

SSBS005: Managing Meetings and Minute Taking

Overview:

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. This course will give delegates a good understanding of the purpose of meetings. It will also enable delegates to take concise minutes that will be easy to read back and form an accurate record of a meeting.

Duration:

1 day workshop with the option of a half-day follow up session within the workplace to assess application of learning and provide further personal coaching.

Who should attend:

Anyone who needs to take factual records of meetings?

Content:

- **Session A: One – to – one Meetings**
 - Introduction
 - Types of one – to – one meetings
 - Setting up meetings
 - Communicating in one – to one meetings
 - Formal meetings with staff
 - Taking notes
 - Counselling interviews
 - Disciplinary interviews
 - Grievance interviews
 - Other methods of one – to –one communication
 - Summary

- **Session B: Giving & receiving feedback**
 - Introduction
 - The role of feedback in communication
 - Giving feedback to improve performance
 - Feedback in less formal situations
 - Appraisal meetings
 - Receiving feedback
 - Summary

- **Session C: Group meetings**
 - Introduction
 - Different types of meetings
 - Preparing for meetings
 - Taking part in meetings
 - Following up on meetings
- Action plan
- Summary & re-cap

Outcomes/Benefits:

By the end of the course participants will be able to:

- Communicate effectively in one – to – one situations using the most appropriate method
- Give & receive feedback as a means of improving communication and performance
- Organise and run meetings effectively – including note / minute taking to achieve your objectives
- Make effective contributions to meetings