

# #tcchat

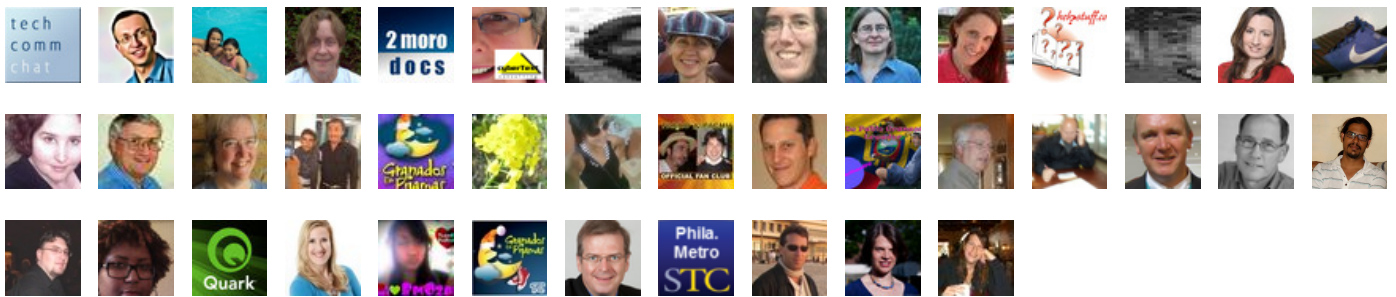
## #tcchat 2/8 - 2/9/12 . S1, S2

Twitter chat for technical communication. Both sessions. Topic: global considerations

## Trending Words

&, -, global, time, @sarahmaddox, @2morodocs, @mojoneill, use, :), rt, it's, good, i'm, @tc\_chat, that's

## Event Participants





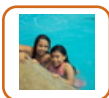
@techwriterkai YW. They are packed with info. I'm glad you were able to join in for the chat. :) #tcchat

09-Feb-12 08:26 | TC\_Chat



@TC\_Chat Thanks so much for the #tcchat transcripts, it's a keeper! (... and 1st time my twitter handle has been a "trending word"... :-) )

09-Feb-12 06:45 | techwriterkai



RT @enpjamastc: Hola amigos, para este jueves 9 de febrero a las 17h00, no se pueden perder nuestro #TCCHAT con Pachu Peña, por <http://t.co/1uXamsZq>

09-Feb-12 04:00 | julipibanez



#tcchat Thanks, Julie! As always, it was great :-)

09-Feb-12 03:30 | CharJTF



And, thanks to those that end up reading the transcripts. I'm telling you, they're packed w/good info. Will run a new batch for S2. #tcchat

09-Feb-12 03:12 | 2moroDocs



What a wonderful, wonderful day. Thanks to everyone around the world that participated in today's #tcchat. Both sessions were great.

09-Feb-12 03:11 | 2moroDocs



Not in #tcchat, but another that's hemisphere-specific is seasons - summer is winter and vice versa. And fall = autumn in other places

09-Feb-12 03:10 | cybertext



@mojoneill It does go fast! I've really enjoyed this today. #tcchat

09-Feb-12 03:10 | 2moroDocs



@mojoneill Thanks for joining in S2 today, Michael. It was fun, as usual. #tcchat

09-Feb-12 03:08 | 2moroDocs



@2moroDocs Wow. An hour goes fast w/ friends. Thanks everyone. & thanks Julie for your time and energy making it all work! #tcchat

09-Feb-12 03:08 | mojoneill



@ms\_marques Thanks, Michele. #tcchat

09-Feb-12 03:07 | 2moroDocs



@ms\_marques I hope the plugin handles it. Could try asking in the Q&A forum #tcchat I'll send you the link outside the chat

09-Feb-12 03:05 | sarahmaddox



I should go, too... have an early call with colleague in India #tcchat

09-Feb-12 03:05 | ms\_marques



@meemare Thanks for joining in! It was nice to talk to you. :) #tcchat

09-Feb-12 03:05 | 2moroDocs



@2moroDocs Thanks so much Julie and all. Gotta go. It's been a great session! #tcchat

09-Feb-12 03:04 | sarahmaddox



@2moroDocs #tcchat I'm a consultant...I never know who I'll get to know. But if they call me "Char", I'll use their first name.

09-Feb-12 03:02 | CharJTF



@sarahmaddox but maybe can use conditions to hide non-English in PDF #tcchat

09-Feb-12 03:02 | ms\_marques



@CharJTF I noticed that with my foreign students in the past as well, now that you mention it. #tcchat

09-Feb-12 03:02 | mojoneill



@2moroDocs Ha ha, I don't think anyone would take that badly! #tcchat "Thanks for coming in today" can be ironic: "and that's all you did"

09-Feb-12 03:02 | sarahmaddox



@sarahmaddox ugh... page I don't worry about, but exporting 30 topic pdf from a space and getting all 9 languages? #tcchat

09-Feb-12 03:01 | ms\_marques



@ms\_marques Thanks so much for coming to both chats today! Appreciate it. #tcchat

09-Feb-12 03:01 | 2moroDocs



@meemare lol. you just blew my mind. #tcchat

09-Feb-12 03:01 | mojoneill



@ms\_marques #tcchat I guess that message put it in a nutshell ;) S1 and S2 as illustration of global tech comm

09-Feb-12 03:00 | sarahmaddox



@sarahmaddox Why? Oh, no. I keep saying things like "thanks 4 coming to the chat today." Uh oh... #tcchat

09-Feb-12 03:00 | 2moroDocs



@mojoneill #tcchat I work with a lot of ESL folks, and this is how they were taught. (I still use "hi" most of the time...depends.)

09-Feb-12 03:00 | CharJTF



@mojoneill: Yes - just kidding! (just now) #tcchat"

09-Feb-12 03:00 | meemare



@2moroDocs Glad I could attend both S1 and S2... diff topics on global theme #tcchat

09-Feb-12 02:59 | ms\_marques



@ms\_marques Oh, by "space export" I meant the space PDF export, as opposed to page PDF export :) #tcchat

09-Feb-12 02:59 | sarahmaddox



@meemare kidding? I was reaching for the obvious cliché/stereotype. You really had one on your stoop? #tcchat

09-Feb-12 02:58 | mojoneill



@sarahmaddox Ah. to convey that, we'd say, "I'll just do it now." :P #tcchat

09-Feb-12 02:58 | mojoneill



#tcchat In Oz, "thanks for coming in today" is an insult

09-Feb-12 02:56 | sarahmaddox



#tcchat Or "we must do lunch" ;)

09-Feb-12 02:55 | sarahmaddox



#tcchat Other interesting vocab diffs may lead to confusion. E.g. in UK 'just now' = now. In South Africa, it means some indeterminate time

09-Feb-12 02:55 | sarahmaddox



@2moroDocs: if I don't know them well, sometimes I use both their first and last names. Doesn't imply familiarity. #tcchat

09-Feb-12 02:54 | meemare



@ms\_marques Interesting. I don't know if the plugin can hijack the page's PDF export. Almost certainly not the space export. #tcchat

09-Feb-12 02:53 | sarahmaddox



I don't mind if someone uses my first name. No worries there. I usually follow their lead to some degree. #tcchat

09-Feb-12 02:52 | 2moroDocs



@charjtf Yes, and that is tricky, too. I'm not always comfortable using someone's 1st name if I don't know them well. #tcchat

09-Feb-12 02:51 | 2moroDocs



@CharJTF on the other hand, "Dear \_\_\_\_\_," would seem extreme to me. Usually "Hi" or something similar. #tcchat

09-Feb-12 02:51 | mojoneill



Yes, agree with @meemare #tcchat

09-Feb-12 02:50 | sarahmaddox



@CharJTF #tcchat I'd use "Dear..." if I don't know the person and suspect I may need to be formal.

