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Imsimbi Training proudly presents

Meeting & Minute Management – 2 DAYS

Imsimbi Training is a fully accredited training provider with the Services Seta, number 2147, as well as a Level 1 Contributor BBBEE company and 51% black owned.

This course is accredited by the Services Seta and the material covers unit standard 242816 at NQF level 4 with 5 credits

SERVICES SETA

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COURSE OBJECTIVES

Meetings come in different forms and sizes, from the conventional to the informal huddle in the office hallway. The aim of this two-day program is to assist people to facilitate small working meetings to ensure that the task team works with energy and commitment and draws off the skills of those who participate. Key objectives include preparing for a meeting; seeing meetings as a management tool; planning steps for effective meetings; techniques for handling disruptive behaviours; minute taking - process and content.

COURSE OUTCOMES

Upon completing this course, the learner should be able to:

- Prepare for a meeting.
- Understand the value of meetings as a management tool.
- Recognise the critical planning steps that makes meeting time more effective.
- Identify process tools that can help create an open and safe forum for discussion.
- Conduct a meeting and practice techniques for handling counterproductive behaviour.
- Compile and distribute meeting minutes.

When you have completed this course you will also be able to define the key concepts associated with Effective Meetings and you will be able to:

- Understand the importance of running effective meetings.
- Identify the key components of an effective meeting.
- Describe the factors that cause meetings to fail.
- Understand the different ways that you as an employee can influence the effectiveness of meetings:
- Use the material presented to develop a procedure for effective meetings.
- Identify types of meetings and recognise their potential impact on the business of your organization.

How do effective meetings help the Organization, the Team and the Individual:

- Improved use of time



- Improved decision making
- Better communication
- Better use of resources
- Multiple perspectives utilized
- Ownership of processes
- Better communication
- Better use of knowledge
- Socialization

How to ensure meetings work by:

- Clarifying the understanding of what a meeting actually is
- Examining different types of meetings and choosing the most suitable
- Knowing why meetings fail
- Identifying and applying key skills and techniques

Understanding the need for meetings allows participants to:

- See the real value of an effective meeting process
- Set objectives for meetings and focus on achieving great outcomes
- Try to improve meetings as communication and decision making vehicles

Understanding the types of meetings allows participants to:

- Select the appropriate meeting type for the purpose
- Prevent the downside associated with running the wrong meeting
- Improve the image of meetings in the organization

Understanding the reasons for failure allows the organizers of meetings to:

- Avoid the main mistakes
- Remove performance obstacles
- Plan and resource meetings appropriately



Application of key techniques and skills will cause;

- Improvement in the outcome of meetings
- Improvement in the level of commitment to and involvement in meetings
- Better use of meeting time by focusing in on key issues through a structured process

COURSE OUTLINE

Module 1: The Purpose of Meetings and Minutes

- The reason for holding meetings - decision making and legal requirement
- Types and purposes of meetings - legislation in brief
- Other types of meetings
- Frequency of meetings
- Formality of meetings
- Key meeting terminology
- Minutes of meetings

Module 2: Roles and Responsibilities of Meeting Officials

- Professionalism
- The role of a chairperson
- The qualities of a good chairperson
- Chairing meetings
- Chairing effective meetings
- Chairing techniques
- Creating progress in a meeting
- The role of a secretary



Module 3: Creating A Listening Environment

- The communication cycle
- Active and present listening
- Communicating assertively
- The importance of open communication
- Creating conditions for creativity

Module 4: Managing the Meeting Process

- The Basics for Effective Meetings
- The Meeting Cycle
- Checklist for Successful Meetings
- Resolutions and Motions

Module 5: The Notice and Agenda of The Meeting

- The Notice (announcement) of a meeting
- Agendas

