

The screenshot displays the Minute Keeper web application interface. At the top, there is a red header with the Minute Keeper logo and the tagline "Manages, Tracks & Distributes Your Meetings". Below the header is a navigation menu with options: Dashboard, Meetings (highlighted), Actions, Documents, and Contacts.

The main content area is titled "New Work Meeting" and has sub-tabs: Details, Agenda, Action (highlighted), Attendance, Documents, and Notes. Below the tabs is a search bar with a "New" button on the left and a "Search" button on the right.

There are two sections for meeting agendas:

- Mark's Agenda:** A table with columns: Agenda, Title, Date Due, and Status.

Agenda	Title	Date Due	Status
1.1 New Work	Check new work with staff.	24/07/2014	Pending
2.1 Check Project 1	Check Project 1 with Company X	7/07/2014	Pending
- Martin's Agenda:** A table with columns: Agenda, Title, Date Due, and Status.

Agenda	Title	Date Due	Status
1.0 Welcome	Project folders	2/07/2014	Pending

# Minute Keeper (Web) Database

## Case Study Tutorial

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Thanks to:

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- Martin Iannuzzi
- All those who have offered comments and corrections

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*The case study and the associated data is fictional.*

*If you wish to offer comments and/or suggestions, please email Mark O'Reilly.*

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*Note that screen images presented in this manual may vary from those on your computer depending on your current Internet browser, and the current version of the Minute Keeper database.*

# Contents

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<b>Introduction</b>	<b>1</b>
<i>Rationale</i>	1
<i>A Suggested Approach</i>	1
<i>Required Materials</i>	3
<b>Case Study - Setting Up</b>	<b>4</b>
<i>Background</i>	4
<i>Setting up the Central Database</i>	4
<b>Previous Minutes</b>	<b>10</b>
<i>Adding Previous Budget Team Meeting Minutes</i>	10
<i>Adding Previous Business Plan Team Meeting Minutes</i>	15
<b>Case Study - Sample Meetings</b>	<b>17</b>
<i>The Business Plan Meeting Agenda</i>	17
<i>The Business Plan Meeting</i>	20
<i>The Design Team Meeting Agenda</i>	23
<i>The Design Team Meeting</i>	25
<i>The Social Club Meeting</i>	27
<b>Discussion Activities</b>	<b>29</b>
<i>A Review of the Meetings</i>	29
<i>Computerised Management of Meetings</i>	29
<b>Appendix A - Sample Setup Data</b>	<b>30</b>
<b>Appendix B - Sample Meeting Data</b>	<b>32</b>
<b>Bibliography</b>	<b>36</b>
<b>An Extended List of References / Resources</b>	<b>37</b>

# Introduction

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## ***Rationale***

This Case Study Tutorial has been created to accompany and extend the User Manual in illustrating the use of the Minute Keeper (Web) database. This tutorial might be considered useful by someone wishing to up-skill themselves in the use of the database, or by a group of people studying the management of meetings.

## ***A Suggested Approach***

A suggested approach to working through this Case Study Tutorial might be to set aside four two-hour time slots. Additional time may be required for extended reading, review and practise.

It is assumed that you will be completing this tutorial as a **Training Copy** of the Minute Keeper (Web) database.

### **Hours 1 and 2**

**Review a book or text** containing material on the running of standard meetings. This material has not been included in this tutorial since it has been well covered by quite a number of other authors, and in a number of standard business and communications texts. A list of such texts has been provided at the end of this tutorial. *This list is in no way exhaustive.*

**A practical component** for this lesson is a review of the product in conjunction with the User Manual.

### Hours 3 and 4

In these two hours, focus on the Case Study - Setting Up section:

- **Background** - read and discuss the setting for the Case Study.
- **Setting up the Central Database** - gain exposure to the Minute Keeper (Web) database setup screens.

### Hours 5 and 6

In these two hours, focus on review of the setup procedure, the User Manual, and the Case Study section - Previous Minutes:

- **Review** - the Minute Keeper setup procedure presented in the previous lesson, and the User Manual.
- **Adding Previous Minutes** - record sample minutes in the Minute Keeper (Web) database.

### Hours 7 and 8

In these two hours, focus on the Case Study - Sample Meetings section:

- **The Budget Meeting**
- **The Design Team Meeting**
- **The Social Club Meeting**

These final three components present role plays which provide practical opportunities to imagine you are the official minute taker at three separate meetings. These meetings are all quite different and some discussion about meetings and the recording of the respective minutes can be entered into.

**NOTE:** *A number of discussion questions have been provided in the section following the Case Study.*

## ***Required Materials***

In order to complete this suggested eight hour approach, you would need to have access to:

- A copy of this Case Study document.
- A book or text that provides some background to the running of meetings, and the recording of minutes.
- A **training installation** of the Minute Keeper (Web) database, specifically loaded for training purposes. (Reminder: **DO NOT** complete this tutorial using an operational copy of the Minute Keeper (Web) database.)
- A PDF or printed copy of the Minute Keeper User Manual.
- A login for the Minute Keeper database.

## Case Study - Setting Up

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### Background

A new organisation known as the '**Productive Meetings Business Office**' has requested that you manage the minutes of their various meetings. They have already held one Business Plan meeting, one Budget meeting and a number of Operational Team meetings. The Business Plan and Budget meetings are managed by representative members from each of the three operational teams, and further meetings of these groups are anticipated.

*A. Director* has requested you set up a copy of the Minute Keeper database. You are to add all rooms to the locations section, all Meeting Types, all standard Item Types and the details of all staff working within the office - entered directly into the central copy of Minute Keeper (Web).

### Setting up the Central Database

*A. Director* supplies you with the data to be added to the central copy of the database. **This data is provided in full in Appendix A.**

You complete the following steps in order to set-up the central copy of the database:

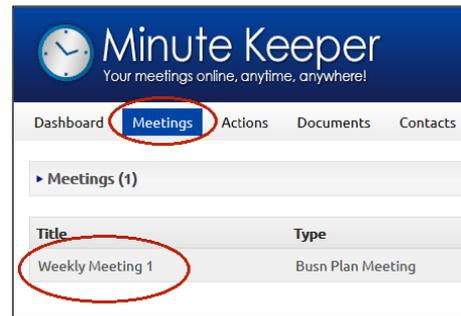
#### Delete Existing Sample Meetings

1. Bring up the Minute Keeper (Web) Database ( <http://my.minutekeeper.com> ) using your web browser of choice. Click on the **Login** menu option. Login to Minute Keeper using the following username and password.

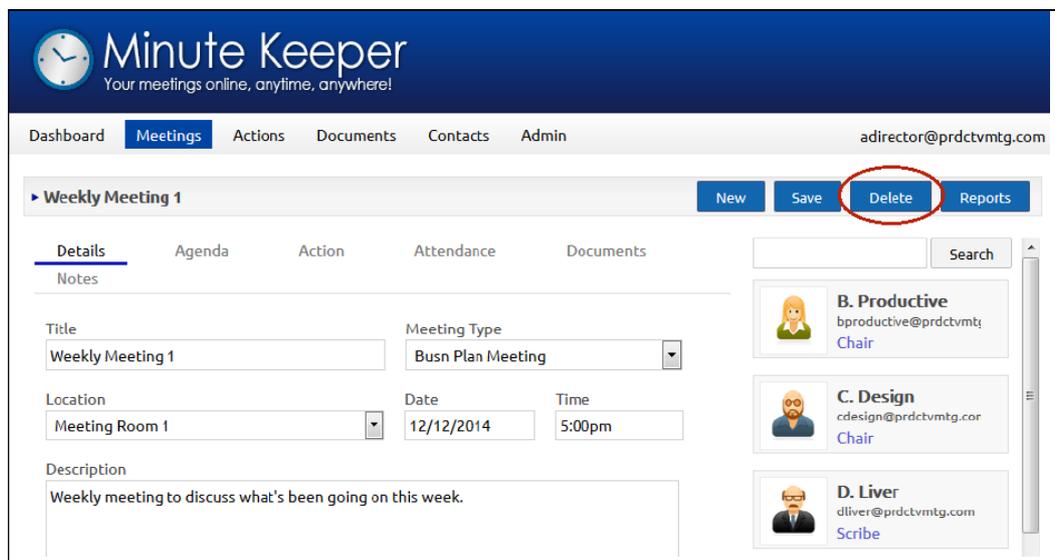
Username:      adirector@prdctvmtg.com  
 Password:      go

- Click on the Main Menu option - **Meetings**. The Meeting list form will be displayed.

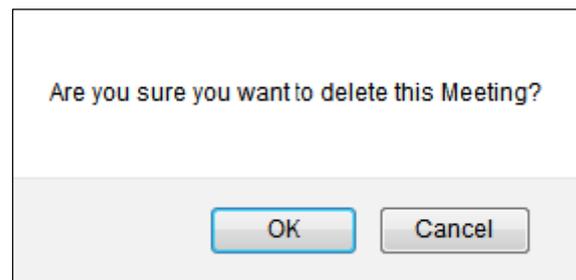
When Minute Keeper is first installed, there may be a sample meeting provided. In order to work through this Case Study we will need to delete all sample meetings.



