



Training in verbal skills for technical writers

Workshop material on:
www.bardez.com/tcuk2014

Workshop highlights

- Explaining (in various situations)
- Collecting information (validate in reformulating/take notes)
- Organising discussion (conducting roundtable/providing fair moderation/producing overview and guiding the group to its goal)
- Testing (your educated guess)
- Presenting (reporting)
- Convincing (to get what you need)

Preamble

- A 3 day workshop in Clermont-Ferrand University
- First share with other professionals (benchmark)
- First workshop in English
- I will present tools and processes
- A co-creation context
- This is a safe playground
- I'm looking forward to your feedback

Workshop tools

- Exercise 1 self assessment criteria
- Clermont Ferrand students' final target
- Final assessment

Self assessment criteria

- You will present your topic in **2 minutes**.
- You will also bear in mind the following **4 criteria**:
 - be reassuring for your audience,
 - offer a well structured, easy to follow presentation,
 - use terminology fitted to your audience,
 - show a good understanding of your target audience's information needs.
- You will **assess your own performance** (5 marks for each of the above criteria; 20 being the maximum).

Students' final target

« I can produce a short user instruction document on a new software function.

I am also able to test that this document is working.

All this is in a co-creation environment in which I use methods, processes and efficiency measurement tools I implement myself. »

Final assessment

Produce a maximum 20 page document consisting of:

- 1) user instructions (before and after testing)
- 2) an explanation of how you did it, what you learned from testing and what you changed
- 3) your thoughts on co-creation in terms of efficiency, constraints, and the solutions that were found