

Technical Communication Fundamentals William S Pfeiffer

ALERT: Before you purchase, check with your instructor or review your course syllabus to ensure that you select the correct ISBN. Several versions of Pearson's MyLab & Mastering products exist for each title, including customized versions for individual schools, and registrations are not transferable. In addition, you may need a CourseID, provided by your instructor, to register for and use Pearson's MyLab & Mastering products. Packages Access codes for Pearson's MyLab & Mastering products may not be included when purchasing or renting from companies other than Pearson; check with the seller before completing your purchase. Used or rental books If you rent or purchase a used book with an access code, the access code may have been redeemed previously and you may have to purchase a new access code. Access codes Access codes that are purchased from sellers other than Pearson carry a higher risk of being either the wrong ISBN or a previously redeemed code. Check with the seller prior to purchase. -- Technical Communication Fundamentals presents proven writing strategies in a format that is concise and easy to use. Designed for flexibility, the book is supported by MyTechCommLab, which provides 90 model documents, 50 interactive documents, tutorials, activities, and case studies all on The Web! Using numbered guidelines, an ABC format and annotated samples, the book immerses students in the process of technical writing, while teaching practical formats for getting the job done.

Business Data Communications, 6/e, is ideal for use in Business Data Communications, Data Communications, and introductory Networking for Business courses. Business Data Communications, 6/e, covers the fundamentals of data communications, networking, distributed applications, and network management and security. Stallings presents these concepts in a way that relates specifically to the business environment and the concerns of business management and staff, structuring his text around requirements, ingredients, and applications. While making liberal use of real-world case studies and charts and graphs to provide a business perspective, the book also provides the student with a solid grasp of the technical foundation of business data communications. Throughout the text, references to the interactive, online animations supply a powerful tool in understanding complex protocol mechanisms. The Sixth Edition maintains Stallings' superlative support for either a research projects or modeling projects component in the course. The diverse set of projects and student exercises enables the instructor to use the book as a component in a rich and varied learning experience and to tailor a course plan to meet the specific needs of the instructor and students.

Programs in technical writing, technical communication, and/or professional communication have recently grown in enrollment as the demand among employers for formally prepared technical writers and editors has grown. In response, scholarly treatments of the subject and the teaching of technical writing are also burgeoning, and the body of research

and theory being published in this field is many times larger and more accessible than it was even a decade ago. Although many theoretical and disciplinary perspectives can potentially inform technical communication teaching, administration, and curriculum development, the actual influences on the field's canonical texts have traditionally come from a rather limited range of disciplines. *Innovative Approaches to Teaching Technical Communication* brings together a wide range of scholars/teachers to expand the existing canon.

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.

The *Series in Communication Technology and Society* is an integrated series centering on the social aspects of communication technology. Written by outstanding communications specialists, it is designed to provide a much-needed interdisciplinary approach to the study of this rapidly changing field. The industrial nations of the world have become Information Societies. Advanced technologies have created a communication revolution, and the individual, through the advent of computers, has become an active participant in this process. The "human" aspect, therefore, is as important as technologically advanced media systems in understanding communication technology. The flagship book in the *Series in Communication Technology and Society*, *Communication Technology* introduces the history and uses of the new technologies and examines basic issues posed by interactive media in areas that affect intellectual, organization, and social life. Author and series co-editor Everett M. Rogers defines the field of communication technology with its major implications for researchers, students, and practitioners in an age of ever more advanced information exchange.

CONTENTS The Changing Nature of Human Communication What Are the New Communication Technologies? History of Communication Science Adoption and Implementation of Communication Technologies Social Impacts of Communication Technologies New Theory New Research Methods Applications of the New Communication Technologies

Details the skills you need as a technical writer to create both printed and online content. This valuable reference describes the entire development process—planning, writing, visual design, editing, indexing, and production. You also get tips on how to write information that is more easily translated into other languages. You'll learn about the importance of following templates and about how structured authoring environments based on Extensible Markup Language (XML)

streamline the content development process. This updated third edition features new information on the Darwin Information Typing Architecture (DITA) standard for structured authoring, and it explains the impact of Web 2.0 technologies-blogs, wikis, and forums-on technical communication.

