

TEC400: Technical Instructions and Descriptions

In this module, you will be introduced to writing technical instructions and descriptions. You will learn writing techniques that help you write clear step-by-step instructions for how a procedure should be completed. Additionally, the module shows you how to write definitions and descriptions that might involve mechanical or natural processes.

Overview

This module breaks down the technical writing guidelines for writing definitions, descriptions, and explanations that meet the needs of the audience to achieve the objective of the communication.

Below are the general topics that will be covered in this module:

1. Types of instructions and their components, and the steps used in writing them.
2. Using audience and task analysis to identify the content your reader will need to perform a task.
3. Proper formatting of instructions and description.
4. Using imperative mood to improve readability and usability.
5. Categories of technical descriptions and when to use them.

Learning Objectives

This module will help you achieve the following learning outcomes:

- Analyzing audience, context, and purpose to adapt the message to the communication objective.
- Writing technical documents using language, style, and page design that align with readability and usability guidelines.

Key Terms and Concepts

- **Writing technical documents using language, style, and page design that align with readability and usability guidelines.**
A set of step-by-step explanations of how to assemble, operate, repair, or do routine maintenance on equipment or other objects.

What are Instructions?

Clear, active, and direct language are the secret ingredients of effective instructions. Think about the last time you tried to follow a set of instructions; maybe you found an amazing recipe to try or bought a new piece of furniture that needed some installation work. Were you able to complete the process? Did you feel confused? Did you have to read the instructions several times back and forth to better understand the order of the steps? Did you have any questions?

Instructions are one of the most common types of technical communication, enabling readers to perform tasks by following step-by-step directions.

Question

1. Which of the following is likely to have a set of instructions? Select as many correct answers as you should.
 - a) Pasta package
 - b) Microwave oven
 - c) Ikea closet
 - d) Medication
 - e) Video game
 - f) Notebook

Answer

1. The correct answer are a, b, c, d, and e. Except for a notebook, all of these items (pasta package, microwave oven, Ikea closet, medication, video game) come with a set of instructions. Instructions are ubiquitous in our daily lives; most products carry some sort of instructions to guide the user.

Instruction writing is extremely sensitive and critical in medical, pharmaceutical, and some technical fields that could risk safety. For instance, in aviation operations, if the person in charge of de-icing the plane misses a step, the outcome could be horrific. The personnel dealing with hazardous chemicals are constantly at risk of contamination. If the instructions on handling the material fail to communicate the steps clearly or provide caution notes to warn users when necessary, the cost can be fatal.

Instructions are step-by-step explanations of how to assemble, operate, repair, or do routine maintenance on equipment or other objects. Instructions come in many forms:

1. Short emails
2. Standard operating procedures
3. Manuals
4. User guides
5. Pamphlets
6. Webinars
7. Video tutorials

Effective Instructions

An effective set of instructions requires the following:

- Clear, precise, and straight-forward writing
- A thorough understanding of the procedure in all its technical detail
- The ability to put yourself in the place of the reader
- The ability to visualize the procedure in detail and to capture that awareness in the steps
- Willingness to test your instructions on the kind of person you wrote them for

Watch this video (5:30 minutes) to learn about [placing instructions in documents](#) [Video].

Preliminary Steps for Writing Instructions

The writing process for instructions mimics the same process of planning, collecting data, drafting, and revising. Here you learn about the planning phase.

Preliminary Steps for Writing Instructions

1. Do a careful audience analysis
 2. Do a thorough task analysis
 3. Determine the best approach to the step-by-step instructions
 4. Design grouping of tasks
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1. Do a careful audience analysis
 - Define the audience and situation for your instructions.
 - Define the level of reader familiarity with the topic.
 - Envision your real audience, not your ideal one.
 - Doing so will help you focus on the content that a typical reader would need to perform a sequence of tasks.
 2. Do a thorough task analysis
 - The term **procedure** refers to the whole set of activities your instructions are intended to discuss. A **task** is a semi-independent group of actions within the procedure: for example, setting the clock on a microwave oven is one task in the big overall procedure of operating a microwave oven.
 - What tasks are involved in the entire procedure?
 - Complete a thorough task analysis by performing the task yourself, if possible
 - Group related tasks together
 - Determine the number of tasks and identify phases
 3. Determine the best approach to the step-by-step instructions

