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InfoPlus

Monthly newsletter from the Institute of Scientific and Technical Communicators

June 2019

Contents

The ISTC is the largest UK body representing scientific and technical communicators. If you are involved in technical writing, technical illustration, or communicating technical information in other ways, it's the professional association that can support your career. Interested in membership? Find out more here.

This free newsletter is emailed to about 1500 people. As well as ISTC news, *InfoPlus* contains listings and articles of general interest to the profession. Subscribe here.

Advertising: **Felicity Davie**
Editorial: **Lisa Topping**
Layout Editor: **Bob Hewitt**
Blogs Editor: **Ginny Critcher**

ISTC Office: Unit 19
Omega Business Village
Thurston Road
Northallerton, DL6 2NJ

Tel: +44 (0)20 8253 4506
Email: **istc@istc.org.uk**
Web: **www.istc.org.uk**

Welcome!

Can you believe TCUK (the UK's biggest annual conference for technical communicators) is just over three months away?

The presentations and workshops have been selected, and bookings are now being taken. Early bird prices are available until 30 June – don't miss this opportunity! If you feel so inclined, you could invest the saving you make in a supporter's package – an excellent way to champion our conference and promote yourself at the same time. Read on for more details.

ISTC news

TCUK 2019 news

By Derek Cooper

Conference programme

We have now selected the workshops and presentations for TCUK 2019, and have sent invitations to everyone whose proposal has been accepted. I can tell you now that the proposals we've received have all been excellent and it's a shame that we will have to reject some because of insufficient presentation slots in the two streams that we are able to run this year. I can also tell you that there have been some remarkable and imaginative presentation titles drawing on interpretations of the conference theme "10".

In addition to the presentations, we have a full day of workshops too, giving you interactive hands-on learning opportunities with experts in their field.

As we receive confirmations from presenters we will update the **TCUK website** with details, so please refer to it frequently to stay updated with the latest news and information. Watch the social media pages for updates too.

Online booking

We apologise for the delay in setting up the online booking facility. Our previous booking system relied on an increasingly shaky website add-in and we decided to retire it before it expired completely. Our new system is now online and is ready to accept bookings. The **lower early bird pricing is available until 30 June** after which the full pricing applies, so please make your booking early.

Note: If you are accepted as a conference presenter, please DO NOT use the online booking form! Instead, please contact claire.kelly@admin.co.uk to book your place at the conference.

Posters

At TCUK 2018 we introduced a poster competition for the first time, for which there were only three entries. We are running another poster competition this year, inviting entries from anyone who will be attending the conference. There aren't many rules:

- ▶ The poster must be your original work and must be on a technical communications-related subject.
- ▶ The file must be submitted so it is suitable for printing at 800mm x 2,000mm portrait format in PDF set

to 300dpi. Any images included in the banner artwork will need to be high resolution.

- ▶ Posters can be accepted only from those who are attending the conference.
- ▶ Entries must be received by 14 August 2019 (email claire.kelly@admin.co.uk).

There will be a prize for the best poster as judged by the Programme Committee, so please give your imagination an airing and submit an interesting, informative, and (perhaps) entertaining poster to inspire conference delegates.

Sponsors

We are continuing to invite conference sponsorship applications from companies who have an interest in the many facets of technical communication. TCUK provides many excellent opportunities to network with practitioners in all areas of technical communication, and to find out from "the sharp end" where the industry is heading and where product development is likely to be most gainful. Please visit the website for information about sponsorship opportunities, and to see who is already sponsoring the UK's largest annual conference for technical communicators.

Supporters

Individuals can also support the conference by contributing £150 +VAT. For this you enjoy:

- ▶ Recognition in the conference programme.
- ▶ A listing on the conference website.
- ▶ A listing on a conference pop-up poster.
- ▶ Sponsorship of the exhibitors' drinks reception jointly with other supporters.

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InfoPlus is posted at www.istc.org.uk/our-publications/infoplus-newsletter/.

Note that members of the ISTC can offer support for the conference whether or not they are attending TCUK 2019. Non-members can offer to support the conference only if they will be in attendance.

Click here for more information and a supporter's booking form.

Please watch for news and updates about TCUK 2019 through the website, through the social media channels, and through *InfoPlus* and *Communicator*.

Horace Hockley Award 2019

We are inviting nominations for the Horace Hockley Award 2019.

