



InfoPlus

Monthly newsletter from the Institute of Scientific and Technical Communicators

January 2023

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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.

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ISTC News

Communicator Awards 2022

Linda Robins FISTC, President

For the second year, we held awards for contributions to *Communicator* during the year. Readers were invited to vote for their favourite articles and their favourite regular columns.

Awards were announced in the in the Winter issue of *Communicator* as follows:

- Favourite article: “Information Architecture: Taxonomies, Ontologies and Metadata” by **Warren Singer**
- Favourite column: “MacCap tips” by **Matthew Ellison** and the most popular of these “Importing Word documents into Flare”.

The results of the voting proved very useful in providing views on favourites and giving us ideas for future issues. Feedback is always useful.



ISTC Annual survey covering employment

Linda Robins FISTC, President

You can help make a difference!

The ISTC Annual Survey covering employment is now available for all technical communicators in the UK. This survey aims to collect data relating to qualifications, experience, and remuneration of technical communicators in the UK.

We hope many of you can participate so we get a good representation of our profession. The survey is open to ISTC members and non-members.

Results will be made available to ISTC members through the ISTC publications. If you are not an ISTC member and would like to receive a copy of the survey results, please send an email to istc@istc.org.uk.

Please click on the link to get started.

<https://www.surveymonkey.co.uk/r/RVVJGK5>.

Do not hesitate or delay! It will take you 10 minutes at most (guaranteed). The deadline for the survey is 28th February 2023.

ISTC Membership Renewals for 2023

Linda Robins FISTC, President

Renewals for ISTC Members opened on 1 December and payment can be made via the website or by contacting the ISTC office. Members will receive an email with details and can check the [renewals page](#) of the ISTC website.

Payment is due by 31st January 2023.

UK Technical Communications Awards 2023

Linda Robins FISTC, President

Looking for a positive start to the year? Is there a new challenge for you? Do you want to make your mark? Why not enter the UKTC Awards 2023?

The annual UK Technical Communications Awards recognise best practices and outstanding contributions to technical communication. Each year we invite entries from individuals or teams (or their sponsors) so we can recognise and reward the best examples.

The Awards are open to any individual or team, whether employed, self-employed, contracting, volunteering, permanent, temporary, full-time, or part-time.

Anyone can enter; we encourage entries of all types, traditional documentation to those demonstration technical innovation— anything that displays, encourages, or helps the production of high-quality technical communication.

The UKTC Awards website is now on the main ISTC website. Details can be found here: [UKTC Awards](#).

The winners for 2022 were announced at [TCUK Metro Online 2022](#) on Tuesday 27 September, a virtual conference hosted by the ISTC. The entries were to a high standard with contributors from several countries and organisations large and small. Awards were presented as follows: seven received Merit Awards, one received a Merit Award with Judges' Commendation and one was presented with the trophy as Overall Winner.

[UKTC Awards winners 2022](#)

Entries for 2023 will be welcomed early in the New Year. Details will be given next month.



they already know and use every day to craft stories that will win over their audience no matter who that audience might be.

About Anne

Anne is a content strategist with more than 20 years' experience telling stories in non-profit, government, and corporate spaces. You can check out her portfolio and other bona fides on her website: <https://www.annedougherty.com/>.

ISTC meets Anne Dougherty

Thursday 12 January 2023, 1 – 2 pm GMT

<https://istc.org.uk/events/istc-meets>.

Story or Die: How to use UX methods to tell more effective stories and increase team success

Stories are the way humans shape our world. From how we cope with family gatherings to evaluating sales pitches and proposals at work, stories are the basis of everything human beings do and experience.

Too often when UX professionals tell the story of our work to stakeholders and decision makers, we focus on things they don't need or can't use, which makes it harder for us to motivate them.

After my talk Story or Die: How to use UX methods to tell more effective stories and increase team success, attendees will understand how they can apply UX methods

Did you know you could advertise in this space?



■ Reach an engaged, specialist audience of content professionals!

■ Join MadCap, 3di and many others who advertise in this e-newsletter!

■ Ideal for product releases, news, courses/events, brand awareness, and recruitment!

Contact istc@istc.org.uk for further details!

