CENTRAL WORKS

in Technical Communication

Johndan Johnson-Eilola Stuart A. Selber



Central Works In Technical Communication

Ian Pickup

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Central Works in Technical Communication Johndan Johnson-Eilola, Stuart A. Selber, 2004 Bringing together thirty two landmark essays Central Works in Technical Communication provides a broad and representative overview of the field It introduces students new teachers and new practitioners to the community of technical communication as an intellectual and communal endeavor that encompasses such complex theoretical topics as research methods social issues and ethics Editors Johndan Johnson Eilola and Stuart A Selber engaged in a comprehensive selection process including the consultation of a review board of leading teachers and scholars and have included some of the most influential articles and book chapters published in technical communication over the last twenty five years Each essay is accompanied by a reflective piece written by its author specifically for this volume These commentaries provide context for the essays and allow the authors to add to or challenge their original ideas and resituate them in a contemporary environment The book also features section introductions written by the editors that offer historical and conceptual approaches to understanding the contributions each work makes to the field of technical communication Central Works in Technical Communication is organized around eight major conceptual categories histories rhetorical perspectives philosophies and theories ethical and power issues research methods workplace studies online environments and pedagogical directions An alternative table of contents groups the essays into additional categories including collaboration gender genre usability and visual theory and practice Ideal for advanced undergraduate and graduate courses in technical communication this collection is also a compact and convenient resource for practicing professionals and academics new to the field **Content Management** George Pullman, Gu Baotung, 2017-03-02 This collection of articles is the first attempt by academics and professional writers to delve into the world of content management systems The knowledge economy s greatest asset and primary problem is information management finding it validating it re purposing it keeping it current and keeping it safe In the last few years content management software has become as common as word processing software was five years ago But unlike word processors which are designed for single authorization and local storage content management systems are designed to accommodate large scale information production with many authors providing many different pieces of information kept in a web accessible database any piece of which might find its way into electronic documents that the author doesn t even know exist These software systems are complex to say the least and their impact on the field of writing will be immense Resources in **Technical Communication** Cynthia Selfe, 2017-03-02 Provides the instructors of introductory technical communication **Computer Games and Technical Communication** Jennifer courses with a set of resources for their classrooms deWinter, Ryan M. Moeller, 2016-05-23 Taking as its point of departure the fundamental observation that games are both technical and symbolic this collection investigates the multiple intersections between the study of computer games and the discipline of technical and professional writing Divided into five parts Computer Games and Technical Communication

engages with questions related to workplace communities and gamic simulations industry documentation manuals gameplay and ethics training testing and number crunching and the work of games and gamifying work In that computer games rely on a complex combination of written verbal visual algorithmic audio and kinesthetic means to convey information technical and professional writing scholars are uniquely poised to investigate the intersection between the technical and symbolic aspects of the computer game complex The contributors to this volume bring to bear the analytic tools of the field to interpret the roles of communication production and consumption in this increasingly ubiquitous technical and symbolic medium

Connecting People with Technology George Hayhoe, Helen M. Grady, 2020-11-25 This book explores five important areas where technology affects society and suggests ways in which human communication can facilitate the use of that technology Usability has become a foundational discipline in technical and professional communication that grows out of our rhetorical roots which emphasize purpose and audience As our appreciation of audience has grown beyond engineers and scientists to lay users of technology our appreciation of the diversity of those audiences in terms of age geography and other factors has similarly expanded We are also coming to grips with what Thomas Friedman calls the flat world a paradigm that influences how we communicate with members of other cultures and speakers of other languages And because most of the flatteners are either technologies themselves or technology driven technical and professional communicators need to leverage these technologies to serve global audiences Similarly we are inundated with information about world crises involving health and safety issues These crises are driven by the effects of terrorism the aging population HIV AIDS and both human made and natural disasters. These issues are becoming more visible because they are literally matters of life and death Furthermore they are of special concern to audiences that technical and professional communicators have little experience targeting the shapers of public policy seniors adolescents and those affected by disaster Biotechnology is another area that has provided new roles for technical and professional communicators We are only beginning to understand how to communicate the science accurately without either deceiving or panicking our audience We need to develop a more sophisticated understanding of how communication can shape reactions to biotechnology developments Confronting this complex network of issues we re challenged to fashion both our message and the audience's perceptions ethically Finally today s corporate environment is being shaped by technology and the global nature of business Technical and professional communicators can play a role in capturing and managing knowledge in using technology effectively in the virtual workplace and in understanding how language shapes organizational culture **Technical Communication and the World Wide** Web Carol Lipson, Michael Day, 2005-05-06 Technical Communication and the World Wide Web is a collective of sixteen chapters designed to help technical communication teachers prepare their students for twenty first century writing for the World Wide Web by providing advice and examples in Technical Marketing Communication Emil B. Towner, Heidi L. Everett, 2023-03-07 This book is written to help professionals take action Each chapter describes concepts and tips that apply to a variety of industries This book is especially beneficial to the following readers Marketing professionals promoting technical features and benefits of products or services will gain insight into technical communication and how to integrate complex information into promotional efforts Managers working with writers and designers will learn terminology and principles that will help you evaluate marketing materials and provide detailed feedback Technical communicators working on marketing projects will gain an understanding of principles and best practices you can integrate with your previous training Entrepreneurs non profit employees and freelancers who want to develop marketing and promotional materials will gain tips and best practices that you can immediately After reading this comprehensive yet concise guide you will be equipped to engage in every aspect of technical marketing and promotion including planning writing designing and delivery