This award is presented to someone who, in the opinion of the ISTC Council, has made a considerable contribution to the technical communications industry over a long period of time. The award is in recognition for promoting the industry across other industries and boundaries, and for promoting quality in the industry, whether it be in training or within the workplace.

Any member of the ISTC can nominate someone for the award, and an election is held by the ISTC Council to agree who the recipient will be.

If you would like to nominate someone please let us know the following:

▶ The name of the person.

▶ A bit about the person being nominated (a link to an online profile is OK, if that holds sufficient detail).

▶ Why you think they should receive the award.

Send your nominations to the ISTC office (istc@istc.org.uk) by 17 July 2019.

More information about the award is available here.

How to use the ISTC discussion forum

By Carol Leahy

As part of your ISTC membership, you have access to the ISTC discussion forum. This online forum is for ISTC members only and can be accessed via the ISTC website.

To use the forum you must first log on to the website via the "Member login" button, located on the top right-hand side of the webpage. If you are logging on from a mobile device you must view the site in desktop mode to be able to log on. Once

UK Technical Communication Awards

The UK Technical Communication Awards are open to all technical communicators in the UK and abroad, members and non-members.

Gain recognition
Receive professional feedback
Start planning your 2019 entry now!

Deadline 31 July 2019

awards@istc.org.uk   www.uktcawards.com

TCUK 2019

The Technical Communication UK 2019 conference takes place at Chesford Grange, Kenilworth, Warwickshire, from **10 to 12 September 2019**.

TECHNICAL COMMUNICATION UK 2019

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logged on, go to the "Our Community" page (in the top or side menu) and then click on the "Discussion Forums" link.

The ISTC forum has five boards, each one dedicated to a different topic, for example "newbies", "jobs", etc. If you are new to the discussion forum, we recommend you start with the "Forum House Rules and Admin" post on the "Technical Communication" board to familiarise yourself with our rules of conduct in the forum.

You can read any topic on any of the boards by clicking on the title of the topic. To post a reply, go to the end of a topic and type your reply in the reply box and then click "submit". If you wish to post a new topic, decide which board it best fits under and at the bottom of the page for that board, type your topic in the "Create New Topic" box. If you wish to be notified of replies to your question, please ensure that the "Notify me of follow-up replies via email" box is ticked. Once you are happy with your post, click "submit".

If you want to be kept informed about a topic you haven't posted on, you can click on "subscribe" (in the top right-hand corner when you have the topic open) and an email notification will be sent to you if someone comments on the topic, or creates a new

topic on that board. You can subscribe to receive notifications for each board by clicking the "subscribe" button at the top of each board once you are in it.

Please note, if you set up notifications for topics or boards the notification will go to the email address which you logged on with. If you do receive a notification via email, please be aware that you will have to log back on to the website to read the post.

Let's communicate

What would you like to see in our newsletter?

If you're reading this, it's likely that the desire to communicate is part of your genetic makeup so please let me know your thoughts! Feedback regarding content and ideas for new features are always welcome. Similarly, if you would like to submit an article I would love to hear from you.

Email me at any time: newsletter.editor@istc.org.uk.

Lisa

Get involved with our podcast

We're looking for contributors to the ISTC podcast. If you're interested in providing content, taking part in conversations, or being part of the team in other ways, please contact marketing@istc.org.uk.

Hyperlinks disclaimer

The appearance of external hyperlinks does not constitute endorsement by the ISTC of the linked websites, or the information, products or services contained on those sites. All external hyperlinks were accurate and working at the time of writing. However, the ISTC does not exercise editorial control over the information you may find at these locations so cannot be responsible for changes to content. The ISTC disclaims any responsibility for the accuracy, completeness and availability of any linked site.

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5

ISTC local area and special interest groups

The ISTC groups offer an opportunity for technical communicators to network and share knowledge and expertise. They are open to everyone (you don't need to be an ISTC member) and are free to attend. The groups meet at intervals during the year and hold talks, peer discussions, demonstrations and social evenings. Joining a group is an excellent way to meet like-minded people in your area and get to know fellow specialists.

Latest news

Thames Valley Area Group

The May meeting of the Thames Valley group looked at redundant phrases. We learned that Microsoft Word has a suitable search facility for such phrases. Other software offers such features too, as long as you program them correctly.

Next meeting

Our next meeting is on Tuesday 4 June. Take a poor procedure from everyday life and rewrite it. Court judgment form, packet food instructions, hire car form, old BT coin-operated phone box, anything!

