back to TCUK; this time as one of our keynote speakers.

Chris is a Partner at Equal Experts, where she engages in user research and user-centred design to help clients transform their software delivery processes. Originally from an academic psychology background, Chris got interested in how people process visual information on screens, and subsequently ran off to join the software industry. Since then, she's worked with a variety of clients and organisations including Skype, the BBC, and GOV.UK. Chris tweets (some would say too much) at @finiteattention.

Her keynote speech is entitled *Validating Your Dreams*. 'We're all professionals, with

professional opinions about the content and layout we create.' Writes Chris in her abstract. 'So when we hear ideas like "telling someone your design opinion is like telling them about your dreams", it can be tempting to push back: we've spent a long time acquiring and honing those opinions'.

Chris points out that when we espouse the professional opinion that a thing should be this way or that way, maybe we're missing something. Being fundamentally stuck in ourselves, as ourselves, we cannot know what it's like to be a first-time user of our software, or a customer searching our documentation. We know too much. The only yardstick that matters is whether real people can use our stuff. And the only way we're going to find that out is by talking to them.

No budget? No user experience colleague? No problem. Using example, Chris will demonstrate some simple ways of getting started, persuading people to join you, and then scaling things up. She'll also discuss why it's so important to make being uncomfortable a regular part of your job, and why doing so will reward you personally and professionally. back often.



Chris Atherton

Topic for keynote speaker Andrea Ames

In last month's *InfoPlus+*, we introduced keynote speaker Andrea Ames. We can now confirm the title of her keynote speech is *Boundaries? We Don't Need No Stinking Boundaries! or How I Learned to Stop Worrying and Love Change*.

In her abstract, she writes: 'It's no surprise to those of us working in technical and scientific fields – in fact, just about any field – that technical communication is (and always has been) changing. In our industry more than any, the only constant is change. And that change makes boundaries a very ambiguous concept. Sadly, human brains are wired to be habitual, and change makes us uncomfortable. But to move beyond survival in our industry to thrive and find great success, you must become comfortable with ambiguity and learn to love change. This keynote will help you to get started or to progress along your already change-embracing path. Expanding on the style of David Letterman and the Late Show Top Ten List, Andrea will describe her top 10 ways technical communicators should drive change and break boundaries.'

Topic for keynote speaker Murray Cox

Also last month, we announced Murray Cox as a TCUK keynote speaker. His speech is entitled *Outside-in communications: Delivering user centred content through design thinking*.

Mention design thinking and many people will immediately start to dwell on aesthetic considerations, but in reality design thinking is an increasingly popular way to solve problems. At the core of design thinking is a focus on the end user or consumer of a piece of content, and it gives us a powerful toolkit with which we can reframe our approach to content and communications.

Although a focus on the end user hardly sounds revolutionary, few businesses manage it well and fewer yet are properly equipped to do so.

Murray will address why so many businesses have failed to put the user first and how they can change that using design thinking.

Programme details:

Programme details are now available for some of the presenters at TCUK, including workshops and presentations from the keynote speakers mentioned above. There's more to come and the full programme and

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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timetable for TCUK 2015 will be available soon. In the meantime, please visit our news feed to keep up to date with details of presentations and topics as they are announced:

<http://technicalcommunicationuk.com/index.php/archives/category/news>.



The UK's Leading Technical Communication Event



TCUK Conference **29 September - 1 October 2015**

Beardmore Hotel & Conference Centre, Glasgow



The UK's largest annual event for technical communicators, the Technical Communication UK Conference (TCUK), will take place at the Beardmore Hotel and Conference Centre on the banks of the River Clyde in Clydebank, near Glasgow, Scotland.

We have a great programme of workshops and presentations lined up for you. See our website www.technicalcommunicationuk.com for more information.

Please contact the ISTC office if your company is interested in being a sponsor or exhibiting at TCUK 2015 – email Elaine Cole istc@istc.org.uk

Book now! Early bird pricing ends 26 June 2015!

www.technicalcommunicationuk.com

Booking for TCUK 2015

Online booking is now in full swing, and early-bird pricing is available until 26 June. This includes an all-inclusive residential package at £605 for members and £755 for non members. These prices will rise to £665 and £815 respectively after 26 June.

The early bird price for day registrations is £175 for members and £240 for non members, rising to £205 and £270 respectively after 26 June.

