COURSE OVERVIEW SS0498
Writing Effective Meeting Agendas and Minutes

Course Title
Writing Effective Meeting Agendas and Minutes

Course Date/Venue
Session 1: May 25-29, 2025/ Meeting Plus 8, City Centre Rotana Doha Hotel, Doha, Qatar
Session 2: October 26-30/ Meeting Plus 8, City Centre Rotana Doha Hotel, Doha, Qatar

Course Reference
SS0498

Course Duration/Credits
Five days/3.0 CEUs/30 PDHs

Course Description

80% of this course is hands-on practical sessions where participants will be engaged in a series of interactive small groups, class workshops and role-plays.

If a meeting happens and no minutes exist, did the meeting occur? Of course it did. However, the likelihood that anyone will remember with great accuracy what happened a year, a month, or even a week later is slim to none. Meeting minutes are required at most shareholder meetings and board meetings, and they're a good idea for many gatherings where no formal requirement exists. The hands-on course provides time to learn and practice skills throughout the session.

This course is designed to provide participants with a detailed and up-to-date overview of report and minutes of meeting writing. It covers the basic role of a minute taker; the purpose of minutes, what minutes shall be included and the challenges when documenting during the meeting; the three types of meeting including formal minutes, informal minutes and action minutes; the minute taker's responsibilities; the meeting chair's obligations; the requirement from participants in order for a minute taker to produce a quality document; and the minute-takers model.

During this interactive course, participants will learn the elements of meeting minutes shall be included; the skills for remaining neutral when documenting discussions; the techniques for ensuring minutes are complete and issued in a timely manner; the listening skills and common listening traps; the clues for identifying what is and isn't important; the questions minute takers should ask themselves throughout the meeting; the note-taking and documenting skills including the best practices and tips for taking meeting notes and using tried and true minute-taking tactics; recording information on paper versus taking notes electronically; the benefits and drawbacks of each choice; and the various apps that can assist with the process including the tools, templates and industry style guidelines.

Course Objectives

Upon the successful completion of this course, participants will be able to:-

- Apply and gain an in-depth knowledge on report and minutes of meeting writing

- Recognize the basic role of a minute taker

- Discuss the purpose of minutes, what minutes shall include and the challenges when documenting during the meeting

- Identify the three types of meeting covering formal minutes, informal minutes and action minutes

- Determine minute taker's responsibilities, meeting chair's obligations and the requirement from participants in order for a minute taker to produce a quality document

- Illustrate the minute-takers model and the elements of meeting minutes

- Apply skills for remaining neutral when documenting discussions and the techniques for ensuring minutes are complete and issued in a timely manner

- Explore listening skills and recognize the common listening traps, the clues for identifying what is and isn't important and the questions minute takers shall ask themselves throughout the meeting

- Carryout note-taking and documenting skills including the best practices and tips for taking meeting notes and using tried and true minute-taking tactics

- Record information on paper versus taking notes electronically and discuss the benefits and drawbacks of each choice

- Use the various apps that can assist with the process including the tools, templates and industry style guidelines

Exclusive Smart Training Kit - H-STK®

*Participants of this course will receive the exclusive "Haward Smart Training Kit" (**H-STK**®). The **H-STK**® consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.*

Who Should Attend

This course covers systematic techniques and methodologies on report and minutes of meeting writing for those who are responsible for taking and writing up meeting minutes.

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

Certificate Accreditations

Certificates are accredited by the following international accreditation organizations: -

- The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

- British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:

