

College of Continuing Education

CERTIFICATE PROGRAM in TECHNICAL WRITING



“ I liked that the course content was online and accessible at my discretion. It allowed me to do the course work when it fit into my schedule.”

Leigh-Anne Outhouse
Fisheries and Oceans
Grammar, Punctuation and Style
Online course

Develop a versatile set of writing skills, earn a university certificate

The Technical Writing Certificate program will provide you with best practices for creating **clear, compelling technical documents**. Our interactive online courses will help you build the specific skills you need to write for your particular readers in your work environment.

This is a hands-on program. Besides completing **interactive online** course content, you will complete writing assignments and receive **personalized feedback** on your work. You'll also have the opportunity to meet with your course coach and other course participants in live virtual coaching sessions.

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Admission Requirements

This program is intended for professionals working in a technical field, such as engineering, technology, or science.

Program Structure

The program has been designed so that professionals can focus on core skills that apply to various kinds of technical writing and then choose upper-level writing courses to suit their particular needs. Each course uses a flexible learning format that features:

- Self-paced learning activities (including videos, interactive media, and discussion postings)
- Realistic writing exercises
- Virtual group coaching sessions

Each week, you decide how you'll manage your learning time to fit it into your busy calendar. As you progress through the course materials, you'll also connect with other learners and with your course coach. In other words, you'll get the best of both worlds: **you'll decide when and where you learn, but you'll never feel as if you're learning on your own.**

Certificate Requirements

The certificate is awarded after successful completion of four courses. There is a student evaluation at the end of each course. Each course includes a final assessment (such as a test or writing assignment) so you can demonstrate the progress you've made. All requirements must be met within four years.

“ I liked the fact that I could immediately apply what I learned to my writing assignments. I also liked the fact the course was delivered 100% online. ”

Janet Curtis
Technical Writing, Online course

Required Course

Technical Writing Essentials

As a technology professional, you are a master of complexity. But the more complex your ideas and information are, the simpler and clearer your writing must be.

This course will enable you to communicate more clearly and easily with supervisors, clients, and colleagues. You'll discover communication strengths you didn't know you had and learn how to build on them to become a more capable, confident writer.

After completing the course, you'll be able to analyze your audience using three different methods; bridge the knowledge gap between you and non-expert readers; create a straightforward document structure for a brief document, and describe technology so that readers can visualize it.

Electives

Choose three of the following:

Grammar Tune-up

Worries about making “grammar mistakes” can slow down your writing process and cramp your personal writing style. This course will enable you to gain control over grammar and punctuation so you can be confident that you're expressing yourself correctly and clearly. By the end of the course, you should be able to describe the structural elements of a sentence and how they work together to create meaning; recognize and correct common “glitches” in sentences (issues involving grammar, punctuation, mechanics, and usage), and develop a process for effectively editing your own writing.

Writing Clear Technical Reports

Reports tend to circulate to multiple readers, few of whom can be expected to read the document from beginning to end. To gain the attention of busy people, you need to make your technical content simple to navigate and easy to read. By the end of the course, you should be able to adapt content to readers' needs, interests, and values; craft a focused key message; design an easy-to-navigate reporting architecture; shape ideas and information into cohesive units of meaning, and avoid common causes of wordiness.

Electives (cont'd)

Persuasive Writing

This four-week course will give you the tools you need to move readers to action. Whether you're selling your team on a new methodology or contributing to a proposal, the course will help you take a more strategic approach to your writing tasks. You'll learn how to analyze stakeholders, apply three time-tested modes of persuasion, and create visual appeal. You'll also explore the process of crafting a formal proposal.

Writing E-mails that Get Results

In this four-week course, you'll learn how to craft messages that rise above inbox clutter and get results. You'll explore techniques that will help you grab your audience's attention, clearly express your key messages, and motivate readers to respond as you want them to do. By the end of the course, you should be able to identify action-oriented goals for your e-mails; structure messages for easy reading; motivate readers to act on your message; create an efficient, effective e-mail inquiry; write a gracious “bad news” e-mail, and introduce a new procedure via e-mail.

Project Management Documents

Clear written communication serves as the glue that holds projects together. In this four-week course, you'll learn tips and techniques that will enable you to produce concise, easy-to-read documents spanning the project lifecycle. Such documents include requirements, statements of work, project charters, and status reports.



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