



**CHANDIGARH  
UNIVERSITY**

Discover. Learn. Empower.

# **University Institute of Liberal Arts and Humanities**

Course Name: Professional Business Communication

Course Code: 22PCT-610



**AGENDA & MINUTES OF MEETING**

DISCOVER . **LEARN** . EMPOWER

# COURSE OBJECTIVES

The Course aims to:

1	Augment student's overall communication and interpersonal skills by practicing oral and written English for professional life.
2	Enrich reading capability to enhance business sense through special emphasis on business vocabulary and its usage.
3	Write business documents clearly, concisely and analytically in correct syntax.
4	Speak coherently, concisely in social and professional environment.

# Course Outcomes

On completion, the students are expected to:

CO Number	Title	Level
CO1	Demonstrate the ability to listen and read attentively, express ideas with clarity in both oral and written communications.	Apply
CO2	Apply contextually correct ideas in written communication for a specific audience and purpose in the business world.	Apply
CO3	Demonstrate spoken competency in contextual business environment.	Apply
CO4	Evaluate information as critical readers, speakers and writers applying ethics in communication and being sensitive in cross cultural communication.	Evaluate
CO5	Create original short compositions, in the form of paragraph writing, business reports, business correspondence, digital writing, etc. using logical support and argument.	Create



# Running Effective Meetings

Meetings are an inevitable part of business organizations.

Their success depends on how they are conducted that is with or without rules.



# Components of a Meeting

The 3 components which are inextricably linked to team meetings are:

- Notice
- Agenda
- Minutes of the Meeting



# What is a Notice?

- The statement that contains the particulars of holding a meeting is known as notice. It is one kind of request to the members for attending the meeting.
- “A notice is the communication-verbal or written, informing the persons entitled to attend the meeting about the time, date, place and the business of the meeting.” - S.K. Dutta



# Purpose & Prerequisites of Notice

- The notice of meeting informs the members when and where the meeting will be.

**Every notice of meeting should contain the following contents:**

- 1) Title/Type of the meeting such as annual general meeting, annual review meeting, board meeting etc.
- 2) Date, time and place of the meeting
- 3) Agenda for the meeting
- 4) Signature of the competent person

# Notice of Meeting-Companies Act

- In case of company meetings, the Companies Act provides specific time limit for sending notice to the concerned parties prior to meeting. The Companies Act 2013 defines the minimum time length for sending notice prior to meeting:

Types of Meeting	Time Limit for sending Notice
Statutory meeting	21 days
Extraordinary general meeting	21 days
Meeting to pass special resolution	21 days
Board meeting	No specific time limit



# Poll Question 1

Which out of these is an important component of a Notice?

- A) Address of the organisation
- B) Objective of a meeting
- C) Outcome of a meeting

# Agenda

## What is an Agenda?

- Agenda is an official list of things to be done or dealt with at a particular meeting.
- An agenda is always preceded by a notice.
- It is a planning which is essential to be made before a meeting.

"HE WHO FAILS TO  
PLAN, PLANS TO FAIL."

Winston Churchill

AdminBusinessCenter.com

# Importance of Agenda


**An agenda is a form of courtesy. It –**

- informs the chairperson and participants of the purpose of the meeting.
- provides them time to prepare for the tasks and make a meaningful contribution.
- ensures that only matters relevant to that particular meeting are discussed.
- facilitates the preparation of the minutes.

# Importance of Agenda - Contd.

It also helps in –

- Advance Communication
- Fulfilling meeting objective
- Engaging the Members
- Managing time



"One of the best ways you can ensure your meeting is both productive and doesn't take longer than it should is to prepare an agenda."

—Edmund Lazarus

# Essentials of Agenda

**In order to increase the meeting productivity, an agenda must be created keeping the following elements in mind:**

- Objective of the meeting to be written on the agenda clearly.
- The meeting work plan/the body of the agenda.
- Allocating time, keeping time check, calling the question.
- Parking lot feature to be added.

# Notice & Agenda Specimen

## Infosys IT Solution

Plot No. 28

Electronics City, Hosur Road, Bangalore-560 100

10 March 2020

### NOTICE

#### Business Continuity Plan Meeting

It is to apprise all that a meeting regarding “Business Continuity Plan” and “Telecommuting” in the wake of COVID 19 pandemic will be held in the Board Room at 3:00 p.m. on 11 March 2020. Detailed agenda is attached herewith.

Asif Iqbal  
Secretary

### Meeting Agenda

Topic	Time/Duration	Facilitator
Making desktops/laptops available for telecommuting – estimated budget	10 minutes	IT manager
Resolution of customer’s queries through Skype – provision of <u>WiFi</u> , USB	10 minutes	Operations Head
Seeking City Commissioner's approval for limited operation in the branch	10 minutes	Compliance dept. Head
Ensuring adherence to log in & log out timing while working from home – meeting daily target	15 minutes	Operations Manager



# Poll Question 2

A Notice must accompany an Agenda.

