

COURSE PROGRAMME

Effective Minute Taking

0915 Registration

Session 1 Welcome and Introduction

Session 2 Effective Meetings

- Roles and Responsibilities – Minute Taker and the Chairperson
 - Preparation – ensuring a meeting is successful: practical arrangements, the meeting cycle, agendas
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Session 3 Attending the Meeting

- At the meeting - concerns/issues and common problems, 'who's who?', confidentiality, incomprehension, arguments, tools of the trade
 - Effective listening and questioning skills
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Session 4 Note Taking

- The 'do's & don'ts' of effective note taking
 - Identifying positive strategies for effective listening & summarising
 - Dealing with jargon and technical language & grammar professionally
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Session 5 Writing the Minutes

- Getting started
 - Layout of minutes, different styles and the importance of maintaining consistency
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Session 6 Freedom of Information

- Brief overview of how the Freedom of Information Act (2000) impacts on minuted information.
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4.15 – 4.30 Wrap Up, evaluation and close