- Click on each sample meeting in turn via the Meetings menu item and then on the required meeting. The selected meeting's detail will be displayed. Click on the DELETE button on the top right of the screen.



A message box will be displayed and will require you to verify the requested deletion. Click on the OK button within the message box when you are satisfied that you have selected the sample meeting.



**RECOMMENDATION**  
*Always approach the deletion of information from any database with all due **caution** and care.*

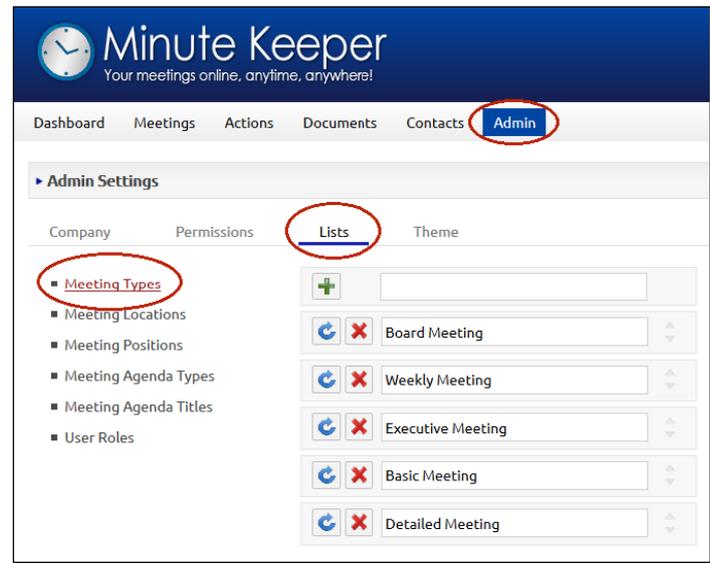
## Add Data to the Lists

Review the section within the User Manual titled: **Getting set up with the Database.**

- Click on the Main Menu option – **Admin**, and then the admin option: **Lists**. Click on each of the links in turn, delete any unwanted entries and enter the data provided in the following tables in **Appendix A**:

- Meeting Types
- Meeting Locations
- Meeting Positions
- Meeting Agenda Types
- User Roles
- Standard Titles of Employees

The sample data for the Meeting Types list is shown right. Note the  next to the row where a new entry is to be added.



## Add the Company and Contact Details

Review the section within the User Manual titled: **Getting set up with the Database.**

- Click on the Main Menu option – **Admin**, and then the admin option: **Company**. Update the current entries on this screen in accordance with the sample data provided in **Appendix A - This Organisation's Details.**

Minute Keeper  
Your meetings online, anytime, anywhere!

Dashboard Meetings Actions Documents Contacts **Admin**

Admin Settings

**Company** Permissions Lists Theme

Name: Productive Meetings Business Office Safe Name: [Empty]

Contact: A. Director Phone: 1234

Email: adirector@prdctvmtg.com Website: www.prdctvmtg.com

- Click on the Main Menu option - **Contacts**.
- On the Contact Lists form, click on each of the sample contact entries in the list. Add or update the details for all contacts as per the detail given in **Appendix A - Contact Details.** (*Further screen images and instructions on the following pages.*)

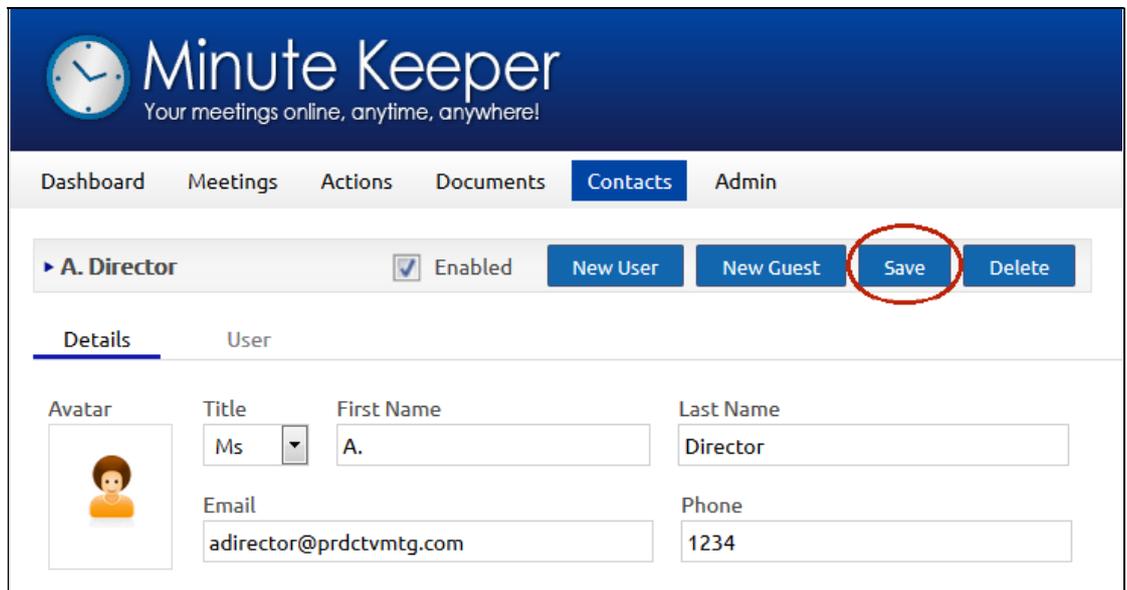
Minute Keeper  
Your meetings online, anytime, anywhere!

Dashboard Meetings Actions Documents **Contacts** Admin

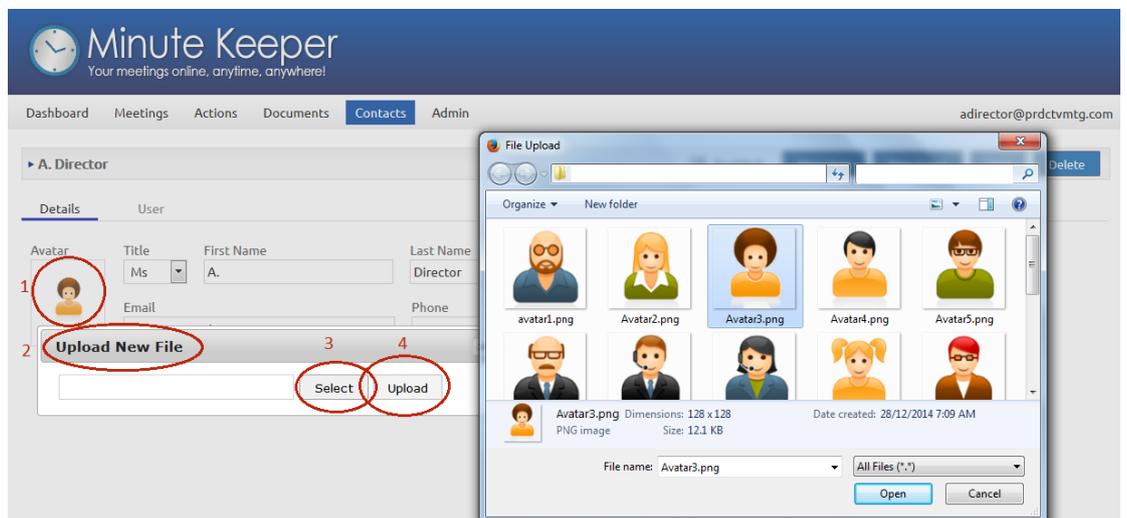
Contacts (9) [Search] [Reports] [New]

Pic	Title	First Name	Last Name	Email / Username	Phone	Enabled	Guest
	Mr	Minute	Taker	mtaker@prdctvmtg.com	1122	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Mrs	I.	Design	idesign@prdctvmtg.com	3458	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Mr	I.	Catcher	icatcher@prdctvmtg.com	3457	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Mr	F.	Fort	ffort@prdctvmtg.com	2346	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Miss	E.	Commerce	ecommerce@prdctvmtg.com	4568	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Mr	D.	Liver	dliver@prdctvmtg.com	4567	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Mr	C.	Design	cdesign@prdctvmtg.com	3456	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Ms	B.	Productive	bproductive@prdctvmtg.com	2345	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Ms	A.	Director	adirector@prdctvmtg.com	1234	<input checked="" type="checkbox"/>	<input type="checkbox"/>

8. Add the contact details in the required fields and then click on the SAVE button on the top right of the screen.



9. Update the **avatars** for each contact using your own photos or avatars – if/as required. To update an avatar, **click on the avatar**, select your required image from your computer or network and then click the **UPLOAD** button.



