

# Course : Produce a user guide for a computer application

*Practical course - 2d - 14h00 - Ref. GUI*

*Price : 1540 CHF E.T.*

An application user guide is a medium that should not be underestimated, as it contributes to the overall user experience. At the end of this course, you will have learned how to select, organize and present the information to be conveyed in your guides. You'll learn how to use mind maps, process-based approaches, integrate simulations or videos, and master the art of writing so as to publish clear, relevant guides.

## Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Identify the objectives of the user guide and ask yourself the right questions
- ✓ Select the information to be transmitted
- ✓ Organizing the user guide
- ✓ Present information in a relevant way
- ✓ Write and publish the user guide

## Intended audience

This course is aimed at anyone who has to write an application user guide, especially developers and project managers.

## Prerequisites

No special knowledge required.

## Practical details

### Case study

Preparation, organization and production of a simple user guide.

## Course schedule

### PARTICIPANTS

This course is aimed at anyone who has to write an application user guide, especially developers and project managers.

### PREREQUISITES

No special knowledge required.

### TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

### ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.

Participants also complete a placement test before and after the course to measure the skills they've developed.

## 1 Identify the guide's objectives and ask yourself the right questions

- The basic pattern of communication.
- The specifics of written communication.
- The uses of a user guide.
- Target audience and level of knowledge.
- User guide access methods.
- The tools at our disposal.
- The different possible formats.

### Group discussion

Group discussions on written communication and the uses of the user guide.

## 2 Select the information to be transmitted

- When to write the user guide?
- How do you determine what information to transmit?
- How do you work with test users?
- What is the process approach?
- What type of user are you?

### Case study

Determining the information to be transmitted according to users.

## 3 Organizing the user guide

- The different possible plans.
- Associate processes by user type.
- Select important processes.
- Use mind maps to organize your ideas.
- Appendices and what to put in them.

### Hands-on work

Prepare an outline for a user guide.

## 4 Present information in a relevant way

- Use graphics and images.
- Highlight important information.
- Determine what is essential, useful and accessory.
- How can we use the technology at our disposal?
- Include simulations or videos.
- Layout the user guide.

### Case study

Analysis of examples, preparation of a process guide.

## TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

## TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

## ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at [psh-accueil@orsys.fr](mailto:psh-accueil@orsys.fr) to review your request and its feasibility.

## 5 Write and publish the user guide

- Adapt your vocabulary to your audience.
- Know who you're talking to.
- Acquire user vocabulary.
- Jargon, anglicisms and acronyms: how to avoid them or make them understood?
- The style of the user guide: simple style, short sentences.
- Create tables to facilitate access to information.
- Where and how to publish?
- Manage updates.

### Case study

Adapt a written text, explain technical words.

## Dates and locations

### REMOTE CLASS

2026 : 16 Mar., 15 June, 26 Oct.