



todayspa.co.uk

Minute Writing Made Simple

1 Day Course

Multi Award - Winning
PA Course



Multi award-winning training for today's PAs, EAs and office professionals



Awarded
"Best PA
Training
Provider"
in the UK in

2014 2015

2016

and

2017

“

This course is amazing! I was not expecting the content that was delivered... I can't believe that there is not more training like this. I have never been on any other training course where I have learnt as much as I did today. This training is revolutionary!"

Gemma Jones – Network Rail

“

Course was above, beyond my expectations. never attended a course that was as high energy and informative."

Gillian Craig – William Grant & Sons



Our delegates work in



“

One of the best courses I have attended. Content which was delivered will completely change the way in which I have previously worked. You have saved me hours of my time by showing me in just a few steps!"

Hayley – Revival Group



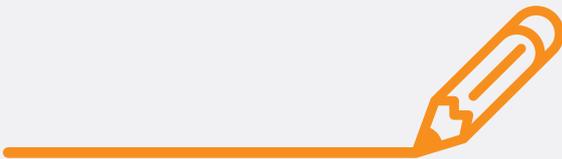


I developed Today's PA with a clear vision: to take my own experiences as a PA, Office Manager and business director, and create training courses to meet the real-world needs and aspirations of today's office professionals. I can promise that your organisation's investment in **Minute Writing Made Simple Course** will pay dividends.

Our courses and workshops are designed to engage and entertain, as well as inform – we promise to make the dullest of subjects interesting! Equipped with new knowledge and skills, your working life will become easier and more successful – and enjoyable – than you could ever imagine.

I look forward to meeting you.

PAul Pennant
Managing Director and Lead Trainer



“

I have just realised that it is 10 years this summer since I attended the course! I have found the things I learnt then invaluable in my career ever since and have helped other people too by showing them things I learnt on the course. Thank you – it really was the best course I have ever attended.”

Debbie Kean – *Software Cloud Ltd*

“

I just wanted to thank you for providing such a stimulating and thought-provoking course. I will certainly be implementing the tips and suggestions just as soon as I can. I returned to the office today with renewed vigour and cannot wait for the positive changes to start happening. You're one smart cookie – keep doing what you're doing, only good things can happen by taking the Today's PA training and I, for one, will spread the word!”

Hayley North – *Microsoft*

No PA considers minute taking to be pleasurable, but it has to be done – and done well. Not everyone working at PA level has come via the traditional route, which means that if you don't take shorthand, it can be difficult to keep up with what's being said. If it's also a less-than-interesting meeting, it can be hard to maintain your focus so you don't miss anything. And then, when the meeting is over, it all has to be typed up and circulated – about as much fun as watching paint dry.

“Meetings are where minutes are taken and hours are wasted.” - James Kirk

You might find it hard to believe that we can make this job enjoyable, but after our course, you'll know how to write minutes that are beyond reproach – and even enjoy doing so!



Condense your minutes down to the essentials without losing the flow of the meeting. Different audiences have different needs and expectations. A CEO may only want an executive summary, while a project team may need to see the details. We'll show you several methods of filtering your notes so you can zoom in on what needs to be included.

We will show you how to:

Enhance your listening skills to ensure you hear all the key points. Sitting in a meeting and listening is easy enough, but actually hearing what's being said is not just a matter of concentration; it's about filtering the discussion so you can note the significant details. We'll give you tips on effective hearing – with both ears.

Develop an effective partnership with the Chairperson. The chairperson manages and directs the meeting, but needs to work in harmony with the minute-taker so that the flow of the meeting is correctly noted. On occasions, this will require assertiveness from you – we will show you how.

Improve the layout and grammar of your minutes for greater clarity. Research suggests that 16% of the adult population has literacy problems. We're not suggesting this includes you, but today's organisations can no longer assume that employees come to them fully-equipped to write grammatical English. If help is needed with the basics, we will provide it.

