



*Training Course:  
The Advanced Program of Writing Effective  
Policies & Procedures*

*17 - 21 March 2025  
Kuala Lumpur (Malaysia)  
Royale Chulan Kuala Lumpur*

## Training Course: The Advanced Program of Writing Effective Policies & Procedures

Training Course code: LS235275 From: 17 - 21 March 2025 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur Training Course Fees: 5250 € Euro

### Introduction

All business activities are governed by writing policies and procedures. Much effort is spent on looking at how to draft documents, and, while this is important, it sometimes overshadows the importance of the Policy or Procedure and related documents such as Specifications and Standards. The course will look at how these documents are created, and some of the main clauses that appear in them, all using real examples wherever possible.

The course will then consider methods to be used in drafting Policies and Procedures, and, in particular, how to avoid ambiguity and uncertainty. This is an area that generates large numbers of errors, and the aim of the course is to reduce the frequency of such errors and associated disputes. The course will deal with Policy and Procedure documents written in the English language but will use techniques that have wide application to many types of documents.

### Course Objectives

At the end of this course, the participants will be able to:

- Increase recognition of the use of Policy and Procedures.
- Develop drafting skills, which will be useful tools in all types of documents.
- Improve clarity of expression in documents.
- Increase working knowledge of implications and potential problems with Policy and Procedures.
- Better awareness of the commercial impact of drafting issues.
- Improve the ability to reduce risks.

### Targeted Audience

- Managers at all managerial levels
- Supervisors
- Team leaders
- Also, the course is suitable for all the staff at all levels or departments

### Course Outlines

Day 1: Introduction and Foundations

- Overview of policies and procedures: Importance, roles, and differences.
- Principles of effective policy and procedure writing.
- Legal considerations in policy writing.

#### Day 2: Advanced Writing Techniques and Communication

- Utilizing clear and precise language in policies and procedures.
- The role of tone, style, and effective communication in documentation.
- Ensuring readability and understanding.

#### Day 3: Development and Stakeholder Engagement

- Structuring and formatting procedural documents.
- Techniques for step-by-step procedural writing.
- Identifying and engaging stakeholders, incorporating feedback.

#### Day 4: Implementation Strategies and Compliance

- Strategies for successful policy and procedure implementation.
- Risk management in development and ensuring compliance.
- Monitoring and evaluating policy and procedure impact.

#### Day 5: Practical Application and Program Wrap-Up

- Workshop: Participants develop a policy and procedure on a given topic.
- Group presentations of developed documents.
- Feedback session, key learnings, and discussion on continuous development.

## Registration form on the Training Course: The Advanced Program of Writing Effective Policies & Procedures

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....

Position: .....

Telephone / Mobile: .....

Personal E-Mail: .....

Official E-Mail: .....

### Company Information

Company Name: .....

Address: .....

City / Country: .....

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....

Position: .....

Telephone / Mobile: .....

Personal E-Mail: .....

Official E-Mail: .....

### Payment Method

- Please find enclosed a cheque made payable to Global Horizon
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### Easy Ways To Register

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