Strategies Technical Communication Workplace Edition

This brief version of Mike Markel's bestselling Technical Communication gives students clear advice and practical strategies for writing and designing all the major types of documents they will encounter in their professional lives. Retaining Markel's trademark student-friendly tone, the book offers concise yet thorough coverage of audience and purpose, research, style, and document design, user-friendly features to guide students in the writing process, and a wealth of annotated examples and sample documents to serve as models. Integrated coverage of social media and new technologies gives students the most up-to-date advice about technology in the context of specific tasks and documents. The print text is now integrated with e-Pages for Practical Strategies for Technical Communication, designed to take advantage of what the Web can do.

This is the eBook of the printed book and may not include any media, website access codes, or print supplements that may come packaged with the bound book. Technical Communication: Process and Product, 8e by Sharon J. Gerson and Steven M. Gerson, provides a proven, complete methodology that emphasizes the writing process and shows how it applies to both oral and written communication. With an emphasis on real people and their technical communication, it provides complete coverage of communication channels, ethics, and technological advances. This edition includes information on dispersed teams, collaboration tools, listening skills, and social networking. Using before/after documents, authentic writing samples and skill-building assignments, the book provides a balance of how-to instruction with real-world modeling to address the needs of an evolving workplace.

This collection, aimed at scholars, teachers, and practitioners in technical communication, focuses on the praxis-based connections between technical communication and theoretical movements that have emerged in the past several decades, namely new materialism and posthumanism. It provides a much needed link between contemporary theoretical discussions about new materialisms and posthumanism and the practical, everyday work of technical communicators. The collection insists that where some theoretical perspectives fall flat for practitioners, posthumanism and new materialisms have the potential to enable more effective and comprehensive practices, methodologies, and pedagogies.

Equipping Technical Communicators for Social Justice Work provides action-focused resources and tools—heuristics, methodologies, and theories—for scholars to enact social justice. These resources support the work of scholars and practitioners in conducting research and teaching classes in socially just ways. Each chapter identifies a tool, highlights its relevance to technical communication, and explains how and why it can prepare technical communication scholars for socially just work. For the field of technical and professional communication to maintain its commitment to this work, how social justice intersects with inclusivity through UX, technological, civic, and legal literacies, as well as through community engagement, must be acknowledged. Equipping Technical Communicators for Social Justice Work will be of significance to established scholar-teachers and graduate students, as well as to newcomers to the field. Contributors: Kehinde Alonge, Alison Cardinal, Erin Brock Carlson, Oriana Gilson, Laura Gonzales, Keith Grant-Davie, Angela Haas, Mark Hannah, Kimberly Harper, Sarah Beth Hopton, Natasha Jones, Isidore Kafui Dorpenyo, Liz Lane, Emily Legg, Nicole Lowman, Kristen Moore, Emma Rose, Fernando Sanchez, Jennifer Sano-Franchini, Adam Strantz, Cana Uluak Itchuaqiyaq, Josephine Walwema, Miriam Williams, Han Yu

For introductory courses in Technical Communication. All of the topics and genres students need—in fewer pages and at a significantly lower price Students want their textbooks to cost less, and they want comprehensive topical coverage presented in a succinct and clear writing style. Technical Communication Strategies for Today offers both and speaks to today's students. Instructional narrative is "chunked," so that portions of text are combined with

graphics. The chunked presentation also integrates an awareness of how documents are read—often skimmed by readers seeking the information they need, and it models the way today's technical documents should be designed. The contemporary writing style is matched by an approach that accurately reflects the modern day computer-centered technical workplace: Technical Communication Strategies for Today presents computers as thinking tools that powerfully influence how we develop, produce, design, and deliver technical documents and presentations. MyTechCommLab is not included. Students, if MyTechCommLab is a recommended/mandatory component of the course, please ask your instructor for the correct ISBN and course ID. MyTechCommLab should only be purchased when required by an instructor. Instructors, contact your Pearson representative for more information. MyTechCommLab is an online homework, tutorial, and assessment product designed to personalize learning and improve results. With a wide range of interactive, engaging, and assignable activities, students are encouraged to actively learn and retain tough course concepts.

