

Masterful Minute Writing: Capture What Counts, Support Decisions

Core skills developed

 **Adaptability & learning agility**

 **Decision making & judgement**

 **Emotional Intelligence (EQ)**

 **Relationship & stakeholder management**

 **Analytical thinking & problem solving**

 **Digital literacy & tool confidence**

 **Productivity & personal effectiveness**

 **Effective communication**

 **Leading self & others**

Benefits

Judgement, discretion and reliable records

Organisations rely on clear meeting records that capture what matters and help people act with certainty. This course develops the judgement needed to turn wide-ranging discussions into dependable summaries that people can use with confidence. Participants learn when to clarify points in the room, how to confirm decisions and how to document sensitive or confidential issues with care.

They work with examples from different meeting contexts and practise shaping concise records that align with organisational expectations. They also learn to review AI-generated summaries for relevance and accuracy and refine them into a version that supports accountability and follow-through.

-  Course participants will stand out as dependable contributors in key meetings, strengthen their professional credibility and support smoother follow-through on actions.
-  Stakeholders will be clear on what has been agreed, move from discussion to action with greater ease and trust that decisions have been recorded with care and accuracy.
-  Your organisation will benefit from reliable documentation that strengthens accountability and supports consistent progress.

Modules

Minute writing essentials 1

- Analysing the purpose and benefits of minutes
- Evaluating your minute writing skills and setting personal goals

Competency: Set goals to improve minute writing by analysing practices against criteria for effective performance

Preparing for minute writing 2

- Preparing for the minute writing role
- Analysing features of minutes

Competency: Prepare for your role as minute taker by clarifying expectations and responsibilities so you can produce minutes that meet context expectations

Documenting decisions and actions in minutes 5

- Identifying decisions and actions in meetings
- Writing clear and complete action points

Competency: Write clear, complete action points in minutes to enable productive meeting outcomes

Reporting sensitive information in minutes 6

- Responding to sensitive meeting situations
- Reporting sensitive situations diplomatically

Competency: Report sensitive situations in meetings in a diplomatic way so that the minutes are an objective and professional record

Outcomes

★ Recognise and clarify key points in meetings so decisions, responsibilities and next steps are unambiguous.

★ Write clear, structured records of discussions that show decision paths, responsibilities and risks in ways leaders and teams can use to move work forward.

★ Record sensitive or confidential points with discretion so the final minutes reflect context and organisational expectations.

Note-taking strategies for minute writers 3

- Identifying tips for effective note-taking
- Evaluating note-taking methods

Competency: Use suitable methods to effectively take notes during meetings which facilitate the writing of relevant minutes for your context

Summarising discussions in minutes 4

- Summarising discussion notes
- Selecting tone, style and language

Competency: Write effective discussion summaries in minutes which are aligned with the tone and style of your context

Minute writing mini-clinic 8

- Evaluating minute writing skills
- Setting goals and action planning

Competency: Develop plans to achieve minute writing goals in the workplace by selecting tools and techniques for effective performance