

Friday, May 11, 2018  
Meeting Time from 9:00 to 12:00  
Paradee Building, Delaware

---



A Community of Trainers and Aspiring Trainers

---

## POCEDURE WRITING

You know your processes like the back of your hand and you perform your job better than anyone else. Or maybe, you are the only one who does what you do. What happens when you go on vacation? Does your work just pile up on your desk and you come back to a huge mess? Does someone else do it, but you have a bunch of mistakes to correct when you return? How many times have you been kept from delegating a task only because it will take longer to show someone else how to do it than it would be to do it yourself? The answers to these questions illustrate the importance of having well documented and easy to follow procedures. Come join us for a fun, yes **FUN**, session where the makings of a good and easy to follow procedure will be discussed including chunking, labeling, word choice and the use of tables.

## ABOUT THE PRESENTER

Allison Gallo is the staff trainer for the Judicial branch and develops training courses aimed at providing employees with the tools that they need to assist Delaware citizens. She earned her Bachelors of Science degree from Goldey Beacom College in Wilmington, DE and has approximately 15 years of experience in adult education and professional development. She also holds the Certified Professional of Learning and Performance (CPLP) designation from the Association for Talent Development (ATD), is the DLC administrator for the judicial branch, and serves as a mentor for other new administrators. Allison has a passion for lifelong learning and teaching and is dedicated to helping others to succeed.