



## **Meetings Agendas and Minutes**

### **Course Description**

This workshop is designed to help people who need to create effective agendas, take effective minutes and manage the communication of what happened and the follow up.

It will equip delegates with the skills to record essentials whilst leaving out the details unnecessary for future records. It will also help to make meetings more productive and efficient. It will focus on the essential skills and confidence to make meetings successful.

### **Target Audience**

This course is suitable for those involved in preparing for meetings, making sure they achieve their purposes and recording precisely what went on.

### **Course Objectives**

On completion of the course delegates will be able to:

- Create and use effective meeting agendas
- Take notes and minutes accurately at meetings
- Develop listening and summarising skills for improved note-taking and minute-taking
- Manage the follow up and effective use of the minutes
- Make meetings more productive and successful
- Help ensure consensus amongst those attending meetings

### **Course Format**

The course will be run as a workshop and include opportunities for discussion and practical exercises.

### **Course Content**

- Creating effective agendas for meetings
- Using agendas during the meeting
- How to take notes and minutes in a structured format
- How to review and follow up previous minutes
- Using annotations and headings. What should your notes or minutes look like after a meeting?
- Correct grammar and brevity – how can you achieve both?
- Eliminating the unnecessary without missing the vital
- The distribution of minutes and their follow up
- Who should attend your meeting and what do they need to know?
- Where should the meeting be and in what format?
- What is the meeting intended to achieve?
- Understanding behaviour in meetings

- Promoting constructive involvement and conduct in meetings
- Ensuring participation and control - staying focused and on track – managing digressions
- Review and Following up – noting actions and responsibilities and documenting the content and output of the meeting

**Trainer        Chris Dix**

Chris Dix has over 35 years experience in the Insurance industry. In that time he has worked within insurers in wide range of fields including Property and Commercial Underwriting, Property Claims Management, Business Development and Sales Management. He has also spent a number of years in a Training and Development role, as well as performing a Project Management role in two mergers and acquisitions. He has been providing a wide range of training to the insurance industry over the last 8 years, designing and presenting many technical and “soft skills” training courses both in the UK and in the USA.

**Duration**        1 day

**Date**             26<sup>th</sup> August 2010

**Time**             9.30 am – 4.30 pm

**Venue**            IMC Training Rooms, 16 St Clare Street, London EC3N 1LQ

**Fee**                **£225.00 +VAT** (including refreshments and buffet lunch)

**Bookings**        To reserve a place on this course please contact Tony Gregory  
Telephone: 020 7481 9070 or email: [tony.gregory@imc-seminars.com](mailto:tony.gregory@imc-seminars.com)