10. Click on the **User** link to view the login details for each contact.
  - Enter a new password for each contact that will need to access the Minute Keeper application.
  - Click on User Role ([Add/Remove](#)). Set the user roles as required by dragging and dropping the roles required for each contact.

The screenshot shows the Minute Keeper web application interface. At the top, there is a blue header with the Minute Keeper logo and the tagline "Your meetings online, anytime, anywhere!". Below the header is a navigation menu with tabs for Dashboard, Meetings, Actions, Documents, Contacts, and Admin. The "Contacts" tab is selected. Underneath, there is a section for "A. Director" with a "Details" link and a "User" link. The "User" link is circled in red. Below this, there are input fields for "Username" (containing "adirector@prdctvmtg.com") and "Password". The "Password" field is also circled in red. Below the password field, there is a "User Roles (Add / Remove)" link, which is circled in red. To the right of this link is a yellow box containing the text "Drag and drop to and from containers". Below this box, there are two role selection buttons: "Administrator" and "Standard User". A red arrow points from the "Standard User" button to the "Administrator" button, indicating a drag-and-drop action.

**IMPORTANT:** Don't forget to click on the SAVE button when you have completed all your entries.

**This concludes the preliminary setup of the Minute Keeper database for the organisation.**

## Previous Minutes

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### **Adding Previous Budget Team Meeting Minutes**

Review the sections within the User Manual titled: **Managing Meeting Detail; Working with Data Entry Screens; and Printing Reports.**

A. Director supplies you with the minutes for the initial Budget and Business Plan meetings and asks you to enter them into the central copy of the database. **This data is provided in full in Appendix B.**

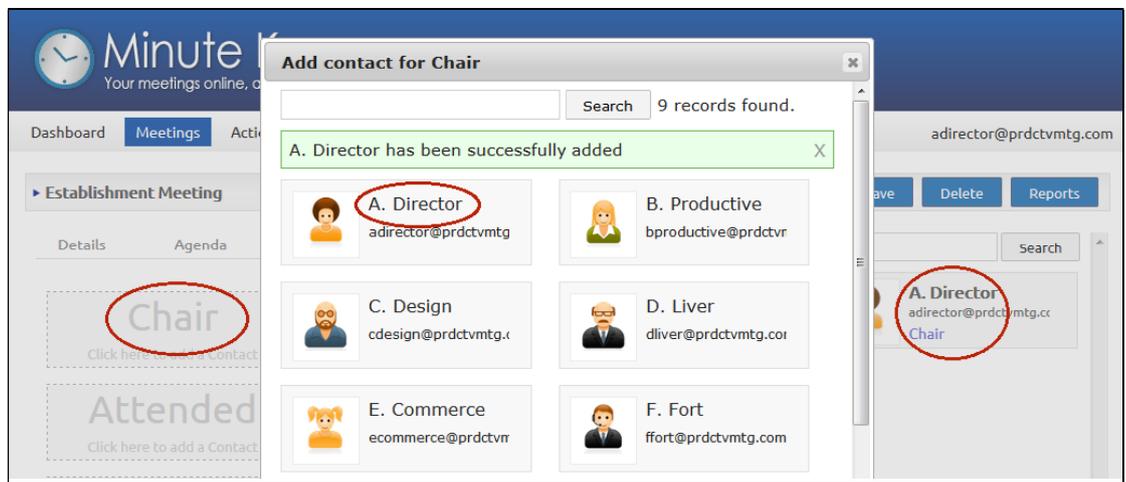
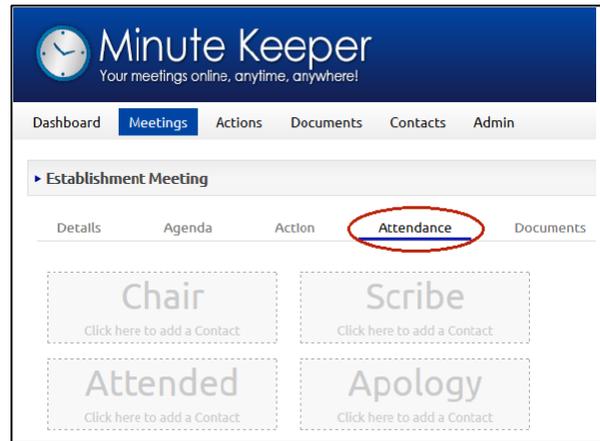
Complete the following steps in order to enter the minutes for the previous meetings:

1. Click on the Main Menu option - **Meetings**. The Meeting List form will be displayed.
2. Click on the NEW button on the top right of the page. The **New Meeting** Details form will be displayed.
3. Complete the following data entry:
  - Type: *Establishment Meeting* as the Title
  - Select: *Budget Meeting* as the 'Meeting Type' entry.
  - Select: *4th July 2016* for the Date, and *9:00 am* for the Time.
  - Select: *Meeting Room 1* as the Location,
4. Click on the SAVE button on the top right of the screen to save these details.

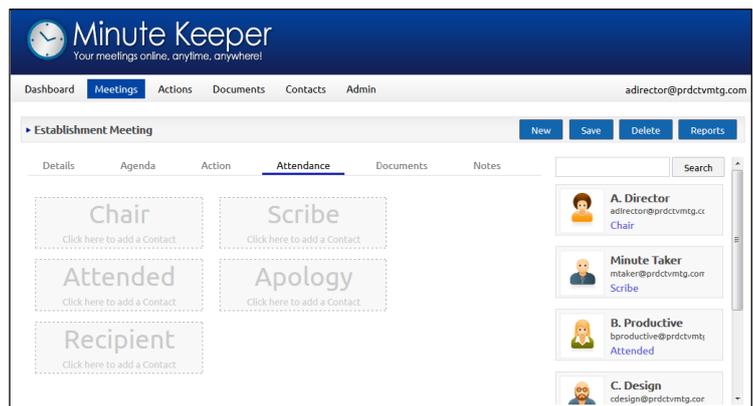
The screenshot displays the 'Minute Keeper' web application interface. At the top, there is a navigation bar with 'Meetings' selected. Below this, the 'Establishment Meeting' form is shown. The 'Details' tab is active and circled in red. The form contains the following fields: Title (Establishment Meeting), Meeting Type (Budget Meeting), Location (Meeting Room 1), Date (04/07/2016), and Time (9:00am). A 'Save' button is circled in red at the top right of the form. A search bar and 'No contacts found.' message are also visible.

5. Click on the **Attendance** link for this meeting and complete the following:

- Click on the **Chair** box.
- From the popup Contacts list select **A. Director**.  
The selected person will be allocated in this role to the current meeting.
- Close the popup Contacts List.
- Click on the **Scribe** box.
- From the popup contacts list select **Minute Taker**.
- Close the popup Contacts List.



- Click on the **Attended** box.
- As per the data for the Budget Team Meeting in **Appendix B**, add the following contacts as Attendees: D. Liver, C. Design, B. Productive



**NOTE:**

*If you find one or more of the entries not available in the combo box lists, please return to the Admin or Contacts screens and add the relevant entry or entries.*

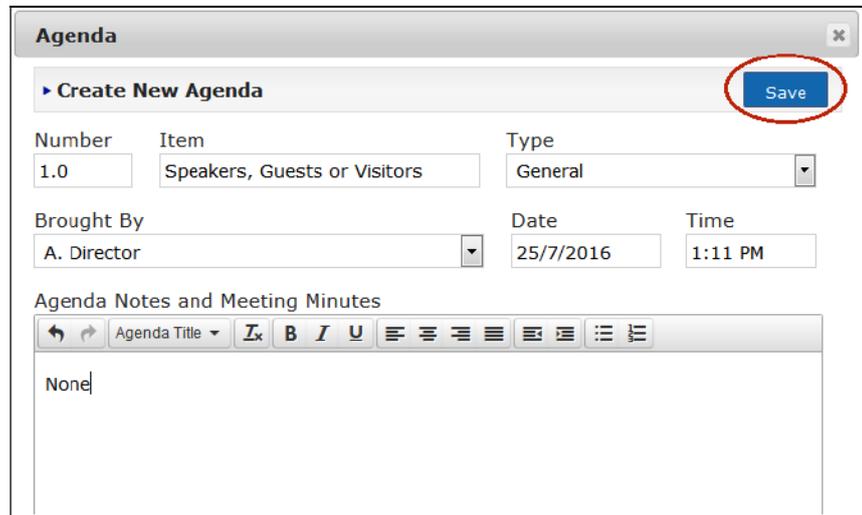
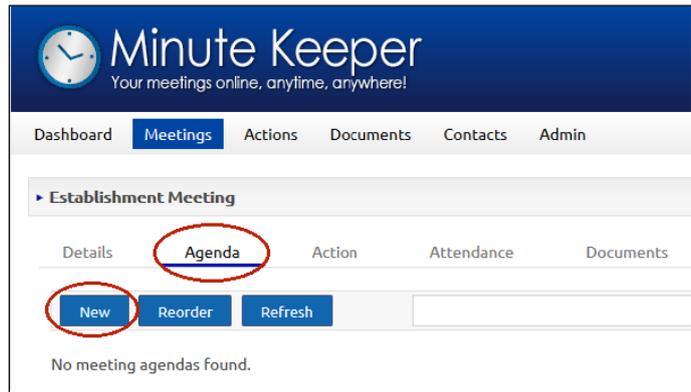
- Click on the **Agenda** link for this meeting.

