Professional Minute Taking and Meeting Management Training Course

28 Dec 2026 - 01 Jan 2027

Kuala Lumpur

5200 € (Per Person)

Ref: #CW6879_178323

Course Introduction / Overview:

In today's fast-paced corporate environment, meetings are the primary mechanism for decision-making, collaboration, and governance. However, poorly managed meetings can lead to wasted time, unclear outcomes, and a frustrated workforce. This course addresses this critical business challenge by transforming the way organizations approach meetings. As Patrick Lencioni highlights in his influential book, "Death by Meeting," the key is not to have fewer meetings, but to make them more effective and engaging. This program moves beyond basic note-taking to instill a strategic mindset for managing the entire meeting lifecycle, from meticulous planning to decisive follow-through. Participants will learn to create legally sound and actionable records, facilitate productive discussions, and ensure that every meeting contributes directly to organizational goals. At BIG BEN Training Center, we provide the advanced skills necessary to elevate meeting management from a simple administrative task to a strategic function that drives efficiency, accountability, and superior business results. This course is meticulously designed to equip professionals with the confidence and competence to orchestrate flawless meetings that serve as catalysts for progress and innovation.

Target Audience / This training course is suitable for:

- Executive Assistants and Personal Assistants.
- Administrative Professionals and Office Managers.
- Corporate Secretaries and Governance Staff.
- Project Managers and Team Leaders.
- Board Members and Committee Chairs.
- Human Resources Professionals.
- Anyone responsible for organizing, chairing, or documenting meetings.

Target Sectors and Industries:

- Corporate and Commercial Businesses.
- Banking and Financial Services.
- Healthcare and Pharmaceutical Sectors.
- Technology and Telecommunications.
- Non-Profit and Non-Governmental Organizations.
- Governmental Bodies and Public Sector Agencies.
- Educational and Academic Institutions.

Target Organizations Departments:

- Executive and C-Suite Offices.
- Legal and Compliance Departments.
- Board and Corporate Governance Offices.
- Project Management Office (PMO).
- Human Resources and Administration.
- Finance and Audit Committees.
- Operations and Departmental Management.

Course Offerings:

By the end of this course, the participants will have able to:

- Master advanced minute-taking techniques for accuracy and clarity.
- Develop strategic, results-oriented meeting agendas.
- Effectively manage meeting logistics and pre-meeting communication.
- Facilitate productive discussions and manage challenging participant behaviors.
- Implement formal meeting protocols, including motions and resolutions.
- Write concise, objective, and legally defensible meeting minutes.
- Create and manage a robust action item tracking system.
- Leverage technology for efficient virtual and hybrid meeting management.
- Understand the role of meeting records in corporate governance and compliance.
- Enhance their professional credibility as a meeting management expert.

Course Methodology:

The training methodology at BIG BEN Training Center is designed for deep learning and practical application. This course rejects passive, lecture-based instruction in favor of a dynamic, participant-centered approach. We believe that mastering the art of meeting management requires hands-on practice and constructive feedback. The program is built around a series of interactive workshops, real-world case studies, and simulated meeting scenarios where participants can apply new techniques in a supportive environment. Group discussions and collaborative exercises will encourage peer-to-peer learning and the sharing of diverse experiences. Participants will engage in role-playing activities to practice facilitation skills and manage difficult meeting dynamics. Practical sessions will focus on drafting and editing minutes from sample meetings, allowing for direct application of learned principles. Our expert facilitators provide personalized coaching and feedback throughout the course, ensuring that each participant develops the confidence and competence to implement these skills immediately in their workplace. The emphasis is on experiential learning to ensure a lasting impact on professional performance.

Course Agenda (Course Units):

Unit One: Foundations of Effective Meeting Management

- The strategic importance of meetings in modern organizations.
- Defining the purpose and desired outcomes of a meeting.
- Understanding the distinct roles and responsibilities of the Chair, Secretary, and attendees.
- Differentiating between formal, informal, and ad-hoc meetings.
- The legal and governance implications of meeting documentation.
- An introduction to meeting protocols and procedural rules.
- Establishing a framework for the complete meeting lifecycle.

Unit Two: The Art and Science of Professional Minute Taking

- Active listening techniques for capturing essential information.
- Developing a structured approach to note-taking.
- The difference between minutes, notes, and transcripts.
- Maintaining objectivity and neutrality in written records.
- Techniques for summarizing complex discussions accurately.
- Capturing motions, resolutions, and key decisions verbatim.
- Utilizing templates and digital tools for efficient minute taking.

Unit Three: Strategic Agenda Development and Pre-Meeting Planning

- Crafting a clear and compelling meeting agenda.
- Using the agenda to guide focus and manage time effectively.
- Collaborating with the Chair to define objectives and priorities.
- Best practices for distributing agendas and supporting documents.
- Managing meeting logistics, including venue, technology, and invitations.
- Conducting pre-meeting briefings with key stakeholders.
- Anticipating potential challenges and planning contingencies.

Unit Four: Managing Meeting Dynamics and Facilitation Skills

- Techniques for starting and ending meetings on time.
- Guiding discussions to stay on topic and achieve objectives.
- Strategies for encouraging participation from all attendees.
- Managing difficult personalities and resolving conflicts constructively.
- Implementing formal procedures like Robert's Rules of Order.
- Facilitating effective decision-making and consensus-building.
- Using visual aids and technology to enhance engagement.

Unit Five: Post-Meeting Excellence, Action, and Technology

- The process of drafting, editing, and finalizing minutes.
- Best practices for proofreading and ensuring accuracy.
- Circulating minutes for review and approval in a timely manner.
- Creating a clear and effective action item log.
- Techniques for tracking progress and ensuring accountability for action items.
- Best practices for managing virtual and hybrid meetings.
- Archiving meeting records for compliance and future reference.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How might the principles of effective minute-taking and meeting management be adapted to influence an organization's strategic direction and foster a culture of accountability?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by adopting a holistic and strategic perspective on meeting management, moving far beyond the rudimentary mechanics of note-taking. While other programs may focus narrowly on writing skills, this training course integrates minute taking into the broader context of corporate governance, strategic communication, and organizational leadership. We delve into the psychology of meeting dynamics, equipping participants not just to record events, but to actively contribute to their success through superior preparation and facilitation support. The curriculum is built on a foundation of practical application, using extensive simulations and real-world case studies to build muscle memory for handling complex scenarios. Unlike courses that offer a one-size-fits-all approach, this program emphasizes adaptable frameworks that can be tailored to formal board meetings, agile project stand-ups, and hybrid collaborative sessions. The focus is on cultivating a professional who is a strategic partner in the decision-making process, capable of ensuring that every meeting is an investment that yields clear, actionable returns for the organization.