

# 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

## 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.

## Benefits

-  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

## 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

## 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

## Ensure minutes are clear and complete before sending

7

- Reviewing and editing minutes
- Making language accessible in minutes

**Competency:** Send minutes which are clear, complete and accessible for the audience

## 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

# 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.