09-Feb-12 02:50 | sarahmaddox



@CharJTF I like to think I do too, but @sarahmaddox's comment made me realize that I probably don't. Looked too familiar... #tcchat

09-Feb-12 02:50 | mojoneill



@2moroDocs I almost always start "hello" and just drop if email conv gets long #tcchat

09-Feb-12 02:50 | ms\_marques



@sarahmaddox: #tcchat Completely leaving off the name, is OK (if you know the person) and better than leaving out the 'Hi' or 'Hello'

09-Feb-12 02:50 | meemare



@2moroDocs #tcchat I start all emails with "Hi, [name] :-)". Usually.

09-Feb-12 02:49 | CharJTF



A friendly reminder: coming up on 10 minutes left. #tcchat Continue as is, or discuss something else? Up to you all

09-Feb-12 02:49 | 2moroDocs



@mojoneill #tcchat That's right. It sounds to us as if the other person is angry. Or giving us a command.

09-Feb-12 02:45 | sarahmaddox



@sarahmaddox Did you mention that? I didn't realize that at all. I would/will definitely change my greeting. Bet ppl would #tcchat

09-Feb-12 02:45 | 2moroDocs



@sarahmaddox ah. gotcha. so it's not the lack of formalism. It's the lack of friendly greeting. #tcchat

09-Feb-12 02:44 | mojoneill



@mojoneill "Hallo..." Some people say "Hi..." #tcchat

09-Feb-12 02:44 | sarahmaddox



@sarahmaddox Do you start missives with, "Dear \_\_\_\_\_,"? #tcchat

09-Feb-12 02:43 | mojoneill



@mojoneill You read my mind! I would love that. I'm game. We can try it out, f4sure. Do u know what max # of ppl are 4 a hangout? #tcchat

09-Feb-12 02:43 | 2moroDocs



@sarahmaddox Have you tried that multi-language Confluence plugin much? Looks interesting #tcchat

09-Feb-12 02:43 | ms\_marques



#tcchat ... but over here that sounds very abrupt, even plain rude. We need to get used to it, and understand the other person's intention.

09-Feb-12 02:43 | sarahmaddox



@CharJTF How about cultural diffs within team. E.g. in the US it's OK to start an email message with just a name: "Sarah, ..." #tcchat

09-Feb-12 02:42 | sarahmaddox



@sarahmaddox So you must have to set up specific circles for that. How secure is it? Thinking abt proprietary info ... #tcchat

09-Feb-12 02:42 | 2moroDocs



@2moroDocs maybe we should try a G+ tcchat. :P #tcchat

09-Feb-12 02:41 | mojoneill



@meemare That's frustrating, I bet. #tcchat

09-Feb-12 02:41 | 2moroDocs



@2moroDocs #tcchat I haven't yet, but I'd love to try it. (Preferably during the daytime ;-).)

09-Feb-12 02:41 | CharJTF



@sarahmaddox Nice. #tcchat

09-Feb-12 02:41 | 2moroDocs



@2moroDocs We also have video conferencing hookups directly into meeting rooms in other offices. Huge screens. Very cool. #tcchat

09-Feb-12 02:40 | sarahmaddox



I think video would be great. Would love to start using those G+ hangouts. #tcchat Anyone doing that yet?

09-Feb-12 02:38 | 2moroDocs



@mojoneill I don't have any team members in Australia #tcchat

09-Feb-12 02:38 | ms\_marques



@mojoneill #tcchat Luckily, I'm hired for my talent :-)

09-Feb-12 02:37 | CharJTF



@mojoneill LOL #tcchat Ozzies of course! We spell things right.

09-Feb-12 02:37 | sarahmaddox



BTW, recently I started doing occasional video chats with remote employees. Really helps. #tcchat

09-Feb-12 02:37 | ms\_marques



@mojoneill It might be whoever is in the daytime time zone at that moment. :) #tcchat

09-Feb-12 02:37 | 2moroDocs



“@ms\_marques: we usually hire for co-location with dev. That makes sense - much easier to communicate when co-located #tcchat”

09-Feb-12 02:36 | meemare



@2moroDocs #tcchat Also, I find that mid-afternoon naps really help, especially because most non-US folks are offline at that time.

09-Feb-12 02:35 | CharJTF



@ms\_marques Who are stronger writers? Canadians or Australians? \*ducks\* #tcchat

09-Feb-12 02:35 | mojoneill



We're already halfway through the hour. #tcchat

09-Feb-12 02:35 | 2moroDocs



@mojoneill we usually hire for co-location with dev #tcchat

09-Feb-12 02:34 | ms\_marques



Should we discuss how to manage global collaboration for user-generated content and such? #tcchat

09-Feb-12 02:34 | 2moroDocs



@ms\_marques Yes, you definitely should write some posts. I bet you could get an entire series. #tcchat

09-Feb-12 02:33 | 2moroDocs



@sarahmaddox if you find any, let me know... or maybe I should write some blog posts #tcchat

09-Feb-12 02:32 | ms\_marques



Here's a link to the tech comm library: <http://t.co/9PikoUyY> If you haven't seen it, check it out. They find the blog posts & more #tcchat

09-Feb-12 02:31 | 2moroDocs



Do you hire tech writers by established region, or do you hire globally for the best talent you can find? #tcchat

09-Feb-12 02:30 | mojoneill



@mojoneill yes, but that's the way the org is structured #tcchat

09-Feb-12 02:30 | ms\_marques



@meemare #tcchat Yes. We have one team member in the US and six in Oz. We need to make sure we communicate well with our distant team member

09-Feb-12 02:30 | sarahmaddox



@sarahmaddox I haven't. Didn't you write something up about your doc sprints, tho? Maybe look at TC Library, too. #tcchat

09-Feb-12 02:30 | 2moroDocs



@sarahmaddox #tcchat Making sure that the smaller team feels completely involved at all times. Yes, if you are remote, that's very important

09-Feb-12 02:29 | meemare



@mojoneill Fortunate the my team is very collaborative. Working together for common goals helps #tcchat

09-Feb-12 02:29 | ms\_marques



There must be so many cultural aspects of different countries & time zones, too. #tcchat

09-Feb-12 02:29 | 2moroDocs



#tcchat has anyone seen a good blog post about managing distributed teams in tech comm recently?

