

Writing Policies and Procedures

This course is ideal for anyone needing to learn how to write complex business reference documents such as policies, procedures, user guides and web content.

We'll introduce you to tried and tested structured writing techniques that will help you write clear, concise and consistent documents. More effective documentation means your readers will be able to quickly find and understand the information they need to act, saving everyone time and effort.

Snapshot

Duration: 2 days

Learning Outcomes

At the end of this program you will be able to:

- Establish a writing framework
- Use a structured writing approach
- Write effective and consistent processes, instructions and policies
- Present information effectively for results
- Use MS Word tools to help structure your writing

Course Content

Setting the Context

- MCI's Tandem methodology
- What is structured writing
- Structured writing in action
- Elements of structured writing

Before you start writing

- What you will need to know
- Sourcing your information?

Setting up a writing framework

- Design guidelines
- Chunking
- Advance organisers
- Consistency
- Proximity

Analyse your Information

- Categorising information
- Task-based & reference-based information

Analyse your document

- Analysing purpose
- Audience analysis
- Content analysis
- Delivery analysis

Building blocks of structured business documents

- Units of information
- Bites Topics
- Benefits of a modular approach

Designing your content

- Identifying content using a document framework table
- Structuring and sequencing your content
- Prototyping

Writing and presentation guidelines

- Using the right language
- Presenting lists, tables & graphics
- Document standards and style guides

Writing processes

- Guidelines for writing processes
- Using tables, flow charts and diagrams
- Dealing with long processes

Writing instructions

- Guidelines for writing instructions
- Using tables, flow charts and diagrams
- Dealing with long instructions

Writing rules

- Guidelines for writing rules
- Using rules in processes and instructions

Writing terms

- Guidelines for writing terms
- Writing definitions

Presenting structures

- Guidelines for presenting structures
- Complex structures

Presenting facts

- Guidelines for presenting facts
- Using lists, tables and graphics

Trialing, handover and evaluation

- Editing
- Reviews
- Handover & evaluation