



Information Gathering Strategies

Technical Writers Exchange of Experience Workshop

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CZ.NIC Prague, June 14, 2017

Choosing the right channel

- email, chat, issue tracking system,
- independent research
- 1×1 meeting vs group meeting
- customize according to the person
- escalating

Asking Questions the Smart Way

- How To Ask Questions The Smart Way
by Eric Steven Raymond

Available at <http://www.catb.org/esr/faqs/smart-questions.html>

- You Must Try, and then You Must Ask
by Matt Ringel

Available at

<https://blogs.akamai.com/2013/10/you-must-try-and-then-you-must-ask.html>

Using email efficiently

- Email Charter

<http://www.emailcharter.org/>

- Posting style Wikipedia article

- https://en.wikipedia.org/wiki/Posting_style