Strategies for Technical Communication in the WorkplacePearson Higher Ed

This practical text offers a research-based account of the technical communication profession and its practice, outlining emergent touchpoints of this fast-changing field while highlighting its diversity. Through research on the history and the globalization of technical communication and up-to-date industry analysis, including first-hand narratives from industry practitioners, this book brings together common threads through the industry, suggests future trends, and points toward strategic routes for development. Vignettes from the workplace and examples of industry practice provide tangible insights into the different paths and realities of the field, furnishing readers with a range of entry routes and potential career sectors, workplace communities, daily activities, and futures. This approach is central to helping readers understand the diverse competencies of technical communicators in the modern, globalized economy. The Profession and Practice of Technical Communication provides essential guidance for students, early professionals, and lateral entrants to the profession and can be used as a textbook for technical communication courses.

This volume provides students with accessible and easy-to-follow strategies for tackling the major types of documents, from writing reports to job applications. Interactive exercises are included to provide engaging scenarios for writing practice.

This text prepares future professionals for success in the workplace through identifying interpersonal communication skills and strategies and exploring when, how, and why to use them. Informed by academic research, professional literature, and author Joseph L. Chesebro's own experiences, the text explores and demonstrates the skills that have facilitated Chesebro's own students to find work and to succeed in their professional lives. Offering a very practical focus on such topics as handling conflict and giving dynamic presentations, Professional Communication at Work also covers essential interpersonal communication skills that are often not discussed, such as: Using networking when job hunting; Earning a good reputation as a new employee Using storytelling and questioning more often Developing coaching relationships with the best senior employees in our workplace, Practicing and developing new skills on our own, and Using workplace politics in a positive and constructive way to accomplish our goals. Utilizing the approach of a supportive communication coach, this text will help readers gain a variety of practical communication strategies they can apply to contribute to success in their own careers.

In Citizenship and Advocacy in Technical Communication, teachers, researchers, and practitioners will find a variety of theoretical frameworks, empirical studies, and teaching approaches to advocacy and citizenship. Specifically, the collection is organized around three main themes or sections: considerations for understanding and defining advocacy and citizenship locally and globally, engaging with the local and global community, and introducing

advocacy in a classroom. The collection covers an expansive breadth of issues and topics that speak to the complexities of undertaking advocacy work in TPC, including local grant writing activities, cosmopolitanism and global transnational rhetoric, digital citizenship and social media use, strategic and tactical communication, and diversity and social justice. The contributors themselves, representing fifteen academic institutions and occupying various academic ranks, offer nuanced definitions, frameworks, examples, and strategies for students, scholars, practitioners, and educators who want to or are already engaged in a variegated range of advocacy work. More so, they reinforce the inherent humanistic values of our field and discuss effective rhetorical and current technological tools at our disposal. Finally, they show us how, through pedagogical approaches and everyday mundane activities and practices, we (can) advocate either actively or passively.

Content Strategy in Technical Communication provides a balanced, comprehensive overview of the current state of content strategy within the field of technical communication while showcasing groundbreaking work in the field. Emerging technologies such as content management systems, social media platforms, open source information architectures, and application programming interfaces provide new opportunities for the creation, publication, and delivery of content. Technical communicators are now sometimes responsible for such diverse roles as content management, content auditing, and search engine optimization. At the same time, we are seeing remarkable growth in jobs devoted to these other content-centric skills. This book provides a roadmap including best practices, pedagogies for teaching, and implications for research in these areas. It covers elements of content strategy as diverse as "Editing Content for Global Reuse" and "Teaching Content Strategy to Graduate Students with Real Clients," while giving equal weight to professional best practices and to pedagogy for content strategy. This book is an essential resource for professionals, students, and scholars throughout the field of technical communication.

A Strategic Guide to Technical Communication incorporates useful and specific strategies for writers to create aesthetically appealing and usable technical documentation. These strategies have been developed and tested on a thousand students from a number of different disciplines over twelve years and three institutions. The second edition adds a chapter on business communication, reworks the discussion on technical style, and expands the information on visual communication and ethics into free-standing chapters. Particular attention is paid throughout to the needs of Canadian students.

This compact but complete guide shows that less is more—with fewer extraneous details getting in the way of students trying to learn on the run, it allows them to focus on the most important principles of effective technical communication. The Concise Guide takes a rhetorical approach to technical communication; instead of setting up a list of rules that should be applied uniformly to all writing situations, it introduces students to the bigger picture of how the words they write can affect the people intended to read them. Assignments and exercises are integrated throughout to reinforce and test knowledge.