ISTC Social Media

ISTC on LinkedIn

There are ISTC groups on LinkedIn for ISTC members which include:

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

England

- Cambridge Technical Communicators
www.linkedin.com/groups/1805651
- ISTC Midlands Area Group
www.linkedin.com/groups/4835591
- Thames Valley Area Group
www.linkedin.com/groups/4805266
- ISTC Yorkshire Area Group for Communication Professionals
www.linkedin.com/groups/4662452

Scotland

- Technical Writers (East Scotland ISTC)
www.linkedin.com/groups/13536907

Ireland

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



ISTC on Facebook

Our main Facebook page is at www.facebook.com/ISTC.org.uk

® You can join the ISTC Community group at www.facebook.com/groups/490570891153888 for discussion with fellow professionals.

The TCUK Facebook page is at www.facebook.com/techcommuk/

ISTC on Twitter

Follow us on Twitter at [@ISTC_org](https://twitter.com/ISTC_org) for everything ISTC, and specifically, [@TCUK_conf](https://twitter.com/TCUK_conf) for everything to do with our annual conference TCUK.

ISTC on Instagram

If you use Instagram, you can follow us there too www.instagram.com/istc_org/.

ISTC on YouTube

You can subscribe to our videos at <https://www.youtube.com/user/istctechcomm>.



ISTC Local Area Groups

The ISTC groups offer opportunities 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.

Current ISTC groups

Name	Leader	Email
Cambridge	Deb Stevens	cambridge_areagroup@istc.org.uk
Thames Valley	Darren Mitcham	thamesvalley_areagroup@istc.org.uk
East of Scotland	Holli Hamilton	eastscotland_areagroup@istc.org.uk
Yorkshire	Dee Vincent-Day	yorkshire_areagroup@istc.org.uk

Contact the group leader if you want to attend one of the groups.

Want to set up a new group? Contact Tom Dunic, our Area Groups Manager at areagroupsmanager@istc.org.uk.

Training courses

Armada

January 2023

23-27 Technical Authoring Training Programme

ISTC-accredited programme comprising:

- Introduction (1 day)
- Intermediate (2 days)
- Advanced (2 days)

ACCREDITED
TRAINING
COURSE



Training in core technical authoring skills for new and experienced technical authors. Attend the complete programme, or just the module(s) relevant to your experience.

2023 sees a re-vamped course syllabus, with new exercises and courses will now be hosted by Matthew Ellison.

10% discount for ISTC members (coupon code ISTC10).

£1,195 + VAT. Live Online Training

£1,495 + VAT at Reading training centre

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

23-24 Introduction to Adobe InDesign

Provides a comprehensive introduction to the powerful capabilities of InDesign.

10% discount for ISTC members (coupon code ISTC10).

£295 + VAT. Live online participation

£345 + VAT. In-class at Milton Keynes training centre

www.armada.co.uk/course/id.

...January 2023

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.

10% discount for ISTC members (coupon code ISTC10).

£295 + VAT. Live online participation
£345 + VAT. In-class at Milton Keynes training centre

www.armada.co.uk/course/ps.

February 2023

2-3 Introduction to Adobe Illustrator

Learn how to create and edit vector graphics quickly and effectively, in the leading application for vector graphics. The comprehensive toolset and features available provide everything you need to produce extraordinary graphics for

print, video, the web and mobile devices.

10% discount for ISTC members (coupon code ISTC10).
£245 + VAT. Live online participation
£345 + VAT. In-class at Reading training centre

www.armada.co.uk/course/ai.

6-7 Introduction to Adobe Photoshop

Learn how to create and edit images using the de facto standard in the graphics industry.

10% discount for ISTC members (coupon code ISTC10).

£295 + VAT. Live online participation
£345 + VAT. In-class at Sheffield training centre

www.armada.co.uk/course/ps.

8-9 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.

10% discount for ISTC members (coupon code ISTC10).

£295 + VAT. Live online participation
£345 + VAT. In-class at Sheffield training centre

www.armada.co.uk/course/id.

16-17 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.

10% discount for ISTC members (coupon code ISTC10).

£295 + VAT. Live online participation
£345 + VAT. In-class at Bromsgrove training centre

www.armada.co.uk/course/ps.

Follow us: [@ArmadaTraining](https://twitter.com/ArmadaTraining)



Cherryleaf

ACCREDITED
TRAINING
COURSE



Technical Author/Technical Writer/
technical writing e-learning course

<https://www.cherryleaf.com/training/technical-author-basicinduction-training-course/>.

Learn to write like a professional technical communicator. This course teaches you the fundamentals of technical writing, and helps you understand your role as a Technical Author (or similar position).