- A) Yes
- B) No

# Minutes of Meeting

- Minutes of the meeting is a term that is used to refer to the written record of the official proceedings during a formal meeting.
- The minute taker may record the meeting in shorthand, then type the minutes and issue them to the attendees afterwards.

One of the greatest failures of every generation is that it refuses to read the minutes of the last meeting.

— David A. Noebel —

# Importance of Minutes

## These minutes:

- Serve as records of what happened during a meeting to remind people after some time if they forget.
- Are useful for all those who are not able to attend the meeting as they get to know everything that took place during the meeting.
- Are a record of meeting decisions, which makes them a useful review document when it's time to measure progress.
- Act as an accountability tool because they make it clear who's duty it was to perform a particular task.

# Essentials of Minutes

Meeting minutes should record what was *done* – the decisions made and the actions taken– not what was *said*. Standard contents include:

- Heading, type of meeting, organization name, date, time and place of meeting
- Attendees
- A record of the board's acceptance of the previous meeting's minutes
- Decisions made by the board (including decisions to table or postpone an item)

# Essentials Of Minutes – Contd.

- Reference to documents (e.g. written reports from the GM or committees) or resources (like information provided by outside experts) that were considered in making decisions
- Hour of adjournment

In general, the board Secretary is responsible for the minutes – but this does not mean that the Secretary must write the minutes

# What should Minutes *not* contain?

- A transcript, or details of who said what.
- Personal opinions, interpretations or comments: because this sort of information is rarely helpful later, and does not reflect the will of the board as a whole, it is better just to leave it out.



# Meeting Minutes Sample

<b>NAME OF ORGANIZATION:</b> Infosys		<b>Department Name:</b> Infosys-AP & AR	
<b>Meeting:</b>	BUSINESS CONTINUITY PLAN & TELECOMMUTING		
<b>Name</b>	<b>Title</b>	<b>Signature</b>	
Mr Vijay Kumar	President		
Mr Akash Jain	Operations Head		
Mr Rishabh Pareek	IT Manager		
Mr Karan Raj	Compliance dept. Head		
Mr Anand Kumar	Operations Manager		
<b>Date</b>	<b>Time</b>	<b>Place</b>	
11 March 2020	3:00 p.m. - 3:45 p.m.	Board Room	
<b>Facilitator</b>	<b>Minute Taker</b>	<b>Documenter</b>	
Mr Manish Pareek	Rajat Khanna	Rajat Khanna	
<b>PREPARATION:</b>	1 Estimated budget for movement of IT infrastructure 2 Legal Document for seeking permission 3 Setting daily productivity target		
<b>Next Meeting Decision</b>	<b>Date</b>	<b>Time</b>	<b>Place</b>
	11 April 2020	2:00 p.m. - 3:00 p.m.	Board Room
<b>MINUTES:</b>			
<b>AGENDA ITEMS</b>	<b>OUTCOMES / DECISIONS</b>	<b>ACTIONS TO BE TAKEN, COMMUNICATIONS REQUIRED</b>	
1. Making desktops/laptops available for telecommuting – estimated budget 2. Resolution of customer's queries through Skype – provision of WIFI, USB 3 Seeking City Commissioner's approval for limited operation in the branch	1. All the analysts to be sent the desktops/laptops to along with USB at home. Estimated budget of 2 Crores- approved 2. Business must continue – to ensure this, employees to get the reimbursement of Wifi plan capped at 4000/- 3 For securing sensitive customer data, part of the organization to be functional, city commissioner's approval to be sought	1. IT manager to ensure the set up by 15 March 2020. 2. Operations head to get approval from Accounts dept. & monitor the customer calls on a daily basis. 3. Compliance Head to oversee documentation formalities & get the approval by 13 march 2020	
Vijay Kumar (Chairperson) Date: 11 MARCH 2020			



Microsoft Office  
Word Document

# Minutes

## MINUTES:

AGENDA ITEMS	OUTCOMES / DECISIONS	ACTIONS TO BE TAKEN, COMMUNICATIONS REQUIRED
1. Making desktops/laptops available for telecommuting – estimated budget 2. Resolution of customer's queries through Skype – provision of WiFi, USB 3 Seeking City Commissioner's approval for limited operation in the branch	1. All the analysts to be sent the desktops/laptops along with USB at home. Estimated budget of 2 Crores- approved  2. Business must continue – to ensure this, employees to get the reimbursement of Wifi plan capped at 4000/-  3 For securing sensitive customer data, part of the organization to be functional, city commissioner's approval to be sought	1. IT manager to ensure the set up by 15 March 2020.  2. Operations head to get approval from Accounts dept. & monitor the customer calls on daily basis.  3. Compliance Head to oversee documentation formalities & get the approval by 13 march 2020.

