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Global Learning for Operational Leaders



COMMUNICATION AND WRITING SKILLS | CWS-024

Writing Policies, Procedures and Manuals

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Course content

Why Attend

Policies, procedures and manuals tell people what must be done, how to do it and who is responsible. When they are long, vague, inconsistent or difficult to navigate, staff ignore them, errors increase and the organisation is exposed to compliance and operational risk. Well-written documents, by contrast, make good practice easy to follow.

This Writing Policies, Procedures and Manuals training course gives participants a practical method for producing clear, consistent and usable governance and operational documents. Participants learn how to distinguish policies from procedures, gather content from subject experts, structure documents logically, write precise requirements in plain language, use flowcharts and checklists, and manage review and version control.

Course Methodology

• The course is workshop-based. Participants review and critique sample documents, interview a colleague acting as a subject expert, draft and redraft policy and procedure sections, create flowcharts and checklists and build a template. Peer review and trainer feedback guide each revision.

Course Objectives

• Distinguish policies, standards, procedures and work instructions

• Plan documents around users and their tasks

• Gather accurate content from subject matter experts

• Structure documents for easy navigation and reference

• Write precise, enforceable requirements in plain language

• Use flowcharts, tables and checklists to simplify procedures

Target Audience

• Policy writers and governance officers

• Quality and compliance professionals

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Course content

- Process owners and operations managers
- Technical writers and document controllers

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Course outline

Detailed course outline

Day-by-day outline for Writing Policies, Procedures and Manuals.

Day 1 - Purpose and Types of Governance Documents

- 09:00-09:34 | Why policies and procedures matter for performance and compliance
- 09:34-10:08 | Policies, standards, procedures, guidelines and work instructions
- 10:08-10:42 | Common problems in existing documents and their causes
- 10:42-11:00 | Understanding users and how they use documents
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Understanding users and how they use documents (continued)
- 11:46-12:20 | Document hierarchy and cross-referencing
- 12:20-12:53 | Legal and regulatory considerations in overview
- 12:53-14:00 | Exercise: critiquing a sample policy and procedure

Day 2 - Planning and Gathering Content

- 09:00-09:30 | Defining scope, audience and purpose for each document
- 09:30-10:00 | Interviewing subject matter experts effectively
- 10:00-11:00 | Observing processes and capturing real practice
- 11:00-11:30 | Coffee break
- 11:30-12:00 | Reconciling different views and conflicting practices
- 12:00-12:30 | Organising content into a logical outline
- 12:30-13:00 | Agreeing ownership and approval routes early
- 13:00-14:00 | Workshop: planning a document and interviewing an expert

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Day 3 - Writing Clear Policies

- 09:00-09:34 | Standard policy structure and essential sections
- 09:34-10:08 | Writing purpose, scope and policy statements clearly
- 10:08-10:42 | Using must, should and may consistently
- 10:42-11:00 | Defining roles and responsibilities precisely
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Defining roles and responsibilities precisely (continued)
- 11:46-12:20 | Avoiding ambiguity, duplication and loopholes
- 12:20-12:53 | Plain language techniques for policy writing
- 12:53-14:00 | Exercise: drafting a policy from rough notes

Day 4 - Writing Usable Procedures and Manuals

- 09:00-09:30 | Step-by-step procedure writing principles
- 09:30-10:00 | Writing one action per step with clear actors
- 10:00-10:30 | Using flowcharts and swimlane diagrams effectively
- 10:30-11:00 | Checklists, tables and decision aids
- 11:00-11:30 | Coffee break
- 11:30-12:30 | Designing manuals for quick reference and search
- 12:30-13:00 | Screenshots, examples and visual aids
- 13:00-14:00 | Workshop: converting a dense procedure into steps

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Day 5 - Templates, Review and Maintenance

- 09:00-10:07 | Designing consistent templates and style guides
- 10:07-10:41 | Peer review and usability testing of documents
- 10:41-11:00 | Approval workflows and sign-off records
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Approval workflows and sign-off records (continued)
- 11:45-12:19 | Version control, change logs and archiving
- 12:19-12:53 | Publishing documents for easy access
- 12:53-13:27 | Scheduling periodic review and updates
- 13:27-14:00 | Personal action plan for document improvement

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Seminar dates

Available seminar dates

Live dates and pricing for Writing Policies, Procedures and Manuals generated from the course details page.

