



Professional and Technical Writing: Problem Solving at Work

George E. Kennedy, Tracy T. Montgomery

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Taking a research-based, integrated problem solving approach to technical and professional writing, this volume provides a model that illustrates real working-world solutions to problems that readers are likely to encounter in the workplace. Designed to show that problem solving is a multidimensional process, each chapter begins with a short scenario case study that deals with theoretical or applied issues of technical and professional communication, thereby preparing users to excel in the professional world. The volume addresses a variety of forms of professionalism and problem solving including technical and rhetorical problem solving, solving problems through research, reports and completion reports, proposals, letters and memoranda's, solving problems through trip reports, feasibility studies, and lab reports, policy statements, manuals, and procedures, as well as solving problems in the professional job search, through document design, and through oral presentations. For business professionals and others who would benefit from enhanced problem-solving skills.

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