

It's Time To Stand Out

The Minute Taker's Workshop



No matter who you are or what you do, whether at work or in the community, you are involved in meetings. And meetings are costly, even if they are held in a company boardroom. To ensure meetings are productive and worth the expense involved, three ingredients are necessary: an assurance of closure, a strong chair or leader, and accurate minutes. It has been said that if the minutes of a meeting are not accurate, then the meeting may just as well not have taken place.

If people can't remember or agree on what actually occurred at a meeting, how can the group effectively accomplish its objectives? This one-day workshop helps minute-takers understand their role and the best techniques for producing minutes that include all the essential information needed.

What You Will Cover:

- The Role of a Minute-Taker
- Handling common problems you experience
- Minutes for formal meetings
- Minutes for informal meetings
- Techniques for preparing minutes
- Editing minutes
- The Minute Book
- Taking minutes in an interactive meeting
- Listening skills

How You Will Benefit:

- Recognize the importance of minute-taking and be able to use this to your advantage
- Be able to remedy many of the complaints that face minute-takers
- Be able to write minutes that are suitable for formal meetings, informal meetings, and action meetings
- Develop the essential skills of an effective minute-taker

For registration and payment details contact
One-on-One Professional Business Training

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Fax: (07) 47285905
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Register now—

Title (Please Circle) Mr Mrs Ms Miss

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I would like to pay by **Cheque**

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REFUND POLICY

1. This contract becomes binding upon payment of tuition fees or return to us of a completed registration form.
2. This agreement and the rights and obligations of the parties hereunder shall be governed and construed in accordance with the laws of the State of Queensland.
3. All notices must be in writing.
4. Cancellation before Commencement:
 - 1) More than 7 Days Notice - Full Refund
 - 2) Less than 7 Days Notice but not less than 48 Hours Notice - 50% Refund
 - 3) Less than 48 Hours Notice but more than 24 Hours Notice - 25 % Refund
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5. Cancellation after Commencement: After the start of the course a refund of the balance of unused fees may be considered for serious medical reasons only and will be at the sole and unfettered discretion of the course provider. (A Medical certificate is required).
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7. The customer and attendee agree that the course provider will not be responsible whatsoever for any damage, loss or claim against or suffered as a consequence of any matter or thing including negligence of the course provider.
8. The customer and attendee agree that they will be jointly and severally liable for any property damaged as a consequence of the attendee's attendance of a course.
9. All training courses must be paid in **FULL**, before an attendee's course position is guaranteed. Purchase Orders with Credit Card Details will only be accepted as having been fully paid if Credit Card Details are included on the Purchase Orders and the Merchant Facility has processed them as valid. We accept the following credit cards – Visa, Mastercard, Bankcard and American Express.
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- Business Writing that Works
- Change Management: Change and How to Deal With It
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- Conducting Effective Performance Reviews
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- Conflict Resolution: Getting Along in the Workplace
- Customer Service Training: Managing Customer Service
- Customer Service: Critical Elements of Customer Service
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- Writing Reports and Proposals



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