



MFE-IT

Reference: WBF/EN/DU

User Documentation Training Course

Making Your Tools Clear, Understandable and Actionable

Duration: 2 Days | Hours: 12 h

Remote · Sessions guaranteed from 1 registrant · 60% hands-on practice

DESCRIPTION

User documentation is often underestimated... until it is missing. A good guide does more than just explain an interface: it reassures, structures and supports the user as they learn to use a product or tool. In a world where products evolve rapidly, well-crafted documentation is one of the most cost-effective levers for adoption and self-service support.

This User Documentation training course teaches you how to create truly effective, educational and engaging documentation, whether it is intended for internal users, customers or partners. Through hands-on exercises, you will master plain-language writing, visual structure, multimedia formats and the modern documentation toolchain.

LEARNING OBJECTIVES

By the end of this training course, participants will be able to:

- Understand the different types of documentation and their uses
- Adapt your writing style to user profiles (technical or non-technical)
- Structure effective, concise and visual documentation
- Create readable content: titles, steps, screenshots, glossaries, FAQs
- Design multimedia guides (video, interactive step-by-step guides, PDFs)
- Make documentation dynamic and scalable (versioning, feedback, revisions)

PREREQUISITES

- Be involved in a technical project, software or internal tool
- Have a good command of written English
- No technical prerequisites — tools are provided

Because each participant is unique, a personalised interview is systematically organised in advance with our expert to design a training programme perfectly aligned with their objectives, level and professional challenges.

TARGET AUDIENCE

Project managers, product managers, trainers, technical writers and support officers.

DETAILED PROGRAMME

The training alternates between theoretical input and hands-on practice (approximately 60% of the time). Modules are built around practical exercises based on real-world business use cases.

Module 1 – Foundations of Effective User Documentation

- Types of documentation: quick-start, reference, conceptual, procedural
- What makes documentation actually get read
- Knowing your audience and their tasks

Module 2 – Writing for Real Users

- Plain language and accessible style
- Adapting tone for technical vs non-technical readers
- Active voice, short sentences and reader-friendly structure

Module 3 – Structure and Visual Design

- Logical hierarchy: titles, steps and sections
- Screenshots, callouts and visual signposts
- Glossaries, FAQs and reference sections

Module 4 – Multimedia and Interactive Formats

- Video tutorials and screen recordings
- Interactive step-by-step guides (Guideflow, Tango, Scribe)
- PDFs, web docs and embedded help

Module 5 – Tooling and Documentation Platforms

- Markdown-based platforms: Docusaurus, MkDocs, GitBook
- Help authoring tools and screen capture (Snagit, Loom)
- Choosing a stack based on team size and content volume

Module 6 – Lifecycle, Versioning and Continuous Improvement

- Versioning and managing multiple product releases
- User feedback loops and analytics
- Documentation maintenance over time

TEACHING METHODS

Format and Delivery

The training is delivered remotely via an interactive virtual classroom. It can also be delivered on-site, with content customised to match the needs of your professional project. The theory/practice split is approximately 40%/60%.

MFE-IT Ultra-Personalised Format

Each session accommodates between 1 and 3 participants, ensuring highly individualised support. A preliminary interview allows us to tailor the content to each participant's profile. Inter-company sessions are guaranteed from just 1 registrant (except in cases of force majeure).

Skills Assessment

Throughout the training, the trainer assesses participant progress through multiple-choice questions, role-playing exercises and hands-on work. At the end, a certificate of achievement is issued to each participant.

Post-Training Support

For one month following the training, each participant can contact MFE-IT trainers with questions about implementing acquired knowledge. A response is provided by email or telephone within 48 working hours.

Accessibility

MFE-IT is committed to welcoming people with disabilities. Contact: contact@mfe-it.com.

PRACTICAL INFORMATION

Trainer Resources

- Structured demonstrations aligned with the detailed programme
- Exercise briefs and solutions throughout the training
- A ready-to-use technical environment for practical workshops
- Trainer validation of acquired knowledge at the end of each workshop
- Digital reference documents

Certification and Validation

At the end of the training, a certificate is sent by email specifying the objectives, nature, duration and assessment results. A completion certificate can also be provided on request.

Benefits for Participants

- Train from your workplace or home, with no travel required
- Benefit from an expert trainer-consultant on the subject
- Enjoy an ultra-personalised format (1 to 3 participants)
- Continue training even in the event of unforeseen circumstances

Benefits for the Organisation

- Optimise the training budget by reducing travel and accommodation costs
- Offer quality training to all employees, regardless of location
- Reduce absence time linked to travel
- Support team upskilling in all contexts