# Difference Between Agenda & Minutes

## Definition

### Agenda -

is a list of items to be discussed at a formal meeting

### Minutes -

the official records of discussions held and decisions taken at a meeting

## Preparation

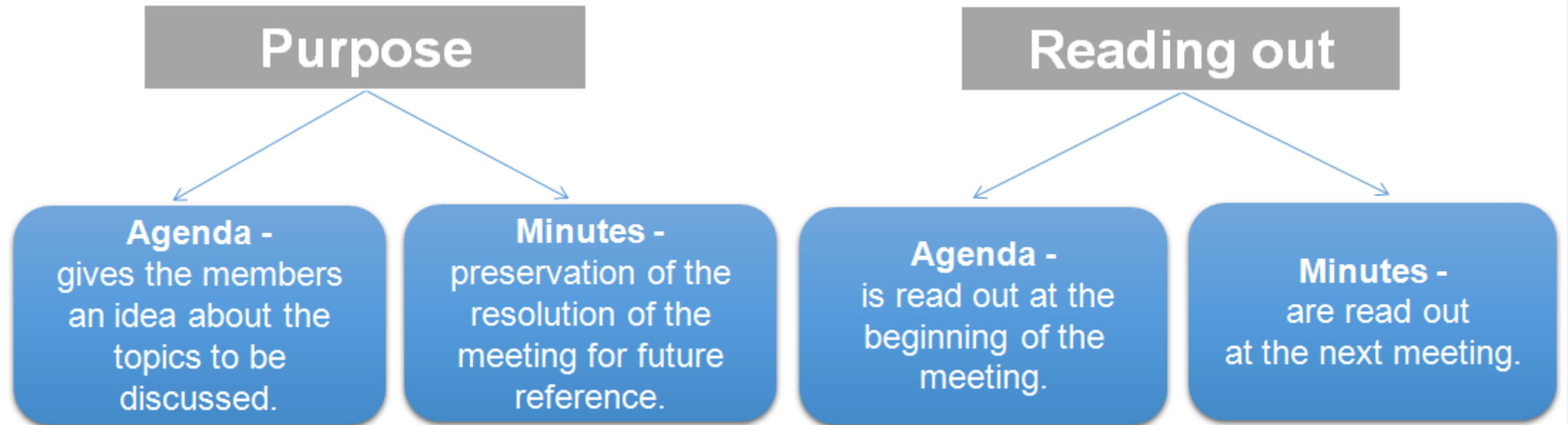
### Agenda -

drawn up by the secretary in consultation with the Chairman.

### Minutes -

are generally written by the secretary of the organizational unit.

# Difference Between Agenda & Minutes – Contd.



# Difference Between Agenda & Minutes – Contd.

## When prepared



**Agenda –**  
is written before the  
meeting.

**Minutes -**  
are prepared during  
the meeting.

## Where written



**Agenda -**  
is generally written on  
a notice board/a hard  
copy is circulated to  
participants.

**Minutes -**  
are written in the  
company's minutes  
book.

# Poll Question 3

Minutes of the meeting must contain –

- A) Hour of adjournment
- B) Transcript of discussion at the meeting
- C) Personal opinion about discussion



# A Quick Recap



# Glossary

## **Call to order**

to formally signal the start of a meeting

## **Committee Reports**

progress reports presented at meetings

## **New Business Old Business**

new topics and issues  
unresolved discussions from a previous meeting

## **Quorum**

the number of people needed for a meeting to be legitimate and commence

# Applications

- Students will be able to explain what an agenda and meeting minutes are and why they are useful.
- They will be able to identify the key components of agenda and meeting minutes.
- They will be competent to draft agenda and minutes of the meeting in the workplace.
- They'll be equipped with one of the essential job skills – writing.
- They'll be able to demonstrate their ability to explain, summarize and refine ideas.

# Assessment Pattern

**Students are assessed on the basis of the following parameters:**

- Hourly Tests - 2
- Assignments
- Surprise Test
- Quiz
- Student Engagement
- End Semester Exam

# References

- <https://www.simonstapleton.com/wordpress/2012/04/18/10-reasons-why-team-meetings-are-important/>
- <https://bizfluent.com/info-8775163-importance-having-agenda-meetings.html>
- <http://hcrc.revacomm.net/images/BOD/PONO/stop%20wasting%20valuable%20time.pdf>
- **Reference books:**
  - Taking Minutes of Meetings – 5th Edition by Joanna Gutmann
  - The Art of Taking Minutes Paperback – April 19, 2011 by Delores Dochterman Benson



# THANK YOU



**For queries**  
**Email: [communicationskills.uilah@gmail.com](mailto:communicationskills.uilah@gmail.com)**