



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 clients.

Meeting Minutes

Overview

Meetings form a crucial part of any organisation's day-to-day operation. The success of any meeting will depend, not only on the quality of the discussions, the decisions reached and actions identified, but also on the accuracy of the minutes taken. It is important that those who support the key process of minute taking are able to listen actively, take constructive notes and produce minutes that satisfy their intended purpose and the readers' needs.

This highly practical course is aimed at helping you to develop the key skills required to take effective meeting minutes.

Outcomes

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

- identify the responsibilities of the minute taker, the Chair and the meeting participants before, during and after the meeting
- identify the barriers to effective listening and how these can impact on your ability to concentrate and take effective notes
- utilise a range of techniques to develop your note taking style
- structure a written meeting record, which is more concise, more accurate and easier to read.

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

Key Areas Covered

- The 'Effective Meeting'.
- The role of the minute taker.
- The role of the Chair and meeting participants.
- The importance of the agenda and time-scales.
- How to structure your minutes.
- Improving the clarity and impact of your minutes.
- The critical skill of 'active listening'.
- Note taking tips and techniques.

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