

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**
- 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**
- *Writing Operating Procedures* course manual
 - *The Art of On-the-Job Writing* by Philip Vassallo
- Enrollment** Limited to 12 participants
- Consultant** Philip Vassallo, Ed.D.
- Assessment** Pre-course customized *4S Writing* assessments of participant-submitted samples (add one-half consulting day)