

## ***Productive Meetings and Minute Taking***

### **Coaching Session/One Day Workshop**

*"We are a meeting society - a world made up of small groups that come together to share information, plan, solve problems, criticize or praise make new decisions or find out what went wrong with the old ones."*

Michael Doyle

Participating fully in meetings allows you to express your viewpoint, discuss and debate relevant issues and reach an acceptable consensus. The opportunity to contribute makes you feel valued and increases your commitment to the work group. Pioneers in the field of group facilitation and organisational change estimate that we spend more than 9,000 hours of our lifetime in meetings. It is also proposed that the time we spend in meetings increases according to our managerial responsibilities.

Meetings, both formal and informal are essential to ensure that an organisation achieves its goals and objectives. Organisations are investing a great deal of time and money running meetings, but are they achieving real results? To ensure that you, and your team are not wasting valuable resources it is essential that your organisation conducts meetings that are well prepared, objective driven and efficiently facilitated.

### **OBJECTIVES**

No doubt YOU have sat in meetings that:

- Don't have purpose,
- Don't have any structure or control of its members dialogue and;
- Don't have any results!!!

This workshop teaches you methods to ensure that attending and conducting meetings remain a good use of your time. By developing an understanding of the administrative elements that make up a successful meeting your time will never be wasted again. Administrative elements include;

- planning and preparation,
- the roles of members,
- meeting processes,
- problem solving techniques &
- effective minute taking.

## OVERVIEW

This course is designed for anyone who wants to learn how to:

### Meetings

- Define the purpose of the meeting (should we have one at all?)
- Prepare for meetings effectively e.g. agendas & papers.
- Define and implement the roles of specific members, including the role of the Chair & the Secretary.
- Maximise and control the process of group dynamics.
- Implement techniques to effectively manage discussion, solve problems and achieve consensus.
- Manage the behaviour of those members who are not making a positive contribution e.g. grandstanders/ timewasters.
- Secure agreements and responsibilities for follow-up.

### Minutes

- Recognize the importance of minute-taking.
- Develop key minute-taking skills, including listening skills, critical thinking, and organization.
- Be able to remedy many of the complaints that beset minute-takers.
- Be able to write minutes that are suitable for formal meetings, semi-formal meetings, and action minutes.
- Be an efficient minute-taker in any type of meeting.
- Be able to prepare and maintain a minute book.

As part of the workshop participants receive a comprehensive handbook on meeting procedures, as well as a checklist to follow when organising or participating in meetings. *Productive Meetings and Minute Taking* incorporates a number of theoretical and practical exercises that develop the skills and knowledge necessary to organise and participate in organisational meetings with confidence.

## **PRESENTER**

Sue Willis is an adult educator who has developed and delivered programs centered on communication skills for over 12 years. Prior to managing her own business, Sue worked in the Public Service for 20 years, including eight years in the Human Resources Development area of the then Department of Industry, Science and Technology.

One of Sue's strengths is her ability to quickly build rapport with her clients in order to bring about change. She is an enthusiastic presenter who consistently receives positive feedback from participants who thoroughly enjoy her programs.

Sue has accreditation in the Certificate IV in Workplace Training and Assessment, as well as Myers Briggs type indicator accreditation. The combination of Sue's training expertise and her past involvement in the Public Service gives her a unique understanding of the standard and demands placed upon group work and meetings within the APS system.

## **TESTIMONIALS**

"How motivated Sue kept us all. She engaged everyone and the day flew by. Thanks Sue." – Sally, DCCEE

"Sue is an excellent presenter and used effective adult teaching techniques to keep us interested and engaged in the content. I really enjoyed the day and am looking forward to attending my next meeting to demonstrate my new skills." – Michelle, Heart Foundation

## Enrolment Form – Productive Meetings and Minute Taking

ABN 34 073 999 185

Send this form to Acorn: Fax (02) 6162 2077 or e-mail to [bookings@acorntraining.com.au](mailto:bookings@acorntraining.com.au)

We will ring you to organise a time to run the session.

Attendee's name	Email address	Phone Number
1.		
2.		
3.		
4.		
<b>Organisation</b>		
<b>Branch/Division</b>		
<b>Address</b>		
<b>Phone #</b>		
<b>Fax #</b>		

### Payment Details

---

Single attendee: \$595

Second and subsequent attendee: \$395

For larger groups please call for a quote

#### **1. Credit Card** (Amex, Diners, Visa, MasterCard)

Name \_\_\_\_\_ Card No \_\_\_\_\_

Expiry date \_\_\_\_\_

#### **2. Invoice**

Signed off by \_\_\_\_\_ Name \_\_\_\_\_

Email invoice to: \_\_\_\_\_

Terms: Payment is due on or before the day of the session.