Maintain your concentration during the meeting, regardless of subject. This is a tough one, especially if you're not directly involved or familiar with the subject of the meeting. You may not even understand the terminology. Relax: our special techniques for improving concentration will help you breeze through the meeting – without dozing off!

Improve your note taking with a variety of methods to suit your style. In an ideal world, you would write up the minutes straight after the meeting. In practice, it could be a couple of days before you get round to it. By that time, the meaning of some cryptic comment with arrows pointing to a doodled diagram may have evaporated. We'll show you several note-taking methods to make such nightmares a thing of the past.

Deal with technical jargon to make your notes meaningful. Where the meeting includes a lot of technical jargon and detail, it's easy to lose track. There are ways around this problem, however, so even if you're a complete technophobe we'll make sure you're covered in glory when your minutes are circulated.

“

Minute writing made simple was a fun, innovative course that made sense and was packed with practical tips and best practice. The trainer has a wealth of knowledge and was well versed in his field. I would definitely recommend this event and would like to go on future events run by this trainer.”

Elizabeth Palmer – *City & Guilds*

“

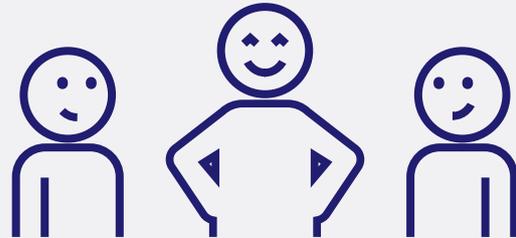
“Thought I'd share with you comments from my bosses about minutes I took and typed up yesterday:- “Though I would say that the only stuff I had to change is detail that you wouldn't have been aware of – and that they are easily some of the best Management Meeting minutes that I have seen. Bloody good job”
Tash Whitmey, Managing Director”
I'm really chuffed!!
So, Paul, your training really worked for me.
Again THANK YOU!”

Marie Garaccio – *EHS Brann Ltd*

“

I am still trying to put into practice everything I learnt on the minute taking course and I am sure that I will never stop learning new things but I am pleased to say that my boss definitely noticed a marked improvement after I completed the course so thank you.”

Nicola West – *Phyllis Tuckwell Hospice*



“Some people are heroes. And some people jot down notes.” - Terry Pratchett

“

I wanted to say a very big, massive THANK YOU to Paul Pennant. As I may have told you taking minutes left me feeling completely anxious every time I had a board meeting to attend and every time my manager would completely change them thereafter.

Well, on Monday I still felt anxious before the meeting and was trying to prepare by going over the handouts you had given us. In the meeting I felt I was listening more attentively and not trying to take down everything that was said but just a summary of what the topic was about and the actions. So when it came to submitting my minutes which I got back from my manager last night... they were minimal and mean minimal changes made! I mean I had read what I had originally written and not seen something overhauled. You said it with such confidence that we will be taking much better minutes after the course and it bloody well worked!!! I cannot thank you enough and I'm so glad it was money well spent.”

Myrna Davis

Executive Summary for Managers

Taking minutes is a task not just confined to secretaries and PAs these days. Sometimes it gets dumped on the most junior person at a meeting, regardless of ability, experience or knowledge of the meeting subject.

No-one considers taking minutes to be pleasurable, but it has to be done – and done well - if the result is to be useful to all interested parties, as well as those who actually attended the meeting. In some cases, there may be financial implications or statutory requirements that depend on the accuracy and clarity of properly-drafted minutes.

If your PA is not a shorthand-trained secretary or PA, it can be difficult for them to keep up with what's being said. When it's also a less than interesting meeting – and let's face it, they do happen - it can be hard to maintain their attention so they don't miss something. And then when the meeting's over it's all got to be typed up and circulated – and most people think that's about as much fun as watching paint dry!

You might well find it hard to believe we can make the job of minute-taking enjoyable, but after this workshop, your PAs will not only know how to write minutes that are beyond reproach, they will even enjoy doing so! And that's a promise.

Why choose this Minutes course?

