



# Institute for Capacity Development (ICD)

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## 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

- Planning
- Organizing
- Delegating
- Organizing for effectiveness
- Motivating
- Professional Technical Communication
- Assertiveness skills
- Professional image projections
- Stress management
- Time management
- Strategic Decision making
- Executing the Writing Process: Theory and Practice

- Writing effective proposals
- Speech Writing
- What is reporting?
- Purpose of report writing
- Elements of reporting
- Implications and use of reports
- Understanding information types
- Progress Reports
- Writing Brief Reports
- Incident Reports
- Preparing a documentation plan
- Designing and Producing Documents and Presentations
- 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: 05<sup>th</sup> – 16<sup>th</sup> February 2018

Duration: 2 weeks

Course Costs: US\$2850/delegate

Venue: Pretoria, South Africa