



MEETING AND MINUTE MANAGEMENT

COURSE OBJECTIVES

Meetings come in different forms and sizes, from the conventional to the informal huddle in the office hallway. The aim of this one day program is to assist people to facilitate small working meetings to ensure that the task team works with energy and commitment and draws off the skills of those who participate.

Key objectives include: preparing for a meeting; seeing meetings as a management tool; planning steps for effective meetings; techniques for handling disruptive behaviours; minute taking – process and content.

COURSE OUTCOMES

When you have completed this course you will be able to define the key concepts associated with Effective Meetings and you will be able to:

- Understand the importance of running effective meetings
- Identify the key components of an effective meeting
- Describe the factors that cause meetings to fail

Understand the different ways that you as an employee can influence the effectiveness of meetings

- Use the material presented to develop a procedure for effective meetings
- Identify types of meetings and recognise their potential impact on the business of your organization
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How do effective meetings help the Organization, the Team and the Individual:

- Improved use of time

- Improved decision making
- Better communication
- Better use of resources
- Multiple perspectives utilized
- Ownership of processes
- Better communication
- Better use of knowledge
- Socialization

Making Meetings Work

This course will train candidates in the following skills:

- How to ensure meetings work by:
 - Clarifying the understanding of what a meeting actually is
 - Examining different types of meetings and choosing the most suitable
 - Knowing why meetings fail
 - Identifying and applying key skills and techniques
- Understanding the need for meetings allows participants to:
 - See the real value of an effective meeting process
 - Set objectives for meetings and focus on achieving great outcomes
 - Try to improve meetings as communication and decision making vehicles
- Understanding the types of meetings allows participants to:
 - Select the appropriate meeting type for the purpose
 - Prevent the downside associated with running the wrong meeting
 - Improve the image of meetings in the organization
- Understanding the reasons for failure allows the organizers of meetings to:
 - Avoid the main mistakes
 - Remove performance obstacles
 - Plan and resource meetings appropriately
- Application of key techniques and skills will cause:
 - Improvement in the outcome of meetings
 - Improvement in the level of commitment to and involvement in meetings

- Better use of meeting time by focusing in on key issues through a structured process

COURSE OUTLINE

- The different types of meetings in an organization
- Preparing for productive meetings
- Checklist for successful meetings
- Examples of Agendas
- Your role as a group leader
- Expressing group feelings
- Making sure that ideas are valued
- Harmonizing in a meeting
- Writing up minutes
- Distribution of minutes and the way forward
- Process and content
- Rules of work
- Chairing a meeting
- Key behaviours of a chairperson

COURSE CONTENT

- Introduction:
 - Expectations
 - Deepening Self- Awareness
 - Types of Meetings
 - The Best and Worst of Meetings
 - Preparing For Meetings
 - Checklist for Success
 - Key Agenda Items
 - Setting an Agenda
 - Functions and Qualities of a Professional Minute Taker
 - Writing Up the Minutes
 - The Minute Writing Process
 - Being a Professional
 - Check List for Editing Your Work