09-Feb-12 02:29 | sarahmaddox



Sheesh, I feel like I'm one cubicle over from you all, even though we're scattered all over this planet. #tcchat

09-Feb-12 02:28 | 2moroDocs



@sarahmaddox Exc point. Why the magic of virtual tools works so well. #tcchat

09-Feb-12 02:27 | 2moroDocs



@ms\_marques so you're running your distributed team using agile/scrum? #tcchat

09-Feb-12 02:27 | mojoneill



@charjtf Oh yeah. I know what ur talking about. As my friend says, tho: your day continually gets better (as u get more energized) #tcchat

09-Feb-12 02:27 | 2moroDocs



@sarahmaddox I've seen your portals, sarah. <http://t.co/9X9seKx0> Amazing technology. :P #tcchat

09-Feb-12 02:26 | mojoneill



@2moroDocs weekly meeting, but needs extra planning for other meetings. Hard to plan equivalent of half-day retrospective #tcchat

09-Feb-12 02:26 | ms\_marques



... Capitalizing on people's inherent nature: i.e., early bird or night owl #tcchat

09-Feb-12 02:25 | 2moroDocs



@CharJTF Same here! Although when I visit California, I end up in early & late meetings #tcchat

09-Feb-12 02:24 | ms\_marques



@ms\_marques I'm hearing more and more people say that. (And it's not just cause I listen to @sarahmaddox) #tcchat

09-Feb-12 02:23 | mojoneill



@ms\_marques How far in advance do you plan those? Or are they recurring meetings? #tcchat

09-Feb-12 02:23 | 2moroDocs



@ms\_marques interesting. Obstacles to building team cohesion? Leadership? Shared vision? #tcchat

09-Feb-12 02:23 | mojoneill



@meemare What about in these times of 24/7 access? Do u have to stay plugged in around the clock? Or just at deadlines? #tcchat

09-Feb-12 02:22 | 2moroDocs



@mojoneill We've used different systems over the years, but now author in a wiki. #tcchat

09-Feb-12 02:22 | ms\_marques



@charjtf Ah, a fellow night-owl. ;) #tcchat

09-Feb-12 02:21 | 2moroDocs



@2moroDocs We have packed agendas, but lots of email & IM between meetings #tcchat

09-Feb-12 02:21 | ms\_marques



@ms\_marques what is your authoring toolchain to support collaborative and disparate contributors? (please no "we send word files) :P #tcchat

09-Feb-12 02:20 | mojoneill



@2moroDocs Depends on which way I'm heading, but I find it easier to stay up late (and then sleep in the next day). #tcchat

09-Feb-12 02:20 | CharJTF



@mojoneill With us, the tech writing team and other colleagues are distributed #tcchat and likely to become more so

09-Feb-12 02:19 | sarahmaddox



@mojoneill I have tech writers on my team in U.S., Canada, & India #tcchat

09-Feb-12 02:19 | ms\_marques



@ms\_marques You must have to really plan those agendas carefully. No time for getting off-track #tcchat

09-Feb-12 02:19 | 2moroDocs



@mojoneill: Turnaround times! If something was done overnight, you can't discuss any issues for hours, cos they've gone home. #tcchat

09-Feb-12 02:18 | meemare



@sarahmaddox Wow. That's early. #tcchat

09-Feb-12 02:18 | 2moroDocs



@ms\_marques Yes, agree! #tcchat I once had a meeting at 4:30 am, to talk to Germany and US West coast at same time!

09-Feb-12 02:16 | sarahmaddox



I knew I could stay up later & work on something, & then toss it over to my colleague on the East Coast to pick up in the morning. #tcchat

09-Feb-12 02:16 | 2moroDocs



On our team, we definitely had some early birds and night owls, and that worked great. Plus peeps x-cntry & more. #tcchat

09-Feb-12 02:16 | 2moroDocs



@TC\_Chat challenging to have team in EST, PST, and IST (India). Small range of times when many meetings are booked #tcchat

09-Feb-12 02:15 | ms\_marques



Sometimes tricky to find a slot in the 4 or 5 hours per day that we coincide #tcchat Meeting rooms are at a premium at those times!

09-Feb-12 02:15 | sarahmaddox



in Oz? #tcchat

09-Feb-12 02:14 | 2moroDocs



@mojoneill I think maybe it's distance and lack of personal contact, rather than time shift, that's a problem. #tcchat

09-Feb-12 02:14 | sarahmaddox



@sarahmaddox What time of day do you go with when you work with US-based TWs? #tcchat

09-Feb-12 02:14 | 2moroDocs



@TC\_Chat Yes, early birds in Oz have more time to interact with US colleagues. Good one! #tcchat

09-Feb-12 02:13 | sarahmaddox



@TC\_Chat @sarahmaddox et al, what kinds of issues cause the most friction, are most difficult to work through with the time shift? #tcchat

09-Feb-12 02:13 | mojoneill



Hey - does that factor in when setting up teams? Early birds and night owls? #tcchat

09-Feb-12 02:12 | TC\_Chat



#tcchat at our team standups, we have a laptop running Skype or Google+, so that our US tech writer can join us.

09-Feb-12 02:12 | sarahmaddox



@sarahmaddox Not always so. I think people do some work on Sun evenings sometimes. Or maybe it's just me. Plus I'm a night-owl. #tcchat

09-Feb-12 02:12 | TC\_Chat



Agree - @sarahmaddox: @TC\_Chat Ha ha, and on Monday mornings I think there's sometimes not much point in tweeting/posting #tcchat"

09-Feb-12 02:12 | meemare



@charjtf So how well does it work starting from EST? I know that PST can be tough sometimes #tcchat

09-Feb-12 02:11 | 2moroDocs



@mojoneill :) #tcchat

09-Feb-12 02:09 | 2moroDocs



#tcchat I've worked with @rbracey several times, and also Europe. Time zones work on my favor.

09-Feb-12 02:08 | CharJTF



FYI, S2 is generally a bit more relaxed, so the conversation may just flow more than having specific questions. Will see. #tcchat

09-Feb-12 02:08 | 2moroDocs



A1: #tcchat we use Skype or Google+ hangouts a lot

09-Feb-12 02:08 | sarahmaddox



@mojoneill @2moroDocs Mondays are quiet here, while the US is still on Sunday #tcchat

09-Feb-12 02:07 | sarahmaddox



Q1: Global collaboration: how do you manage projects and writing when teams dispersed? #tcchat

09-Feb-12 02:07 | TC\_Chat



@meemare whoa! It's like I won the jackpot! #tcchat

09-Feb-12 02:07 | mojoneill



I'll toss out an official question. #tcchat

09-Feb-12 02:07 | 2moroDocs



@sarahmaddox: Yes - another Sarah and in Australia too #tcchat"

09-Feb-12 02:07 | meemare



@sarahmaddox My pleasure. I have really missed talking to you all. #tcchat

09-Feb-12 02:06 | 2moroDocs



@2moroDocs it's like @sarahmaddox is coming at us from the future... #tcchat

09-Feb-12 02:06 | mojoneill



@2moroDocs YEah, I guess that makes collaborating with us kinda interesting ;) #tcchat

09-Feb-12 02:06 | sarahmaddox



Of course, it's already 2moro in Australia, so you guys are way ahead of us. #tcchat

09-Feb-12 02:06 | 2moroDocs



@charjtf Hi there. I know it's late, so I appreciate it. :) #tcchat

09-Feb-12 02:05 | TC\_Chat



@TC\_Chat Hallo Julie! #tcchat Thanks so much for setting this up

09-Feb-12 02:05 | sarahmaddox



@mojoneill Hallo Michael :) #tcchat

09-Feb-12 02:03 | sarahmaddox



@meemare Hi! Glad you can fit this in. I know you weren't sure the other day. #tcchat

09-Feb-12 02:03 | TC\_Chat



@meemare @sarahmaddox and @silentmajority welcome! #tcchat

09-Feb-12 02:02 | mojoneill



@mojoneill It's early... #tcchat

09-Feb-12 02:02 | TC\_Chat



#tcchat Hallo from Sydney, another Ozzie :)