**NOTE:** ***BOTH** the Agenda Items and the Minutes are entered on this 'Agenda' page.*

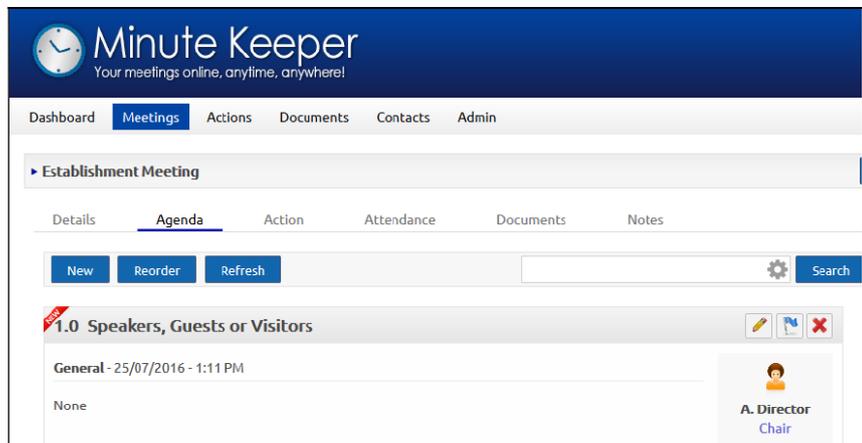
- Add the first agenda item according to the **Budget Team**

**Meeting in Appendix B**, by completing the following:

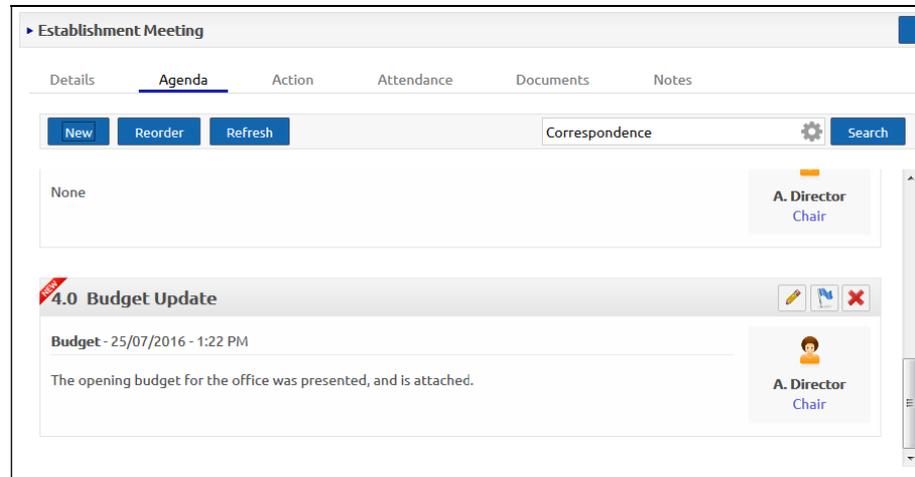
- Click on the **NEW** button within the Agenda component (see screen shot above).
- Enter the detail of the first agenda item and associated minutes (see screen shot below).



- Click on the **SAVE** button on the top right of the popup screen.

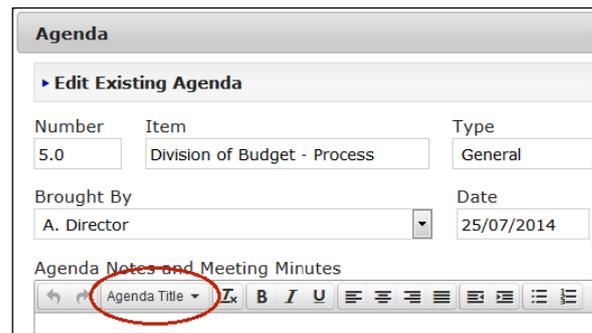


8. Continue working through and entering the various agenda items and associated minutes in the **Budget Team Meeting** in **Appendix B**. See Step 9 (below), once you have entered **agenda item 4**.



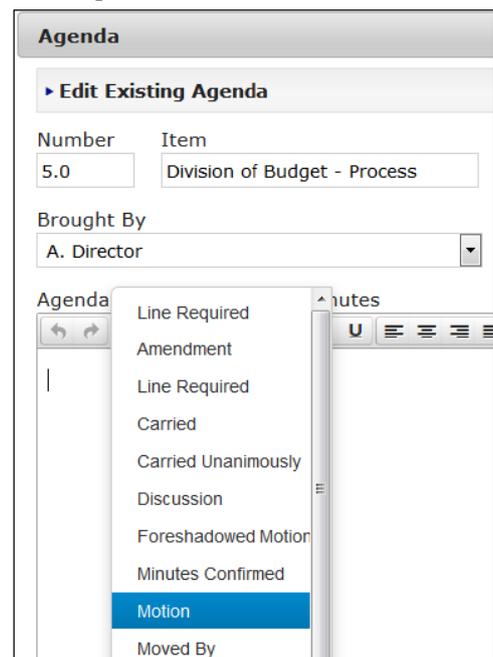
9. Stepping through **agenda item 5**:

- Click on the NEW button on the top left of the Agenda component.
- Add the agenda detail. (as shown right).
- When entering the Agenda Notes and Meeting Minutes:

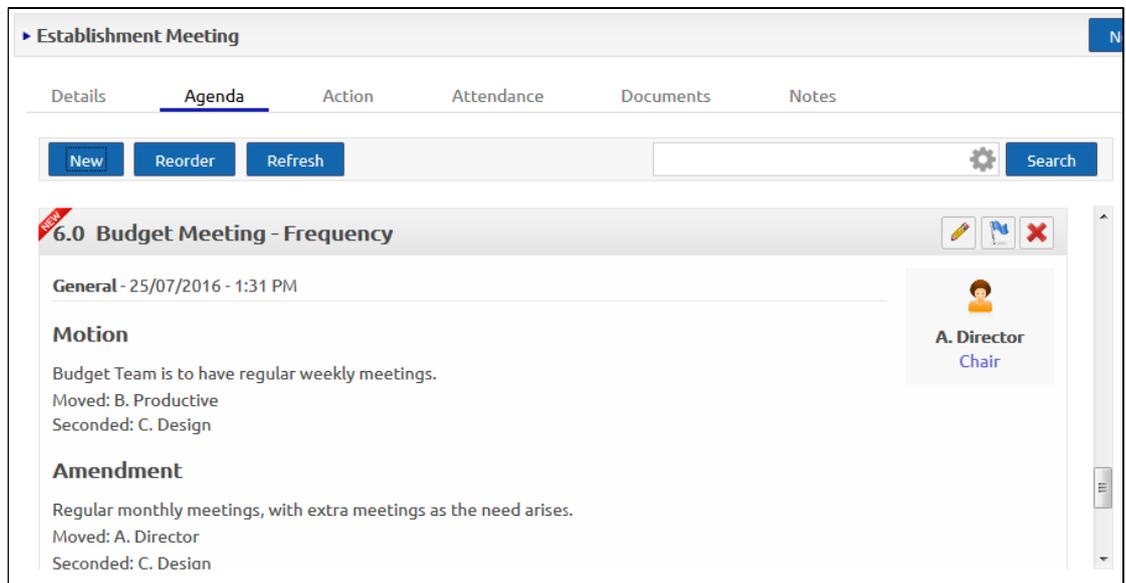


- Select: *Motion* from the Agenda Title dropdown list.
- Type in the subsequent text: *All operational teams to submit project plans for the next 12 months along with an annual budget request.*
- Type or Select: *Moved* from the Agenda Title dropdown list.
- Type in the subsequent text: *B. Productive*
- Type or Select: *Seconded* from the Agenda Title dropdown list.
- Type in the subsequent text: *C. Design*

