



A Research Primer for Technical Communication: Methods, Exemplars, and Analyses

By Michael A. Hughes, George F. Hayhoe

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- Sales Rank: #497888 in Books
- Brand: Routledge
- Published on: 2007-08-12
- Released on: 2007-10-11
- Ingredients: Example Ingredients
- Original language: English
- Number of items: 1
- Dimensions: 10.00" h x .53" w x 7.00" l, .98 pounds
- Binding: Paperback
- 232 pages

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Editorial Review

About the Author

Dr. Michael A. Hughes works for IBM Internet Security Systems as a User Experience Architect identifying tools, methods, and standards to integrate the content and delivery of user assistance. He is an Associate Fellow with the Society for Technical Communication, and he holds a PhD from the University of Georgia.

Dr. George F. Hayhoe worked for 18 years as a technical communicator, and is currently professor of technical communication at Mercer University in Macon, Georgia. He has been editor of Technical Communication since 1996, and is an active member of the Society for Technical Communication and IEEE Professional Communication Society. He holds a PhD from the University of South Carolina.

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