



Minute Taking

Course Outline



Your business outcomes are our priority. Proving impact in real time.

Aim

Enabling the PA or Secretary to prepare for, take and distribute full and professional minutes.

About this Course...

Enabling the meeting secretary, project administrator, PA and general assistant, to prepare for, take and distribute full and professional minutes as well as how to prepare the meeting room and necessary agendas where needed.

Who Should Attend this Course?

This course will benefit PAs, Secretaries, and anyone whose job involves taking minutes during meetings.

Outcome

At the end of this workshop learners will have a clear understanding of the types of minutes to be used, when to use the different types and formats of minutes, how to prepare agendas, and what procedure to follow during the meeting.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
13934	3	4	Plan and prepare meeting communications

The unit standards above are an indication of the content of the workshop. Our workshop theories are designed to include the outcomes recommended by SAQA US IDs.

Duration: 2 Days

Content

Topic	What You Will Learn
Understanding the Role of Meetings	• What should a meeting consist of and what it should achieve • Special types of meetings and the role of the secretary in the meeting • The language of meetings
Organising an Effective and Productive Meeting	• Planning a meeting and sending out the notice of a meeting
Preparing a Working Agenda	• The objective of an agenda • Preparing the agenda, standard sections included, and headings and attachments • Clearing the agenda prior to sending it out
The Procedure During a Meeting	• The role players and their responsibilities • Discussing the practicalities of the various seating styles
The Chronological Procedure of a Formal Meeting	• Comparing the formal procedures of a meeting to the everyday informal way • How to chair a meeting • Meeting vocabulary and procedure • How to take decisions in meetings
How to Take Minutes in the Meeting	• The importance of minutes: what do minutes record and what is or is not recorded?
Identifying the Type of Minutes	• Verbatim minutes, resolution minutes, narrative minutes, and action minutes • Meeting terminology • How to record votes • Reported speech / past tense forms
Four Aspects to Taking Good Minutes	• An overview of listening • Taking notes – make taking notes easier • Transcribing and formatting minutes – soft skills a good minute taker needs – what does an effective minute taker need? • Considering the four aspects of good minute taking, what is your duty as the minute taker?
Structure of Minutes	• The minute transcribing and writing process
The English Language	• The language of minutes
Format of Minutes	• Samples of minutes • Put it into practice with practical exercises

Optional Purchases

When ROI and Implementation Matter

At Staff Training, we understand that each individual and/or organisation has unique needs and goals. We have developed a range of valuable, but optional purchases to maximise your training outcomes:

SETA Accredited Training Options

Most of our workshops are aligned with SETA Accredited unit standards, or you can opt for the fully accredited version of your workshop choice. This includes a certificate of competence when successfully completed. All other certificates are certificates of attendance.

The Afterburner

Afterburners are additions to selected workshops. These continued learning courses include a re-cap of material covered during the workshop and continue to expand on both knowledge and skills development for the workplace.

Skills Check

Skills Checks are extremely useful in the measurement of ROI of soft skills training. This tool is structured to help the learner improve on the implementation of new skills through a goal-driven process of accountability and reflection.

LevelUp Coaching

A 2-hour, one-on-one coaching option for those who would like to address and build on the knowledge they gained during training. Converting theory into practice under the tutelage of an experienced coach.

PowerPath Coaching

A powerful investment into your future leaders. One-on-one leadership coaching with the globally acclaimed Enneagram as the self-mastery tool.

Staff Training is an accredited IEQ9 Provider. Our Enneagram offerings include a SETA Accredited version of a leadership development workshop as well as an emotional intelligence and Enneagram combination. You can also explore our specialist hybrid offerings of workshops and coaching below.

<u>Enneagram Group Coaching Journey</u>	<u>Enneagram: Insight to Action</u>
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