ALERT: Before you purchase, check with your instructor or review your course syllabus to ensure that you select the correct ISBN. Several versions of Pearson's MyLab & Mastering products exist for each title, including customized versions for individual schools, and registrations are not transferable. In addition, you may need a CourseID, provided by your instructor, to register for and use Pearson's MyLab & Mastering products. PackagesAccess codes for Pearson's MyLab & Mastering products may not be included when purchasing or renting from companies other than Pearson; check with the seller before completing your purchase. Used or rental booksIf you rent or purchase a used book with an access code, the access code may have been redeemed previously and you may have to purchase a new access code. Access codesAccess codes that are purchased from sellers other than Pearson carry a higher risk of being either the wrong ISBN or a previously redeemed code. Check with the seller prior to purchase. -- Normal 0 false false false EN-US X-NONE X-NONE ""Technical Communication Fundamentals""presents proven writing strategies in a format that is concise and easy to use. Designed for flexibility, the book is supported by MyTechCommLab, which provides 90 model documents, 50 interactive documents, tutorials, activities, and case studies all on The Web Using numbered guidelines, an ABC format and annotated samples, the book immerses students in the process of technical writing, while teaching practical formats for getting the job done.

This book offers an easy-to-use approach towards learning the fundamentals of technical writing. The author's writing style is user-friendly, and engages the reader by providing a comprehensive overview of current topics in technical writing. Chapter topics cover process in technical writing; ethics and globalism in the workplace; organizing information; page design; patterns of organization; process descriptions and instructions; letters, memos, and electronic communication; informal reports; formal reports; proposals and feasibility studies; graphics; oral communication; technical research; and style in technical writing. For professionals in the technical writing field.

The text material has been restructured to provide a more balanced and exhaustive coverage of the subject. The text discusses the core concepts of technical communication and explains them with the help of numerous examples and practice exercises. The book also provides support for soft skills laboratory sessions through a companion CD. With its in-depth coverage and practical orientation, the book is useful not only for students, but also as a reference material for corporate training programmes.

Technical Communication Fundamentals presents proven writing strategies in a format that is concise and easy to use.

Designed for flexibility, the book is supported by MyTechCommLab, which provides 90 model documents, 50 interactive documents, tutorials, activities, and case studies all on The Web! Using numbered guidelines, an ABC format and annotated samples, the book immerses students in the process of technical writing, while teaching practical formats for getting the job done.

Provides a collection of critical essays on the history of technical communication designed to help guide future research. This book covers all aspects of physical vapor deposition (PVD) process technology from the characterizing and preparing the substrate material, through deposition processing and film characterization, to post-deposition processing. The emphasis of the book is on the aspects of the process flow that are critical to economical deposition of films that can meet the required performance specifications. The book covers subjects seldom treated in the literature: substrate characterization, adhesion, cleaning and the processing. The book also covers the widely discussed subjects of vacuum technology and the fundamentals of individual deposition processes. However, the author uniquely relates these topics to the practical issues that arise in PVD processing, such as contamination control and film growth effects, which are also rarely discussed in the literature. In bringing these subjects together in one book, the reader can understand the interrelationship between various aspects of the film deposition processing and the resulting film properties. The author draws upon his long experience with developing PVD processes and troubleshooting the processes in the manufacturing environment, to provide useful hints for not only avoiding problems, but also for solving problems when they arise. He uses actual experiences, called "war stories", to emphasize certain points. Special formatting of the text allows a reader who is already knowledgeable in the subject to scan through a section and find discussions that are of particular interest. The author has tried to make the subject index as useful as possible so that the reader can rapidly go to sections of particular interest. Extensive references allow the reader to pursue subjects in greater detail if desired. The book is intended to be both an introduction for those who are new to the field and a valuable resource to those already in the field. The discussion of transferring technology between R&D and manufacturing provided in Appendix 1, will be of special interest to the manager or engineer responsible for moving a PVD product and process from R&D into production. Appendix 2 has an extensive listing of periodical publications and professional societies that relate to PVD processing. The extensive Glossary of Terms and Acronyms provided in Appendix 3 will be of particular use to students and to those not fully conversant with the terminology of PVD processing or with the English language.

