



PST TRAINING (PTY) LTD

PST Training (Pty) Ltd

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Manage Meetings and Minute Taking

Overview

Meetings are an essential tool for managing business activities, but they are only effective when they are well-planned, properly structured, and accurately recorded. This course equips delegates with the skills to plan and conduct productive meetings and to compile clear, professional minutes that support decision-making and follow-up actions.

Objectives

On completion of this course, delegates will be able to:

- Define what makes a meeting effective.
- Plan and organise meetings for best outcomes.
- Develop and structure professional agendas.
- Record and compile accurate minutes.
- Anticipate and address common meeting problems.
- Apply strategies for running both face-to-face and virtual meetings effectively.
- Use digital tools to support agenda planning, note-taking, and minute distribution.

Course Prerequisite

Ability to read, write, and understand English

Language of Delivery

English

Delivery Methods

The course is facilitated by an experienced subject matter trainer, using a combination of:

- Interactive Discussions
- Role Plays & Case Studies
- Practical Exercises
- Videos & Slide Presentations
- Group Activities
- Written Questions and Feedback

Who should attend?

This course is recommended for individuals who plan, manage, or document meetings, including:

- Secretaries
- Personal Assistants
- Staff preparing tenders & proposals
- Junior & Middle Managers
- Health & Safety Officers

Course Outline

This course consists of the following 5 modules

Module 1	Foundations of Effective Meetings • Defining an effective meeting • Common meeting problems and solutions • Objectives and outcomes of meetings • Face-to-face vs virtual meetings • Advantages and disadvantages of virtual platforms • The golden rules of effective meetings • Cycle of a meeting • Selecting the right participants • Best practices for hybrid meetings (onsite + online participants)
Module 2	Planning & Preparing for Meetings • Arranging and scheduling meetings • Venue, facilities, and equipment guidelines • Choosing an appropriate meeting time • Visual aids and technology support • Conference calls and video conferencing • Checklists: before the meeting, during the meeting • Roles in meetings: chairperson, secretary, participants • Notice of a meeting and related documentation • Using online scheduling and collaboration tools (e.g. MS Teams, Zoom, Google Workspace)

Module 3	Chairing & Leading Meetings • The leader's role in meetings • Setting ground rules • Types of meetings: information vs decision-making • Leading productive discussions • Opening and closing a meeting • Managing agenda items efficiently • Handling difficult participants and situations • Understanding and managing conflict • Encouraging inclusive participation and diverse viewpoints
Module 4	Agenda Design & Management • Why have an agenda? • Constructing and structuring an agenda • Objectives and layout of agendas • Agenda styles and variations • Agenda checklist for accuracy and completeness • Creating digital and interactive agendas for online collaboration
Module 5	Minute Taking & Business Writing • Taking notes effectively: focusing on key messages • Structuring notes for clarity • Writing professional minutes: styles and formats • Business English for minutes (sentences, paragraphs, punctuation) • Useful words and phrases for minutes • Ten steps to good business writing • Building confidence as a minute taker • Understanding meeting terminology • Using templates and digital note-taking apps for faster minute creation

Additional Information

Duration	1 Day	
Includes	• Comprehensive Training Manual • Lunch & Refreshments (not applicable to on-site / online training) • Electronic Certificate (on successful completion of the course)	• Electronic Trainer Feedback Report • Electronic Delegate Feedback Questionnaire