

UHL2432

ENGLISH FOR PROFESSIONAL COMMUNICATION

CHAPTER 3

GROUP COMMUNICATION SKILLS

Expected Outcomes

Differentiate the types of meeting, their aims and purposes.

Demonstrate the ability to lead and participate effectively in a meeting.

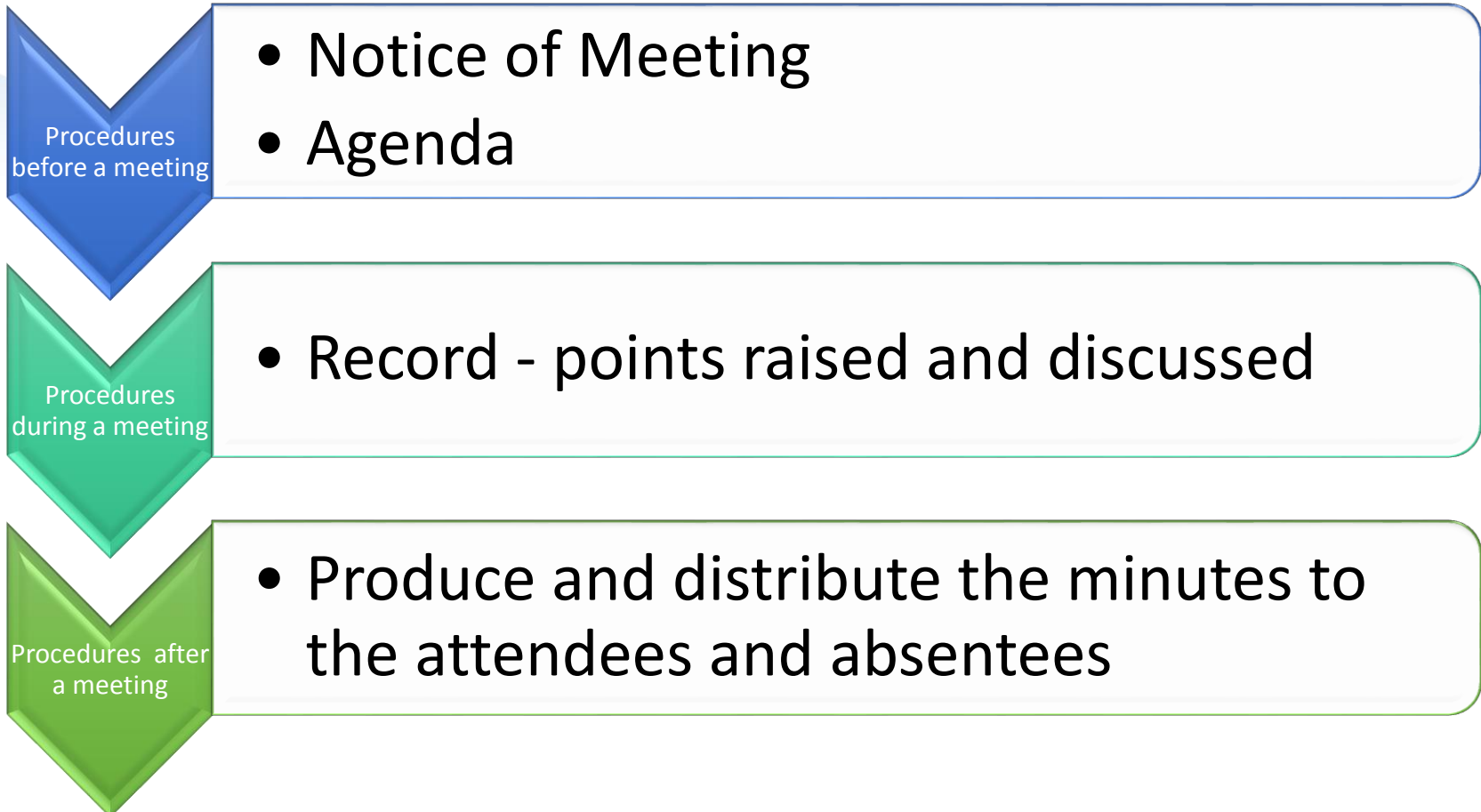
Use correct language expressions as a chairman and participants in a meeting.

Practise appropriate non-verbal communication in meetings.

Create meeting documents according to the correct format.

