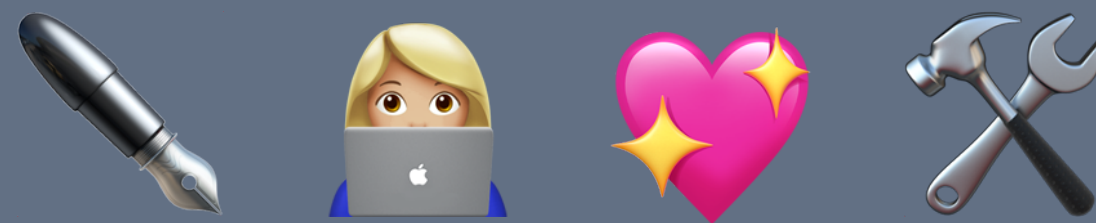


Humanizing Your Documentation



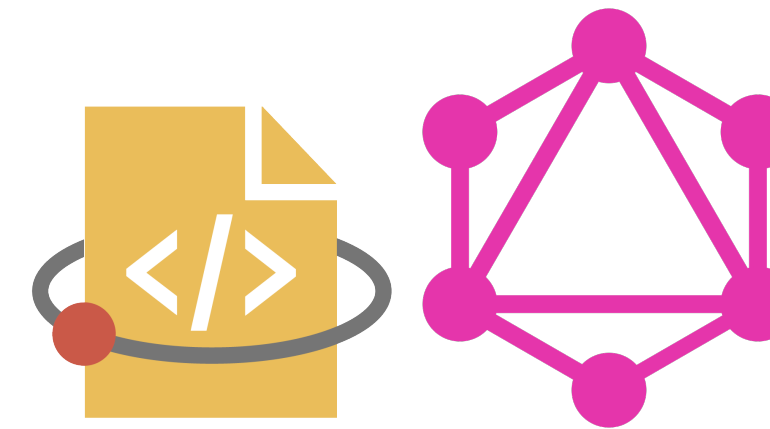
bit.ly/docs-talk-resources

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FUTURE OF SEX

Pitch me!
editor@futureofsex.net



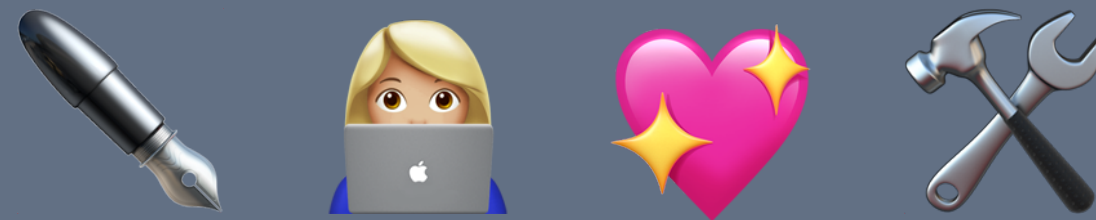
Season of Docs



BRYTER

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Humanizing Your Documentation



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Why do we write documentation?



Tyner Blain - bit.ly/goal-docs

Use case driven documentation



Tyner Blain - bit.ly/use-case-docs



Tyner Blain - bit.ly/goal-docs

How to adjust the speed

How to change the direction

How to change the drill bit

How to drill a hole in a flat surface

How to select the right screw

How to stir paint with your drill

Who do we write documentation for?



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Humans



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Slack API Portal - bit.ly/slack-docs

Making messages interactive

Subscribing to Event Types

Events API vs. RTM API

Slack API Portal - bit.ly/slack-docs

Slack API | Slack

https://api.slack.com

slack

api

Create simple workflows

Your app can respond to user activity, and buttons let users complete simple tasks (like requests and approvals).

Learn about [Interactive Components](#) & [Events API](#).

Hiretron

APP

9:00 AM

Approval Request

Your approval is requested to make an offer to [Florence Tran](#).

Approve

Deny

Expensibot

APP

9:00 AM

Good evening, Caroline, do you need to expense something?

Send it my way!

Caroline Bennett

9:00 AM

I did buy a \$4 coffee for a candidate

Build bots

Add a bot to talk with users and automate tasks (and add a little fun).

Learn about [Bot Users](#) & [RTM API](#).

