

DURATION: A one day course

SUITABLE FOR: Anyone who is required to take factual records of meetings and distribute action points afterwards

COURSE OUTLINE:

OBJECTIVES:

By the end of the course delegates will be able to:

- Be familiar with the various types of minutes and writing styles available
- Be aware of the best ways for chair and minute taker to work together
- Understand the principles of how to be selective and how to sort information effectively
- Understand the importance of the agenda and know how to put one together
- Be able to state the key features and benefits of active listening when taking notes during meetings.

PROGRAMME:

Introduction

- What are we going to cover today?
- What are my priorities?

The 'Effective' Meeting

- The role of the chairperson, the minute taker and the meeting participants
- Understand the meeting: Understand the purpose of different types of meetings and the terminology used
- The importance of the agenda
- The purpose and format of the minutes

Methods of Note-Taking

- Techniques: longhand –v- shorthand
- Introduction to mind mapping
- Identifying key points

Writing the Minutes

- Using correct business language and grammar
- Identifying a suitable structure and format
- Producing Action Items

Action

- How will I apply what I have learnt from today?