

THE IN-HOUSE TRAINING COMPANY

Writing policies and procedures

Overview

This is an essential programme for any member of staff whose role includes writing policies and procedures. It focuses on how to develop, write and implement policies. During the day there are opportunities to work on 'real' policies so that by the end of the session participants will have a draft of a policy to take back to their workplace.

Learning objectives

By the end of this programme participants will be able to:

- Explain the difference between a policy and a procedure
- Consult and follow in-house Equality Impact Assessment processes
- Ensure that a policy is clear and unambiguous
- Use correct grammar and punctuation
- Develop the necessary supporting procedures
- Describe the steps involved in implementing a policy

Who should attend?

The programme is ideal for anyone who is new to policy-writing or for experienced writers who want to consolidate their skills.

Course format

This is a practical and engaging one-day session which encourages participants to work on real-life policies. During the session the trainer will spend time 1:1 reviewing work and providing feedback and suggestions.

The session makes use of a variety of learning methods including tutor input, paired activities and practise sessions. The style is very facilitative and learner-centred, taking into account the needs and preferences of the group on the day whilst at the same time delivering the programme as agreed with the client in order to meet the specified learning objectives.

Expert trainer

Miranda has more than twenty years' experience as an independent learning and development consultant and trainer. Much of her work is focused on the VCSE sector.

She started her career working within the Management Development Unit of the Printing and Publishing Industry Training Board, moving on to a role in the Probation Office's learning and development team before leaping across into financial services, where she was responsible for the Learning and Development of a major high street lender. In 1992 she started her own learning and development consultancy. Working with a range of clients – public sector, private sector and VCSE – Miranda's expertise is in helping organisations to identify learning gaps, and to develop tailored, creative and relevant strategies for meeting these needs with a view to helping organisations to meet their objectives.

In addition to her professional role, Miranda is also very involved in local community development activities. She is Chair of a local homelessness charity and has been instrumental in developing and facilitating community leadership programmes in both Bedfordshire and Hertfordshire.

See what programme participants have said about Miranda's training:

'Superb. Clear, warm, engaging – and very well informed.'

'Engaging and pitched very appropriately for the audience today.'

'Great.'

'Lively, focused, keeps it interesting.'

'Very funny and enthusiastic.'

'Excellent presentation style.'

'Super.'

'Excellent.'

'FAB!'

'A lot of fun.'

'Miranda is very engaging, warm and welcoming, great trainer.'

'She is absolutely lovely!'

'Very bubbly manner and clearly deeply knowledgeable about her subject.'

'Very personable and engaging.'

Workshop outline

1 An introduction to policies and procedures

- Difference between a policy and a set of procedures
- Characteristics of an effective policy
- Overview of a policy-writing process

2 Planning a policy

- How to start
- Research and consultation

- Organising information
- An introduction to Equality Impact Assessment
- Structuring the document

3 Writing the policy

- Drafting the document
- Writing the introduction
- Positional statements
- Clarity and using clear English
- Policies and the law
- Punctuation and grammar

4 Procedures and guidance

- Different types of procedural formats
- Icons and symbols
- Task breakdown

5 Reviewing

- Numbering and indexing
- Editing and review
- Typography

6 Implementing the policy

- Gaining approval
- Communicating the policy
- Overcoming resistance
- Policy review

Any questions?

Please just give us a call on 01582 463463 – we're here to help!

Or visit www.theinhousetrainingcompany.com