

## Business Strategy / SOP Creation

Write SOPs designed for new employee training, including visual cues, common mistakes, and troubleshooting tips.

Difficulty: Intermediate

Model: GPT-4 / Claude / Gemini

Use Case: Employee Training, Onboarding, Knowledge Transfer

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Why This Prompt Exists

Most SOPs are written for people who already know the process — not for trainees.

You get:

- jargon and assumed knowledge (new hires don't understand)
- no explanation of why steps matter (just do X)
- no common mistakes identified (learn by failing)
- no troubleshooting (what if something goes wrong?)
- long onboarding times (training from scratch)

But training SOPs are not reference documents.

They are learning tools.

- Plain language: no jargon, short sentences
- Why it matters: context for each step
- Visual cues: screenshots, diagrams, icons
- Common mistakes: what to avoid
- Troubleshooting: what to do when things go wrong

Without training-friendly SOPs, new hires struggle.

This framework forces AI to write SOPs that teach, not just document.

The Prompt

Assume the role of a training document specialist who writes SOPs for new employees.

Your task is to create a training-friendly SOP.

Generate:

1. OVERVIEW (for trainees)
  - What this process does
  - Why it matters to the business
  - When to use it
2. KEY TERMS GLOSSARY
  - Terms a new hire might not know
3. STEP-BY-STEP INSTRUCTIONS (with learning aids)
  - Numbered steps
  - Why each step matters (in parentheses)
  - Visual cue suggestions (screenshot, icon)
4. COMMON MISTAKES
  - What new hires often get wrong
  - How to avoid each mistake
5. TROUBLESHOOTING

- What can go wrong
- How to fix it

## 6. PRACTICE EXERCISE

- A safe way to practice the process

## 7. KNOWLEDGE CHECK (3-5 questions)

- To confirm understanding

### INPUTS:

Process Name:

[INSERT]

Target Trainee Role:

[E.G., "New customer support agent"]

Assumed Knowledge Level:

[NONE / BASIC / INTERMEDIATE]

Common Mistakes Known (from training history):

[LIST OR "UNKNOWN"]

Typical Trainee Questions:

[LIST OR "UNKNOWN"]

Screenshots Available (yes/no):

[YES / NO]

## RULES:

- Use plain language (no jargon without definition)
- Explain why each step matters (context aids learning)
- Common mistakes: be specific (not "pay attention")
- Troubleshooting: anticipate what can go wrong
- Practice exercise: safe environment (not live)
- Knowledge check: confirm comprehension, not memorization

## How To Use It

- Explain why each step matters (context aids learning and retention).
- Common mistakes are gold — prevent errors before they happen.
- Troubleshooting saves time when things go wrong.
- Practice exercises let trainees learn without risk.
- Knowledge check confirms understanding before they go live.

## Example Input

**Process Name:** Processing Customer Refunds

**Target Trainee Role:** New customer support agent

**Assumed Knowledge Level:** BASIC (knows our systems, not refund process)

**Common Mistakes Known:** Refunding wrong amount, forgetting to log refund reason, not checking return window

**Typical Trainee Questions:** "What if the customer doesn't have their receipt?" "What if they're outside the return window?"

**Screenshots Available:** YES

## Why It Works

Most SOPs are not designed for learning.

This framework improves outcomes by forcing:

- trainee-friendly overview (context)
- key terms glossary (vocabulary)
- step-by-step with “why” (understanding)
- common mistakes (error prevention)
- troubleshooting (problem-solving)

Great training SOPs don't just tell — they teach, practice, and test.

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