

## Overview

Minutes are essential to the success of a meeting as attendees need them to serve as a reminder of key discussion points, confirmation of who said what and most importantly specific actions that need to be taken as a result. It is therefore crucial that whoever records the minutes does so in a consistent and professional manner and has the confidence to ensure they do so accurately.

## Who is it for?

For individuals who are unfamiliar with best practice behind minute taking in business meetings and wish to build confidence and learn a strategy for fulfilling that role professionally.

## Course content to include...

- Arranging a meeting - attendees and administration
- Agendas and meeting formats
- Personal preparation
- Meeting protocol
- Taking the right notes
- Formatting notes
- Structuring and writing up of minutes
- Recording decisions and actions
- Use of language
- Confidence and assertiveness during meetings

## By the end of the course learners will be able to...

- Build confidence in attending meetings
- Be able to effectively take minutes
- Learn how to listen and summarise key information

"Very hands-on & practical, with valuable skills that can be transferrable to many different tasks"

