

# Successful SOP Writing: Reliable Workflows, Real Productivity

## Core skills developed



Decision making & judgement



Adaptability & learning agility



Relationship & stakeholder management



Analytical thinking & problem solving



Productivity & personal effectiveness



Collaboration and teamwork



Leading self & others



Effective communication

## Benefits

### Procedures that keep work moving

SOPs only work when people can follow them easily. This course develops skills in creating procedures that genuinely support day-to-day tasks, using wording and layout that make each step simple to understand and apply. Participants learn to describe processes from a user's point of view, highlight what people need at the right moment and avoid assumptions that often slow work down.

Practical editing techniques help participants review drafts for accuracy, consistency and ease of use. The result is SOPs that guide work more smoothly, reduce repeated questions and build wider trust across teams.

- ✓ Course participants will gain confidence that colleagues will rely on the procedures they create, work more productively by reducing follow-up explanations and strengthen their professional reputation.
- ✓ Stakeholders will approach tasks with more certainty, complete work with fewer delays and adjust more smoothly when responsibilities change.
- ✓ Your organisation will benefit from procedures that support reliable handovers, reduce dependency on individual knowledge and help teams work with more consistency.

# Modules

## 1 Foundations of effective SOPs

- Understanding why organisations rely on SOPs
- Recognising who contributes to developing and maintaining them

**Competency:** Identify the purpose, value and contributors behind effective SOPs

## 2 Planning SOPs for real work

- Understanding user tasks, risks and assumed knowledge
- Deciding on the content and level of detail

**Competency:** Plan SOPs that reflect real workflows and support users' needs

## 3 Structuring clear, practical workflows

- Organising tasks, steps and sub-steps logically
- Selecting formats suited to task complexity and decision points

**Competency:** Structure procedures that are easy to follow and support consistent execution

## 4 Writing instructions for reliable use

- Writing precise, unambiguous steps in plain English
- Using conditions, cues, warnings, cautions and notes effectively

**Competency:** Write instructions that enable accurate, confident task performance

## 5 Editing SOPs for professionalism and precision

- Strengthening readability through concise language and layout
- Ensuring accuracy, consistency and alignment with organisational standards

**Competency:** Edit SOPs to enhance usability, accuracy and professional quality

## 6 Reviewing and validating SOPs

- Testing SOPs with users to confirm clarity and fit
- Applying update and maintenance practices to keep procedures current

**Competency:** Validate and maintain SOPs so they remain effective and reliable

# Outcomes

★ Describe work processes from a user's point of view so procedures support what people actually do.

★ Write steps and notes in wording that reduces uncertainty and avoids common misunderstandings.

★ Review and edit draft SOPs so they are clearer, more usable and better aligned with how tasks are carried out.