Focus on tasks. In a task approach (also known as task orientation) on using a phone-answering service, for example, you would include these sections:

1. Recording your greeting
2. Playing back your messages
3. Saving your messages
4. Forwarding your messages
5. Deleting your messages, and so on

These are sections — the typical things we'd want to do with the machine — and each would be followed by the steps.

- For an example of task approach instructions, visit [Set up your Apple TV 4K or Apple TV HD](#).

4. Design groupings of tasks

Group similar and related steps into phases, and start renumbering the steps at each new phase. A phase is a group of similar steps within a single-task procedure.

Group common technical tasks as follows:

1. Unpacking and setup tasks
2. Installing and customizing tasks
3. Basic operating tasks
4. Routine maintenance tasks
5. Troubleshooting tasks

Examples:

- Take a look at page 8 (groups safety instructions) and page 18 (explains the first time use steps) from the PDF [Operating instructions Coffee machine - Miele](#) [PDF].
- [The iPhone User Guide page](#) from Apple explains how an iPhone can be unlocked in different ways with various devices. Pay attention to the headings and grouping of the steps to help readers locate and follow the steps easily.

Components of Instructions

Below is the common order most instruction writers follow to ensure the reader understands the procedure and the purpose of the instructions.

1. Introduction
2. Safety Notes
3. Technical Background
4. Equipment Needed
5. Step-by-Step Instructions

Overview of the Components

The task is explained, and a general idea of the procedure is provided. If any safety notes should be observed, they should be addressed before the user begins the procedure. Sometimes a technical procedure requires background knowledge of the equipment or other technical procedures to follow the steps; in that case, this prior knowledge requirement must be placed ahead of the steps.

Lastly, a list of tools and equipment required to complete the procedure is always provided prior to the instructions. As you can see, writing the actual steps is only one part of writing effective instructions.

Learn more about each component in the sections below.

Introduction

Component

- **Introduction:** Plan it carefully. It might include any of the following (but not necessarily in this order).

Description

- Indicate the specific tasks or procedure to be explained as well as the scope (what will and will not be covered).
- Indicate the knowledge and background the audience needs to understand the instructions.
- Give a general idea of the procedure and what it accomplishes.
- Indicate the conditions when these instructions should (or should not) be used.

- Give an overview of the contents of the instructions.

Safety Notes

Component

- **General warning, caution, danger notices:** Alert your readers to the possibility of damaging their equipment, compromising the procedure, and hurting themselves.

Description

- Highlight risks in the introduction and before each relevant step
- Emphasize key points or exceptions.
- **Notes** offer helpful tips or clarifications
- **Cautions** describe potential damage to equipment
- **Warnings** describe the potential for bodily harm
- **Danger** notes describe the potential for lethal harm.

Technical Background

Component

- **Technical background or theory:** For some instructions (after the introduction), include necessary critical background information.

Description

- In technical contexts, reference to applicable codes, regulations, manufacturer's data sheets, and other technical documents are required.
- Background on specific knowledge or skills required to perform the tasks should also be included.

Equipment Needed

Component

- **Equipment and supplies:** Most instructions include a list of the equipment to be gathered before you start the procedure.

Description

- Include a list of items that are essential for completing the steps:
 - Tools used in the procedure (such as mixing bowls, spoons, bread pans, hammers, drills, and saws)
 - Supplies: consumables, such as wood, paint, oil, flour, and nails).
 - Personal protective equipment (PPE): masks, steel-toed boots, gloves, and goggles.
- Use a vertical list or a two-column list.

Step-by-Step Instructions

Component

- **Discussion of the steps:** Use command verb forms (also known as the imperative mood) and "you" to make it clear what the reader should do.

