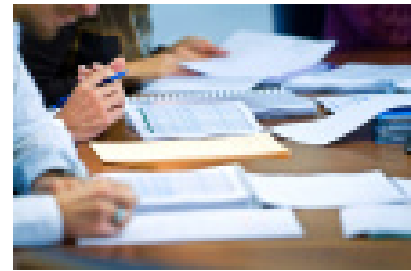




Effective Minute and Note Taking Course Outline



Course aims:

No organisation can really function without meetings. Taking and producing short notes detailing the proceedings is an important task for the meeting's secretary. This **1 day** course will take you through how take notes and produce minutes. In order for this course to work delegates will be required to contribute to discussion, theory and practice in taking minutes.

Who should attend:

Anyone who as part of their role, needs to take notes and produce minutes.

Duration: 1 day

Effective communication skills	Why communicate?, types of communication, why choose a method/channel?
Listening techniques	Why do we need to listen?, why we need to listen, why don't we listen well?, developing/improving your listening skills, listening problems
Structuring notes & minutes	Meetings, meeting cycle, the role of the minute taker/the role the chairperson, receiving apologies, non attendance, layout of minutes
Sections of meeting	Agenda, why an agenda?, agenda styles, minute taker – personal preparation
Attending the meeting	Mechanics of writing, different ways of taking notes, record the message not the words, developing these skills, recording decisions and actions
Business english for minutes	Writing for results, proof-reading – spelling, grammar & punctuation, putting punctuation into practice, proof reading
Exercise	Practising taking minutes
Self development	Action points list