Mr. Mike Taylor, PhD (on-going), MScLI, MBA, MBL, BSc, HDE, is a **Senior Management Consultant** with over **25 years** of extensive experience in the areas of **Data Quality Control**, **Data Quality Assessment**, **Data Quality Planning**, **Data Quality Strategy Management**, **Data Modelling**, **Root Cause Analysis & Solution Development**, **Project Planning, Scheduling & Cost Control Professional**, **Project Scheduling & Cost Control**, **Facilitation & Leadership** Skills, **Coaching**, **Human Resource** Development, **Psychometric** Testing, **Career Development** & Competence, **Succession Planning**, **Self-Development & Empowerment**, **Personal Learning Needs Identification**, Critical Success Factors (**CSFs**), Key Performance Indicators (**KPIs**), Productivity **Creativity & Thinking** Modes, **Human Resource Scorecard** Management, **Career Laddering**, **Fast-Track Career Progression** Application, **Knowledge** Management, **Customer** Management, **Leadership** Skills, **Presentation** Skills, **Negotiation** Skills, **Decision Making** Skills, **Communication** Skills, **Emotional Intelligence**, **Performance** Management, **Contract** Management, **Quality** Management, **Commercial Strategy**, **Project** Management, **Risk** Management, **Leadership & Business** Management, **Human Resource** Management, **Planning**, **Budgeting & Cost Control**, **Business Development**, Innovation, Sales Strategy and Knowledge & **Intangible Asset Assessment** Design. Further, he is also well versed in **Organization Management & Business Consulting**, **Stakeholder & Supplier Evaluation**, **Data Collection & Information Gathering**, **Value & Supply Chain** Management, **Intellectual Property & Innovation** Assessments, **Logistics & Supply Chain** Management, **Budgeting & Cost Control** and **Marketing** Management. Mr. Taylor is the **Founder & CEO** of Mitakon Innovation Pty Ltd wherein he is responsible for the development of Executives & Senior Managers specializing in innovation, knowledge management and commercial negotiation as well as authored, implemented and executed a global 21st century facilitation and leadership methodology.

During his career life, Mr. Taylor has gained his practical and field experience through his various significant positions and dedication as the **Knowledge-Solutions Service Provider**, **Founder-Principal/CIO**, **Subject Matter Expert**, **Consulting Partner**, **Executive/Management Development Facilitator**, **Multinational/Corporate Senior Management Consultant**, **Senior Quality & Management Consultant**, **Executive Management Development/Facilitator**, **Business Consultant/Facilitator**, **Business & Quality Consultant/Coach**, **Client Director**, **Administration Manager**, **Quality Manager**, **International Sales & Business Development Executive**, **Regional Sales Manager**, **National Key Accounts Manager**, **Commercial Sales & Marketing Consultant**, **Admin Assistant**, **Sales & Marketing Representative**, **Key Note Speaker**, **Lecturer** and **Instructor/Trainer** for various international companies such as the Highland Group (Business Consulting), **Anglo American**, **BHP Billiton**, Rio Tinto, DI Management Solutions (BPO), Master Deal Making Institute (MDMI), RMG/Contact Media & Communications, Paul Dinsdale Properties (PDP), Giant Leap Architects, Wise Capital Investments (HOD), Evolution® Advertising, Collaborative Xchange, Leatt Corporation, Dentsply SA, FMCG/Binzagr Company, **Unilever**, **Kellogg's**, BAT, **Hershey's**, CORO, Lilly Direct/Lennon Generics and Bausch & Lomb.

Mr. Taylor has **Master** degrees in **Leadership & Innovation**, **Business Administration** and **Business Leadership** as well as a **Bachelor** degree in **Physical Education** and pursuing **PhD** in **Global Governance & Energy Policy**. Further, he is a **Certified Instructor/Trainer**, **Certified Internal Verifier/Trainer/Assessor** by the **Institute of Leadership & Management** (**ILM**) and a member of Incremental Advantage, Da Vinci Institute, Black Management Forum, Institute of Directors (IOD), World Future Society (WFS), Social Science Research Network, University of Kwazulu Natal (Alumnus), Anthropology & Archaeology Research Network and National Research Foundation (NRF). He has further delivered numerous trainings, courses, workshops, seminars and conferences globally.