Description

Example:

2. Step 2: Inflating your automobile tires with air

- 2.1. After driving to the service station, locate the air compressor and park the car next to it.
- 2.2. Remove the valve stem caps on all four tires.
- 2.3. Check the PSI number for your vehicle's tires.
- 2.4. Turn on the air compressor. (Insert sufficient coinage if necessary).

CAUTION: Do not over-inflate your tires. Doing so will result in faster tread wear and tear.

- 2.5. Inflate each tire with air from the compressor

Figure 1 uses caution call-outs in two places within the document. Note the cautions placed in the instructions sheet in a text box to draw attention.

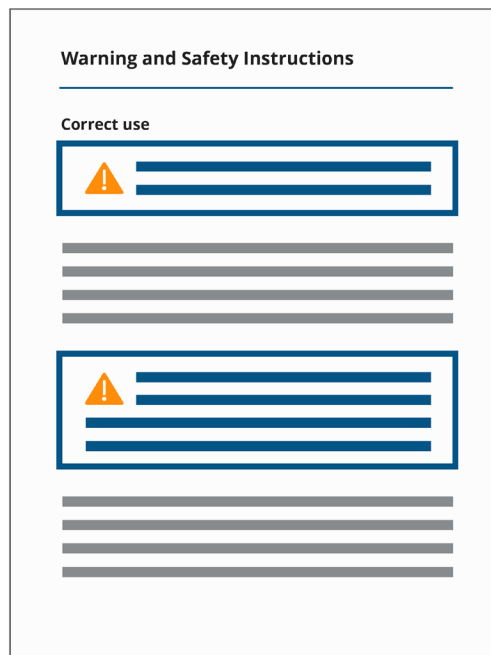


Figure 1. Mockup of page layout from an instruction manual.

Figure 1 Description: A mockup of "Warning and Safety Instructions" with information on the "Correct use" of the product. There are two caution call-outs; one at the top of the page and one halfway down. The caution call-outs are visually emphasized with a thick text box and a caution icon. Source: Image by Seneca College, [CC BY-NC 4.0](#).

Illustrating Instructions

Visual aids are crucial to text-based instructions. Illustrations, photographs, screenshots, and the like are often critical to the readers' ability to visualize what they are supposed to do.

- Ensure that the visual aids represent the image from the reader's perspective.
- Place the visual aid immediately below the step described in the text.

- Carefully label and describe the visual aid.
- Include sources for the images if you have not created them yourself.

Example

The Mountain Equipment Company have put together an effective set of instructions on [how to fix a flat bike tire](#). Review the instructions and take note of the various components included. Are the tools listed before the instructions? Are the instructions written in imperative mood? Are the visuals integrated purposefully to aid the user?

Formatting Instructions

Just like other types of technical writing, instructions follow a structured format to adhere to readability and usability standards. Observe the following formatting guidelines in your documents:

- Headings
 - Include headings for the following sections: introduction, background, equipment and supplies, instructions, and include subheadings for the individual phases within that section.
- Lists
 - Instructions make extensive use of numbered vertical lists for step-by-step explanations.
 - Use simple vertical lists or two-column lists for equipment and supplies, and instructions.
 - Use in-sentence lists for an overview of things to come.
- Special Notes
 - You are required to alert readers to possibilities in which they may damage their equipment, waste supplies, cause the entire procedure to fail, and injure themselves seriously or fatally.
 - See [Special Notices by David McMurrey](#) for a complete discussion.

Writing Style

Use an **active verb** that is task-focused. The use of the passive voice in instructions can be problematic. For some strange reason, some instructions sound like in the following example:

- The **Pause** button should be depressed in order to stop the display temporarily.
 - Who is responsible to do the depressing action? Moreover, what does “depress” mean in this context?

Consider this example:

- The Timer button is then set to 3:00.
 - Again, one might ask, “is set by whom?”