Laying the conceptual groundwork. Oppression -- Justice -- Rearticulating the 3Ps. Positionality -- Privilege -- Power -- Building coalitions. Coalitional action -- Critiques and responses -- Afterword.

What is internal communication? What role does it play in contemporary organizations? What are the consequences of malfunctioning internal communication? There are many aspects of internal communication – work related, social, formal, informal, vertical, horizontal, between coworkers, between coworkers and managers, communication before and under organizational changes, internal crisis communications and so forth. We think of different forms of communication channels such as intranet, staff magazines, electronic billboards and internal television. This book interconnects these different parts and emphasizes the strategic value and importance of internal communication. We understand internal communication as an

unused capital with a large potential for organizational success. Further, we understand internal communication as a basic prerequisite of organizations that is performed by all members of an organization – managers, coworkers and communication professionals. Traditionally, there has been too much emphasis on the work and function of communication professionals when internal communication is discussed, but most of the communication value is actually produced by managers and coworkers. However, communication professionals are the communication experts in organizations that strategically facilitate the organization. This book is based on a cooperation between Susanne Dahlman, senior communication consultant, and Mats Heide, Professor in Strategic Communication at Lund University. Hence, this book has a unique approach that covers both practical and academic aspects of internal communication. This book is a response to the demand for a book that covers the strategic aspects of internal communication in practice, and as such is ideal reading for both practitioners and advanced students.

An updated edition of the classic guide to technical communication Consider that 20 to 50 percent of a technology professional's time is spent communicating with others. Whether writing a memo, preparing a set of procedures, or making an oral presentation, effective communication is vital to your professional success. This anthology delivers concrete advice from the foremost experts on how to communicate more effectively in the workplace. The revised and expanded second edition of this popular book completely updates the original, providing authoritative guidance on communicating via modern technology in the contemporary work environment. Two new sections on global communication and the Internet address communicating effectively in the context of increased e-mail and web usage. As in the original, David Beer's Second Edition discusses a variety of approaches, such as: * Writing technical documents that are clear and effective * Giving oral presentations more confidently * Using graphics and other visual aids judiciously * Holding productive meetings * Becoming an effective listener The new edition also includes updated articles on working with others to get results and on giving directions that work. Each article is aimed specifically at the needs of engineers and others in the technology professions, and is written by a practicing engineer or a technical communicator. Technical engineers, IEEE society members, and technical writing teachers will find this updated edition of David Beer's classic Writing and Speaking in the Technology Professions an invaluable guide to successful communication.

Over the past decade, the World Wide Web has dramatically changed the face of technical communication, but the teaching of writing has thus far altered very little to accommodate this rapidly changing context. Technical Communication and the World Wide Web offers substantial and broadly applicable strategies for teaching global communication issues affecting writing for the World Wide Web. Editors Carol Lipson and Michael Day have brought together an exceptional group of experienced and well-known teacher-scholars to develop this unique volume addressing technical communication education. The chapters here focus specifically on curriculum issues and the teaching of technical writing for the World Wide Web, contributing a blend of theory and practice in proposing changes in curriculum and pedagogy. Contributors offer classroom examples that teachers at all levels of experience can adapt for their own classes. The volume provides comprehensive coverage of the technical communication curriculum, from the two-year level to the graduate level; from service courses to degree programs. This volume is an important and indispensable resource for technical writing educators, and it will serve as an essential reference for curriculum and pedagogy development in technical communication programs.

This is the eBook of the printed book and may not include any media, website access codes, or print supplements that may come packaged with the bound book. For courses in Technical Communication. Fully centralizes the computer in the technical workplace, presenting how writers use computers throughout their communication process. The networked computer, from

smartphone to mainframe, has become the central hub of written, spoken, and visual communication in today's scientific and technical workplace. Firmly rooted in core rhetorical principles, Technical Communication Today presents computers as thinking tools that powerfully influence how we develop, produce, design, and deliver technical documents and presentations. This popular text helps communicators draft and design documents, prepare material for print and web publication, and make oral presentations. Speaking to today's readers, the narrative is "chunked," so that readable portions of text are combined with graphics and can be "raided" by readers seeking the information they need. Retaining these features, the 6th Edition of Technical Communication Today also marks an important shift to drawing readers' attention to the centralization of innovation and entrepreneurship in the technical workplace. Revised chapters, new case studies, and new exercises and projects demonstrate that those who know how to write clearly, speak persuasively, and design functional and attractive texts will be the most likely to succeed in today's innovation-based and entrepreneurial workplace. Technical Communication Today , 6th Edition is also available via Revel™, an interactive learning environment that enables students to read, practice, and study in one continuous experience. Learn more.

