

MEETING NOTES MADE EASY! *Live Online Class*

**A 90-minute session
plus Q&A, with tips,
practice, and note-
taking templates**

**Tuesday, Sept. 13, 2011
10 a.m. Pacific Time**

**Learn how to take
meeting notes and
minutes the easy way.
No more note-taking
anxiety!**

“Yesterday I completed my first set of minutes since attending the class. What a huge improvement. I spent considerably less time writing, included less extraneous detail, and felt much less stressed. Hurray! Your teaching really made a tremendous difference.”

*Jennifer Taylor, Organizational
Development Manager, Public Utility
District No. 1 of Chelan County*

SYNTAX TRAINING
Tools for Better Business Writing



**Do you dread being the
meeting note-taker?**

**Minimize your note-taking fears and
challenges! Be able to:**

- Recognize how much information to record.
- Get essential information down before the group moves on.
- Follow a rambling discussion and know which parts of it to include.
- Record complex information correctly.
- Collaborate with the meeting leader and make your job easier.
- Reduce your note-taking stressors.
- Complete your meeting notes and minutes promptly.

DATE & TIME **Tuesday, Sept. 13, 2011**
10 to 11:45 a.m. Pacific Time

PLACE Your computer! This is
a live online workshop.

TARGET AUDIENCE Anyone who may be asked to
take notes and minutes at
meetings.

TRAINING PROVIDER **Syntax Training**
<http://syntaxtraining.com>

REGISTER Register for the class at
<http://tinyurl.com/syntaxtraining-91311>
Or contact Michael Johnston at
michaelj@syntaxtraining.com or
206-782-8410 in the U.S. to
learn more or get help registering.



MEET YOUR NOTE-TAKING CHALLENGES

If you are like most people who attend the class, one of your biggest challenges is figuring out how much to record. In this practical, highly interactive class, you will get strategies, best practices, templates, and actual note-taking practice to help you know what to record every time!

When you register for the class, you will be invited to send the instructor a sample of your notes or minutes and let her know which aspects of note-taking you want help with in the class. She will be sure to provide what you need.

Meet Your Instructor



Lynn Gaertner-Johnston
Business Writing Specialist and
Founder of Syntax Training

Since 1990, Lynn has helped thousands of employees and managers improve their meeting notes and other types of business writing. Clients include REI, Leducor, AARP,

TIAA-CREF, Premera Blue Cross, Dorsey & Whitney, Port of Seattle, and many others. Lynn has taught managerial communications in the MBA programs at the University of Washington and UW Bothell.

Lynn earned her M.A. in communication from the University of Notre Dame and her B.A. in English from Bradley University. To sharpen her online teaching skills, she completed the Virtual Facilitator Training Certificate Program offered by NetSpeed Learning Solutions.

“I highly recommend this course to businesses and individuals who are responsible for the important, yet sometimes overwhelming, task of taking meeting minutes.... Our group walked away from this experience with a brighter outlook on taking effective notes and more confidence, too!”

*Brittani Keel, Administrative Assistant
American Public University System*

INVEST IN BEING A CONFIDENT, COMPETENT NOTE-TAKER: \$179

YOUR PER-PERSON FEE COVERS:

- The 90-minute live online training program
- 15 minutes of live online Q&A
- Downloadable PDF of the 22-page handout
- Downloadable PDF of the 2-page article “Meeting Notes Made Easy”
- Four meeting notes templates in Microsoft Word, including a combined agenda/notes template
- Online access to the recording of the class for 30 days

The per-person fee to attend Meeting Notes Made Easy is US\$179. This fee covers calling in to a toll-free number for those located in the U.S. and Canada. Calling in from other locations involves an additional charge. Please contact Syntax Training for details.

Group discount: Three or more people registering together get a 10 percent discount.

REGISTER

Register and pay by Aug. 13: \$159 per person.

Register and pay after Aug. 13: \$179 per person.

The class fills quickly, so register today! Register online here: <http://tinyurl.com/syntaxtraining-91311> * Or phone 206-782-8410 and use a credit card or request an invoice. Invoices must be paid within 10 days of registration to hold your place in class.

*Use the payment link above if you will participate from the U.S. or Canada. Please email us if you wish to participate from another country, and we will give you the appropriate link.

Can't attend? Use this link for access to the recorded class (\$159): <http://tinyurl.com/syntaxtraining-91311R>

TO LEARN ABOUT SYNTAX TRAINING

Visit the web site at <http://syntaxtraining.com>. Learn more about business writing at Lynn's blog at <http://www.businesswritingblog.com>. Email michaelj@syntaxtraining.com or call Michael Johnston in Seattle at 206-782-8410 with questions.



YOUR LEARNING AGENDA

You can expect to participate in these lively, practical learning activities to increase your note-taking confidence and ability.

