

## S208: Take Minutes

**Overview:** Produce accurate records of discussions and decisions taken (action logging) during meetings.

**Links:** Document Production; IT; Health, Safety and Security of People, Premises and Property

**Specific skills:**

- Communicating
- Evaluating
- Interpersonal skills
- Organising
- Planning

### Performance Indicators

1. Prepare for the meeting as required
2. Note any changes to the agenda, matters arising and action points from the last meeting
3. Take notes at the meeting of all those aspects required by the organisation and, where appropriate, by law
4. Produce accurate minutes that record the meaning of discussions and the decisions taken
5. Make sure the minutes are in the agreed style
6. Make sure the process for signing off minutes and action points has been agreed
7. Check the work and make necessary amendments
8. Agree the minutes with relevant people and circulate within specified timescales
9. Observe all requirements for confidentiality and sensitivity in line with organisational policy
10. Make sure follow-up actions, and who is responsible for taking follow-up actions, have been clearly identified
11. Store the minutes, following organisational procedures

### Knowledge & Understanding

- A. The role of meetings
- B. Legal and organisational requirements that may apply to taking minutes
- C. The purpose and benefits of minutes as an accurate record of discussions and decisions
- D. Documents that are commonly used in meetings: agendas, minutes, matters arising, action sheets etc.
- E. The role of the meeting chair and other formal responsibilities within a meeting
- F. How to work in partnership with the chair when taking minutes
- G. How to listen effectively
- H. How to take notes during discussions
- I. The purpose of clarifying points you are unsure about
- J. Different types of minutes
- K. Different writing styles that are used in taking minutes
- L. How to sort, select and structure information to produce minutes
- M. Correct tone and use of professional language in minutes