09-Feb-12 02:02 | sarahmaddox



Ok. Let's start S2 of today's #tcchat! :) Topic: Global Considerations

09-Feb-12 02:02 | TC\_Chat



#tcchat Hello from Melbourne, Australia

09-Feb-12 02:02 | meemare



@TC\_Chat we may be singing a duet, Julie. :P #tcchat

09-Feb-12 02:02 | mojoneill



@mojoneill ... and roll! #tcchat

09-Feb-12 02:01 | TC\_Chat



@mojoneill They went fast this morning. #tcchat

09-Feb-12 02:01 | TC\_Chat



@TC\_Chat Let's rock! #tcchat

09-Feb-12 02:01 | mojoneill



@TC\_Chat I hope my tweetdeck can keep up. :) #tcchat

09-Feb-12 01:56 | mojoneill



A few minutes until S2 begins... #tcchat

09-Feb-12 01:53 | TC\_Chat



@mojoneill Lol. See? Laughing already. That's S2 for ya. #tcchat

09-Feb-12 01:23 | TC\_Chat



@TC\_Chat s'ok. the day is growing late. we're all making mistakes. I'm unable to tell the diff. between "lite" and "light". lol #tcchat

09-Feb-12 01:19 | mojoneill



@mojoneill Thanks for the RT - and for adding the tag that I forgot again. #tcchat

09-Feb-12 01:15 | TC\_Chat



Coming up in S2, I know we'll have people chiming in from Australia as well as from here. That will be nice. #tcchat

09-Feb-12 01:14 | TC\_Chat



There were folks from the UK, Denmark, Germany, Israel, Canada, India, and the US. #tcchat (Hope I didn't miss anyone)

09-Feb-12 01:14 | TC\_Chat



RT @TC\_Chat: S2 of #tcchat begins in just over an hour. (6pm PST) Join in! We'll start with global collaboration. See you then!

09-Feb-12 01:12 | helpstuff



Wow. I just printed the transcripts. It's 17 pages long - 16 pages of content. Thanks to everyone that joined in S1 today. #tcchat

09-Feb-12 01:07 | TC\_Chat



RT @TC\_Chat: S2 of #tcchat begins in just over an hour. (6pm PST) Join in! We'll start with global collaboration. See you then! #techcomm

09-Feb-12 00:51 | mojoneill



S2 of #tcchat begins in just over an hour. (6pm PST) Join in! We'll start with global collaboration. See you then!

09-Feb-12 00:50 | TC\_Chat



S2 of #tcchat begins in just over an hour. (6pm PST) Join in! We'll start with global collaboration. See you then!

09-Feb-12 00:50 | 2moroDocs



I recommend reading through the transcripts. Much, much good info shared today. And there's more to come in S2! #tcchat

09-Feb-12 00:49 | TC\_Chat



Transcripts from S1 of today's #tcchat finally ready. Took a while to get it to work. <http://t.co/7wwxhLwI>

09-Feb-12 00:48 | TC\_Chat



Oh - plus all the posts & refs & category/tag listings on my blog. Plus searching for info. Looking under 2 tags wouldn't work well. #tcchat

08-Feb-12 22:14 | TC\_Chat



I do not have the time to rebuild all of that. #tcchat

08-Feb-12 22:12 | TC\_Chat



There's brand recognition w/in tech comm. Also within the chat community. Other chats know who we are #tcchat

08-Feb-12 22:11 | TC\_Chat



Would affect all the videos & the search story that reference and use #tcchat

08-Feb-12 22:10 | TC\_Chat



Other places #tcchat is set up. a Daily page. Listing in the big chat spreadsheet. Twubs acct. #tcchat

08-Feb-12 22:09 | TC\_Chat



@marcelodelac No utilizaremos el hashtag del #tcchat durante su tiempo. ¿Puede usted no utilizarlo por favor durante nuestro tiempo?

08-Feb-12 21:48 | PattyBlount



@ferswriteshoe Thanks. Glad you enjoy the chat. :) #tcchat

08-Feb-12 21:24 | TC\_Chat



I've been stating that for weeks, also, BTW. I've asked ppl to not tweet on Thursdays, & that's worked. I think it is workable. #tcchat

08-Feb-12 20:54 | TC\_Chat



I think that my proposal of sharing the #tcchat tag and not tweeting on days each group uses it is very workable.

08-Feb-12 20:52 | TC\_Chat



@sandyrstuckless @PattyBlount Absolutely true. There is no ownership of hashtags. #tcchat

08-Feb-12 20:52 | TC\_Chat



History: #tcchat began in Sept 2010. Twitter acct set up: Sept 2010. FB page set up: March 2011. YTube channel set up: Jan 2011

08-Feb-12 20:51 | TC\_Chat



I will not stop use of the #tcchat tag for this chat.

08-Feb-12 20:46 | TC\_Chat



There's much history in this chat, too. #tcchat

08-Feb-12 20:44 | TC\_Chat



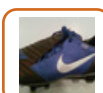
I stopped counting all the hours I've spent in last few weeks alone. I am not starting from scratch. I simply don't have the time. #tcchat

08-Feb-12 20:44 | TC\_Chat



You have no idea of how much time it takes to run a chat. I'm not about to rebuild it everywhere. #tcchat

08-Feb-12 20:43 | TC\_Chat



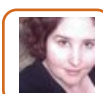
@TC\_Chat Great -- and BTW, I enjoy #tcchat

08-Feb-12 20:43 | ferswriteshoe



@sarahmaddox No. That would require a massive amount of work to change. There are so many refs everywhere. #tcchat

08-Feb-12 20:42 | TC\_Chat



RT @kmdk: Resource from #EU: How to write clearly - #Terminology & linguistics <http://t.co/uvk1cW0H> #tcchat

08-Feb-12 20:03 | jsmith\_54



@jennyneill Me too - looking forward to #tcchat S2. @TC\_Chat Maybe use hash tag #commchat in future chats?

08-Feb-12 20:02 | sarahmaddox



@sarahmaddox I believe the Global English Style Guide is available only in Kindle and print versions, unfortunately. #tcchat

08-Feb-12 20:00 | larry\_kunz



@tctelevision ...& I ask for the same courtesy: that you refrain from using #tcchat on Wednesdays, and ask others not to. Thank you -

08-Feb-12 19:20 | TC\_Chat



@tctelevision Regarding use of the #tcchat tag: I refrain from using it on Thursdays when your show is on, & ask others not to ...

08-Feb-12 19:19 | TC\_Chat



RT @enpjamasc: Hola amigos, para este jueves 9 de febrero a las 17h00, no se pueden perder nuestro #TCCHAT con Pachu Peña, por <http://t.co/1uXamsZq>

08-Feb-12 19:15 | MarceloDeLaC



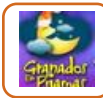
RT @PabloyPachuFC: Chicos este jueves 9 de febrero a las 17h00, no se pueden el #TCCHAT con @pachu\_penia por <http://t.co/8KF2aHEw>

08-Feb-12 19:13 | MarceloDeLaC



PijamadasPG: Chicos este jueves 9 de febrero a las 17h00, no se pueden el #TCCHAT con Pachu Peña, por... <http://t.co/zbHexkT5>

08-Feb-12 19:07 | granadospijama



PijamadasPG: Chicos este jueves 9 de febrero a las 17h00, no se pueden el #TCCHAT con Pachu Peña, por... <http://t.co/YF2PITk2>

08-Feb-12 19:07 | granadospijama



@kmdk Thanks, Karen. I didn't have time to search much for refs, so all this info helps a lot. #tcchat

08-Feb-12 18:40 | 2moroDocs



I think I missed a lot of tweets. There sure was a lot of good information shared. #tcchat

08-Feb-12 18:40 | 2moroDocs



@kmdk @techwriterkai Thx for the nice comment :) #tcchat

08-Feb-12 18:39 | 2moroDocs



@2moroDocs For more resources/comments on terminology, search <http://t.co/gxOgu59b> #tcchat

08-Feb-12 18:38 | kmdk



I'll go through all the tweets and pull out all the references. Will tweet them later & put them on the FB page. #tcchat

08-Feb-12 18:37 | TC\_Chat



+1 RT @techwriterkai: #tcchat Thanks, everybody, for instructive, fun #tcchat. Special thanks to Julie for organizing genius & dedication!