This is an IEEE classic reissue of the book published by John Wiley & Sons in 1974. This definitive text and reference covers all aspects of microwave mobile systems design. Encompassing ten years of advanced research in the field, it reviews basic microwave theory, explains how cellular systems work and presents useful techniques for effective

systems development. Key features include: complete coverage of microwave propagation techniques to design successful cellular systems, extensive chapters covering the broad fundamentals of microwave usage in mobile radio propagation and the functions of mobile radio antennas, comprehensive treatment of modulation methods, interference, noise, layout and control of high-capacity systems, and more! The return of this classic volume should be welcomed by all those seeking an authoritative and complete source of information on this emerging technology.

The second edition of *Writing That Makes Sense* takes students through the fundamentals of the writing process and explores the basic steps of critical thinking. Drawing upon over twenty years of experience teaching college composition and professional writing, David S. Hogsette combines relevant writing pedagogy and practical assignments with the basics of critical thinking to provide students with step-by-step guides for successful academic writing in a variety of rhetorical modes. New in the second edition:

- Expanded discussion of how to write effective thesis statements for informative, persuasive, evaluative, and synthesis essays, including helpful thesis statement templates.
- Extensive templates introducing students to conventions of academic discourse, including integrating outside sources, interacting with other writers' ideas, and dialoguing with multiple perspectives.
- Examples of academic writing from different disciplines illustrating essay titles, abstracts, thesis statements, introductions, conclusions, and voice.
- Expanded discussion of voice in academic writing, including an exploration of active and passive voice constructions in different disciplines and tips on how to edit for clarity.
- A new chapter on writing in the disciplines.
- Updated sample student papers.
- New readings with examples of opposing views and multiple perspectives.

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ALERT: Before you purchase, check with your instructor or review your course syllabus to ensure that you select the correct ISBN. Several versions of Pearson's MyLab & Mastering products exist for each title, including customized versions for individual schools, and registrations are not transferable. In addition, you may need a CourseID, provided by your instructor, to register for and use Pearson's MyLab & Mastering products. Packages Access codes for Pearson's MyLab & Mastering products may not be included when purchasing or renting from companies other than Pearson; check with the seller before completing your purchase. Used or rental books If you rent or purchase a used book with an access code, the access code may have been redeemed previously and you may have to purchase a new access code. Access codes Access codes that are purchased from sellers other than Pearson carry a higher risk of being either the wrong ISBN or a previously redeemed code. Check with the seller prior to purchase. -- Emphasizing the connection between writing and context, *Technical Communication: A Practical Approach 8e* uses a fictional company (M-Global) and

students' own school and workplace settings to introduce the common genres of technical communication. Featuring numbered guidelines and an ABC format, the book shows how to write a variety of technical documents including business proposals, white papers, scripts, research reports, digital documents and more! This edition features earlier coverage of collaboration, more on software tools, expanded ABC formats, and the innovative MyWritingLab for Technical Communication. 0133970531 / 9780133970531 Technical Communication: A Practical Approach with NEW MyWritingLab with Pearson eText Access Card 8/e Package consists of: 0132785781 / 9780132785785 Technical Communication: A Practical Approach 0133933296 / 9780133933291 MyWritingLab Generic -- Glue in Access Card 013393330X / 9780133933307 MyWritingLab Generic -- Inside Star Sticker

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

First Published in 2008. Routledge is an imprint of Taylor & Francis, an informa company.

This book provides brief guidelines and models for 16 different documents - from letters and memos to proposals and many types of reports. It also offers guidelines for special topics, such as graphics and speeches.

Technical Communication Fundamentals Longman Publishing Group

This is an essential book for everyone who wants to write clearly about any subject and use writing as a means of learning.

Provides examples of best practice, case studies, and principles for transforming communities and regional economies using information technology.

Practical and easy to use, Writing in the Biological Sciences: A Comprehensive Resource for Scientific Communication, Fourth Edition, presents students with all of the techniques and information they need to communicate their scientific ideas, insights, and discoveries. Angelika H. Hofmann introduces students to the underlying principles and guidelines of professional scientific writing and then teaches them how to apply these methods when composing essential forms of scientific writing and communication. Ideal as a free-standing textbook for courses on writing in the biological sciences or as reference guide in laboratories, this indispensable handbook gives students the tools they need to succeed in their undergraduate science careers and beyond.

