



Minute Taking Course Brochure

1 Day Practical Workshop



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The Right Fit.....For You

Our Minute Taking course will help learners to understand the structures of minute taking and the format needed to produce the final document.

Our one-day **Minute Taking** course has been designed to help learners **improve their listening skills**, practice note taking, understand the role of clear communication in producing succinct minutes, **learn to separate what is really important from the "noise" of the meeting** and produce minutes that **help move your organisation's agenda forward.**

At the end of the course learners will have a **valuable set of insights into the listening skills needed to understand the key points** to be recorded and the structure and plain English skills to produce the final document.

This excel course is **very practical and interactive.** During the training session, each learner will work through exercises and practice using the various techniques covered during the course.

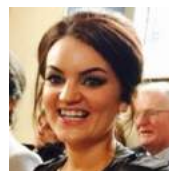
"Everyone thought Andrew was great and the course really developed their skills as internal trainers."

Dearbhla Casey, HR Manager, Irish Country Meats



"We are all very happy with the training carried out last week & will definitely be in contact in the future."

Aoife O'Rourke, Key Account Manager, Tool & Plastic



"Great exercises, very relaxed and great models to explain, learning process and delivery of the information."

Jonathan Latimer, Fleet Training Instructor, City Jet





Why Choose Our Minute Taking Course

DCM Learning's Minute Taking course will help learners to understand the structures of minute taking and the format needed to produce the final document. They will learn to separate what is really important from the "noise" of the meeting and produce minutes that help move your organisation's agenda forward.

Specific reasons to choose this course:



Experienced: We have trained over 263 individuals successfully in Minute Taking over the last two years.



Support: 15 full-time training consultants plus support staff (21 in total). We are large enough to be well resourced but small enough to care.



Excellent Trainers: Our trainers combine professional training know-how with relevant experience in their chosen training field.



Quality Assured Training: Make sure you Safeguard Your Training Investment. DCM offer courses accredited by national and international certification bodies, including QQI, PMI, IASSC, and Scrum.org.

You're in Good Company

We have delivered our Minute Taking programme to the biggest brands in Ireland including Google, Intel, Central Bank of Ireland, ESB, Football Association of Ireland and Abbott so you can have confidence in our ability to deliver the results you want to achieve.



Banc Ceannais na hÉireann
Central Bank of Ireland
Eurosystem



INTERNATIONAL





Minute Taking Course Outline

COURSE OVERVIEW

This course will help learners to understand the structures of minute taking and the format needed to produce the final document.

The aim of the course is to help learners improve their listening skills, practice note taking, understand the role of clear communication in producing succinct minutes, learn to separate what is really important from the "noise" of the meeting and produce minutes that help move your organisation's agenda forward.

At the end of the course learners will have a valuable set of insights into the listening skills needed to understand the key points to be recorded and the structure and plain English skills to produce the final document.

LEARNING OUTCOMES

By the end of the course each learner will be able to:

- Understand how people read today
- Create minutes that are a clear, concise, accurate record of salient points of a meeting
- Listen more effectively and take shorter notes
- Turn notes into minutes
- Use plain English so readers understand the minutes of the meeting in a readable and active style
- Work with annotated agendas and templates
- Create minutes for different purposes

Below you will find a proposed course outline detailing all the topics covered on the training programme.



Course Contents

TOPIC 1: PREPARING FOR THE MEETING

- Refresher of the basics
- Types of minutes
- Types of meetings
- Creating a functional agenda
- Types of Minutes, templates for formal and informal minutes
- Writing tips - effective lists/active voice/being concise/when to introduce an appendix
- Pitfalls - Jargon/longwinded expressions/bad grammar/redundant words/stocking fillers etc.