08-Feb-12 18:36 | kmdk



@mbooses I'm in sales/marketing. Been struggling to get to dev meetings all year! In manufacturing. #tcchat

08-Feb-12 18:30 | kmdk



Patrick is awesome. <3 RT @robocolumn: Watch Patrick Hoffman's excellent presentation at <http://t.co/5D7s5tAS> #tcchat #icons #design

08-Feb-12 18:29 | kmdk



RT @TC\_Chat: Join in later today/tomorrow for S2. Will talk about global collaboration. @sarahmaddox will be there ... #tcchat

08-Feb-12 18:28 | Irmeyer747



@TC\_Chat @sarahmaddox Sounds like S2 will be interesting. Good luck Julie and Sarah! #tcchat

08-Feb-12 18:13 | vinokoor



I will look into the #tcchat use by that TV station. Remember, started using this tag in 2010 & through 2011.

08-Feb-12 18:12 | TC\_Chat



... She will be able to share info about global doc sprints and translation on wikis #tcchat Can also discuss Q1 again

08-Feb-12 18:09 | TC\_Chat



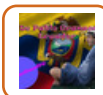
Chicos este jueves 9 de febrero a las 17h00, no se pueden el #TCCHAT con Pachu Peña, por <http://t.co/r7rk02qh> :D

08-Feb-12 18:09 | PijamitasPG



Join in later today/tomorrow for S2. Will talk about global collaboration. @sarahmaddox will be there ... #tcchat

08-Feb-12 18:08 | TC\_Chat



Chicos este jueves 9 de febrero a las 17h00, no se pueden el #TCCHAT con Pachu Peña, por <http://t.co/r7rk02qh>

08-Feb-12 18:08 | PijamitasPG



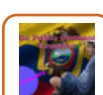
For a future discussion re. terminology, consider use of memes. Powerful, but not universal. ttfm #tcchat

08-Feb-12 18:06 | nodyad



@zbzacbrown Yep. Content mgmt & controlled vocabulary. That would work, I think #tcchat

08-Feb-12 18:06 | 2moroDocs



RT @enpijamasc: Hola amigos, para este jueves 9 de febrero a las 17h00, no se pueden perder nuestro #TCCHAT con Pachu Peña, por <http://t.co/1uXamsZq>

08-Feb-12 18:05 | PijamitasPG



Enjoyed #tcchat today - thanks to all of you. Goodbye, adieu, adios, shalom, auf wiedersehen....

08-Feb-12 18:05 | larry\_kunz



For help standardizing on terminology, check out <http://t.co/33OZNKDz> We run it at write-time and fix violations immediately #tcchat

08-Feb-12 18:05 | PattyBlount



So where's the #tcchat after-party? #tcchat2 seems to be free to use! (kidding) Nice to chat with my global peers - shalom!

08-Feb-12 18:05 | vinokoor



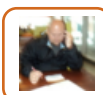
@2moroDocs keeping terminology synchronized through all levels of production through deployment is indeed a great topic #tcchat

08-Feb-12 18:04 | ZBzacbrown



I think that the topic that had the most info/discussion was Q1: terminology. Could probably go an entire chat on that subject alone #tcchat

08-Feb-12 18:03 | 2moroDocs



It's been great, everybody! Enjoy the rest of your day/night/morning/evening :- ) #tcchat

08-Feb-12 18:03 | ZBzacbrown



Can't walk on snow & follow #tcchat on iPhone at same time. Also, fingers will freeze off! Will catch up at home.

08-Feb-12 18:01 | kmdk



@PattyBlount You're right. There is acceptance of icons but there is always an exception. That's what makes our job interesting :- ) #tcchat

08-Feb-12 18:01 | robocolumn



#tcchat Thanks, everybody, for instructive, fun #tcchat. Special thanks to Julie for organizing genius & dedication!

08-Feb-12 18:00 | techwriterkai



It's usually broken down into 15 min intervals, so 4 main ques. #tcchat

08-Feb-12 18:00 | TC\_Chat



@ZBzacbrown @techwriterkai Amen to that! Sigh. #tcchat

08-Feb-12 17:59 | kmdk



@vinokoor Yes, it does go fast. Usually, I don't have so many questions in a chat. There was much to cover today. Sorry about that! #tcchat

08-Feb-12 17:59 | TC\_Chat



@robocolumn ah, good point. All options are likely to exclude some one. #tcchat

08-Feb-12 17:59 | PattyBlount



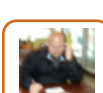
#tcchat @vinokoor I thought it was a good mix of variety & depth, twitter not conducive to profundity, I'm afraid

08-Feb-12 17:59 | techwriterkai



@ms\_marques I owe a blog post on this already. I'll ping when done. #tcchat

08-Feb-12 17:59 | kmdk



@vinokoor I think both can be helpful - brainstorming and "conference" style with themed sections or events #tcchat

08-Feb-12 17:58 | ZBzacbrown



@PattyBlount Not always. What icon do you use for a place of worship? #tcchat

08-Feb-12 17:58 | robocolumn



3 minutes left (officially). I'll stay around if anyone wants to continue past the hour. :) #tcchat

08-Feb-12 17:58 | TC\_Chat



Our TWs were part of s/w development but are now centrally managed under the business. #tcchat

08-Feb-12 17:57 | PattyBlount



Time sure flies! Perhaps next time fewer questions but more depth to discussions? Or is this the nature of Twitter chats? My 2 cents #tcchat

08-Feb-12 17:57 | vinokoor



@2morodocs Agreed; I'm often afraid to post under my own name. #tcchat

08-Feb-12 17:57 | PattyBlount



@PattyBlount @robocolumn that's true, many people have never used a telephone that looks like the "phone" icon #tcchat

08-Feb-12 17:54 | ZBzacbrown



A5: I think it's good for doc groups to have own social accts. Also global team. Ready to engage, answer whenever, wherever #tcchat

08-Feb-12 17:54 | 2moroDocs



@QuarkXMLAuthor Yes. Worked in place with not just OK terms, but also stop list and reasons why. Good. Medical industry. #tcchat

08-Feb-12 17:54 | kmdk



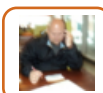
In your companies does TW fall within TC or customer service, marketing, other? #tcchat

08-Feb-12 17:53 | mbooses



@techwriterkai So true. But customers are not. They're out there. #tcchat Companies need to be ready

08-Feb-12 17:53 | 2moroDocs



@techwriterkai @kmdk yes, much like higher education continued push to hire tech - the bridges can become walls #tcchat

08-Feb-12 17:53 | ZBzacbrown



RT @kmdk Section 508 is US-only, but update due this year will sync more with WCAG 2.0. Monitor at least. Slow harmonization. #tcchat

08-Feb-12 17:53 | ms\_marques



RT @larry\_kunz: I stand with @techwriterkai & @arh in recommending John Kohl's Global English Style Guide. <http://t.co/gpJp2eyQ> #tcchat

08-Feb-12 17:52 | techwriter09



Watch Patrick Hoffman's excellent presentation at <http://t.co/Nj7yER2e> #tcchat

08-Feb-12 17:52 | robocolumn



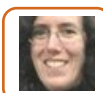
#tcchat Re Section 508 in US: There's BS8878 in UK, SQRP?? in Quebec, others in other countries. WCAG for all. Just do it!

