

Awards, awards and more awards!

UK Technical Communication, Horace Hockley and Mike Austin



Communicator

The Institute of Scientific and Technical Communicators
Winter 2017

2017

TECHNICAL COMMUNICATION UK 2017

TECHNICAL COMMUNICATION UK 2017

Learn about Information 4.0

Create user-orientated documentation



Eliminate Confusion

We identify users' information needs and follow industry best practices to address them in a clear and easy-to-consume way

Permanent and contract communicators.

"Because Edissero specialise in the field of technical communications, they see things that are easily overlooked by other recruiters. As a candidate, my dealings have been a pleasure. They have a relationship of trust, know how to market your skills, and prepare job interviews with care and it's easy to see why so many peers ally Edissero are the choice."

Do we need better authors?

Explore tools: SCHEMA ST4, SVG, Word



References

- Schrivier, K. A. (1989). Evaluating text quality: The continuum from text-focused to reader-focused methods. *IEEE Transactions in Professional Communication*, 32(4), 238–255.
- Schrivier, K. A. (1993). Quality in document design: Issues and controversies. *Technical Communication*, 40(2), 239–257.
- Schrivier, K. A. (1997). Dynamics in document design: *Creating texts for readers*. New York: John Wiley & Sons.
- Schrivier, K. A. (2012). What we know about expertise in professional communication. In V. W. Berninger (Ed.), *Past, present, and future contributions of cognitive writing research to cognitive psychology* (pp. 275–312). New York: Psychology Press.
- Schrivier, K. A. (2015). The rhetoric of redesign in bureaucratic settings. In J. Frascara (Ed.), *Information design as principled action: Making information accessible, relevant, understandable, and usable* (pp. 173–184). Champaign, IL: Common Ground Publishing LLC.
- Schrivier, K. A. (2013). What do technical communicators need to know about information design? In J. Johnson-Eilola & S. Selber (Eds.), *Solving problems in technical communication* (pp. 386–427). Chicago, IL: University of Chicago Press.
- Schrivier, K. A. (in press, 2017). Plain language in the United States gains momentum: 1940–2015. *IEEE Transactions in Professional Communication*, 60(4) (pages TBA).



Dr. Karen Schrivier is owner of KSA Communication Design and Research, a research consultancy based in Pittsburgh, Pennsylvania in the United States. She is the recipient of 12 awards for her work. In 2016, she was named a “legend of technical communication” by the US-based Society for Technical Communication. She has taught at Carnegie Mellon University (Pittsburgh, PA), the University of Utrecht, the University of Washington, the University of Stellenbosch, and the University of Gothenburg. Some of her clients include Sony, Microsoft, Apple, Mitsubishi, IBM, and the Japanese Ministry of Education.
E: kschrivier@earthlink.net

Mike Austin Award 2017

Paul Ballard FISTC is the recipient of this award in recognition of his continuing work on the ISTC Council.


I was chuffed to have been selected for the Mike Austin Award this year and would like to thank Council for this recognition. Apparently, as I’m still on Council, there needed to be several secret discussions behind my back so that I wouldn’t get wind of the rest of Council’s deliberations. Just as when Nick Robson¹ received the call from me in 2013, when Alison Peck called me with the news, I immediately assumed I’d forgotten to do something for ‘The President’.

My experience of contributing as a volunteer to the ISTC since 2004 has been immensely rewarding, and in some unexpected ways.

I am a member of the ISTC Council and have been involved in Marketing, TCUK, as President and now as a Past President.

After a few years of leading the refresh of our marketing, I agreed to lead the team that would refresh the old and tired ISTC Conference. Seeing Technical Communication UK

take shape was brilliant fun, nerve-racking and exciting, with the bonus of having given me the opportunity to get to know Rachel Potts. As we started to work on the 2010 2nd TCUK conference planning we stopped being just fellow volunteers and in 2012 Rachel Potts also became Rachel Ballard. We had the pleasure of bringing our 6 month old twins Jake and Thea along to the TCUK conference this year in Nottingham.

So, although I can’t guarantee that volunteering for the ISTC will enable you to meet your soul-mate, you never know where it might lead. 

¹ Eyre T and Robson N (2013) ‘Mike Austin Award 2013: Tony Eyre and Nick Robson’ *Communicator*, Winter 2013: 10

Paul Ballard FISTC is Managing Director at 3di Information Solutions Ltd, and a past President of the ISTC.
E: paul.ballard@3di-info.com
W: www.3di-info.com



Paul Ballard with his Mike Austin Award alongside his wife, Rachel Potts and their 3di UK Technical Communication Awards.