Goal

Use Case

Goal

Use Case

Functional Requirement

Design

Implementation

Goal

Use Case

Functional Requirement

Design

Implementation

Goal

Use Case

Functional Requirement

Design

Implementation

This is cool



@carolstran

But it doesn't happen



@carolstran

No one wants to read your docs



@carolstran

~~No one wants to
read your docs~~



@carolstran

People don't mind reading docs...



**...as long as they're
actually helpful**





Ethan McQuarrie

@EthanMcQuarrie

Follow



"Hi, I was reading your documentation and you describe this data in two different ways, which is correct?"

"Thank you! The way it works is *third completely different description*"

1:02 PM - 26 Feb 2018

Ethan McQuarrie - bit.ly/EthanMcQuarrie-tweet



Kilian McMahon

@kilmc

Follow



Process of learning how to write a plugin:

1. Read docs
2. Get console.log output
3. Read more
4. Try literally anything else
5. Get errors
6. Read more docs
7. Read existing plugin source
8. Notice it's written completely differently to what the docs say
9. Cry a little

Kilian McMahon - bit.ly/kilmc-tweet



[Leigh Momii](#)

@jetleigh

Follow



bad documentation is bad.

1:45 PM - 30 Jan 2018

Leigh Momii - bit.ly/jetleigh-tweet



craig @cnishina · Jan 30



Replying to [@jetleigh](#)

If there were no docs, would it be better?



1



Leigh Momii - bit.ly/jetleigh-tweet



craig @cnishina · Jan 30



Replying to [@jetleigh](#)

If there were no docs, would it be better?



1



Leigh Momii @jetleigh · Jan 30



deep thoughts. honestly yes. because it would waste less of my time.



1



Leigh Momii - bit.ly/jetleigh-tweet

If only developers cared about docs...



~~If only developers
cared about docs...~~



@carolstran

Writing docs is only part of the job



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The words we choose



Lucie Le Naour - bit.ly/wtd-lucie

Insensitive language



If the programmer wishes to uphold the invariant, he must satisfy the function's preconditions

Problematic but common terms



Master / Slave

Whitelist / Blacklist

Think before you type



Primary / Replica

Denylist / Allowlist

Saying 'simply' or 'easy'



