

THE MINUTE TAKER'S WORKSHOP

Unit Standard	13934
NQF	Level 3
Credits	4
Duration	1 Day
Organisational Development Area	Front and back office

SYNOPSIS

No matter who you are or what you do, whether at work or in the community, you are involved in meetings. And, meetings are costly, even if they are held in a company boardroom. To ensure meetings are productive and worth the expense involved, three ingredients are necessary: An assurance of closure, a strong chair or leader, and accurate minutes. It has been said that if the minutes of a meeting are not accurate, then the meeting may just as well not have taken place.

If people can't remember or agree on what actually occurred at a meeting, how can the group effectively accomplish its objectives? This one-day workshop helps minute-takers understand their role and the best techniques for producing minutes that include all the essential information needed.

COURSE OUTLINE

- The Role of a Minute-Taker;
- Handling common problems you experience;
- Minutes for formal meetings;
- Minutes for informal meetings;
- Techniques for preparing minutes;
- Editing minutes;
- The Minute Book;
- Taking minutes in an interactive meeting;
- Listening skills.

COURSE OUTCOMES

Upon successful completion of this course learners will have the ability to:

- Recognise the importance of minute-taking and be able to use this to your advantage;
- Be able to remedy many of the complaints that face minute-takers;
- Be able to write minutes that are suitable for formal meetings, informal meetings, and action meetings;
- Develop the essential skills of an effective minute-taker.