Usual venue: Bird in Hand, Bath Road, Knowl Hill, Reading, RG10 9UP from 19:30.

For more information, email Darren Mitcham: thamesvalley_areagroup@istc.org.uk.

East of Scotland Area Group

Our Edinburgh meeting in April was full of good news: one member with a new job, another with a promotion and another accepted to speak at MadWorld Dublin. As well as the exciting new ventures, this quarter our conversation mostly revolved around training: what exists for writers looking to start out, to improve, or to learn new skills.

Next meeting

Our next meeting will be on Thursday 25 July. Location and theme to be decided. Check the LinkedIn group – https://www.linkedin.com/groups/13536907/ – or contact Holli Hamilton via eastscotland_areagroup@istc.org.uk for more information.

North East England Area Group

Next meeting

Our next meeting will be on Tuesday 4 June from 18:00 – 19:30. We will focus on the notion of obsolete content and discuss how to identify and manage it. Venue: The Town Wall, Pink Lane, Newcastle upon Tyne NE1 5HX. Please register via Eventbrite or email Joanna Suau: northeastengland_areagroup@istc.org.uk.

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6

Current ISTC groups

If you'd like to attend one of the groups, please get in touch with the leader or email istc@istc.org.uk. If you're interested in setting up either a new area group or a special interest group, contact our Area Groups Manager, Tom Dumic, at areagroupsmanager@istc.org.uk.

Area groups:

Name	Leader	Email Contact Details
Cambridge	Zsuza Nagy	cambridge_areagroup@istc.org.uk
Irish Technical Writers	Yvonne Cleary, Bridget Walsh	irishtechnicalwriters@istc.org.uk
ISTC Irish Group	Adrian Rush	irishgroup@istc.org.uk
London	Bridget Rooney	london_areagroup@istc.org.uk
Midlands	John Burns	midlands_areagroup@istc.org.uk
North East England	Joanna Suau	northeastengland_areagroup@istc.org.uk
North West England	David Jones	northwestengland_areagroup@istc.org.uk
Southern	Group leader required	istc@istc.org.uk
South Wales	John Espirian	southwales_areagroup@istc.org.uk
Thames Valley	Darren Mitcham	thamesvalley_areagroup@istc.org.uk
West of Scotland	Group leader required	istc@istc.org.uk
East of Scotland	Holli Hamilton	eastscotland_areagroup@istc.org.uk
Yorkshire	Dee Vincent-Day	yorkshire_areagroup@istc.org.uk

Special interest groups:

Name	Leader	Email Contact Details
MadSIG	Group leader required	istc@istc.org.uk

Using Eventbrite to register attendance at area group meetings

Some area group meetings are posted on Eventbrite. Where this is the case, we ask anyone expecting to attend to register online using this event management service. You can see a list of ISTC related events by visiting: www.eventbrite.com/org/495786380.

A plea: if you know you're not going to be able to attend a meeting that you've registered for, please contact the organiser, even if it is at short notice.

ISTC online groups

ISTC on LinkedIn

There are a number of LinkedIn groups for ISTC members, and we invite you to join the relevant ones.

- Institute of Scientific and Technical Communicators www.linkedin.com/groups/1858546

England

- Cambridge Technical Communicators www.linkedin.com/groups/1805651

- London – N/A

- ISTC Midlands Area Group www.linkedin.com/groups/4835591

- North East England – N/A

- ISTC NW England www.linkedin.com/groups/2445779

- Southern Area Group www.linkedin.com/groups/4795279
- ISTC South West England www.linkedin.com/groups/8269000
- Thames Valley Area Group www.linkedin.com/groups/4805266
- Yorkshire www.linkedin.com/groups/4662452

Wales
- South Wales Group www.linkedin.com/groups/5161265

Scotland
- East of Scotland www.linkedin.com/groups/13536907
- West of Scotland Area Group www.linkedin.com/groups/5081412

Ireland
- ISTC Irish Group – N/A
- Irish Technical Writers – An ISTC Area Group www.linkedin.com/groups/3369559

Special interest group
- MadCap UK and Europe Users Group www.linkedin.com/groups?gid=5081593

ISTC on social media

Like us on Facebook, follow us on Twitter and Instagram, and watch us on YouTube to keep up to date with news, events and activities, and to chat with your TechComm colleagues.

