

Minute Taking & Meetings

What Can You Expect?

This accredited course introduces you to the preparation and procedures required in conducting a structured meeting and preparing minutes to ensure that objectives are achieved and that meetings are effective.

Who should attend?

- Staff members who arrange and prepare for meetings
- Staff members who take minutes of the meeting

2 Day Course Content

- The importance of careful planning when organising a meeting
- The correct standard operating procedures for meetings
- Understanding the various documents required for a meeting and the important role that each of these documents play:
 - Preparing Agendas
 - Taking Minutes
 - Transcribe Minutes
 - Distributing Records Of The Meeting
- Recognising the value of clear and factual communication
- Techniques to deal with difficult situations during a meeting – conflict / personalities / opposing views
- Closing a meeting at the right time - with an effective conclusion
- What documents need to be distributed (before and after) and the correct form of distribution
- How to review a meeting to establish success or failure, and then how to improve

Unit Standard Alignment:

SAQA ID: 242816

NQF Level: 4

Credits: 5

Prerequisites for this course: Reading, writing and speaking English at an NQF level 3. Basic business writing skills are imperative. Mathematical skills at NQF level 3.

Practical exercises and activities, as well as a role play activity are included in this course. Group interaction and open discussions are encouraged for full participation of each learner. Questions and shared experiences are encouraged to ensure learner growth.



Services Seta Accreditation No: 4135