



# Human-Information Interaction and Technical Communication: Concepts and Frameworks

*Michael J. Albers*

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Clear communication requires understanding readers from perspectives of technical communication, cognitive psychology, usability, human-computer interaction, information design, and information science. Designing and clearly communicating information involves understanding multiple perspectives of the readers experiences and understanding their motivations and rationale that drives their behavior. The research in diverse areas has all examined the issue though different lenses. However, there has not been an attempt at transforming the academic studies into a form accessible to technical communication students or to practitioners charged with designing and creating the content.

**Human-Information Interaction and Technical Communication: Concepts and Frameworks** focuses on communicating information, not creating information. Developing information which clearly communicates and fits peoples needs requires understanding how people think and what drives their decision processes. To help achieve that goal, this book works to provide practical knowledge based on a sound theoretical foundation for allowing people to engage in a meaningful dialogue as they make decisions with respect to designing that communication. Besides being a reference for the academic researcher or practicing technical communicator, it is written so it can be used as a reference for either a foundational or theories of technical communication course.

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