

## MINUTE TAKING TRAINING

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**COURSE LENGTH: 1.0 DAYS**

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

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?

The PD Training Minute Taking Training 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, organizational skills and much more.

This comprehensive training course is available across the U.S., including Atlanta, Austin, Baltimore, Birmingham, Boston, Charlotte, Chicago, Dallas, Houston, Jackson, Los Angeles, Manhattan, Miami, New York, Orlando, Philadelphia, San Antonio and Seattle.

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## MINUTE TAKING TRAINING COURSE OUTLINE

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### FOREWORD

Improve your meeting outcomes with **effective minute taking**.

Effective minute taking will enable your business units to solve the many problems and complaints associated with running meetings. In the hands of a competent minute taker, the development of the skills in minute taking will enable managers and staff to efficiently record meeting items.

You will also learn the advanced styles of minute taking such as color-coding, and gain knowledge about the suitable methods for minute taking in informal, formal and action meetings.

Who will benefit from participating in this workshop?

- Administrative staff and assistants
- Recording Secretary
- Administrative Assistant

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### OUTCOMES

**By the end of this course, participants will:**

- ▶ Recognize the importance and outcomes of minute taking
- ▶ Identify and record action items during board meetings
- ▶ Develop skills in active listening, critical thinking, and organization
- ▶ Understand and customize meeting agreements
- ▶ Record three types of minutes, including formal meetings, informal, and action minutes
- ▶ Prepare and publish minutes with perfection
- ▶ Take minutes in interactive board meetings
- ▶ Write drafts, proofread and organize minutes
- ▶ Build and maintain a minute book
- ▶ Recognize the outcome of minute taking for a particular meeting
- ▶ Recognize the role of a minute taker in achieving larger goals of an organization
- ▶ Deal with common complaints and difficulties faced by minute takers
- ▶ Perform the role with expertise using knowledge and skills

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### MODULES

#### Lesson 1: Minute Taking

- ▶ Welcome
- ▶ Role Defined
- ▶ Please define your role
- ▶ What is your take away for today?
- ▶ The effective Minute Taker
- ▶ Problems that can be encountered and how you can overcome them
- ▶ Reflection

#### Lesson 2: Your winning style and how best to communicate with your Manager

- LDP Review – Communication Evolution Tool
- Reflection

Minute Taking Training Courses are delivered by **pdtraining's** Minute Taking training specialists in Atlanta, Austin, Baltimore, Birmingham, Boston, Charlotte, Chicago, Dallas, Houston, Jackson, Los Angeles, Manhattan, Miami, New York, Orlando, Philadelphia, San Antonio, Seattle and US wide.

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### Lesson 3: Active Listening

- ▶ 5 Ways to improve your listening ability
- ▶ Reflection

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### Lesson 4: Set up for Success – Plan beforehand

- ▶ Taking effective Minutes starts before the meeting has even begun
  - ▶ 1. Agenda Creation
  - ▶ Templates for preparation
- ▶ 2. Room Setup up for the digital era
- ▶ 3. Where to Sit
- ▶ 4. Discreet Interruption Signals
- ▶ 5. Communication Plan
- ▶ Reflection

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### Lesson 5: 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
- ▶ Reflection

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### Lesson 6: Minute Taking gone Digital

- ▶ Revolution of Digital Minute Taking
- ▶ Revolution of Digital Minute Taking with Apps (iPad, phone, laptop)
- ▶ Reflection

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### Lesson 7: Formal v's Informal

- ▶ Formal v's Informal
- ▶ Formal Meetings
- ▶ Informal Meetings
- ▶ Reflection

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### Lesson 8: Reflections

- ▶ Create an Action Plan
- ▶ Accountability = Action

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## WEB LINKS

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