

Writing Effective Procedures

Course Objective

Your employees will leave this two-day workshop with immediately-usable skills for designing and writing procedures that are easy to read and follow. They will spend less time planning, writing and editing procedures thus improving their individual productivity. The users of these procedures will not waste time trying to decipher instructions and they will make fewer errors.

Enrolment: We suggest a maximum enrolment of 15 participants in this workshop.

Who Should Attend

This workshop is designed for people who are involved in the writing or editing of procedures. The program will give participants the skills to write helpful, user-friendly procedures for both the technical and the non-technical reader.

What Participants Will Learn

By attending this workshop, your employees will learn to:

- Measure the readability of their own procedures using IWCC's Skills Profile for Procedure Writers
- Validate the usability of their procedures
- Analyze readers' or end users' needs and clarify the objective
- Plan, organize and write their procedures quickly and effectively using IWCC's Procedure Planner and Readers' Questions Technique
- Refine their procedures (Vetting, Editing and Proofreading)
- Write clear, easy-to-follow instructional or procedural steps using an action-oriented style and high impact writing
- Decide the best format and layout for their procedures
- Explain technical information to the non-technical user
- Design and incorporate visuals into the text