TOPIC 2: NOTE TAKING DURING THE MEETING

- Active listening skills
- Understanding what words and situations to focus on and listen for
- Using the five guidelines of "Plain English" for professionalism
- Comparing different models of actual notes taken in the same meeting
- What people expect to read in the minutes of high-level meetings
- Creating Draft Minutes



Course Contents

TOPIC 3: AFTER THE MEETING

- What to leave in and what to omit
- Ensuring the style of your minutes matches the approach of the meeting
- How to incorporate others attendees notes into the draft minutes
- Proofreading for accuracy/grammar/spellings/ambiguity etc.
- Obtaining approval for your draft minutes
- Handling corrections from meeting members
- Handling corrections from stakeholders who did not attend
- Options for distributing the finalised minutes



Ann O'Brien

Training Associate

Ann O'Brien is among Ireland's most experienced and successful trainers in Customer Care and Communication Techniques. She has over fifteen years of involvement with some of Ireland's largest and most dynamic companies.

Ann had a pioneering role in the formation and successful development of Banking 365, Bank of Ireland's award-winning telephone banking service, which registered 98% satisfaction rating within one year.

Extensive group participation, team building and motivational exercises are central to all of Ann's training programmes. While providing highly effective customer care training, Ann simultaneously motivates learners and gives them a renewed sense of confidence and pride in their new roles.

Some of Ann's achievements include:

- Played an instrumental role in Banking 365 winning the following accolades at the Irish Call Centre of the Year Awards over the years including Best Customer Service Delivery (twice) and Call Centre of the Year
- Programme Coordinator, Irish Management Institute
- Diploma in Management, Irish Management Institute

"Ann O'Brien is a wonderful, experienced, sincere and motivating trainer. Honestly I couldn't say enough good things about her. She had the whole group engaged from her very first sentence and used the information I had given her so well"

Sarah Hamilton Young, Customer Service Manager, Xtratherm

Xtratherm
More than insulation



Brendan Murphy

Training Associate

Brendan is an accomplished training consultant with a thoughtful and thought-provoking approach, yet he is entertaining and engaging. He has long experience of group facilitation in a variety of settings with a knack for individual performance improvement.

Brendan brings his vibrant enthusiasm for training to every course he delivers. His resulting style is participative and inclusive, which empowers learners to develop their skills and achieve great results from training.

Some of the areas Brendan specialises in are: Communications, Effective Writing Skills, Public Speaking, Management and Minute Taking.

Some of Brendan's qualifications include:

- FETAC Level 6 Train the Trainer with Distinction
- Diploma in Business & Executive Coaching, Smurfit Business School
- Higher Diploma in Education, St. Patrick's College, Maynooth
- BA in English and Theology, St. Patrick's College, Maynooth

"The course brilliant and the content was very reverent to the group. Brendan was excellent in delivering this training and it made the topic very enjoyable."

Fionn Hanratty, Engineer, Irish Aviation Authority





Inhouse Training, One Size Doesn't Fit All.

Does your team need Minute Taking training? DCM Learning has a full range of training courses and qualifications available for your team and company, in-house or off-site.

Based on your requirements, we will develop a custom-made training programme and deliver it specifically for your employees in a chosen location - giving them the exact skills and knowledge they need whilst saving on venue hire, travel, time and associated expenses.

Each daily session will be delivered onsite at a location of your choosing over a 7-hour period. We are flexible on group size, but for group sessions we would recommend a maximum of 15 people to allow for the more interactive elements of the course.

Below is an overview of our Inhouse Training Delivery and Costs:

Details	1 Day Training	2 to 5 Days Training	6+ Days Training
Cost	€1,095 per day	€995 per day	€895 per day
Materials	Included	Included	Included
Travel Expenses	Included	Included	Included
Areas Covered	All Counties	All Counties	All Counties
Customisation	Course Customised	Course Customised	Course Customised
Survey	Pre & Post Course Survey	Pre & Post Course Survey	Pre & Post Course Survey
Account Management		Dedicated Account Manager	Dedicated Account Manager
Free Public Course		1 Free Place	3 Free Places
Public Course Discount		15%	25%



Who We Work With

We train organisations of all shapes and sizes, from small businesses up to global enterprises. But we never forget that every individual matters, and we make sure that every learner gets what they need to reach their potential.





**Set your career on the
right course**

DUBLIN

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