

Communication skills

"How To Ask Questions The Smart Way" by Eric Steven Raymond

<http://www.catb.org/esr/faqs/smart-questions.html>

Remember about the disclaimer !

"The Elements of Style" by William Strunk, Jr.

<https://daoyuan14.github.io/elos.pdf>

"How to speak" by Patrick Henry Winston, MIT OpenCourseWare

<https://www.youtube.com/watch?v=Unzc731iCUY>

The elements of business style by Jasiek

<https://kb.epesi.cloud/books/epesi-academy/page/business-writing>

+ several proposals from Teknaspan and Telaxus LLC !

+ WIIFM, peak your audience to determine your language, Betty Edwards's book, Drawing on the Right Side of the Brain <https://www.drawright.com/> , Etyka, qui tacet concentire videtur, KISS, less is more

"Running an Effective Help Desk" by Barbara Czegeł

<https://www.wiley.com/en-au/Running+an+Effective+Help+Desk,+2nd+Edition-p-9780471248163>

Revision #3

Created 12 December 2023 02:27:21 by Karina Tylek

Updated 12 December 2023 02:36:19 by Karina Tylek