

Minutes and Agendas

One Day Course

Objectives

This course is designed to help participants develop their skills and confidence for compiling agendas, taking notes at meetings and practising the techniques for writing clear and accurate minutes.

Who will benefit

Personal Assistants, Secretaries and Administrators who are involved in constructing agendas and taking minutes at informal and formal meetings will benefit from attending.

Key topics include

Preparation

- Working with the Chairperson
- Defining the role and responsibilities of the Minute Taker
- The key factors of preparation.

Agendas

- Aims and objectives
- Timings
- Format and layout
- Drafting the agenda
- Review guidelines for preparing agendas.

Minutes

- Main purpose and objectives
- Guidelines for layout
- Review examples of minutes
- Summarising key points.

Listening Skills

- The essence of communication in listening, hearing and understanding.

Communication

- Asking for clarification
- Assertive communication skills.

Note Taking

- Techniques to adopt
- Knowing what to include
- Getting notes down in a manageable format.

Writing the Minutes

- Organising the material
- Getting the format right
- Writing clearly and concisely
- The need for precise wording
- Punctuation and spelling
- Using headings
- Identifying action points
- Using a suitable style.

Minute Taking in Action

- Practical workshop in taking notes and writing minutes.

Action Plan

- Participants plan and discuss what they will do on return to work.