Dr. Fatimah Ali
Ms. Marziah Ramli

3.2 Meeting Documents



3.2 Meeting Documents

Notice of meeting

- invitation /notification

Agenda

- list of items to be discussed in a set order

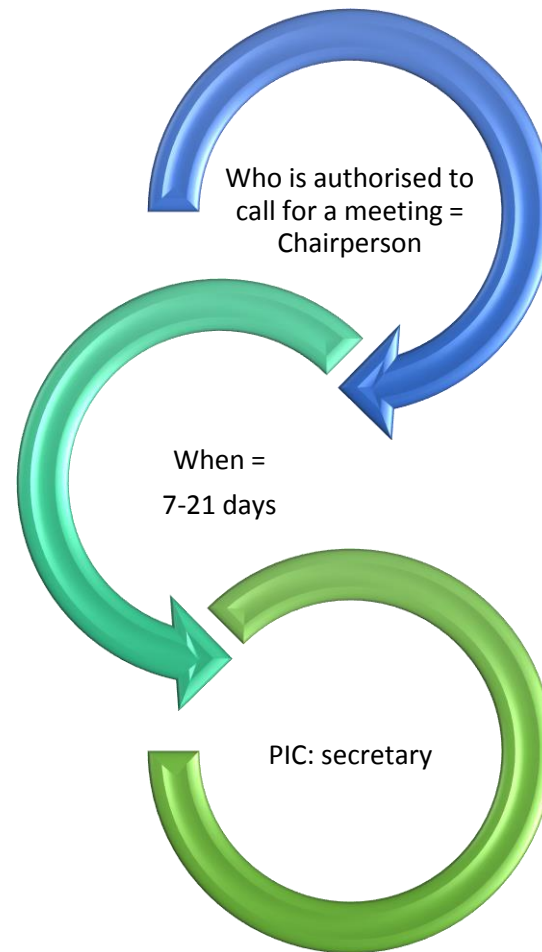
Meetings

- can be formal/ informal

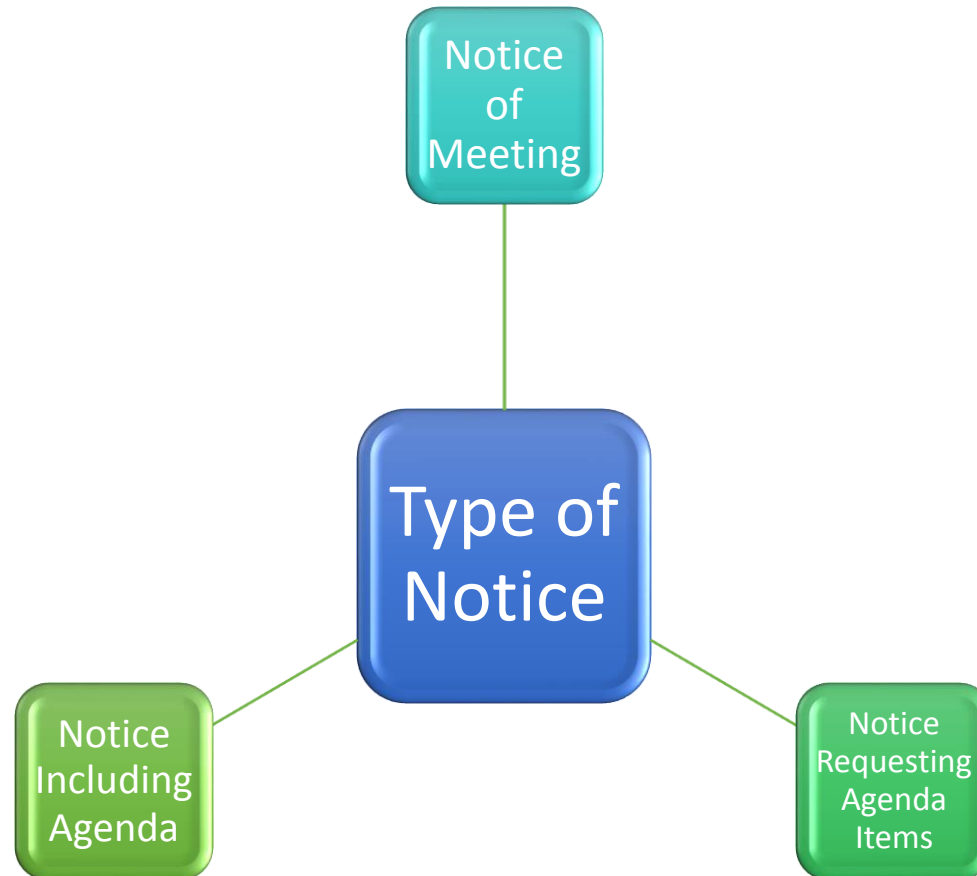
Minutes of meeting

- official records of what've been discussed + what has been decided

3.2 Meeting Documents



3.2.1 Notice of Meetings



3.2.2 Meeting Agenda



3.2.2 Meeting Agenda

Structure of an Agenda

Opening Ordinary Business

- *Chairperson's Address*
- *Apologies for absence*
- *Minutes of the last meeting*
- *Matters arising*
- *Correspondence (optional)*
- *Presentation of accounts (optional)*

Special Business

- *the actual reason(s) for which the meeting is called.*

Final Ordinary Business

- *Any other business*
- *Date of next meeting*

3.2.2 Meeting Agenda Simple Template

Time

Date

Venue

The word “AGENDA:”

Apologies for absence

Minutes of the last meeting

Matters arising

Special business

Any other business

Date of next meeting

3.2.3 Minutes of Meeting

The meeting date, location,
starting and ending times

The names of the chairperson
and the minute-taker

The names of all
attendees and absentees

An accurate summary
of the discussions

A record of
decisions/resolutions made

A thorough account of any action items, who is responsible
for each action and when each action is to be completed

3.2.3 Minutes of Meeting

Types of Minutes



Verbatim minutes



Minutes of resolution



Minutes of narration

3.2.3 Minutes of Meeting Simple Template

Company's name and committee

Heading of minutes

Attendees in alphabetical order (start with Chairman first)

Opening Ordinary Business

- Apologies for absence
- Minutes of the last meeting
- Matters arising

Special Business

- Issue 1
- Issue 2

Final ordinary Business

- Any other business
- Date of next meeting

Chairman's signature, name & date

3.2.3 Minutes of Meeting

Language Skills Required for the Writing of Minutes

Change the tenses

Change the pronouns

Change the time frame

Use useful reporting verbs

References

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