

2.3 Writing Procedure Headings

This section will help you write the headings for your procedures. Using the task list you created during your task analysis will help you write informative, task-oriented headings. Following these guidelines is important to ensure that the audience knows exactly what to expect from the steps of your procedure.

1. **Connect the heading and the topic.** Your heading should let the audience members know exactly what information they can find in the section. Whenever you switch from one procedure to another in a manual, separate with a heading. For example, these steps explain stylistic guidelines, so the heading is “Using the Correct Style.”
2. **Keep headings short, elaborate and informative.** An example is “Hiring a New Student Employee.”
3. **Make headings task-oriented.** Examples of task-oriented headings include “Saving a File,” and “Deleting a Record.”
4. **Write headings that are parallel in structure.** Parallelism means that the grammar and language of the headings will be similar so the audience knows what to expect. An example of a pair of parallel headings is “Installing a Program” and “Removing a Program.”