Date	Location	Format	Fee
21 - 25 December 2026	London	Classroom	**€2,915**
7 - 11 December 2026	Barcelona	Classroom	**€2,275**
14 - 18 December 2026	Frankfurt	Classroom	**€2,175**
11 - 15 January 2027	London	Classroom	**€2,915**
18 - 22 January 2027	Barcelona	Classroom	**€2,275**
25 - 29 January 2027	Frankfurt	Classroom	**€2,175**
4 - 8 January 2027	Kuala lumpur	Classroom	**€2,425**
15 - 19 February 2027	London	Classroom	**€2,915**
22 - 26 February 2027	Barcelona	Classroom	**€2,275**
1 - 5 February 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

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Date	Location	Format	Fee
8 - 12 February 2027	Madrid	Classroom	**€3,400**
22 - 26 March 2027	London	Classroom	**€2,915**
1 - 5 March 2027	Barcelona	Classroom	**€2,275**
8 - 12 March 2027	Frankfurt	Classroom	**€2,175**
15 - 19 March 2027	Munich	Classroom	**€2,425**
5 - 9 April 2027	London	Classroom	**€2,915**
12 - 16 April 2027	Barcelona	Classroom	**€2,275**
19 - 23 April 2027	Frankfurt	Classroom	**€2,175**
26 - 30 April 2027	Paris	Classroom	**€2,810**
10 - 14 May 2027	London	Classroom	**€2,915**

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Seminar dates

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Live dates and pricing for Writing Policies, Procedures and Manuals generated from the course details page.

Date	Location	Format	Fee
17 - 21 May 2027	Barcelona	Classroom	**€2,275**
24 - 28 May 2027	Frankfurt	Classroom	**€2,175**
3 - 7 May 2027	Rome	Classroom	**€2,830**
21 - 25 June 2027	London	Classroom	**€2,915**
7 - 11 June 2027	Barcelona	Classroom	**€2,275**
14 - 18 June 2027	Frankfurt	Classroom	**€2,175**
26 - 30 July 2027	London	Classroom	**€2,915**
5 - 9 July 2027	Barcelona	Classroom	**€2,275**
12 - 16 July 2027	Frankfurt	Classroom	**€2,175**
19 - 23 July 2027	Amsterdam	Classroom	**€3,215**

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Seminar dates

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Date	Location	Format	Fee
2 - 6 August 2027	London	Classroom	**€2,915**
9 - 13 August 2027	Barcelona	Classroom	**€2,275**
16 - 20 August 2027	Frankfurt	Classroom	**€2,175**
23 - 27 August 2027	Cape Town	Classroom	**€1,825**
20 - 24 September 2027	London	Classroom	**€2,915**
6 - 10 September 2027	Barcelona	Classroom	**€2,275**
13 - 17 September 2027	Frankfurt	Classroom	**€2,175**
18 - 22 October 2027	London	Classroom	**€2,915**
25 - 29 October 2027	Barcelona	Classroom	**€2,275**
4 - 8 October 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

Available seminar dates

Live dates and pricing for Writing Policies, Procedures and Manuals generated from the course details page.

Date	Location	Format	Fee
11 - 15 October 2027	Geneva	Classroom	**€3,315**
22 - 26 November 2027	London	Classroom	**€2,915**
1 - 5 November 2027	Barcelona	Classroom	**€2,275**
8 - 12 November 2027	Frankfurt	Classroom	**€2,175**
15 - 19 November 2027	Istanbul	Classroom	**€2,825**
6 - 10 December 2027	London	Classroom	**€2,915**
13 - 17 December 2027	Barcelona	Classroom	**€2,275**
20 - 24 December 2027	Frankfurt	Classroom	**€2,175**
27 - 31 December 2027	Kuala lumpur	Classroom	**€2,425**
21 - 25 December 2026	Online / Live	Online / Live	**€1,625**

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Live dates and pricing for Writing Policies, Procedures and Manuals generated from the course details page.

