

€ TRAINING

Seminar: Writing Effective Policies &
Procedures



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Introduction:

All business activities are governed by writing policies and procedures. Much effort is spent on looking at how to draft documents, and, while this is important, it sometimes overshadows the importance of the Policy or Procedure, and related documents such as Specifications and Standards. The course will look at how these documents are created, and some of the main clauses that appear in them, all using real examples wherever possible.

The course will then consider methods to be used in drafting Policies and Procedures, and, in particular, how to avoid ambiguity and uncertainty. This is an area that generates large numbers of errors, and the aim of the course is to reduce the frequency of such errors and associated disputes. The course will deal with Policy and Procedure documents written in the English language but will use techniques that have wide application to many types of documents.

Course Objectives:

At the end of this course the participants will be able to:

- Increase recognition of the use of Policy and Procedures.
- Develop drafting skills, which will be useful tools in all types of documents.
- Improve clarity of expression in documents.
- Increase working knowledge of implications and potential problems with Policy and Procedures.
- Better awareness of the commercial impact of drafting issues.
- Improve the ability to reduce risks.

Targeted Audience:

- Managers among all managerial levels
- Supervisors
- Team leaders
- Also, the course is suitable for all the staff among all levels or departments

Course Outlines:

Unit 1: Introduction to Policy & Procedure Writing:

- Introduction.
- Why they are important.
- What makes a good Policy.
- The structure of Policy and Procedures.
- Writing styles.
- Incorporation of other documents.

Unit2: How to Implement Policy & Procedures:

- Review of examples of Policies and Procedures.
- Avoiding ambiguity.
- Standards -ISO.
- Communications.
- How to ensure staff compliance.
- Maintenance.

Unit 3: Drafting Policy & Procedure:

- Drafting guides.
- Best practice.
- Useful tips.
- Effective writing.
- Commercials.
- Drafting exercises, based on the documents reviewed.