

ESSENTIAL MINUTE-TAKING SKILLS

BENEFITS TO YOU

A good minute-taker needs to listen carefully to discussions, extract relevant points and present that information in a clear, concise and useful format. This is particularly challenging when a discussion is heated and issues are highly contentious.

Learn to:

- prepare an agenda to guide and control meetings
- listen to discussions objectively
- focus on the line of discussion even when debate becomes heated
- extract relevant information from discussions
- identify and reflect the feelings of the meeting
- use concise language to summarise the discussion and decisions of the meeting
- include all relevant information on the time, place and attendance of the meeting
- present minutes in a useful format

WHO SHOULD ATTEND

Anyone who is responsible for taking minutes or informal notes of either formal or informal meetings. This may include secretaries and administrative/personal assistants, but may also include team members or others who are given the role of note-taker.

PROGRAMME OUTLINE

- Understanding the Structure and Basic Principles of Formal and Informal Meetings
- Roles and Responsibilities of the Minute-taker
- Preparing an Effective Agenda
- Linking the Agenda to the Minutes
- Listening for Information and Emotion
- Maintaining Focus when the Debate gets Heated
- Effective Note-taking Techniques
- Selecting Information which has Value for the Group
- Using Concise and Precise Language
- Using Appropriate Words to Convey the Feelings of the Meeting
- Choosing an Appropriate Format for your Minutes
- Checklist for Review

LEARNING FEATURES

This will be presented as a workshop with continual practice and exercises, followed by discussions and feedback.

DURATION - 1 Day

COURSE LEADER:

Paul Loftus, B.Comm., B.A., M.Sc.,
F.I.C.B.

*Industrial/Organisational
Psychologist*

Paul Loftus & Associates Inc.