

Course Syllabus — Procedure Writing

Purpose

This two-day practical course concentrates on the writing of day-to-day work manuals with special emphasis on the use of *Playscript* for the procedures component.

Playscript, developed by Leslie H. Matthies, has been recognised for many years as one of the simplest approaches to procedure writing.

The primary focus of the course is on writing procedures that people can understand and that can be used as a simple training tool.

Who should attend

It is for those who need to learn about manual style and structure. No prior knowledge is required other than general work experience.

Trainer

This course will be conducted by Robert Barnett.

Content of procedure manuals

- Why have a procedure manual?
- Functions of a manual
- Types of material contained in manuals
- Putting the facets together
- Where procedure manuals differ from policy and other manuals
- Why we recommend Playscript for the procedure component

Rules of structure

- Layout and basic rules of structure
- Procedures versus other material
- The work cycle—start to finish
- Handling gaps in the action sequence
- How to handle policy statements

Handling subroutines

- Side channels and branches
- Decision-making points
- Choices within a choice
- Dealing with exceptions

One person task outlines

- Basic structure
- Showing people how to complete forms
- Giving technical explanations

Writing style

- Having a structure
- Avoiding confusion
- Ambiguity
- Categorising content
- Removing 'foreign' matter
- Relating the style to the worker's needs
- Using appropriate language
- Using active versus passive voice
- Using punctuation effectively
- Using present versus future tense
- Writing procedures as part of a team

The writing cycle

- What makes up a procedure?
- Writing the procedure
- Rewriting existing procedures
- Writing procedures for a new system
- Documenting current, unwritten procedures

Implementing procedures

- Teaching users about Playscript
- Teaching users about the procedure
- Gaining acceptance
- Encouraging revision

For more information about content, dates, location and bookings

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We reserve the right to change any details in this syllabus without notice.

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