"Technical communication is the process of making and sharing ideas and information in the workplace as well as the set of applications such as letters, emails, instructions, reports, proposals, websites, and blogs that comprise the documents you write...Specifically, technical writing involves communicating complex information to a specific audience who will use it to accomplish some goal or task in a manner that is accurate, useful, and clear. Whether you write an email to your professor or supervisor, develop a presentation or report, design a sales flyer, or create a web page, you are a technical

communicator." (Chapter 1)

Methods, Processes, and Tools for Collaboration "The time has come to fundamentally rethink how we handle the building of knowledge in biomedical sciences today. This book describes how the computational sciences have transformed into being a key knowledge broker, able to integrate and operate across divergent data types."—Bryn Williams-Jones, Associate Research Fellow, Pfizer The pharmaceutical industry utilizes an extended network of partner organizations in order to discover and develop new drugs, however there is currently little guidance for managing information and resources across collaborations. Featuring contributions from the leading experts in a range of industries, Collaborative Computational Technologies for Biomedical Research provides information that will help organizations make critical decisions about managing partnerships, including: Serving as a user manual for collaborations Tackling real problems from both human collaborative and data and informatics perspectives Providing case histories of biomedical collaborations and technology-specific chapters that balance technological depth with accessibility for the non-specialist reader A must-read for anyone working in the pharmaceuticals industry or academia, this book marks a major step towards widespread collaboration facilitated by computational technologies.

This collection helps students and researchers understand the foundations of writing center studies in order to make sound decisions about the types of methods and theoretical lenses that will help them formulate and answer their research questions. In the collection, accomplished writing center researchers discuss the theories and methods that have enabled their work, providing readers with a useful and accessible guide to developing research projects that interest them and make a positive contribution. It introduces an array of theories, including genre theory, second-language acquisition theory, transfer theory, and disability theory, and guides novice and experienced researchers through the finer points of methods such as ethnography, corpus analysis, and mixed-methods research. Ideal for courses on writing center studies and pedagogy, it is essential reading for researchers and administrators in writing centers and writing across the curriculum or writing in the disciplines programs.

Information security is at the forefront of timely IT topics, due to the spectacular and well-publicized breaches of personal information stored by companies. To create a secure IT environment, many steps must be taken, but not all steps are created equal. There are technological measures that increase security, and some that do not do, but overall, the best defense is to create a culture of security in the organization. The same principles that guide IT security in the enterprise guide smaller organizations and individuals. The individual techniques and tools may vary by size, but everyone with a computer needs to turn on a firewall and have antivirus software. Personal information should be safeguarded by individuals and by the firms entrusted with it. As organizations and people develop security plans and put the technical pieces in place, a system can emerge that is greater than the sum of its parts.

Elementary Materials Science covers the subject of materials science with few equations; it is intended primarily for students with limited science backgrounds who are interested in materials. The book also will be useful for non-technical professionals in the materials industry. A True Textbook for an Introductory Course, System Administration Course, or a Combination Course Linux with Operating System Concepts merges conceptual operating system (OS) and Unix/Linux topics into one cohesive textbook for undergraduate students. The book can be used for a one- or two-semester course on Linux or Unix. It is complete with review sections, problems, definitions, concepts, and relevant introductory material, such as binary and Boolean logic, OS kernels, and the role of the CPU and memory hierarchy. Details for Introductory and Advanced Users The book covers Linux from both the user and system administrator positions. From a user perspective, it emphasizes

command line interaction. From a system administrator perspective, the text reinforces shell scripting with examples of administration scripts that support the automation of administrator tasks. Thorough Coverage of Concepts and Linux Commands The author incorporates OS concepts not found in most Linux/Unix textbooks, including kernels, file systems, storage devices, virtual memory, and process management. He also introduces computer science topics, such as computer networks and TCP/IP, binary numbers and Boolean logic, encryption, and the GNUs C compiler. In addition, the text discusses disaster recovery planning, booting, and Internet servers.