If you're new to the ISTC and are wondering what TCUK is, it's our excellent (yes, we're biased, but it is) annual conference.

Our Facebook presence:
The ISTC page: www.facebook.com/istccommunity

The ISTC group: www.facebook.com/groups/490570891153888

The TCUK page: www.facebook.com/techcommuk/

Our Twitter presence:
ISTC: @ISTC_org

TCUK: @TCUK_conf

Our Instagram presence:
ISTC_org

Our YouTube channel:
www.youtube.com/user/istctechcomm

Business affiliate news

CHERRYLEAF

Writing a presentation for a conference

Ellis Pratt from Cherryleaf will be presenting at the Evolution of Technical Communication conference in Sofia, Bulgaria, at the start of this month. His chosen topic is "What skills will technical communicators need in the future?" With this in mind, Ellis recently produced a Cherryleaf podcast in which he discusses the process he follows to write suitable content for such a presentation.

The tips Ellis offers are useful for any presentation, and if you're planning to speak at TCUK, or other conferences, this is essential listening. Press play to tune in.

Introduction to multilingual typesetting (DTP)

Have you ever thought about how your beautifully designed campaign will be affected when translated into another language? How will the translated text fit into the layout, and will it compromise the design? This is what multilingual typesetting addresses — ensuring that your print or digital campaigns still look great and work effectively when translated into another language.

Geo Languages provides expert translation and localization services, and their blog provides a helpful overview of the world of multilingual typesetting.

MadWorld Dublin – register now to save

Spread out over three full days of learning, the MadWorld Technical Communication and Content Strategy conference is your chance to learn from the experts, network with your peers, and take home best practices.

The conference takes place 8 to 11 October, 2019, at The Marker Hotel in downtown Dublin. The full schedule, speaker line-up, hotel options and more is now available.

Register by 30 June to qualify for reduced conference and workshop fees.

About the ISTC's Business Affiliates

Our Business Affiliate programme has been in place for over 15 years. It enables organisations to take advantage of a range of benefits, and to contribute to promoting technical communication as a profession. Find out more here.

A full list of our current Business Affiliates is found here.

Industry and general news

Customising DITA – the Relax(i)NG way

That's the title of an article published by tcworld recently. The author, Jang F.M. Graat, explains that while Darwin Information Typing Architecture (DITA) was designed to cater for a range of content domains, its true power is only revealed when it is customised for your needs. He goes on to describe how the Relax NG files, which were included in DITA 1.3, makes this customisation process much easier.

Science Writing – a FutureLearn course

The Open University launched FutureLearn in December 2012 to test opportunities offered by digital learning and massive open online courses (known as MOOCs). FutureLearn has since experienced rapid growth and now partners with over a quarter of the world's top universities, as well as organisations such as Accenture, the British Council, the Chartered Institute of Personnel and Development, Raspberry Pi and Health

MADWORLD

DUBLIN, IRELAND

The Premier Technical Communication and Content Strategy Conference

⌖ **The Marker Hotel | Dublin, Ireland** ⟫⟫ **OCTOBER 8-11, 2019**

Transform the way you think and work.

Spread out over three full days of learning, the MadWorld technical communication and content strategy conference is your chance to learn from the experts, network with your peers, and take home best practices.

REGISTER BY JUNE 30 TO SAVE UP TO $700 USD

LEARN MORE AT **MADCAPSOFTWARE.COM/MADWORLD**

Education England (NHS). It currently has over nine million learners.

The platform offers short online courses right through to postgraduate diplomas and fully online degrees, all designed around social learning. The topics covered are wide-ranging and eclectic – their catalogue is certainly worth browsing. One course that might be of interest to *InfoPlus* readers is [Discovering Science: Science Writing](). This free, two-week course, which is run by the University of Leeds, allows you to practice and improve your science writing skills. It starts on 3 June 2019, although it is possible to enrol at a later date too.

Bletchley Park being transformed into Institute of Technology

A consortium led by Milton Keynes College, and which includes several prestigious partners (Microsoft, KPMG, McAfee, Evidence Talks, VWFS, Activate Learning and Cranfield University), has been awarded Government funding to build an Institute of Digital Technology at Bletchley Park, with two additional hubs in Oxford and Reading.

The eight organisations have been granted £28 million to refurbish Block D at the historic site, which was home to Britain's codebreakers in World War II, including Alan Turing and the famous Enigma machine.

