



AVENTIS
LEARNING GROUP

Hands-on Guide to Writing Effective Standard Operating Procedures (SOP)

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Introduction



Why SOP Writing Is Important In An Organisation?

A Standard Operating Procedure (SOP) is a set of written instructions that shows how to perform a routine activity in an organisation. The development and use of SOPs form an integral part of any successful quality system. Standard operating procedures (SOP) is useful and effective for every organization as it will state all the tasks that are essential for business success, the steps to do tasks and the person-in-charge of each tasks. It helps to improve business productivity.

There are 5 benefits of Effective and Efficient SOP:

- 1.Reduced learning curve/training time for new employees
- 2.Ensured business continuity
- 3.Standardized processes
- 4.Delegating tasks becomes a no-brainer
- 5.Ensure that your clients are getting the best possible experience with you

Introduction

Get Your Complete Handbook on How to Write Standard Operating Procedures (SOP) and Work Instructions

Containing important technical instructions, SOPs are often wordy, confusing, and imprecise, thereby increasing quality and compliance risks for the organization. The problem is not a lack of technical knowledge. The professionals who write SOPs are technically sound, but what they lack is sound technical writing skills.

Writing Standard Operating Procedures: A Quick How-To Guide

This very thorough workshop will take you through a step-by-step SOP writing process. You can also use a work-based case study to write an SOP and then receive peer and trainer feedback instantly. You will also pick up skills and tips to avoid common writing errors and to write convincingly to sell their ideas.

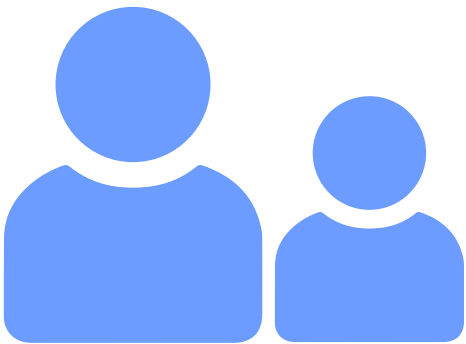


Learning Outcomes



1. Appreciate the importance of writing well for their organisation and themselves.
2. Apply principles taught to write SOP that are clear, logical and persuasive, and meet the organisation's needs and expectations better.
3. Provide clear information to perform a job properly
4. Generate buy-in from peers and management for your procedures
5. Facilitate consistency in the quality and integrity of a result

Who Should Attend?



This interactive workshop aims to equip personnel with the skills they need to write and manage Standard Operating Procedures (SOPs)

Senior officers, researchers, executives, managers and directors need to write clear, concise and complete instructions to enable end-users to successfully complete tasks. This course is best suited for anyone who will like to know the secrets of persuasive, consistent and clear writing.

It is suitable for those who have no previous experience in writing SOPs and for those who would like to improve their skills in this area.

Course Details



1 Day
9am - 5pm (Classroom)
930am - 430pm (Virtual)



Classroom Learning at
Holiday Inn Orchard City
Centre / **Virtual Learning**
via Zoom



(65) 6720 3333
training.aventis@gmail.com



\$635 Before GST



Trainer's Profile



Business Communication and Management Consultant: Ms Caroline Dawson

Caroline Josephine Dawson is the Director of CD Training Works, a consultancy firm that offers training solutions to organisations. She has more than 10 years of invaluable experience in teaching business, environmental and technical communication and 12 years in the field of journalism and publishing.

Caroline's professional work experience as a Corporate Trainer has required her to market the value of her programs and persuade clients to value and understand the urgency of good communication skills in the workforce. She has also conceptualised, produced and delivered courses such as written and oral presentation skills, communication relationship management, business communication, customer service, team-building and administered psychometric profiles, among others. Her experience in working with public and private sector training has become one of her training strengths. Participants of her training courses attest to her motivational, instructional and highly experiential training methodology.

Caroline is also an Advisor to the SMGM Foundation, India and Member of the Business and Professional Women's Association (S) 3rd Chapter and Society of Singapore Writers.

Testimonials

"The context and examples given by Caroline are very useful for our daily work. She has also provided very comprehensive notes. Her many stories that relate to her personal experience are extremely memorable and practical. I am happy to attend her courses."

- Serene Koo, Senior Executive for Marketing Communications, The Chiropractic Association Singapore

"I have been to a lot of management courses and this is, by far, the most effective. During the course of the day, I've applied Caroline's concepts and teachings to my current projects — projects that will be much better handled because of today's workshop."

- Lydia Chiam, Assistant Manager for Office Administration, Public Service Division

"I love the combination of different training methodologies that Caroline uses. She is credible because she knows what works and what doesn't, and has many good ideas for problems we all face at work. Caroline is not only an excellent motivator – she is at the top of her game in recognizing how to get the most out of time and to think logically."

- Pooja Sindha, Senior Policy Manager, National University of Singapore