Deadly Documents Mark Ward, 2016-12-05 Scholars teachers and practitioners of organizational professional and technical communication and rhetoric are target audiences for a new book that reaches across those disciplines to explore the dynamics of the Holocaust More than a history the book uses the extreme case of the Final Solution to illumine the communicative constitution of organizations and to break new ground on destructive organizational communication and ethics Deadly Documents Technical Communication Organizational Discourse and the Holocaust Lessons from the Rhetorical Work of Everyday Texts starts with a microcosmic look at a single Nazi bureau Through close rhetorical visual and discursive analyses of organizational and technical documents produced by the SS Security Police Technical Matters Group the bureau that managed the Nazi mobile gas van program author Mark Ward shows how everyday texts functioned as boundary objects on which competing organizational interests could project their own interpretations and temporarily negotiate consensus for their parts in the Final Solution The initial chapters of Deadly Documents provide a historical ethnography of the SS technical bureau by closely describing the institutional and organizational cultures in which it operated and relating organizational stories told in postwar testimony by the desk murderers themselves Then through examination of the primary material of their documents Ward demonstrates how this Social Darwinist world of competing Nazi bureaucrats deployed rhetorical and linguistic resources to construct a social reality that normalized genocide Ward goes beyond the usual Weberian bureaucratic paradigm and applies to the problem of the Holocaust both the interpretive view that sees organizations as socially constructed through communication and the postmodern view that denies the notion of a preexisting social object called an organization and instead situates it within larger discourses The concluding chapters trace how contemporary scholars of professional communication have wrestled with the Nazi case and developed a consensus explanation that the desk murderers were amoral technocrats Though the explanation is dismissed by most historians it nevertheless offers Ward argues a comforting distance between us and them Yet as Ward writes First we will learn more about the dynamic role of everyday texts in organizational processes Second as we see these processes perhaps inherent to all organized communities including our own at work even in the extreme case of the SS Technical Matters Group the

comforting distance that we now maintain between them and us is necessarily diminished And third our newfound discomfort may open productive spaces to revisit conventional wisdoms about the ethics of technical and organizational communication

The Routledge Handbook of Ethics in Technical and Professional Communication Derek G. Ross, 2025-03-06 Featuring specially commissioned chapters from scholars and practitioners across the field this handbook serves as a touchstone for those who wish to do ethical technical and professional communication in its myriad forms Offering an overview of what ethics in technical and professional communication looks like what being ethical entails and what it means to do ethical work this handbook is divided into five interrelated parts and an Afterword Why Ethics Foundations What Are Ethics and How Do They Fit into Technical and Professional Communication Local Application What Does Being Ethical Mean to the Individual Institutional Application What Does Being Ethical Mean at the Institutional Level The Future of Ethics in Technical Communication What Happens Next The first of its kind this accessibly written handbook explores descriptive normative applied and meta ethics It will be an indispensable resource for researchers and students in the fields of Technical and Professional Communication Writing Studies Rhetoric and Design Citizenship and Advocacy in Technical Communication Godwin Y. Agboka, Natalia Matveeva, 2018-06-22 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

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