WRITING EFFECTIVE WORK INSTRUCTIONS TRAINING COURSE

Time	DAY 1	DAY 2
0930 1030	**SESSION 1** • Introductions & start up • Aims and objectives • Overview of the course • Using work instructions as a risk control measure	**SESSION 5** • Day 1 review • Using illustrations and graphics • Warnings
BREAK		
1045 1230	**SESSION 2** • Principles of task analysis • Observation of task (exercise)	**SESSION 6** • Supporting information • Writing style: • Passive and active voice • Sentence length • Positive actions • Words and phrases to use
BREAK		
1300 1500	**SESSION 3** • Principles of process mapping • Applying the principles of process mapping (exercises)	**SESSION 7** • Using company templates (where available) • Checklists • Writing and reviewing work instructions (exercise)
BREAK		
1515 1600	**SESSION 4** • Errors and violations • The right level of detail • Text features • Day 1 summary	**SESSION 8** • Feedback and review • Knowledge check • Next steps

Managing the human factor