

Introduction to Meetings and Minute Taking

Aligned to Unit Standard 13929 | NQF Level 3 | 3 credits

Introduction

Being an effective meeting organiser is vital to an organisation's decision making process. Working as part of an office support team includes contributing to the arrangements of meetings from lower level management to executive levels. Badly run meetings waste time, money, resources, and are worse than having no meetings at all and knowing how to take meeting minutes accurately and communicate them quickly is an invaluable business communication skill.

Without training, meetings may be disorganised, 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, note-taking and an introduction 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

The course is aimed at meetings personnel, corporate employees, organisation volunteers and/or employees with little or no previous experience, (less than 12 months) who are, or want to be involved, in the delivery of effective meetings and minute taking.

Objectives

- Identifying a date, venue and time for meeting or event
- Liaising or negotiating with meeting attendees regarding availability
- Booking venues and catering
- Finalising meeting room arrangements
- Making travel, car hire and accommodation arrangements
- Notifying and confirming arrangements with attendees or stakeholders
- Processing and distributing all documentation required for the meeting or event
- Preparing and distributing minutes

Identifying a date, venue and time for meeting or event

- Deciding on a range of dates for the meeting to be provided for attendees.
- Suitable dates and venues to be determined based on responses to range of dates provided.
- How to book meeting dates and confirmed with attendees in writing.
- Relevant, related documentation that must be forwarded to the attendees.

Liaising or negotiating with meeting attendees regarding availability

- Selecting and booking the right venue.
- Organising special arrangements, logistics, meeting room layout and equipment required and confirming with the venue provider.

Booking venues and catering, travel, car hire and accommodation arrangements

- Travel, car hire and accommodation requirements for all attendees are determined.
- Suitable accommodation is secured and bookings confirmed in writing.
- Car hire facilities are identified and confirmed in writing.
- Travel arrangements are made and all necessary documentation forwarded to the attendees.
- Invoices relating to travel, car hire and accommodation are processed.
- Any relevant advance disbursements for travel, car hire or accommodation are processed.

Processing and distributing all documentation required for the meeting or event

- Creating a notice – how to write a powerful notice and reminder.
- Compiling an agenda and confirming the agenda with the chair.
- When to forward the agenda for the meeting to the attendees and venue provider and caterers so that correct times for meals and breaks can be adhered to.
- Taking notes in the meeting and converting the notes into minutes.
- Understanding the cycle of a meeting and timeframes involved in the process.
- Distributing and filling the minutes for legal purposes.