

Writing Effective Policies and Procedures

This course is about writing policies and procedures, not about developing them.

Well-written policy documents guide an organization's decision-making and help bring consistency to those decisions. They also provide much needed direction for leaders, employees, and clients.

The course includes a discussion of policy-writing challenges and how to address them. The organization of ideas and information will be explored using mind mapping and policy-specific formatting. You will learn how to write clear and effective policy documents and develop a template for policy preparation. The difference between policies and procedures will be reviewed and participants will write a detailed procedure.

Program Content

Understanding policy and procedure, how they overlap and how they differ.

- Identifying the sections of a typical policy document and what goes in each section.
- Writing policy documents and procedures that are clear and effective.
- Improving the process of writing policies and procedures.

Resources

- Checklist to determine need for a policy or a procedure document
- Plain language writing techniques
- How to do mind-mapping
- Steps for writing policies that people can read quickly and easily
- Sample formats for policies
- Sample formats for procedures

What You Will Learn

- The key problems with policy writing.
- What readers need to understand a policy quickly and easily.
- Sample formats for policies.
- Sample formats for procedures.

You will benefit from this seminar if you must:

- write policies and procedures as part of your job.
- revise your organization's policies and procedures documents.
- oversee or are involved in policy development, policy writing, implementation, or monitoring.