What makes this course stand out from all the others is mostly that it has been created by PAs and is targeted directly at PAs and other admin professionals. Not only will your PAs be receiving the very best in training from us, but they will be surrounded by a wealth of knowledge and experience in the form of the other PAs present. They will feel positively spoilt by this rare training and networking opportunity, and will return to work feeling confident, empowered, motivated, and of course with completely current expertise.

Group work and discussion are encouraged throughout the workshop. We don't simply talk at our PAs; we involve them, listen to them and work with them. We make sure your individual PAs needs are met.

We know, that with so much valuable information to impart on our PAs, there really is a lot for them to take on board. That's why we've gone that extra mile to ensure that your PAs really take away as much as possible from this workshop. We provide them with easy to navigate, comprehensive hand-outs, covering everything discussed in the workshop, and much more. As a graduate of this workshop, your PA will become a lifetime member to our PA network; no question too big or small, we are always at the other end of the phone or email, ready to help.

Course content

- ★ Enhancing listening skills to ensure you hear all key points
- ★ Developing an effective partnership with the meeting's chairman
- ★ Improving the layout and grammar of your minutes for greater clarity
- ★ Condensing your minutes down to the essentials, without losing the flow of the meeting
- ★ Maintaining your concentration during the meeting, regardless of subject
- ★ Improving your note taking, with a variety of methods to suit your style
- ★ Deal with technical subjects and jargon so that your notes are meaningful



Venue, fee and locations

Please visit
www.todayspa.co.uk



Timings

9:00 - 17:00

Upgrade to Today's PA 5 Day Academy

The Minute Writing Made Simple Course is just day 5 of the Today's PA 5 Day Academy. The full Academy covers:

Day 1 – The Assertive PA

Day 2 – Microsoft Outlook Masterclass

Day 3 – Microsoft Word, PowerPoint and Excel Masterclass

Day 4 – Managing Successful Projects and Events

Day 5 – Minute Writing Made Simple

A professional trainer for professional PAs

Your principal trainer, PAul Pennant has been a highly-successful PA and Office Manager, and is now Managing Director of Today's PA. PAul has a post-graduate degree in Business Studies, and also studied for a Masters in Business Psychology. He specialises in helping PAs get the most out of office technology, and he is now a Certified Microsoft Office Expert. His leadership of Today's PA has resulted in the company winning "Best PA Training Provider" four years running (2014, 2015, 2016 and 2017). There are few if any trainers better qualified to deliver and lead this workshop for today's PAs.

We can boast enviable credentials

- ★ Today's PA has been named as "Best PA Training Provider" in the pa-assist.com Members' Voice Awards four years running (in 2014, 2015, 2016 and 2017). The award is the voice of the PA community around the UK.
- ★ Over 4000 organisations, many of them blue-chip, have sent PAs to be trained successfully by Today's PA.
- ★ Our delegates work in over 80 countries around the world
- ★ PAs fly into the UK from around the world to attend our courses
- ★ The Minute Writing Made Simple Course is endorsed by The Institute of Administrative Management (IAM)

Style of Delivery

With a day to impart so much information effectively, we use a variety of training techniques to ensure you retain what you've learnt, and can put it into practice immediately on your return to the office. Providing direct after-course support via email and social networks plays an essential part in this process. The techniques include:

- ★ No PowerPoint!
- ★ No Role Plays
- ★ Our promise to change you
- ★ Comprehensive handouts
- ★ Accelerated learning
- ★ High delegate participation
- ★ Very practically-based
- ★ Real-life examples
- ★ Tutorial instruction
- ★ Case studies
- ★ Group work



I attended the Today's PA two day course in April, and I can honestly say it was the best training course I have ever been on! Having worked first hand as a Personal Assistant, Paul is able to articulate the difficult situations that PA's can face in imaginative and inventive ways. The support Paul and his team offers didn't stop there, with guidance available long after I'd left the classroom"

Amanda Snowdon – Leeds University

Pre-course assessment

When you commit your valuable time to this course, we want you to know that we understand and recognise that commitment. We want to do everything we can to ensure that the workshop is thoroughly worthwhile for you. Being properly prepared will play a key part in achieving that success. Indeed, your success is our success.

