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**VIRTUAL CLASSES
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**FOUNDATION
PAPER 2: BUSINESS CORRESPONDENCE AND
REPORTING**

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What is an Agenda?

An agenda is a list of meeting activities in the order in which they are to be taken up, beginning with the call to order and ending with adjournment. It usually includes one or more specific items of business to be acted upon. It may, but is not required to, include specific times for one or more activities.

(Source: Wikipedia)

Use a tabular format
Should include
purpose of the meeting
Should state the
activities in order

Need for an Agenda

Agendas are the blueprints for a successful meeting.

- ✓ State the objective/purpose clearly
- ✓ Specific topics should be mentioned
- ✓ Allot definite time for each topic/speaker
- ✓ All activities (important ones) that are part of the meeting should be mentioned

Sample Agenda

To discuss declining sales figures

Objective: To discuss the effect of Covid -19 and its impact on the current sales

Date: 29/04/2021, Thursday

Time: 3:45 pm to 7:45 pm

Location: Meeting room, First floor

List of participants: Mr. A, Mr. B, Ms. C

(You can name all the people and mention their division/ department)

Sample Agenda continued

Time	Topic	Attendees	Speaker	Duration
4:00pm	Introduction	All participants	Mr. Keshav (Finance)	10 min
4:10 pm	Quarterly Results	All participants	Mr. Amit (Finance)	40 mins
4:50 pm	Impact of Covid 19 on sales	All participants	Ms. Ramya (Sales)	30 mins
5:20 pm	Future challenges	All participants	Mr. Arun (Product)	30 mins
5:50 pm	Impact on Turnover	All participants	Mr. Raj (Sales and Marketing)	20 min
6:10 pm	Solutions and Recommendations	All participants	Ms. Ramya & Mr. Arun	30 mins
6:40 pm	Break	Break	Break	Break
7:00 pm	New HR policies	All senior officials	Ms. Garima (HR)	30 mins
7:30 pm	Thank you note	All senior officials	Ms. Garima (HR)	10 mins

Let's practice

- 1) Agenda for a new product launch
- 2) Introducing a new brand ambassador
- 3) AGM
- 4) A Team meet for discussing new organizational policies
- 5) HR issues: recruitment, salary appraisals, time to punch in/out

Minutes of a Meeting

These are informal notes/ instant-written record of a meeting or hearing.

Also known as MoM, they highlight key issues, proposals made, motions passed etc.

Minutes might include:

- List of attendees
- Points stated by various speakers
- Responses or decisions taken
- Next course of action

Need for Writing Minutes

Following is a detailed list:

- 1) All participants might have a different understanding and recollection of the discussions held
- 2) All participants might have varied interpretation of the actions/action plan
- 3) Act as a reminder for important dates and tasks
- 4) States clearly achievements, submissions, point of views, highlights
- 5) Can act as a legal and written record.
- 6) Easy to go through

Steps involved in Minutes writing

It is a detailed task and involves prior understanding.

(Remember: Writing MoM is not like taking down academic notes)

Steps as follows:

- Pre planning
- Record Taking
- Minute writing process
- Circulation/Sharing
- Filing/ Storing

Pre Planning

- ✓ Refer to the copy of the Agenda as a guideline
- ✓ Numbering, Order of events should be same as in the agenda.
- ✓ List down the names of all attendees/participants before the meeting begins
- ✓ All texts/files/documents circulated in the meeting should be attached to the Minutes sheet.
- ✓ Know your job well!!

Record Taking

- ✓ Refer to the structure of record taking , if any.
- ✓ Time/Date/Place
- ✓ List of members present and absent
- ✓ Amendments if any with respect to last minutes
- ✓ Issue in question
- ✓ Action suggested by specific speakers (mention their names)
- ✓ Details of next meeting, if decided.

Tips for record taking

- 1) You should write in brief
- 2) clarify any doubts/ ambiguity in thought
- 3) Be attentive: Accuracy of facts matters
- 4) do not try to capture all points; only what is relevant and needed for perusal
- 5) Can be recorded on phone/any recording device. (Participants must be aware)

Writing Minutes

Written after the meeting is over.

- ✓ Recall anything important you tend to have missed.
- ✓ Minutes are completely dependent on notes made during the meeting.
- ✓ Ensure proper sequence, flow, order, structure.
- ✓ Long meetings would have lengthy notes. Design the minutes accordingly.
- ✓ Be brief and to the point.
- ✓ No room for personal opinion/ conflicts.
- ✓ Attach any appropriate reference material in the appendix.



THANK YOU