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Technical Communication in the Twenty-First Century (TTC) prepares readers to be successful writers and readers of technical communication, regardless of their career path. Featuring a wealth of examples and cases, it emphasizes problem-solving, collaboration, visual rhetoric and usability.

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Technical Communication in the Twenty-First Century (TTC) prepares readers to be successful writers and readers of technical communication, regardless of their career path. Featuring a wealth of examples and cases, it emphasizes problem-solving, collaboration, visual rhetoric and usability. Its approach analyzes why something worked or did not work, as well as how to produce the appropriate communication. Now available with the MyTechCommLab online learning tool, this edition features more focus on transnational communication, forty-five new case studies, and new information on the relationship between technology and communication.

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

Technical Communication in the Twenty-First Century (TTC) will prepare students to be successful writers and readers of technical communication, regardless of their career path. This text features a wealth of interesting examples, applications, and cases that engage the student and demonstrate both effective and flawed communication. An emphasis is placed on analyzing why something worked or did not work as well as on how to produce the appropriate communication. TTC's problem-solving approach asks students to think rhetorically about writing situations through detailed explanations and specific examples. The Problem-Solving Approach (PSA) provides students with a useful heuristic to guide them through the process of analyzing a variety of communication situations and solving workplace communication problems. NOW AVAILABLE WITH MyTechCommLab! Offering the best available online resources for technical writing, MyTechCommLab is a dynamic, comprehensive site that engages as it helps to improve the skills that technical writers need most writing, research, and document design. Also included: extensive review and practice opportunities for basic grammar and usage. Most activities in MyTechCommLab report through Grade Tracker, an easy-to-use feature that allows students and instructors to view student results on all of the site's exercises and activities. The book-specific CourseCompass versions of MyTechCommLab provide complete ebooks, book-specific resources, and extensive course management tools. Learn more... Pearson's MyTechCommLab has been completely reorganized, with a wealth of new content specific to technical communication, including a completely new section on document design and graphics, a tutorial on writing formal reports, and new model documents and activities! NEW! Document Design and Graphics section, including step-by-step tutorials on document design/ visual rhetoric and Web-page design NEW! More than 80 sample documents, many interactive NEW! Document-based Case Studies on usability NEW! More than 65 document-based activities NEW! Tutorial on Writing Formal Reports And much, much more!

The field of technical communication is rapidly expanding in both the academic world and the private sector, yet a problematic divide remains between theory and practice. Here Stuart A. Selber and Johndan Johnson-Eilola, both respected scholars and teachers of technical communication, effectively bridge that gap. Solving Problems in Technical Communication collects the latest research and theory in the field and applies it to real-world problems faced by practitioners—problems involving ethics, intercultural communication, new media, and other areas that determine the boundaries of the discipline. The book is structured in four parts, offering an overview of the field, situating it historically and culturally, reviewing various theoretical approaches to technical communication, and examining how the field can be advanced by drawing on diverse perspectives. Timely, informed, and practical, Solving Problems in Technical Communication will be an essential tool for undergraduates and graduate students as they begin the transition from classroom to career.

Technical Communication in the Twenty-First Century (TTC) prepares readers to be successful writers and readers of technical communication, regardless of their career path. Featuring a wealth of examples and cases, it emphasizes problem-solving, collaboration, visual rhetoric and usability. Its approach analyzes why something worked or did not work, as well as how to produce the appropriate communication. Now available with the MyTechCommLab online learning tool, this edition features more focus on transnational communication, forty-five new case studies, and new information on the relationship between technology and communication.

Teaching Professional and Technical Communication guides new instructors in teaching professional and technical communication (PTC). The essays in this volume provide theoretical and applied discussions about the teaching of this diverse subject, including relevant pedagogical approaches, how to apply practical aspects of PTC theory, and how to design assignments. This practicum features chapters by prominent PTC scholars and teachers on rhetoric, style, ethics, design, usability, genre, and other central concerns of PTC programs. Each chapter includes a scenario or personal narrative of teaching a particular topic, provides a theoretical basis for interpreting the narrative, illustrates the practical aspects of the approach, describes relevant assignments, and presents a list of questions to prompt pedagogical discussions. Teaching Professional and Technical Communication is not a compendium of best practices but instead offers a practical collection of rich, detailed narratives that show inexperienced PTC instructors how to work most effectively in the classroom. Contributors: Pam Estes Brewer, Eva Brumberger, Dave Clark, Paul Dombrowski, James M. Dubinsky, Peter S. England, David K. Farkas, Brent Henze, Tharon W. Howard, Dan Jones, Karla Saari Kitalong, Traci Nathans-Kelly, Christine G. Nicometo, Kirk St.Amant

The purpose of this book is to move our field's discussion beyond issues of diversity in the practice of technical communication, which is certainly important, to include discussions of how race and ethnicity inform the production and distribution of technical communication in the United States. Equally important, this book is an attempt to uncover those communicative practices used to adversely affect historically marginalized groups and identify new practices that can be used to encourage cultural competence within institutions and communities. This book, like our field, is an interdisciplinary effort. While all authors have taught or practiced technical communication, their backgrounds include studies in technical communication, rhetoric and composition, creative writing, and higher education. For the sake of clarity, the book is organized into five sections: historical representations of race and ethnicity in health and science communication; social justice and activism in technical communication; considerations of race and ethnicity in social media; users' right to their own language; and communicating identity across borders, cultures, and disciplines.

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