



# E-LEARNING

Level 4



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## WA05: Business Administration

### 4.3 Design, plan and organise meetings and other events

**LO4.4** Demonstrate the ability to assess requirements on written information of colleagues, customers and stakeholders; covering qualitative and quantitative information, tacit and explicit knowledge, both official and unofficial policy and opinion documents. Respond to these needs through the development of appropriate written communication.

**LO4.5:** Improve and enhance systems of written communications as part of a coherent organization –wide approach to the improvement of the quality of business communication.





# Route Map



# What are meeting minutes, what's their use and skills required?

## What they are?

- Detailed description of what happened in the meeting.
- Chat recording.
- Recording of actions for follow up.
- Legal or audit matters.

## Basic skills required for taking and managing minutes:

Note taking

Good use of  
language

Rich  
vocabulary

Word  
Processing

Ability to  
summarize

Active  
listening

Control  
(proofreading)

Reported  
speech

Cooperation  
with the  
president

Identifying  
what we will  
record

## Robert's Rule of Order

- Traditional minutes with **full detail of what was said** during the meeting
- What happened at the meeting? What are the **key decisions?**





- Date of meeting
- Place of meeting
- Type of meeting (regular or not and if not the reason)
- Meeting time (start and end)
- Attendances /Absences (excused and non-excused)
- Motions/introductions (motions)
- Themes/ Discussions/Conclusions
- Action Plans



## Active listening for record keeping

### 1. Hearing

You perceive the sounds but do not concentrate on what is happening.

### 2. Interpretation

Think carefully what you have heard. Previous experiences, cultures, attitudes, vocabulary influence interpretation.

### 3. Evaluation

Decide what to do with the information you heard – you judge.

### 4. Reaction

React to what you hear. **In the case of practice, you write your notes.**

**Don't assume** you know what other people are going to say:

- Focus **on content** – not how it is delivered (body language)
- **Understand** the issues being discussed
- Preparation, previous minutes, etc.
- Maintain a **high level of motivation**
- Stress control and rest

# Three main elements of a summary

## Meaning:

**Positive aspects :** The conception of the semantic center of the discussion, selection of the important information-ideas, understanding.

**Weaknesses :** Inability to understand or deviation from the central meaning of the text, selection of secondary ideas-information at the expense of the main-important ones, the incomplete (partial) understanding of the text.

## Language and style:

**Positive aspects :** The use of the appropriate style for the specific text format, the ability to “condense” the text through various techniques, the correct use of language at the level of spelling, punctuation, syntax and vocabulary.

**Weaknesses:** The evaluation of exercising direct or indirect criticism-commentary on the ideas-information of the text, the literal-sterile transfer of words and phrases of the original text to the abstract.

## Structure:

**Positive aspects :** The ability to follow or reorganize the structure of the text and present the main ideas in a logical sequence, writing a text with smooth flow and coherence, the successful use of structural use of words and phrases.