Technical Communication: A Design-Centric Approach is a comprehensive textbook for introductory courses in technical communication and professional writing. Technical Communication takes a design approach to foundational and emergent technical communication skills such as document design, job applications and interviews, workplace collaboration, and report writing, providing students with practical guidance on matters of ethics, style, and problem-solving in a range of professional and organizational contexts. This is a core textbook suitable for undergraduate courses in technical and professional communication. The book is supplemented by an innovative website featuring interactive simulations of various real-world technical communication challenges. Visit https://microcore.byu.edu/

As colleges and universities across the country continue to deal with regular decreases in state funding, technical communication programs, in particular, are being forced to "do more with less." As budget cuts become the new normal, the long-term health of technical communication depends on our ability to evolve and adapt to an array of internal, external, and technological pressures. The New Normal: Pressures on Technical Communication Programs in the Age of Austerity explores the ways technical communication programs are responding to conditions of economic austerity and investigates how smaller programs, or programs situated in smaller institutions, use increasingly limited resources to meet the challenges of increased student demand, the responsibilities of teaching service courses effectively, the technological demands for online education, and the constant pressure to prepare our students appropriately for the ever-changing needs of the job market in technical communication. More specifically, the contributors to this collection are overtly conscious of the marginalized/peripheral status of technical communication programs within both small and large institutions. This awareness allows them to articulate specific ways that austerity has had a direct, and local, effect on a particular technical communication program and to describe short- and long-term strategies for creating sustainable futures for a technical communication program, despite cuts and marginalization.

New to this edition: Up-to-date information on on-line research and computer resources. A unique four-way access system enables users of the Handbook of Technical Writing to find what they need quickly and get on with the job of writing: 1. The hundreds of entries in the body of the Handbook are alphabetically arranged, so you can flip right to the topic at hand. Words and phrases in bold type provide cross-references to related entries. 2. The topical key groups alphabetical entries and page numbers under broader topic categories. This topical table of contents allows you to check broader subject areas for the specific topic you need. 3.

The checklist of the writing process summarizes the opening essay on "Five Steps to Successful Writing" in checklist form with page references to related topics, making it easy to use the Handbook as a writing text. 4. The comprehensive index provides an exhaustive listing of related and commonly confused topics, so you can easily locate information even when you don't know the exact term you're looking for.

NOTE: You are purchasing a standalone product; MyWritingLab does not come packaged with this content. If you would like to purchase both the physical text and MyWritingLab for Technical Communication, search for: 0133942740 / 9780133942743 Gurak/Lannon, Strategies for Technical Communication in the Workplace Plus MyWritingLab with Pearson eText, 3/e Package consists of: 0133944131 / 9780133944136 MyWritingLab with Pearson eText - Glue in Access Card 013394414X / 9780133944143 MyWritingLab with Pearson eText - Inside Star Sticker 0321995899 / 9780321995896 Strategies for Technical Communication in the Workplace, 3/e MyWritingLab for Technical Communication is not a self-paced technology and should only be purchased when required by an instructor. For introductory courses in Technical Communication. Complete but streamlined coverage, with a focus on audience and purpose Based on the acclaimed Technical Communication by Lannon and Gurak, Strategies for Technical Communication in the Workplace, Third Edition prepares students for workplace writing through a clear and concise writing style, useful checklists, practical applications, numerous sample documents, and coverage of technology and global issues. The third edition addresses changing technology in the workplace with a complete chapter on social media, updated examples, and sample documents. This brief and affordable text is accessible to students of all writing levels. Also available with MyWritingLab™ This title is also available with MyWritingLab — an online homework, tutorial, and assessment program designed to work with this text to engage students and improve results. Within its structured environment, students practice what they learn, test their understanding, and pursue a personalized study plan that helps them better absorb course material and understand difficult concepts.

This unique anthology was created with a simple principle in mind: to offer the best advice from the best sources about the most important issues business and technical writers face every day. Strategies for Business and Technical Writing teaches effective writing for the world of work. Reading selections from seasoned professionals in business, technical, and academic fields provide examples, models, and sound advice for writers at any level. Covering such topics as audience analysis, language use and misuse, writing and revision processes, and the influence of technology on communication in the working world, this book will appeal to both practical-minded students and professionals already working in business, technology, and industry.

