



Canberra: Tuesday 9 October 2018

Minute Taking

A: 9.00am – 12noon ◀

Minutes, also known as protocols are the instant written record of a meeting.

They typically describe the events of the meeting, starting with a list of attendees, a statement of the issues considered by the participants and related responses or decisions for the issues. Accurate minutes can be worth their weight in gold as they provide clarity and a tangible record of an intangible event.

KEY LEARNING OUTCOMES — PARTICIPANTS WILL BE ABLE TO:

- Write accurate minutes
- Clarify the purpose of meetings and the desired outcomes
- Critique styles of minutes
- Clarify the terminology
- Determine how much detail is needed
- Structure the format and content of the agenda
- Plan before taking minutes. Determine who is responsible for what?
- Work with the Chair to get buy-in for your minute taking
- Convert notes into minutes
- Compose a clear summary and action plans

Dealing with Difficult Internal & External Customers

B: 1.00pm – 4.00pm ▶

Everyone is a customer.

Maybe you have a recurring issue with an internal customer. You just can't see eye to eye. Even a minor dispute flares up because of your relationship. Or maybe it's your biggest external customer who is always being difficult yet people turn a blind eye. So what do you do?

KEY LEARNING OUTCOMES — PARTICIPANTS WILL BE ABLE TO:

- Learn a proven method of dealing with difficult internal and/or external people.
- Discover proven ways to build sustainable relationships with "difficult" internal and external people
- Assess the role of different expectations and values
- Discover how to build rapport even when it seems impossible
- Question your assumptions and unconscious biases
- Discover proven solutions to remove conflict
- Learn to respond rather than react
- Apply a behavioural model to remove conflict in its infancy
- Reframe challenging situations using "I" statements

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 Email this registration form to mail@preftrain.com.au :

Name: Position:

Company:

Address:

Phone: Fax: Email:

Pay by credit card: Visa Mastercard Card holder Name:

Card Number: Card Expiry /

Signature or Direct Deposit to BSB 063 270 Acct No. 10072387

Invoice Our Company

CANBERRA Tues 9 Oct 2018
 Total No of seats

Venue: CBD

Minute Taking
 \$360 ex GST

Difficult Internal & External Customers
 \$360 ex GST

Total for Training Programs: \$ + GST