For full details, visit: <http://technicalcommunicationuk.com/index.php/booking-form-tcuk-2015>.

Sponsorship opportunities

We're delighted to have Adobe technical Communication as our Diamond Sponsor, and Schema and Acrolinx as Platinum Sponsors. Other sponsors include MadCap, ITR, 3di, and Mekon. You can find more about existing sponsors by visiting: <http://technicalcommunicationuk.com/index.php/conference-sponsors-tcuk-2015>.

There are a whole host of opportunities and benefits for sponsoring the leading technical communication conference. If your organisation would like to join us as a sponsor, download the information pack available at: <http://technicalcommunicationuk.com/index.php/information-pack>

technicalcommunicationuk.com/index.php/conference-sponsors-tcuk-2015/tcuk15-sponsorship-exhibitor-supporters-opportunities.

Contact the ISTC office to reserve your place.

Get involved with ISTC projects

We're still looking for volunteers. It's a good way for you to develop new skills, build your network and extend your professional development portfolio. Below are a couple

of opportunities available now. If you're interested in volunteering for any of the tasks, please contact marketing@istc.org.uk.

Day in the life of a technical communicator videos

The ISTC wants to encourage technical communicators to tell their own story. We've created a 'day in the life' playlist on YouTube for this purpose, and we now need some videos to add to it. These videos will be embedded into the ISTC's website, as well as being on YouTube.

UK Technical Communication Awards 2015

The UK Technical Communication Awards are open to all technical communicators. Can you win an award for your excellent documentation? Nine categories to choose from.



Effective communication

- Best conceptual communication
- Best procedural communication
- Best use of video, interaction and multimedia

Business and process integration

- Best marketing and pre-sales focus
- Best business integration
- Best innovation

Leveraging technologies

- Best use of single sourcing and multi channel publishing
- Best use of digital technology
- Best product integration

awards@istc.org.uk
<http://uktcawards.wordpress.com>

Submit your entry by 30 June 2015

You can help by sharing with others what it's like for you to be a technical communicator.

The videos don't need to be highly polished - recordings from a smartphone would be fine - and we can help with editing and final production if you wish.

They don't need to be very long either. It could be three or four minutes on what your company does, what your role is within the company, what you enjoy about the work, and, (if that's the case) why you are an ISTC member.

The more videos we have, the more representative the playlist will be.

If you can create a video clip, you just need to send it (or a link to it) to the ISTC's main email address, and we'll do the rest. If you want to upload it to your own YouTube account, that's fine, as we can still add it to the playlist.

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.

Introductory primer articles on technical communication

We're looking for volunteers to write some introductory primer articles for the ISTC website that will help explain different aspects of technical communication.

The topics are:

- What is localisation?
- What is technical illustration?
- Where do technical communicators work?

The intended audience would be managers, students, journalists, and anyone else who is curious about technical communication. Each article should be around 500-800 words.

The ISTC can help in finding subject matter experts you could talk to.

Safety-critical instructions?

1. Use ASD-STE100
2. Use a checker

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Techscribe

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.

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Contact Mark Clifford
call: +44 (0)1234 355522 or
email: info@cliffordsells.com

ISTC local area and special interest groups

First meet-up of the South West England area group

From Eric Weston

The first meeting of the newly formed [ISTC South West England area group](#) takes place on Wednesday, 3 June 2015 from 19:30 to 22:00 (BST) at The George Inn, Manor Road, BS8 3RP Bristol.

A few ideas for our first meet have been put forward. In the interests of getting things moving I hope you'll excuse me for choosing one and ploughing ahead without a vote – it doesn't mean we're committed to make this our regular haunt if the venue/day/time doesn't suit enough people for a repeat.

The George Inn is a lovely pub in a village some miles out of Bristol, but access is easy from the M5 or from South Bristol and there is plenty of parking.

If the number of attendees makes it worthwhile they do have a quieter area away from the main bar that they can open up. Informal dining is also available, so you can take advantage or not as it pleases you.

I'll do my best to welcome each of you and make some introductions as we go to get us started. See the 'Organiser' panel on the Eventbrite page for more information to help you find me. I'll also identify myself at the bar and ask the staff to direct any lost lambs looking for ISTC members over to me. Also, you can reach me on 07597 607141.

