



USER MANUAL



Writing User Manuals

Clear, concise, easy-to-read manuals mean fewer calls to customer support, which saves your firm time and money. Consider as well that the user manuals your team produces are a direct reflection of how your business operates and how well your team knows its stuff.

Bottom line: poorly written user manuals cost time and money and can derail relationships with customers.

Offered as an onsite customized workshop, webinar, or virtually.

Learning Objectives

- Plan the content of a user manual
- Use language effectively to ensure readability
- Use graphics effectively
- Analyze the end-user
- Write targeted, reader-friendly user manuals

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The Hurley Write Difference

We customize all of our workshops using your team's or organization's writing examples. Our proven process will ensure that your team has the strategies to write effective documents.

Hurley Write...	Hurley Write Does <i>NOT</i> ...
Instructors are experts—they have extensive backgrounds in professional writing and teaching	Use “talking heads” as instructors who lack knowledge about writing
Uses your team's documents to meet your specific objectives	Use generic presentations that don't apply to your key document needs
Provides a team experience to ensure ongoing collaboration and learning	Use a cookie-cutter approach
Provides ongoing support after the workshop to ensure concepts are applied in meaningful ways	Offer a “one-and-done” workshop with no follow-up