



Institute for Capacity Development (ICD)

3rd Floor, Hatfield Corner, 1101 Burnett Street, Hatfield, P.O. Box 7288, Pretoria 0001, South Africa
Phone: +27123623397|Cell: +27603048492|Fax +27123623375| E-mail: coordinator@icdtraining.com

Professional Minute Taking and Report Writing Skills

Course Objectives

On completion of the course, participants should be able to:

- Organize meetings and document proceedings and write effective reports
- Develop a professional writing process both to produce high-quality documents and to diagnose problems in documents.
- Structure reports in a step-by-step format that connects with the reader
- Write in a persuasive style for your audience
- Set the key objectives for business documents
- Write reports from the reader's perspective and gain rapport
- Determine how to choose the most appropriate medium or combination of media to accomplish the goals of documentation.

Target Groups

- Secretaries and Admin staff
- Heads of departments
- Officers
- Senior Officer
- Middle and lower level Managers
- Information and Publicity Officers
- Administrative Officers

Course Outline

- General Management Principles
- MS Outlook management
- MS publisher
- Advanced Excel
- Data Management basic - level 1
- Power point presentation
- Purpose of report writing
- Elements of reporting
- Progress Reports
- Writing Brief Reports
- Incident Reports
- Effective Meetings

- Arranging the meeting, Agenda setting, Minute taker
- The meeting cycle
- Structure of a meeting
- Agenda setting
- Note Taking
- Attending the Meeting
- At the meeting - concerns/issues
- Common problems
- Writing Minutes
- Layout of Minutes
- Tradition style
- Factual style
- Getting the key points and relevant facts
- Identifying examples of good minutes
- Reworking bad minutes
- Summary and consolidation of minutes
- Action planning

Dates: 13th – 24th April 2020

Duration: 2 Weeks

Course Costs: US\$2850/delegate

Venue: Pretoria, RSA