

# Policies and Procedures

Mastering Successful  
**Policies and Procedures**<sup>™</sup>

an official Information Mapping® course

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## About this course

**Mastering Successful Policies and Procedures™ is a one day Information Mapping® Master Course focusing on techniques for writing easily understood business documents in less time. It will help you to create policies and procedures that are clear, concise, effective, and easy to revise and update.**

## Who should attend

*Mastering Successful Policies and Procedures™* is appropriate for anyone who needs to write:

- policies, directives, and protocols
- procedures and work instructions
- process information, or
- compliance documentation.

Professionals in Human Resources, Finance, Operations, Customer Service, Quality, and many other areas have benefited from this course.

## What you will learn

The Mastering Successful Policies and Procedures™ course covers:

- applying a systematic approach that makes team writing easy
- getting started quickly, eliminating writer's block, and spending less time writing
- using consistent standards and formats
- organizing information so it is easy to find and use
- presenting the right level of detail for different audiences, and
- writing in a modular format that makes it simple to update and reuse information.

## How you and your organization will benefit

Mastering Successful Policies and Procedures™ helps you and your organization

- ensure that important documents follow proven best practices and standards
- reduce questions to supervisors and peers
- increase productivity and effectiveness
- reduce errors and risk
- comply with regulatory requirements, and
- pass audits quickly and efficiently.

## Prerequisite

Participants must have successfully completed the Information Mapping® Foundation™ one day course.