



# NOTES, MINUTES & DIALOGUE

**Course Code: BSE05 | Duration: 1 Day**

## Course Description:

This **Notes & Minutes, Effective Communication And Productive Meetings** course equips delegates with essential skills, techniques, and best practices for conducting productive meetings and ensuring that valuable information is effectively documented through clear and accurate minute-taking.



## Who Should Attend Notes, Minutes & Dialogue Training?

- Secretaries
- Office Administrators
- HR Professionals
- Business Analysts

## Benefits From Attending The Training:

- Clearly understand the responsibilities of a minute taker
- Accurately sort and record key facts
- Effectively prioritize and select essential information
- Build confidence to interject when clarification is needed
- Tailor the layout of information to suit the audience's needs

## Course Contents:

- **Taking Meeting Minutes:** Understand the key responsibilities of a minute taker
- **Purpose of Meetings:** Recognize different meeting purposes and styles of minutes
- **Preparation:** Learn how to prepare effectively before taking minutes
- **Working with the Chair:** Gain insights into collaborating with the chair to support minute-taking
- **Listening Skills:** Enhance active listening to accurately capture meeting discussions
- **Improving Note Taking:** Develop better techniques for capturing important information
- **Speed Writing Techniques:** Master techniques to improve speed and efficiency in note-taking
- **Turning Notes into Minutes:** Transform notes into concise and actionable minutes
- **Editing:** Refine minutes for clarity, conciseness, and accuracy
- **Summary and Action Plans:** Create clear summaries and action plans post-meeting
- **Collaborative Documentation:** Work effectively with others to ensure comprehensive records
- **Review and Improvement:** Regularly assess and improve minute-taking practices

**\*BESPOKE COURSES | All of our courses can be easily tailored to suit any company.  
Course duration and level can be changed, depending on content, company & individuals\***