



Training

Guide to developing policies and procedures

This course considers the creation of simple, clear policies that are "living" documents used by relevant people to enhance organisational performance.

Why should I attend?

By the end of this course delegates will:

- Identify the role of policies and procedures in organisations and their alignment with corporate strategy
- Have a clear understanding of the difference between policy, procedure and strategy
- Develop a process for writing policy and procedures through consultation and involvement of appropriate staff and stakeholders
- Write clear, simple and user friendly policies based on a step by step process
- Examine the issues relating to effective implementation and ownership of policy
- Outline the importance of monitoring, review and evaluation mechanisms to demonstrate continuous improvement

How is the course delivered?

Our courses run from 09:45 – 16:30. Delivered by expert trainers they bring together formal training with day-to-day experience. Small groups enable delegates to benefit from a high level of interaction with peers and trainers alike, and content informed by CIH's policy and practice expertise ensures they leave with a greater understanding of current housing issues.

Who should attend?

Suitable for staff those who have a role in policy development or implementation

Benefits of training with CIH

Our training programme is designed to ensure housing professionals and organisations are equipped to overcome the challenges they face day-to-day.