Recipient of the 2018 Association for Library Collections & Technical Services (ALCTS) Outstanding Publication Award Whether it's networking with vendor reps or poring over data, the continually evolving field of electronic resources management (ERM) is always throwing something new your way. Alana Verminski and Kelly Marie Blanchat were once new on the job themselves, crossing over from research instruction and the vendor side of scholarly publishing. They share what they've learned along the way in this hands-on guide. Cutting through the complexity of a role that's changing rapidly, inside you'll find to-the-point advice on methods and tools that will help you stay on top of things, including coverage of such key topics as the full range of purchasing options, from Big Deals to unbundling to pay per view; conversation starters that will help build productive relationships with vendor reps; questions to ask vendors about accessibility; common clauses of licensing agreements and what they mean; understanding the four types of authentication; using a triage approach to troubleshooting hitches in accessing articles; conducting an overlap analysis to evaluate new content; the basic principles of usage statistics, and four ways to use COUNTER reports when evaluating renewals; tips for activating targets in your knowledge base; five steps to developing an effective marketing plan; and how to master the lingo, with clear explanations of jargon, important terms, and acronyms. This guide to ERM fundamentals will prove invaluable, both as a primer for those preparing to enter the field as well as a ready reference for current practitioners.

Winner of a 2013 CHOICE Outstanding Academic Title Award The third edition of a groundbreaking reference, *The Human-Computer Interaction Handbook: Fundamentals, Evolving Technologies, and Emerging Applications* raises the bar for handbooks in this field. It is the largest, most complete compilation of HCI theories, principles, advances, case st

“After teaching a course to college students pursuing trade careers, George Searles realized his students needed a book that focused on practical applications, rather than theory—and that explored workplace communication in a user-friendly tone. *Workplace Communications: The Basics* takes a down-to-earth approach to writing and communicating on the job, teaching the essentials in an accessible style appropriate for any student or course. The clear, concise nature of the book meets the needs of not only its originally intended audience, but the needs of students taking technical communication at a wide range of institutions for any major as well. The Seventh Edition retains and enhances the text’s pedagogical aids, rich examples, and practical exercises, preparing students to communicate successfully in any workplace environment.”--Publisher’s description.

The Definitive, Comprehensive Guide to Cutting-Edge Millimeter Wave Wireless Design “This is a great book on mmWave systems that covers many aspects of the technology targeted for beginners all the way to the advanced users. The authors are some of the most credible scholars I know of who are well respected by the industry. I highly recommend studying this book in detail.” —Ali Sadri, Ph.D., Sr. Director, Intel Corporation, MCG mmWave Standards and Advanced Technologies Millimeter wave (mmWave) is today's breakthrough frontier for emerging wireless mobile cellular networks,

wireless local area networks, personal area networks, and vehicular communications. In the near future, mmWave products, systems, theories, and devices will come together to deliver mobile data rates thousands of times faster than today's existing cellular and WiFi networks. In Millimeter Wave Wireless Communications, four of the field's pioneers draw on their immense experience as researchers, entrepreneurs, inventors, and consultants, empowering engineers at all levels to succeed with mmWave. They deliver exceptionally clear and useful guidance for newcomers, as well as the first complete desk reference for design experts. The authors explain mmWave signal propagation, mmWave circuit design, antenna designs, communication theory, and current standards (including IEEE 802.15.3c, Wireless HD, and ECMA/WiMedia). They cover comprehensive mmWave wireless design issues, for 60 GHz and other mmWave bands, from channel to antenna to receiver, introducing emerging design techniques that will be invaluable for research engineers in both industry and academia. Topics include Fundamentals: communication theory, channel propagation, circuits, antennas, architectures, capabilities, and applications Digital communication: baseband signal/channel models, modulation, equalization, error control coding, multiple input multiple output (MIMO) principles, and hardware architectures Radio wave propagation characteristics: indoor and outdoor applications Antennas/antenna arrays, including on-chip and in-package antennas, fabrication, and packaging Analog circuit design: mmWave transistors, fabrication, and transceiver design approaches Baseband circuit design: multi-gigabit-per-second, high-fidelity DAC and ADC converters Physical layer: algorithmic choices, design considerations, and impairment solutions; and how to overcome clipping, quantization, and nonlinearity Higher-layer design: beam adaptation protocols, relaying, multimedia transmission, and multiband considerations 60 GHz standardization: IEEE 802.15.3c for WPAN, Wireless HD, ECMA-387, IEEE 802.11ad, Wireless Gigabit Alliance (WiGig)

