

## MINUTE-TAKING TRAINING

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**COURSE LENGTH: 1.0 DAYS**

Both formal and informal meetings are taking place every day in any organisation, but who is taking and recording the minutes from these meetings?

Are accurate records of key business decisions being recorded? Who were the key decision makers? Does anyone know what happened in the meeting and what decisions were made and carried? What ideas were discussed and motioned? Are your business units effectively implementing decisions made after the meeting?

The PD Training Minute Taking Training course will enable you to understand the important role of a minute-taker as well as efficiently recording all the important information discussed. Learn key skills like deciding what should be recorded, active listening, how to create drafts and reports, organisational skills and much more.

This action packed day will include fun mock-meetings and activities run by one of our expert minute-taking trainers and is now available throughout Australia, including Brisbane, Sydney, Parramatta, Melbourne, Adelaide, Canberra and Perth.

Please click on the Public Class tab below to view our Minute Taking Training course schedule by city or click the In-House Training tab to receive a free quote for courses delivered at your preferred location.

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## MINUTE-TAKING TRAINING COURSE OUTLINE

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### FOREWORD

Improve your organisation's meeting outcomes with the use of **effective minute-taking**.

Effective minute-taking will enable your business units to solve many problems and complaints associated with running meetings. In the hands of a competent minute-taker, managers and staff are enabled to effectively action efficiently recorded meeting items.

You will also learn advanced styles of minute taking such as colour-coding and suitable methods for minute-taking in informal, formal and action meeting scenarios.

### WHO WILL BENEFIT FROM ATTENDING THIS WORKSHOP?

- Administrative Staff and Assistants
- Recording Secretary
- Executive and Personal Assistants

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### OUTCOMES

#### After completing this course participants will be able to:

- ▶ Recognise the importance and outcomes of minute-taking
- ▶ Identify and record action items during board meetings
- ▶ Develop skills in active listening, critical thinking, and organisation
- ▶ Understand and customise meeting agreements
- ▶ Record three types of minutes, including formal meetings, informal and action items
- ▶ Prepare and publish minutes with perfection
- ▶ Take minutes in interactive board meetings
- ▶ Write drafts, proofread and organise minutes
- ▶ Build and maintain a minute records book
- ▶ Recognise the outcome of minute-taking for a particular meeting
- ▶ Recognise the role of a minute-taker in achieving larger goals of an organisation
- ▶ Deal with common complaints and difficulties faced by minute-takers
- ▶ Perform the role with expertise using knowledge and skills

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### MODULES

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### Lesson 1: Minute Taking

- ▶ Welcome
- ▶ Role Defined
- ▶ Please Define Your Role
- ▶ What is Your Take Away for Today?
- ▶ The Effective Minute Taker
- ▶ Problems That Can be Encountered and How You Can Overcome t\Them
- ▶ Reflection

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### Lesson 2: Your Winning Style and How Best to Communicate with Your Manager

- LDP Review – Communication Evolution Tool
- Reflection

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### Lesson 3: Active Listening

- ▶ 5 Ways to Improve Your Listening Ability
- ▶ Reflection

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### Lesson 4: Set up for Success – Plan beforehand

- ▶ Taking Effective Minutes Starts Before the Meeting has Even Begun
  - ▶ 1. Agenda Creation
  - ▶ Templates for Preparation
- ▶ 2. Room Setup up for the Digital Era
- ▶ 3. Where to Sit
- ▶ 4. Discreet Interruption Signals
- ▶ 5. Communication Plan
- ▶ Reflection

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### Lesson 5: Determine What's Important

- ▶ Methods of Taking Notes
  - ▶ 1. Mind Mapping
  - ▶ 2. Smart Wisdom
  - ▶ 3. WHAT-WHO-WHEN
- ▶ Do's and Don'ts of Taking Minutes
- ▶ Reflection

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### Lesson 6: Minute Taking gone Digital

- ▶ Revolution of Digital Minute Taking
- ▶ Revolution of Digital Minute Taking with Apps (iPad, phone, laptop)
- ▶ Reflection

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### Lesson 7: Formal vs Informal

- ▶ Formal vs Informal
- ▶ Formal Meetings
- ▶ Informal Meetings
- ▶ Reflection

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### Lesson 8: Reflections

- ▶ Create an Action Plan
- ▶ Accountability = Action

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## WEB LINKS

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- ▶ [View this course online](#)
- ▶ [In-house Training Instant Quote](#)
- ▶ [Public Classes - Enrol Now!](#)

