



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?

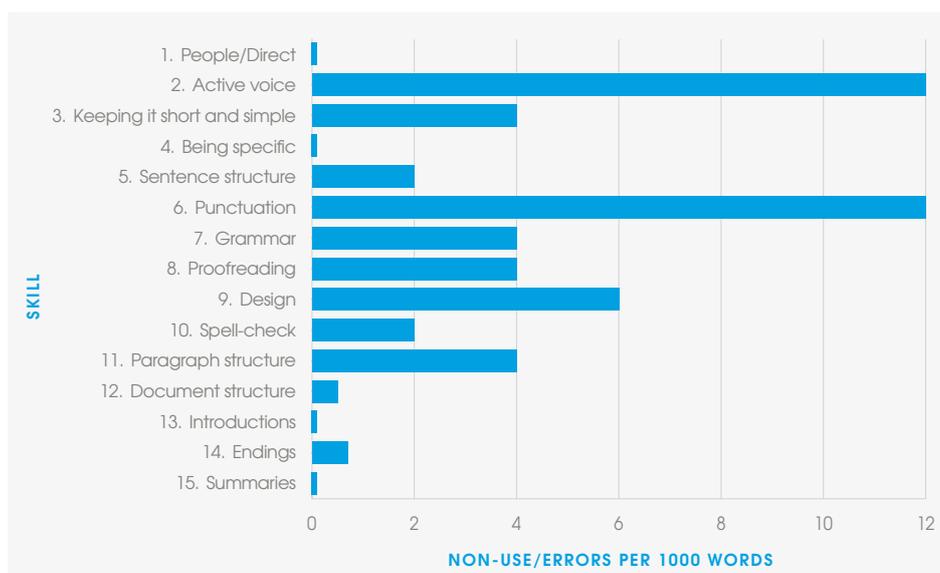
This course will benefit anyone who has to write or edit policy and procedure documents for their organisation.

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.



Gap analysis: every participant receives targeted feedback

Numbers, pricing and venue

We can train any number, including an entire organisation. (Please ask about our open courses if you need to train only 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, the US and Europe, but we train globally. Wherever you are in the world, we can come to you to run the course. 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:

- set clear objectives and profile their readers
- identify and communicate key messages
- ensure they 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.

A blended approach for lasting learning

Your team will learn a lot on this intensive course. But changing writing habits takes time and continued practice. So you can choose to combine this training with other interventions to create even better results and lasting change.

You could 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.

Or you might like to complement the training with targeted 90-minute lunch-and-learn seminars, webinars or remote coaching. We also have online-learning modules that can reinforce and build on everything the delegates learned on the course.

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

Course programme

Policy and procedure writing

9.30 Introduction

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

- 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

1.00 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

3.30 Tea

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

5.30 Close

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