€TRAINING

Writing Effective Policies and Procedures

13 - 17 May 2024
Casablanca (Morocco)
New Hotel

Writing Effective Policies and Procedures

REF: M32 DATE: 13 - 17 May 2024 Venue: Casablanca (Morocco) - New Hotel Fee: 3685 Euro

Introduction:

This training progrsm will consider methods to be used in drafting Policies and Procedures, and, in particular, how to avoid ambiguity and uncertainty. The aim of this program is to reduce the frequency of such errors and associated disputes. It will deal with Policy and Procedure documents written in the English language but will use techniques that have wide application to many types of documents.

Program Objectives:

At the end of this program, the participants will be able to:

- Enhance their recognition of the use of Policy and Procedures.

- Develop drafting skills, invaluable tools applicable to various document types.

- Enhance clarity of expression in documents.

- Deepen their working knowledge of implications and potential issues related to Policy and Procedures.

- Increase awareness of the commercial impact of drafting issues.

- Improve their ability to mitigate risks.

Targeted Audience:

- Managers among all managerial levels.

- Supervisors.

- Team leaders.

- All the staff among all levels or departments.

Program Outlines:

Unit 1:

Introduction to Policy & Procedure Writing:

- Introduction.

- Why they are important.

- What makes a good Policy.

- The structure of Policy and Procedures.

- Writing styles.

- Incorporation of other documents.

Unit 2:

The Governance and Roles involved in Policy:

- The role of Policy and Procedures.

- What needs to be included.

- Who needs to be involved.

- The review process.

- The approval process.

- Publication.

Unit 3:

How to Implement Policy & Procedures:

- Review of examples of Policies and Procedures.

- Avoiding ambiguity.

- Standards -ISO.

- Communications.

- How to ensure staff compliance.

- Maintenance.

Unit 4:

Drafting Policy & Procedure:

- Drafting guides.

- Best practice.

- Useful tips.

- Effective writing.

- Commercials.

- Drafting exercises, based on the documents reviewed.

Unit 5:

Case Studies and Workshops:

- Case Studies.

- Groups.

- Final wrap-up.

- Discussion.