08-Feb-12 17:52 | kmdk



@vinokoor Re TW leveraging soc media, tweeting about new docs: Some companies are so far behind the curves, they don't see the bend. #tcchat

08-Feb-12 17:52 | techwriterkai



RT @2moroDocs issue is time zones. Finding one that works best for many. #tcchat < & finding reasonable time that is free for all

08-Feb-12 17:51 | ms\_marques



A5: Need to also be proactive in eliciting input, engagement. Some allow periodic involvement, others real-time #tcchat

08-Feb-12 17:51 | 2moroDocs



@robocolumn yes, but eventually, icon use becomes ubiquitous, no? ie., circle-dash icon to represent power switches. #tcchat

08-Feb-12 17:51 | PattyBlount



@vinokoor I see tweets from @nitropdf all the time. They like to leverage Twitter a lot to market their products. A good move IMO. #tcchat

08-Feb-12 17:51 | SandyRStuckless



@techwriterkai Section 508 is US-only, but update due this year will sync more with WCAG 2.0. Monitor at least. Slow harmonization. #tcchat

08-Feb-12 17:49 | kmdk



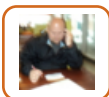
Q5 As the content itself & not marketing about the content? Don Day & I see emergency response comm. Other use cases? #tcchat

08-Feb-12 17:49 | mbooses



For me, for social, biggest issue is time zones. Finding one that works best for many. At good time of day. #tcchat

08-Feb-12 17:48 | 2moroDocs



@PattyBlount @larry\_kunz great icon library: thenounproject.com. Not universal but still good #tcchat

08-Feb-12 17:47 | ZBzacbrown



@pattyblount @larry\_kunz Would love to know if there's such a library. #tcchat Does that ref book have anything? #tcchat

08-Feb-12 17:47 | 2moroDocs



@TC\_Chat A3: Those in high-speed world must remember recipients elsewhere might be on dial-up. Global becomes inaccessible. #tcchat

08-Feb-12 17:47 | kmdk



It is now 9:45. 15 mins left. Feel free to comment on any ques, or if you have something else, please just say so #tcchat

08-Feb-12 17:46 | TC\_Chat



@larry\_kunz Good point. Icon libraries anywhere? Great research project. #tcchat

08-Feb-12 17:45 | PattyBlount



Q5: Social: what about tweet language? Real-time? Coordinating time zones? Issues? #tcchat

08-Feb-12 17:45 | TC\_Chat



@PattyBlount @quarkxmlauthor Authors run during writing cycle. #tcchat <<< Yes, we do... :-)

08-Feb-12 17:45 | techwriterkai



@ZBzacbrown @larry\_kunz Good point. For Twitter, read bottom to top #tcchat Ties in to next ques...

08-Feb-12 17:44 | 2moroDocs



@larry\_kunz yes! Consider "Minesweeper" where mines are a reality not a game #tcchat

08-Feb-12 17:44 | ZBzacbrown



@robocolumn Yes. Color blindness is an X-linked trait. Because men have only 1 X chromosome, they are more likely to be afflicted. #tcchat

08-Feb-12 17:44 | PattyBlount



@TC\_Chat Great song! #genychat #tcchat

08-Feb-12 17:44 | WriterChanelle



@TC\_Chat A3: If you do captions for videos, you make translation process far easier. Time stamps etc marked out. #tcchat

08-Feb-12 17:44 | kmdk



A4: Don't put input boxes inside sentences in UI. Ex: "Limit to [box] characters" (assumes English syntax) #tcchat

08-Feb-12 17:42 | larry\_kunz



@vinokoor @pattyblount That also ties in to Q1 #tcchat

08-Feb-12 17:42 | 2moroDocs



A4: UI design needs to account for date/time formats. #tcchat

08-Feb-12 17:42 | larry\_kunz



@2morodocs Color choice PLUS alt text. Both of my sons are color blind. Important to consider in UI design. #tcchat

08-Feb-12 17:41 | PattyBlount



@techwriterkai Just did a quick search "universal margins A4 letter" & got some hits. At one pharma company we used .8,.8,1,1 #tcchat

08-Feb-12 17:41 | mbooses



@vinokoor agreed: keep terminology and meaning balanced to avoid confused metaphors and users #tcchat

08-Feb-12 17:41 | ZBzacbrown



@2moroDocs and remember those who are colour blind. #tcchat

08-Feb-12 17:41 | robocolumn



@vinokoor Manufacturing world downloads and prints docs these days. Print not dead there so paper size does matter. #tcchat

08-Feb-12 17:40 | kmdk



YES! RT @vinokoor: A4: Terms used in UI should = terms used in docs! That's why having a TW involved with UI helps with clarity. #tcchat

08-Feb-12 17:40 | PattyBlount



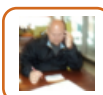
@zbzacbrown Good pt. Color choice also impt for accessibility #tcchat

08-Feb-12 17:40 | 2moroDocs



A4: Terms used in UI should = terms used in docs! That's why having a TW involved with UI helps with clarity. #tcchat

08-Feb-12 17:40 | vinokoor



A4: also, economics (with software) - some parts of the world are behind in technology and can't handle advanced flashy UI #tcchat

08-Feb-12 17:39 | ZBzacbrown



A4: Readers don't know marketing language, so never say "after the jump" or "below the fold" which are web page layout jargon. #tcchat

08-Feb-12 17:39 | nodiyad



A4: UX must consider coloring and symbols which are different across cultures #tcchat

08-Feb-12 17:38 | ZBzacbrown



@ms\_marques I've had complaints about design even though PDF handles printing diff paper sizes. Consider margins in design. #tcchat

08-Feb-12 17:38 | kmdk



@TC\_Chat Char. limits must be considered. I worked with a console that had a 16 char limit so any translations had to be = to or <. #tcchat

08-Feb-12 17:36 | SandyRStuckless



A4: UI needs to consider spacing. For example German / Turkish tends to have combine words into one. Right Kai? #tcchat

08-Feb-12 17:36 | robocolumn



#tcchat A4: Another good one: Please remember, esp. in UI design, that German is 15-20% longer than English!

08-Feb-12 17:36 | techwriterkai



@2moroDocs EU has guides to clear communications. In 23? languages. Can get URL later, unless someone knows it & can share. #tcchat

08-Feb-12 17:36 | kmdk



@SandyRStuckless I work in SW where printing isn't a must. Really, the #UI should be all a user needs, but that's a diff chat. #tcchat

08-Feb-12 17:35 | vinokoor



#tcchat @QuarkXMLAuthor ... but the avoid terms are lumped in with the "use" recommendations.

08-Feb-12 17:35 | techwriterkai



@techwriterkai Global orgs I have worked with solve the paper size problem with universal margins. Uses slightly more paper. #tcchat

08-Feb-12 17:35 | mbooses



A4: mobile UX. My content is klunky from iPads and iPhones. #tcchat.

