

LEADERSHIP & MANAGEMENT

QNET presents:

Creating Policy and Procedure Manuals

Tuesday, October 8, 2019 – 8:15 a.m. to 4:15 p.m.

Location: QNET – Suite 660, 175 Hargrave Street, Winnipeg

Readers frequently turn to policy and procedure documents to understand the internal processes of an organization or department. Yet, those same readers are frequently frustrated because the document is difficult to comprehend due to poor language, organization and layout.

Learn the fundamental factors of presenting a crystal clear message using a reader-friendly format to effectively write a policy and procedure manual.

This full day workshop focuses on:

- understanding the difference between a policy and procedure
- determining the content required in a manual or section
- organizing the content for clarity and understanding
- writing in a reader-friendly style
- formatting to make the document an easy read

Facilitator: Susan Portelance is an associate of Eclectic Communications – a highly recognized training and consulting company specializing in communication development. Susan brings to the classroom over 15 years of training experience and Toastmasters participation where she has honed her public speaking and leadership skills. Susan has completed training in adult education, presentation skills and coaching skills. Also, she is a Certified Training and Development Professional.

This workshop is:

- An optional course in the 70 credit hour QNET Certificate in Management Development (CMD).
- Eligible for credit in the CAM:OE (Certificate in Applied Management: Organizational Effectiveness) in partnership with the University of Manitoba, Continuing Education.
- Presented by QNET in partnership with APICS Winnipeg Chapter, Manitoba Aerospace and Manitoba Education and Training.

Fee:

- \$399.00 + GST for Members of QNET or APICS or Manitoba Aerospace
- \$469.00 + GST for Non-Members

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