



HM054: Writing Effective Policies & Procedures: *Writing Policies and Procedures for the Electronic Age*

Training Description:

This training course will fully prepare participants to skillfully develop and write effective Policies and Procedures. The focus will be on making these effective within their organization by considering issues such as process, workflows, compliance, language, organizational values and culture. This is such an important subject because all work activities are governed by Policies and Procedures. Hence, in order to perform their duties and be highly effective, all practicing professionals must develop these essential skills.

This training course fully prepares participants to translate Policy into Action by developing the relevant Procedures. Participants will explore techniques to ensure that Policies and Procedures are welcomed, understood, accepted and fully implemented by all those who need to use them. The training course provides a definitive guide to creating purposeful Policies and Procedures Documents, demonstrates online resources and even provides editable Templates for future use of all delegates. Distribution of the documents on modern devices such as smartphones and tablets will be explored, and publishing resources identified.

The training course will highpoint:

- ✓ How to develop professional Policy and Procedure documents
- ✓ How to identify and design the main structure and content
- ✓ Case Study examples of Policies and Procedures
- ✓ Techniques and methods used in drafting effective Policies and Procedures
- ✓ Ensure precise, unambiguous and certain content, thus writing clearly and concisely

Training Objectives:

By the end of the training, participants will be able to:

- ✓ Demonstrate highly effective drafting skills, which will be useful tools in all types of documents
- ✓ Analyse the clarity of expression in all documents
- ✓ Apply methods to highlight potential problems with existing Policies and Procedures and improve their effectiveness
- ✓ Illustrate the impact of non-compliance and build fully compliant procedures
- ✓ Demonstrate ability to manage and reduce risk effectively

Training Designed for:

This course is designed for participants to build key capabilities to optimize productivity, that enable organizational success through the achievement of corporate goals.

This course is intended for Human Resource Professionals and Policy Owners and Writers who wish to advance their knowledge and skills, Managers at all levels who wish to consolidate, refresh and reinforce their knowledge and skills.

Training Requirement:

“Hand’s on practical sessions, equipment and software will be applied during the course if required and as per the client’s request.”

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client’s learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

DAY ONE:

- ❖ **Diagnostic - Foundation of Policy & Procedure Development**
 - Importance of policies and procedures to the organization
 - Hierarchy of documents and types of policy and procedures
 - Mapping of Process and workflow for efficiency and productivity
 - The impact of change on Policies and Procedures
 - The DDIE Strategic Planning Process
 - Considering Organisational Culture and Values

DAY TWO:

- ❖ **Diagnostic and Development of Policy & Procedure**
 - Simplifying process with a flow chart
 - Mind mapping as a pre-writing exercise
 - Effective technical writing cycle
 - Defining Key Content that matters
 - Developing A Policy – Best Practice Template Framework & Content
 - Developing A Procedure – Best Practice Framework and Content

DAY THREE:

- ❖ **Governance and Legal Requirements**
 - The legal and compliance role of Policies and Procedures
 - The review process and approval
 - The rationale of writing disclaimers
 - Reviewing for absolutes, conditional phrases and other hidden legal issues
 - Importance of Employee Acknowledgment and Compliances
 - The Importance of International Standards –ISO

DAY FOUR:

- ❖ **Implementation of Policy & Procedures**
 - Change Management strategies to ensure effective implementation
 - Differentiate between visual clarity and visual clutter
 - Enabling users to locate information efficiently
 - Publication formats and related technology
 - Checklist: Is your document format designed for readability?
 - Coordinating and communicating the changes

DAY FIVE:

- ❖ **Evaluation**
 - Management of the Revision cycle
 - Evaluating the need for changes in policy or procedure
 - Revisions with minimum disruptions inclusive of acceptance
 - Do's and don'ts of electronic policies and procedures
 - Case Studies of Policies and Procedures
 - Action Plan for Sustainability – DDIE and Policy Content Checklist
- ❖ **Course Conclusion**
- ❖ **POST-ASSESSMENT and EVALUATION**

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

TBA as per the course location - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:

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