So, for this first meet let's just get to know each other a bit, share some ideas and aspirations and go from there.

www.eventbrite.co.uk/e/first-meet-up-of-the-sw-england-group-tickets-16972207329.

Next MadSIG meeting

This takes place on Thursday 11 June, 7pm at the 3di offices, Ripley, Surrey. We plan to watch the last webinar in MadCap's CSS series, Cascading Style Sheets (CSS) Part 3: Images and Text. If the first two were

anything to go by, you'll learn something new, even if you're the resident CSS expert. After the webinar, we'll eat cake, chat around the topic and learn from each other, as usual.

If you have not yet seen the first webinar in the series, Cascading Style Sheets (CSS) Part 1: Introduction and Overview, we encourage you to watch it before the meeting, as it will provide a solid foundation for our webinar (<http://www.madcapsoftware.com/demos/player.aspx?v=ef2001efe6a9f>).

Anyone who uses the MadCap authoring products or is interested in finding out more about them is welcome. You don't need to be a member of the ISTC, so tell your colleagues! If you'd like to come, please book via Eventbrite using this link - so we know you're coming, and how much cake to get.

For more information, contact madsig@istc.org.uk or find us on [LinkedIn](#).

Southern area group: meeting report

From Claire Wood

Rachel Potts' *Introduction to Confluence for Technical Authors* was informative, very useful and there was something for everyone, whether you were a technical author, information architect or just wanted to find out more about a tool you'd heard about. Confluence is not just any wiki, but as a wiki it breaks down the barriers between the documentation contributors and technical author. It can be used for creating pdfs and websites and this session was shaped at introducing the essential bits and pieces to get started with it.

It should be noted, we were walked through the Confluence Cloud version, but the hosted, server edition has more of the plug-ins and powerful things that a lot of technical authors would want to use.

Confluence wiki users are managed by giving them spaces to create and edit their work. You can have internal and external spaces, the latter being for customer interface and websites, which can be customised with page/group restrictions, with users subscribing to pages.

A writer's space is made up of pages and user level restrictions can be applied so

that draft spaces and snippet spaces are not visible to the normal user. Formatting is with CSS and you can do most things with Confluence that you can in a normal technical authoring tool, with the use of macros and plug-ins. Rachel walked through the basics, from how to edit a wiki page, to the smarter stuff using macros (as plug-ins) to produce pdfs, TOCs, Snippets, etc.

It is possible to download and use a free version of Confluence from Atlassian's website, where you will find the documentation also, which for those new to Confluence, is actually written in Confluence by a dedicated technical authoring team, and I was told by the speaker that compared to other wikis, the writing functions are more developed than some other wikis.

Relevant links:

<https://www.atlassian.com/software/confluence>.

<https://confluence.atlassian.com/display/DOC/Confluence+Documentation+Home>.

Thames Valley area group: meeting report

From Darren Mitcham

We had a slightly smaller than usual crowd as the bank holiday tempted some

to warmer countries. 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 then discussed the main topic of the evening, which was writing 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).

The theme for the next meeting on Tuesday, 2 June is 'if you could design your own tech pubs software, what features would it have'. Come along with some ideas, examples, and graphics, to discuss them.

Oil and Gas Special Interest Group (SIG)

From Peter Fountain

Background: The Oil and Gas (O&G) industry traditionally employs many technical communicators (TC) around the

world, and has been doing so for many decades. With the ISTC being a leading organisation for TCs, it is natural that an O&G SIG would materialise.

Events: On our [website](#) we have a link to this group but it has been rather slow at gathering momentum. To try to get things moving, much work was undertaken to hold a SIG meeting in Aberdeen in June of last year, this being a place where a lot of the O&G industry has requirements and employs TCs. The evening was hosted by Wood Group ODL and attracted a variety of people, including TCs, employers, representatives from training organisations and the Robert Gordon University.

The initial agenda was to ascertain how much interest there may be in holding O&G SIG meetings in Aberdeen and to move forward with plans for the group. Part of this led to the understanding that many TCs who work in this sphere often find themselves working away from home or working hours that may prohibit attendance at too many meetings. Around 15 people attended and it was felt that input from many others was needed to capture ideas and formulate plans for the group.

