

CREATING EFFECTIVE MANUALS

A G E N D A

DAY 1

1. Registration 8:45 am – 9:00 a.m.
2. Welcome/Introduction/Opening Exercise
3. Begin with the End in Mind-Completion Strategy

B R E A K

10:15 am – 10:30 am

4. The Heritage of Manuals
5. The Living Manual
 - Skeletal Examination- Physical Requirements
6. Road map and Milestones

L U N C H

12:30 pm – 1:30 pm

7. Frame Up Workshop -Policy/Procedures/Standards
8. Quality Checks & Assessment

B R E A K

3:00 pm – 3:10 pm

8. a) The Competition- Celebrating the Victory

- b) Evaluation/Close

4:30 pm

OBJECTIVES

- a) Identify the benefits of Policy and Procedures Manuals
- b) Develop a completion strategy for creating their manual
- c) Review/Create aspects of their manual incorporating relevant standards (tailored to their organisation's needs for presentation to their NGO).

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A G E N D A

DAY 2

1. Registration 8:45 am – 9:00 a.m.
2. Welcome/Check in
3. Writers' Rules and Guidelines

B R E A K 10:15 am – 10:30 am

4. Internal Communications Strategy
5. Let's Create Effective Manuals- Workshop

L U N C H 12:30 pm – 1:30 pm

10. Manual Production
- Quality Control

B R E A K 3:00 pm – 3:10 pm

11. The Way Forward
- Action Plan/Role Identification

12. a) Assessment and Prize Giving
b) Evaluation/Close 4:30 pm

OBJECTIVES

- a) Utilise writers' rules and guidelines to assess material developed
- b) Develop an internal communications strategy for their organisation
- c) Review/Create remaining aspects of their manual incorporating relevant standard (tailored to their organisation's needs for presentation to their NGO).
- d) Chart workplace actions for manual approval/housing/distribution/maintenance

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METHODOLOGY

This two day workshop is a highly interactive, fun filled, hands-on learning experience. Participants will be asked to bring their organisation's manual/policies /communications strategies. From day one, participants will work directly on computers. Energisers will punctuate activity to sustain a high level of participant involvement and to ensure optimum performance. Team work is fostered and both collaboration and competition will be utilised in order to attain effective completion. Facilitators will lead an early multimedia media presentation/discussion to share some theoretical aspects. The group will appoint team leaders to assist in facilitating the use of guidelines and to ensure that quality standards are achieved over the two days. A special feature of this workshop is follow- up coaching/process consultation to finalise manuals reviewed/created.

TRAINER

Mrs. Ilsa Du Verney, Productivity Plus Ltd. (PPL)

Productivity Plus Ltd.(PPL) is a Jamaican organization, committed to promoting *Excellence in Performance*. Progressive organizations worldwide are investing heavily in improving performance and productivity, realising that such investment will place the organization on the cutting edge of industry thus gaining competitive advantage. The global village with improved technology makes it imperative that management be proactive and invests in on-going training and development of staff. As HRD/Process consultants and Coaches, PPL works with clients to achieve continuous improvement in order to generate greater productivity and increased profitability.