

Course duration

- 2 days

Course Benefits

- Create relevant, specific content that meets project requirements and audience needs
- Use simple, straight-forward language and appropriate visuals that aid in reader comprehension
- Produce clear, concise documents

Course Outline

1. Understand the difference between policies, processes, and procedures
2. Plan content based on the document goals, requirements, and audience
3. Organize content to improve reader comprehension
4. Practice techniques to write more efficiently
5. Use best practices when formatting a document
6. Choose concrete and specific words to eliminate misinterpretation
7. Check wording for technical jargon and ambiguous vocabulary
8. Edit for clarity, conciseness, and functionality

Class Materials

Each student will receive a comprehensive set of materials, including course notes and all the class examples.