

PREFACE		ix
PART 1	INITIAL APPROACHES: Writing Your First Drafts	1
	Can Engineers Write?	3
	J. Knapp, <i>IEEE Transactions on Professional Communication</i> (March 1984)	
	Ready, Aim—Write!	7
	R. C. Serikins, <i>IEEE Transactions on Professional Communication</i> (March 1988)	
	Writing for "The Audience"	10
	M. C. Coupro, <i>IEEE Transactions on Professional Communication</i> (March 1984)	
	Correctness vs. Communication	14
	D. Bush, <i>Technical Communication</i> (Third Quarter 1986)	
	The Economics of Writing	17
	Y. L. Day, <i>IEEE Transactions on Professional Communication</i> (March 1983)	
	An Engineer's Guide to Clear Language	22
	R. L. Nelson, <i>IEEE Transactions on Professional Communication</i> (September 1981)	
	Put Clarity in Your Writing	25
	D. Madler, <i>IEEE Transactions on Professional Communication</i> (December 1980)	
	Add Style to Your Technical Writing	31
	D. L. Pang, <i>IEEE Transactions on Professional Communication</i> (March 1984)	
	Create Time to Write Reports	36
	J. K. Boeckh, <i>Hydrocarbon Processing</i> (May 1988)	
PART 2	TEXT AND GRAPHICS: Presenting Information Visually	37
	Writing Visually: Design Considerations in Technical Publications	39
	P. J. Benson, <i>Technical Communication</i> (Fourth Quarter 1985)	
	A Guide to Choosing the Right Chart Type	44
	K. Szoka, <i>IEEE Transactions on Professional Communication</i> (June 1982)	
	Table Construction: Do's and Don'ts	48
	E. Dukes, <i>IEEE Transactions on Professional Communication</i> (March 1988)	
	Lists: The Ultimate Organizer for Engineering Writing	53
	S. Carlner, <i>IEEE Transactions on Professional Communication</i> (December 1987)	
	Safety Labels: What to Put in Them, How to Write Them, and Where to Place Them	57
	C. Vekata, <i>IEEE Transactions on Professional Communication</i> (September 1987)	
	Rules for Acronyms	63
	J. C. Mancuso, <i>Technical Communication</i> (Second Quarter 1987)	
	Editing Math: What to Do With the Symbols	65
	B. W. Barnes, <i>IEEE Transactions on Professional Communication</i> (June 1980)	
PART 3	CONSTRUCTION AND ORGANIZATION: Putting Some Documents Together	69
	Why and What for (Four): The Basis for Writing a Good Introduction	71
	E. P. Papadakis, <i>Material Evaluation</i> (January 1983)	

Write a Good Technical Report	73
G. D. Ulrich, <i>IEEE Transactions on Professional Communication</i> (March 1984)	
Writing a Trip Report	79
M. A. Pety, <i>Technical Communication</i> (Second Quarter 1988)	
Clarifying Specifications	81
T. Whalen, <i>Technical Communication</i> (Second Quarter 1982)	
Job Hunting: Sharpening Your Competitive Edge	84
R. S. Hogg, <i>IEEE Transactions on Professional Communication</i> (December 1984)	
How to Write a Recommendation	94
A. D. Wilcox, <i>IEEE Transactions on Professional Communication</i> (December 1984)	
Eight Steps to Better Newsletters	98
J. H. Davis, <i>IEEE Transactions on Professional Communication</i> (December 1982)	
Writing to Persuade	105
J. W. Gilsdorf, <i>IEEE Transactions on Professional Communication</i> (June 1987)	
Some Guidance on Preparing Technical Articles for Publication	111
R. Manley, J. Graham, and R. Baxter, <i>IEEE Transactions on Professional Communication</i> (March 1989)	

PART 4 MANUALS AND INSTRUCTIONS: Giving Directions That Work 119

What Should You Write: A User's Guide, Tutorial, Reference Manual, or Standard Operating Procedure?	121
J. H. Major, <i>Technical Communication</i> (Second Quarter 1989)	
Manual Writing Made Easier	125
D. J. Redden, <i>Training and Development Journal</i> (April 1987)	
Designing and Writing Operating Manuals	128
L. Lupton, <i>IEEE Transactions on Professional Communication</i> (March 1984)	
Manual Dexterity—What Makes Instructional Manuals Usable	131
J. P. Glavin and J. P. Wackerman, <i>IEEE Transactions on Professional Communication</i> (June 1984)	
The ABCs of New-book Publications	134
B. D. Mayst, <i>Technical Communication</i> (First Quarter 1986)	
The User Edit: Making Manuals Easier to Use	139
M. A. Adin, <i>IEEE Transactions on Professional Communication</i> (March 1981)	
Preparing Instruction Manuals for Non-English Readers	141
S. Sanderlin, <i>Technical Communication</i> (Second Quarter 1988)	

