

Documenting Procedures

Solving the Mystery of How to Document the Everyday
Business Practices of an Overwhelmed Campus Office

What chaos happens when a key person is out unexpectedly for a day or longer?

How do we get the job accomplished in a timely manner when we don't know how to do it?

What steps are necessary to perform the tasks and in which order do we complete the steps?

What past participants have said about this program...

"I thought the materials and activities were effective in showing us how to write good procedures, what important steps should be included, and how to word them."

"With a staff person out on long-term leave, I had to reallocate their tasks and train the other team members. Creating procedures let me provide the info and simply be available for problems and questions. This significantly improved office function and use of time."

"Kathryn is vivacious and friendly, yet made her points very clearly. The interaction and working in groups was helpful to stamp the process of documentation firmly on the brain, so to speak."

In the day-to-day business practice of any office, knowing the specific and varied tasks performed by each employee for a variety of jobs can be overwhelming. At the end of this workshop participants will have a working knowledge of:

- The STEP-BY-STEP process of: "Who does What, and When"
- WHY to ORGANIZE and DOCUMENT office business practices
- WHO should create the documentation
- WHAT needs to be documented
- WHEN to create the documentation and WHEN it needs to be revised
- "Know-HOW" to magically create procedures during regular business hours

Wednesday

May 1, 2013

2:00 – 4:00 pm

Commons 331



About the Instructor...

In 2003, UMBC's Director of Graduate Enrollment realized the need to document the office's business processes. Utilizing her guidelines, the Director and her entire staff completed the project within 8 months, created a hard copy Procedures Manual, and posted an electronic version of the manual to The Graduate School at UMBC's shared network drive. This was accomplished without overtime and minimal loss of normal employee performance. Kathryn C. Nee, M.A., Graduate Admissions Program Specialist, shares tips and 'lessons learned' from their experience.

Register by April 23rd on the web at: www.umbc.edu/training

Spaces are limited and pre-registration is required.



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