

PENANG SANGAM HIGH SCHOOL

YEAR 11

OFFICE TECHNOLOGY

WORKSHEET 24

LESSON NOTES AND ACTIVITY

STRAND	OT 11.3 Office Administration
SUB-STRAND	OT 11.3.3 Business Communication
LEARNING OUTCOME	<ul style="list-style-type: none">Explain the methods of holding a meeting

MEETINGS

Minutes are written in the past tense, as they are a record of an event that has already taken place. The following details are included in the minutes:

- Members present – a list of members who were present at the meeting.
- Apologies - a list of members who have excused themselves from the meeting.
- Minutes of the last meeting – minutes of the previous meeting is to be agreed to as a true record of the last meeting.
- Matters arising from the last meeting – after reading the last minutes of the meeting members may ask questions on matter arising.
- Correspondence – these include letters or any other documents which have been sent out regarding matters discussed together with replies received
- Reports – on any action which have been taken, financial reports and any other reports.
- Agenda items – all other items listed on the agenda and according to discussions.
- Closure – a note is made on the time the meeting ended.
- Date and venue of next meeting – the chairperson will suggest a date and place for the next meeting.

Methods of holding meetings

Decision making



A meeting may be called when a decision needs to be made on policies, procedures, goals, deadlines or targets; or when a group needs a decision on a proposal, building or action.

Brainstorming

This involves getting a number of people together to produce ideas. Each member of the group suggests ideas quickly and without deep thought.



Information gathering

Information may be needed for a special assignment and calls a meeting of key personnel to obtain that information.

Opinion seeking

This type of meeting is called in cases when management may need to get the opinion of other members of the staff on a certain policy or operation. It is important to get the opinion of all personnel involved. All opinions and suggestions are analysed in order to make the best decision.



Team building

An office administration department of six members may hold regular weekly, monthly or yearly meetings to provide guidance, suggestions and psychological support to members of the department in order to improve motivation and increase productivity.



NOTICE OF MEETING	
Notice is hereby given that the General Meeting of the Business Quality Advertising Pty Ltd will be held on 28 June 201X in the company's conference room, 24 Naitata Street, Suva at 3.30 pm.	
All members of the company are invited to be present.	
Agenda	
1.	Welcome and apologies
2.	Minutes of last general meeting.
3.	Business arising
4.	Chairperson's Report
5.	Financial Statement
6.	Correspondence
7.	Any other business

A formal/public notice of meeting

Activity

1. Explain the following methods of holding a meeting:

Decision making

Brainstorming

Information gathering

Opinion seeking

Team building

THE END ☺