Strategic Meeting Management and Board Minute Taking Training Course



09 - 13 Nov 2026

Vienna

5800 € (Per Person)

Ref: #OM7208_26927

Course Introduction / Overview:

Effective meetings are the cornerstone of sound corporate governance and decisive organizational leadership. However, poorly managed meetings and inaccurate minute-taking can lead to confusion, stalled progress, and significant legal risks. This comprehensive program is designed to transform meetings from procedural necessities into powerful strategic assets. Drawing on principles from leading governance experts like Bob Tricker, a pioneer in the field of corporate governance, this course delves deep into the mechanics and dynamics of successful board and committee meetings. Participants will explore concepts discussed in seminal works on organizational effectiveness, learning not just the 'how' but the 'why' behind every step, from agenda setting to action item follow-through. BIG BEN Training Center has developed this curriculum to equip professionals with the advanced skills needed to facilitate productive discussions, capture critical decisions with precision, and ensure that meeting outcomes drive organizational goals forward. This is not merely a course on administrative tasks; it is a strategic immersion into the art and science of high-impact meeting management and legally defensible minute-taking, essential for any professional operating at the heart of decision-making.

Target Audience / This training course is suitable for:

- Board Secretaries and Corporate Secretaries.
- Executive Assistants and Personal Assistants to senior management.
- Committee Members and Chairpersons.
- Project Managers and Team Leaders.
- Governance, Risk, and Compliance (GRC) professionals.
- Administrative Managers and Office Managers.
- Legal and paralegal staff involved in corporate records.
- Non-profit board members and administrators.
- Anyone responsible for organizing, managing, or documenting formal meetings.

Target Sectors and Industries:

- Corporate and Commercial sectors.
- Governmental bodies and public sector agencies.
- Non-profit organizations and NGOs.
- Financial services, including banking and insurance.
- Healthcare and pharmaceutical industries.
- Educational institutions and academia.
- Energy and utilities sectors.
- Technology and telecommunications companies.

Target Organizations Departments:

- Executive and Senior Management offices.
- Legal and Corporate Secretariat departments.
- Governance, Risk, and Compliance (GRC) units.
- Project Management Office (PMO).
- Administration and Operations departments.
- Human Resources.
- Internal Audit and Control.
- Strategy and Planning departments.

Course Offerings:

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

- Master the principles of strategic agenda design and effective pre-meeting preparation.
- Develop advanced facilitation skills to chair meetings that are productive and decisive.
- Implement best practices for managing virtual, in-person, and hybrid meeting environments.
- Write clear, concise, and legally sound minutes that accurately reflect discussions and decisions.
- Understand the legal and governance implications of meeting records and documentation.
- Effectively manage difficult participants and resolve conflicts during meetings.
- Create and manage a robust system for tracking action items and ensuring follow-through.
- Evaluate meeting effectiveness and implement strategies for continuous improvement.
- Apply Robert's Rules of Order and other formal meeting procedures correctly.
- Enhance their role as a strategic partner in the organization's governance framework.

Course Methodology:

This training course employs a highly interactive and practical learning methodology designed for adult learners. At BIG BEN Training Center, we believe in learning by doing. The program moves beyond theoretical lectures to immerse participants in real-world scenarios. A significant portion of the training will be dedicated to hands-on exercises, including drafting agendas for complex meetings, role-playing difficult meeting scenarios to practice facilitation skills, and taking minutes from recorded mock meetings. Participants will receive constructive feedback on their work from the instructor and peers. The course utilizes case studies from various industries to illustrate best practices and common pitfalls in meeting management and corporate governance. Group discussions and brainstorming sessions will encourage the sharing of experiences and collaborative problem-solving. This blended approach ensures that participants not only understand the concepts but can also confidently apply the learned skills and techniques immediately upon returning to their workplace, driving tangible improvements in meeting productivity and governance.

Course Agenda (Course Units):

Unit One: Foundations of Effective Meeting Management

- The strategic role of meetings in corporate governance.
- Types of meetings (Board, Committee, AGM, EGM) and their purpose.
- Defining the roles and responsibilities of the Chair, Secretary, and Members.
- Understanding legal frameworks and quorum requirements.
- Key principles of meeting etiquette and professional conduct.
- An introduction to Robert's Rules of Order and formal procedures.
- Common challenges and pitfalls in meeting management.

Unit Two: Strategic Pre-Meeting Planning and Preparation

- Crafting a purpose-driven and strategic meeting agenda.
- The art of sequencing agenda items for maximum impact.
- Preparing and distributing comprehensive board papers and meeting packs.
- Managing logistics for in-person, virtual, and hybrid meetings.
- Stakeholder communication and pre-meeting briefings.
- Utilizing technology and tools for efficient meeting scheduling and preparation.
- Setting clear objectives and desired outcomes for every meeting.

Unit Three: Mastering Meeting Facilitation and Dynamics

- The role of the Chair in guiding productive discussions.
- Techniques for keeping meetings on track and on time.
- Managing group dynamics and encouraging balanced participation.
- Strategies for handling difficult personalities and resolving conflict.
- Effective decision-making models and consensus-building techniques.
- Guiding motions, amendments, and voting procedures.
- Closing the meeting effectively and summarizing key outcomes.

Unit Four: The Art and Science of Professional Minute Taking

- The legal and organizational importance of accurate minutes.
- Differentiating between minutes, notes, and transcripts.
- Developing active listening skills for effective information capture.
- Techniques for writing clear, concise, and objective minutes.
- What to include and what to omit from the official record.
- Recording motions, votes, and action items with precision.
- Best practices for using minute-taking templates and digital tools.

Unit Five: Post-Meeting Actions and Continuous Improvement

- Drafting, reviewing, and circulating minutes for approval.
- Establishing a robust system for tracking and following up on action items.
- The formal process for minute approval and signing.
- Best practices for filing, storing, and retrieving meeting records.
- Conducting post-meeting evaluations to assess effectiveness.
- Implementing feedback for continuous improvement of the meeting process.
- The role of meeting records in audits and legal discovery.

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:

Beyond legal compliance, how can the practice of minute-taking be transformed from a procedural task into a strategic tool for organizational memory and continuous improvement?

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

This course distinguishes itself by treating meeting management and minute-taking not as isolated administrative functions, but as integrated components of strategic corporate governance. While other programs may focus solely on the procedural aspects, this training delves into the 'why' behind the 'what', empowering participants to become strategic partners in their organizations. We emphasize the critical thinking skills required to draft an agenda that drives strategy, facilitate a discussion that leads to clear decisions, and write minutes that serve as a robust, legally defensible record of governance. The curriculum uniquely addresses the nuanced challenges of modern meetings, offering dedicated guidance on managing hybrid environments and leveraging technology effectively. Furthermore, the course content is deeply rooted in established governance principles, providing a solid theoretical foundation that underpins the practical skills taught. By blending advanced facilitation techniques with the precision of professional minute-taking, participants leave not just with new skills, but with a new perspective on how their role directly contributes to organizational clarity, accountability, and success.