Don't say it



Be specific



Be comparative



Be absolute



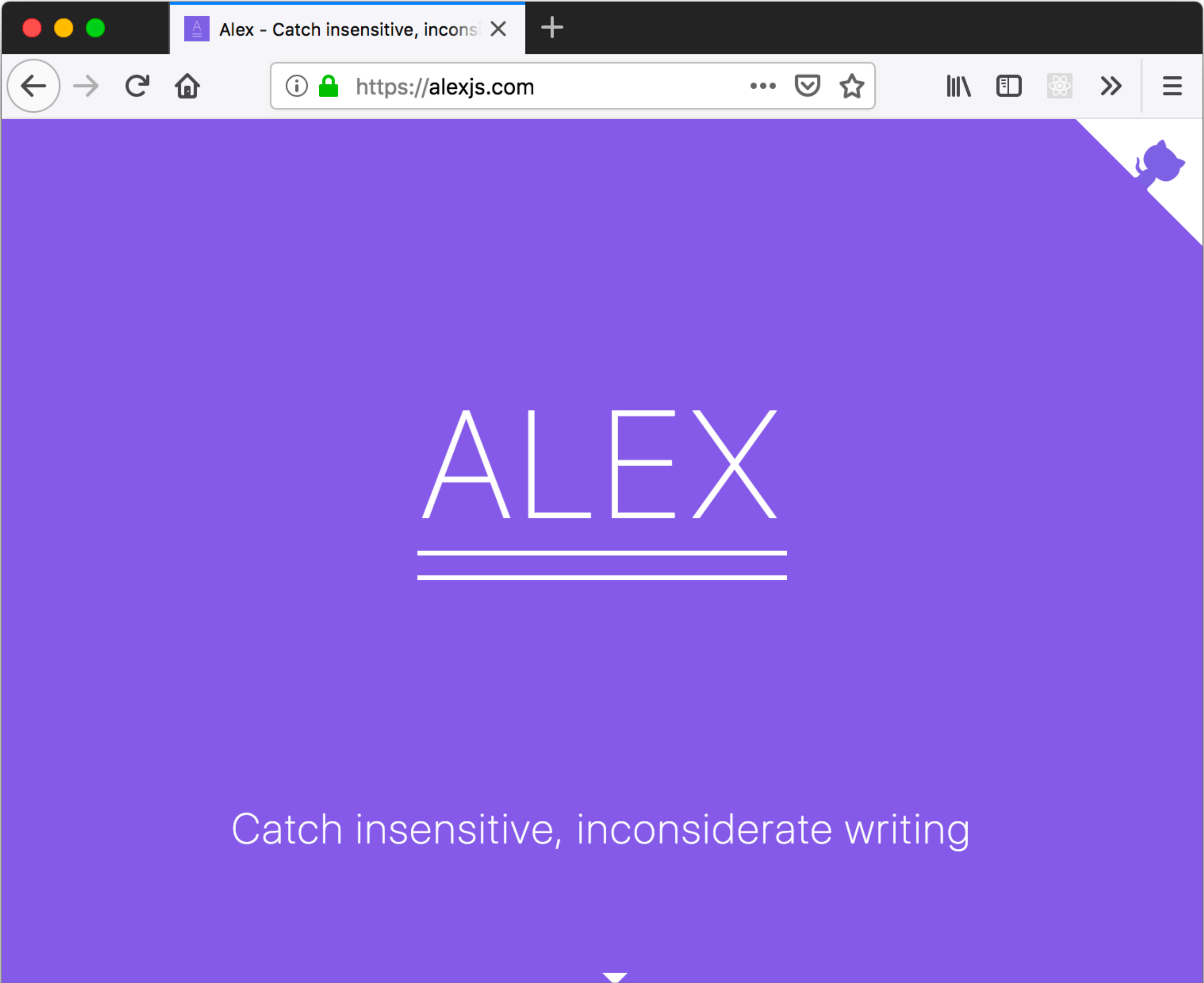
Show, don't tell



Be careful with linters



bit.ly/alex-js



bit.ly/write-good

btford/write-good: Naive linter

+

←→↺🏠

GitHub, Inc. (US) | https://github.com/btford/write-good

⋮🔒🌟

🐙

Search or jump to...

/

Pull requestsIssuesMarketplaceExplore

🔔+👤

btford / write-good

👁 Watch

96

★ Unstar

3,655

🍴 Fork

182

<> Code

🔔 Issues 24

🔗 Pull requests 3

📁 Projects 0

📖 Wiki

📊 Insights

Naive linter for English prose

🕒 135 commits

🌿 1 branch

📦 11 releases

👥 24 contributors

📄 MIT

Branch: master

New pull request

Create new file

Upload files

Find File

Clone or download

👤 RichardLitt 1.0.1

Latest commit cd9ce3f on 17 Jan

bin	Update code to node 6, add linter, update deps (#109)	4 months ago
lib	Update code to node 6, add linter, update deps (#109)	4 months ago
test	Update code to node 6, add linter, update deps (#109)	4 months ago
.dockerignore	Add configuration to build Docker image	9 months ago
.eslintrc	Update code to node 6, add linter, update deps (#109)	4 months ago
.gitignore	#48 ignore .vscode settings folder	a year ago
.travis.yml	Update code to node 6, add linter, update deps (#109)	4 months ago
Dockerfile	Update code to node 6, add linter, update deps (#109)	4 months ago

Trying to be funny



@carolstran

Avoid humor



@carolstran

At this point, I have to show you a photo of cute kittens to keep your interest in reading further:



Are you still here? Thank you!

Bloated language



@carolstran

Plain language



hemingwayapp.com

H

Hemingway Editor

×

+

←

→

↺

🏠

📄

www.hemingwayapp.com

⋮

🔒

☆

📖

📄

⚙️

📏

📊

💬

☰

Bold

Italic

H1

H2

H3

Quote

Bullets

Numbers

Link

Write

Edit

Hemingway

Editor

Readability

Grade 6

Good

Words: 133

Show More ▾

2 adverbs, meeting the goal of 2 or fewer.

1 use of passive voice, meeting the goal of 2 or fewer.

1 phrase has a simpler alternative.

1 of 11 sentences is hard to read.

1 of 11 sentences is very hard to read.

Hemingway App makes your writing bold and clear.