If you get what we promise from the course – and we know you will – we're confident you'll recommend us to peers and colleagues. Just before you attend the course, we would like you to complete a short questionnaire to give us a snapshot of the kind of person and PA you are, how you became a PA, your issues and frustrations, hopes and ambitions.

When you arrive, you'll be able to feel that you're among friends who understand you – and you are, because your trainers and course designers have all been where you are now. Doesn't that give you a warm, fuzzy feeling?

Post-course support

Once the workshop is over, we don't just wave you goodbye and close the door. When you leave, you take with you our ongoing commitment to your success, including:

- ★ Free membership of the Today's PA network
- ★ Professional help and information - just an email or phone call away
- ★ Weekly newsletters with useful resources and advice
- ★ 'Hot tips' email alerts to keep you up to date with the latest advice and info on new courses
- ★ Invitations to PA events and discounts from our partners
- ★ Special offers for further Today's PA courses and the annual Today's PA Conference

We speak at your conference

Few speakers are as motivational and inspirational as PAul Pennant. He will bring a touch of training magic to your conference, and ensure that no-one is nodding off or playing games on their iPhone! PAul has spoken at many conferences in the UK and abroad, and presented seminars at the office* show, the Meeting Show, OMPA, The PA Hub, local and internal PA networks, to name a few. He is experienced, witty and captivating – just what your delegates need.

A training course that really scores

All Today's PA delegates are asked to evaluate the course as it finishes. Delegates regularly give us 5 out of 5 – and 1 in 6 have said it's the best course they have ever attended!

In-house bespoke training

If you can't make it to one of our venues, don't despair – why not let us come to you? There are many good reasons for keeping the course in-house: it makes for greater efficiency, and ensures everything is focussed on your organisation. The course can be tailored to your organisation's specific needs, to perfectly align with its culture and values. Your PAs can also network and share their experiences of the course, thus strengthening the PA role within your organisation. Contact us to discuss your training needs.

Today's PA Conference

Launched in 2015, the Today's PA Conference is an annual two-day event held in August at a prestigious Central London venue. It gathers together the PA community from across the country, and offers high quality educational content as well as outstanding networking opportunities. The Conference attracts over one hundred PAs, EAs, and other office professionals each year.

For more information about this year's event, visit www.todaysPAconference.co.uk

“

The conference surpassed my expectations. I enjoyed it so much and felt empowered at the end and with a new lease of life for my new role as PA!”

Lucy Taylor – *Seatriever International Holdings Ltd*

“

I thoroughly enjoyed the conference and found the speakers to be very informative; a very diverse and good selection of speakers there. I took away a number of pointers that I can transfer to my own EA role.”

Kirsty Whitton – *Deloitte LLP*

“

I hired Paul to provide personal development to 10 board level PAs at Enterprise Plc in the form of a 2 day training session. The session covered a wide variety of subjects that he tailored to meet the needs of the PAs. The course was conducted at our offices and was excellent value for money. I cannot rate Paul's teaching highly enough, he gave us all a fresh perspective on PA working, saved us all time and provided brilliant tips. He understood completely how a PA works (as he has been one) and what a boss demands (as he is one). I would have no hesitation in recommending Paul as a provider of PA training.”

Elisabeth Lloyd – *Enterprise*

“

I learnt a great deal from the Today's PA course. Not only was it extremely beneficial, it was enjoyable, well organised and packed full of useful, practical tips. By using the tips and putting new systems in place, as soon as I returned to work, it made me more organised and allowed me extra time to concentrate on other, more important things. I highly recommend this course and already have another four colleagues booked to attend it.”

Simonê Meier – *Executive Assistant to the CEO of Cancer Research UK*

“

I would just like to say thank you for such a fantastic event. This was my first PA conference and I took away some really valuable tips, tricks and contacts back to the office. The set-up, venue and speakers were a brilliant choice.”

Charlotte Smith – *University of Cambridge*

Name dropping

