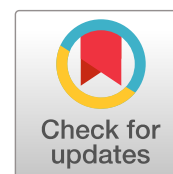
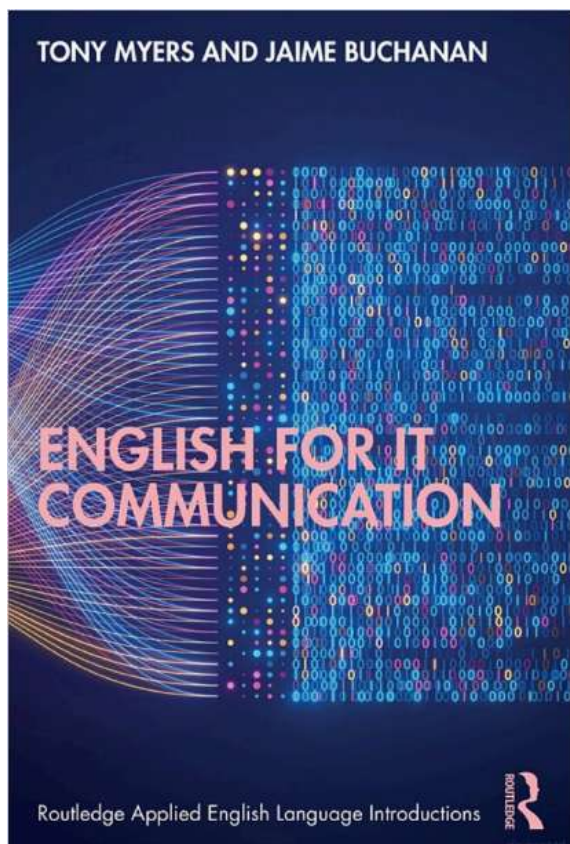


ENGLISH FOR IT COMMUNICATION – BOOK REVIEW

Huu-Chanh Nguyen

Vietnam National University, Ho Chi Minh City, Viet Nam



Book details

Title:

English for IT Communication

Authors:

Tony Myers, Jaime Buchanan

Publisher:

Routledge, 220 pages

Year of publication:

2025

ISBN:

9781032647500 (hardback),
9781032647494 (paperback),
9781032647524 (eBook)

Copyright © 2025 Huu-Chanh Nguyen

 <https://orcid.org/0000-0002-0378-5494>

Keywords: English, IT, communication, ESP, Tony Myers, Jaime Buchanan, book review

Article history:

Submitted: 25 June 2025

Reviewed: 22 August 2025

Accepted: 24 August 2025

Published: 20 December 2025



This is an Open Access article published and distributed under the terms of the [CC BY 4.0 International License](https://creativecommons.org/licenses/by/4.0/) which permits unrestricted use, distribution, and reproduction in any medium, provided the original work is properly cited.

Citation: Nguyen, H. C. (2025). English for IT Communication - Book review. *English Studies at NBU*, 11(2), 349-353. <https://doi.org/10.33919/esnbu.25.2.9>

Huu-Chanh Nguyen is currently working at the University of Health Sciences, Viet Nam National University Ho Chi Minh City, Viet Nam. He earned his PhD in English Language Studies from Suranaree University of Technology, Thailand. He was the nominee of the Hessen State Scholarship in Germany. Nguyen's research interests encompass various topics, including genre analysis, literary devices, morphology, translation, and English teaching skills in the EAP/ESP/ English for Dentistry Purposes (EDP) teaching, learning, and research practice. He is a member of AELFE (European Association of Languages for Specific Purposes), Association for Teacher Education in Europe (ATEE), Popular Culture Association (PCA), and Asia-Pacific LSP & Professional Communication Association (LSPPC). He also actively contributes to the academic community for numerous journals in the fields of Education, Applied Linguistics, and interdisciplinary studies.