10. Follow a similar approach in entering the subsequent **amendment**.



11. Follow a similar approach in entering the subsequent agenda items and minutes.

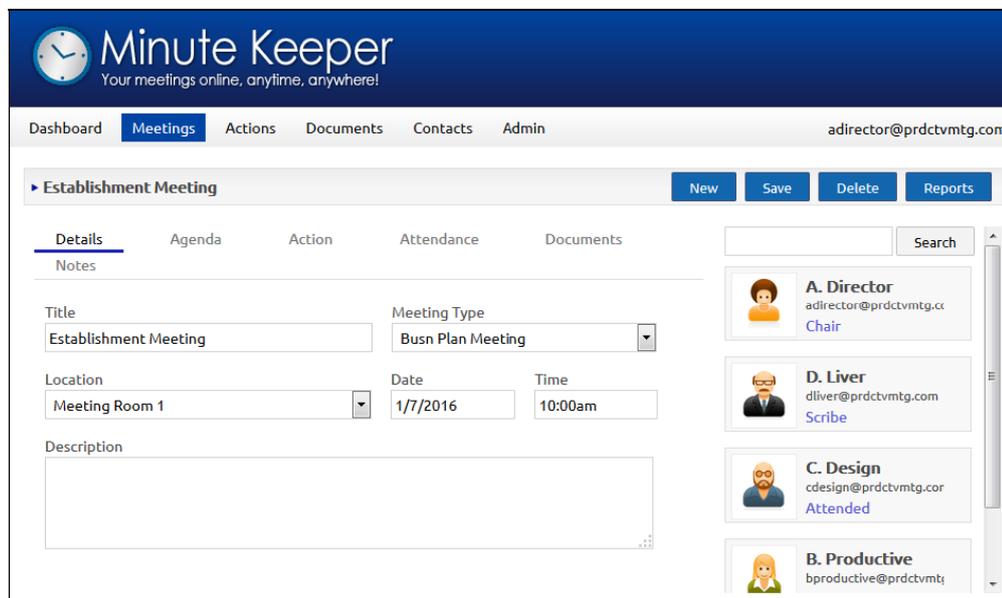
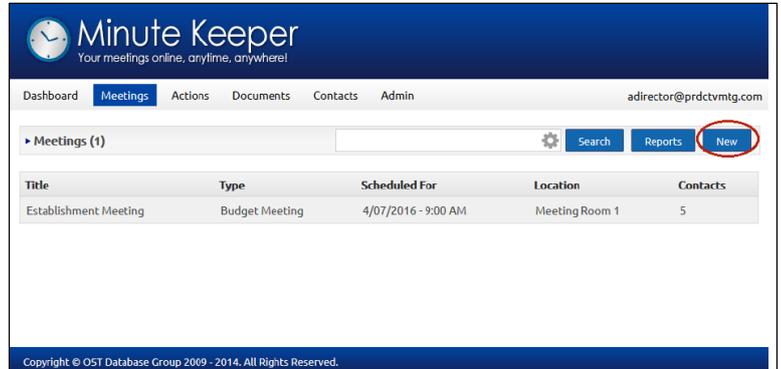


**NOTE:**

- You can **edit** an existing agenda item by clicking on the **pencil** button  on the top right of the relevant agenda item.
- You can **delete** an existing agenda item by clicking on the **cross** button  on the top right of the relevant agenda item.
- You can add actions to an agenda item using the **flag** button .

## Adding Previous Business Plan Team Meeting Minutes

1. Click on the Main Menu option - **Meetings**. The Meeting List form will be displayed.
2. Click on the **NEW** button on the top right of the page. The **New Meeting** Details form will be displayed.
3. As per **Business Plan Team Meeting** in **Appendix B**, Complete the following data entry:
  - Type: *Establishment Meeting* as the Title
  - Select: *Budget Meeting* as the 'Meeting Type' entry.
  - Select: *1<sup>st</sup> July 2016* for the Date, and *10:00 am* for the Time.
  - Select: *Meeting Room 1* as the Location,
4. Click on the **SAVE** button on the top right of the screen to save these details.
5. Add the meeting Chair, Scribe Attendee and Apology via the Attendance tab.



6. Work through and enter the various agenda items and associated minutes from the **Business Plan Team Meeting in Appendix B.**

The screenshot shows a web application interface for an 'Establishment Meeting'. The interface has a top navigation bar with tabs for 'Details', 'Agenda', 'Action', 'Attendance', 'Documents', and 'Notes'. Below the navigation bar, there are buttons for 'New', 'Reorder', and 'Refresh', followed by a search bar and a 'Search' button. The main content area displays an agenda item titled '8.0 Date for the Next Meeting' with a 'NEW' badge. The item details include 'General - 25/07/2016 - 2:18 PM' and a 'Motion' section. The motion text reads: 'Next meeting to be held on 8th July 2002, 9:00 am. Moved: A.Director. Seconded: D.Liver. Carried Unanimously'. To the right of the motion text, there is a profile card for 'A. Director' with the role 'Chair'.

**This concludes the entry of the previous meetings for the organisation.**

## Case Study - Sample Meetings

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Review the sections within the User Manual titled: **Managing Meeting Detail; Working with Data Entry Screens; and Printing Reports.**

Work through the development of the Agenda and the recording of the Minutes for each of the Sample Meetings presented below. Much of the detail is provided in the form of dialogue and could be read much like a play.

### ***The Business Plan Meeting Agenda***

A. Director asks you to prepare and distribute the following extended agenda for the upcoming Business Plan Meeting:

Meeting:	<b>Business Plan Team Meeting</b>
Date:	15 <sup>th</sup> July, 2016
Time:	10:00 am
Purpose:	Review of Annual Project Plan
Location:	Meeting Room 1
Chair:	A. Director

---

**Attendees:** A. Director, D. Liver, C. Design, F. Fort, B. Productive

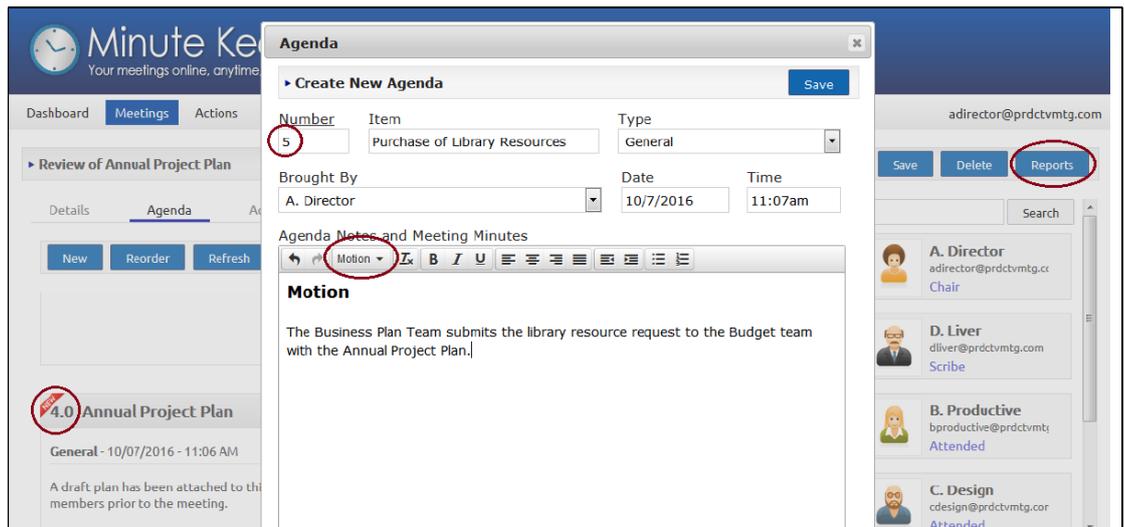
**Agenda:**

1. Speakers, Guests or Visitors
2. Business Arising from the Previous Minutes
3. Correspondence
4. Annual Project Plan  
*A draft plan has been attached to this agenda and needs to be reviewed by the Business Plan Team members prior to the meeting.*
5. Purchase of Library Resources  
*Motion: The Business Plan Team submits the library resource request to the Budget team with the Annual Project Plan.*

## Preparing an Extended Agenda

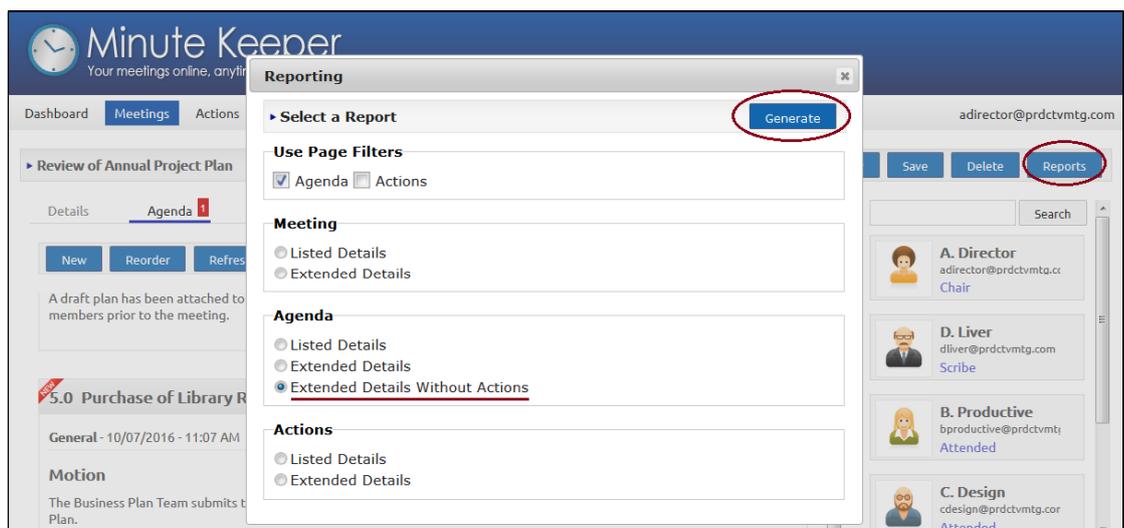
In creating this agenda, you first need to create a new meeting using the Meeting Details page and then add the additional agenda items using the Agenda page.

