

Effective Minute & Note Taking Skills

Learning Objectives

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 role play sessions.

Pre-Requisites

This course is suitable for anyone who needs to take notes and produce minutes.

Topics:

Effective Communication Skills

- ✚ Why Communicate?
- ✚ Types of Communication
- ✚ Writing/Telephoning/Meeting - Advantages/Disadvantages
- ✚ 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
- ✚ 6 Rules for Listening
- ✚ Listening Techniques

Structuring Notes & Minutes

- ✚ Meetings
- ✚ Meeting Cycle
- ✚ The Role of the Minute Taker
- ✚ Receiving Apologies

Sections of Meeting

- ✚ Agenda
- ✚ Why an Agenda?
- ✚ Agenda Styles
- ✚ Minute Taker – Personal Preparation

Attending the Meeting

- ✚ Mechanics of Writing
- ✚ 7 Ways of Taking Notes
- ✚ Record the message not the words
- ✚ Developing this skills
- ✚ Recording decisions and actions

Business English For Minutes

- ✚ Writing
- ✚ Writing for results
- ✚ Proof-reading – spelling, grammar & punctuation
- ✚ Punctuation
- ✚ Putting punctuation into practice
- ✚ Proof reading
- ✚ Action points list

Role Plays