



**Palomino Training Solutions**  
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## Minute-Taking Skills (1 day)

### Course Overview

***Fact: A meeting loses its value and wastes time if it is not documented in the correct manner.***

No matter who you are or what you do, whether at work or in the community, you are involved in meetings. And meetings are costly, even if they are held in a company boardroom. To ensure meetings are productive and worth the expense involved, three ingredients are necessary: An assurance of closure, a strong chair or leader, and accurate minutes. It has been said that if the minutes of a meeting are not accurate, then the meeting may just as well not have taken place.

If people cannot remember or agree on what actually occurred at a meeting, how can the group effectively accomplish its objectives? This workshop helps minute-takers understand their role and the best techniques for producing minutes that include all the essential information needed.

This workshop includes dynamic trainee/trainer interactions and discussions, written and oral exercises, voice recordings, case studies, reflection, quizzes and a workbook for each participant to take back to the workplace.

### Target Audience

This workshop is designed for administrative staff – Administrators, Secretaries, Clerks, Assistants, Sales Assistants, Sales Staff, Call Centre Agents, Professionals who work as Technical Support, Hot Line, or Help Desk, Customer Service Representatives, Operators, Receptionists, and everyone who needs to be effective in taking minutes.

### Course Outline

#### **SECTION 1: The Role of the Minute-Taker**

1. What is a minute-taker?
2. The importance of the Minute-Taker
3. The purpose of Minutes

#### **SECTION 2: The Skills of a Minute-Taker**

1. What it takes

#### **SECTION 3 Meeting Arrangements**

1. Purpose of the Meeting
2. The Chair
3. The Minute-Taker
4. The Meeting Participant



**SECTION 4: Agenda**

1. Template

**SECTION 5: Minutes**

1. Action Minutes
2. Template
3. What to Record
4. Sample Minutes

**SECTION 6: Preparing Minutes**

1. Top Techniques

**SECTION 7: Editing Minutes**

1. The Four C's
  - a. First C – Clear
  - b. Second C – Concise
  - c. Third C – Complete
  - d. Fourth C – Correct
2. The Fifth C – Courtesy
3. Word Agreement
4. Active vs Passive Voice
5. Punctuation
6. Spelling
7. Common Spelling Errors
8. Proofreading
9. Practise

**SECTION 8: The Minute Book**

1. It's your Responsibility
2. The Minute Book Index

**SECTION 9: Developing your Skills**

1. Appearance and Professionalism
2. Listening Skills

**SECTION 10: Handouts**

1. Maintaining Focus and Concentration
2. The Golden Rules
3. Important Points to Remember
4. Common Questions
5. Personal Preparation Checklist