

Now with
post-course e-learning
support worth £150

Writing effective policies and procedures (remote)

Unclear policy and procedure documents can easily be misunderstood or misconstrued. When this happens, it can lead to inconsistencies, inefficiencies – even legal action or other serious consequences for the users of the documents, or the people affected by them.

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

Clear, accessible documents

On this practical and interactive course, we'll show you how to write accessible policies and procedures that mean the expertise within your organisation can be put into action.

Targeted learning

Before the training, we'll ask you to submit a sample of your writing for our expert trainer to look at. Our unique writing analysis will give you the confidence and focus you need to improve your writing efficiently and effectively.

Who will benefit

This course is ideal for anyone who writes, reviews or edits policy and procedure documents.

And because this is remote training, you can attend no matter where you are.

Live online training

We run this course remotely, using the latest web technology. That means you can attend from anywhere. All you need is a computer, a headset and stable internet access.

Learning online is always going to be different from learning in person. So we've carefully designed our remote sessions with these differences in mind, to ensure you still get the same level of interactivity as in our face-to-face training.

And as part of this blended programme, after the remote course you'll also get a year's access to our comprehensive e-learning package, *The complete business writer*. These short and engaging lessons will reinforce and build on the techniques you learn on the course.

Why it works

- Pre-course writing analysis identifies the areas you need to work on.
- Small-group training (eight delegates per course) ensures you get individual attention.
- Use of breakout rooms, live polling and activities, shared whiteboards and other tools creates an interactive and collaborative experience.
- Follow-up support includes access to a free telephone and email helpline for a year.
- Post-course access to our e-learning programme *The complete business writer* reinforces and builds on what you've learned.

What you'll learn

On this course, you'll learn how to:

- set clear objectives and profile your readers
- identify and communicate key messages
- ensure you include the right information and level of detail
- create a logical structure for policies and procedures
- strip out needless waffle and use jargon well
- write in clear, active language for documents that people will read and understand
- use specific language to avoid ambiguity and misunderstandings
- write subheadings that guide and engage the reader
- create consistent documents with clear formatting and design
- make documents accessible
- be accurate with grammar and punctuation and proofread documents for errors.

Course programme

Writing effective policies and procedures (remote learning)

10.00* Introduction and welcome

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

11.00 Break

- Policies, procedures and instructions
 - What's the difference?
 - Practical advice
- Getting the structure right
- Assembling the facts
- Classifying the information
 - What to include and leave out
- Making the information flow
- Managing multiple contributors and version control

12.15 Lunch

- Writing accessible policies and procedures
 - Getting the tone right
 - Making your writing active
 - Writing in plain English
 - Structuring your sentences for easy reading
- Using specific language
 - Avoiding ambiguity
 - Must, should or may
- Individual one-to-ones: feedback on writing samples

2.00 Break

- Practical session: applying the techniques
- Creating consistency with design and formatting
- Checking for accuracy
 - Confident grammar and punctuation
 - Effective proofreading

4.00 Close

*Timings based on UK time zone (GMT/BST)

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