



# Module 9: Taking Minutes

Earlier in this course, we discussed the importance of the minute-taker. In this module, you are going to learn the details of how to take meeting minutes. First, we are going to discuss the purpose of the meeting minutes. Second, we are going to discuss what to record throughout the meeting and finally, we are going to review a template that will help facilitate the minute-taking process.



**What Are Minutes?**



**What Do I Record?**



**A Take-Home Template**



**Check For Accuracy**

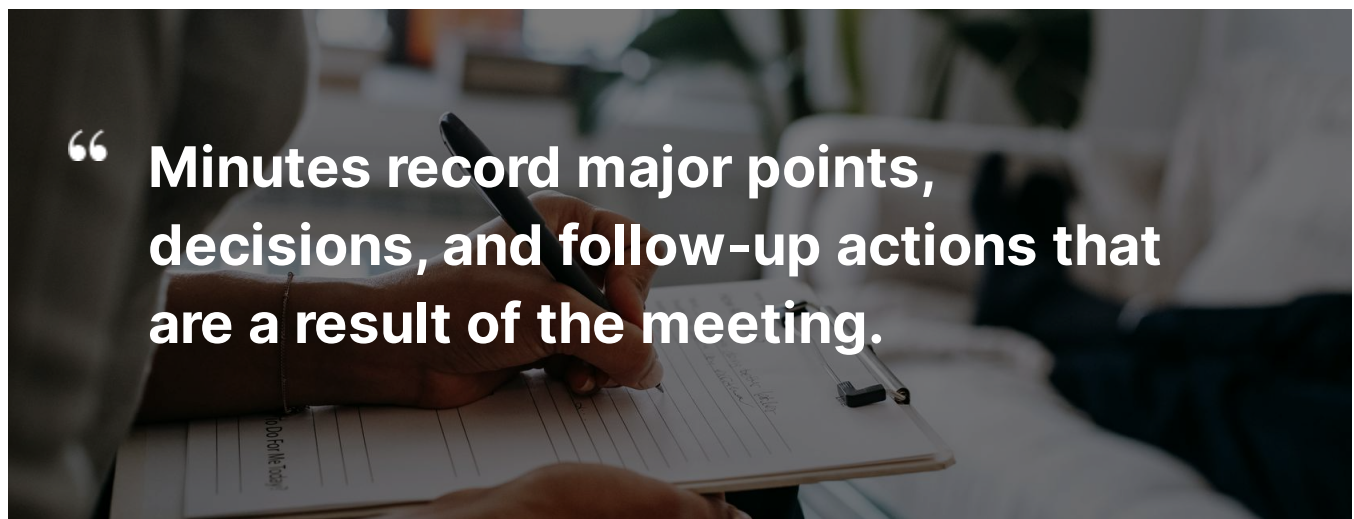


**Knowledge Check**



**Module 9: Completed**

# What Are Minutes?



“ Minutes record major points, decisions, and follow-up actions that are a result of the meeting.

Meeting minutes also help to keep the meeting on track, because it uses the agenda as its outline. Meeting minutes serve as historical data that can be referenced in case a dispute should arise. They are also used to set the topics for discussion in the next meetings. Many times, people who could not attend a meeting ask for the minutes so they can be updated on the latest developments in the meetings.

The minute-taker should not have a major part in the meeting themselves. They must focus their attention on what is being said instead of participating. With this said, the act of taking minutes does not require that every word be recorded.

When taking notes, avoid becoming bogged down with writing full paragraphs. Outlining your points will make your note taking more efficient. When you finish taking the minutes, immediately proofread and send them to the chairperson, then distribute them to all the meeting participants. File your minutes for referencing later.



To check your understanding of the lesson content, answer the question below...

**The act of taking minutes requires that every word in the meeting is recorded.**

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- True
- False

**SUBMIT**



Complete the content above before moving on.

# What Do I Record?



Many times, people think taking minutes is a daunting task...