In today's constantly changing workplace, it's important to keep up with strategies for successful communication, whether it happens through email, websites, presentations, social media, or cover letters. Practical Strategies for Technical

Communication helps get students up to speed with a concise, accessible guide to everything they need to know about audience and purpose, document design, research, style, and more. In the third edition, noted scholar and teacher Stuart A. Selber joins the author team. The new edition features expanded coverage of nontraditional resume formats such as infographics and videos, a new discussion of usability testing, and an array of revised and updated Tech Tips. Practical Strategies for Technical Communication is available with LaunchPad- a customizable course space featuring an ebook and an exciting array of digital resources including a test bank, adaptive quizzing, multimedia Document Analysis Activities, and more. To order or purchase the print book packaged with LaunchPad, use ISBN 978-1-319-22438-7.

Thoroughly revised and updated, this newly designed full color and streamlined 12th edition places special emphasis on up-to-the-minute coverage of ethics, global communication, and technology.

Within the framework of New Literacy Studies, Dirk Remley presents a historical study of how technical communication practices at a World War II arsenal sponsored literacy within the community in which it operated from 1940 to 1960 and contemporary implications of similar forms of sponsorship. The Training within Industry (TWI) methods developed by the U.S. government and industry at that time included multimodal literate practices, particularly combinations of visual, oral, experiential, and print-linguistic text. Analyses reveal a hierarchy in which print-linguistic literacies were generally esteemed at the workplace and in the community. This literacy hierarchy contributed to a catastrophic accident that killed 11 people, prompting changes in the approach to designing certain training documents. This book links technical communication, especially the multimodal forms of representation commonly found in technical communication and instructional materials, to the concept of literacy sponsorship. The TWI methods used in training and system improvement during World War II are currently applied in business and industry as part of the "lean operating" and "continuous improvement" philosophies. These methods have also become part of the experiential learning philosophy favored in academia. Remley includes examples of current applications of multimodal forms of technical communication similar to those used at the arsenal as well as new media-related applications related to training and instruction. He also discusses their implications for literacy sponsorship. This book provides useful information for technical communication and literacy scholars and educators as well as practical case studies for business leaders, consultants, and practitioners. Intended Audience: Scholars in technical communication and literacy/writing studies; scholars in business (especially management and organizational analysis) and business communication consultants; scholars in history and sociology.

"This is an English textbook for students taking courses in technical communication"--

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Communication does not come packaged with this content. If you would like to purchase both the physical text and MyWritingLab for Technical Communication, search for: 0133942740 / 9780133942743 Gurak/Lannon, Strategies for Technical Communication in the Workplace Plus MyWritingLab for Technical Communication with Pearson eText, 3/e Package consists of: 0133944131 / 9780133944136 MyWritingLab for Technical Communication with Pearson eText - Glue in Access Card 013394414X / 9780133944143 MyWritingLab for Technical Communication with Pearson eText - Inside Star Sticker 0321995899 / 9780321995896 Strategies for Technical Communication in the Workplace, 3/e MyWritingLab for Technical Communication is not a self-paced technology and should only be purchased when required by an instructor. For introductory courses in Technical Communication Complete but streamlined coverage, with a focus on audience and purpose Based on the acclaimed Technical Communication by Lannon and Gurak, Strategies for Technical Communication in the Workplace, Third Editionprepares students for workplace writing through a clear and concise writing style, useful checklists, practical applications, numerous sample documents, and coverage of technology and global issues. The third edition addresses changing technology in the workplace with a complete chapter on social media, updated examples, and sample documents. This brief and affordable text is accessible to students of all writing levels. Also available with MyWritingLab for Techical Communication ® This title is also available with MyWritingLab for Technical Communication – an online homework, tutorial, and assessment program designed to work with this text to engage students and improve results. Within its structured environment, students practice what they learn, test their understanding, and pursue a personalized study plan that helps them better absorb course material and understand difficult concepts. Thousands of students have successfully improved their writing and design skills using Anderson's TECHNICAL COMMUNICATION: A READER-CENTERED APPROACH, International Edition. Known for its treatment of the rhetorical situation and coverage of usefulness and persuasion, this edition renews the focus on the reader-centered approach and includes new learning outcomes at the start of each chapter to help students gain more from their reading. Kynell-Hunt (English, Northern Michigan University) and Savage (English, Illinois State University) collect work by academics and practitioners in technical communications who seek to redefine the role of the technical communicator. Authors challenge contemporary notions on what it means to be a technical communicator and propose strategies in the

