



Ragged Left

November-
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The Monthly Newsletter for the Berkeley Chapter of the Society for Technical Communication

In this issue

Next Meeting

Designing for People: Human Factors for Technical Communicators. Andrea L. Ames, Senior Information Developer at IBM and new first vice president of STC, will be our speaker for the June meeting. Mark your calendar for [June 11](#) to learn about this important topic from one of the leaders in our industry.

News & Reviews

Single sourcing with Framemaker may be the future of our industry. In April Karl Matthews presented Adobe FrameMaker 7.0 and XML: Responding to New Trends in Technical Publishing. William Abernathy provides a detailed [recap](#) of that presentation. Feeling the pressure of these turbulent times? The May meeting focused on reducing your stress. Marc Branco fills us in on in the [monthly wrap](#).

New chapter members, [Treasurer's report](#), elections results, membership fee hike, and the Region 8 conference next month. Catch up with the latest news and trends in the Chapter, Society and industry with our [News](#) section.

Looking for the ultimate guide to documenting architecture and project management? Guest writer Mike Tarrani [reviews](#) *Documenting Software Architectures: Views and Beyond*, described as, "The only technical documentation book you'll need."

Volunteer

Want your be part of an award winning publication? The Ragged Left is always looking for articles and reviews related to our industry. Visit our [editorial section](#) for submission guidelines. We've also got some open positions on the Executive Committee, which departing President Kathryn Munn discusses in her last [column](#).

Resources

For the latest trends and resources in single sourcing and online help, Ron Rothbart offers a detailed recap of the [WinWriters conference](#) in Seattle.



Monthly Meeting

speakers resources
networking resume review Vo's

Next Meeting: Wednesday November 8, 2003

This month Talia Erlich discusses core communication skills.

What are the core skills of a Technical Communicator?

A great deal of the job of a Technical Communicator is to listen to and solicit feedback from subject matter experts. Technical Communicators must often interview engineers (or read their design documents or specifications), who often provide a detailed technical perspective.

Technical Communicators need to translate engineer-ese to clear, procedural instructions for end users. When creating content or soliciting feedback from reviewers, Technical Communicators must know how to speak to subject matter experts in order to get the necessary information (and know what to discard as irrelevant to the end user.) To help us learn or refine these skills, Talia Erlich will discuss Active Listening, Blocks to Active Listening, and What Makes Feedback Effective.

Talia Erlich is a training professional and mediator, certified with the Conciliation Forums of Oakland. Talia presents workshops in Listening Skills, Feedback Skills, Conflict Management, and Procrastination/Time Management Skills around the Bay Area. She brings with her a strong business background in marketing in the high-tech industry, where she developed revenue-building promotions and coordinated trade show exhibits. Talia received her Bachelor of Arts in English from UC Berkeley.

No Meeting in December! See you in 2004.

STC-Berkeley Chapter Meeting Details

Caffe Giovanni, 2420 Shattuck Avenue
(between Channing and Haste), Berkeley, CA

Networking and conversation start at 6:00 p.m., and dinner at 6:30 p.m. If you want to eat dinner, reservations are required and must be received no later than 12:00 noon the Monday before the meeting. Reservations are necessary so that we can order the right amount of food. Do not contact the restaurant.

RSVP Online Use your credit card to order meeting reservations via the chapter [website](#). The meeting fee with dinner for those with advance reservations is:

- \$18 for members with prepaid reservation
- \$15 for student members with prepaid reservation