

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

- 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.
- Take Minutes.

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 8 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.

## SCHEDULE

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|----------------|--|
| <b>9:00am</b>  | <b>WELCOME.</b><br>Icebreaker  |
| <b>9.30am</b>  | <b>WHY HAVE MEETINGS?</b> <ul style="list-style-type: none"> <li>- Why is the meeting being held?</li> <li>- Do you really need a meeting?</li> <li>- What makes meetings work?</li> <li>- Determine the purpose of the meeting!</li> <li>- Formal versus informal.</li> </ul>   |
| <b>10.30am</b> | <i>Morning Tea (20 Minutes)</i>  |
| <b>10:50am</b> | <b>PLANNING THE MEETING.</b><br>Preparation and planning of a meeting can determine whether or not your meeting has successful outcomes. <ul style="list-style-type: none"> <li>- Who should be there and for how long?</li> <li>- When should the meeting take place?</li> <li>- Where the meeting should be held? (Location/seating arrangements)</li> </ul>   |
| <b>11:45am</b> | <b>SETTING THE AGENDA.</b> <ul style="list-style-type: none"> <li>- How to obtain agenda items?</li> <li>- What is the structure?</li> </ul>   |
| <b>11:30am</b> | <b>DUTIES OF THE CHAIRPERSON.</b> <ul style="list-style-type: none"> <li>- Preparation and scene setting.</li> <li>- Conducting the meeting.</li> </ul>  |
| <b>11:45am</b> | <b>DUTIES OF THE SECRETARY.</b> <ul style="list-style-type: none"> <li>- The role of the secretary.</li> <li>- Dealing with paperwork.</li> <li>- Minute taking format:<br/><i>Items to report</i><br/><i>Distribution</i></li> </ul>  |
| <b>12:00pm</b> | <b>PARTICIPATING IN MEETINGS.</b> <ul style="list-style-type: none"> <li>- How to make a meeting more productive?</li> <li>- What makes a good participant?</li> <li>- How much do I say?</li> <li>- What is my role?</li> </ul>   |
| <b>12:30pm</b> | <i>Lunch (45 Minutes)</i>  |
| <b>1:15pm</b>  | <b>WHAT COMMUNICATION SKILLS DO I NEED IN ORDER TO ACHIEVE RESULTS AT MEETINGS?</b><br>High quality communication is essential for decisions to be made, and actions taken with successful results <ul style="list-style-type: none"> <li>- Could there be any barriers to communication?</li> <li>- What strategies will help me to participate effectively at meetings?<br/>e.g. Courtesy (arriving on time)</li> <li>- Listening.</li> <li>- Expressing ideas.</li> <li>- Body language.</li> </ul> |
| <b>2:45pm</b>  | <i>Afternoon Tea (15 Minutes)</i>  |

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|--------|--|
| 3:00pm | <b>GROUP DYNAMICS.</b> <ul style="list-style-type: none"> <li>- How do groups form?</li> <li>- What is the process?</li> </ul>   |
| 3:10pm | <b>DEBATING, DISCUSSION, PROBLEM-SOLVING AND DECISION MAKING IN MEETINGS.</b><br>Various techniques are discussed for effective ways of getting information, discussing, proposing, problem-solving and decision-making in meetings.     |
| 3:40pm | <b>DEALING WITH TIMEWASTERS</b> <ul style="list-style-type: none"> <li>- How to handle longwinded participants.</li> <li>- How to handle negative attitudes and resistance.</li> </ul>   |
| 4:00pm | <b>CONFLICT AT MEETINGS</b> <ul style="list-style-type: none"> <li>- Understanding conflict and disagreement in meetings.</li> <li>- The silver lining of disagreement.</li> <li>- Steps to manage conflict and disagreement.</li> </ul> |
| 4:15pm | <b>HOW CAN I BE MORE PERSUASIVE AT MEETINGS?</b><br>Tips to help you put your message across more effectively.   |
| 4:55pm | <b>SUM UP</b>  |
| 5:00pm | <i>Finish</i>  |

## Enrolment Form – Productive Meetings and Minute Taking

Send this form to Acorn: Fax (02) 6217 7001 or e-mail to [courses@acorntraining.com.au](mailto:courses@acorntraining.com.au)

**Venue:** Acorn Training Centre: 74 Townshend St Phillip

**Course date:**

**Time:** 9.00 a.m. to 5.00 p.m.

|          |       |        |       |      |       |
|----------|-------|--------|-------|------|-------|
| Person 1 | _____ | e-mail | _____ | date | _____ |
| Person 2 | _____ | e-mail | _____ | date | _____ |
| Person 3 | _____ | e-mail | _____ | date | _____ |
| Person 4 | _____ | e-mail | _____ | date | _____ |
| Person 5 | _____ | e-mail | _____ | date | _____ |
| Person 6 | _____ | e-mail | _____ | date | _____ |

Organisation \_\_\_\_\_ Branch/Division \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_

Phone No \_\_\_\_\_ Fax No \_\_\_\_\_

### **Payment Details**

Total price \$545x \_\_\_\_\_ attendees = \$ \_\_\_\_\_ \$495 early bird price  
(early bird applies up to three weeks before the date of the workshop).

#### **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 course. Cancellation is accepted more than seven days prior to the course date otherwise another person may be substituted. You have purchased a place on the date shown above; changing your booking to a later day incurs an administrative fee. We suggest you send a substitute if you can't come at the last minute.

**Ph: 02 6217 7000      Fax: 02 6217 7001      ABN 34073999185**  
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