

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

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

Writing Strategies

1. **2nd Person:** Write directly to the reader using “You” statements or “implied you.”
2. **Verbs:** Begin steps with verbs.
3. **Headings:** Use headings to distinguish sections from one another.
4. **Lists:** Incorporate lists of actions, especially in the “Steps.”
5. **Explain:** Be succinct, but also be sure to explain each step so that it is fully understood.
6. **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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