This concise and flexible core textbook integrates a design thinking approach, rhetorical strategies, and a global perspective to help students succeed as technical and professional communicators in today's multimodal, mobile, and global community. Design thinking and good communication practices are rooted in empathy and human values. The integrated approach fosters students' ability to address the complex problems they will face in their careers, where they will

collaborate with people who present diverse expertise, cultures, languages, and values. This book introduces the knowledge and skills as well as agile activities that help students communicate on projects within local and global communities. Parts 1 and 2 introduce the strategies for design thinking, audience analysis, communicating ethically, collaborating professionally, and managing projects to define problems and implement solutions. In Parts 3 and 4, students learn to compose content in text and visuals. They learn to structure and deliver content by choosing the right genre and selecting effectively from the communication options available in today's multimodal environment. Designing Technical and Professional Communication serves as a flexible core textbook for technical and professional communication courses. An instructor's manual containing exercises, sample syllabus, and guidance for teaching in a variety of settings is available online at www.routledge.com/9780367549602.

Drawing on social justice methodologies and cultural studies scholarship, Key Theoretical Frameworks offers new curricular and pedagogical approaches to teaching technical communication. Including original essays by emerging and established scholars, the volume educates students, teachers, and practitioners on identifying and assessing issues of social justice and globalization. The collection provides a valuable resource for teachers new to translating social justice theories to the classroom by presenting concrete examples related to technical communication. Each contribution adopts a particular theoretical approach, explains the theory, situates it within disciplinary scholarship, contextualizes the approach from the author's experience, and offers additional teaching applications. The first volume of its kind, Key Theoretical Frameworks links the theoretical with the pedagogical in order to articulate, use, and assess social justice frameworks for designing and teaching courses in technical communication. Contributors: Godwin Y. Agboka, Matthew Cox, Marcos Del Hierro, Jessica Edwards, Erin A. Frost, Elise Verzosa Hurley, Natasha N. Jones, Cruz Medina, Marie E. Moeller, Kristen R. Moore, Donnie Johnson Sackey, Gerald Savage, J. Blake Scott, Barbi Smyser-Fauble, Kenneth Walker, Rebecca Walton

Communication and relationships sit at the centre of our hyper-connected lives, and their effective management is a strategic necessity for all organisations today. As the communication and public relations industries continue to grow globally, they offer a dynamic career for those with the right skills and knowledge. Jane Johnston and Leanne Glenny show how strategic communication and public relations plug into the social, economic and political world, creating crucial links between organisations and people. They explain how communication professionals build partnerships, motivate and engage stakeholders, manage content, media and planning, develop reputations, and troubleshoot crisis communication. Strategic Communication is a complete introduction to the fundamentals of communication and public relations for the next decade. It presents innovative and creative approaches to deliver 100 tools and tactics,

over 30 theories and models, and three levels of strategy that underpin successful communication. The authors include examples from around the world, from private sector, public sector and not for profit organisations.

This book explicates the relationships between design thinking, critical making, and socially responsive technical communication. It leverages the recent technology-powered DIY culture called "the Maker Movement" to identify how citizen innovation can inform cutting-edge social innovation that advocates for equitable change and progress on today's "wicked" problems. After offering a succinct account of the origin and recent history of design thinking, along with its connections to the design paradigm in writing studies, the book analyzes maker culture and its influences on innovation and education through an ethnographic study of three academic makerspaces. It offers opportunities to cultivate a sense of critical changemaking in technical communication students and practitioners, showcasing examples of socially responsive innovation and expert interviews that urge a disciplinary attention to social justice advocacy and an embrace of the design-thinking principle of radical collaboration. The value of design thinking methodologies for teaching and practicing socially responsible technical communication are demonstrated as the author argues for a future in the field that sees its constituents as leaders in radical innovation to solve wicked social problems. This book is essential reading for instructors, students, and practitioners of technical communication, and can be used as a supplemental text for graduate and undergraduate courses in usability and user-centered design and research.

This practical volume provides a thorough introduction to conducting and critically reading research in technical communication, complete with exemplars of research articles for study. Offering a solid grounding in the research underpinnings of the technical communication field, this resource has been developed for use in master's level and upper-division undergraduate research methods courses in technical and professional communication.