When entering agenda items 4 and 5, type the comments given on the agenda draft into the **Agenda Notes and Meeting Minutes** textbox against their respective items (*as shown below*).

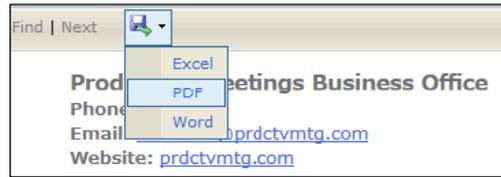


Once the agenda items have been added, click on the **Reports** button (*top right of meeting screen – see screen image above or below*).

From the options listed on the Reports Menu, select: **Agenda – Extended Details Without Actions**. Click on the **Generate** button on the top right of the report menu – to generate the report on a new browser tab.



Use the arrows button on the top left of the report screen to navigate between the report pages (*where applicable*). Use the export feature to output the report to the required format: Microsoft Excel, Adobe PDF, or Microsoft Word.



A screenshot of a web application's main report page. The page has a navigation bar at the top with '1 of 1' and 'Find | Next' buttons. The header includes the 'Productive Meetings Business Office' logo and contact information: 'Productive Meetings Business Office', 'Phone: 1234', 'Email: [adirector@prdctvmtg.com](mailto:adirector@prdctvmtg.com)', and 'Website: [prdctvmtg.com](http://prdctvmtg.com)'. The main title is 'Meeting Extended Detailed Report With Agendas And No Actions'. Below this is a 'Meeting Details' section with a table of information:

<b>Name</b>	Review of Annual Project Plan	<b>Type</b>	Busn Plan Meeting
<b>Location</b>	Meeting Room 1	<b>Scheduled On</b>	15/07/2016 10:00 AM
<b>Description</b>			
<b>Notes</b>			

Below the meeting details is an 'Agendas' section. It contains one agenda item: '1.0 Speakers, Guests or Visitors' with a sub-item 'General - 10/07/2016 11:05 AM'. To the right of the agenda item is a profile card for 'A. Director', 'Chair', with a small icon of a person.

## **The Business Plan Meeting**

Add the minutes for the meeting you added in the previous section of this manual...

*(The meeting attendees enter the room and C. Design, the chair, takes a prominent position. You have the Minute Keeper database running on your laptop and the Minutes screen is currently showing. You tick off the attendees on the popup Attendance screen.)*

**C. Design:** I declare this second Business Plan Team meeting open.  
Are there any guest speakers or visitors?  
*(The other members shake their heads. The chair motions to you as the minute taker...)*  
Let the minutes state that there are no guests or visitors.  
Note also that all team members are in attendance.

Is there any business arising from the previous minutes other than those already identified in the agenda?  
*(All members shake their heads.)*  
No business arising.

Is there any correspondence?

**A. Director:** Yes. I have a memo from the Managing Director requesting business plans by September 6, 2016.  
*(There is a pause)*  
We probably need to attend to this item sometime during this meeting.

**C. Design:** Motion:  
To discuss Business Plan timelines as a general business item during this meeting. Moved by A. Director, Seconded?  
*(B. Productive raises a hand)*  
Seconded. Those in favour?  
*(Everyone raises a hand)*  
Carried.  
*(The chair checks with you, and then provides you with a few moments to catch up with the recording of the minutes.)*

**C. Design:** The annual Project Plan. A copy of a draft plan has been distributed with the agenda. I open the floor for discussion.

**B. Productive:** I am in agreement with the draft as given. However I would like the date for next year's review brought forward a month to allow ample review time.

**C. Design:** Any other comments?  
*(The other members shake their heads)*  
I will raise a motion and then an amendment.  
*(The chair dictates the motion and amendment to the group and for the benefit of the minute taker.)*

Motion:

That the Business Plan Team accept the draft Annual Project Plan as a final draft.

Put by A. Director. Seconded?

*(D. Liver raises a hand)*

Amendment:

That the date for next year's review be brought forward a month.

Put by B. Productive. Seconder?

*(D. Liver raises a hand)*

Voting first on the amendment, those in favour?

*(All members raise their hands)*

Carried unanimously. And now the motion, those in favour?

*(All members raise their hands)*

Also carried unanimously.

*(The chair waits for you to catch up)*

**C. Design:** Purchase of Library resources. A. Director, would you like to speak to the motion?

**A. Director:** Thank you. I considered that this request could be submitted with the project plan so it would be processed promptly after the budget breakdown was agreed to.  
*(The others nod their heads)*

**C. Design:** Any further comments?  
*(The other members shake their heads)*  
No further discussion. I put the motion as stated in the extended agenda. Moved by A. Director. Seconder?  
*(B. Productive raises a hand)*  
Those in favour?  
*(All members raise their hands)*  
Carried unanimously.

**C. Design:** How is the time?

**A. Director:** Time is fine.

**C. Design:** I now bring the Business Plan timeline item to the meeting. I open for discussion.

**B. Productive:** I'd like to propose some dates:  
*(B. Productive reads from the notes she had jotted down in front of her)*  
26<sup>th</sup> August - Operational teams to submit their business plan contributions.  
29<sup>th</sup> August - Contributions to be collated and discussed by ourselves.  
16<sup>th</sup> September - Draft business plan to be completed and distributed to all operational teams for review.

30<sup>th</sup> September - Business Plan team to review the draft and in light of any comments.

3<sup>rd</sup> October - Final draft completed and distributed to members.

10<sup>th</sup> October - Business plan to be submitted to the Managing Director.

**C. Design:** Please pass a copy of those to the minute taker?  
*(B. Productive passes a piece of paper to the minute keeper.)*  
Any further discussion?  
*(All members shake their heads)*  
I offer the proposed timeline as a motion.  
*(C. Design reads the information again to the group)*  
Motion:  
We accept this timeline for the preparation of the business plan.  
Put by B. Productive. Seconded?  
*(D. Liver raises a hand)*  
Those in favour?  
*(All members raise their hands)*  
Carried unanimously.

Date for our next meeting?

**D. Liver:** I think we agreed to the 29<sup>th</sup> August. What about 9am?  
*(The others nod their heads)*

**C. Design:** The next meeting is set for 9am, 29<sup>th</sup> August. Those in favour?  
*(All members raise their hands)*  
Carried.

*(The Chair asks you to finalise the minutes and print a copy. There is a pause in the meeting while you complete the minutes and send a copy of the Minutes report to the printer. You hand the printed copy of the minutes to the chair who reads them aloud.)*

**C. Design:** *(After reading the minutes back to the meeting)* I put that these are an accurate reflection of the proceedings of the meeting. Secunder?  
*(D. Liver raises a hand)*  
Those in favour?  
*(All members raise their hands)*  
Carried.  
*(C. Design signs the minutes, hands them to you and asks you to make copies for each of the recipients listed on the minutes.)*

I declare this meeting closed.

< END OF MEETING >

## ***The Design Team Meeting Agenda***

C. Design asks you to enter the agenda for their next Design Team Meeting. You are requested to print a supporting agenda.

Meeting:	<b>Design Team Meeting</b>
Date:	25 <sup>th</sup> July, 2016
Time:	9:00 am
Purpose:	Business Plan Considerations
Location:	Meeting Room 1
Chair:	C. Design

---

**Attendees:** I. Design, C. Design, I. Catcher

**Agenda:**

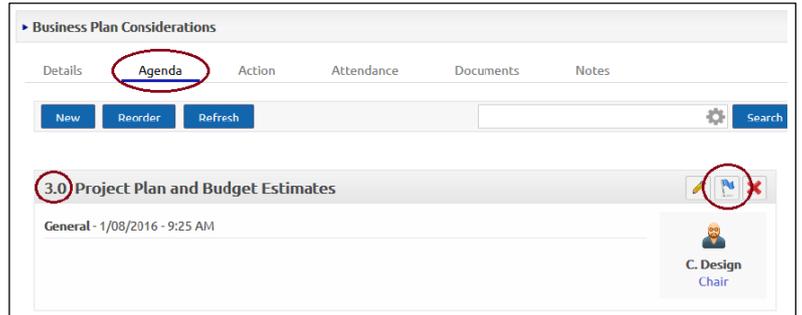
1. Speakers, Guests or Visitors
2. Business Arising and Correspondence
3. Project Plan and Budget Estimates
4. Business Plan Contribution

C. Design explains that their operational team meetings are a little more casual than the Budget and Business Plan Team meetings. He indicates that they do not usually record motions as such, but that every item should have at least one ACTION recorded against it, identifying who is responsible for completing that action.

