

Advanced Meetings and Minute Taking

Aligned to Unit Standard 13934 | NQF Level 4 | 3 credits

Introduction

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 two-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.

Exercises will take place throughout the course which will enable delegates to put into practice the newly acquired skills.

These exercises are designed to be highly participative and take place in an encouraging and supportive environment.

Course Designed For

To provide PAs, secretaries/senior secretaries, executive assistants and administrators with the confidence and skills to organise effective meetings, and take clear minutes of meetings.

Objectives

- Save time and produce professional, clear, well-structured and accurate minutes with confidence.
- Work effectively with the chair and colleagues in the preparation of agendas, meeting papers and minutes.
- Identify and overcome obstacles to effective listening, and enhance your concentration, listening and note taking skills.
- Utilise essential note taking techniques adopted by experienced minute takers.
- Identify the relevant and key points from a meeting and know what information not to include.
- Understand the importance of accurate and informative minutes to the success of meetings.

Agenda and Meeting Preparation

- Working with the chair
- The purpose of an agenda
- Planning and preparation
- Putting the agenda together - content, timing and presentation

The Use of Minutes

- Why minutes are important
- The essentials of successful meetings
- Who reads the minutes?

Critical Listening Skills

- Successful listening - maintaining interest
- Overcoming barriers to listening

Effective Methods of Note-taking

- Understanding What is Important
- Types of minutes and methods of note taking
- Taking notes - the keys to accuracy · Distinguishing the important from the irrelevant
- Converting from notes to text
- Arranging information in an easy-to-understand manner

Writing the Minutes

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