



SPOKANE COUNTY SHERIFF'S OFFICE  
TRAINING ANNOUNCEMENT



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## Writing Effective Policies & Procedures

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**DATE:** January 16<sup>th</sup> – 17<sup>th</sup>, 2012 0800-1700

**LOCATION:** SCSO Training Center  
10319 E. Appleway  
Spokane Valley, WA 99206

**COST:** \$175 (includes \$25 workbook)

**DESCRIPTION:**

Created at the request of CJTC nearly 30 years ago, this two-day course is unlike any other policy-writing class in existence! Based on the highly-acclaimed companion coursebook, *Writing Policies and Procedures* takes the hassle out of developing and writing (or revising) written directions.

Participants will learn how to:

- Avoid the most common policy-writing mistakes.
- Tell the difference between policies, procedures, and tasks.
- Write policies in "headline" format.
- Write procedures in "playscript" format.
- Write tasks in "cookbook" format.
- Create an intuitive numbering system.
- Decide whether to write and what to write about.

This course provides practical, effective tools and templates, as well as plenty of hands-on practice in planning and writing policies and procedures.

If you need help in developing clear, concise, and "reader-friendly" policies and procedures that are easy to maintain, you need to attend **Writing Policies and Procedures!**

## **INSTRUCTOR:**

Jordan Peabody owns Peabody Communications, a training company that specializes in teaching business professionals how to write well for the office. With a degree in communications and a strong writing background, Jordan's writing courses are all designed around the same goal – to help average workplace writers (people without English degrees) write effectively at work.

Since the company's start in 2001, Jordan has worked with government agencies, universities, law enforcement groups, healthcare providers, and private companies. Jordan's informative and entertaining courses quickly gained and have maintained a high level of popularity. In 2005, Washington State Governor Christine Gregoire asked Jordan to create and teach a course on "Plain Talk" that would explain and reinforce her Executive Order by the same name. The course solidified Jordan's place among the top trainers in the state of Washington.

More recently, Jordan's classes have caught the attention of well-known organizations around the country. In 2009, Jordan was approached by the Department of Homeland Security to provide courses on writing policies and procedures for their ICE (Immigrations Customs Enforcement) division. The response was so great that the agency hopes to send Jordan around the country to train their regional officers in the second half of 2011.

## **REGISTRATION:**

To register, please email Mr. Jordan Peabody directly at [jordan@peabodycommunications.org](mailto:jordan@peabodycommunications.org). Please include your name, agency, email address, and phone number.

## **QUESTIONS?**

Please contact Deputy John Oliphant with any questions you have regarding the training location and local hotel accommodations. He can be reached at [jroliphant@spokanesherriff.org](mailto:jroliphant@spokanesherriff.org).

