Writing Operational Policies and Procedures

Writing operational policies and procedures that are easily understood and provide clear guidance

This workshop will equip participants with tools and techniques to write policies and procedures that are easily understood and that guide a performer in completing a given task. Participants will learn the characteristics of well-written policies and procedures and how to draft coherent policy statements and procedures following proven techniques.

Objectives

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

- Explain the characteristics of well-written policies and procedures
- Describe the overall process of analysing and developing a procedure
- Draft policy statements and procedures following proven techniques
- Implement appropriate formats and templates from a variety of choices

Audience:

This course is designed for anyone at various levels of the organization, such as EC/PM/AS-2 to EC/PM/AS-6 levels or equivalent, who is writing or reviewing internal or external policies and procedures. Whether you are writing operational policies and procedures as your primary work function, or just gearing up for a one-off project, this cutting edge workshop will see that you are equipped for the task.

Instruction Methodology

With the aid of a detailed workbook, you will critique samples, explore checklists, ask questions, discuss scenarios, and practise writing sections of policies and procedures.

Duration 2 days

Topics:

- Analysis to support a policy, guidance, or control document
- Control documents – what they are, how they're used, how they work together
- Comparing process to procedure
- Policy and procedure templates
- Writing purpose and policy statements

- Assessing the need for procedures
- Sample questions to ask before drafting a procedure
- Various formats for procedures and when best to use each
- Tips for writing procedures.