

COURSE OVERVIEW SS0498-4D
Report & Minutes of Meeting Writing

Course Title

Report & Minutes of Meeting Writing

Course Reference

SS0498-4D

Course Duration/Credits

Four days/2.4 CEUs/24 PDHs

Course Date/Venue



Session(s)	Date	Venue
1	February 19-22, 2024	Boardroom, Warwick Hotel Doha, Doha, Qatar
2	June 24-27, 2024	Boardroom 1, Elite Byblos Hotel Al Barsha, Sheikh Zayed Road, Dubai, UAE
3	September 30-October 03, 2024	Al Aziziya Hall, The Proud Hotel Al Khobar, Al Khobar, KSA
4	December 09-12, 2024	Ajman Meeting Room, Grand Millennium Al Wahda Hotel, Abu Dhabi, UAE

Course Description



80% of this course is 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 "Howard 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.

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

Doha	US\$ 5,500 per Delegate. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Dubai	US\$ 4,500 per Delegate + VAT . This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Al Khobar	US\$ 4,500 per Delegate + VAT . This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Abu Dhabi	US\$ 4,500 per Delegate + VAT . 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 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:-


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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 **2.4 CEUs** (Continuing Education Units) or **24 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.

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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. John Kruger is a **Senior Management Consultant** with over **30 years** of extensive experience. His expertise includes **Human Resource Management, Performance Management, Technical Management, Crisis Management, Quality Management, Management of Change, Root Cause Analysis, Productivity & Efficiency Improvements, Time Management, Project Management, Contract Management, Financial Management, Strategic Management, Change Management, People Management, Production Management, Toolkit Management, Public Relations & Organisational Communication, Public Speaking, Social & Environmental Projects, Business Development, Psychometric Assessment and Strategic Change**. Further, his specialization covers **Effective Team Leaders, Negotiation Skills, Communication Skills, Coaching, Counselling & Mentoring, Strategic Planning, Problem Solving, Decision Making, Budgeting & Cost Control, Supply Chain Management, Operational Management, Adult Education, Turnaround and Re-Engineering Projects and Macro-Economics**.

During his career, Mr. Kruger has contributed his expertise and held prestigious positions as a **Business Analyst Manager, Business Development Manager, Project Manager, Strategic & Divisional Plan Manager, Warehouse Manager, Supply Chain Manager** as well the **Technical & Management Consultant/Instructor** for major organizations worldwide like the **Ministry of Finance (Uganda), Cybercity (Mauritius), Stock Exchange (Taiwan), Candlewick Development (USA)** and many more.

Mr. Kruger has a **Post Graduate Diploma in IPM Industrial Psychology Management** and in **UNISA Advanced Leadership Programme** as well as a **Bachelor's degree in Communications** from the **Northwest University**. He is a **Registered Assessor & Moderator, a Certified Instructor/Trainer and a Certified Trainer/Assessor** by the **Institute of Leadership & Management (ILM)**. Further, he is an active member of **The Institute of Management Consultants of South Africa** and he has delivered various trainings, workshops, courses and conferences worldwide.

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 -1130	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)
1130 - 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 – 1130	A Minute-Takers Model: Accurate, Neutral, Timely (cont'd) Skills for Remaining Neutral When Documenting Discussions
1130 – 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 – 1200	Taking It In: Exploring Listening Skills (cont'd) Clues for Identifying What Is & Isn't Important
1200 - 1215	Break
1215 – 1345	Taking It In: Exploring Listening Skills (cont'd) Questions Minute Takers Should Ask Themselves Throughout the Meeting
1345 - 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 • Recording Information on Paper Versus Taking Notes Electronically
0930 – 0945	Break
0945 – 1100	Note-Taking Know How: Documenting Skills (cont'd) Benefits & Drawbacks of Each Choice • Various Apps That can Assist with the Process
1100 - 1230	Note-Taking Know How: Documenting Skills (cont'd) Tools (eg. Abbreviations, Color Codes, Personal Shorthand) • Templates & Industry Style Guidelines
1230 – 1245	Break
1245 – 1345	Practical Session: Participants will Take Minutes for Meeting
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 practical sessions. Theory learnt (20%) will be applied using various role-plays, case studies and practical sessions.



Course Coordinator

Jaryl Castillo, Tel: +974 4423 1327, Email: jaryl@haward.org