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Many times, people think taking minutes is a daunting task because there is a belief that every single word must be documented. If this was the case, all you would have to do is use a recorder and be done. Recording everything will be pointless. The idea is to record information about who attended this meeting, the results of any discussion, and follow up action items.

## Here is a list of items that should be recorded in the minutes:

- Date, time and place of meeting
- The goal or purpose of the meeting
- The chairperson's name
- Action items assigned to someone for completion after the meeting
- Action items assigned to someone for completion after the meeting
- Action items assigned to someone for completion after the meeting
- Action items assigned to someone for completion after the meeting
- Action items assigned to someone for completion after the meeting
- Items to discuss in the next meeting
- Items that were on the agenda that did not get discussed in the meeting
- The meeting end time



Adhering to this short list will make taking minutes more efficient

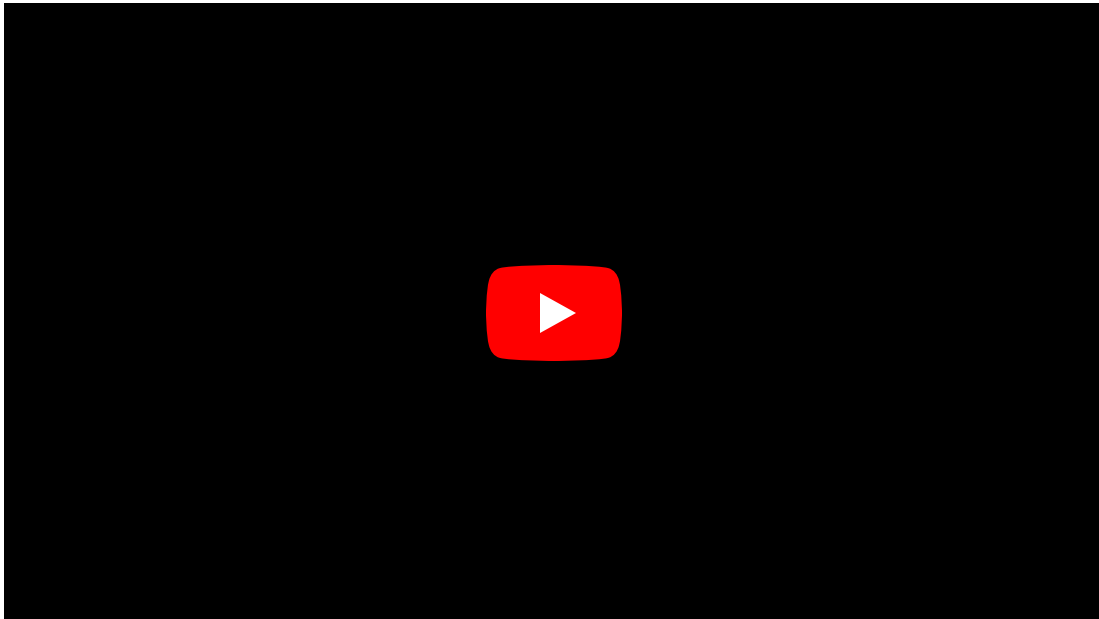
and useful.

## Complete this Minute-Taking task...

The video below has been created to simulate a meeting for you to practice taking minutes during a business meeting.

1

Watch the video clip from beginning to end.



2

Re-watch the video clip and make rough notes of the main topics, issues discussed, and action items.

3

Create your final draft of the meeting minutes.

3

After you have finalised your minutes, compare it with the model answer below...



**Model Answer Minute-Taking Exercise.pdf**

127.1 KB



Complete the content above before moving on.

# A Take-Home Template



Using a template for your meeting minutes brings consistency to your technique. When you have a template, you can share it with someone else, increasing the likelihood of getting similar results. Templates can be either electronic or printed. Incorporating a template for taking minutes also saves you time by reducing the amount of time formatting the document for distributing to the meeting attendees.

**Watch this video clip...**





To check your understanding of the lesson content, answer the question below...