Training Methodology

This interactive training course includes the following training methodologies as a percentage of the total tuition hours: -

20%   Lectures
80% Practical Exercises, Case Studies, Games, Customized Videos, Site Visits, Simulations, Role Play, Group Skill Sessions, Outdoor & Indoor Activities

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Course Fee

US$ 6,000 per Delegate. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1

0730 – 0800	*Registration & Coffee*
0800 – 0815	*Welcome & Introduction*
0815 – 0830	**PRE-TEST**
0830 – 0930	**The Basics: The Role of a Minute Taker** *Purpose of Minutes • What Minutes Should Include*
0930 – 0945	*Break*
0945 – 1030	**The Basics: The Role of a Minute Taker (cont'd)** *Challenges When Documenting What's Said at a Meeting • Three Types of Meeting (Formal Minutes, Informal Minutes, Action Minutes)*
1030 – 1230	**The Basics: The Role of a Minute Taker (cont'd)** *Minute Taker's Responsibilities • Meeting Chair's Obligations*
1230 -1245	*Break*
1245 – 1420	**The Basics: The Role of a Minute Taker (cont'd)** *Requirement from Participants in Order for a Minute Taker to Produce a Quality Document*
1420 – 1430	**Recap**
1430	*Lunch & End of Day One*

Day 2

0730 – 0930	**A Minute-Takers Model: Accurate, Neutral, Timely** *Elements Meeting Minutes Should Include*
0930 – 0945	*Break*
0945 – 1100	**A Minute-Takers Model: Accurate, Neutral, Timely (cont'd)** *Skills for Remaining Neutral When Documenting Discussions*

1100 – 1230	*A Minute-Takers Model: Accurate, Neutral, Timely (cont'd)* *Techniques for Ensuring Minutes are Complete & Issued in a Timely Manner*
1230 – 1245	*Break*
1245 – 1420	***Exercise: Documenting Activity***
1420 – 1430	***Recap***
1430	*Lunch & End of Day Two*

Day 3

0730 – 0930	*Taking It In: Exploring Listening Skills* *Common Listening Traps •*
0930 – 0945	*Break*
0945 – 1100	*Taking It In: Exploring Listening Skills (cont'd)* *Clues for Identifying What Is & Isn't Important*
1100 – 1230	*Taking It In: Exploring Listening Skills (cont'd)* *Questions Minute Takers Should Ask Themselves Throughout the Meeting*
1230 – 1245	*Break*
1245 – 1420	***Case Studies: Work in Teams to Craft Solutions***
1420 – 1430	***Recap***
1430	*Lunch & End of Day Three*

Day 4

0730 – 0930	*Note-Taking Know How: Documenting Skills* *Best Practices & Tips for Taking Meeting Notes & Using Tried & True Minute-Taking Tactics*
0930 – 0945	*Break*
0945 – 1100	*Note-Taking Know How: Documenting Skills (cont'd)* *Recording Information on Paper Versus Taking Notes Electronically*
1100 – 1230	*Note-Taking Know How: Documenting Skills (cont'd)* *Benefits & Drawbacks of Each Choice*
1230 – 1245	*Break*
1245 – 1420	*Note-Taking Know How: Documenting Skills (cont'd)* *Benefits & Drawbacks of Each Choice (cont'd)*
1420 – 1430	***Recap***
1430	*Lunch & End of Day Four*

Day 5

0730 – 0830	*Note-Taking Know How: Documenting Skills (cont'd)* *Various Apps That can Assist with the Process • Tools (eg. Abbreviations, Color Codes, Personal Shorthand) • Templates & Industry Style Guidelines*
0830 – 0930	***Practical Session : Participants will Take Minutes for Meeting***
0930 – 0945	*Break*
0945 – 1230	***Practical Session : Participants will Take Minutes for Meeting (cont'd)***
1230 – 1245	*Break*
1245 – 1345	***Practical Session : Participants will Take Minutes for Meeting (cont'd)***
1345 – 1400	***Course Conclusion***
1400 – 1415	***POST-TEST***
1415 – 1430	*Presentation of Course Certificates*
1430	*Lunch & End of Course*

Practical Sessions

80% of this highly-interactive course is hands-on practical sessions. Theory learnt (20%) will be applied using various role-plays, case studies and practical sessions.

Course Coordinator

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