Welcome to class! Find out how to use the online tools to meet your learning objectives.

Recognize your note-taking challenges. Get tips on how to eliminate them.

Discuss beliefs and myths about taking meeting notes. Replace unhelpful beliefs with best practices.

Analyze three sets of meeting notes. Decide which are effective and ineffective and why.

Review a list of the eight questions your meeting notes should answer, along with three optional questions that apply to some meetings.

Test yourself on six best practices of business writing that apply to meeting notes.

Review four note-taking templates to decide which is the best match for the notes you take.

Take notes at a simulated 10-minute meeting. Evaluate your notes based on specific criteria. Enjoy recognizing how much easier note-taking can be.

Decide on the specific actions you will take to reduce or eliminate your note-taking challenges.

Get answers to your questions. Questions are welcome anytime during the program, and a 15-minute period is reserved just for them.

“This web workshop helped guide me in the right direction to take meeting notes the ‘right way’! I now feel more confident as the note-taker in meetings. I make sure I capture the right information so the meeting committee can use my minutes as a guide.

“I highly recommend Meeting Notes Made Easy to anyone who participates in meetings!”

*Melissa Summerfield, Training Specialist, HR,
Organic Valley Family of Farms*

Which of These Note-Taking Beliefs Do You Agree With?

- Normally meeting notes should be a transcript of the meeting.
True False
- It is usually a good idea to include who said what in final meeting notes.
True False
- It is reasonable for the note-taker to request the agenda, list of attendees, and handouts before or at the beginning of the meeting.
True False
- It is better for the note-taker to ask for clarification during the meeting rather than after it.
True False
- It is more effective to take notes on a computer than by hand.
True False
- If you are the facilitator, it is a good idea to take the notes, because you know the agenda.
True False
- The best time to write up meeting notes is a few days after a meeting to gain perspective on the discussion.
True False

Which note-taking beliefs are hampering your ability to do the job with ease?

Which new beliefs could help you eliminate needless pressure?

Find out in Meeting Notes Made Easy.



Technical Questions? Participating Is Easy

If this is your first time attending an online workshop that uses Adobe Acrobat Connect Pro, check your connection to be sure you will be able to log in to the classroom. Use this link to test your connection: http://syntaxtraining.na4.acrobat.com/common/help/en/support/meeting_test.htm

After you register for the class, you will receive simple instructions about entering the online classroom and calling the toll-free telephone number to participate.

FREQUENTLY ASKED QUESTIONS

Will I participate or just look and listen?

The class is very interactive. You will talk with the instructor and other attendees, select answers in polls and self-tests, type your comments, attend a virtual meeting, and draft meeting notes. You will be able to ask questions and get answers.

You will participate throughout the class. Do not plan to do other things during the session!

Should I expect to be in a huge webinar?

Each class is limited to 18 attendees. The small number of people contributes to a positive, engaging learning experience.

May I invite other people from my company to view the web workshop with me?

The class is not for group viewing—it is for individual learning. Plan to attend in a private workspace equipped with a computer and phone.

If three or more people at your company plan to attend, register together to get a 10 percent discount. Or contact Syntax Training about offering a special session for your company.

No Travel Stresses or Travel Time

Stormy season? Too much traffic? No time or budget for travel? No problem! Take the class from your workplace or home office.

Will the class help me take formal minutes?

Meeting Notes Made Easy helps you take both notes and minutes with ease. Send Lynn a sample of your minutes, along with your goals in taking the class. She will be sure to cover valuable tips that will help you succeed with your minutes.

Will I need any special equipment?

You will need Web access to be logged in during the class. For easy viewing, arrange to be at a normal-sized screen. You will type during the session, so having a telephone headset is helpful.

What if I have a technical problem during class?

An expert will be available during the class to resolve any technical issues. If you miss part of the session, you will be able to view the recording.

A Note on Time Zones

Meeting Notes Made Easy is scheduled on Pacific Daylight Time (PDT), which is UTC-7 hours (GMT minus 7 hours). The Sept. 13 class begins at 10 a.m. PDT. For a time zone converter, visit <http://timeanddate.com>.

What if I register but am unable to attend?

If you cannot attend, you may send someone in your place or view the recording. You may also cancel your registration 30 days before the class for a full refund. Cancel up to two weeks before the class, and you will receive a 50 percent refund.

Because of schedule conflicts, I cannot attend the live session. May I view the recording?

Yes, you can receive the class materials and view the recording. Use this payment link to place an order: <http://tinyurl.com/syntaxtraining-91311R>

May I attend to scout out the class for our firm?

You are welcome to attend as a scout. Please register and participate as a learner. If you decide to offer the class for your organization, we will deduct your registration fee from the cost of the first class you schedule.