

About the Author



Duncan Kent has worked as a journalist, technical communicator, documentation consultant, and writing instructor since graduating with a Master of Arts degree from the University of British Columbia in 1976. In 1990, he was awarded the designation of Certified Management Consultant (CMC) by Canada's governing body of management consultants.

Duncan is a founding member of the Canada West Coast chapter of the Society for Technical Communication

(STC) and has served as the chapter's President. For more than 12 years he has taught technical writing at Simon Fraser University in Vancouver, British Columbia, and is a member of the Advisory Board to the university's Writing and Publishing Program. His writing workshops have been offered in almost every province and territory in Canada, and in-house to more than 50 government and private-sector organizations.

Since 1990, Duncan Kent & Associates Ltd. has provided a full spectrum of technical communication services. With specialists in writing/editing, document production, instructional design, and web site creation, the firm has guided the development of more than 180 manuals, courses, help systems, and web sites.

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