

COURSE OVERVIEW TM0958-3D
Writing Effective Policies & Procedures

Course Title

Writing Effective Policies & Procedures

Course Date/Venue

Session 1: August 30-September 01, 2026/Sur Meeting Room, Royal Tulip Muscat, Muscat, Oman

Session 2: November 22-24, 2026/Tamra Meeting Room, Al Bandar Rotana Creek, Dubai, UAE



Course Reference

TM0958-3D



Course Duration/Credits

Three days/1.8 CEUs/18 PDHs

Course Description



This practical and highly-interactive course includes various practical sessions and exercises. Theory learnt will be applied using “MS Office” application.

Policy and procedure writing is about clear communication. It's making sure that people have the information they need to do what they're supposed to be doing. With the right information and enough of it, both organization and reader function properly. You need policies and procedures for the simple reason that you can't do much without them. If a company didn't have any, daily operations would become chaotic and users frustrated. Policies and procedures are nothing more, and nothing less, than the way an organization operates.



This course is designed to provide participants with a detailed and up-to-date overview of writing effective policies and procedures. It covers the difference between technical and narrative writing and following the four steps of development; writing with greater clarity and precision; avoiding ambiguities; and identifying what readers need to know versus what they want to know.



During this interactive course, participants will learn the appropriate level of detail; the words to avoid; the material within an established format/template; designing documents for visual appeal; the error free document; the five different types of review; the resistance to new policies; the material on procedure writing; and the effective wording for conditional statements and writing conditional statements.

Course Objectives/Outcomes & Benefits for the Participants

Upon the successful completion of this course, each participant will be able to:-

- Apply a comprehensive knowledge and skills in analysing and documenting work procedures
- Determine the difference between technical and narrative writing and following the four steps of development
- Write with greater clarity and precision, avoid ambiguities and identify what readers need to know vs. what they want to know
- Establish the appropriate level of detail and identifying the words to avoid
- Classify material within an established format/template and design documents for visual appeal
- Generate an error free document and know the five different types of review
- Tackle the resistance to new policies and organize material on procedure writing
- Identify effective wording for conditional statements and writing conditional statements

Exclusive Smart Training Kit - H-STK®



*Participants of this course will receive the exclusive “Haward Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic** version of the course materials conveniently saved in a **Tablet PC**.*

Who Should Attend

This course is intended for personnel who are writing policies and procedures for the first time, technicians who must document familiar procedures, writers who currently are writing policies and procedures and want to improve their skills, engineers, scientists, computer specialists and medical professionals who document objectives for protocols, including deviations and standard operating procedures (SOPs).

Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures
- 20% Practical Workshops & Work Presentations
- 30% Hands-on Practical Exercises & Case Studies
- 20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Learning Design & Customization

This course can be customized to the exact requirements of clients. Haward Technology is so proud of our huge capabilities in tailoring our courses to the training needs of our valued clients.

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

Certificate Accreditations

Haward's certificates are accredited by the following international accreditation organizations:

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British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. Haward's certificates are internationally recognized and accredited by the British Accreditation Council (BAC). BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.
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The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units (CEUs)** in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **1.8 CEUs** (Continuing Education Units) or **18 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

Course Fee

US\$ 3,750 per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



Mr. Pan Kidis, MBA, BSc, is a **Senior Management Consultant** with over **30 years** of extensive experience in **Project Scheduling & Cost Control, Project Planning, Scheduling & Cost Control Professional, Production Planning & Scheduling, Administration Skills, Office Management Skills, Survey Skills, Interviewing Skills, Interpersonal Skills, Communication Skills, Negotiation Skills, Presentation Skills, Manager Skills, Supervisory & Management Skills, Counselling Skills, Leadership Skills, Office Management, Code of Conduct,**

Train the Trainer, Logistics & Transportation Planning Methods, Forecasting Logistics Demands, Visual Network Model, Logistics Operations, Strategic Transport Planning, Transport System, Fleet Planning, Routing & Scheduling, Transport Cost Concepts & Elements, Costing Vehicles & Trips, Tariff Fixing, Supply Chain & Operations Management, Logistics & Production Planning, Cost Reduction Techniques, Inventory Management, Business Analysis, Risk Management, Production Management, Warehouse Management, Production Planning, Material Requirement Planning, Budgeting, Production & Shop Floor Scheduling, Cost Analysis, Database Design & Implementation, Business Administration, Production Data Acquisition & Analysis, Industrial Logistics, Process Improvement, Team Leadership & Training, Textile Manufacturing, Staff Reduction, Warehouse and Shipping. Further, he is also well-versed in **Cash Flow Management, Decision Making Techniques, Production & Product Inventory Control, Inventory Analysis Tools, Stock Management Techniques, Material Handling, Process Improvement & Equipment Selection, Costing & Budgeting, Wastewater Treatment Plant Monitoring & Control, Volume Tank Measurements, Data Acquisition and Energy Conservation.** He is currently the **Business Analyst** of Diasfalis Ltd. wherein he is responsible in the design of the proposed business model and develop and evaluate new applications.

