



Minute Taking – 1 day



Course Objectives

Producing accurate, easy-to-understand minutes is vital to an organisation's decision making process. Without training, minutes may be too scanty or too comprehensive, unclear and disjointed, or fall short of accurately reporting the meeting and the actions to be taken.

This practical one day course takes delegates step-by-step through the process of meeting preparation, active listening and note-taking to the final production of the minutes. Delegates are encouraged to bring with them written examples of minutes they have produced.

Meeting Preparation

- Planning and preparation
- Putting the agenda together – the content, timing and presentation
- Agendas that help you identify key points
- Working with the Chair

Critical Listening Skills

- Successful listening – maintaining interest
- Overcoming barriers to listening
- Developing positive listening skills

Effective Methods of Note-taking – Capturing What's Important

- Using different types of note taking for different meetings
- Distinguishing the important from the irrelevant
- Identifying and highlighting key points
- Ensuring action points are defined, captured and highlighted

Writing the Minutes

- Achieving accuracy, brevity and clarity
- Avoiding common pitfalls
- Using the correct format, structure and style
- Producing minutes which satisfy their purpose and the readers' needs within and acceptable time frame

Practical Exercises

- Exercises will take place throughout the course which will enable delegates to put into practice the skills and techniques of listening, note taking and minute writing. These exercises are designed to be highly participative and take place in an encouraging and supportive environment

Personal Development

- Formulating an action plan