

It's time for **PROCEDURES**

While policies guide the way people make decisions, procedures show the "how to's" for completing a task or process. Procedures are action oriented. They outline steps to take, and the order in which they need to be taken. They're often instructional, and they may be used in training and orientation.

Well-written procedures are typically solid, precise, factual, short, and to the point.

Here's the example from your book. If your task was answering the phone, then your procedure might be something like:

1. Pick up the handset of the ringing phone.
2. Place top part of handset against your ear.
3. Say "hello."
4. Wait for caller's response.
5. Ask caller to please hold.
6. Put caller on hold by pressing the red "hold" button.
7. Return handset to phone cradle.
8. Stand up and walk away from the phone.

Choose ONE procedure to practice breaking down. Don't leave out ANY steps. And then ask someone who knows absolutely nothing about your business if they can accomplish what you need done, based solely on your list.

Step 1. _____

Step 2. _____

Step 3. _____

Step 4. _____

Step 5. _____

Step 6. _____

Step 7. _____

Step 8. _____

Step 9. _____

Step 10. _____

