

PHILIP VASSALLO, ED.D.

WRITING MANAGEMENT, DESIGN, INSTRUCTION, AND ASSESSMENT

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Writing Operating Procedures

Audience	New or experienced technical writers tasked with writing instructional documents for an internal, non-expert audience
Duration	Two days
Description	As a technical writer who must explain proper procedures without overcomplicating or oversimplifying them, you will benefit from this workshop. You will learn to write procedures with an easy-to-use but comprehensive plan by composing instructional documents that speak clearly and concisely to the end user. You will be able to apply the content to standard operating procedures, training reference guides, employee handbooks, and instructional emails.
Scope	<ul style="list-style-type: none">• Assess your readers to determine what they need to do and how to best do it• Establish a scope and list of elements to include in a procedure• Create a sequential structure that readers can immediately understand• Use visual aids that highlight the key points• Edit instructions precisely to ensure proper task completion
Format	This course can be delivered in a paper or computer-assisted format.
Materials	<ul style="list-style-type: none">• <i>Writing Operating Procedures</i> course manual• <i>The Art of On-the-Job Writing</i> by Philip Vassallo
Enrollment	Limited to 12 participants
Consultant	Philip Vassallo, Ed.D.
Assessment	Pre-course customized <i>4S Writing</i> assessments of participant-submitted samples (add one-half consulting day)