

Procedure Writing

200 Fifth Avenue
 4th Floor
 Waltham, MA 02451
 tel. 781.895.9555
 fax. 781.899.8002
 info@bettercom.com
 www.bettercom.com

What outcomes can you expect?

Learn how to apply our Seven Steps to Clear Procedures to your daily procedure-writing tasks. This hands-on workshop offers a quality process to help you write consistent and clear procedures that will

- be easy for readers to understand and follow—resulting in the desired outcomes
- meet ISO and other quality-documentation requirements
- cut reading time by 50% for your readers—increasing their productivity
- use a common written language for communicating cross-functionally.

The focus is on your procedure writing needs

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| Create easy-to-follow procedures | <ul style="list-style-type: none"> • Analyze and plan for your readers • Choose the right words, content, and tone • Use transitions effectively • Design for clarity and visual impact |
| Sequence your procedure logically | <ul style="list-style-type: none"> • Learn your company’s format for procedures • Organize your ideas • Check for logic • Create process flow diagrams |
| Write for results and increased productivity | <ul style="list-style-type: none"> • Overcome writer’s block • Increase your writing speed • Edit for results using checklists • Write as a team • Critique constructively |

Who should attend?

- Anyone who now writes or will soon write procedures
- Anyone applying for ISO registration

What books and materials do you receive?

1. The *Instant-Answer Guide to Business Writing* (iUniverse) by Deborah Dumaine, founder and president of Better Communications®
2. Better Communications’ workbook, with additional exercises tailored to your needs
3. The *Focus Sheet for Procedure Writing*™

NASBA Accredited: Earn nine CPE credits for this course.
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