



Minute Taking



COST:

Online / Classroom - unaccredited
Classroom - Accredited
Unit Standard 13934 NQF 3 4 Credits

WHAT WILL YOU RECEIVE?

- ✓ Instruction by an expert facilitator
- ✓ Small, interactive classes
- ✓ Specialized manual and course materials

Course Outline

OVERVIEW

To ensure that meetings are productive and worth the expense involved, three ingredients are necessary: an assurance of closure, a strong chair or leader, and accurate minutes. This workshop you will understand your role as a minute-taker and the best techniques for producing minutes. This workshop will enable a 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. Ineffective meetings is one of the greatest time wasters in any organisation. This workshop is therefore invaluable to ensure that the correct meeting culture, from organising to minuting is adopted.

OUTCOMES

You will learn:

- Recognize the importance of minute-taking.
- Develop key minute-taking skills, including listening skills, critical thinking, and organization.
- Be able to resolve many of the complaints that affect minute-takers.
- Be able to write minutes that are suitable for formal meetings, semiformal meetings, and action minutes.
- Be an efficient minute-taker in any type of meeting.
- Be able to prepare and maintain a minute book.



COURSE CONTENT

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
- Familiarising yourself with the language of meetings

Organising an Effective and Productive Meeting:

- Sending out the Notice of a Meeting
- Suggestion for more productive meetings
- Checklist of arrangements that need to be made
- What you should take with you and where you should sit

Preparing a Working Agenda:

- The Objective of an Agenda
- Standard sections that need to be included
- Headings and attachments that get people to think and prepare for the topic
- Clearing the agenda prior to sending it out
- Utilising agenda formats available in MS Word

The Procedure during a Meeting:

- Check attendance, read previous minutes, motions, discussions and agenda points
- Call in guests or specialists, brain storming and idea generation, voting and decision making, summarising and setting future dates

Identifying the Type of Minutes you are expected to take:

- Verbatim Minutes word-for-word
- Resolution Minutes formal type meetings
- Narrative Minutes telling the story of the meeting
- Action Minutes for working groups etc.
- Meeting Terminology
- How to record votes

CERTIFICATIONS

- Certificate of Attendance (SkillUp)
- Certificate of Competency from SERVICES SETA upon successful completion of the PoE process (moderated and found competent) for clients who specifically selected & paid for the accredited option.

Note: All certificates are electronically issued.



MCE: Microsoft Certified Educator
Issuer: Microsoft