This technical communication course is accredited by the Institute of Scientific and Technical Communicators.

New two course bundles

We offer five bundle options that contain two courses at a discounted price:

- [Technical Writing & Screenshots Course Bundle](#)
- [Technical Writing & UI Text Course Bundle](#)
- [Technical Writing & User Onboarding Course Bundle](#)
- [Technical Writing & Copywriting Course Bundle](#)

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/>.

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/.

Free technical writing courses

Some free technical writing courses submitted
by Mike Mee

<https://developers.google.com/tech-writing/overview>.

<https://www.udemy.com/course/technical-writing-a-quick-start-to-software-documentation/>.

<https://github.com/wise4rmgod/TechnicalWriterResources>.

<https://iimskills.com/a-guide-on-technical-writing-and-technical-writing-training/>.

<https://iimskills.com/a-guide-on-technical-writing-and-technical-writing-training/>.

A technical writing Christmas miracle!

Andrew McFarland Campbell FISTC

So, this morning when we woke up, Michael's iPhone was dead. Pressing the side button did nothing. This is a problem because, like many people, Michael and I use our phones for lots of things—paying for things, car hire, controlling the various bits of smart home kit that we have when we can't work out what voice commands to use with the miscellaneous smart speakers scattered through the house. Michael is also on the transplant list, and his phone is the way the transplant team will call him when the time comes, ironically meaning that the most important thing his iPhone can do in 2022 and 2023 is receive a phone call.

If we lived in a city, we could have popped out to a phone shop for assistance. But we live in a small town in the Irish midlands.

Also, it was Christmas Eve.

So, yeah, this was a problem.

Fortunately, I am a Fellow of the Institute of Scientific and Technical Communicators, and I appreciate the value of technical writing, so I did what any sensible technical writer—indeed any sensible person—would

do. I Googled for technical support. I found this page on Apple's website: If your iPhone won't turn on or is frozen.

The solution was quite simple: press the volume up button briefly, press the volume down button briefly, hold the side button until the Apple logo appears. I did this (while saying 'up, down, left, right, A, C, B' under my breath) and the phone came on. We didn't have to turn the house upside down to find my old iPhone 7 to use as a backup and we didn't have to leave the house to find assistance.

Originally published at <https://andrew.mcfarlandcampbell.org>.

Blogs and Podcasts Roundup

Michæl McFarland Campbell MISTC

Rob Words tells us about Thorn, eth, yogh, wynn, ash, ethel, eng, long S & the Tironian et. This video takes you on a tour of the letters we don't use anymore. It'll tell you where they came from and why they disappeared. Watch it at https://www.youtube.com/watch?v=wJxKyh9e5_A.

Justin Cuckow says, “talking and thinking about risk factors all the time and nurturing a climate of consultation, learning and trust are essential measures for maintaining resilience.” Find out more at <https://www.institutelm.com/resourceLibrary/which-leadership-style-fosters-effective-risk-preparedness.html>.

If you know of a podcast or a blog about technical writing that we should highlight, please get in touch with me at michael@scholastica.org.uk.



Let 1500 other technical communicators know your news

Michæl McFarland Campbell MISTC, InfoPlus editor

InfoPlus is here to help technical communicators hear the news about our profession including—but not solely—news from the Institute of Scientific and Technical Communicators. If you have information to broadcast to the tech comm community, please do send it to me, so we can make sure as many people hear about it as soon as possible. My email is newsletter.editor@istc.org.uk.

InfoPlus is published and distributed usually on the first working day of each month. Occasionally, there may be a delay until the first week of the month. Please bear this in mind when submitting time-sensitive information.

The deadlines for the 2023 editions are:

Edition	Deadline
February 2023	Fri 20 January 2023 at 12 noon GMT
March 2023	Fri 17 February 2023 at 12 noon GMT
April 2023	Fri 24 March 2023 at 12 noon GMT
May 2023	Fri 21 April 2023 at 12 noon BST
June 2023	Fri 19 May 2023 at 12 noon BST
July 2023	Fri 23 June 2023 at 12 noon BST
August 2023	Fri 21 July 2023 at 12 noon BST
September 2023	Fri 18 August 2023 at 12 noon BST
October 2023	Fri 22 September 2023 at 12 noon BST
November 2023	Fri 20 October 2023 at 12 noon BST
December 2023	Fri 17 November 2023 at 12 noon GMT