

Minutes and Agendas

Who Will Benefit

Those who are involved in constructing meeting agendas and taking minutes at informal and formal meetings.

Objectives

To help participants develop their skills and confidence for compiling agendas, taking notes at meetings and practising the techniques for writing clear and accurate minutes.

Course Content

Preparation: working with the chairperson; defining the purpose of the meeting; the key factors of preparation.

Agendas: purpose; the objectives; timing; variations; format and layout; drafting the agenda; agenda practice.

Minutes: main purpose and objectives; responsibilities of writer and chairperson; managing the minutes; comparison with agenda; formal and informal minutes; resolution or decision; points of action and responsibilities; summarising.

Listening Skills: the essence of communication in listening; hearing and understanding.

Communication: asking for clarification; summarising key points; assertive communication skills.

Note Taking: techniques to adopt; reflective listening; cross checking; knowing what to include; isolating the salient points; getting notes down in a manageable format; participants complete a note taking exercise.

Writing the Minutes: organising the material; getting the format right; writing clearly and concisely; the need for precise wording; punctuation; spelling; using headings; identifying action points; using a suitable style.

Minute Taking in Action: practical workshop in taking notes and writing up minutes; participants will practise taking minutes on a one-to-one basis and at a simulated meeting and writing them up as minutes afterwards.

Action Plan: participants plan and discuss what they will do on return to work.

Duration: 1 day