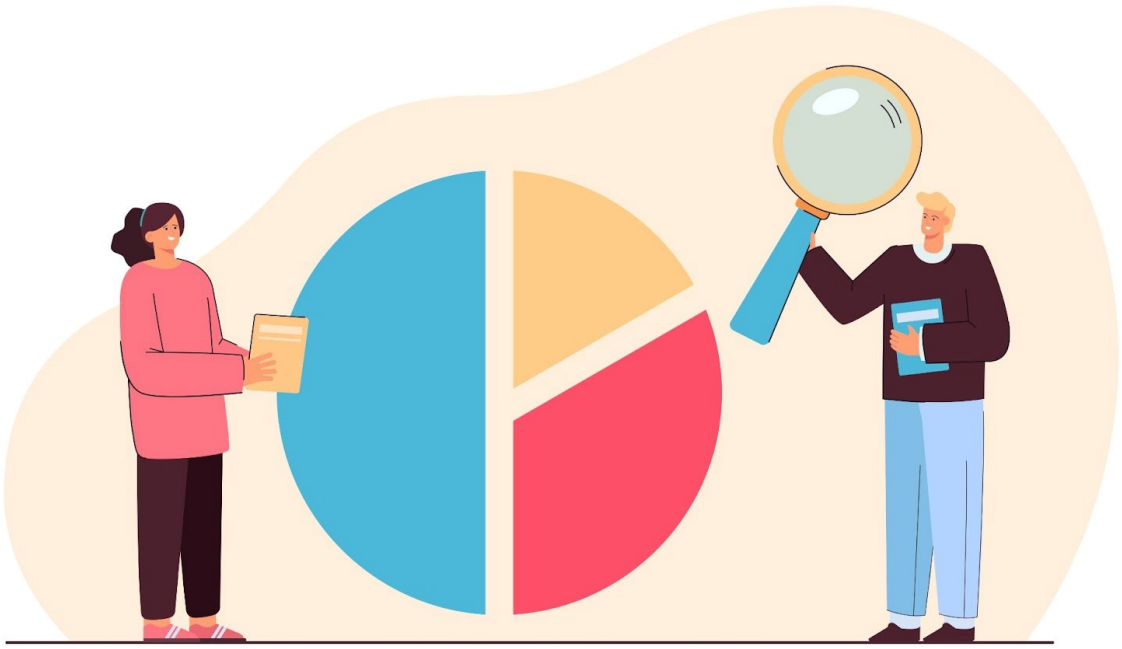


Accurate Policy & Procedure Write ups

Duration: 5 Days

Language: en

Course Code: PH1-108

Objective

Upon completion of this course, participants will be able to:

- Write accurate and clear policies to outline procedures within the company.
- Communicate new policies effectively to gain buy-in from employees.
- Determine what constitutes non-compliance and manage these behaviours.
- Create policies that reduce risk and assess ongoing requirements.
- Regularly review policies and understand where updates are required.
- Create process maps to highlight problem areas.
- Understand how ISO standards affect your procedures.
- Be flexible with different communication methods to ensure your message is clear to everyone.

- Draft and redraft until a policy is perfect and meets the needs of all individuals.
- Develop a hierarchy of documentation and audit processes.
- Study industry best practices and make amendments to follow suit.

Audience

This course is designed for anyone responsible for making company operations changes or writing clear and understandable policies and procedural changes for company sign-off. It would be most beneficial for:

- HR Professionals
- Business Owners
- Managing Directors
- Change & Control Managers
- Project Managers
- Policy Writers
- Operations Managers
- Team Leaders
- Policy Owners
- Auditors
- Risk Assessors
- Health & Safety Representatives
- Employee Representatives
- Supervisors

Training Methodology

This course uses various adult learning methods to aid comprehension and understanding. It consists of seminars to discuss effective drafting methods and group discussions to understand the review and audit process. Participants will participate in role-playing scenarios to develop effective communication techniques and group activities to uncover strategic plans and the need for company-wide change.

Summary

No company or organisation works well without effective policies and procedures, which are put in place as guidelines for all employees to follow. These procedures ensure that everyone follows the same process regarding managing sickness and absence, performance, and adherence to company values.
When creating a brand new policy or procedure, it's good practice to understand the exact need for the change and the intended outcome. This helps when communicating any change and gaining buy-in from employees.
To allow for maximum understanding, the new policies need to be written in a format that's understandable and clearly formatted with a professional tone. They also need to set out the actions that you expect each employee to undertake and agree to and set out a clear understanding of the consequences of not following procedures.
In today's society, the distribution of new policies can also be a minefield. Remote work and smart technology are the optimum means of signing documentation. You'll need to ensure that all participants can access your policies, keep accurate records, audit signature trails, and monitor adherence.

Course Content & Outline

Section 1: Policy & Procedure Development

- The importance of policies and procedures within your organisation.
- Documentation hierarchy and prioritisation.
- Process journey mapping and identifying the need for change.
- How policies and procedures impact your employees and your processes to improve productivity and quality.

Section 2: Diagnostic & Strategic Policy Development

- DDIE planning and creating a forward-thinking strategy.
- Process mapping and considering all angles.
- Best development practice.
- HR management and agreeing to a process.
- Creating a policy model for multiple roles.
- Business partner involvement and agreement.

Section 3: Legal Requirements & Governance

- Legal requirements and frameworks.
- Process approval with external parties.
- The role of compliance.
- Disclaimers and why they matter.
- Looking out for hidden legal issues.

- Statutory inclusions and their importance.

Section 4: The Drafting Process

- Creating your first draft.
- Considering all department requirements.
- Effective technical writing.
- Layout and formatting.
- Key content and ‘nice to haves.’
- Readability formatting.
- Using an active voice.
- Revisions and their benefits.

Section 5: Implementation of New Policies & Procedures

- Lifecycle of a process change.
- Understanding where policies aren’t working and making amendments.
- Changing processes with minimal disruption.
- SAP
- Oracle and other policy applications.
- HRMS and related procedures.

Section 6: Communication Methods to Gain Buy-In

- Understanding your organisation’s culture and values.
- Reviewing different publication formats and use of technology to communicate.
- Electronic policy documents and how to store them securely.
- Visual clarity vs. visual clutter.
- Document location and easy accessibility.

Section 7: Review, Auditing & Evaluation

- Review of competitor policies.
- Sustainable action planning for the future.
- Identifying risks to processes and reinventing policies.

Certificate Description

Upon successful completion of this training course, delegates will be awarded a Holistique Training Certificate of Completion. For those who attend and complete the online training course, a Holistique Training e-Certificate will be provided.

Holistique Training Certificates are accredited by the British Assessment Council (BAC) and The CPD Certification Service (CPD), and are certified under ISO 9001, ISO 21001, and ISO 29993 standards.

CPD credits for this course are granted by our Certificates and will be reflected on the Holistique Training Certificate of Completion. In accordance with the standards of The CPD Certification Service, one CPD credit is awarded per hour of course attendance. A maximum of 50 CPD credits can be claimed for any single course we currently offer.

Categories

Human Resources Management (HRM)

Tags

Policy, Procesdure, policies

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