Standard Operating Procedures (SOPs)....

Every company has them, but not every team knows how to write them. These crucial documents help businesses facilitate compliance, produce quality products, ensure an injury-free workplace, and more. But they're often poorly written, difficult to understand, and just bad.

How can users comply with SOPs if they don't understand them?

The answer is: *they can't!*

That's why Hurley Write's **"Writing User-Friendly SOPs"** is a valuable tool for all types of firms in need of better SOPs.

We'll help your team understand process mapping, write easy-to-follow steps, use language to increase clarity, and more. Think of this training as an SOP for your SOPs.

Typical Topics:

• *Getting off to a good start: using process mapping*

• *Using voice, sentence structure, and rhetorical tools to engage*

• *The fundamentals: writing for real users*

• *Using visuals to augment*

• *Formatting for greatest impact*
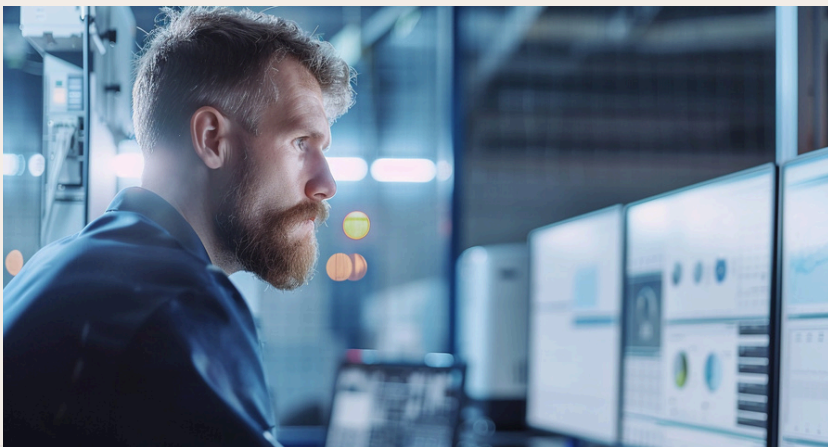
Learn More:
www.hurleywrite.com
877-249-7483
info@hurleywrite.com

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