

MINUTE TAKING AND MEETINGS

COURSE SCHEDULE

Module 1 Prepare for a meeting

All good (effective) meetings have the following in common:

Meetings and the Communication Process

Managing Meetings

Planning the meeting

1.1 Identify the physical arrangement and attendees required for a meeting

1.2 Standard operating procedures for meetings

Agenda

Module 2 Conduct a meeting

Conduct a meeting

2.1 Conduct a meeting

2.2 Create opportunities for participation

2.3 Summarise meeting discussions

Module 3 Techniques to deal with differing views during a meeting

Demonstrate techniques to deal with differing views during a meeting

3.1 Techniques to overcome potential lack of progress

3.2 Use a technique to create progress in a meeting

Closing the meeting

Module 4 Distribute records for a meeting

Distribute records for a meeting

4.1 Compile records to enable the implementation of the meeting decisions

4.2 Check records for accuracy prior to distribution

4.3 Review the meeting and make suggestions for improvement

Do meeting follow-up

References and Further Reading

Contact us for date availability on:

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