PART 5 PROPOSALS: Writing to Win the Customer 147

Fifteen Questions to Help You Write Winning Proposals	149
T. M. George, <i>IEEE Transactions on Professional Communication</i> (June 1982)	
Training Proposals That Sell Themselves	150
S. Swetzman, <i>Training and Development Journal</i> (May 1986)	
The Short Proposal: Versatile Tool for Communicating Corporate Culture in Competitive Climates	152
B. E. Baskin and R. L. Sanderson, <i>IEEE Transactions on Professional Communication</i> (June 1985)	
Technical Writing and Illustrating Strategies for Winning Government Contracts	157
R. B. Gandy, <i>IEEE Transactions on Professional Communication</i> (June 1985)	
Storyboarding Can Help Your Proposal	163
R. A. Baskin, <i>IEEE Transactions on Professional Communication</i> (March 1989)	
Clarification Questions That Work	169
A. D. Reilly, <i>IEEE Transactions on Professional Communication</i> (June 1988)	
Proposals: Write to Win	172
C. E. Beck, <i>IEEE Transactions on Professional Communication</i> (June 1983)	

PART 6	REVISING AND EDITING: Refining Your Document	175
	A Writing Report Card	177
	G. Blake, <i>Training and Development Journal</i> (April 1990)	
	Some Tips for Clear Writing	180
	H. F. Lippison, <i>IEEE Transactions on Professional Communication</i> (March 1983)	
	Theory and Practice of Editing Processes in Technical Communication	182
	R. E. Misse, <i>IEEE Transactions on Professional Communication</i> (March 1983)	
	The Final Step: Perfecting a Document	191
	H. Chyrl, <i>Technical Communication</i> (First Quarter 1989)	
	Collaborative Writing in the Workplace	194
	C. R. Straton, <i>IEEE Transactions on Professional Communication</i> (September 1989)	
	Reverse Engineering: The Outline As Document Restructuring Tool	199
	D. Radjoo, <i>IEEE Transactions on Professional Communication</i> (September 1986)	
	How Writing Helps R&D Work	203
	B. B. Michelson, <i>IEEE Transactions on Professional Communication</i> (June 1987)	
PART 7	ORAL PRESENTATIONS: Speaking Effectively to Groups	205
	Making an Effective Technical Presentation	207
	K. D. Winters, <i>Research+Technology Management</i> (July-August 1989)	
	A Good Speech Is Worth a Thousand (Written) Words	209
	B. Decker, <i>IEEE Transactions on Professional Communication</i> (March 1984)	
	Friends, Romans, Cost Engineers ... Can We Talk?	212
	S. Prichard, <i>Cost Engineering</i> (February 1990)	
	The Engineering Presentation—Some Ideas on How to Approach and Present It	216
	R. C. Rosenberg, <i>IEEE Transactions on Professional Communication</i> (December 1983)	
	Improving Oral Marketing Presentations in the Technology-Based Company	219
	M. F. Welton, <i>IEEE Transactions on Professional Communication</i> (June 1988)	
	Authenticity Begets Eloquence	223
	S. Dresel and I. Chew, <i>IEEE Transactions on Professional Communication</i> (June 1987)	
	How to Speak So Facts Come Alive	225
	M. A. Sattar, <i>Chemical Engineering</i> (September 1988)	
	Handling a Hostile Audience—With Your Eyes	229
	G. Calk, <i>IEEE Transactions on Professional Communication</i> (March 1989)	
	How to Overcome Errors in Public Speaking	232
	J. E. Baird, Jr., <i>IEEE Transactions on Professional Communication</i> (June 1981)	
PART 8	MEETING, DISPUTING, LISTENING: Working with Others to Get Results	237
	What's Wrong with Your Meetings?	239
	R. F. Beary, <i>PfMA Magazine</i> (December 1988)	
	Great Meetings! How to Make Them Happen	240
	R. F. Beary, <i>PfMA Magazine</i> (January 1989)	
	Meetings: How to Make Them Better	241
	T. F. Ganscht, <i>Design News</i> (August 21, 1989)	
	Toward Better Meetings: A Psychologist's View	242
	E. Randsapp, <i>IEEE Transactions on Professional Communication</i> (September 1981)	
	Presenting the Successful Technical Seminar	245
	Y. Soley, <i>IEEE Transactions on Professional Communication</i> (March 1983)	
	When and How to Argue	248
	W. A. Delaney, <i>IEEE Transactions on Professional Communication</i> (December 1981)	
	Becoming an Effective Listener	251
	M. E. Hayes, <i>IEEE Transactions on Professional Communication</i> (June 1980)	

Effective Listening	255
H. Emery and K. Klauz, <i>Proceedings of the 35th International Technical Communication Conference, Detroit (1986)</i>	

AUTHOR INDEX	259
SUBJECT INDEX	261
EDITOR'S BIOGRAPHY	267