



# 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:

- Write business documents to a professional standard and conforming to acceptable formats
- Present information in an organised, structured way so as to achieve a specific objective
- Express ideas with confidence and clarity, supporting persuasive and logical arguments
- Assess their own level of Emotional Intelligence and know how emotions influence decision making
- Relate emotional intelligence to personal and organizational success.
- Apply tools to increase personal skills such as self-awareness and self-management of personal emotions.
- Organize meetings and document proceedings and write effective reports

### Target Groups

- Report writers
- Administrators
- Managers
- Supervisors
- Sales personnel
- Office staff

### Course Outline

- General Management skills and principles
- Writing Professional Business Letters and E-mail
- Getting the message across
- Constructing clear, accurate and brief business correspondence
- Letter writing and language skills
- E-mail efficiency and etiquette
- Creating a professional image through company correspondence
- Organising Effective and Efficient Events and Meetings
- Minutes taking at BOARD level and support
- Minutes - recording key points in a concise and effective format
- Clarifying the objectives of meetings and creating a table of action points

- Editing minutes for maximum clarity
- Emotional Intelligence in the Workplace
- The damage of emotional incompetence
- An IQ test for your emotional intelligence
- Mastering a conflict strategy
- Developing your interpersonal skills
- Building relationships with difficult people
- Effective, cognitive behavioural techniques to help you become more assertive
- Effective speech writing and speech making for leaders
- Importance of reports in decision making and management
- Types of reports
- The business of writing reports
- Planning the report
- Plan the structure according to your analysis
- Analyze the self-interests of your audience
- Write in a persuasive style for your audience
- Publish documents to meet audience expectations.
- What to include in a report?
- How to present the report?
- Writing the report
- Using the structure of language in writing
- Organise, develop and edit your reports
- Applying the discipline of rewriting
- Professional Editing
- Presentation of Information by numbers
- Use of Visual Aids
- Presenting reports
- Action Planning

Dates: 04<sup>th</sup> – 15<sup>th</sup> March 2024

Duration: 2 Weeks

Course Costs: US\$2850/delegate

Venue: Pretoria, RSA