Next steps: Not wishing to organise a SIG that few people want or need, it would greatly assist the organisers to gain feedback from practicing TCs on their opinions regarding the worth of such a group. All views are sought on this subject, including any thoughts around location(s), participation methods, purpose, scope, etc, and these can be emailed ([mail here](#)). From an administration point of view, it would be easier to distribute information, share ideas, etc, if you joined the LinkedIn group ([join here](#)) which is open to all TCs.

Links:

For email: oilandgas@istc.org.uk.

LinkedIn Group: <https://www.linkedin.com/groups?gid=5023918>.

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	Claire Wood	southernengland_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
South West England	Eric Weston	southwest_areagroup@istc.org.uk

Special interest groups:

Name	Leader	Email Contact Details
MadSIG	Marjorie Jones, Tom Bridley Kai Weber	MadSIG@istc.org.uk
Oil & Gas	Chris Knowles	oilandgas@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 groups on LinkedIn

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

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
- ISTC Oil and Gas
www.linkedin.com/groups?gid=5023918
- South West England
www.linkedin.com/grp/home?gid=8269000

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

The Evolution of Content Development

Introducing FLARE™ 11

Move beyond the tripane with modern frameless HTML5 website output that is sleek, beautiful and easy to navigate.

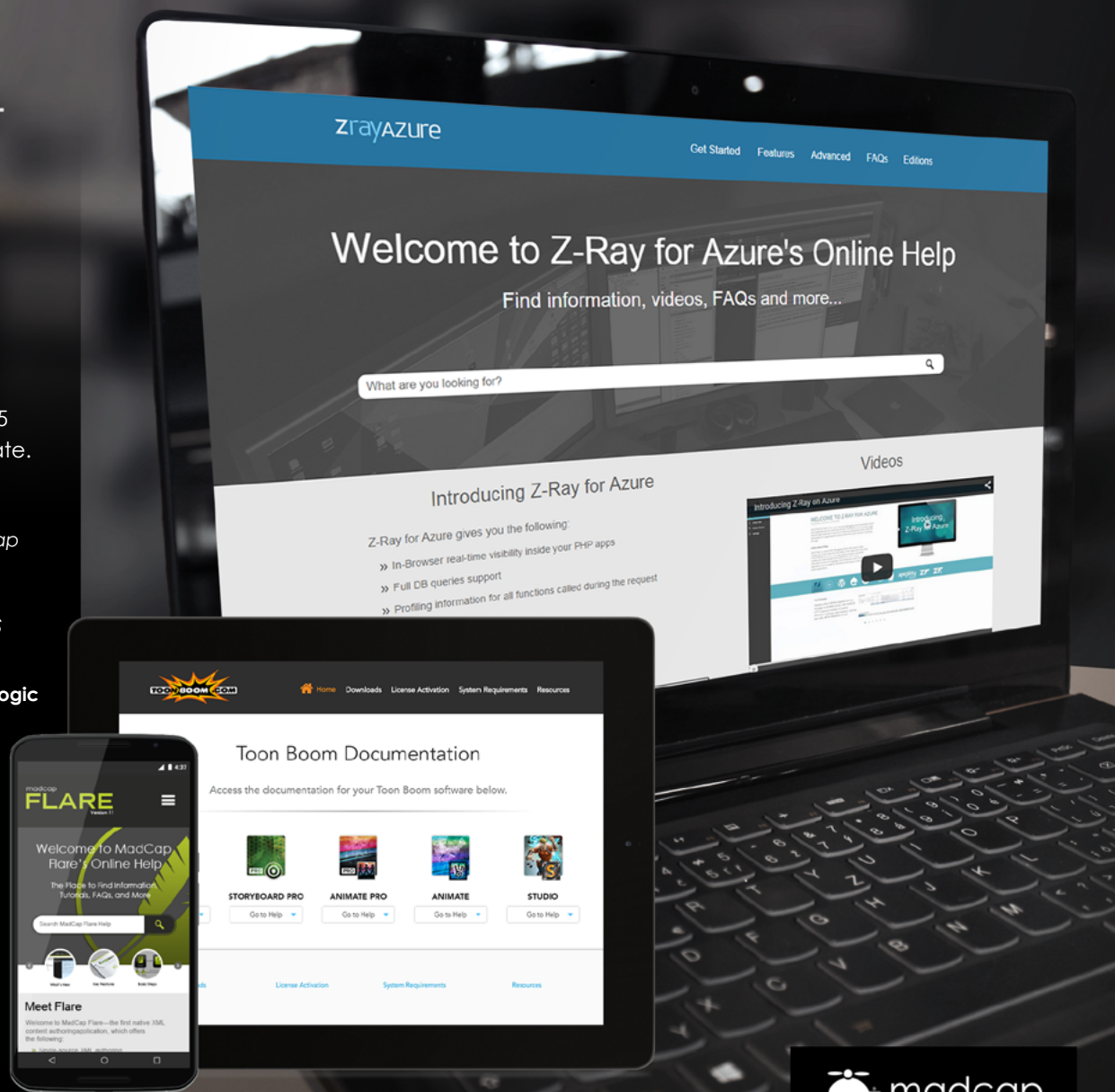
“We are LOVING Flare 11! We have been tinkering with Flarestrap for ages, trying to get a frameless output for our help site. I was thrilled to see that's now an option, out-of-the-box. I'm also really excited about Git integration since that's the only supported VCS at our company. Great work on this release!”