08-Feb-12 17:35 | PattyBlount



@QuarkXMLAuthor Yes we use a stop list but mainly to stop the search returning results for "noise" words. #tcchat

08-Feb-12 17:34 | robocolumn



#tcchat @QuarkXMLAuthor In our style guide, we have an "avoid" convention listing ambiguous terms...

08-Feb-12 17:34 | techwriterkai



@quarkxmlauthor Yes, we run script against content that flags violations. #tcchat

08-Feb-12 17:34 | PattyBlount



Q4: UI design: what is needed? Accommodate for character count, for ex? What else? #tcchat

08-Feb-12 17:34 | TC\_Chat



@pattyblount Yes, I believe so. #tcchat Just ignore for now. I don't tweet during their show on Thursdays

08-Feb-12 17:33 | TC\_Chat



+1 "@techwriterkai: #tcchat - not to mention the eternal date confusion: is it mm/dd/yy or dd/mm/yy - use 8 Feb 2012 for clarification."

08-Feb-12 17:33 | kmdk



If so, is this done per "don't use" term or is this embedded in the def of the "do use" terms? #tcchat

08-Feb-12 17:33 | QuarkXMLAuthor



@PattyBlount @vinokoor Our customers have it written into contracts: we MUST provide hardcopy docs. Print media still has its place #tcchat

08-Feb-12 17:32 | SandyRStuckless



RT @afox98 A3: What about 508 compliance? Does that figure into accessibility too? < what are other global accessibility laws? #tcchat

08-Feb-12 17:32 | ms\_marques



OK, this guy is claiming we can't use their #tcchat tag?

08-Feb-12 17:32 | PattyBlount



Remember folks, there's a TV station in Ecuador also using this tag. That's what that tweet was about. Not tech comm. #tcchat

08-Feb-12 17:31 | TC\_Chat



@techwriterkai LOL Kai. Hope you're not knocking our Marketing cousins. #tcchat

08-Feb-12 17:31 | robocolumn



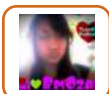
@techwriterkai @vinokoor But when we print, we can send in size we choose. Is paper size really issue? #tcchat

08-Feb-12 17:31 | ms\_marques



@afox98 @techwriterkai Yes, Rehabilitation Act. #tcchat Says we must address physical disabilities (hearing impaired, visual impaired etc)

08-Feb-12 17:30 | PattyBlount



RT @enpijamasc: Hola amigos, para este jueves 9 de febrero a las 17h00, no se pueden perder nuestro #TCCHAT con Pachu Peña, por <http://t.co/1uXamsZq>

08-Feb-12 17:30 | YoSoyElisaa



A3: So accessibility-related things done for 508 compliance (US reg) need to be translated too-mouseovers, voice to text, etc. #tcchat

08-Feb-12 17:30 | afox98



@ZBzacbrown @robocolumn Not sure Simplified English was meant for \*marketing\* - probably better suited for clarity, not fluff! #tcchat

08-Feb-12 17:30 | techwriterkai



Hola amigos, para este jueves 9 de febrero a las 17h00, no se pueden perder nuestro #TCCHAT con Pachu Peña, por <http://t.co/1uXamsZq>

08-Feb-12 17:29 | enpijamasc



Looks like John Kohl's ref is a good one. Lots of recommendations today. I think I'll get a copy of it. #tcchat

08-Feb-12 17:29 | 2moroDocs



@mbores @vinokoor exactly! And print offers (generally) a much higher resolution and more adaptable user experience #tcchat

08-Feb-12 17:29 | ZBzacbrown



Hi to @kmdk. To all - I believe it is a legal requirement in some countries to allow for accessibility in docs. #tcchat

08-Feb-12 17:29 | robocolumn



.@techwriterkai Oopsie. Yes. Sorry - that's not very global of me, is it? :) #tcchat

08-Feb-12 17:28 | afox98



@vinokoor #tcchat You'd be surprised how many companies HAVE TO print docs for legal requirements or in the field use...

08-Feb-12 17:26 | techwriterkai



Q2: I suppose it might w/regard to mobile, etc. Guess I should have said page size or screen size, too #tcchat

08-Feb-12 17:26 | 2moroDocs



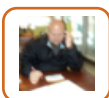
@vinokoor Maybe not in the digital / online world but I'm often suprised at how many still rely on printed docs #tcchat

08-Feb-12 17:25 | robocolumn



Q3. Video translation is BIG issue for me. #tcchat So far, best results are to redo videos in all supported languages but that's \$\$\$\$

08-Feb-12 17:25 | PattyBlount



@vinokoor many people are comforted by physical business cards and menus for example :- ) #tcchat

08-Feb-12 17:25 | ZBzacbrown



Oops. Meant A2, not Q2, of course! #tcchat

08-Feb-12 17:25 | vinokoor



"@techwriterkai: #tcchat Well, there's John Kohl's Global English Style Guide. <http://t.co/LQbD6KtY>" < I 2nd the recco. Excellent resource.

08-Feb-12 17:25 | arh



RT @PattyBlount: Creative terms typically come from software features. We can suggest developers use more understandable terms on UI #tcchat

08-Feb-12 17:24 | afox98



Q2: Does paper size really matter in a digital world? Who really downloads AND prints docs anyway? :) #tcchat

08-Feb-12 17:24 | vinokoor



Another question if I may. Presumably using simplified English cuts down on localisation costs? #tcchat

08-Feb-12 17:24 | robocolumn



Q2: paper size (and type!) is a huge issue in print document design and is a primary constraint to discuss early in development #tcchat

08-Feb-12 17:24 | ZBzacbrown



Schedule for STC Phila. Metro Conf. on 3/9 & 3/10. Neil Perlin, Nicky Bleiel, Whitney Quesenbery & others. [bit.ly/w1oS72](http://bit.ly/w1oS72) #tcchat

08-Feb-12 17:24 | stcpmc



Creative terms typically come from software features. We can suggest developers use more understandable terms on UI #tcchat

08-Feb-12 17:24 | PattyBlount



Q3: Accessibility: what needs to be considered? Video captions translation? #tcchat

08-Feb-12 17:24 | TC\_Chat



@ms\_marques Guess your writing goes to Eng/Fr & others. Do you think about how both user and translator will understand? #tcchat

08-Feb-12 17:23 | mbooses



Thx for all the good refs for wording #tcchat :)

08-Feb-12 17:21 | 2moroDocs



For simplified english, check out: <http://t.co/VBj7POBB> #tcchat

08-Feb-12 17:21 | robocolumn



@mbooses If it is ambiguous in source language, causes issues with translations. #tcchat

08-Feb-12 17:19 | ms\_marques



@TC\_Chat A1. Check out CyberText's blog (specifically, word usage) at <http://t.co/qZ2I1GkP>. #tcchat

08-Feb-12 17:19 | CharJTF



(adding another ques. lot's to cover. already abt 20 mins in. Feel free to continue w/other ques tho) #tcchat

08-Feb-12 17:18 | TC\_Chat



@nodyad Agreed. Tech terms should be written out, whenever possible. #tcchat

08-Feb-12 17:18 | PattyBlount



Q2: Reqs: paper size, legal issues – what else? #tcchat

08-Feb-12 17:17 | TC\_Chat



#tcchat Well, there's John Kohl's Global English Style Guide... <http://t.co/A9ZqAJKs>

