

Skilled Minute Taking

How to take accurate and concise minutes



This one day training program will provide you with the opportunity to:

- > Understand the functions of minutes of meetings
- > Know and apply the rules for taking minutes of meetings
- > Construct effective agendas
- > Prepare a complete checklist of tasks to be carried out before, during and after a meeting
- > Become familiar with the particular language used within meetings' proceedings
- > Adopt the appropriate language for minutes of both formal and informal meetings
- > Write minutes with clarity and a

**All participants
will receive a
certificate of
accomplishment.**

WORKSHOP PRESENTER
Jeanette Learmont
Ros Harris

WORKSHOP DATE

Melbourne

8 March 2012

Sydney

20 March 2012

Brisbane

29 March 2012

Darwin

17 April 2012

Adelaide

1 May 2012

Canberra

16 May 2012

PERFORMANCE
IMPROVEMENT
CONFERENCES &
SEMINARS

Strictly Limited Numbers

P i C S
www.pics.com.au

Objectives:

The course focuses on applying the techniques of current good practice in document writing to ensure that you write in an accurate clear and concise manner.

It will enable you to:

- > Produce documents that are 'reader friendly'
- > Overcome writer's block
- > Structure documents to maximize the logical flow of information
- > Integrate technical information
- > Avoid common grammar and punctuation errors
- > Remove vague confusing and ambiguous words
- > Construct powerful recommendations
- > Optimize layout for visual information
- > Identify generic templates for a variety of documents
- > Proofread and edit to identify common errors and inaccuracies in documents
- > Use checklist to help ensure appropriate standards are met

The Program

SESSION 1

Analyse your audience and purpose

- > Identify different audiences and the importance of tailoring your message
- > Create the appropriate tone and readability for the reader(s) receiving your document

SESSION 2

Plan and organise your information

- > Learn strategies and tactics for organising information from emails to more complex documents
- > Use signposts to highlight the flow of information in your writing

SESSION 3

Writing with clarity and impact

- > Review and practise plain English strategies
- > Use powerful language which includes correct paragraphs and well constructed sentences
- > Select appropriate words for accuracy and tone
- > Avoid common grammar and punctuation problems
- > Write winning recommendations with an action focus

SESSION 4

Optimise layout

- > Achieve the appropriate 'look' for business documents

SESSION 5

Components of documents

- > Emails
- > Letters
- > Reports

SESSION 6

Quality assurance

- > Learn effective proofreading strategies for that final check

The Presenters

Ros Harris

Ros is a highly regarded writer, editor and trainer, with twenty years experience in running workshops for both government and private sector clients.

Ros has a PhD in English and has written several communication skills courses at both TAFE and post-graduate level. She is renowned for her expert knowledge and engaging presentation style.



Jeanette Learmont

Jeanette Learmont has a fine record of achievement as a consultant specialising in written communication skills, with a particular focus on effective writing from senior managers to new recruits.

Jeanette has consulted to a wide range of client groups, including national peak body professional associations, government and private sector organisations.

Qualifications

- Masters Degree in Adult Education (Honours), Monash University
- Bachelor of Arts Degree (Honours), Monash University
- Trained Secondary Teachers Certificate, Hawthorn Teachers College
- Teaching English as a Second Language, Perth Institute of Technology



Program Timetable

Registration

8.30 - 9.00 am

Morning Coffee

8.30 - 9.00 am

Morning Tea

10.30 - 10.45 am

Lunch

12.30 - 1.30 pm

Afternoon Tea

3.00 - 3.15 pm

Finish

5.00 pm

Breaks and lunch fully provided

In-House

Enquiries for conducting Skilled Minute Taking in-house to Jill Moor at PICS - 03 9835 8900 or jillmoor@pics.com.au

To ensure optimum learning value for you the workshop is limited to 20 participants

Skilled Minute Taking WORKSHOP 2012

VENUES

MELBOURNE

8 March 2012
THE SEBEL MELBOURNE
394 Collins Street
Melbourne Vic 3000
Tel: (03) 9211 6600

SYDNEY

20 March 2012
QUAY WEST SYDNEY
98 Gloucester Street
The Rocks, Sydney 2000
Tel: (02) 9240 6000

BRISBANE

29 March 2012
MERCURE BRISBANE
85-87 North Quay
Brisbane QLD 4000
Tel: (07) 3236 3300

DARWIN

17 April 2012
HOLIDAY INN ESPLANADE
116 Esplanade,
Darwin NT 0800
Tel: (08) 8980 0800

ADELAIDE

1 May 2012
THE SEBEL PLAYFORD
ADELAIDE
120 North Terrace
Adelaide SA 5000
Tel: (08) 8213 8888

CANBERRA

16 May 2012
HOTEL KURRAJONG
CANBERRA
National Circuit
Barton ACT 2604
Tel: (02) 6234 4444

**Registration and enquiries,
please contact:**

Jill Moor - P.I.C.S.

PO Box 1040

Hawthorn, Vic 3122

Tel: 03 9835 8900

Fax: 03 9835 8999

email:

registrations@pics.com.au

Register Online:

www.pics.com.au

Fee: The registration fee, including GST, is \$660 per attendee including lunches, refreshments and workshop papers. For groups of three or more from the same organisation the fee is \$594 per attendee.

Registration: Register online at www.pics.com.au or forward the completed registration form by fax, post or email to secure your place. Payment must be made prior to the workshop

GST: Fees quoted include 10% GST. Registered entities will be able to claim an input tax credit for GST charges on taxable supplies made by PICS. It is the responsibility of those entities to assess their eligibility for any such tax credit.

Payment: On receipt of your registration a GST invoice will be issued by PICS. Payment may be made by cheque payable to PICS, credit card, or electronic transfer.

Cancellations: Should you be unable to attend, a substitute attendee is always welcome at no extra charge. Alternatively, we will make full and prompt refund for cancellations received fourteen days prior to commencement of the workshop less a 20% administration fee.

Accommodation: If accommodation is required it may be booked privately at the conference hotel. Ask for the conference discount rate.

MELBOURNE	The Sebel Melbourne	(03) 9211 6600
SYDNEY	Quay West	(02) 9240 6000
BRISBANE	The Mercure Brisbane	(07) 3236 3300
DARWIN	Holiday Inn Esplanade	(08) 8980 0800
ADELAIDE	The Sebel Playford Adelaide	(08) 8213 8888
CANBERRA	Hotel Kurrajong Canberra	(02) 6234 4444

REGISTRATION FORM

PICS ABN: 15 062 943 766

One form per person.
Photocopy if necessary.

Skilled Minute Taking

Please complete and return with your payment to PICS as soon as possible. Registration Fees are payable in advance.

Surname _____

First Name (for badge) _____

Position _____

Company Name _____

Address _____

City _____ Postcode _____

Tel () _____ Fax () _____

Email _____

I wish to attend: MELBOURNE SYDNEY BRISBANE
 DARWIN ADELAIDE CANBERRA

CHEQUES PAYABLE TO P.I.C.S. OR CHARGE TO:

VISA MASTERCARD AMEX DINERS

Account Number _____

Name (Please Print) _____ Expiry Date _____

Authorised Signature _____ Authorised Amount _____

PICS is 100% Australian owned and managed

In the event of unforeseen circumstances, PICS reserves the right to substitute other speakers or otherwise amend the program as necessary.