DIGILEAF INC.
Leading Excellence Among Fellows

Policy Development and Management

This course is designed to explain a framework in writing policies/procedures to help policy owners organize their written documentation and to act as a resource as they navigate the approval process. This course is a "how to" guide helpful for those who are responsible in formulating, documenting new policies/procedures or maintaning existing policies/procedures.

Training Objectives

At the end of the course, the participants will be able to:

1. Write policy statements using standard constructs.
2. Apply techniques in writing & reviewing policy/procedure documents.
3. Explain the roles and responsibilities in policy/procedures design
4. Apply the process in designing effective policies/procedures.
5. Tailor a policy framework to meet business needs.

Duration 2 days

Topics

I.   Foundation Setting
   a) Definition of Terms
   b) Characteristics of Good Policies/Procedures
II. Policy Framework
III. Architecting Policies – Looking at the bigger picture
IV. Roles and Responsibilities Governing Policies/Procedures
   a) Policy Owner
   b) Policies/Procedures Writer
   c) User
V.   Preparation Prior to Writing Policies/Procedures
VI. The Writing Format – Setup and Design Decisions
VII. Effective Writing
   a) Usage of Word Meanings
   b) Verb Tenses
   c) Bias-Free Language
   d) Inappropriate Word Selection
   e) Composing Paragraphs
   f) Grammar
   g) Clear Meanings
VIII. Editing Policies/Procedures
   a) Editing your own work
   b) The Editor Role
IX. Forms and Forms Management
   a) Knowledge about Forms
   b) Objectives of Forms Management
X.   Competencies for Policies/Procedures Writers
XI. Establishing Policies/Procedures Program
   a) Policies/Procedures Design Process
   b) Benefits of Using a Team for Policies/Procedures Work
   c) Recommended Cross-Functional Team Membership
   d) Policies/Procedures Review Process
XII. Conducting Policy Gap Assessments
XIII. Policy Improvements
XIV. Sample Policies for various industries