Date	Location	Format	Fee
7 - 11 December 2026	Online / Live	Online / Live	**€1,625**
14 - 18 December 2026	Online / Live	Online / Live	**€1,625**
11 - 15 January 2027	Online / Live	Online / Live	**€1,625**
18 - 22 January 2027	Online / Live	Online / Live	**€1,625**
25 - 29 January 2027	Online / Live	Online / Live	**€1,625**
4 - 8 January 2027	Online / Live	Online / Live	**€1,625**
15 - 19 February 2027	Online / Live	Online / Live	**€1,625**
22 - 26 February 2027	Online / Live	Online / Live	**€1,625**
1 - 5 February 2027	Online / Live	Online / Live	**€1,625**
8 - 12 February 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
22 - 26 March 2027	Online / Live	Online / Live	**€1,625**
1 - 5 March 2027	Online / Live	Online / Live	**€1,625**
8 - 12 March 2027	Online / Live	Online / Live	**€1,625**
15 - 19 March 2027	Online / Live	Online / Live	**€1,625**
5 - 9 April 2027	Online / Live	Online / Live	**€1,625**
12 - 16 April 2027	Online / Live	Online / Live	**€1,625**
19 - 23 April 2027	Online / Live	Online / Live	**€1,625**
26 - 30 April 2027	Online / Live	Online / Live	**€1,625**
10 - 14 May 2027	Online / Live	Online / Live	**€1,625**
17 - 21 May 2027	Online / Live	Online / Live	**€1,625**

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24 - 28 May 2027	Online / Live	Online / Live	**€1,625**
3 - 7 May 2027	Online / Live	Online / Live	**€1,625**
21 - 25 June 2027	Online / Live	Online / Live	**€1,625**
7 - 11 June 2027	Online / Live	Online / Live	**€1,625**
14 - 18 June 2027	Online / Live	Online / Live	**€1,625**
26 - 30 July 2027	Online / Live	Online / Live	**€1,625**
5 - 9 July 2027	Online / Live	Online / Live	**€1,625**
12 - 16 July 2027	Online / Live	Online / Live	**€1,625**
19 - 23 July 2027	Online / Live	Online / Live	**€1,625**
2 - 6 August 2027	Online / Live	Online / Live	**€1,625**

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9 - 13 August 2027	Online / Live	Online / Live	**€1,625**
16 - 20 August 2027	Online / Live	Online / Live	**€1,625**
23 - 27 August 2027	Online / Live	Online / Live	**€1,625**
20 - 24 September 2027	Online / Live	Online / Live	**€1,625**
6 - 10 September 2027	Online / Live	Online / Live	**€1,625**
13 - 17 September 2027	Online / Live	Online / Live	**€1,625**
18 - 22 October 2027	Online / Live	Online / Live	**€1,625**
25 - 29 October 2027	Online / Live	Online / Live	**€1,625**
4 - 8 October 2027	Online / Live	Online / Live	**€1,625**
11 - 15 October 2027	Online / Live	Online / Live	**€1,625**

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1 - 5 November 2027	Online / Live	Online / Live	**€1,625**
8 - 12 November 2027	Online / Live	Online / Live	**€1,625**
15 - 19 November 2027	Online / Live	Online / Live	**€1,625**
6 - 10 December 2027	Online / Live	Online / Live	**€1,625**
13 - 17 December 2027	Online / Live	Online / Live	**€1,625**
20 - 24 December 2027	Online / Live	Online / Live	**€1,625**
27 - 31 December 2027	Online / Live	Online / Live	**€1,625**