

IN PERSON · TWO DAYS

Procedure Writing

As business grows more complex, the processes that support it become equally complex. When processes are either undocumented or when procedures are poorly written, your organization cannot confidently maintain the quality your clients or regulators require. On the other hand, when procedures are clear and easy to follow, you can be confident anyone can perform them consistently.

This course helps you write and edit user-friendly procedures that lead to higher quality, fewer errors and greater compliance with regulatory bodies.

Who should attend

This course is for anyone who writes or edits procedures in administrative, technical or scientific environments. We suggest 15 participants to allow for individual coaching.

You learn to

- Use a consistent process and framework to quickly generate and organize content
- Analyze and meet end-user needs
- Clarify the objective of each procedure
- Write clear, easy-to-follow steps using an action-oriented style
- Choose the best format and layout so users grasp concepts quickly
- Test your procedures to ensure users can follow them correctly and easily
- Edit and proofread to ensure there is no ambiguity
- Incorporate visuals into the text of your procedures

What to expect

We know that people learn best by doing, so this course gives you many opportunities to practice as you learn. You participate in large- and small-group discussions and activities, and use your own documents to assess your writing as we go. You have an opportunity to revise your procedural document in a culminating activity, and receive coaching from the facilitator and feedback from your peers.

You receive a comprehensive manual containing checklists, templates, and examples as well as exercises for practice. You also have access to online resources for post-course use.

How you spend your time

Write your first draft

You receive your course materials before we meet. We discuss these materials, which guide you through steps to create a first draft of your document. These materials show you how to:

- Analyze your reader's needs and clarify your purpose
- Plan your content—quickly generate and organize your ideas
- Draft quickly and painlessly

Apply your learning by drafting a procedural document of your choice.

Revise for structure

Learn to:

- Use the 4 Cs template to quickly structure your document
- Put your main point up front and make your document easy to scan
- Streamline your approach with format templates
- Use visuals to simplify and clarify directions

Revise for style

Learn to:

- Energize your writing by using a clear, concise style
- Use a positive tone to build and maintain good relationships
- Fix the grammar mistakes good writers make

Apply your learning by drafting a procedural document of your choice.

Workshop

Share insights, challenges and successes. Get tips on how to provide actionable feedback to your peers.

In a small group, exchange your revised documents. Workshop your writing with your small group, where you give and receive feedback to improve your procedural documents.