A thousand students a year are expected to attend the Institute for technical qualifications, higher apprenticeships and training to help tackle the UK digital skills gap in roles such as cybersecurity.

You can read more about this announcement [here]().

Tricks of the trade

The power of F4 – a tip for Microsoft Word users

By Lois Wakeman

I still use, without thinking, a lot of the keyboard shortcuts I learnt in early versions of Word; though sometimes I come unstuck, because the design anthropologists at Redmond decided to do away with or change some of them.

In this tip, I'll be concentrating on the **F4** key, which (usually, but not always) repeats everything you have done since the last time you moved the insertion point (mouse or keyboard) or issued a command. So, if you type "qwerty", move the mouse and use **F4** it types "qwerty" again – or sometimes "werty". (I have never worked out why it sometimes misses off the first character.)

It doesn't repeat *absolutely* everything – some table and graphic layer operations come to mind.

However, if you want to go through a document changing styles (e.g. reformatting lists or headings in a document to look the same) or applying complicated character formatting (e.g. bold purple Comic Sans 24pt!) consistently, or repeating the insertion of text, cross-references or comments etc., it can be very handy.
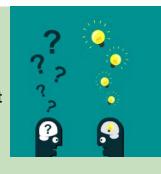
Personally, I'm a stickler for doing things with styles whenever possible, but if a big document lands on my desk formatted throughout in Normal (yes, that still happens!), **F4** can be the key to a quick and dirty edit if time is tight. And sometimes, applying bold or italic without a character

style just saves precious time – I'm sure we've all done it!

Its big brother, **Shift/F4**, repeats the last find operation – so you can zip through a document using **Shift/F4** to find a string and **F4** to repeat the change you first made. Why not use the replace function? Well, I find the two-key routine easier to manage than **Alt/F** and **Alt/R** shortcuts unless I am convinced I really want to change every instance in a document. (True touch typists will scoff, but I still hunt and peck.)

What's *your* favourite Word function key?

Do you have a TechComm trick or tip to share? Have you recently come across something that made you exclaim, "If only I'd know that sooner!"? It might be software-related, a grammar tip, the discovery of a particularly useful YouTube tutorial…

Please send an overview of your insight, and a short description of who you are, to newsletter.editor@istc.org.uk and I will publish it in a future edition. Let's put our heads together and help each other out.

Blog news

By Ginny Critcher

Hello again! Here's the latest blog round up.

April Wensel on the Compassionate Coding blog explains why we need to adopt a more inclusive culture in the tech industry:

https://compassionatecoding.com/blog/2019/4/17/its-time-to-retire-rtfm.

Tom Johnson's I'd Rather be Writing blog explores whether being told at interview stage that you'll be the only tech writer in an organisation is a red flag:

https://idratherbewriting.com/blog/red-flags-tech-writer-with-complete-control/.

Google announce support for FAQ and How-to structured data on Google Search and the Google Assistant. This post by Daniel Waisberg, Damian Biollo, Patrick Nevels, and Yaniv Loewenstein gives details:

https://webmasters.googleblog.com/2019/05/new-in-structured-data-faq-and-how-to.html.

Cherryleaf's Ellis Pratt continues his series on policies and procedures – this month he looks at what should be included in policies, processes and procedures:

https://www.cherryleaf.com/2019/05/what-should-go-into-policies-and-procedures/.

Sakib Supple posts on *The Guardian*'s digital blog about the benefits of using structured content for creating and publishing articles:

https://www.theguardian.com/info/2019/may/10/structured-content-benefits-for-creating-and-publishing-articles.

John Roach on Microsoft's AI blog takes us through Microsoft's vision for conversational AI – computers that understand you:

https://blogs.microsoft.com/ai/microsoft-build-future-of-natural-language/?ocid=FY19_soc_omc_br_tw_live.

Do you have a blog? Seen an interesting post? Let me know so I can include it in my monthly review. Email ginny@cherryleaf.com.

Ginny has a background as a skilled trainer and information designer, and is responsible for the development of Cherryleaf's training courses. In addition to her skills in information design, she has over twenty years' experience in teaching and training throughout the world. She is Cherryleaf's representative to the ISTC.

Training courses

Armada

Armada is offering a 10% discount for ISTC members on all the following courses.

