THE LEARNING DEVELOPMENT GROUP

Introduction

This practical short programme is Unit Standard based and is aimed at individuals involved in planning meetings in any type of organisation, and taking notes to produce accurate and clear minutes.

It is highly interactive and delegates will be given the opportunity to practice skills in a highly supportive training environment.

The programme covers planning a meeting with the correct resources, understanding the different participants and their roles in a meeting, the benefits of a well constructed and logical agenda and how to produce an agenda, the importance of note-taking to generate accurate minutes and producing minutes.

Target Audience

This course is aimed primarily at Personal Assistants, Secretaries, Executive Assistants and Administrators in office environments. It is also suitable for any individual involved in planning and arranging meetings and taking minutes in other sectors of the economy and in different size organisations.

Entry Requirements

• Competence in Communication at NQF Level 2.

Additional Requirements

• You will need access to appropriate workplace activities.

• Active support and mentorship by your manager.

• Access to a PC, software and the internet.

Course Delivery & Assessment

We use in-classroom, virtual classroom and blended interactive, facilitated training, group discussions and practical exercises to embed skills.

You will need to:

• Attend all scheduled sessions.

• Demonstrate theoretical and practical understanding of course content.

• Complete and present practical assignments.

• Participate in group activities and discussions.

• Compile and submit a Portfolio of Evidence (PoE).

To receive your Statement of Results, Plan and Prepare Meeting Communications, you will need to compile, submit and be found competent on a Portfolio of Evidence (PoE).

Learning Outcomes

By the end of the course, you will be able to:

• Understand what an agenda is.

• Work effectively with a chairperson and colleagues in preparing an agenda, meeting documentation and minutes.

• Identify and overcome obstacles to effective listening and enhance concentration, listening and note-taking skills.

• Use essential note-taking techniques.

• Explain the purpose and objective of minutes of meetings.

• Identify the relevant key points of a meeting.

• Save time and produce professional, clear, well-structured and accurate minutes.

• Understand the importance of accurate and informative minutes to a meetings success.

Course **Content**

Advanced Meetings & Minutes
Plan and prepare meeting communications

Accreditation Body: SERVICES SETA

SAQA ID: 13934 | Learning Programme ID: NA
NQF Level: 3 | Credits : 4

Module 1: Agenda and Meeting Preparation

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

Module 2: The Use of Minutes

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

Module 3: Critical Listening Skills

- Successful listening - maintaining interest
- Overcoming barriers to listening

Module 4: Effective Methods of Note-taking

- Understanding what is Important information when taking notes
- 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

Module 5: Writing 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

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