



4D Training

Business Communication for PA's/Secretaries

Who would benefit?

This course is for PA's and secretaries required to create and produce inter-office communications, especially preparing for meetings; write agendas; take factual records of meetings and distribute action points afterwards.

Objective

By the end of the course, delegates will be able to understand business communication and the 'best' way to:

- take minutes (especially covering how to extract and document key action points)
- write agenda's i.e. what is important to document and how to document
- know how to write memo's and again what needs to be included
- and any other writing business skills that is important.

Content

- Understand purpose and importance of meetings
- The Chair and minute taker : duties, responsibility and working partnership
- Understand the role of the minute-taker; before, during and after a meeting
- Devising an agenda: where to start; what other people will expect; what to include; agenda documentation, presentation, format and communication
- Preparation: prior to meeting to improve note taking skills
- Preparation: at start of meeting
- What to write: listening skills; recognizing key points; summarisation
- How to note take: use of abbreviations; cues; mind maps; pro-formas; symbols and formats
- How to overcome difficulties in minute taking
- Agenda and Note taking, practical exercises
- After the Meeting
- Inter-Office communications: The Memo in the workplace
- How memos differ from email/business letters
- Memo format; tone and formality
- Transferable Business Writing skills

Duration

Half day