



## [Coles Business Solutions Launches New Collaborative Writing Classes to Save Companies Time and Money](#)

### **Robin G. Coles Teaches the Art of Writing Impactful Technical Content for Software Engineers**

**WINTHROP, Mass. - May 16, 2019 - BostonChron** -- After 15 years of experience as an expert technical writer and over 30 years working the full software development lifecycle, **Robin G. Coles** launches her new *Collaborative Writing Classes* for businesses to teach software engineers and technical writers how to break down a complex subject and write for any audience - with their non-technical friends in mind. Classes are available on an as-needed contract basis and run onsite for a half-day or full-day. A second day is available for anyone who wants to work on writing their book. To book your onsite writing course, visit [www.RobinGColes.com/writing-classes/workshops](http://www.RobinGColes.com/writing-classes/workshops).

"Most documentation I've seen uses too much jargon," says Coles. "It makes reading difficult for non-techies to understand or follow along. One of the first things I do is go through the documentation and pull out all the jargon and abbreviations. Then, I put together a glossary inside the updated document. This way, anyone can pick up the document and comprehend it."

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As a sought-after database developer, Coles realized most software engineers don't write notes (comments) inside their code. This makes it difficult for the next person coming along to make updates. It also costs the company time and money.

Coles says, "With the onset of Agile, AI, APIs and chat bots, I see this service even more necessary than say five years ago. Lately, I see lots of job descriptions that state the following:

- ◆ Clear expression of complex ideas.
- ◆ Ensure voice and style consistent across all platforms.
- ◆ Ability to learn and master complex concepts sufficiently to translate them into effective content.
- ◆ Be able to translate technical terms that any reader can understand.
- ◆ Break complex information into understandable chunks.
- ◆ Use simple language or define technical terms.

Coles' classes are different. You won't find PowerPoint slides. Nor does she stand in front and lecture. She uses improv, timed writings and participates right alongside her students.

"Through the use of improv," says Coles, "I teach others how to focus on the other person and react to them. This helps them think differently and concentrate on what others are saying. My class is 95% timed writings. No two writing experiences are alike. This is also good for reports, reviews, FAQs, and now chat bots."

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"As someone in the industry for 30+ years," says Coles. "Even I have a hard time deciphering what is being said in a lot of these online helps and chats."

Coles has been surveying exhibitors at various trade shows about her writing classes. "The results are interesting," Coles says. "The baby boomer generation feels these classes are needed."

For pricing or to book your onsite writing course, visit <https://RobinGColes.com/writing-classes/workshops> or call 339-532-8334.

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