Example of the imperative mood

- Remove the valve stem caps on all four tires.
- Check the PSI number for your vehicle’s tires.
- Turn on the air compressor

A Checklist for Creating Effective Instructions

As you reread and revise your instructions, run them through the following checklist for content and format:

Content

- Provide an overview of content
- Indicate audience requirements
- Clearly describe the exact procedure to be explained
- Include a section listing equipment and supplies if necessary
- Include exact measurements and other values when required; for example, “a few drops” is far less specific than “0.25 mL”
- Use special notices as appropriate
- Provide an additional supplementary explanation of the steps as necessary

Readability

- Use numbered lists for sequential steps
- Use headings and subheadings to divide the main sections and subsections
- Use visual aids to illustrate key actions, objects, and locations

Activity

Using the following information, create a set of instructions on how to post a TikTok story. Note: leave out the unnecessary information.

- A. TikTok opens up the door for more engagement transparency and two-way conversations in Stories.
- B. Tap the camera button from the navigation bar on the left-hand side of the screen. You can either record videos on the spot or upload photos and videos from your camera roll.
- C. Users can publicly comment on Stories and see who has viewed Stories content.
- D. Upload your story.
- E. Personalize your story by using TikTok’s regular tools like sounds, effects, text, or stickers.

Answer

The correct order of the steps is **B, E, and D**. Instructions for how to post a TikTok story are: first, B. Tap the camera button from the navigation bar on the left-hand side of the screen. You can either record videos on the spot or upload photos and videos from your camera roll; second, E. Personalize your story by using TikTok’s regular tools like sounds, effects, text, or stickers; third, D. Users can publicly comment on Stories and see who has viewed Stories content.

Technical Description

Technical descriptions and definitions help readers understand complex technical information. There are three categories of technical descriptions. Read about each type and their characteristics below.

1. Definition

Offers the specific meaning, answers the question: what is X? It may range from a simple clarifying phrase to a glossary, to an extended document of several pages. Often includes detailed descriptions and visuals to illustrate ideas.

2. Mechanism Description

Offers a detailed physical description of a tool, machine or other mechanical device designed to perform a specific function. E.g., product descriptions for sales or manufacturing, documentation of design specifications, infographics, etc.

3. Process Description

Explains a series of events (natural/biological/ecological, mechanical, social, or psychological phenomenon) that happen in a particular sequence in order to achieve a specific outcome.

- Two types: non-instructional processes (such as photosynthesis) and instructional process (such as step-by-step instructions).

What is Descriptive Technical Writing?

Attention to detail is critical to descriptive technical writing, which

- Uses visuals and text to “show” and “tell” the reader about technical information.
- Sometimes draws on the “five senses” and metaphorical comparisons (analogies).
- Often relies on concrete, measurable descriptors, like size, weight, volume, etc.
- Can take many forms, depending on purpose and audience (such as a brief sentence, a paragraph, a whole section of a report, or an entire manual)
- Often legally required to ensure safety and compliance.

Types of Technical Definitions

Parenthetical

A phrase clarifying a term in brackets placed right in front of the term)

Example: GMO (genetically modified organisms)

Sentence variety

- A sentence providing more details than a parenthetical definition does.

The formula of a sentence variety:

- Term = Class + Distinctions

Example:

- Zoonosis is an infectious disease that can be transferred between species.
 - Term = "Zoonosis"
 - Class = "is an infectious disease"
 - Distinctions = "that can be transferred between species"

Extended

Extended (more than a sentence: a paragraph to several pages): textbook explanations, encyclopedia entries.

Questions

Review the definitions in each question. Identify which part of the definition is highlighted in bold.

1. A server is a computer, a device or a program that is dedicated to managing network resources. From the options below, select the part of the definition that is bolded.

- a. Term
 - b. Class
 - c. Definition
2. A binder is the organic or inorganic material which **encapsulates and holds together the base in reinforced or otherwise heterogeneous composites**. From the options below, select the part of the definition that is bolded.
 - a. Term
 - b. Class
 - c. Definition
3. **Thermoplastic** is a class of plastics capable of being repeatedly softened by increases in temperature and hardened by decreases in temperature. From the options below, select the part of the definition that is bolded.
 - a. Term
 - b. Class
 - c. Definition

Answers

1. The correct answer is **b. Class**.
2. The correct answer is **c. Definition**.
3. The correct answer is **a. Term**.

A Good Definition is

- Accurate
- Not circular
- Audience-appropriate.