The app highlights lengthy, complex sentences and common errors; if you see a yellow sentence, shorten or split it. If you see a red highlight, your sentence is so dense and complicated that your readers will get lost trying to follow its meandering, splitting logic — try editing this sentence to remove the red.

You can utilize a shorter word in place of a purple one. Mouse over them for hints.

Adverbs and weakening phrases are helpfully shown in blue. Get rid of them and pick words with force, perhaps.

Phrases in green have been marked to show passive voice.

You can format your text with the toolbar.

Paste in something you're working on and edit away. Or, click the Write button and compose something new.

“No one has ever
complained that something
was too easy to read”

Unexpected errors



Address common errors



What might happen

Potential reasons why

What to do next

any other key just makes that key's character appear repeatedly on the screen. Experiment with it. If you happen to press

RETURN

you will sometimes get a "beep" and the message

*** SYNTAX ERR

will appear on the screen. For the time being, ignore this message.

Verify the installation was successful by opening a command prompt and running the `python3` command:

command-line

```
$ python3 --version  
Python 3.6.1
```

NOTE: If you're on Windows and you get an error message that `python3` wasn't found, try using `python` (without the `3`) and check if it still might be a version of Python 3.6.

You're in too deep



@carolstran

**Everyone is a beginner
at some point**



Take a step back



Add a Glossary page



bit.ly/python-glossary

Glossary — Python 3.10.5 docu

Python »

English

3.10.5

3.10.5 Documentation » Glossary

Quick search

Go

previous

next

modules

index

Previous topic

“Why is Python Installed on my Computer?” FAQ

Next topic

About these documents

This Page

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Glossary

>>>

The default Python prompt of the interactive shell. Often seen for code examples which can be executed interactively in the interpreter.

...

Can refer to:

- The default Python prompt of the interactive shell when entering the code for an indented code block, when within a pair of matching left and right delimiters (parentheses, square brackets, curly braces or triple quotes), or after specifying a decorator.
- The [Ellipsis](#) built-in constant.

2to3

A tool that tries to convert Python 2.x code to Python 3.x code by handling most of the incompatibilities which can be detected by parsing the source and traversing the parse tree.

2to3 is available in the standard library as [lib2to3](#); a standalone entry point is provided as `Tools/scripts/2to3`. See [2to3 – Automated Python 2 to 3 code translation](#).

abstract base class

Abstract base classes complement [duck-typing](#) by providing a way to define interfaces when other techniques like `hasattr()` would be clumsy or subtly wrong (for example with [magic methods](#)). ABCs introduce virtual subclasses, which are classes that don’t inherit from a class but are still recognized by `isinstance()` and `issubclass()`; see the [abc](#) module documentation. Python comes with many built-in ABCs for data structures (in the [collections.abc](#) module), numbers (in the [numbers](#) module), streams (in the [io](#) module), import finders and loaders (in the [importlib.abc](#) module). You can create your own ABCs with the [abc](#) module.

annotation

The code we write



@carolstran

Code snippets shouldn't be screenshots



`<code>` for inline

`<pre>` for blocks

```javascript

# Foo / Bar / Baz



# Meaningful placeholders



“We can have variable names  
that are both meaningful and  
generic that expose their  
purpose via their semantics”

