



DOCUMENTATION COURSE OVERVIEW

Create online documentation and procedure guides that are as easy to use as they are to create

COURSE OVERVIEW

There is a growing realization in global organizations that information and knowledge are corporate assets that must be secured. A company's most experienced employees carry those assets with them. Successful companies have strategies, tools and processes to capture tenured employees' wisdom so it can be secured as a corporate asset.

TBD Consulting's myCOREformance™ Documentation workshop is a 1½-day interactive, instructor-led course delivers the essential tools needed to successfully document key procedures in your organization.

The result: consistent, accurate documentation that helps your employees work at peak efficiency.

WHO SHOULD ATTEND

- Training and instructional design professionals
- Process improvement specialists
- Technical writers
- Policy and procedure specialists

COURSE OBJECTIVES

Let TBD train your team to use the essential tools needed to successfully document key procedures in your organization:

- Facilitate process mapping sessions with subject matter experts to capture your organization's best practices for getting the job done.
- Create professional and consistently formatted process maps using Microsoft Visio.
- Capture the details of exactly how the best employees do their work so that everyone in the organization has the knowledge to perform to the same standard.
- Produce a final step-by-step procedure consistent with adult-learning principles.

COURSE TOPICS

- Capturing Best Practice
- Process Mapping Facilitation
- Knowing Your Audience
- Probing Questions
- Overcoming Documentation Pitfalls
- How to Document from a Process Map
- Hands-On Documentation Session
- Format Guidelines
- Documentation Review Process

CONTACT US
602-263-1961

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