E-mail: nguyenhuuchanh06@gmail.com

In the rapidly evolving field of information technology, effective communication in English is as critical as technical expertise, yet existing literature often falls short in addressing the specific communication challenges faced by IT professionals (Rajpravit & Hemchua, 2015; Prasetya, 2021; Koç & Savaş, 2025). Many available resources tend to focus narrowly either on highly technical writing or on general communication skills without adequately bridging the gap between these areas. This leaves a gap for learners and professionals who need comprehensive guidance on the full spectrum of communication tasks they encounter—from formal reports and technical specifications to everyday workplace emails, social media, and user documentation. *English for IT Communication* by Tony Myers and Jaime Buchanan is a timely publication that bridges the mentioned gaps by providing a detailed, authentic, and accessible learning material tailored particularly for IT students, novice researchers, or professionals. By highlighting audience analysis, aim-oriented writing, document design, and multimodal strategies, audiences are well equipped with the critical skills essential to generate clear, effective, and professional communication in various IT environments. Its in-depth inclusion, practical instances, and concentration on current working environments make it an insightful learning resource for those seeking to shift from academic to professional IT contexts, ensuring they can handle with the intricacies of technical communication confidently and precisely.

The book is thematically divided into 10 chapters that equip readers with necessary skills in technical communication scenarios of IT. It starts with fundamental knowledge in Chapter 1, centering on readers and purposes, followed by Chapter 2's examination of design principles for clear and effective documents. Chapter 3 explores workplace communication, e.g., emails, memos, and social media, while Chapters 4 to 6 highlight the software development lifecycle, featuring both process documents and detailed product documentation for systems and users. Chapter 7 explores report writing, and Chapter 8 addresses in-depth guidelines on IEEE referencing and formatting. Chapter 9 delves into multimodal communication, e.g., presentations and video conferencing, and the final chapter provides authentic case studies to apply and reinforce the skills learned throughout the book.

Chapter 1 points to the importance of tailoring messages based on the audience's background, involvement, and needs. The chapter discusses fundamental concepts and suggests solutions to analyze the aim of communication, emphasizing clarity and relevance. Chapter 2 emphasizes the role of visual design in technical communication. It examines core design principles that improve readability and comprehension, centering on the effective applications of headings, lists, and data visualizations, e.g., entity

relationship diagrams. Chapter 3 moves concentration to interpersonal communication within professional IT contexts. It compares internal and external communication, featuring the essential role of intercultural sensitivity to foster successful exchanges.

Chapter 4 excels in project management documents essential in the software development lifecycle (SDLC). It contrasts diverse project management methods and differentiates process from product documentation. Key tools like work breakdown structures are explored, along with popular visual formats such as Gantt charts and Kanban boards. Chapter 5 concentrates on product documentation targeted at developers and testers. It differentiates system from user documentation and details common system document types including product requirements, software requirements, UX design, API documentation, and quality assurance documents like test plans and test cases. Chapter 6 focuses on documentation intended for end users and system administrators. The chapter discusses best practices for writing clear and user-friendly instructions and manuals, emphasizing language strategies for clarity and usability.

Chapter 7 offers a thorough overview of report types prevalent in IT workplaces, such as proposals, recommendation reports, feasibility studies, progress reports, and evaluation reports. It identifies their shared structural features — including introductions, criteria, budget tables, and executive summaries — and explores rhetorical strategies to organize content logically. Chapter 8 is a practical guide to the IEEE citation style, the standard in IT academia and industry. It explains the rationale behind IEEE use and details in-text citation methods, reference list components, and formatting styles. The chapter also discusses abbreviations, digital source locators, and essential formatting elements such as tables, figures, and headings.

Chapter 9 examines how combining multiple communication modes (speaking, writing, listening, reading) enhances message delivery. The chapter analyzes the suitability of different modes for various purposes and audiences, addresses challenges of video conferencing, and devotes considerable attention to effective presentation design and delivery. Chapter 10 addresses theoretical foundations and applications with five case studies that enable readers to use concepts from prior chapters. These practical cases stimulate active learning in main areas, e.g., audience analysis, report writing, documentation, referencing, and presentations.

