HR Policies and Procedures Writing: Building the HR Policy Manual

11 – 15 January 2027
Amsterdam - Zuidas business district hotel



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Introduction:

Many HR teams run on scattered memos, inherited templates and unwritten practice, so leave, attendance, travel and grievance cases are handled differently from one manager to the next and employees cannot find the rule that applies to them. This Core Concept course builds the skill of writing HR policies and procedures that employees understand and line managers apply consistently. Participants draft real HR policy clauses, convert them into procedure flows and HR forms, check them against employment law in general terms, and assemble an HR Policy Manual Draft for their own organisation.

Course Objectives:

- Structure an HR policy manual around a clear hierarchy of HR policies, HR procedures and HR forms
- Draft HR policy clauses in plain, unambiguous language using a standard HR policy template
- Write the core HR policies on recruitment, leave, attendance, conduct, grievance, performance, business travel and remote work
- Convert each HR policy into a step-by-step HR procedure with swimlane flows and supporting HR forms
- Check HR policy clauses against applicable employment law and internal consistency before approval
- Launch, communicate and periodically review the HR policy manual with employee acknowledgement records

Target Audience:

- HR officers who answer employee queries on leave, attendance and entitlements
- HR generalists who draft and update HR policy documents and HR forms
- HR operations staff who run day-to-day HR procedures and records
- HR business partners who advise line managers on applying HR rules
- Personnel administration staff in smaller organisations without a dedicated policy function

Course Outline:

Day 1: HR Policy Foundations and Manual Health Check

- HR Policy, HR Procedure and HR Form: Roles in the Document Hierarchy
- Employee Handbook Versus HR Policy Manual: Audience and Tone
- HR Policy Gap Scan Against the Employee Lifecycle
- Existing HR Document Inventory and Conflict Log
- HR Policy Ownership Map: HR, Line Managers and Employees

Day 2: HR Policy Manual Architecture and Drafting Standards

- HR Policy Manual Chapter Structure: From Joining to Leaving
- Standard HR Policy Template: Purpose, Scope, Definitions, Entitlements and Responsibilities
- Plain-Language HR Drafting: Shall, May and Must Conventions
- HR Terms Glossary and Consistent Definitions of Employee Categories
- HR Policy Approval Route and Version History Table

Day 3: Writing the Core HR Policies

- Recruitment, Appointment and Probation Policy Clauses
- Leave Policy: Annual, Sick, Maternity, Compassionate and Unpaid Leave Rules
- Working Hours, Attendance, Lateness and Overtime Policy Clauses
- Employee Code of Conduct and Grievance Policy Wording
- Business Travel, Allowances and Remote and Hybrid Work Policy Clauses

Day 4: HR Procedures, HR Forms and Legal Alignment

- HR Procedure Writing with Swimlane Flowcharts and Step Tables
- HR Form Design: Leave Request, Travel Request and Grievance Form Fields
- Employment Law Alignment Checklist for HR Policy Clauses
- Discretion, Exceptions and Manager Judgement Limits in HR Policies
- Common HR Policy Drafting Errors: Ambiguity, Contradiction and Unenforceable Rules

Day 5: Case Work: HR Policy Manual Draft

- Retail Chain Case Study: Rewriting an Inconsistent Leave and Attendance Policy
- Engineering Services Case Study: Business Travel and Remote Work Policy Rebuild
- HR Policy Launch Plan: Manager Briefings, Employee Acknowledgement and FAQs
- HR Policy Review Calendar and Change Request Log
- HR Policy Manual Draft Presentation and Peer Critique

Skills You Will Gain:

- HR Policy Drafting
- HR Procedure Mapping
- HR Form Design
- HR Policy Manual Structuring
- Employment Law Alignment Checking
- Plain-Language Writing
- HR Policy Rollout Planning
- HR Document Version Control

Why Attend This Course:

- Leave with an HR Policy Manual Draft containing three worked HR policies, their procedure flows and HR forms
- Give employees and line managers one consistent answer on leave, attendance, travel and remote work questions
- Reduce disputes caused by vague or contradictory HR wording before they reach a grievance
- Compare HR policy practice with HR practitioners from other sectors and countries

Conclusion:

HR policies only work when employees can read them, managers apply them the same way and HR can show when each was approved and last reviewed. This course moves from the policy-procedure-form hierarchy and a health check of existing HR documents, through manual architecture and drafting standards, to writing the core HR policies, procedures and forms and checking them against employment law. The final day applies these methods to multi-sector cases and produces an HR Policy Manual Draft that participants can take through their own approval route.