



Course Outline

Communication and Business Skills Series

This outline is intended as a guide to the possible content of a course.

In practice, our courses are tailored to meet the requirements of our client

Advanced Minute Taking

Overview

This practical one-day course seeks to build on those areas already covered during our Meeting Minutes course. It offers practical guidance on how to influence the effectiveness of a meeting and quality of the minutes produced through the adoption of a more assertive approach to taking minutes.

This highly practical course will provide experienced minute takers with the opportunity to enhance their skills using exercises specifically designed for this purpose and receive constructive feedback.

Outcomes

At the end of this course, you will be able to:

- identify the differences between submissive, aggressive and assertive behaviour
- successfully influence the effectiveness of meetings through the adoption of a more assertive approach to taking minutes
- develop a 'Minute-taker's Checklist'
- clearly identify your role before, during and after the meeting
- deal with jargon, technical language, grammar and punctuation professionally.

To support the achievement of the above, you will have the opportunity to practise and develop your practical skills using a number of small group, paired and individual exercises. You will also be encouraged to develop a *personal action plan* to support your continued learning back in the workplace.

Duration

1 day

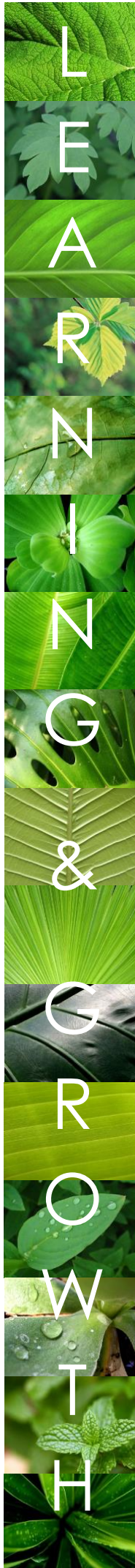
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Key Areas Covered

- Review of activity following the 'Meeting Minutes' course.
- A refresher session covering the 'effective meeting' and 'role of the minute-taker'.
- The 'Minute-taker's Checklist'.
- Asserting your rights as a minute-taker - what is assertive behaviour and how does it differ from submissive and aggressive behaviour?
- The impact of effective communications on assertive behaviour:
 - what is said (the words used)
 - the way it is said (the tone of voice)
 - how the person looks (the body language).
- Techniques that can be used to support assertive behaviour:
 - being honest about what is relevant
 - sticking to the bottom line - the 'Instant Replay' technique
 - negotiation as equals.
- Expressing ideas accurately and concisely:
 - sentences and paragraphs
 - grammar & punctuation.
- Distinguishing the important from the irrelevant:
 - jargon and technical language.
- Consolidating your confidence as a minute taker - exercises and feedback.

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