

TAKE MINUTES! SAVE HOURS!



When our meeting minutes aren't effective, we waste the time we spent in meetings. Without good meeting notes or minutes, we may not remember or recognize: What we decided in the meeting, what we accomplished in the meeting, what we agreed to in terms of next steps (action items) and when we can't remember the items above, we end up going in different directions and then meeting again for the same original purpose!

This intensive hands-on program will allow participants to better understand and perform the secretariat duties associated with a minute-taker, such as preparing an agenda, taking notes and writing minutes, etc. All this will help participants to gain confidence as they undertake meeting preparations and management, and enhance their competences as efficient and effective minute-takers.

WRITING EFFECTIVE MINUTES OF MEETING

INTRODUCTION

Most of us have sat through a meeting madly scribbling what we thought were minutes only to find out later that we've missed essential information or that the notes were never used. The success of a meeting rests, not just with the discussion and decisions taken, but also with accurate recording taking meeting minutes of what has taken place and what action is required. After all, if people can't remember or agree on what actually occurred at a meeting, how can the group effectively accomplish its objectives? Do you question what information you should record and what you should leave out? You're not alone.

This program will enable participants to understand their role as a minute taker and techniques for producing minutes that include all the essential information needed.

COURSE CONTENTS

Module 1:

- Objectives of meetings
- Components of an effective meeting

Module 2:

- The Role of a Minute Taker
- Essential Skills of a Minute Taker

Module 3:

- Note Taking -What's Important and What's Not
- Meeting Agreements
- Choice of Words & Terminology

Module 4:

- Format & layout of the minutes
- 6 steps – Checklist (before, during & after the meeting)



OBJECTIVES

At the end of the course participants shall be able to :

- Recognise the importance of taking minutes
- Identify the responsibilities of the minute taker
- Sort out facts
- Be selective in recording information
- Have the confidence to ask for clarification
- Layout information in a style suited to them
- Remedy many of the complaints that beset minute takers

WHO SHOULD ATTEND?

Anyone who needs to take factual records of meetings, Admin assistant, Secretaries, Human Resource and Corporate Communications.

METHODOLOGY

An interactive and practical approach incorporating group discussions/exercises and presentations.

TRAINER'S PROFILE

Vanaja has over 18 years of working experience in various industries ranging from Education, Telecommunication, Property Development and Construction. She assumed positions as Head of Customer Quality Control, Head of Business Architecture, Head of Human Resource Development, Head of Organisation Development and also as a Lecturer.

Some of the portfolios that she has undertaken during her tenure in the various organisations includes :- Writing policies & procedures, Setting up departments, Implementing Human Resources initiatives, Conducting customer satisfaction surveys, Organisation health assessments, Establishing Company driven goals & objectives, Implementing Quality initiatives, Complaints/Grievance Management, Recruitment & Selection, Learning & Growth initiatives, Standardization of methods and practices, Induction Programs, Creating and implementing Change Management plans that minimize employee resistance and maximize employee engagement.

She strongly believes in People Management Practices and Learning & Growth principle as being one of the key elements for organisations to succeed. She has acted as change agent, with a flair for spotting and analysing problems and opportunities to guide top management in their efforts to transform and change the culture in the organisation.

Her area of expertise is to develop the company's internal capacity through its people to most efficiently and effectively sustain itself over the long term as well as developing & implementing organisational transformation strategy intended to change the beliefs, attitudes, values and structure of organizations so that they can better adapt to new challenges.

[Register Online](#)

[Download Registration Form](#)

COURSE FEES

RM 680.00 per person for 2 days
Includes Lunch, Tea-Breaks,
Course Notes and
Certificate of Completion



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