Strategic Meeting Management and Minute Taking Training Course



09 - 13 Nov 2026

Milan

5900 € (Per Person)

Ref: #EA1805_28481

Course Introduction / Overview:

Effective meetings are the bedrock of organizational productivity and decision-making, yet they are often poorly managed, leading to wasted time and resources. This comprehensive training course is designed to transform meetings from necessary evils into powerful strategic tools. It delves deep into the principles of professional meeting management and the critical skill of precise minute-taking. Drawing on established frameworks, this program provides a holistic A-to-Z guide for planning, executing, and documenting meetings with excellence. As discussed by author Patrick Lencioni in his influential book, "Death by Meeting", the structure and engagement within a meeting directly correlate with organizational health. This course, offered by BIG BEN Training Center, moves beyond basic theory to provide actionable strategies for creating compelling agendas, facilitating dynamic discussions, and capturing outcomes with clarity and accuracy. Participants will learn to navigate the complexities of both in-person and virtual meeting environments, ensuring every meeting they manage contributes directly to achieving organizational goals and fosters a culture of efficiency and accountability.

Target Audience / This training course is suitable for:

- Executive Assistants and Personal Assistants.
- Administrative Professionals and Office Managers.
- Project Managers and Team Leaders.
- Corporate Secretaries and Board Administrators.
- Department Heads and Supervisors.
- Human Resources Professionals.
- Anyone responsible for organizing or documenting meetings.
- Non-profit and association staff and committee members.

Target Sectors and Industries:

- Corporate and Commercial Businesses.
- Governmental Bodies and Public Sector Agencies.
- Healthcare and Pharmaceutical Industries.
- Educational Institutions and Academia.
- Non-Profit Organizations and NGOs.
- Banking, Finance, and Insurance Sectors.
- Technology and Telecommunications Companies.
- Legal and Consulting Firms.

Target Organizations Departments:

- Executive Administration and C-Suite Support.
- Project Management Office (PMO).
- Human Resources and Talent Development.
- Legal and Compliance Departments.
- Board and Governance Offices.
- Operations and General Management.
- Marketing and Sales Teams.
- Finance and Accounting Departments.

Course Offerings:

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

- Master the complete lifecycle of meeting management from planning to follow-up.
- Develop and structure clear, outcome-focused meeting agendas.
- Write accurate, concise, and professional minutes for various meeting types.
- Apply effective facilitation techniques to keep meetings on track and productive.
- Manage challenging behaviors and encourage balanced participation in meetings.
- Leverage technology for efficient virtual and hybrid meeting management.
- Implement robust systems for tracking action items and ensuring accountability.
- Understand the legal and compliance implications of official meeting records.
- Evaluate and continuously improve the effectiveness of their organization's meetings.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, practical, and engaging, ensuring that participants can immediately apply their new skills in the workplace. This course moves beyond traditional lectures, employing a blended learning approach that includes expert-led presentations, real-world case study analysis, and interactive group discussions. Participants will engage in hands-on exercises, such as drafting agendas for complex scenarios and practicing minute-taking during simulated meetings. Role-playing activities will provide a safe environment to practice facilitation techniques and manage difficult meeting dynamics. A significant portion of the course is dedicated to peer-to-peer learning and collaborative problem-solving, where participants can share experiences and best practices from their own professional contexts. Continuous feedback from the instructor and peers is a core component, fostering a supportive and developmental learning atmosphere. The program emphasizes practical application, providing templates, checklists, and tools that participants can adapt and use to enhance their meeting management processes immediately.

Course Agenda (Course Units):

Unit One: Foundations of Strategic Meeting Management

- The strategic role of meetings in organizational success.
- Defining clear meeting objectives and desired outcomes.
- Identifying key stakeholders and their roles (Chair, Secretary, Participant).
- Crafting effective, results-oriented meeting agendas.
- Best practices for scheduling and sending meeting invitations.
- Preparing and distributing pre-meeting documentation effectively.
- Understanding different meeting types and their specific requirements.

Unit Two: The Art and Science of Professional Minute Taking

- The purpose and legal importance of meeting minutes.
- Differentiating between various minute-taking styles (verbatim, action, summary).
- Developing active listening and critical information-capturing skills.
- Structuring minutes for clarity, readability, and easy reference.
- Techniques for accurately recording motions, decisions, and votes.
- Using templates and technology to streamline the minute-taking process.
- Best practices for maintaining objectivity and neutrality in minutes.

Unit Three: Mastering Meeting Facilitation and Dynamics

- The role of the facilitator in guiding productive discussions.
- Techniques for opening a meeting and setting a positive tone.
- Strategies for managing time and keeping the agenda on track.
- Encouraging participation and ensuring all voices are heard.
- Methods for handling difficult personalities and managing conflict.
- Guiding a group through effective decision-making processes.
- Mastering the art of summarizing discussions and confirming actions.

Unit Four: Technology and Modern Meeting Environments

- Best practices for managing virtual and hybrid meetings.
- Leveraging video conferencing platforms and features effectively.
- Using digital collaboration tools for real-time brainstorming and feedback.
- Exploring software and apps for agenda management and minute taking.
- Ensuring digital security and etiquette in online meetings.
- Strategies for engaging remote participants and fostering inclusivity.
- Documenting and archiving digital meeting records securely.

Unit Five: Post-Meeting Procedures and Continuous Improvement

- The process of editing, proofreading, and finalizing minutes.
- Best practices for distributing minutes and related documents.
- Developing and managing a robust action item tracking system.
- Techniques for effective follow-up to ensure task completion.
- Gathering feedback to evaluate meeting effectiveness.
- Implementing strategies for continuous improvement of meeting culture.
- Creating a personal action plan for applying learned skills.

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:

In an era of increasing digital communication, how does the formal structure of minute-taking preserve institutional memory and accountability in ways that informal chats and emails cannot?

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, positioning it not merely as an administrative task but as a core leadership competency. While other programs may focus narrowly on the mechanics of taking notes, this curriculum integrates the art of facilitation, the psychology of group dynamics, and the strategic alignment of meetings with overarching business objectives. It provides a deep dive into the nuances of modern meeting environments, offering robust strategies for navigating the complexities of virtual and hybrid formats, a critical skill in today's globalized workplace. The course emphasizes practical, real-world application through simulated meeting scenarios and case studies, ensuring participants build tangible skills rather than just theoretical knowledge. Furthermore, it addresses the legal and governance aspects of minute-taking, providing a level of depth crucial for corporate secretaries and administrative professionals in compliance-heavy industries. The focus on continuous improvement empowers participants to become agents of change, equipped to transform their organization's entire meeting culture for enhanced productivity and engagement.