SyberWorks e-Learning Podcast Transcript #41 *Documentation and e-Learning (Transcript)*

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Mary Kay Lofurno: Mary Kay Lofurno, Marketing Director at SyberWorks, here, on our next episode of the SyberWorks e-Learning Podcast Series. Dave Powell, Documentation Manager at SyberWorks, will be telling us about his two latest articles, "Documentation, and e-Learning" [Parts One and Two]

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Mary Kay: Welcome to the next edition of the SyberWorks e-Learning Podcast Series. My name is Mary Kay Lofurno. I'm the Marketing Director at SyberWorks and your host today.

SyberWorks specializes in custom e-Learning solutions, learning management systems, and custom e-Learning development for corporations, governments, and non-profits.

In this edition, we're going to be talking with Dave Powell, Documentation Manager at SyberWorks about his recent articles "Documentation and e-Learning, Part One: They are One and the Same", and "Documentation and e-Learning, Part Two: Show, Don't Tell."

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Mary Kay: Hi, Dave. It's great to have you here on the SyberWorks e-Learning Podcast.

David Powell: Great to be here. How are you?

Mary Kay: I'm doing great! All right, let's get to it. I know you recently wrote a couple of articles, "Documentation and e-Learning, Part One: They are One and the Same", and "Documentation and e-Learning, Part Two: Show, Don't Tell." So without going too much into each piece, can you explain your approach to these topics?

David: I realized that documentation and e-Learning professionals share a goal. To help people learn complex material as simply, quickly, and clearly as possible. Well-designed documentation should actually be written with teaching in mind, and e-Learning materials should reflect a documentarian's eye for clarity, presentation and organization.

Both disciplines need to pay more attention to grabbing and holding their customer's interest. It's no longer sufficient to simply present raw facts. We must think of interesting ways to show readers and students what we want them to learn. If we succeed, they might even savor the facts, enjoy their delivery and internalize them.

Mary Kay: All right. Sounds good, Dave. Dave is a really busy guy, so we're going to let him go. Thanks for joining us today, Dave.

David: You're welcome, Mary Kay. Thank you and have a great day!

Mary Kay: Folks, please download Dave's articles and read them. There's a lot of great stuff in there. They're located in the SyberWorks Online Media Center, under the e-Learning Articles section.

Thanks for listening to our podcast today on Documentation and e-Learning Parts One and Two, with Dave Powell, Documentation Manager here at SyberWorks, on the SyberWorks e-Learning Podcast Series. Thanks for joining us. Have a great week.

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