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بروجاكس للتدريب والتطوير  
Projacs Training and Development

# Writing and Reviewing Effective Policies & Procedures

كتابة ومراجعة السياسات والإجراءات بفعالية

22 – 26 July 2019

Kuala Lumpur

A Member of:



PROJACS ACADEMY



ProjacsAcademy.com



## Introduction

Policies and procedures is an essential tool to achieve corporate goals and objective. Policies is very diversified in nature and contain broad concepts of business weather Procedures is more detailed and particular

This course includes writing procedures to translate policy into 'action', and techniques for ensuring that policies and procedures are accepted by those who use them. In addition, consultation and communication strategies will be addressed. The program is experiential in nature, using Case studies.

## Objectives

### At the end of this course trainees will be able :

- To appreciate the need for establishing new policies and procedures, as well as reviewing and revising existing ones
- To have a clear understanding of the principles, guidelines, formats and writing styles of effective policies and procedures
- To Have An understanding of policy and procedure implementation techniques, including communication and training strategies
- To identify the necessity for having organizational policies and procedures
- To understand the differences between policies and procedures
- To understand the link between an organization's values and its policies and procedures
- To identify the relation between having effective policies and procedures with the overall performance of any organization
- To learn the process of writing effective policies and procedures and its formats and writing styles
- To understand the necessity of regularly updating and revising policies and procedures

## Who Should Attend?

Staff responsible for writing policies and procedures as part of their job

## Course Outline

### Day (1)

#### Introduction To Policy & Procedures

- Defining Policies & Procedures
- Discover The Needs For, And Benefits Of, Good Policies And Procedures
- How Policies & Procedures Flow From An Organization's Basic Values
- When Do You Need A Policy Or Procedure?
- How Policies & Procedures Relate To Both Internal & External Customers
- Types of Policies & Procedures: Board Policies, Management Policies, HR Policies, Etc.
- Steps To Create Policies & Procedures
- Useful Writing Style Techniques
- Formats For Policies & Procedures

#### Developing Procedures

- Reasons For Writing A Procedure
- Who Should Assist When Writing A Procedure?
- Benefits Of Writing A Procedure As A Team
- Using Flow-Charts For Writing Policies & Procedures
- Testing Policies & Procedures

### Day (2)

#### Preparing A Policies And Procedures Manual

- Physical Design Considerations
- Introduction Page
- Table Of Contents
- Policies And Procedures
- Optional Sections

#### Writing Policies & Procedure

- Mind mapping
- Outline formats (academic and engineering outline styles)

- Rough draft
- Activate the writing (correct grammar, language, expressions and units of measures)
- Simplify the writing (word/sentence/paragraph lengths, fog index)

#### Policy and procedure format and styles

- White space
- Headings/sub-headings
- Color
- Illustrations
- Practical Session: Interpreting graphic material, graphic presentation

#### Day (3)

##### Checking the specification

- Functional language correctness
- Prototypes
- Realistic policies and procedure
- Compliance test and evaluation criteria
- Practical Session: Editing the policies and procedure

##### Planning and Preparation

- establishing the scope and purpose;
- constraints of time and money;
- confidentiality;
- The collection, selection and arrangement of information.

#### Day (4)

##### Structure and Sequence

- sequencing and layout;
- tables, figures and appendices;
- dealing with abstracts and summaries;
- the body of the report;
- conclusions and recommendations;
- using references and bibliography.

##### Language use and Personal Style

- a refresher on punctuation;
- using plain English;
- paragraph and sentence structure;
- clarity and brevity;
- Identifying your 'voice' and personal clichés.

## Day (5)

### Standards and Conventions

- 'house style' and best practice;
- the use of diagrams and tabulations;
- headings and labels.
- Checking for Quality
- proofreading;
- layout analysis;
- revising and editing.

### Implementing Policies & Procedures

- Notifying Users
  - Achieving Compliance
  - Updates & Changes
- 
- **Policy & Procedure Checklist**
  - **Transferring Learning To The Workplace**

### Training Method

- Pre-assessment
- Live group instruction
- Use of real-world examples, case studies and exercises
- Interactive participation and discussion
- Power point presentation, LCD and flip chart
- Group activities and tests
- Each participant receives a binder containing a copy of the presentation
- slides and handouts
- Post-assessment

### Program Support

This program is supported by interactive discussions, role-play, and case studies and highlight the techniques available to the participants.

## Schedule

### The course agenda will be as follows:

- Technical Session 08.30-10.00 am
- Coffee Break 10.00-10.15 am
- Technical Session 10.15-12.15 noon
- Coffee Break 12.15-12.45 pm
- Technical Session 12.45-02.30 pm
- Course Ends 02.30 pm

## Course Fees\*

- **2,950USD**  
*\*VAT is Excluded If Applicable*

## مقدمة

تعد السياسات والإجراءات اداة لتقق الاهداف الاستراتيجية والمقاسة للمنظمة . وتختلف طبيعة السياسات وتتعدد نتيجة وضعها طبقا لمفاهيم مختلفة في حين ان الإجراءات تكتب بشكل اكثر تفصيلا .

تحتوى هذه الدورة التدريبية على اساليب كتابة الإجراءات المفسرة لسياسات الشركة وبالتالي العمل على وصولها الى حيز التنفيذ ، بالإضافة الى التعريف بالاساليب التي تمكن الموظفين المنفذين لها من سهولة تقبلها وفهمها، هذا الى جانب ان استراتيجيات التواصل والاستشارات سيتم طرحها ، هذا البرنامج التدريبي سيعتمد على الامثلة والحالات الدراسية

## أهداف البرنامج

في نهاية هذه الدورة المتدربين سوف يتمكن المتدربون من:

- تقدير الحاجة الى كتابة ووضع سياسات واجراءات جديدة الى جانب مراجعة وتطوير السياسات الموجودة بالفعل
- فهم المبادئ والاطر واسلوب تنسيق وكتابة السياسات والاجراءات
- فهم طرق تنفيذ السياسات والاجراءات بما فيها استراتيجيات التدريب والتواصل
- فهم اهمية وجود السياسات والاجراءات فى الشركة
- فهم الفارق بين السياسات والاجراءات
- التعرف على همزة الوصل بين السياسات والاجراءات وقيم الشركة
- التعرف على العلاقة بين وجود سياسات واجراءات فعالة وبين رفع مستوى الاداء المؤسسى
- تعلم كيفية كتابة السياسات والاجراءات المؤسسية ، والاساليب المختلفة لكتابتها
- فهم اهمية مراجعة وتطوير السياسات والاجراءات بصفة مستمرة

## الحضور

- كافة المسئولون عن وضع وكتابة السياسات والاجراءات فى الشركة