

Developing Procedures & Policies

Improve the effectiveness of your documentation

“Information Mapping is a powerful technique which has applications beyond documentation production. It’s a thinker’s toolbox.”

Steve Allot
Lloyds TSB

What you will learn

Developing Procedures, Policies & Documentation enables you to develop consistent, high quality documentation. This Information Mapping course teaches you to define, design and develop:

- **procedures** that are understood immediately
- **policies** that communicate clear messages
- **training materials** that reduce learning time by increasing training effectiveness
- **processes** that are understood and used by different audiences.

Course goals

The goals of this course are to learn Information Mapping so that you can:

- design effective content to meet users’ needs
- develop content that is user-focussed and accessible
- organise content into modular, flexible units that can be easily updated and re-used in many locations.

Next dates in 2008

23 - 25 January

7 - 9 April

25 - 27 June

15 - 17 September

17 - 19 November

Who should attend?

Developing Procedures, Policies & Documentation is ideal for anyone developing or designing complex information, such as:

- quality, compliance or operational procedures
- policies
- training materials or courseware
- product or reference information.

Price to attend a public Information Mapping course

£1,180 plus VAT per person.

Considering an in-house course?

If you choose to make Information Mapping the high quality communication standard of your organisation, we can build an effective workshop that focuses on the documents you write.

Phone us on 0845 122 7102 or email us at enquiry@pacificblue.co.uk

How you and your organisation will benefit

Reduced error rates

- Your colleagues will easily find what they need to know, because your procedures will be clear and concise.
- Maintain compliance with regulatory bodies because procedures are based on what people need to do and what they need to know.

Cost savings

- Your documentation is attractive to users, making for a higher level of use, reducing questions to supervisors or help lines.
- Writing content in modular units reduces maintenance costs, translation costs and provides powerful potential for knowledge management initiatives.

Course outline

The define phase

Identify the crucial elements that need to go into your documentation plan.

The design phase

Determine the content, the structure and the organisation of the document.

Identify the six basic information types.

Use a modular approach to transfer information.

The develop phase

Choose the best method for presenting your content.

Developing large sets of documentation

Design the structure of a very large document.

Present all the material in a way that is intuitively sensible to your users.

Adapt your style to your users.

Solve the issues of sequencing, transition and consistency.

A case study running throughout the three days brings to life the learning points.

“This course has been an eye opener on how to produce documents.”

James Kimani
T-Mobile

“Instructor was excellent, everything was explained in detail. Information Mapping is simple but extremely effective, an invaluable tool in procedure writing.”

Bank of Bermuda