

# WRITING POLICIES and PROCEDURES



Turn those dreaded policy manuals into lean, mean, working machines that people actually use.

- Are your policies and procedures out-of-date?
- Do new employees have trouble finding directions to get work done properly?
- Are your instructions spread throughout the department in many different formats?
- Do you lose irreplaceable “institutional knowledge” every time someone retires?

If so, you need Writing Policies & Procedures – a two-day course that teaches how to develop, write, and edit “reader-friendly” directions quickly and effectively.

This course **by Jordan Peabody** will give you the tools and formats needed to create crisp, clear, and readable policies and procedures. Easy-to-use policies and procedures are a critical component of an agency’s daily operation and functions. Clearly written policies and procedures bring consistency into the operation and help employees make appropriate decisions. They describe what, who, when, and how to carry out the strategic focus. You’ll learn how to Plain Talk your policies, procedures, and tasks into a readable, useable system of written direction.

*Peabody Communications specializes in teaching working professionals how to create clear business and technical documents. Since 2001, Peabody Communications has trained hundreds of writers for private companies, along with cities, counties and state agencies throughout the U.S.*

## Writing Policies and Procedures

By Jordan Peabody

- Date:** Tuesday & Wednesday, October 9-10, 2018 (2 days)  
8:30 a.m. to 4:00 p.m. (1-hour lunch break each day)
- Place:** Washington State Department of Transportation (WSDOT)  
2809 Rudkin Road, Union Gap, WA
- Cost:** \$175.00 for Members & Staff  
\$225.00 for non-members  
(Includes \$25.00 workbook)
- To Register:** Contact Jodi Smith  
Yakima Valley Conference of Governments  
email [jodi.smith@yvcog.org](mailto:jodi.smith@yvcog.org) or 509-574-1550  
YVCOG will invoice your organization