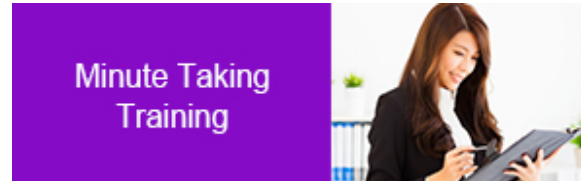


## MINUTE-TAKING TRAINING

Generate a [group quote](#) today



**COURSE LENGTH: 1.0 DAYS**

First and foremost, what are minutes? Minutes provide a summary of the structure of a meeting. To guarantee that the meetings performed maximizes the expense involved and are productive, three elements are compulsory: a declaration of closure, an effective facilitator and accurate minutes.

In the end, if all individuals involved in the meeting cannot remember or come to an agreement on what essentially took place during the meeting, how will the team successfully carry out the objectives? Hence, the Minute-taker exists to accurately record the minutes of an informal or formal meeting. To develop the abilities and skills of a Minute-taker, you should consider enrolling into a Minute-taking training course.

The Minute-taking training course delivered by PD Training offers techniques to Minute-takers on how to efficiently record all the important information discussed. This training course teaches you how to keep track of the vital information discussed, ideas generated and planning steps presented.

This action packed day will include fun mock-meetings and activities run by one of our expert minute-taking trainers and is available now throughout Malaysia and Kuala Lumpur.

This Minute-taking training course can be delivered at your premises by one of our expert local or international trainers or live online using our HIVE technology.

Contact us today for a quote or enroll now into the next public course date.

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## MINUTE-TAKING TRAINING COURSE OUTLINE

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### FOREWORD

Improve your meeting outcomes with **effective minute-taking**.

Effective minute-taking will enable your business units to solve many problems and complaints associated with running meetings. In the hands of a competent minute-taker, the following skills will enable managers and staff to effectively action efficiently recorded meeting items.

You will also learn advanced styles of minute taking such as color-coding and suitable methods for minute-taking in informal, formal and action meeting settings.

Who will benefit from taking this workshop?

- Administrative staff and assistants
- Recording Secretary
- Administrative Assistant

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### OUTCOMES

**After completing this course participants will be able to:**

- Recognize the importance and outcomes of minute-taking
- Identify and record action items during board meetings
- Develop skills in active listening, critical thinking, and organization
- Understand and customize meeting agreements
- Record three types of minutes, including formal meetings, informal, and action items
- Prepare and publish minutes with perfection
- Take minutes in interactive board meetings
- Write drafts, proofread and organize minutes
- Build and maintain a minute book
- Recognize the outcome of minute-taking for a particular meeting
- Recognize the role of a minute-taker in achieving larger goals of an organization
- Deal with common complaints and difficulties faced by minute-takers
- Perform the role with expertise using knowledge and skills

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### MODULES

#### Lesson 1: Minute Taking

- Welcome
- Role Defined
- Please Define Your Role
- What is Your Take Away for Today?
- The Effective Minute Taker

#### Lesson 2: Your Winning Style and How Best to Communicate with Your Manager

- REACH Review – Communication Evolution Tool
- Reflection

- Problems That Can be Encountered and How You Can Overcome t\Them
- Reflection

### Lesson 3: Active Listening

- 5 Ways to Improve Your Listening Ability
- Reflection

### Lesson 4: Set up for Success – Plan beforehand

- Taking Effective Minutes Starts Before the Meeting has Even Begun
  - 1. Agenda Creation
  - Templates for Preparation
  - 2. Room Setup up for the Digital Era
  - 3. Where to Sit
  - 4. Discreet Interruption Signals
  - 5. Communication Plan
- Reflection

### Lesson 5: Determine What's Important

- Methods of Taking Notes
  - 1. Mind Mapping
  - 2. Smart Wisdom
  - 3. WHAT-WHO-WHEN
- Do's and Don'ts of Taking Minutes
- Reflection

### Lesson 6: Minute Taking gone Digital

- Revolution of Digital Minute Taking
- Revolution of Digital Minute Taking with Apps (iPad, phone, laptop)
- Reflection

### Lesson 7: Formal vs Informal

- Formal vs Informal
- Formal Meetings
- Informal Meetings
- Reflection

### Lesson 8: Reflections

- Create an Action Plan
- Accountability = Action

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## WEB LINKS

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- [View this course online](#)
- [In-house Training Instant Quote](#)