
An interactive one-day course on how to take minutes accurately and with confidence

People frequently find themselves called upon to take minutes, with little guidance on how they are expected to produce an accurate record of what took place. Ambiguous agreements, a vague agenda, interruptions and a poor chairperson, are just some of the factors that can make this a daunting task.

This interactive course provides practical guidance on how to overcome most the problems faced by minute takers and to achieve accurate minute taking. Delegates learn not only how to overcome the usual problems faced by minute takers, but also develop a toolkit of personal skills which will boost their confidence in writing accurate minutes.

Programme

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| 09:00 | Registration & tea/coffee |
| | What are minutes and why are they kept? Primary purpose of minutes The legal requirements |
| | The role of the minute taker How to be proactive as a minute taker? |
| | The problems with minute taking Personal and organisational |
| | Understanding the nature of meetings Developing a minute-taking strategy map Relationship building and understanding the different roles of the participants |
| | The skills of effective minute writing What does 'accurate' mean? Developing personal skills Visual recording What should the agenda include? Presentation and layout of the agenda |
| | Minute taking in practice An interactive exercise in minute taking through which all the points from the programme will be applied, thus creating learning points for personal development. |
| | Essential communication skills for successful minute taking Listening skills Visual skills How to grow in self-confidence? What if you don't understand? Dealing with arguments |
| 17.00 | Close |