

TO: All Associates of 300 Technical Writers
FROM: Hayley Blackburn, Branch Supervisor
DATE: Due July 6 by 1 p.m.
SUBJECT: Training or Instructional Materials

You will develop training materials for an intern or new hire based on skills in your industry. *For example*, if budgeting is essential to your industry, you might develop a training manual for creating an excel sheet with financial equations. If your industry revolves around client relations, develop a handbook with best practices for interpersonal communication or sales.

Tasks

Imagine you are creating the training materials for a new intern at work; you can expect them to have a general working knowledge of the industry/position but not the specific details. Create a poster, handbook, standard operating procedure, safety hand-out, or a video to explain one aspect of the job to your new hire. Provide orientation to the task and its importance in your industry with images and key terms that will help your intern complete the job correctly.

Expectations

The training materials should 1-3 pages (for written materials) or 2-3 minutes (for video) with the appropriate steps, illustrations, definitions, and liability warnings. You are expected to incorporate concepts from the course within your writing and design. If you create video content, you must enhance the visuals with written components (captions, animations, images, etc.). You must incorporate the following minimum elements within the tasks outlined above:

- An introduction/orientation to the task with connection to the position
- 1 illustration or image that increases comprehension of the steps
- A glossary of critical terms or additional resources for the intern

To earn an “A,” you must meet the minimum expectations WITH critical and creative additions that walk your intern through the process in concrete terms. You must demonstrate your grasp of the skill, the necessary equipment/knowledge, and the importance of completing that duty successfully within your industry. The final product must be polished with minimal technical errors and clearly organized.

Skills to Practice

- Identifying a key skill or process relevant to your workplace
- Providing useful training materials for your workplace
- Determining appropriate and helpful illustrations

Objectives

To understand the necessary steps required to teach a novice about a process in the workplace

If you have any concerns, questions, or another commentary, please do not hesitate to contact your 300 branch supervisor.