The first book on optical OFDM by the leading pioneers in the field The only book to cover error correction codes for optical OFDM Gives applications of OFDM to free-space communications, optical access networks, and metro and log haul transports show optical OFDM can be implemented Contains introductions to signal processing for optical engineers and optical communication fundamentals for wireless engineers This book gives a coherent and comprehensive introduction to the fundamentals of OFDM signal processing, with a distinctive focus on its broad range of applications. It evaluates the architecture, design and performance of a number of OFDM variations, discusses coded OFDM, and gives a detailed study of error correction codes for access networks, 100 Gb/s Ethernet and future optical networks. The emerging applications of optical OFDM, including single-mode fiber transmission, multimode fiber transmission, free space optical systems, and optical access networks are examined, with particular attention paid to passive optical networks, radio-over-fiber, WiMAX and UWB communications. Written by two of the leading contributors to the field, this

book will be a unique reference for optical communications engineers and scientists. Students, technical managers and telecom executives seeking to understand this new technology for future-generation optical networks will find the book invaluable. William Shieh is an associate professor and reader in the electrical and electronic engineering department, The University of Melbourne, Australia. He received his M.S. degree in electrical engineering and Ph.D. degree in physics both from University of Southern California. Ivan Djordjevic is an Assistant Professor of Electrical and Computer Engineering at the University of Arizona, Tucson, where he directs the Optical Communications Systems Laboratory (OCSL). His current research interests include optical networks, error control coding, constrained coding, coded modulation, turbo equalization, OFDM applications, and quantum error correction. "This wonderful book is the first one to address the rapidly emerging optical OFDM field. Written by two leading researchers in the field, the book is structured to comprehensively cover any optical OFDM aspect one could possibly think of, from the most fundamental to the most specialized. The book adopts a coherent line of presentation, while striking a thoughtful balance between the various topics, gradually developing the optical-physics and communication-theoretic concepts required for deep comprehension of the topic, eventually treating the multiple optical OFDM methods, variations and applications. In my view this book will remain relevant for many years to come, and will be increasingly accessed by graduate students, accomplished researchers as well as telecommunication engineers and managers keen to attain a perspective on the emerging role of OFDM in the evolution of photonic networks." -- Prof. Moshe Nazarathy, EE Dept., Technion, Israel Institute of Technology

- * The first book on optical OFDM by the leading pioneers in the field
- * The only book to cover error correction codes for optical OFDM
- * Applications of OFDM to free-space communications, optical access networks, and metro and log haul transports show optical OFDM can be implemented
- * An introduction to signal processing for optical communications
- * An introduction to optical communication fundamentals for the wireless engineer

Appropriate for technical writing courses. This unique introduction to technical writing teaches students the practical and valuable ABC model-Abstract, Body, Conclusion. The text immerses students in various case studies and projects featuring a fictitious Canadian company, much like a potential employer of college or university graduates. The new edition of Technical Communication continues to offer clear guidelines for all documents, annotated writing models, realistic assignments, and a writing and grammar handbook, allowing students to place themselves in professional roles and to respond to realistic technical writing challenges. Additionally, updated Instructor Supplements and Text Enrichment Site allow for a more comprehensive study of the Technical Communications field.

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. This book offers an easy-to-use approach towards learning the fundamentals of technical writing. The author's writing style is reader friendly and engages the student by providing a comprehensive overview of current topics in technical writing. The book encourages discussion on information used on a day-to-day basis, such as writing geared on an international level, including a section on ESL, e-mail etiquette, and professional ethical decisions. The text further addressed the cutting-edge trends with computers and the Internet; including Internet research, integrating color graphics to technical documents, and an Appendix on writing that is geared for online audiences. For students and professionals who want to expand their knowledge on the cutting-edge information in technical writing.

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.

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