

# Writing That Works Olu Brusaw Alred

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this fully revised edition provides a practical introduction to research methods for anyone conducting and critically reading technical communication research the first section discusses the role of research in technical communication and explains in plain language how to conduct and report such research it covers both quantitative and qualitative methods as well as surveys usability studies and literature reviews the second section presents a collection of research articles that serve as exemplars of these major types of research projects each followed by commentary breaking down how it corresponds to the information on that research type in addition to five new chapters of exemplars and commentaries this second edition contains a new chapter on usability studies this book is an essential introduction to research methods for students of technical communication and for industry professionals who need to conduct and engage with research on the job

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managerial communication focuses on communication skills and strategies that managers need to be successful in today's workplace known for its holistic overview of communication and focus on managerial competencies it continues to be the market leader in the field the ninth edition provides coverage of current topics like managing hybrid and virtual teams chatgpt and artificial intelligence and empathic listening

this textbook introduces students to the strategic communication methods that are crucial to master in order to develop into effective and ethical managers at all levels of business effective communication skills are necessary for success in the business world and ourourke has written a highly readable book filled with anecdotes and examples to engage students in the learning process this edition includes several classic and new features the strategic approach is integrated throughout the book allowing students to understand how a communicated message impacts the business as a whole case studies throughout the book provide students with hands on experience of scenarios they will encounter in the real world the book includes at least three dozen fresh classroom tested cases an ethical thread is woven through the text demonstrating how ethical decision making can be applied in all aspects of communication separate chapters on technology including social media intercultural communication nonverbal communication and conflict management provide students with the skills to building relationships and influencing stakeholders key skills for any manager a companion website includes comprehensive support material to teach this class making management communication a complete resource for students and instructors

the art of technical documentation second edition shows how to apply analytical thought to gather dissect and understand technical information and how to organize and present it for the reader of print and on line material this book has been completely updated to include new information on documentation design and development indexing technical editing help systems presentation use of color animation graphics sgml and html the art of technical documentation second edition also covers issues such as working in teams with graphic designers and production departments questions are provided at the back of each chapter for use in the classroom practical approach applies principles of technical writing to the workplace revised to include information on preparing on line work including using graphics for display and designing for on line help includes information on creating complete information sets containing both hard copy and on line documentation

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