Hanni Baatz | Senior Information Developer, Alert Logic

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MadCapSoftware.com/Flare11

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Business Affiliate news

Morson Projects wins award

Morson Projects Ltd, Sellafield Operations, is among the winners in the RoSPA Occupational Health and Safety Awards 2015.



The Gold award in the prestigious annual scheme run by the Royal Society for the Prevention of Accidents ([RoSPA](#)) will be presented during a ceremony at the Hilton Birmingham Metropole Hotel, at the National Exhibition Centre, on July 14, 2015.

David Rawlins, RoSPA's awards manager, said: 'The RoSPA Awards encourage improvement in occupational health and safety management. Organisations that gain recognition for their health and safety management systems, such as Morson Projects Ltd, contribute to raising standards overall and we congratulate them.'

Ian Ross, Associate Director at Morson Projects, said: 'For RoSPA to recognise our safety achievement with a Gold Award for the third consecutive year is fantastic. We have a strong culture of continuous

improvement throughout the company and place particular importance on Health and Safety at all levels of the business. It takes commitment and support of all the staff to maintain this high level of performance and we are extremely proud to have been recognised in this way'.

For more information about Morson Group, please visit www.morson.com.

Blog news

By Ginny Critcher

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

Mike Atherton's post on UX is UI raises some interesting points:

<https://medium.com/@mikeatherton/ux-is-ui-105460807734>.

Guiseppe Getto discusses why every digital agency should hire a technical communicator (or six):

<http://guiseppegetto.com/2015/04/15/why-every-digital-agency-should-hire-a-technical-communicator-or-six/>.

Over on the Radio 4 website you can listen to engineer Mark Miodownik presenting an instruction manual on how to write an instruction manual:

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).



<http://www.bbc.co.uk/programmes/b00m4470>.

Dr Daniela Straub's article for TC World looks at defining the skills and competencies of technical communicators on a European level:

www.tcworld.info/news/article/article/defining-the-skills-and-competencies-of-technical-communicators-on-a-european-level/.

Tom Johnson at I'd rather be writing presents his third post in his series about user centred documentation – How to design documentation for non-linear reading behaviour:

<http://idratherbewriting.com/category/user-centered-documentation/>.

Ivan Walsh at I Heart Technical Writing explains how to use Twitter to find work:

www.ihearttechnicalwriting.com/how-i-use-twitter-to-find-technical-writing-work/.

William van Weelden at Iconlogic teaches how to merge adobe RoboHelp WebHelp projects:

<http://iconlogic.blogs.com/weblog/2015/05/adobe-robohelp-merging-webhelp.html>.

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

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. 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.

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.

MadCap training

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

June

8-9 Introduction to Adobe Photoshop

Learn how to create and edit images. 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.

8-9 DITA Open Toolkit Course

Guides participants through customisation techniques and tools for developing DITA Open Toolkit plugins.

10% discount to ISTC members

www.mekon.com/index.php/pages/services/dita-open-toolkit-customisation-training/training.

9-10 Simplified Technical English course

For those who will use Simplified Technical English (formerly AECMA Simplified English).

10% discount to ISTC members

www.aerospace-defence.com/index.php/pages/training/asd-simplified-technical-english-specification/t-standards.

10-11 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, Midlands.