Question

4. Which of the following is an example of a good definition? Select the best answer.
 - a. A microwave oven is a thing you can cook with.
 - b. A microwave oven is an oven that uses microwaves to cook food.
 - c. A microwave oven, also called an electronic oven, is a kitchen appliance that cooks [food](#) by means of high-frequency electromagnetic waves called [microwaves](#). A microwave oven is a relatively small, boxlike oven that raises the temperature of food by subjecting it to a high-frequency [electromagnetic field](#) (Britannica).

Answer

4. The correct answer is c. **A microwave oven, also called an electronic oven, is a kitchen appliance that cooks [food](#) by means of high-frequency electromagnetic waves called [microwaves](#). A microwave oven is a relatively small, boxlike oven that raises the temperature of food by subjecting it to a high-frequency [electromagnetic field](#) (Britannica).**

Circular Definition

A circular definition is defining a term by using the term in the definition.

Question

5. Which of the following definitions is NOT circular? Select the best answer.
- A computer: an electronic device that computes data.
 - A computer: an electronic device that computes data.
 - A valve is a device that regulates, directs, or controls the flow of a fluid (gases, liquids, fluidized solids, or slurries) by opening, closing, or partially obstructing various passageways.
 - Circular definition: a definition that is circular.

Answer

5. The correct answer is c. A valve is a device that regulates, directs or controls the flow of a fluid (gases, liquids, fluidized solids, or slurries) by opening, closing, or partially obstructing various passageways.

The Description of a Mechanism

The mechanism description allows the reader to clearly picture, and therefore understand, the nature of the object being described, what it does, and how it works.

Mechanism descriptions provide a clear understanding of the object being described, including:

- General appearance and physical properties
- Overall function/purpose
- Component parts
- How the parts interact to create a functioning whole.

To achieve clarity for the reader, the writer must choose significant details and organize information logically. The following characteristics can be used effectively to achieve an elaborate description of an object and how it works.

- Colour
- Shape
- Size
- Dimensions
- Materials
- Component Parts
- Properties
- Principles at work
- Texture, smell, taste
- Finish
- Patterns, design
- Interactions

What is a Mechanism?

Any system of parts (moving or not) designed to work together for a common purpose; from a toothbrush to a spaceship. Sample mechanism description: [How Does a Soldering Iron Work?](#)

Question

1. Technical descriptions answer the following question. Select the best answer.
 - a. How does X work?
 - b. How is X doing? (The state or condition of X).
 - c. Both options are correct.

Answer

1. The correct answer is c. Both options are correct. Technical descriptions may use definitions to explain the state or condition of an object, the emphasis is on explaining how the object works.

Note: Although a technical description may use definitions, the emphasis is on explaining the mechanism.

Process Descriptions

What is a Process?

A process is a series of steps or actions leading to a defined end-state.

What is a Process Description?

Process descriptions answer the question: How is X done?

Natural Process

If X is a natural process, humans are not supposed to follow instructions to perform the process.

- For example, tree growth, seasonal cycle, or formation of mountains.
- See **Figure 2** illustrating the metamorphosis process of a frog to help readers understand the natural lifecycle process.

