

POLICY, PROCEDURE  
AND GUIDELINE  
DEVELOPMENT

*A comprehensive five day*

*Trainer of Trainers*

*programme which will equip*

*participants to deliver a*

*standardised two day*

*training programme to other*

*Staff in the area of Policy,*

*Procedure and Guideline*

*development.*

Joe Wolfe & Associates believes in the dignity of all individuals and is committed to ensuring that equality in service provision in all aspects of the work of the company remains one of the core principles underpinning the service



**Who are *Joe Wolfe & Associates***

***Joe Wolfe & Associates*** was founded by Joe Wolfe, an ex-Director of Services. We are an Irish Organisation that provide specialist training programmes and management consultancy to Health and Social Care Services in Ireland and the United Kingdom.

Our multi-disciplinary staff team has extensive qualifications and experience in the Health and Social Care arenas.

The central focus of ***Joe Wolfe & Associates*** is to help organisations and staff achieve high quality, person-centred outcomes.

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**Policy, Procedure  
& Guideline  
Training  
Programme for  
Staff**

**Five Day Training of  
Trainers Programme**

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# About the Training

This five day programme - comprising two separate modules of three days and two days - has been designed to equip selected staff with the skills and knowledge required, to deliver a two-day training programme to other staff in the area, in developing policies, procedures and guidelines.

On successful completion of the training of trainer programme, participants will receive accreditation from Joe Wolfe & Associates to deliver the two-day programme for one year only. These participants will be furnished with a complete ready to deliver training programme in both PowerPoint and acetate format; sample handouts; sample evaluation forms; relevant literature and sample certificates.

Participants will also be furnished with a range of completed policy, procedure and guideline documents to assist them with the delivery of this training.

**In order to maintain the Joe Wolfe & Associates license to deliver the 2-day PPG programme, a yearly refresher is a mandatory requirement. The cost of the first refresher is included in the initial cost.**

## TRAINING CONTENT

### WHY POLICIES, PROCEDURES AND GUIDELINES ARE NECESSARY

THE HISTORY OF DEVELOPING DOCUMENTS IN IRISH SERVICES

### DIFFERENTIATING BETWEEN POLICIES, PROCEDURES AND GUIDELINES

RATIONALE FOR DECIDING ON WHETHER A DOCUMENT SHOULD BE A POLICY OR A GUIDELINE

### THE LEGAL CONTEXT

THE IMPORTANCE OF A STANDARDISED TEMPLATE

### WRITING STYLES

THE DOCUMENT DEVELOPMENT PROCESS

### DRAFT CO-ORDINATION AND APPROVAL

DISTRIBUTION AND IMPLEMENTATION

### REVIEWING DOCUMENTS

CHANGE MANAGEMENT AND LEADERSHIP

### TEACHING / TRAINING STYLES AND SKILLS

DEALING WITH POTENTIAL CONFLICT IN A TRAINING SITUATION

### PRESENTATION SKILLS

EVALUATING THE EFFECTIVENESS OF YOUR TEACHING / TRAINING

UTILISING EVALUATIONS AND REFLECTION TO IMPROVE TRAINING PROGRAMMES

## Why is this Training Programme effective?

This training programme will **equip selected staff** with the skills and knowledge required, to deliver a two-day training programme to other staff in the area.

The training is both **cost** and **resource effective** as a means of training staff.

In using trained trainers to deliver the programme to other staff, **ownership** of the document development process is encouraged and this ultimately **improves the implementation** of documents in the workplace. It also results in the **development of specialist skills and knowledge** in the training of trainers group.

A one day refresher programme on a yearly basis also encourages ongoing development, maintains staff's licence to deliver the programme and encourages reflective practice.

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