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

...June			July		
15-16	Introduction to Adobe InDesign Provides a comprehensive introduction to the powerful capabilities of InDesign, including setting up new documents, shapes, frames and using InDesign's most popular features. 10% discount for ISTC members Armada, Bromsgrove, Midlands. www.armada.co.uk/indesign-training-course .	18-19	Adobe Dreamweaver PHP/MySQL Aimed at delegates with experience of web development HTML and CSS who need an introduction to PHP programming. 10% discount to ISTC members www.mekon-creatives.com/courses.cfm?course=dreamweaver_PHP_MySQL&type=adobe .	6-7	Introduction to Adobe Premiere Pro Provides a thorough grounding in the key tools Premiere Pro provides for film editing and video post-production. It then goes on to explore further useful techniques including adding video effects, exporting frames, clips and sequences, and managing your projects. 10% discount for ISTC members. Armada, Bromsgrove, Midlands. www.armada.co.uk/premiere-pro-training-course .
18-19	Introduction to Adobe Captivate Learn how to develop web enabled e-learning modules and interactive software simulations. 10% discount for ISTC members. Armada, Milton Keynes. www.armada.co.uk/captivate-training-course .	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, Bromsgrove, Midlands. www.armada.co.uk/photoshop-training-course .	9-10	Introduction to Adobe InDesign Provides a comprehensive introduction to the powerful capabilities of InDesign, including setting up new documents, shapes, frames and using InDesign's most popular features. 10% discount for ISTC members Armada, Bromsgrove, Midlands. www.armada.co.uk/indesign-training-course .

...July

13-17 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.

16-17 Website creation essentials with Adobe Dreamweaver

Course for new or novice website designers, and anyone who is responsible for creating or updating web pages. Teaches how to design,

develop and maintain a professional website using Dreamweaver. During the course, delegates create a fully functioning website, and receive a copy of their files to take away.

10% discount for ISTC members.

Armada, Bromsgrove, Midlands.

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

23-24 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.

27-28 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.

29-30 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, Midlands.

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

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/2015-05/.

You can view previous events listings on the ISTC website's Newsletter archive at www.istc.org.uk/Publications/Newsletter/newsletter.htm.

June

- 1 Atlassian UX Design Meetup**
Atlassian is a global software company based in Sydney, Australia that specializes in collaboration tools. They are sending a team of designers to Europe in June to hold interviews and to meet with local UX communities to chat about the growing design scene in Sydney.
London, UK
www.meetup.com/Atlassian-UX-Design-Meet-Greet/events/222615443/.

- 2 ISTC Thames Valley Area Group**
This is an informal meeting and food is available for those who want to eat. All are welcome. The theme for the meeting is 'if you could design your own tech pubs software, what features would it have?'.
Reading, UK
<https://www.eventbrite.co.uk/e/istc-thames-valley-area-monthly-meet-tuesday-2nd-june-2015-tickets-16933779390>.

- 2-4 Information Energy**
Information Energy is about trends in managing, using, editing, sharing knowledge and information. The event covers user experience, enterprise content and big data, innovation in learning and structured content. Also features an 'Open Space for Infomedians' where delegates can stand up and do a talk – spontaneous, scheduled or announced.
Utrecht, Netherlands
www.informationenergy.org.

- 2 Institute of Directors Masterclass**
Cherryleaf's Ellis Pratt will be speaking at the Institute of Directors' June 2015 Members Masterclass on "The written word - creating effective content".
London, UK
www.iod.com/connecting/events/2015/june/116-pall-mall-member-masterclass-elliss-pratt.
- 3 - 5 LocWorld 28**
LocWorld is a conference for international business, translation, localization and global website management. Attendees are the people responsible for communicating across the boundaries of language and culture in the global marketplace. With a specific emphasis on global business the conference provides an opportunity for the exchange of high-value information in the language and translation services and technologies market.
Berlin, Germany
<http://locworld.com/events/locworld28-berlin-2015>.