Mr. Kidis had occupied several significant positions as the **Supply Chain Manager, Production Planning & Logistics Manager, Purchasing Office Manager, Project Manager, Assistant Dyeing Manager, Production Supervisor, Production Coordinator** and Design & Analysis Intern for various international companies such as the Hellenic Fabrics, **AKZO Chemicals Ltd.** and **EKO Refinery** and Greek Navy Force.

Mr. Kidis has a **Master** degree in **Business Administration** from the **University of Kent, UK** and a **Bachelor** degree in **Chemical Engineering** from the **Aristotle University of Thessaloniki, Greece.** Further, he is a **Certified Instructor/Trainer, a Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management (ILM)** and has delivered numerous trainings, courses, workshops, seminars and conferences internationally.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.



Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1

0730 – 0800	<i>Registration & Coffee</i>
0800 – 0815	<i>Welcome & Introduction</i>
0815 – 0830	PRE-TEST
0830 – 0930	Introduction & Definitions <i>Course Objectives • Why Do You Need Policies and Procedures? • Defining Policies and Procedures • What is a Policy? • Board Policies • Typical Board Level Policies • Management Policies • Policies in Smaller Organizations • Defining Procedures • Comparison of Policies & Procedures • Sample Policy Procedure Wording</i>
0930 – 0945	<i>Break</i>
0945 – 1030	When to Develop Policies & Procedures <i>To Write or Not to Write? What to Consider • When Should you Develop a Policy/Procedure?</i>
1030 – 1230	When to Develop Policies & Procedures (cont'd) <i>What's an Important Issue? • What Subjects may Need a Policy or Procedure for Clarity?</i>
1230 – 1245	<i>Break</i>
1245 – 1420	When to Develop Policies & Procedures (cont'd) <i>Do we need a Policy or Procedure Checklist? • When is it Okay to Leave Policies Unwritten</i>
1420 – 1430	Recap
1430	<i>Lunch & End of Day One</i>

Day 2

0730 – 0930	Creating a Policy or Procedure <i>The Nine Steps in Creating Policies and Procedures • First Three Steps: Plan, Research and Brain Storm</i>
0930 – 0945	<i>Break</i>
0945 – 1100	Creating a Policy or Procedure (cont'd) <i>Second Three Steps: Outline, First Draft, Consult, • Last Three Steps: Final Draft, Final Approval and Implementation • Steps in Creating a Policy/Procedure • Mind Mapping • Use Consistent Formats • What to Include in a Procedure • Sample Procedures • Formats for Procedures</i>
1100 – 1230	User- Friendly Policies & Procedures <i>Setting the Right Tone • Examples of Setting the Right Tone • Writing Practice • Introduction to Simple Writing Techniques • Simple Writing Techniques • Making the Layout and Appearance More User-Friendly</i>
1230 – 1245	<i>Break</i>
1245 – 1420	User- Friendly Policies & Procedures (cont'd) <i>Ways to Add Emphasis • Layout Ideas</i>
1420 – 1430	Recap
1430	<i>Lunch & End of Day Two</i>

Day 3

0730 – 0930	Practical Manuals <i>Physical Design Considerations • Paper and Production Considerations • Manual Design Considerations • Table of Contents • Index • Optional Sections</i>
0930 – 0945	<i>Break</i>
0945 – 1100	Implementing Maintenance Policies and Procedures <i>How to Notify Users</i>
1100 – 1230	Implementing Maintenance Policies and Procedures (cont'd) <i>Best Way to Get Compliance</i>
1230 – 1245	<i>Break</i>
1245 – 1345	Implementing Maintenance Policies and Procedures (cont'd) <i>Updates and Changes</i>
1345 – 1400	Course Conclusion
1400 – 1415	POST-TEST
1415 – 1430	<i>Presentation of Course Certificates</i>
1430	<i>Lunch & End of Course</i>

Hands-on Practical Sessions

Practical sessions will be arranged for all participants throughout the course using “MS Office applications”.



Course Coordinator

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