

MASTERING MINUTES AND MEETING PROTOCOL

★ COURSE OVERVIEW

Management meetings would be redundant without high quality minutes. In partnership with the meeting's Chairperson, the minute taker holds the key to transforming what could otherwise be time-wasting sessions into precise action plans, by producing short, sharp minutes that accurately record and clarify the meeting's objectives, decisions and "to do" lists. These everlasting and unchangeable records help organisations learn from past successes and challenges, and are vital to circumvent arguments and pinpoint accountability. To transform the look and feel and ultimately the effectiveness of your company's minutes, BizTech is presenting a course which covers the following topics:

MASTERING MEETING PROTOCOL

- Why meet at all?
- Essential elements of meetings
- Rules of conduct from legislation, constitution or common law
- Public versus Private and Formal versus Informal
- Become the right-hand to the chairperson
- Process, progress and decision making
- Terminology: knowing your quorums from your proxies

DEVELOPING YOUR MINUTE TAKING STYLE AND SKILLS

- Why not verbatim?
- Why knowing shorthand is sometimes a disadvantage!
- Terrific templates for easy and effective formatting
- User-friendly symbols and abbreviations
- The ultimate meeting preparation checklist
- The power of selective paraphrasing
- Speaking up to sort out ambiguities: appropriate assertiveness
- Indispensable listening skills for improved concentration
- Tighten up your writing: keeping it short, sharp and simple
- Using glossaries and other tools to cope with unfamiliar subject matter

MAKING MINUTES MORE INTERESTING

- Understand the hidden variables such as group dynamics, status and the seating plan
- Be aware of different personality types and possible agendas
- Recognise how body language can be used to influence people
- Projecting a positive image and attitude so that you are respected as an integral player in the meeting, and not merely 'The Secretariat'

COURSE DATE

10 - 11 December 2012

COURSE DURATION

2 days - 08:30 to 16:30 daily

COURSE FEES

R7 380 (excl. VAT) per delegate

5% discount
for enrolment 2 weeks
prior to course date

WHAT'S INCLUDED

- Dynamic and knowledgeable facilitators
- Training File and a CD
- Certificate of Attendance
- High quality training venue
- Lunch and refreshments
- Parking
- Quality folder, notepad and pen

REGISTRATION DEADLINE

Registration Confirmation must be sent prior to the start of the scheduled course.



WHO SHOULD ATTEND

- Executive secretaries and PAs who want to enhance their skills
- Mid-level secretaries and PAs with potential for promotion to the executive level
- General Administrators responsible for meetings and minutes
- New employees who have never been exposed to minute taking before
- Anyone who has been entrusted with minute taking for their team
- Any individual who chairs or runs meetings for small businesses, body corporates, social or sports clubs, charitable organisations, academic committees, etc.

OUTCOMES

After attending this course you should be able to:

- Institute fail-safe preparation and planning for meetings and minute taking
- Produce high quality, highly readable minutes in cutting edge formats
- Ensure effective follow up on action points and decision implementation, thanks to the clarity and accuracy of your minutes
- Use your minute taking role to expand your knowledge and make valuable contacts within your organization, while maintaining confidentiality and discretion
- Take the opportunity to impress your executives with your professionalism and competence – minute taking in the right meetings could be your first step in advancing your career!

TAKE HOME TOOLS

- A detailed manual, workbook and CD
- A quality folder, notepad and pen
- One month of free telephonic and e-mail support included

SETA ACCREDITATION

BizTech Training is accredited as a Training Provider with the Services SETA (No: **3880**). Make sure that you complete your Workplace Skills Plan, and you can claim back the relevant percentage of your Skills Development Levies!

ICAP ACCREDITATION

This course is accredited by **ICAP** (the Institute for Certified Administrative Professionals). By attending you earn 10 CAP points®

LEVEL 1 BBBEE STATUS

Spending with BizTech counts twice! You can claim 135% of any training spend with us towards your Procurement scorecard, and everything spent with us on training your qualifying staff will count towards your Skills Development target!

THE VENUE

The course will be held at the AstroTech Conference Centre, in Parktown, which boasts the unusual combination of an upmarket business venue, security and convenience, in a setting which captures the historic grace and style of Johannesburg's golden era.



Centrally situated, you can step off the Gautrain at the Rosebank station, or exit the M1 at the Joe Slovo/Houghton Drive offramp, and we are just around the corner.

For a list of accommodation options nearby, visit <http://www.astrotechconf.co.za/accommodation>

TERMS & CONDITIONS

- If the course is not held for any reason, BizTech's liability is limited to the refund of the full course fee.
- Should course expectations not be met for any reason, delegates are given the opportunity to leave before lunch on the first day, and receive a full refund of the course fee.
- Payment is due before the start of the course, unless other terms form part of our Supplier/Client agreement.
- Failure to pay on time does **not** constitute cancellation of the booking, and the Terms and Conditions applicable to Cancellations and Postponements as set out below will apply.
- To avoid possible additional costs, **WRITTEN NOTICE** of any changes to your booking must be received at training@biztech.co.za within the following timeframes:
 - **CANCELLATIONS:**
 - CANCEL WITHOUT COSTS:** If you advise us BY EMAIL at least **SEVEN** calendar days before the course
 - PAY 50% OF THE COURSE FEE:** If you advise us BY EMAIL **less than SEVEN** calendar days, but more than 24 hours before the course
 - PAY 100% OF THE COURSE FEE:** If you advise us BY EMAIL **less than 24 hours** before the start of the scheduled course, OR if the delegate is **ABSENT** without notification
 - **POSTPONEMENTS:**
 - WITHOUT COSTS:** If you advise us BY EMAIL **more than THREE** working days before the course
 - WITH ADDITIONAL FEE (R1,430 PER DELEGATE):** If you advise us BY EMAIL **THREE or less** working days before the course starts, or if the delegate is **ABSENT** without notification, but still wants the option of postponement
- The invoice for the training remains due and payable as at the scheduled start date of the original course booked, and payment terms are not extended for postponements or exchanges to future courses.
- Postponements must be utilised within a maximum of **SIX** months from the scheduled date of the original course booked, or the course fee will be forfeited.
- Once you have postponed, the **CANCELLATION** terms above **no longer apply** to the future course, and you cannot subsequently cancel the booking without being liable for the full course fee.
- Special promotions applicable to the original course dates will **not** carry over to the postponed dates where the new dates fall outside of the promotion period.
- **PRESENTERS:** Should it be necessary, BizTech reserves the right to substitute the presenter.
- **COMMUNICATION:** When a person registers on BizTech's website, is registered on a BizTech course or sends an email to BizTech, that person consents to receiving communications electronically or otherwise by BizTech and/or its business partners.
- **DISCLAIMER:** BizTech will not be held responsible for any loss, damage or harm, direct, indirect, consequential or otherwise and howsoever arising that may be caused to any person or property during the providing of any services by BizTech to the client.