...June	4-5	UA Europe Focus is on user assistance software and online help. Sessions on agile, Kanban, findability and Information Architecture. Southampton, UK www.uaconference.eu .	12-14 EAC International Conference: Editing Goes Global Toronto, Canada www.editors.ca/conference/2015/index.html .
3 - 5 UXLx User Experience Lisbon 16 workshops, 10 talks, UX Book Fair and Sponsors Expo. Speakers are Usability Experts, Information Architects and Interaction Designers. Sessions themes include responsive design, designing wearable experiences and interface writing. Lisbon, Portugal https://www.ux-lx.com/ .	6-7	XML London Third international XML conference, covering both academic as well as the applied use of XML and Semantic Web technologies in industries such as finance and publishing. London, UK http://xmllondon.com/ .	14-19 Usability Week Chicago Nielsen Norman Group. Chicago, IL, USA www.nngroup.com/training/chicago/ .
4 TOTh conference Terminology & Ontology: Theories and applications – brings together researchers, professionals and, anyone interested in issues related to language and knowledge engineering. Chambery, France www.porphyre.org/toth/en .	10-12	mLearnCon mLearnCon focuses on the management strategies, technology alternatives, and design and development considerations for mobile learning. Austin, TX, USA www.elearningguild.com/mLearnCon/content/3400/mlearncon-2015-mobile-learning-conference--expo--home/ .	19 Evolution of Technical Communication Annual gathering event for all technical communicators in Bulgaria. Sofia, Bulgaria http://etc-conference.eu/ .

...June	July	August
<p>21-24 STC 2015 Summit The Summit consists of over 80 educational sessions, organised in tracks and 20-minute Spotlight Talks covering all aspects of technical writing, editing, project management and publication production. Keynote starts on Sunday evening. Summit Expo runs during conference with over 50 exhibitors.</p> <p>Columbus, OH, USA http://summit.stc.org.</p>	<p>12-15 Procomm 2015 IEEE International Professional Communication Conference for professional engineers, technical communicators, and academics to meet, share ideas, and be inspired by one another.</p> <p>Limerick, Ireland http://pcs.ieee.org/procomm2015/.</p>	<p>31 - 1 Write the Docs Brings everyone who writes the docs together in the same room: Writers, Developers, Designers and Support.</p> <p>Prague, Czech Republic www.writethedocs.org.</p>
<p>22-25 UXPA 2015 User Experience Professionals Association.</p> <p>San Diego, CA, USA http://uxpa2015.org/.</p>	<p>20 - 24 Sydney Usability Week Get up to speed on user experience best practices. Includes 6 days of in-depth full-day courses, which can be applied towards UX Certification.</p> <p>Sydney Australia www.nngroup.com/training/sydney/.</p>	<p>31 - 2 Confab Intensive Confab Intensive delivers three days of hands-on workshops on topics spanning UX, CMS, editorial, workflow, and governance.</p> <p>Portland, Oregon, USA http://confabevents.com/events/intensive.</p>
	<p>25 - 28 UX Week Design professionals from all over the world gather for four days of community, inspiration and skills building.</p> <p>San Francisco, California, USA http://uxweek.com/.</p>	<p>31 - 4 Vancouver Usability Week Get up to speed on user experience best practices. Includes 6 days of in-depth full-day courses, which can be applied towards UX Certification.</p> <p>Vancouver, Canada www.nngroup.com/training/vancouver/.</p>

September

24 - 26 EuroIA 2015

Information Architecture and User Experience conference. This year, the theme is “The Quality of IA”.

Madrid, Spain

www.euroia.org/.

30 - 2 Information Development World

Helps organizations rethink the way they create, manage, and deliver content experiences. For content strategists, content marketers, information architects, community managers, experience designers, data scientists, translators, taxonomists, usability pros, content engineers, technical writers, medical writers, editors, indexers, videographers, storytellers, and more.

San Jose, California, USA

<https://www.etches.com/ehome/113382>.

29 - 1 TCUK 2015

TCUK is the ISTC’s annual conference for everyone involved in writing, editing, illustrating, delivering and publishing technical information. With over 30 different presentations and workshops from both world renowned speakers and the ISTC’s own members, it offers three days of intensive learning, with social activities for networking and an impressive vendor exhibition. This year’s special focus is “Breaking the Boundaries of Technical Communication”.

Glasgow, Scotland

www.technicalcommunicationuk.com/

October

7 – 9 soap!

Learn, share knowledge, and be part of the Central European technical communication community at the third annual technical writing conference organised by soap!

Krakow, Poland

<http://soapconf.com/>

18 – 21 The LavaCon Conference

Conference for content strategists, documentation managers, and other content professionals.

New Orleans, Louisiana, USA

<http://lavacon.org/2015/>