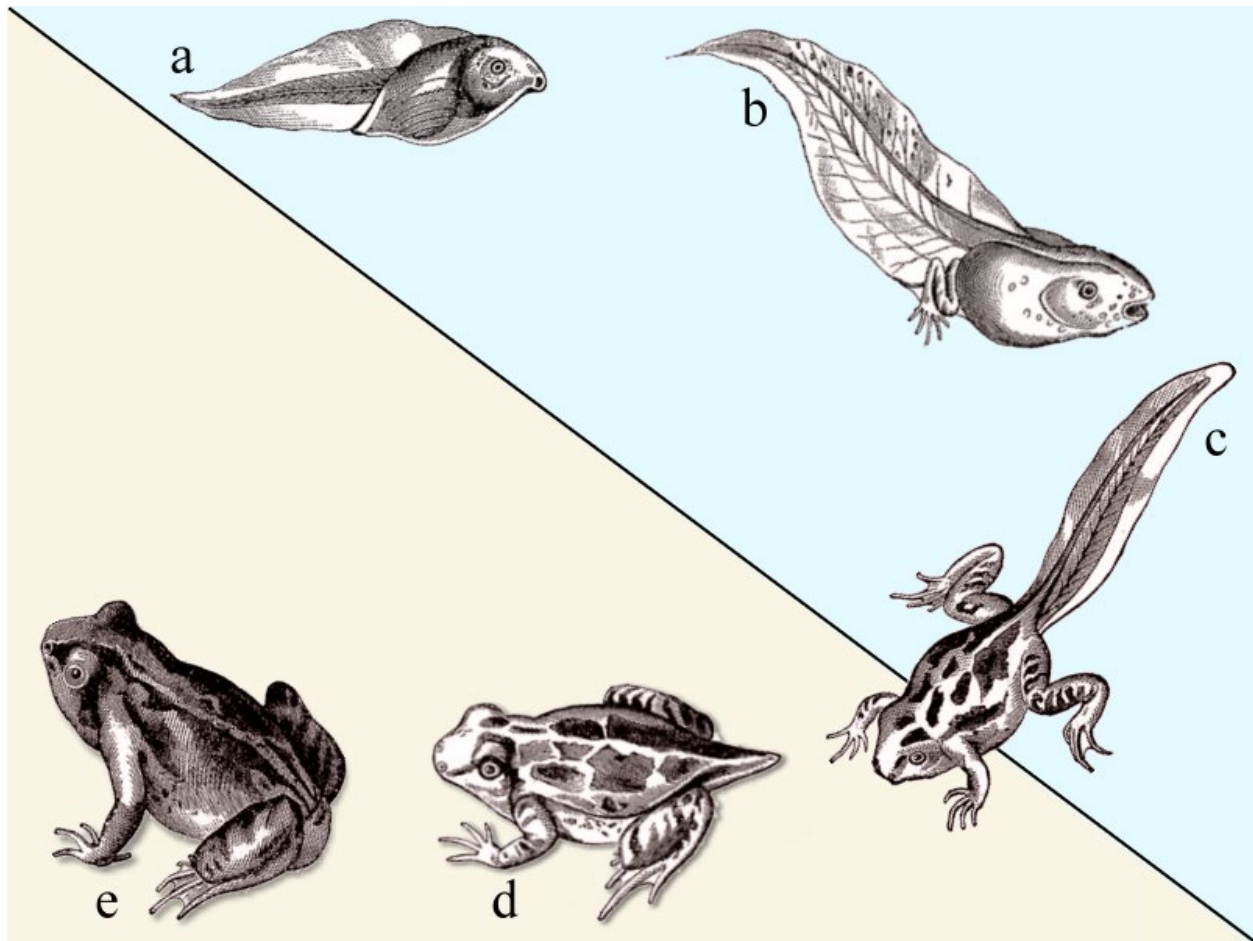


Figure 2. Metamorphosis of a frog.

Figure 2 Description: The externally viewable stadia of the metamorphosis of an anuran amphibian (superfamily Pelobatoidea): a) Tadpole without limbs, b) with one pair of limbs, c) with two pairs of limbs and still with tail, d) young frog with, e) without rest of tail. Source: [Image](#) from Wikimedia Commons.

Process to be Performed by Humans

If X is a process to be performed by humans, the process description provides a set of tasks to accomplish a defined goal. These steps will follow the instruction writing guidelines. Some of the processes to be followed by humans are car oil change or heavy equipment maintenance. Review a process description of [changing a flat tire from Bridgestone](#).

