

## MINUTE-TAKING TRAINING - ONLINE INSTRUCTOR-LED 3 HOURS

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**COURSE LENGTH: 0.5 DAYS**

Both formal and informal meetings are taking place every day in any organisation, but who is taking and recording the minutes from these meetings?

The PD Training Minute Taking Training 3-hour, live online course will enable you to understand the important role of a minute-taker as well as efficiently recording all the important information discussed. Learn key skills like deciding what should be recorded, active listening, how to create drafts and reports, organisational skills and much more.

Are accurate records of key business decisions being recorded? Who were the key decision makers? Does anyone know what happened in the meeting and what decisions were made and carried? What ideas were discussed and motioned? Are your business units effectively implementing decisions made after the meeting?

This is a practical class that is suitable for all audiences and provides people with the tools that they can apply on-the-job (and in other contexts) the very next day. This is an instructor-led class that you can attend from home or your office.

We use secure Video Conferencing with interactive features such as live polling, screen sharing, whiteboards, live chat and breakout sessions. Please discuss your preferred platform, most commonly we use Microsoft Teams, Skype for Business, Webex or Zoom upon request.

These courses are facilitated in English, and are open to people from different industries across the USA, Australia, New Zealand, Singapore, Malaysia and Hong Kong - this is a short but powerful learning experience that gives you global collaboration opportunities. Our trainers and processes have been

refined to give you a personalised learning experience where it is specifically targeted to your needs see our outcomes in the reviews.

**\*\*Please note, these classes run to a very tight schedule, please follow the invitation and join the class 10-minutes prior to commencement so you are ready to participate and don't miss a minute!**

**Be ready** - check your device is ready to go by use this test link.

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## MINUTE-TAKING TRAINING - ONLINE INSTRUCTOR-LED 3HOURS COURSE OUTLINE

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### FOREWORD

Improve your organisation's meeting outcomes with the use of **effective minute-taking**.

Effective minute-taking will enable your business units to solve many problems and complaints associated with running meetings. In the hands of a competent minute-taker, managers and staff are enabled to effectively action efficiently recorded meeting items.

You will also learn advanced styles of minute taking such as colour-coding and suitable methods for minute-taking in informal, formal and action meeting scenarios.

Who will benefit from attending this workshop?

- Administrative Staff and Assistants
- Recording Secretary
- Executive and Personal Assistants

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### OUTCOMES

**After completing this course participants will be able to:**

- Determine how best to communicate with your Manager using the REACH profile tool
- Develop skills in active listening, critical thinking, and organisation
- Understand and customise meeting agreements
- Record three types of minutes, including formal meetings, informal and action items
- Prepare and publish minutes with perfection
- Take minutes in interactive board meetings
- Write drafts, proofread and organise minutes

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### MODULES

#### **Lesson 1: Your Winning Style and How Best to Communicate with Your Manager**

- REACH Review – Communication Evolution Tool
- Reflection

#### **Lesson 2: Active Listening**

- 5 Ways to Improve Your Listening Ability
- Reflection

#### **Lesson 3: Set up for Success – Plan beforehand**

- Taking Effective Minutes Starts Before the Meeting has Even Begun
  - 1. Agenda Creation
  - Templates for Preparation

#### **Lesson 4: Determine What's Important**

- Methods of Taking Notes
  - 1. Mind Mapping
  - 2. Smart Wisdom
  - 3. WHAT-WHO-WHEN
- Do's and Don'ts of Taking Minutes

- 2. Room Setup up for the Digital Era
  - 3. Where to Sit
  - 4. Discreet Interruption Signals
  - 5. Communication Plan
  - Reflection
- Reflection
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## WEB LINKS

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- [View this course online](#)
- [In-house Training Instant Quote](#)