```
const baz = ['foo', 'bar']
```

```
const fruits =
['apple', 'banana']
```

```
const array_name =
['item1', 'item2']
```



# The structure of our documentation



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# Poorly defined structure



# Mindful structure



**Explain the feature**

**Describe the use case(s)**

**Recommend tooling**

# Your product isn't the right solution

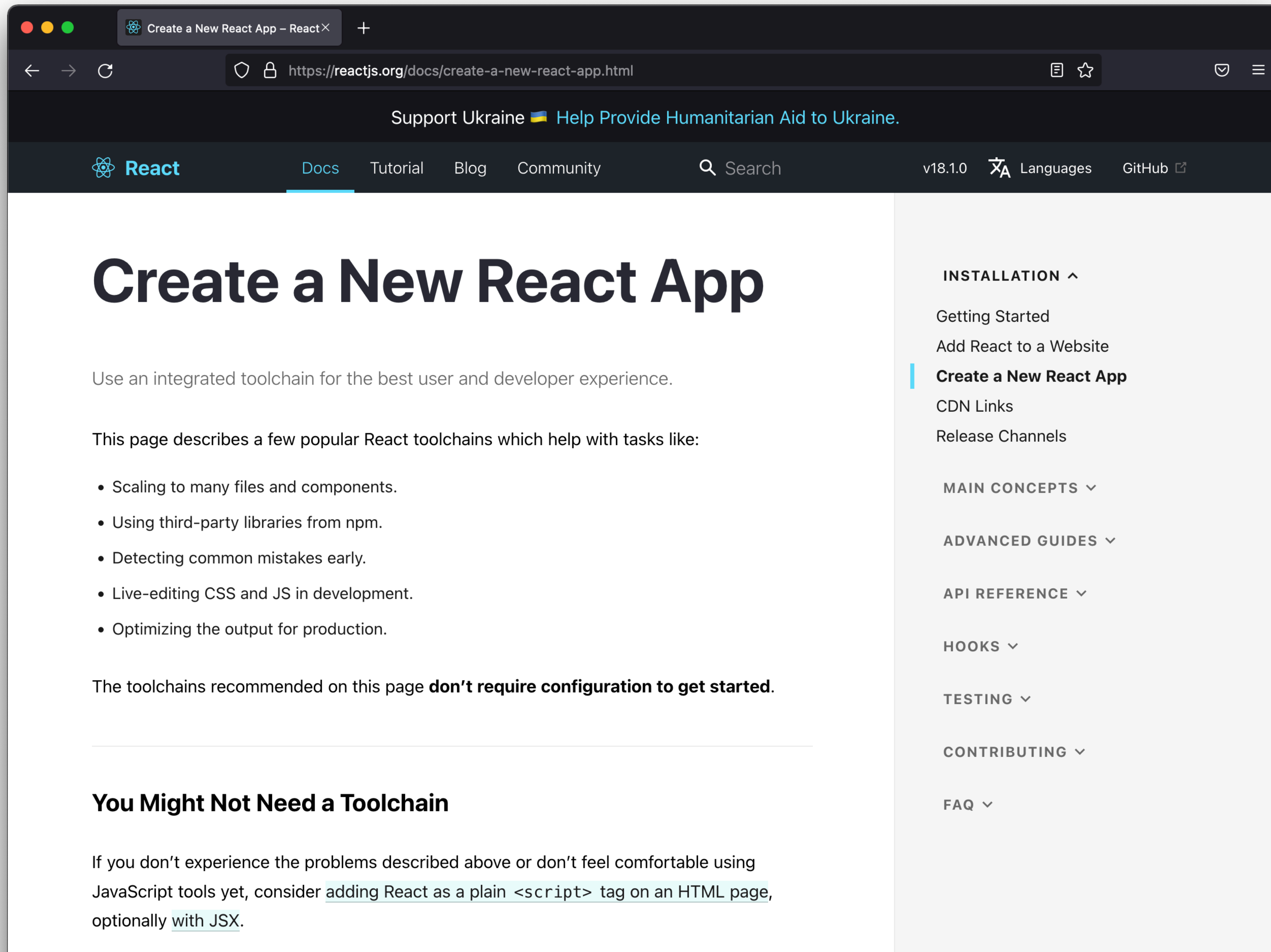


# Be transparent



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bit.ly/create-a-new-react-app



# Final note



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# Accuracy and consistency

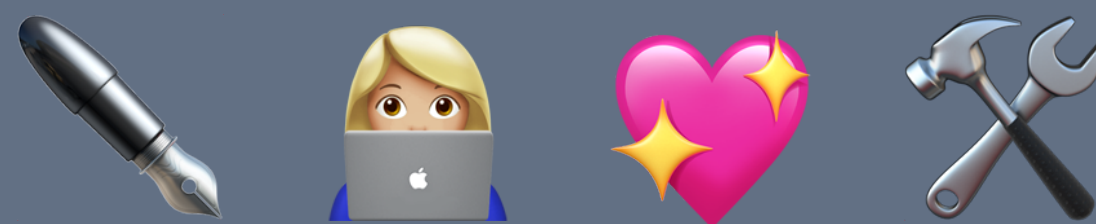
@carolstran

**Aim to be honest,  
helpful and human**



@carolstran

# bit.ly/docs-talk-resources



@carolstran