June

13-14   **Introduction to Adobe InDesign**
Provides a comprehensive introduction to the powerful capabilities of InDesign, including setting up new documents, shapes, frames and using InDesign's most popular features.

Armada, Bromsgrove.

www.armada.co.uk/course/indesign-training.

20-21   **Introduction to Adobe InDesign**
Provides a comprehensive introduction to the powerful capabilities of InDesign, including setting up new documents, shapes, frames and using InDesign's most popular features.

Armada, Reading.

www.armada.co.uk/course/indesign-training.

24-25   **Introduction to Adobe Photoshop**
Learn how to create and edit images using the de facto standard in the graphics industry. Techniques covered include colour correction, working with layers, compositing images and preparing images for use on the Web.

Armada, Bristol.

www.armada.co.uk/course/photoshop-training.

24-25   **Introduction to Adobe Captivate**
This course teaches everything you need to create professional standard e-learning tutorials and high-quality demos.

Armada, Reading.

www.armada.co.uk/course/captivate-training.

July

1-2   **Introduction to Adobe Photoshop**
Learn how to create and edit images using the de facto standard in the graphics industry. Techniques covered include colour correction, working with layers, compositing images and preparing images for use on the Web.

Armada, Reading.

www.armada.co.uk/course/photoshop-training.

4-5   **Introduction to Adobe Photoshop**
Learn how to create and edit images using the de facto standard in the graphics industry. Techniques covered include colour correction, working with layers, compositing images and preparing images for use on the Web.

Armada, Sheffield.

www.armada.co.uk/course/photoshop-training.

...Armada

...July

8-12 **Technical Authoring Training Programme**
ISTC-accredited programme comprising:

- Introduction to technical authoring (1 day)
- Intermediate technical authoring (2 days)
- Advanced technical authoring (2 days)

Training in core technical authoring skills for new and experienced technical authors.

Attend the complete programme, or just the module(s) relevant to you.

Armada, Bromsgrove.

www.armada.co.uk/course/technical-author-training.

18-19 **Introduction to Adobe Captivate**
This course teaches everything you need to create professional standard e-learning tutorials and high-quality demos.

Armada, Bristol.

www.armada.co.uk/course/captivate-training.

22-23 **Introduction to Adobe InDesign**
Provides a comprehensive introduction to the powerful capabilities of InDesign, including setting up new documents, shapes, frames and using InDesign's most popular features.

Armada, Bromsgrove.

www.armada.co.uk/course/indesign-training.

22-23 **Introduction to Adobe InDesign**
Provides a comprehensive introduction to the powerful capabilities of InDesign, including setting up new documents, shapes, frames and using InDesign's most popular features.

Armada, Milton Keynes.

www.armada.co.uk/course/indesign-training.

24 **Advanced Adobe InDesign**
Ideal for existing InDesign users who want to take their use of the application to the next level. The techniques you will learn include:

- Handling colour with confidence.
- Harnessing the power of stylesheets.
- Streamlining your workflow and improving productivity, to get a greater return on investment.

Armada, Bromsgrove.

www.armada.co.uk/course/advanced-adobe-indesign-training.

25-26 **Introduction to Adobe Photoshop**
Learn how to create and edit images using the de facto standard in the graphics industry. Techniques covered include colour correction, working with layers, compositing images and preparing images for use on the Web.

Armada, Milton Keynes.

www.armada.co.uk/course/photoshop-training.

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14

Cherryleaf

We offer online training courses in:

Technical Author/Technical Writing: https://www.cherryleaf.com/training/technical-author-basicinduction-training-course/. Cherryleaf is offering a 10% discount to ISTC members for this course.

Technical Copywriting: https://www.cherryleaf.com/training/technical-copywriting-training-course/. This online technical copywriting training course teaches you how to write clear and effective marketing copy, in a straightforward and efficient way. Let us share with you the best practices we've developed for writing copy for software (SaaS and desktop) and other technical products.

Advanced Technical Communication: https://cherryleaf.teachable.com/p/advanced-technical-communication. Cherryleaf's advanced technical communication skills course provides you with access to a collection of online modules in technical communication, under a low-cost monthly subscription plan. Each module is self-contained, so you can to choose to take just a single module, if you wish.