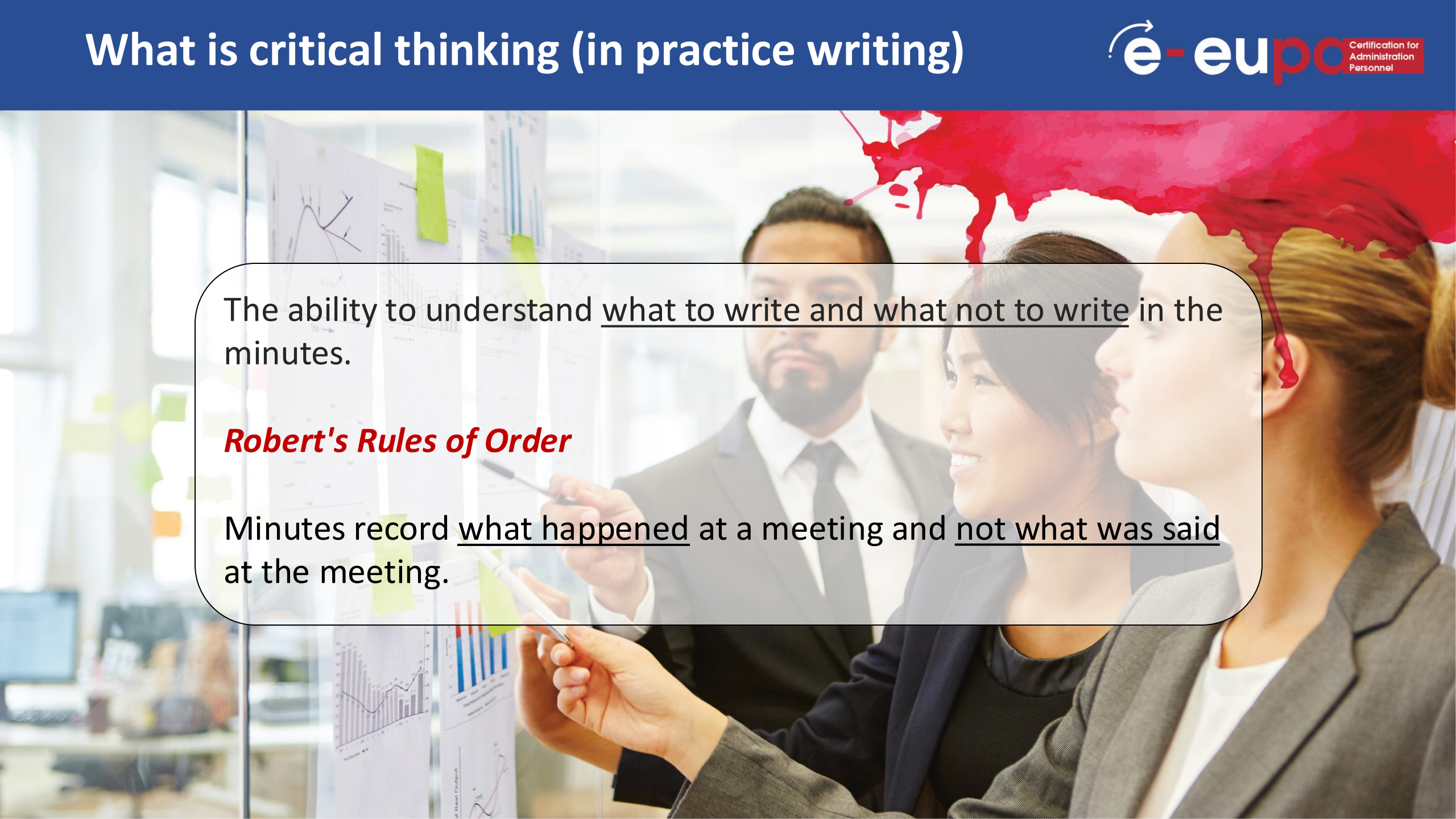
**Weaknesses :** Creating a long summary, the disorderly quotation of the ideas-information of the text, lack of coherence and sequence between the parts-sentences of the summary.



- We replace an enumeration with an inclusive term.
- We replace the paraphrase with a single word.
- We remove the emphasis (if this change allows us to stay true to the meaning).
- We replace a cause-and-effect relationship between two sentences with a colon.
- We replace a prepositional phrase with an adverb.
- We remove the supplementary sentences. We can use an adverb, an infinitive, a noun, a clause.
- We replace the passive sentence with the active one.
- We replace a negative verb with corresponding affirmative.