The biggest contribution of this book lies in its in-depth inclusion of IT communication genres. The book deals with a variety of communication categories related to IT professionals. For example, Chapter 3 addresses daily workplace communication formats, e.g., emails, memos, and enterprise social media, offering real-

world instances that illustrate authentic usage. Chapter 5 examines specialized technical documents, e.g. product requirements, API documentation, and test cases, which are crucial in software development cycles. This comprehensive coverage ensures that audiences obtain real-world experience with various communication settings, helping them for both academic and professional IT environments. Another great contribution is in the book's thorough concentration on readers and aims, which is essential to successful communication. Chapter 1 provides an in-depth model for exploring audiences by their connection to the event, their level of IT knowledge, and their informational needs. For instance, the chapter's 3 strategies for investigating communication aims help writers tailor their content to suit diverse audiences, whether technical experts or end users. This approach improves clarity and relevance, making technical descriptions more efficient and reachable in diverse settings.

The book also addresses integrating design and multimodal communication, which are essential in modern IT contexts. Chapter 2 emphasizes essential design principles, e.g., the applications of headings, lists, and data visualization techniques, e.g., entity relationship diagrams, to enhance readability and comprehension. Complementing this, Chapter 9 covers multimodal communication challenges by offering valuable guidelines on professional slide presentations and video conferencing. For instance, it breaks down slide components, e.g., titles, charts, and icons, and provides effective solutions for managing online meetings. This dual focus prepares readers to communicate confidently across various media beyond traditional text-based documents.

Despite its many significant contributions, one limitation that could be expanded is its coverage of technical content creation tools. Although Chapter 8 clearly investigates IEEE referencing and document formatting standards, the book does not extensively address practical guidance on contemporary collaboration and content creation platforms widely used in IT, e.g., Markdown, Confluence, Jira, or data visualization software, e.g., Tableau or Power BI. The inclusion of these tools would help readers apply the theoretical principles to everyday professional workflows more effectively, addressing the gap between academic knowledge and industry practice.

Another limitation is the emerging overemphasis on formal academic writing styles, specifically in report writing. Chapter 7 offers comprehensive instruction on structured report types, e.g., feasibility research, recommendation reports, and progress updates, which are essential in many IT projects. Nevertheless, this focus may not fully capture the flexible and often informal communication styles prevalent in agile or startup settings. For example, while enterprise social media is mentioned in Chapter 3

as a form of workplace communication, the book only briefly examines informal or iterative documentation practices common in fast-paced IT teams. A deeper examination of these more dynamic communication modes would better reflect current workplace realities and prepare readers for a broader range of professional contexts.

Taken together, the book is a comprehensive guidance particularly for IT students, researchers and early-career professionals to enhance strong communication skills tailored to the technical demands of their field. By covering a broad spectrum of document types, from formal reports and system documentation to everyday workplace emails and presentations, readers are well-equipped with real-world strategies for writing thoroughly and purposefully for various IT stakeholders. Its concentration on audience analysis, design principles, and multimodal communication makes it especially suitable for those moving from academic study to professional environments. Although it could further address modern content tools and informal communication in agile contexts, it remains a valuable guide that effectively supports its target readers in mastering essential IT communication competencies (Koç & Savaş, 2025).

References

- Koç, F. Ş., & Savaş, P. (2025). The use of artificially intelligent chatbots in English language learning: A systematic meta-synthesis study of articles published between 2010 and 2024. *ReCALL*, 37(1), 4-21. <https://doi.org/10.1017/S0958344024000168>
- Myers, T., & Buchanan, J. (2025). *English for IT Communication*. Routledge. <https://doi.org/10.4324/9781032647524>
- Prasetya, R. E. (2021). The English language needs for information technology: A comparison case of professionals and students. *Journal of English Language teaching and learning*, 3(1), 7-19. <https://doi.org/10.18860/jetle.v3i1.12202>
- Rajprasisit, K., & Hemchua, S. (2015). The English language & communication in the international workplace: An examination of Thai computer engineering professionals. *3L, Language, Linguistics, Literature*, 21(3), 109-124.

Handling Editor:
Boris Naimushin, PhD
New Bulgarian University