It contains:

- DITA Fundamentals
- Single Sourcing and Content Reuse
- Introduction to Content Strategy
- Documenting REST APIs
- Managing Software Documentation Projects
- Writing and Designing Embedded Help
- Markdown
- Revising and Editing Content
- Trends in Technical Communication

ESTON Training

Technical/Commercial Authorship (Former ISTC Syllabus Parts 1 & 2): http://www.estontrg.com/technicalcommercial-authorship/. A £50 discount is offered to ISTC members for this course.

Simplified English: http://www.estontrg.com/english-language-courses/.

Standard Generalised Mark-up Language (SGML): http://www.estontrg.com/standard-generalised-mark-language-sgml-course/.

Editing and Publishing Magazines: http://www.estontrg.com/editing-publishing-magazine-course/.

Report Writing: http://www.estontrg.com/report-writing-course/.

Business English: http://www.estontrg.com/business-english-course/.

Training and events – discounts for ISTC members

To see all the discounts currently available to our members, log on to the Discussion Forum on the ISTC website – www.istc.org.uk/our-community/discussion-forums (you **must** be logged on to see the forums) – and go to the "Training and Events - Membership Discounts" thread in The Lobby.

Firehead

Learn FrameMaker 2019:
https://firehead.net/course/framemaker-2019-training-technical-authors/.

Learn Adaptive Content Modelling:
http://firehead.net/training/learn-adaptive-content-modelling/.

Creating Mobile Apps without Coding:
http://firehead.net/training/creating-mobile-apps-without-coding/.

Customer Journey Mapping:
http://firehead.net/training/customer-journey-mapping/.

MadCap Software

For details of the latest MadCap Software training schedule (both on-site and online) visit: www.madcapsoftware.com/services/training/.

Training and event reviews

Have you recently attended a training course or event that you think would be of interest to our community of readers? Why not submit a short review? Email newsletter.editor@istc.org.uk.

Events listings

If you know of an event that will be of interest to readers, please email newsletter.editor@istc.org.uk.

ISTC events are highlighted.

June

2-3   Write the Docs Vilnius
Write the Docs brings everyone who writes the docs together: programmers, tech writers, support, designers, developer advocates, and more. We all have things to learn from each other, and there's no better way than sitting together and talking.

Vilnius, Lithuania.

www.writethedocs.org/conf/vilnius/2019/.

4   ISTC North East England Area Group Meeting
At this month's meeting we will focus on the notion of obsolete content and discuss how to identify and manage it. Please register via Eventbrite or email Joanna Suau: northeastengland_areagroup@istc.org.uk.

The Town Wall, Pink Lane, Newcastle upon Tyne NE1 5HX from 18:00 – 19:30.

4   ISTC Thames Valley Area Group Meeting
This month, take a poor procedure from everyday life and rewrite it. Court judgment form, packet food instructions, hire car form, old BT coin-operated phone box, anything! For more information email Darren Mitcham: thamesvalley_areagroup@istc.org.uk.

Bird in Hand Hotel, Bath Road, Knowl Hill, Reading, RG10 9UP at 19:30.

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This is a free monthly online newsletter for scientific and technical communicators.
InfoPlus is posted at www.istc.org.uk/our-publications/infoplus-newsletter/.

16

...June

4-5   Evolution of TC
Evolution of TC is an annual gathering for all technical communicators with a focus on innovations in software documentation.
Sofia, Bulgaria.
https://evolution-of-tc.com.

11-13 LocWorld40
If you're involved in the creation, management, translation, or delivery of multilingual content, LocWorld is the conference for you. Each LocWorld event features case studies, lessons learned, best practices presentations, industry panel discussions and more.
Estoril, Portugal.
https://locworld.com/events/locworld40-portugal-2019/.

20   National Freelancers Day
Join IPSE, the Association of Independent Professionals and the Self-Employed, for their annual flagship event.
London, UK.
https://www.nationalfreelancersday.com.

25-27 Content Connections 2019
Come and learn the very latest ideas and methods for producing and delivering strategy-aligned content.
Berlin, Germany.
https://acrolinxcc.com.

July

25   ISTC East of Scotland Area Group Meeting
Topic and location to be confirmed nearer the time.
For more information email Holli Hamilton: eastscotland_areagroup@istc.org.uk.

September

2-6   Information Design Summer School
A week-long intensive focus on information design, with lectures, group work, critiquing and discussion.
University of Bath, UK.
https://www.simplificationcentre.org.uk/events/summer-school.