Components of Technical Descriptions

Technical descriptions follow a specific structure to present the information that is expected as a standard format. The following lists the components of a technical description piece in the order of appearance (along with a description).

- **Definition**
What is it, and what is its main purpose? Use a basic three-part definition including the term, class, and use.
- **Overview**
Describe the mechanism's overall appearance ("big picture").
- **Component**
Describe the main component parts in labeled sections; consider the order of information carefully here. Create a logical connection between each component described.
- **Explanation**
How do the parts work together to fulfill its function? What key principles govern its functioning? Consider how much detail is necessary here for your intended audience.
- **Visuals**
Include visuals that illustrate the mechanism and/or its parts.
 - Show the device as a whole; consider showing details in expanded views, cut-aways, or labeled diagrams.
 - Consider embedding or linking to videos showing the device in action.
- **Conclusion**
Depending on the purpose, you might review the product's availability, manufacturing, costs, warnings, etc.
- **References**
Include sources you have used in your description, or additional relevant sources including specifications, codes, regulations, and manufacturer's data sheets.

Technical Description Example

A ballpoint pen is a cylindrical writing utensil that dispenses ink over a metal ball at its point (**Figure 3**). It consists of a metal or plastic nib attached to one end of the narrow ink-filled tube called a reservoir. The reservoir is encased in a slightly wider plastic tube. The average ballpoint pen is 14cm long and 7mm in diameter.

A small ball, which is usually made of steel, is housed in a socket at the tip of the nib. When the tip of the pen is pressed down and moved across the piece of the paper, the balls rolls. As it rolls, it transfers the ink from the ink tube to the paper.



Figure 3. Schneider K15 ballpoint pen and the pen in parts. [Image](#) by Pavel Krok~commonswiki from Wikimedia Commons.

From the example above, take a moment to identify which part of the text represents the definition, components, and explanation.

Answer

- **Definition:** “A ballpoint pen is a cylindrical writing utensil that dispenses ink over a metal ball at its point.”
- **Components:** “It consists of a metal or plastic nib attached to one end of the narrow ink-filled tube called a reservoir. The reservoir is encased in a slightly wider plastic tube. The average ballpoint pen is 14 cm long and 7mm in diameter.”
- **Explanation:** “A small ball, which is usually made of steel, is housed in a socket at the tip of the nib. When the tip of the pen is pressed down and moved across the piece of the paper, the ball rolls. As it rolls, it transfers the ink from the ink tube to the paper.”

Technical Description Checklist

The following checklist will help you review your technical descriptions in the revision phase. While step 1 is only for the writer to evaluate the audience's needs, the rest of the steps are the components of technical description that must be written in a clear, specific, and coherent language.

1. Audience and Purpose
 - Who will read the description?
 - Why will they read the description?
2. Definition and Function
 - What is it?

- What does it do?
- What is its purpose?
- 3. Overview
 - Describe its overall appearance (shape, size, colour, texture, etc.)
- 4. Components and Explanations
 - Describe the component parts (choose most relevant features) and explain how they work together.
 - Describe physical features, like size, weight, colour, texture, materials, composition, etc.
- 5. Visuals
 - What kind of illustrative graphics will you use? For example, diagrams, photographs, cut-away views, exploded views, etc.
 - Where?
- 6. Conclusion
 - Do you need to offer any further information? For example, history, warnings, context, costs, etc.
- 7. References
 - Any sources used, or supplemental sources to suggest.

Refining Your Technical Descriptions

In refining the details of your description and its component parts, consider the following.

Organization

- Use a logical principle to organize your description
- Top to bottom (or foundation upward)
- Left to right (or right to left)
- Inside to outside (or outside to inside)
- Most important to least important features
- Central component to peripherals
- Material properties, etc.

Language

- Use specific, precise, concrete terms — avoid vague or overly-general terms
- Use correct terminology and notations — define terms as necessary
- Use analogy to describe an unfamiliar thing in terms of a familiar thing
- Use objective language — no “ad speak,” subjective terms, or value judgments
- Use present tense, active verbs to describe how the device appears and what it does
- Use words that create vivid and specific pictures in the reader’s mind.

