Projacs Training and Development
بروجاكس للتدريب والتطوير

Operation Excellence

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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 One:

- **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
- **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)

Day Two:

- **Policy and procedure format and styles**
  - White space
  - Headings/sub-headings
  - Colour
  - Illustrations

- o   Practical Session: Interpreting graphic material, graphic presentation
- **Checking the specification**
  - o   Functional language correctness
  - o   Prototypes
  - o   Realistic policies and procedure
  - o   Compliance test and evaluation criteria
  - o   Practical Session: Editing the policies and procedure
- **Planning and Preparation**
  - o   Establishing the scope and purpose;
  - o   Constraints of time and money;
  - o   Confidentiality;
  - o   The collection, selection and arrangement of information.
- **Structure and Sequence**
  - o   Sequencing and layout;
  - o   Tables, figures and appendices;
  - o   Dealing with abstracts and summaries;
  - o   The body of the report;
  - o   Conclusions and recommendations;
  - o   Using references and bibliography.

Day Three:

- **Language use and Personal Style**
  - o   A refresher on punctuation;
  - o   Using plain English;
  - o   Paragraph and sentence structure;
  - o   Clarity and brevity;
  - o   Identifying your 'voice' and personal clichés.
- **Standards and Conventions**
  - o   'house style' and best practice;
  - o   The use of diagrams and tabulations;
  - o   Headings and labels.
  - o   Checking for Quality
  - o   Proofreading;
  - o   Layout analysis;
  - o   Revising and editing.
- **Implementing Policies & Procedures**
  - o   Notifying Users
  - o   Achieving Compliance
  - o   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, case studies and highlight the techniques available to the participants.