

Policies, Procedures and Documentation **Two days**

TACTICAL Policies, Procedures and Documentation will guide you through designing and developing complex content that is user-focused, task oriented, accessible and easy to revise.

Who should attend?

TACTICAL Policies, Procedures and Documentation is appropriate for anyone developing or designing complex paper-based information, such as:

- ▶ user guides
- ▶ policy and procedure manuals
- ▶ customer service guides
- ▶ systems documentation
- ▶ standard operating procedures
- ▶ training manuals
- ▶ work instructions

This workshop covers:

- ▶ Purpose of your documentation
- ▶ Strategies for structuring documentation
- ▶ Sequencing and advance organising content
- ▶ How to present information in complex documentation and reference material:
 - Procedures
 - Processes
 - Principles and policies
 - Structures
 - Concepts
 - Facts
- ▶ Distinguishing between Procedure and Process
- ▶ Adding Context-Setting Information
- ▶ Editing your documentation for:
 - standards
 - spelling and grammar
 - content gaps, redundancies and inaccuracies



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▶ Examples and exercises

Practical examples and exercises are spread throughout the two days and help learners apply the concepts taught in the workshop.

▶ Case Study

This workshop module incorporates a hands-on, thorough case study that is interwoven across the two days.

▶ This workshop does not cover

- writing online or web content
- basic business communication such as emails, reports and memos.

▶ Prerequisites

Participants must have successfully completed the TACTICAL Writing Foundation one day module.

▶ Tools and templates you will take away

You will take with you the Formatting Solutions CD to help you easily apply the concepts taught in this workshop module.

| Cost | One participant |
|-------------------|---|
| Public Workshop | \$1540 (GST inc.) |
| In-house Workshop | \$1100 (GST inc.) * Must have minimum of 8 participants for an in-house workshop |

Customised workshops and group discounts are also available. Please contact a TACTICS office to discuss your learning needs.



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