08-Feb-12 17:17 | techwriterkai



@nodyad Or backwards spelling of your name Mr. Day!  
#tcchat

08-Feb-12 17:17 | mbooses



@larry\_kunz @vinokoor A company style guide. That's an excellent idea. #tcchat

08-Feb-12 17:17 | robocolumn



@zbzacbrown Good point. What can be shown with icons & graphics as well? #tcchat

08-Feb-12 17:17 | 2moroDocs



@2moroDocs you might check references to simplified English #tcchat

08-Feb-12 17:16 | ms\_marques



dnt use txt srtcuts or abbrvs in ur dox n emls  
#tcchat

08-Feb-12 17:16 | nodyad



@ms\_marques Not sure I can write unambiguous text! :). Seriously, ambiguity has to be judged in the target language--how? #tcchat

08-Feb-12 17:15 | mbooses



A1: London has undergone an overhaul of street level signs for the Olympics. May be helpful for tourists but confuses citizens #tcchat

08-Feb-12 17:15 | ZBzacbrown



A1: Make sure text is unambiguous. Impt for all, but esp for ESL audience and translators #tcchat

08-Feb-12 17:13 | ms\_marques



A2: in these few comments, it's localization: phrases, terminology local to an area. Consistency (content mgmt) #tcchat

08-Feb-12 17:13 | 2moroDocs



RT @vinokoor: A1: Having a company-wide glossary helps keep terminology consistent between groups too (tech writers, marketing, etc) #tcchat

08-Feb-12 17:12 | afox98



A1: Having a company-wide glossary helps keep terminology consistent between groups too (tech writers, marketing, etc) #tcchat

08-Feb-12 17:12 | vinokoor



#tcchat - oh, and not to mention the eternal date confusion: is it mm/dd/yy or dd/mm/yy - use 8 Feb 2012 for clarification.

08-Feb-12 17:12 | techwriterkai



Yes! --> RT @larry\_kunz: A1: If content is to be translated, consistent terminology is extremely important. #tcchat

08-Feb-12 17:12 | PattyBlount



A1: Consistency is the key, but this has a price. As Kai says it is difficult to stay comprehensible. #tcchat

08-Feb-12 17:11 | robocolumn



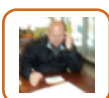
Q1: Should avoid colloquial slang, but tech jargon can be OK if well-defined and consistently used. #tcchat

08-Feb-12 17:11 | PattyBlount



A1: I've had to catch myself in tweets so I don't use common phrases for this area #tcchat

08-Feb-12 17:11 | 2moroDocs



#tcchat re:Q1 - symbols and other communication metaphors can sometimes be confused between languages or geographies

08-Feb-12 17:10 | ZBzacbrown



A1: If content is to be translated, consistent terminology is extremely important. #tcchat

08-Feb-12 17:10 | larry\_kunz



#TCChat A1: This is a tough one, in English alone it's hard to stay comprehensible to non-native speakers, re: word choice, vocabulary

08-Feb-12 17:10 | techwriterkai



Hi, #tcchat :-) Char from kinda-chilly Boston area here :-)

08-Feb-12 17:08 | CharJTF



Q1: Terminology: what's impt to consider? Ex: word choice, slang, what works only in 1 country #tcchat

08-Feb-12 17:08 | TC\_Chat



RT @TC\_Chat: Join in #techcomm. Meet w/peers from lots of countries. Live. Now. #tcchat

08-Feb-12 17:08 | helpstuff



Chatting with technical communication folks right now. Join us! follow #tcchat.

08-Feb-12 17:06 | PattyBlount



Shalom! Gil here from #Israel! #tcchat

08-Feb-12 17:06 | vinokoor



@mbooses Hi Michael. You're very welcome. #tcchat

08-Feb-12 17:06 | robocolumn



... from Frankfurt, Germany. #tcchat

08-Feb-12 17:06 | techwriterkai



Hi Patty, Colum, & Alyssa! Glad u can join in - #tcchat

08-Feb-12 17:05 | TC\_Chat



Don Day from Austin #tcchat

08-Feb-12 17:05 | nodyad



#tcchat Hello, from North Carolina!

08-Feb-12 17:05 | ZBzacbrown



@jennyneill Thx, Jenny #tcchat

08-Feb-12 17:05 | TC\_Chat



Colum here from a very cold Guildford, UK. #tcchat

08-Feb-12 17:05 | robocolumn



Hello from Michael Boses, first time joining to chat about global comm concerns #tcchat

08-Feb-12 17:04 | mbooses



@TC\_Chat Glad to hear there will be repeat at 6pm PacTime. Plan to try joining you then. Have a great chat! #tcchat #techcomm

08-Feb-12 17:04 | jennyneill



#tcchat Hello everyone - Alyssa Fox here in Houston, Texas.

08-Feb-12 17:04 | afox98



OK. Whew! Let's go! Time for tech comm \*live\* Who's here? From where? #tcchat

08-Feb-12 17:04 | TC\_Chat



Have my cup of tea and two biscuits. Now looking forward to #tcchat. Come over and join us.

08-Feb-12 17:03 | robocolumn



#tcchat Hello from New York!

08-Feb-12 17:03 | PattyBlount



Upcoming chat: Kristina Halvorston will be guest SME at #tcchat for content strategy on 4.4 @halvorson (Methodology track)

08-Feb-12 17:02 | TC\_Chat



RT @larry\_kunz Looking forward to a good discussion today. #tcchat < me, too!

08-Feb-12 17:01 | ms\_marques



News: Will have S2 today so Australia can join in. Be sure & drop by that chat, too, if you can. May cover collaboration there #tcchat

08-Feb-12 17:01 | TC\_Chat



Will post ques using @TC\_Chat. Then you can open that feed & easily see current questions #tcchat I may also use @2moroDocs

08-Feb-12 17:01 | TC\_Chat



Reminders: Add #tcchat to your tweets. Avoid using #techcomm as it will overwhelm that tag. Thx! Also, no proprietary info!

08-Feb-12 17:00 | TC\_Chat



Welcome to S1 of today's #tcchat! Topic: Global Considerations

08-Feb-12 17:00 | TC\_Chat



Welcome to S1 of today's #tcchat! Topic: Global Considerations

08-Feb-12 17:00 | 2moroDocs



I have 10 announcement tweets, including 3 upcoming chat announcements. #tcchat

08-Feb-12 16:59 | TC\_Chat



I have 10 announcement tweets, including 3 upcoming chat announcements. #tcchat

08-Feb-12 16:59 | 2moroDocs



Looking forward to a good discussion today. #tcchat

08-Feb-12 16:56 | larry\_kunz



Want to join in #tcchat? It starts in 10 mins - 5pm UK time. Follow @TC\_Chat: If you're around, feel free to say so & get ready.

08-Feb-12 16:52 | robocolumn



If you're around, feel free to say so & get ready. I'll have lots of announcement tweets at the start. Will begin at 9am sharp. #tcchat

08-Feb-12 16:48 | TC\_Chat



RT @tc\_chat: Half an hour to go. Join in today's #tcchat S1 about global considerations! #techcomm #elearning

08-Feb-12 16:30 | Irmeyer747



I'll be tweeting comments, etc with this account & use the @TC\_Chat account for listing questions. #tcchat

08-Feb-12 16:29 | 2moroDocs



Half an hour to go. Join in today's #tcchat S1 about global considerations! #techcomm #elearning

08-Feb-12 16:28 | TC\_Chat