# What is critical thinking (in practice writing)



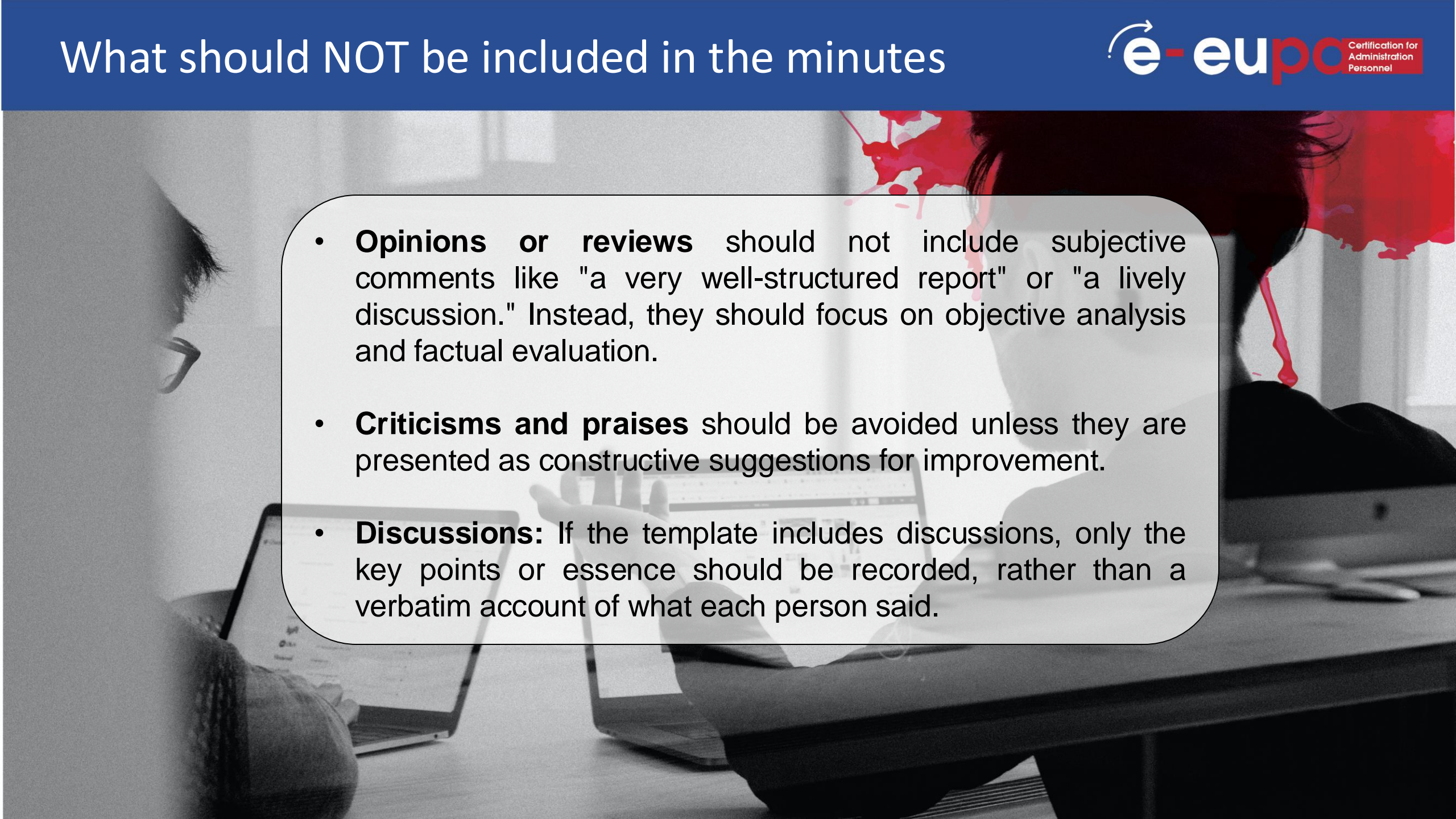
The ability to understand what to write and what not to write in the minutes.

## ***Robert's Rules of Order***

Minutes record what happened at a meeting and not what was said at the meeting.



# What should NOT be included in the minutes

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- **Opinions or reviews** should not include subjective comments like "a very well-structured report" or "a lively discussion." Instead, they should focus on objective analysis and factual evaluation.
  - **Criticisms and praises** should be avoided unless they are presented as constructive suggestions for improvement.
  - **Discussions:** If the template includes discussions, only the key points or essence should be recorded, rather than a verbatim account of what each person said.



# What must be included in the minutes

- **Title and type of the meeting**  
(regular/extraordinary meeting of the board of directors, management team, department, etc.)
- **Date, place and start and end time of the meeting.**
- **Names of chairman and secretary.**
- **Names of people voting** as well as those invited to the meeting – preferably accompanied by a **signed attendance register.**
- Whether minutes of a previous meeting were approved or corrected.

- **Motions/Suggestions made**
  - The exact text of the proposal.
  - The name of the one who made it.
  - The voting result (if applicable)
- **Reports**
  - The title of the report, the name of the person presenting it and related actions are recorded. If the report is written, it is enclosed or a reference is made to where someone can find it.
  - Other actions, tasks assigned with their dates, decisions and recommendations.
- **Signatures**