Summary

- Instructions are one of the most common types of communication in technical fields. They help the reader perform a procedure by following a set of step-by-step tasks. Writing clear instructions involves the audience and task analysis.
- Components of instructions: purpose and background, safety notes, list of tools, steps, illustrations of steps where necessary

- Usability and readability considerations for instructions: use headings and subheadings to divide content into groups and categories, use numbered lists for sequential instructions, use visual aids to emphasize key actions, locations, and objects.
- Technical definitions use concrete descriptions to help readers understand complex technical information. There are three types of technical definitions: parenthetical, sentence, and extended definitions.
- The mechanism description allows the reader to clearly picture, and therefore understand, the nature of the object being described, what it does, and how it works. The writer should choose significant details based on colour, size, shape, dimension, material, components, patterns, properties, and interactions to achieve clarity for the reader.
- Process description either explains a natural process that humans are not expected to perform but understand, or how a task should be performed to achieve a defined goal, which includes step-by-step instructions for humans to follow.

Key Topics

In this module, you have learned how to:

- Write and format instructions pertaining to document usability and readability guidelines.
- Write technical definitions in three levels of parenthetical, sentence, and extended.
- Write and organize information on mechanism descriptions and process descriptions.

Knowledge Check

In the next section, Knowledge Check, you will be presented with some questions to assess what you have learned throughout this module.

Note: The Knowledge Check is not graded and will allow you to self-assess your learning.

1. Writing instructions include the following components: Select the best answer.
 - a) Purpose, steps, tools, conclusion
 - b) Steps and graphics
 - c) Introduction, safety notes, tools, steps
 - d) Background, steps, cautions and warnings
2. In which section of a procedure should information on general cautions be placed? Select the best answer.
 - a) Introduction
 - b) Conclusion
 - c) Step-by-step instructions
 - d) Margin notes
3. Notes, cautions, warnings, and danger alerts should be placed _____. Select the best answer.
 - a) In the introduction
 - b) Immediately before the steps to which they apply
 - c) Immediately after the steps to which they apply
 - d) In the margin notes
4. The first step in writing a manual is to _____. Select the best answer.
 - a) Write out the procedure

- b) Write out the introduction
 - c) Perform a task analysis
 - d) Determine the sequence
5. Which of the following is NOT a reason to use parentheses? Select the best answer.
 - a) To provide a quick explanation
 - b) To provide an extended explanation
 - c) To introduce an acronym the first time you use it
 - d) To define an acronym your audience may not be familiar with
 6. In the sentence “A cycle is a complete process or series of processes that end in the same state or condition as it began,” the bolded text is the _____. Select the best answer.
 - a) Qualifier
 - b) Family
 - c) Class
 - d) Distinction
 7. If you were to describe the life cycle of salmon to someone, you would create a _____. Select the best answer.
 - a) Flowchart
 - b) Process description
 - c) Mechanism description
 - d) Procedure
 8. Which of the following is NOT included in a process description introduction? Select the best answer.
 - a) Definition
 - b) List of components
 - c) Purpose or outcome
 - d) List of steps
 9. Which of the following is NOT included in a mechanism description overview? Select the best answer.
 - a) Definition
 - b) Purpose
 - c) Overall description
 - d) List of tools and materials

Answers

1. The correct answer is **c. Introduction, safety notes, tools, steps.**
2. The correct answer is **a. Introduction.**
3. The correct answer is **b. Immediately before the steps to which they apply.**
4. The correct answer is **c. Perform a task analysis.**
5. The correct answer is **b. To provide an extended explanation.**
6. The correct answer is **d. Distinction.**
7. The correct answer is **b. Process description.**
8. The correct answer is **b. List of components**
9. The correct answer is **c. Overall description.**

End of Module

Congratulations, you have reached the end of Technical Communications — Technical Instructions and Descriptions

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