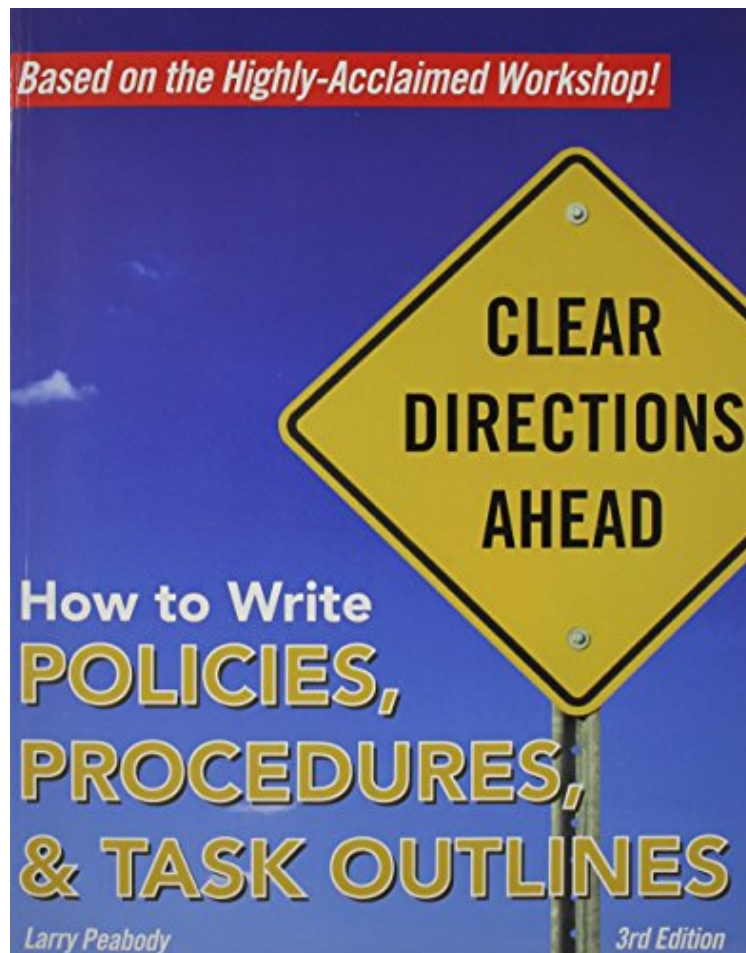


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Larry Peabody

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excellent examplesBy AnitaGibbsThis book is well written, well thought out with excellent examples showing you how to rewrite a bad policy into a clear, well written policy. The examples are from a different industry to mine but nevertheless the author has done a great job of walking you through the processes of writing a policy, procedure and task outline

The following excerpt is from chapter two, which describes why so many policies and procedures fail. I have led hundreds of writing workshops. Before class I often study writing samples from those who will attend. Time after time I find the same dozen writing pitfalls that ruin policies and procedures. Just avoid this "deadly dozen," and your writing will easily outperform most of what other organizations grind out. The dozen pitfalls fit into three major groups: Writing Style, Page Layout, and Organization. . . . Of all the "deadly dozen," the blending of policy, procedure, and task is one of the surest ways to produce a policy-procedure manual that defies reading. Often it's obvious the writer's own mind hasn't clearly distinguished policy, procedure, and task. As a result, the ideas spill onto the page like clothes from a tumble-dryer. Then the readers--if they try at all--must mentally sort out each piece and fit it into its proper place. The differences that set policy, procedure, and task apart are important differences. They matter because each kind of written direction works best in its own format. Unless you first "think them apart," you won't be able to present each of the three in its own most readable form. What are the differences? That's the subject of the next chapter.

Excerpt. copy; Reprinted by permission. All rights reserved.What's worse than having to read a typical policy-procedure manual? Having to write one. Most writers have no clue how to separate policies from procedures--or those from tasks. Nor do they know how to package each kind of written direction in its own most readable format. No wonder reading a policy-procedure manual often feels like watching a scrambled channel on TV. This book is a descrambler. Step by step it clears away the confusion and helps you organize, separate, and format policies, procedures and tasks. Reproducible worksheets simplify the whole thinking-writing process. Result: An easy-to-read manual that will benefit your organization through: Reduced reading time. Better accountability. Improved consistency in work completed. More effective training for new personnel. Increased protection against liability