

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

29 - 30 June 2009

COURSE DURATION

2 days - 08:30 to 16:30 daily

COURSE FEES

R6 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

- Training Manual
- Training CD
- A quality folder, notepad and pen
- All delegates receive one month of telephonic support relating to course content

ACCREDITATION

The Services SETA has awarded BizTech recorded status as a provider for the delivery of learning programmes. Our provider number is 313.

This course is accredited by ICAP (the Institute for Certified Administrative Professionals) who is the authorised, licensed, exclusive agent for the International Association of Administrative Professionals®

BBBEE COMPLIANCE

BizTech is BBBEE level 1 compliant. This means that we are a 135% contributor and companies investing money in training their staff through BizTech can also improve their own BBBEE scorecard. Not only does it offer an opportunity to improve your company's Skills Development BBBEE category, but you can also improve your BBBEE Preferential Procurement category. In each case your company will benefit 135% of the spend made.

THE VENUE

The AstroTech Conference Centre in Parktown, Johannesburg is in a gracious mansion in one of the most historic and beautiful areas of Johannesburg.

It is a high-end business focused conference centre with competitively priced packages, excellent facilities and top client service.



Close to major highways, airport and Johannesburg city centre, this state-of-the-art venue offers elegance, discretion, security and convenience with safe parking for 120 vehicles.

Should you require accommodation, the Sunnyside Park Hotel situated in close proximity offers BizTech delegates a substantial discount on accommodation.

Please contact reservation on (011) 640-0431 or (011) 643-7226, quoting reference no. 4691 when booking with them.

TERMS & CONDITIONS

Should course expectations not be met for any reason, delegates are given the opportunity to leave before lunch on the 1st day and receive a full refund of the course fee.

CANCELLATIONS

A cancellation can only be confirmed if we are advised in writing at training@biztech.co.za

For cancellations received more than one week prior to the course: 0 % cancellation fee will apply.

For cancellations received less than one week prior to the course: 50 % cancellation fee will apply.

For cancellations received within 24 hours of the course: 100 % cancellation fee will apply.

Substitutes are welcome at no additional charge at any time prior to the course.

POSTPONEMENTS

Requests to postpone course attendance must be received in writing at least three full working days prior to the course commencement. Should we not receive written confirmation within this period, the postponement will be subject to an additional fee of R1 150 (excl VAT) per delegate.

All course postponements or programme exchanges need to be utilized within 6 months of the original course booking or the course fee will be forfeited.

Cancellations on postponements or exchanges are subject to the full course fee.

ABSENT DELEGATES

In the event that a delegate does not arrive for the course and no written cancellation has been received and confirmed, the full course fee will be payable.

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 e-mail to BizTech, that person consents to receiving communications electronically or otherwise by BizTech and/or its business partners.

DISCLAIMER

BizTech wish to advise that they 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.



ENROLMENT FORM

Please book your place on the course by emailing or faxing this enrolment form. Your place is confirmed on receipt of the completed enrolment form.

Fax to **011 582 3301** or
E-mail **training@biztech.co.za**

SALES CONTRACT

COURSE NAME:
Mastering Minutes and Meeting Protocol
COURSE CODE: **MMMP 290609**

TOTAL NUMBER OF DELEGATES TO BE ENROLLED

> DELEGATE DETAILS [Please print clearly]

1 First Name and Surname _____
Position _____
E-mail _____
Cell No.

2 First Name and Surname _____
Position _____
E-mail _____
Cell No.

Special Dietary Needs No. of Kosher No. of Halaal Other _____

Special Needs (e.g. wheelchair) _____

TO REGISTER ADDITIONAL DELEGATES, PLEASE COMPLETE THE INFORMATION ON THE PAGE OVERLEAF.

> COMPANY DETAILS

(Please include your company details & VAT No. as required on the invoice before submitting your enrolment form)

Full Company Name _____
Postal Address _____
Postal Code

Company VAT Registration No.

Telephone No. Fax No.

> PAYMENT DETAILS

Invoice Contact Person _____
Telephone No.

E-mail _____

Purchase Order No (if applicable)

Do you require separate invoices for each delegate? YES NO

NB: Please include your BizTech invoice number as a reference on your deposit when making payment.

> AUTHORISATION

Name _____
Position _____
Telephone No.

E-mail _____

Signature _____ Date / /

Fees **R6 380.00 (excl. VAT) per delegate**

A 5% discount is applicable for all registrations received two weeks prior to course commencement (15 June 2009). Upon receipt, a tax invoice will be processed and payment is required prior to the start of the scheduled course.

You will receive course confirmation via Facsimile or E-mail. If you have not received your confirmation five (5) days prior to the scheduled date of the course, please contact Michelle on 011 582 3300.

If the course is not held for any reason, BizTech's liability is limited to the refund of the full course fee. Substitutions may be made at any time prior to the start of a training course. Submission of this enrolment form constitutes acceptance of BizTech's terms and conditions.



ENROLMENT FORM (CONT.)

> DELEGATE DETAILS [Please print clearly]

3 First Name and Surname _____

Position _____

E-mail _____

Cell No.

4 First Name and Surname _____

Position _____

E-mail _____

Cell No.

5 First Name and Surname _____

Position _____

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9 First Name and Surname _____

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E-mail _____

Cell No.

10 First Name and Surname _____

Position _____

E-mail _____

Cell No.