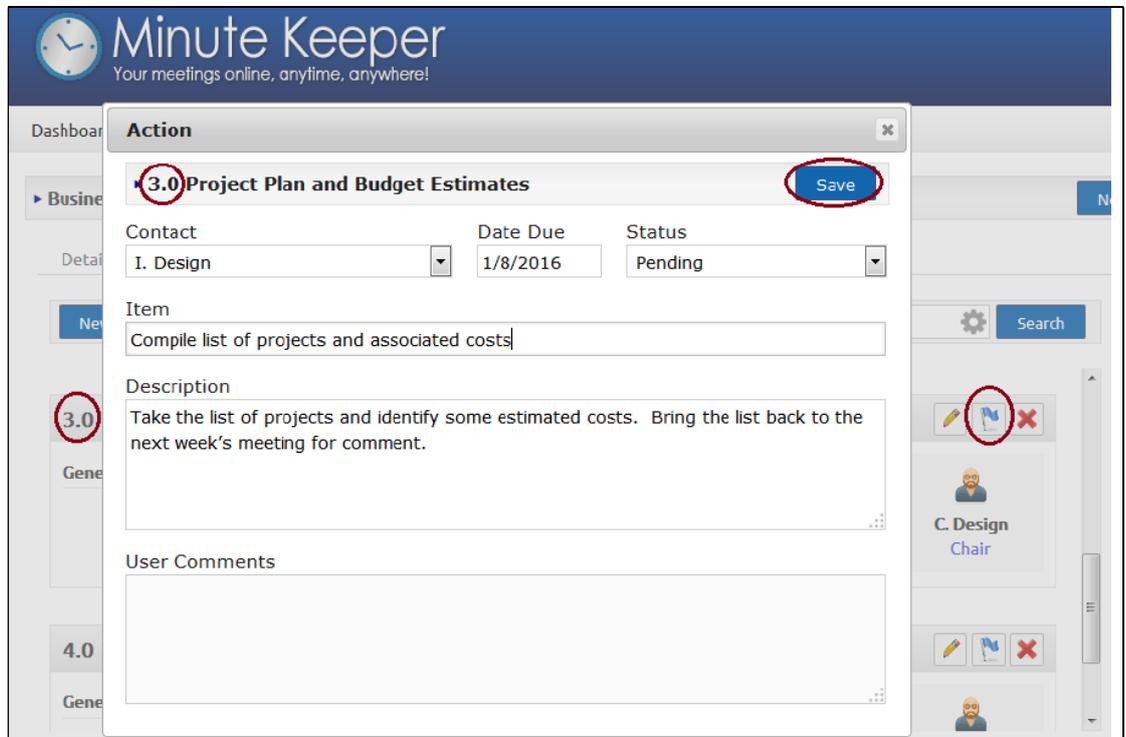
C. Design also explains that their meetings are always at the same time and day every week - Monday mornings, 9:00am. Occasionally there are no new issues, or another event takes precedence over the meeting and it is cancelled for that week.

**To add an action to an Agenda Items...**

1. Locate the applicable agenda item.
2. Click on the FLAG button  on the top right of the agenda item.



3. Add the action details in the applicable fields.
4. Click on the SAVE button on the top right of the Action popup screen.



Contact	Title	Date Due	Status
I. Design	Compile list of projects and associated costs	1/08/2016	Pending

## The Design Team Meeting

### Add the minutes and actions for the Design Team Meeting...

*(The meeting attendees enter the room and C. Design, the chair, takes a prominent position)*

**C. Design:** We might make a start.  
Are there any guest speakers or visitors?  
*(C. Design turns to you and says:)*  
We are all present, no apologies and no guests.  
*(To the group:)* Any business arising from the last meeting?

**I. Catcher:** I have an update on the date and time for the upcoming design workshop. Can these be recorded in the minutes?  
*(I. Catcher passes a note to you to record under the business arising agenda item:)*

**Design Workshop: September 7, 2016, 9:00am - 4:30pm**

**C. Design:** Any other items?  
*(Members shake their heads)*  
Any correspondence?  
*(Members shake their heads)*  
Okay, lets turn to the project plan and budget estimates  
*(There is a pause)*

**I. Design:** We probably need to identify all the projects for the year and estimate some costs.  
*(15 minutes or so of discussion follows and a list of eight projects are identified:*  

1. Project 1
2. Project 2
3. Project 3
4. Project 4
- ...)

**C. Design:** *(Turns to you and checks that you have recorded all projects.)*  
Okay, so what action should we record?  
*(There is a pause)*

**I. Design:** I'll take the list of projects and identify some estimated costs. I'll bring the list back to the next week's meeting for comment.

**C. Design:** Thank you.  
So the action for this item *(3. Project Plan and Budget Estimates )* is: I Design will identify some estimated costs for each project and bring it to the next meeting.  
*(C. Design gives you time to record the action)*

- C. Design:** Now for the business plan. What would we like to contribute to the business plan?
- I. Catcher:** I did some work in my previous position on business plans. I could put some thoughts down and bring them back to the next meeting for review.
- I. Design:** Seems fine to me.
- C. Design:** So the action is: I. Catcher will put together a draft and bring it to the next meeting.  
*(C. Design gives you time to record the action)*  
Any other items?
- I. Design:** I think there is an opportunity for the business to look at this new design.  
*(I. Design hands out a sheet with a project design, titled: NEW DESIGN. I. Design then spends 5 minutes going over the details and some discussion follows)*
- C. Design:** Sound great. So what action should we record?
- I. Catcher:** Well I think we agree it's a good concept. Could we bring it up with the production team?
- I. Design:** I can do that if you like.
- C. Design:** I am in agreement. So the action is: I. Design will present the concept to the production team and report back.
- I. Catcher, how are the preparations going on your project?
- I. Catcher:** Fine. I have been finalising the details with the production team and should be in a position to report back at our next meeting.
- C. Design:** Great.  
Is there anything else?  
*(There is silence)*  
Okay, I call this meeting to a close.  
We'll meet same time next week.
- (C. Design requests you print out four copies of the minutes and hand a copy to each of the recipients).*

< END OF MEETING >

## ***The Social Club Meeting***

F. Fort indicates that a couple of staff have just formed a social club and ask you to take the minutes at their first meeting - to be held at 10:00am, 10<sup>th</sup> August 2016.

You ask about the agenda and F. Fort indicates that he will get one to you at the meeting.

< START OF MEETING >

*(The meeting attendees - F. Fort, E. Commerce and I. Catcher enter the room and sit next to F. Fort's desk. You have setup the office laptop on the desk.)*

- F. Fort:** So what do we think people?  
*(There is a pause)*  
What should the social club organise this year?
- E. Commerce:** We could have a restaurant evening.
- I. Catcher:** That's a great idea, and we could have a family day in the park.
- F. Fort:** We could use my place for a dinner, or a barbecue on the weekend.
- E. Commerce:** A Sunday would be good.
- I. Catcher:** What about an evening? Say Friday week?
- F. Fort:** Yes, I could look at Friday week, or the Sunday of that week.
- I. Catcher:** On the Sunday we could organise a family day in the park.
- E. Commerce:** Sounds good.
- I. Catcher:** We could run a couple of raffles to raise some money.
- F. Fort:** Yes, we could organise a weekly raffle to raise money for the Xmas party.
- E. Commerce:** What about having the Xmas party at that restaurant we went to last year.
- I. Catcher:** Good idea. That was a great place.

*(Conversation continues for some 20 or 30 minutes)*

**F. Fort:** So we could tell everyone we'll have a party at my place on Friday week.

**E. Commerce:** And I'll give some thought to the Xmas party fund raising

**I. Catcher:** And I'll start thinking about a family day in the park. Do you think we could get people to bring a plate?

*(Discussion continues...)*

*(You create an agenda and add minutes when and where you consider appropriate.)*

**This concludes the entry of  
meeting details for the organisation.**

## Discussion Activities

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In light of your reading on the running of meetings and the recording of minutes consider the following discussion questions.

### ***A Review of the Meetings***

In relation to the 3 meeting role plays presented in the previous section:

1. Which meeting seemed the most time efficient? Give your reasons.
2. Which meeting seemed the least time efficient? Give your reasons.
3. Which was the most *productive*? Define what you mean by productive and then justify your answer.
4. Which was the least *productive*? Give your reasons.
5. Which meeting was the most frustrating for the minute taker?
6. In relation to the Business Plan Team and the Design Team meetings, list the positives and negatives for each style of meeting.
6. In your opinion, what should be the role of a meeting chair person?
7. In your opinion why is the preparation of agenda and the recording of minutes important? (Consider business as well as legal reasons.)

