



*Training Course:
Writing Effective Policies & Procedures*

*19 - 23 July 2027
Vienna (Austria)*

Training Course: Writing Effective Policies & Procedures

Training Course code: PC3021 From: 19 - 23 July 2027 Venue: Vienna (Austria) - Training Course Fees: 6050 € Euro

Introduction

Policies and procedures are the backbone of every organization, guiding operational consistency, regulatory compliance, and risk management. However, poorly written documents can generate ambiguity, errors, and disputes, impacting efficiency and organizational credibility.

This course equips participants with the skills to draft, evaluate, and implement effective policies and procedures. Using real-world examples, case studies, and interactive exercises, delegates will learn how to develop clear, practical, and legally sound documents that align with organizational goals.

Course Objectives

Participants will learn to:

- Develop an understanding of how policies and procedures are created and maintained
- Analyze key clauses and avoid ambiguities that may cause disputes
- Apply practical drafting techniques to enhance clarity and effectiveness
- Recognize the commercial and operational implications of policy wording
- Improve compliance and staff understanding of policies and procedures
- Enhance their ability to interface with other professionals and stakeholders

Target Audience

This program is ideal for:

- Policy writers, administrators, and coordinators
- Compliance, audit, and risk management professionals
- Department managers responsible for policy implementation
- Professionals in both public and private sectors involved in drafting, reviewing, or maintaining organizational documents
- Employees who require a practical understanding of policy creation and management

Program Outline

Day 1- Introduction to Policy & Procedure Writing

- Importance of policies and procedures

- Characteristics of an effective policy
- Structure and formatting
- Writing styles
- Incorporation of other documents

Day 2- Governance and Roles

- Role of policies in organizational governance
- Elements to include in policies and procedures
- Identifying stakeholders involved in drafting
- Review, approval, and publication processes

Day 3 - Implementation Strategies

- Ensuring clarity and avoiding ambiguity
- Standards and ISO guidelines
- Effective communication strategies
- Ensuring staff compliance and ongoing maintenance

Day 4 - Drafting Techniques

- Drafting guides and best practices
- Practical tips for effective writing
- Commercial considerations
- Drafting exercises based on real examples

Day 5 - Case Studies and Workshops

- Group case studies and practical exercises
- Hands-on workshops to apply drafting principles
- Final review and discussion
- Wrap-up and actionable takeaways

Registration form on the Training Course: Writing Effective Policies & Procedures

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

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Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
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