**Using a template for your meeting minutes brings \_\_\_\_\_ to your technique.**

Type your answer here

**SUBMIT**



Complete the content above before moving on.

# Check For Accuracy



Taking minutes is a skilled job because the minute taker has to follow what can be confusing and inarticulate debates and summarise accurately what was said.

After the meeting the minutes should be checked with the chairperson to confirm accuracy and then circulated to all attendees and anyone else affected by any decisions taken at the meeting.

## ***Who should see the minutes before they are distributed?***

The minutes belong to the meeting, not the chair, or anyone else. If the minute taker's minutes are so bad that they need to be rewritten, then get another minute taker. If not, then they should go to everyone at the same time.

If the minutes are being taken properly, there is nothing to edit since it would all have been clarified at the meeting. Any decision which was made should have been read to the meeting by the minute taker at the time so there should be nothing to change. If the minute taker does not clarify what he or she has recorded on each item, then a good chair will ask them to do that. If the minute taker is recording just the decisions and actions and not what people say, then there is nothing to check.

There is one exception to this and that is when there is technical information that has been given at the meeting that the minute taker does not fully understand. In this case, it is

appropriate for the chair to check that the technical detail is accurate in the minutes.

### ***What must be checked?***

Check your minutes report for factual and grammatical correctness, sign and date it, and submit it or place it with the record of other meetings' minutes

Have someone else who was at the meeting proofread the minutes. If that isn't possible, you need someone who can be trusted with the information to proofread them for you and make sure it all makes sense.

#### **Check that your minutes:**

- provide a true, impartial and balanced account of the proceedings.
- are written in clear, concise and unambiguous language.
- are as concise as is compatible with the degree of accuracy required.
- follow a method of presentation which helps the reader assimilate the contents.

### ***What format is suitable?***

Headings in the minutes of a meeting should broadly correspond with those which appear in its agenda, as follows:

- Heading (including where and when the meeting was held)

- Present (who was there)
- Apologies for Absence (who should have been there, but was not)
- Minutes of the Previous Meeting (note any corrections and state 'The minutes were accepted as a true record of the meeting with the above corrections')
- Simple statements of what actually occurred at the meeting
- Any Other Business (the 'leftovers')
- Date of Next Meeting (also give the time and location).



To check your understanding of the lesson content, answer the question below...

**Have someone else who was at the meeting \_\_\_\_\_ the minutes.**

Type your answer here

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**SUBMIT**



Complete the content above before moving on.

Lesson 5 of 6

# Knowledge Check



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Module 9: Review Questions

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**Question**

**01/10**

In which situations can you use minutes?

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- In follow-up meetings
- When some people cannot make it to the meeting
- In case a dispute arises
- All of the above

**Question**

**02/10**

What's the best form of minutes?

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- Outlined points
- Full sentences
- Full, but brief paragraphs
- Full and detailed paragraphs

**Question**

**03/10**

Which of the following is not something the minute-taker must write?

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- Date and place of the meeting
- General atmosphere
- Chairperson's name
- Present and absent attendees

**Question**

**04/10**

Recording everything usually makes minutes:

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- Great
- Professional
- Pointless
- Satisfying

**Question**

**05/10**

Using a template for your meeting minutes brings:

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- The pressure of following strict rules
- Consistency to your technique
- Guarantee that you'll do a great work
- Ready-made solutions

**Question**

**06/10**

Which of the following sentences is true?

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- Printed templates are better than electronic
- Electronic templates are better than printed
- Printed and electronic templates are equally good
- Handwritten templates are the most efficient

**Question**

**07/10**

Meeting \_\_\_\_\_ serve as historical data that can be referenced in case a dispute should arise.

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- Agendas
- Minutes
- Facilitators
- Errand runners

**Question**

**08/10**

The minute-taker should not have a major part in the meeting themselves.

