

OUTLINE PROGRAMME

Effective Meetings and Minute Taking

- 1 What is a Meeting?**
 - a. The cycle of a meeting
 - b. The participants
 - i. Chairperson
 - ii. Minute taker
 - iii. Attendees
- 2 Arranging a Meeting**
 - a. Who attends
 - b. Administration
 - c. Use of IT applications (e.g. Outlook, Lotus Notes, GroupWise)
- 3 Sections of a Meeting**
- 4 Agenda**
 - a. Agenda styles
 - b. Distributing the agenda
- 5 Preparation**
- 6 Creating the Environment**
- 7 Attending the Meeting**
- 8 Taking Notes**
 - a. Shorthand?
 - b. Longhand?
 - c. Formal minutes
 - d. Notes of a meeting
- 9 Structuring Notes**
- 10 Writing up the Minutes**
 - a. What should be included
 - b. Style of minutes
- 11 Recording Decisions and Actions**
- 12 Layout and Numbering**
- 13 Business English for Minutes**
 - a. Words and phrases
 - b. Sentences and paragraphs
 - c. Punctuation
 - d. Useful words
- 14 Building Confidence**



GHA (Cornwall) Ltd

**Employment Law &
H R Management Advice**

**IT and Business Skills
Training and Consultancy**

Grosvenor House
Fore Street
St Stephen-in-Brannel
St Austell
Cornwall
PL26 7NN

Tel: 01726 824574

Fax: 01726 823247

Mob: 07767 896226

Email:

Training@ghacornwall.co.uk
Employmentlaw@ghacornwall.co.uk

www.ghacornwall.co.uk

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