

IN THIS LESSON, WE WILL LEARN TO...



- 1. Report a meeting conclusions**
- 2. Engage actions that ensure that the meeting is followed by actions**




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1. REPORTING A CONVERSATION

It's important to be sure that all the participants taking part in this activity understood the same as you did, and agree with the results achieved / decision taken, especially if action is expected from them as a result of this conversation.

THERE ARE DIFFERENT WAYS OF REPORTING A CONVERSATION

 **ORALLY**, at the end of the meeting itself, by taking a few minutes to summarize what was said and the next steps to be undertaken.



BY EMAIL: with a few bullet point summarizing the conclusions.



The most complete way of reporting would be the production of **MINUTES**.



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1. REPORTING A CONVERSATION

A) CONTENTS OF A REPORT

Some elements are good to include in this exercise:



GREETINGS FOR THE ATTENDANCE

SUMMARY OF MAIN TOPICS DISCUSSED AND CONCLUSIONS ACHIEVED

NEXT EXPECTED STEPS

INFORMATION ON NEXT MEETINGS OR FOLLOW-UP PROCEDURE

FIX THE CHANNELS FOR FURTHER COMMUNICATIONS NEEDED

YOU CAN EVENTUALLY FIX ALREADY A DATE AND PLACE FOR A NEXT FOLLOW-UP MEETING



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1. REPORTING A CONVERSATION

B) REPORTING STYLE



BE SYNTHETIC

Reflect the main points and conclusions of a conversation, not the entire debate

BE OBJECTIVE

Avoid personal statements or opinions

REFER TO OTHER DOCUMENTS

just remind where people can find them



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1. REPORTING A CONVERSATION

C) MINUTES WRITING AND TEMPLATE

CREATE A SYNTHETIC TEMPLATE

THAT WILL HELP YOU TO STRUCTURE YOUR REPORT
IT MIGHT INCLUDE:



TYPE OF MEETING, DATE AND PLACE

PURPOSE OF THE MEETING

ATTENDANCE LIST

RESOLUTIONS TAKEN AND PROCESS (FOR INSTANCE IF THERE WERE A VOTE)

TABLE WITH A SCHEDULE FOR THE NEXT STEPS



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2. FOLLOW-UP ACTIONS

The information shared by all on the next expected steps, which should now be transformed into concrete actions

Some techniques will help you to perform this check on

ACTIONS

ACTIONS TO BE TAKEN SHOULD BE CLEAR SO THEY CAN BE IMPLEMENTED

ASSIGN RESPONSIBILITIES OR CONTACT PERSON FOR EACH OF THE ACTION TO BE TAKEN
AGREE ON DEADLINES WITH THE RESPONSIBLE PERSONS, SO THEY CAN COMMIT BETTER WITH THOSE
CREATE FOLLOW-UP COMMUNICATION CHANNELS FOR SHARING SHORT ISSUES REGARDING THE
IMPLEMENTATION OF THE ACTIONS



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CREATE A CHECK LIST WITH THE PENDING ACTIONS

MONITORING ONLINE APPLICATIONS: SLACK, TRELLO...

THE FOLLOW-UP ACTIVITY SHOULD BE PERFORMED ON A REGULAR BASIS UNTIL THE ENTIRE ACTIONS DECIDED DURING THE CONVERSATION ARE PERFORMED



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CONCLUSION



Conversation and meeting are not just about talking with someone.

In a professional context, or working on a specific project, it is a complex communication process arising from an initial purpose.

It should be carefully prepared, developed and concluded, and that have to be accompanied by follow-up action that will ensure that this initial purpose is met.



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