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True

False

**Question**

**09/10**

The idea behind minute taking is:

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- Keeping track of any conflicts
- To follow up action items
- To record information about who attended this meeting
- Record information about who attended and follow up action items

**Question**

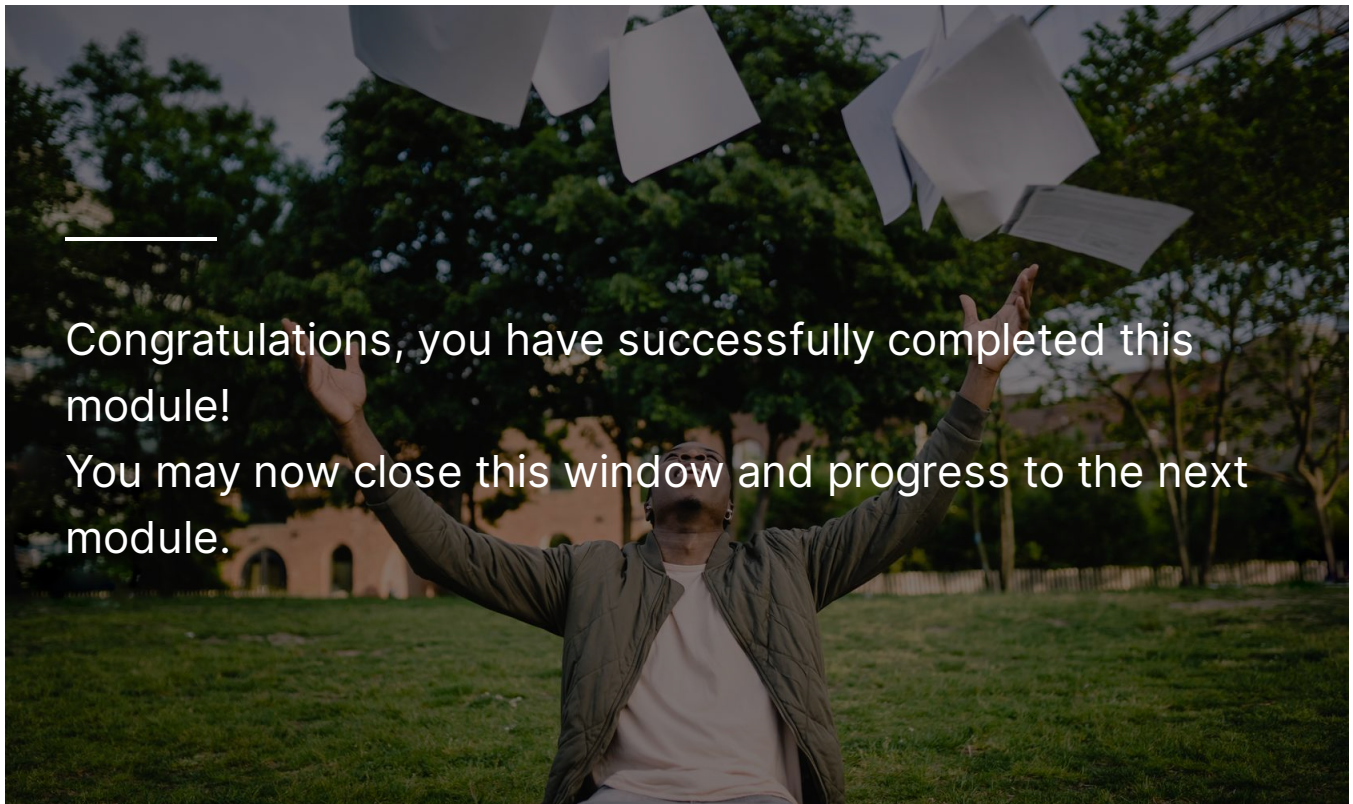
**10/10**

Why not use a voice recorder for minute taking?

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- They are too expensive
- The sound is poor quality
- Not every word needs to be recorded
- They are difficult to use

# Module 9: Completed



Congratulations, you have successfully completed this module!  
You may now close this window and progress to the next module.