### ***Computerised Management of Meetings***

1. In your opinion, is there any value in using the web for preparing meeting agenda and the recording of meeting minutes? Give your reasons.
2. What might be the value of the following reports? When should they be printed and distributed? And to whom should they be distributed?
  - (a) Agenda – Listed Details
  - (b) Agenda – Extended Details
  - (c) Actions – Listed Details
  - (d) Actions – Extended Details
  - (e) Meeting – Extended Details?

## Appendix A - Sample Setup Data

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### Meeting Types:

Meeting Type
Budget Meeting
Busn Plan Meeting
Production Meeting
Marketing Meeting
Design Meeting

### Locations:

Location	Description
Meeting Room 1	M1, Building A, ABC St, ABC Suburb
Main Office	Office 1, Building A, ABC St, Suburb A
Production	Office 2, Building A, ABC St, Suburb A
Marketing	Office 3, Building A, ABC St, Suburb A
Design	Office 4, Building A, ABC St, Suburb A

### Meeting Positions:

Meeting Positions
Chair
Scribe
Attended
Apology
Recipient

### Meeting Agenda Types:

Item	Description
Financial	Office or Team Financial Issues
Resourcing	Resource Needs, Purchases, Maintenance etc
HRM	Staff Leave, Prof Dev, Social Activ, Issues, etc
Client Related	Client Requirements, Marketing, Concerns
Quality Assurance	Developing/Updating QA Procedures and Documents
Admin	Office or Meeting Administration

**NOTE:** *You may find that this last list needs to be amended or added to as you work through the Case Study Tutorial.*

**User Roles:**

User Roles
Administrator
Associate
Member
Staff
Visitor

**Standard Titles of Employees:**

Title
-
Miss
Mr
Mrs
Ms

**Contact Details:**

Title	First	Surname	Position	Phone	Email
Ms	A.	Director	Director	1234	adirector@prdctvmtg.com
Ms	B.	Productive	Production Leader	2345	bproductive@prdctvmtg.com
Mr	C.	Design	Design Manager	3456	cdesign@prdctvmtg.com
Mr	D.	Liver	Marketing Leader	4567	dliver@prdctvmtg.com
Miss	E.	Commerce	Marketing Officer	4568	ecommerce@prdctvmtg.com
Mr	F.	Fort	Production Officer	2346	ffort@prdctvmtg.com
Mr	I.	Catcher	Design Consultant	3457	icatcher@prdctvmtg.com
Mrs	I.	Design	Design Consultant	3458	idesign@prdctvmtg.com
Mr	Minute	Taker	Admin Officer	1122	mtaker@prdctvmtg.com

**This Organisation's Details**

<b>Organisation:</b>	Productive Meetings Business Office
<b>Contact Person:</b>	A. Director
<b>Phone 1:</b>	Ext 1234
<b>Email:</b>	adirector@prdctvmtg.com
<b>WWW:</b>	www.prdctvmtg.com

## Appendix B - Sample Meeting Data

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Meeting: **Budget Team Meeting**  
Date: 4<sup>th</sup> July, 2016  
Time: 9:00 am  
Purpose: Establishment Meeting  
Location: Meeting Room 1  
Chair: A. Director

---

**In Attendance:**

A. Director, D. Liver, C. Design, B. Productive

**Minutes:**

**1. Speakers, Guests or Visitors**

None

**2. Business Arising**

Not applicable

**3. Correspondence**

None

**4. Budget Update**

The opening budget for the office was presented, and is attached.

**5. Division of Budget - Process**

MOTION: All operational teams to submit project plans for the next 12 months along with an annual budget request.

Moved: B. Productive

Seconded: C. Design

AMENDMENT: Operational teams to submit project plans, each with a budget estimate.

Moved: A. Director

Seconded: C. Design

Carried Unanimously

SUBSTANTIVE MOTION: All operational teams to submit project plans each with a budget estimate, for the next 12 months.

Moved: A. Director

Seconded: C. Design

Carried Unanimously

**6. Budget Meeting - Frequency**

MOTION: Budget Team is to have regular weekly meetings.

Moved: B. Productive

Seconded: C. Design

AMENDMENT: Regular monthly meetings, with extra meetings as the need arises.

Moved: A. Director

Seconded: C. Design

Carried Unanimously

SUBSTANTIVE MOTION: Budget Team is to have regular monthly meetings, with extra meetings being called as the need arises.

Moved: A. Director

Seconded: C. Design

Carried Unanimously

**7. Date for the Next Meeting**

MOTION: Next meeting to be held on 15<sup>th</sup> July 2002.

Moved: A. Director

Seconded: D. Liver

Carried Unanimously

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Meeting: **Business Plan Team Meeting**  
Date: 1<sup>st</sup> July, 2016  
Time: 10:00 am  
Purpose: Establishment Meeting  
Location: Meeting Room 1  
Chair: A. Director

---

**In Attendance:**

A. Director, D. Liver, C. Design

**Apologies:**

B. Productive

**Minutes:**

- 1. Speakers, Guests or Visitors**  
F. Fort stood in for B. Productive.
- 2. Business Arising**  
Not applicable
- 3. Correspondence**  
None
- 4. Working Business Office Goal**  
MOTION: The goal of the business office is to manage the design, production and marketing of the business product line.  
Moved: C. Design  
Seconded: A. Director  
Carried 3 to 1
- 5. Business Plan Format**  
C. Design presented a sample business plan format (attached).  
MOTION: The sample business plan format be adopted as an initial guide.  
Moved: D. Liver  
Seconded: A. Director  
Carried Unanimously

**6. Purchase of Library Resources**

C. Design presented a list of resources considered beneficial to the Business Plan group.

MOTION: Copies of each of the resources be purchased by the Business Plan Team.

Moved: C. Design

Not seconded

DISCUSSION: A. Director suggested that these purchases could wait until after the budget submissions have been considered.

MOTION: The Business Plan Team hold over the resource purchases until budget submissions have been considered by the Budget Team.

Moved: A. Director

Seconded: D. Liver

Carried Unanimously

**7. Budget Submission**

MOTION: A draft Project Plan to be presented to the Budget Team will be prepared by A. Director.

Moved: A. Director

Seconded: C. Design

Carried Unanimously

**8. Date for the Next Meeting**

MOTION: Next meeting to be held on 8<sup>th</sup> July 2002, 9:00 am.

Moved: A. Director

Seconded: D. Liver

Carried Unanimously

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

## Bibliography

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**NOTE:** *An extended list of resources relating to meetings and the recording of minutes is offered on the next page. It is not considered that these lists are exhaustive, but serve to illustrate a breadth of literature and resources in this area. Other titles could be sourced through your local bookshop or library.*

*More recent editions of some of these texts may be available.*

- Bentley, C.F. How to Run a Meeting  
Coles Publishing Co., Toronto, 1977
- Dwyer, Judith The Business Communication Handbook, 3<sup>rd</sup> Edn  
Prentice Hall, New York, 1993
- Graham-Helwig H. How to Take Minutes, 8<sup>th</sup> Edn  
Pitman Publishing, London, 1977
- Valentine, Nina Chairing and Running Meetings  
Penguin Books, Victoria, 1993
- Walton & Jeffrey Communication Principles - A Modular Approach  
Prentice Hall, Sydney, 1995

## An Extended List of References / Resources

- Bentley, C.F.      Handbook for Chairmen and Secretaries -  
A guide to meetings and management of  
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Reed Books, N.S.W., 1970
- Burleson, Clyde W.      Effective Meetings - The Complete Guide  
John Wiley & Sons, Inc, New York, 1990
- Cleese, John &  
Jay, Anthony      Meetings Bloody Meetings  
(Kit - Video & Book(s))  
Video Channel, Sydney, 1976  
Video Arts, London, 1976
- Frank, Milo O.      How to Run a Successful Meeting in Half the Time  
Corgi Books, London, 1990
- Hayes, Marion E.      Effective Meeting Skills  
Crisp Publications Inc., Los Altos, California, 1988
- McCormack &  
McBride      Communication Skills: Meetings  
Royal Melbourne Institute of Technology  
Melbourne, 1994
- Milligan, John      Chairing Meetings  
Pitman Publishing, Melbourne, 1989
- O'Driscoll, N &  
Pilbeam, A      Meetings and Discussions  
Longman, England, 1987
- Puregger, M. I.      How to Chair a Meeting  
The Jacaranda Press, Milton QLD, 1956  
(multiple reprints)
- Reid, Malcolm      Meetings Made Easy  
Pitman Publishing, Victoria, 1987
- Timm, Paul R.      How to Hold Successful Meetings -  
30 Action Tips for Managing Effective Meetings  
(Resource kit - Video, cassette and book)  
Career Press, Franklin Lakes, 1997
- Tropman, John E.  
& Morningstar, G.      Meetings, How to Make Them Work for You.  
Van Nostrand Reinhold Co, New York, 1985