

Training in Verbal Skills for Technical Writers

TCeurope, « Our Core Skills » Colloquium

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Postulate

1. Writing as the emerged part of the iceberg
2. Verbal skills as key to hidden contents
3. Students lacking oral proficiency
4. Presentation of this experimentation report format

Summary

1. Explain... what... to whom?
2. Four improvement tracks
3. Understand and rephrase
4. Write, proofread, and test
5. Find the user logic
6. Gather information in a group
7. Manage conflicts connected with information
8. Exploit verbal resources
9. Co-creation work final task
10. Towards more non-print tools

1. Explain... what... to whom?

- A shift to raise interest
- The first verbal task
- One topic per student, to multiply examples
- Self-assessment
- First use of the group as a tool

2. Four improvement tracks

- Train to be set back – think aloud
- Train to instruct – use basic questions regularly
- Talk to be understood – read dictionaries and scientific evangelisation magazines
- Get used to think of user needs – Ask for feedback in all matters

3. Understand and rephrase

- Discovering TC professional issues
- The rephrase to validate approach
- Highlighting key issues
- Work in a small team
- Analysis of the way teamwork operates (to be developed)

4. Write, proofread, and test

- Pairwork
- Documenting a simple smartphone feature
- Two proofreading techniques
- Rehearsing test instructions
- Presenting test instructions
- Testing

5. Find the user logic

- List
- Sort
- Cluster

6. Gather information in a group

- Rephrase
- Ask questions
- Take notes

7. Manage struggles connected with information control

- Strategic information
- Position as a facilitator
- Foster agreements

8. Exploit verbal resources

- Roundtable conclusions
- Minutes
- Online surveys
- Videoconferences

9. Co-creation work final task

- Minutes of talks
- Co-creation work evaluation
- Language mistakes management
- Personal feedback

10. Towards more non-print tools

- Recordings
- Videos