# Creating a Desk Manual

A Desk Manual is a resource that provides instructions for the daily duties and responsibilities (and their procedures/tasks/steps)

for a particular position in a department.

### Elements of Instructions

- Introduction: Describes the purpose or need for the duty or task.
- Warnings/Cautions: Ensures correct application of instructions to prevent harm (informational, relational, or physical).
- Necessary Background: Explains prior knowledge or information essential to understanding of Instructions.
- Equipment/Supplies: Lists items necessary to complete instructions (e.g. software, forms, materials, information).
- Steps: Detailed explanations of each step necessary to complete task or duty.

# Writing Strategies

- 2<sup>nd</sup> Person: Write directly to the reader using "You" statements or "implied you."
- Verbs: Begin steps with verbs.
- Headings: Use headings to distinguish sections from one another.
- Lists: Incorporate lists of actions, especially in the "Steps."
- Explain: Be succinct, but also be sure to explain each step so that it is fully understood.
- Graphics: Include images or graphics to clarify steps whenever useful (e.g. blank forms and sample completed forms).

## Tip:

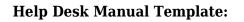
Before you finalize instructions for a task, ask a colleague to conduct the task exactly as you have written; see if you get the results you intended!





# **Help Desk Manual Template**

**Puja Mehta** 



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