

Improving Existing Documents



You know how to write. After all you write all the time – emails, comments on social media, monthly reports. Then one day you need to rewrite a policy, an operational procedure, work instruction or other type of business communication.

Where do you start? How do you go about it? How can you be sure that you're doing the right thing? How do you improve the document's effectiveness?

This course teaches you how to:

- diagnose key issues within a piece of content
- rewrite a range of communications so that they are easy to use and contain clear, consistent, concise language
- create policies, procedures and work instructions so that people can actually use them.



BENEFITS

- Practical experience re-writing real documents including participants' own policies or procedures.
- Writing skills covered that can be applied to other written content (eg emails).
- MS Word skills that can be applied immediately.
- Increased productivity while producing communication that is clear, concise and consistent.
- Instructor-led sessions provide guidance and feedback.
- Flexible delivery options:
 - a) Self-paced online materials plus live Zoom sessions OR
 - b) Face-to-face across two half day sessions.
- Opportunity for further one-on-one mentoring.

WHO SHOULD ATTEND?

People rewriting policies, procedures and work instructions.

“Communication works for those who work at it.”

John Powell

WHAT YOU WILL LEARN

After completing this course, you will have a stronger understanding of the entire rewriting process.

Skills and tools you gain on the course include how to:

- diagnose what is wrong with your document
- improve the readability of the document
- plan your document to meet your audience's needs by
 - performing a reader, purpose and outcome analysis
 - organising the information accordingly
- manage the needs of multiple readers
- choose a suitable structure by
 - using headings to aid navigation
 - using templates and styles for consistency
- differentiate between policies, processes and procedures
- edit and use MS Office tools to enhance your productivity.

DELIVERY METHODS

Online

This option comprises three modules, each consisting of self-paced learning and a one-hour interactive Zoom session (approx. 8-12 hours total).

Each module must be successfully completed prior to starting the next. The live session then enables participants to discuss the theory, review answers to exercises, see live demos and put the theory into practice with an experienced facilitator.

Once the course commences Zoom sessions are available monthly.

See [our website](#) for upcoming dates. Express option is available for those who need to complete course urgently.

Face-to-face

The course comprises two half-day workshops that cover the relevant written communication theory, introduce essential skills and provide relevant hands-on practice and discussion.

The workshops are best held over two consecutive weeks. This allows you to practice immediately after the first session and raise any questions and issues at the next workshop.

Face-to-face courses are run based on demand. Register your interest through [our website](#) or [contact us](#) about running this course within your organisation.

FACILITATORS

The live sessions and course support may involve one or more of the following facilitators, depending on the course requirements and location.

Julie Buis is a senior facilitator who has a wealth of experience in the engineering and industrial sectors. Her roles included production supervisor and technical training officer. More recently she has focused on instructional design, training delivery, technical writing and documentation consulting.

Rosalind Thieme is a senior facilitator whose roles have included instructional designer, project manager and document writer especially in the government sector. She has a lifelong interest in techniques to optimise learning in the workplace.

Elizabeth Abbott is the business owner who draws on her industry experience to design, pilot and deliver the bespoke courses as well as the off-the-shelf offering. She has particular experience in the financial services sector where she worked in customer service, quality and internal audit.

Note: this course assumes that you know how to write clearly and concisely. We suggest you complete our *Writing Clearly and Concisely* course if you want to improve in this area.

NEED UPSKILLING?

The following workshops are designed to develop writing skills
Effective Written Communication *Writing Great Summaries* *Writing Persuasive Arguments*