



Policy and procedure writing course

Unclear policy and procedure documents can easily be misunderstood or misconstrued. This can lead to inconsistencies, inefficiencies and bad feeling – it could even leave you open to legal action.

But with clear, active and specific writing, every employee will know where they stand and how they should act in any professional situation at your organisation.

On this course, we'll show your team how to write policies and procedures that will keep your business running smoothly as you work towards your objectives.

Tailoring training to your organisation

The training will be as unique as your organisation. To develop the materials for your course, we'll consult with you and create exercises and worksheets based on real examples of your policy and procedure documents. This means you can be sure the training will be relevant to your team's jobs – and they can be sure of how to apply the techniques as soon as they're back at their desks.

And if you're looking to overhaul your current collection of policies and procedures, we can also work with you to edit your existing documents and templates.

Who is it for?

This course will benefit anyone who has to write or edit policy and procedure documents for their organisation.

What does the programme include?

A face-to-face one-day training course is standard. However, we can adapt the course for shorter or longer sessions as required.

We'll also analyse a sample of each delegate's writing before the course and produce a graph of the results, showing both strengths and areas that need work. The trainer will talk through the results with delegates individually during the course, giving them targeted feedback that means they can focus on their problem areas and make rapid improvements.

Numbers, pricing and venue

We can train any number, including an entire organisation. (Please ask about our open courses if you only need to train one or two people.)

We train in small groups of no more than ten, to make sure everyone gets the individual attention they need.

Our trainers are based in the UK, but we train globally. Wherever you are in the world, we can run the course on your premises. (We can also train remotely.)

The cost of the course varies depending on how many people you're looking to train.

If you'd like to find out prices for your group size, call us on +44 (0)1273 732 888 or email info@writing-skills.com.

All our courses come with a 30-day money-back guarantee. If you're not completely satisfied, let us know within 30 days of your first face-to-face course and we'll give you a full refund.

Learning objectives

After the training, your team will be able to:

- identify their objectives and profile their readers
- understand how to communicate key messages
- create a logical structure for their policies and procedures
- strip out needless waffle and jargon
- write in clear, active language for policies and procedures people will read and understand
- write subheadings that guide and engage the reader
- avoid common grammar traps and proofread documents for errors.

Reinforce the learning

Your team will learn a lot on this intensive course. But changing writing habits takes time and continued practice. So you have the option to enrol your team in our online programme, Emphasis 360. Through short weekly lessons, your team will be able to reinforce and build on everything they learned on the course.

You could also choose to run a coaching clinic: a follow-up day of individual coaching sessions based on a second writing analysis from each delegate. These one-to-ones give the trainer and delegates a chance to identify and target any ongoing problem areas.

Contact us to discuss building the programme that's best for your team.

Course programme

Policy and procedure writing

9.30 Introduction

- Welcome and course overview
- Why good policy and procedure writing is essential
- Producing reader-centred documents
 - Putting the reader first
 - Setting clear objectives
 - Establishing your key messages

10.45 Coffee

- Getting the structure right
 - Assembling the facts
 - Classifying the information
- Making the information flow
- Writing engaging subheadings

1.00 Lunch

- Writing readable policies and procedures
 - Getting the tone right
 - Making your writing active
 - Writing in plain English
 - Structuring your sentences for easy reading
- Designing for impact

3.30 Tea

- Practical session: applying readability techniques to policies
- Business-writing essentials
 - Confident grammar
 - Perfect punctuation
 - Effective proofreading

5.30 Close

Discover how to write clear and concise policies and procedures for an efficient, effective organisation