

## **WEBINAR SERIES:** **Minutes Writing –** **How to Write Effectively**

**21 September 2023, Thursday**  
9.00am – 5.00pm  
Speaker: MS. KIM CHOW

Virtual  
Course code: SS210923W1  
**Closing date: 19 September 2023**



**8 CPD  
HOURS**

## Course Introduction

Writing the minutes should not be a dreadful task or cause a writer's block. Applying effective writing skills to minutes writing helps to produce a reader-friendly set of minutes that represents an objective summary and concise record of the meeting. Effective writing techniques offer a useful framework on how to sort, select and structure notes into minutes.

## Course Objectives

This course provides a practical guide on how to develop effective writing techniques and transform the skill into the art of writing minutes.

## Learning Outcomes

By attending this course, participants will be able to:

- Learn and apply effective writing techniques for reader-friendly impact
- Write the meeting minutes in a concise, objective and structured manner
- Convert notes into minutes using a helpful framework or format
- Develop and practise the art of minutes writing

## Who Should Attend?

Company secretarial assistants, students and graduates who wish to acquire effective writing skills to help them write minutes competently.

## About the trainer: MS. KIM CHOW

Kim Chow is an educator, a soft skills trainer and director of Kim Chow Communicators which owns the registered trademark KimChow®. Her experience in the corporate world has sharpened her Communication Skills in our multicultural and pluralistic business world. The competitive business environment has motivated her to raise the bar on her expertise in Business Etiquette and Personal Branding. As a result of her ongoing business endeavours, she has documented a vast collection of case studies which she uses in her training programmes. As a practitioner of Experiential Learning, her training methodology involves hands-on activities such as simulations, role-play, dramatizations, performing arts, photography, video recording and filming. The activities are followed by self-reflection and evaluations.

- Fee is payable to MAICSA

### Mode of payment:

Online transfer

RHB Account No: 2-64-094-0000-4232

Swift Code: RHBBMYKL

*Note: Bank charges for telegraphic transfer will be borne by the client.*

Please email the bank-in slip/ transfer advice to [training@maicsa.org.my](mailto:training@maicsa.org.my) or fax to 603-2283 4492, for our verification and record.

**NO Letter of undertaking is accepted.**

## REGISTRATION

Click [HERE](#) for online registration.

*We accept only online registration form. Please ensure that you provide a valid personal email address.*

### Normal Registration:

- Fee must be made together with the registration.
- For normal and group fee registration, payment must reach MAICSA **before 19 September 2023**
- Registration without payment is not considered as confirmed.

### Registration with HRDCorp Grant

- Normal fee will apply.
- The HRDCorp Approved Grant must reach MAICSA **before 19 September 2023**

## Course Contents

### 1. Writing style

- Principles of good writing
- Reported speech
- Writing toolkit
- Checklist of useful words and phrases

### 2. Guiding principles of minutes writing

- The 8 Cs  
Concise, Complete, Consistent, Clear, Compliant, Clean, Correct, Coherent
- Current trend in minutes writing

### 3. Listen first, write later

- Capturing the flavour of the meeting
- Hearing and listening
- Asking questions

### 4. Transforming notes into minutes

- Streamlining the notes
- Essence of the meeting

### 5. Effective summarising skills

- Identifying the key points
- Expressing ideas in fluent sentences
- Recording dissenting views

## Training Methodology

Case studies, Interactive Sessions, Exercises, Hands-on practice

## Webinar Fee (inclusive of 6% Service Tax)

Category	Normal Fee (RM) per person	Group Fee* (RM) per person
MAICSA Member/Affiliate Graduate/Student	430	400
Non Member	560	530
Retired MAICSA member	215	215

**Note:** Fee includes e-course materials (in digital form) and e-certificate.

\* Registration under the HRDCorp grant will be subject to the NORMAL FEE ONLY. Discounted fee is NOT applicable.

## ENQUIRIES:

Email: [training@maicsa.org.my](mailto:training@maicsa.org.my)

Tel: 03-2282 9276

**Attention: Ms Vickneswary (ext 803)**

Upon successfully registration, you are deemed to have read and accepted the terms and conditions.

## **TERMS & CONDITIONS**

MAICSA's webinars are subject to terms and conditions as set out below.

## **REGISTRATION AND WEBINAR ACCESS LINK**

A participant is successfully enrolled for the webinar once payment has been made. The access link to join the webinar will be emailed at least ONE (1) day before the webinar and the link is unique and should not be forwarded/shared with others. **Participants may log-in at 8.45am.**

## **CANCELLATION/REFUND/REPLACEMENT/TRANSFER**

Participant who decides to cancel his/her registration, a cancellation policy shall be applied as follows:

- a. Written cancellation received less than seven (7) days from the date of the event:
  - i) Paid Registration - A refund (less administrative charge of 20%) will be made.
  - ii) Unpaid registration will also be liable for 20% administrative charges.
- b. Written cancellation/no show on the day of the webinar:
  - Paid Registration - No refund will be entertained.

\*\*Replacement of participant and transfer of webinar are not acceptable.

## **VERIFICATION OF ATTENDANCE**

- Participant attendance will be verified based on the attendance report produced by Zoom Webinar.

## **CERTIFICATE OF ATTENDANCE AND CPD HOURS**

- E-Certificate of Attendance will be issued to participants upon attending the entire duration of the webinar AND receipt of full payment. Participant must fulfill at least 75% of attendance of the webinar to eligible for the e-certificate and HRDF claim under SBL-Khas Scheme.
- Delegates may check their E-certificates from this link <http://www.maicsa.org.my/resources/cpd-training/e-certificate-of-attendance>, within 5 working days after the webinar.
- For MAICSA members, the CPD hours will be credited into the CPD Tracker System.
- For MAICSA members who are also PC Holder, please contact SSM for the calculation and recognition of CPD Hours for online training held by MAICSA.
- For non MAICSA members, please contact your professional body or regulator for the calculation and recognition of CPD Hours for courses held by MAICSA.

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