

Let's return now to the implications of our brief definition of technical communication—"writing that aims to get work done" and writing "to empower readers." What do those phrases imply? Technical communicators create documents that aim to help readers act effectively in the situations in which they find themselves. Janice Redish, an expert in communication design, explains that "a document... works for its users" in order to help them: Find what they need, Understand what they find, Use what they understand appropriately (163). In order to create a document in which readers can find, understand, and use content appropriately, writers need to understand how writing affects readers.