

Meetings are an effective way of sharing information and achieving agreement on actions to be taken as a result of issues raised. For many people, meetings comprise a significant part of the working week – and there is no reason why every meeting should not be productive and energising. For some, however, the experience is one of frustration and dissatisfaction. The aim of this workshop is to provide participants with ideas, techniques and checklists to assist them in meetings and discussion groups.

The workshop also stimulates reflection on how to improve or at least develop those meetings currently attended by participants. For large or complex meetings, taking minutes is a crucial part of this process. Not only does it afford a way of recording what happened and monitoring progress on items to be actioned, but it also provides part of the agenda framework on which well-organised meetings are based. This workshop investigates various methods of taking minutes and helps participants practise specific skills in minute taking.

**Your Workshop Leader: Richard Ellis**

## LEARNING OUTCOMES

By the end of the workshop, delegates will have:

- accumulated ideas, techniques and checklists to assist them as participants in meetings
- discussed and developed ways to improve the kinds of meetings they regularly attend
- investigated various methods of taking minutes
- rehearsed specific skills in minute taking

## KEY TOPICS

- Ingredients of effective meetings
- What does a good minute look like?
- Techniques for summarising the essentials
- Review of styles of minute taking

## WHO SHOULD ATTEND

This course is particularly useful for anyone who attends meetings in the capacity of secretary, note taker or minute taker – whether in a formal or informal role. Participants have opportunities to practise and refine their writing skills, working with a wide range of samples and examples.

## **Outline Programme**

### **Welcome and Introductions**

#### **What is a minute?**

- Various definitions

#### **Some ingredients of effective meetings and how they relate to minute taking**

*Refreshment Break*

#### **What we select**

- Listening out for key information
- Picking up on body language round the table
- Using assertive behaviours to check information
- What we write (information value)
- How we should phrase it

#### **Various examples of minutes to consider**

- Layout and format

#### **Short Exercise 1**

- Summary Writing Skills

*Lunch*

#### **Short Exercises 2 and 3**

- Minute Writing Skills
- Note Taking Skills

Plenary session to discuss results of exercises

*Refreshment Break*

#### **Action Plans**

- Where do we take the ideas from today?
- Reflection on existing practice at work

#### **Sum Up and Action Plans**



COMMUNICATE

80 GRANGE LOAN EDINBURGH EH9 2EP UK - SCOTLAND • tel: + 44 (0)131 667 4587

website: [www.communicate-consultants.com](http://www.communicate-consultants.com) • e-mail: [info@communicate-consultants.com](mailto:info@communicate-consultants.com)