

4 HRS

MINUTE TAKING

ODYSSEY
TRAINING™

An SGS Company



BUSINESS SKILLS COURSE

LEARNING OUTCOMES

- Understand the importance of meetings and recorded minutes.
- Learn how to enhance your listening skills to identify what to write down and what to leave out.
- Effectively utilise tools and techniques to enable effective minute taking in online and face to face meetings.
- Knowing what to do when the meetings stray from their original purpose.
- How to turn your notes from the meeting into an action-oriented minute record.
- How to close the meeting loop after the meeting ends.

CORE COMPETENCIES

- **Businesss Acumen**
- **Composure**
- **Listening**
- **Written Communication**

COURSE OVERVIEW

Every day, meetings are held in your organisation, and the decisions made as a result of these meetings can involve hundreds, thousands and even millions of dollars. Being able to take effective minutes is essential, because meetings and minutes have no value if they are not accurate. This practical course has been developed to help you record, compile and deliver quality meeting minute records that are accurate, clear and concise.

TOPICS COVERED IN THIS COURSE

Understand the importance of meeting minutes?

- Why take minutes?
- What are they?
- How do they differ from a Record of Conversation?

Written or digital minutes?

- Considerations for recording minutes manually or digitally for a variety of meeting types.

Minute Taking competencies

- Look at the five competencies: communication, writing and summarising, organising, team building and emotional intelligence.

Preparation is key

- Review and discuss the preparation required, from creating an agenda to ensuring the physical or digital meeting room is prepared.

How to take notes

- Tips and tricks on how to improve your ability to take notes.

Active Listening

- Learn the skills to become a more effective listener to aid in note taking.

Meeting minute formats

- Review the information that needs to appear in published minutes and review a variety of templates.

When meetings go awry

- What do you do, as the minute taker, when a meeting goes off track from the agenda?

From meeting minutes to action plan

- After the meeting – close the loop. Turn your meeting notes into minutes.
- Completing the process to ensure effective minutes have been produced and circulated.

Practice makes perfect

- There are several practical opportunities to practice taking minutes during the course.

Practical, relevant training
developed for the Australian
workplace.

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