## Use of simple language

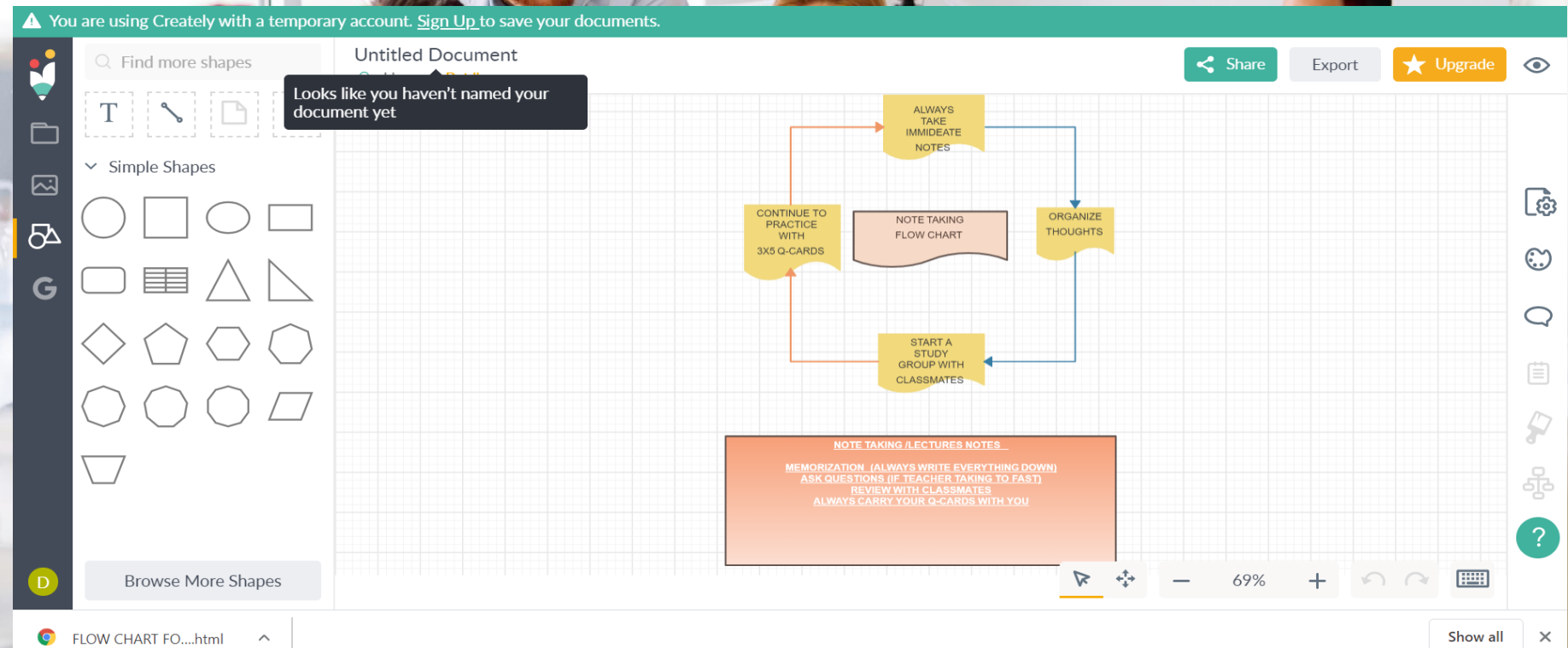
- Some people write in a complicated way.
- Simple language however is easier to understand and keeps the reader interested.

## Questions we need to answer:

- Is the chosen word **the best choice for the given content and surrounding text?**
- Are the foreign terms I use appropriate for the style of the text? Will they be easily perceived by the reader?

# The flowchart technique

The **flowchart technique** is an interesting technique for taking notes during the meeting. The technique is based on the fact that in the meeting the connecting words used by the participants to capture their thoughts are of particular importance. Also by using common icons and links we can capture the meeting without many words.







**The order matters**  
**E-EUPA\_LO\_4.4\_M\_001**

## Meeting with the chairperson before the meeting for:

- In-depth understanding of the topics to be discussed.
- Degree of detail of final practices.
- Type of information to be included in the minutes.
- Agreement on what the minute taker will do in case they do not hear or understand something.



# Revision questions

## Revision Question 1

- What is the role of a minute taker?

## Revision Question 2

- Describe the step by step approach when writing up minutes.

## Revision Question 3

- What should be included in the minutes?



- Meeting minutes is a detailed description of what happened in the meeting.
- Some of the basic skills required for taking and managing minutes include strong language proficiency, word processing skills, and the ability to summarize effectively.
- Minutes record what happened at a meeting and not what was said at the meeting.



# WELL DONE!

## You have completed Unit 4.3



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