10-12 Technical Communication UK (TCUK) Conference
The ISTC's annual conference for everyone involved in writing, editing, illustrating, delivering and publishing technical information.
Kenilworth, Warwickshire, UK.
http://technicalcommunicationuk.com.

...September

15-17   Write the Docs Prague
Write the Docs brings everyone who writes the docs together: programmers, tech writers, support, designers, developer advocates, and more. We all have things to learn from each other, and there's no better way than sitting together and talking.

Prague, Czech Republic.

www.writethedocs.org/conf/prague/2019/.

19-20   Translation Technology Round Table 2019
A brand-new, European version of the popular Translation Technology Round Table. Designed for information-sharing between active users of technology, interested buyers, solution architects, and technical support personnel.

Heidelberg, Germany.

https://www.localizationinstitute.com/event/heidelberg-translation-tech-roundtable-2019.

25-26   NORDIC TechKomm
International experts convene in Copenhagen to share best practices or present current ideas on the main conference topic "Intelligent Information for Users".

Copenhagen, Denmark.

https://nordic-techkomm.com.

October

8-11   MadWorld 2019 Dublin
The premier technical communication and content strategy conference for the MadCap Software user community.

Dublin, Ireland.

https://www.madcapsoftware.com/conference/madworld-2019-dublin/.

9-11   Adobe DITA World 2019
The world's biggest DITA online conference for marketing and TechComm professionals.

Online.

https://2019-adobe-dita-world.meetus.adobeevents.com.

Feedback and contributions

This newsletter is produced for the benefit of both ISTC members and technical communicators in the wider community. We are always pleased to hear from our readers. Send your feedback and any ideas for articles, new features or regular sections to newsletter.editor@istc.org.uk.

InfoPlus copy deadline

Submissions to the newsletter are always welcome. If you have an article or other content you would like to see included in the July edition of *InfoPlus*, please email your copy to newsletter.editor@istc.org.uk by **19 June 2019**.

Every effort is made to ensure that *InfoPlus* is published and distributed as early as possible in the month to which it relates, generally on the first working day. However, occasionally it may not be distributed up to a week into that month. Please bear this in mind when submitting time-sensitive information.

November

12-14 tcworld conference 2019
At tcworld, experts from the entire process of information development present their knowledge and experience to an interactive global audience.

Stuttgart, Germany.

https://conferences.tekom.de/tcworld19/.

Upcoming webinars

June

26 MadCap Flare Listapalooza: A Guide to Customising Lists in Flare
MadCap Flare consultant Nita Beck will demonstrate how to achieve a variety of custom list formats through the magic of CSS (especially auto-numbering), HTML structures, and Flare gadgets such as snippets. The webinar is adapted from a presentation originally presented during MadWorld 2019 San Diego.

https://www.madcapsoftware.com/resources/live-webinars.aspx.

28 Ask the Expert - How to Create Compliant Information for Use for the EU in Five Steps
This webinar, with Ferry Vermeulen, will outline a step-by-step approach to create compliant information for use for the European market. Following the steps will help to avoid legal pitfalls, decrease liability and create happier and safer users.

https://register.gotowebinar.com/register/4498896314815140109.

July

23 Win in Business with Content Intelligence
Make smarter content decisions for better business results with content intelligence. That sounds great, but how? Join Scott Abel, The Content Wrangler, for this free, one-hour webinar with Colleen Jones, CEO of Content Science, and learn why content decisions are like playing poker.

https://www.brighttalk.com/webcast/9273/349649.

Back page

Just like that

Bob Hewitt, our Layout Editor, was browsing his TV guide the other day and thought to himself, "The last time I saw her, Adele didn't look like that".

One thing leads to another

A few Tommy Cooper quotes:

"I'm on a whisky diet. Last week, I lost three days."

"I had a ploughman's lunch the other day. He wasn't very happy."

"I sleep like a baby. I wake up screaming every morning around 3am."

"Today has been eighty degrees in the shade. I was clever. I stayed in the sun."

"You know, somebody actually complimented me on my driving today. They left a little note on the windscreen. It said, 'Parking Fine'. So that was nice."

"I always call a spade a spade. Until the other night, when I stepped on one in the dark."

"Police arrested two kids yesterday, one was drinking battery acid, the other was eating fireworks. They charged one and let the other one off."

"I said to the chef, 'Why have you got your hand in the alphabet soup?' He said, 'I'm groping for words.'"

"I used to be indecisive but now I am not quite sure."