



Doc-you-meant?

Meetings play a crucial part in progressive work. But often a slack is noticed when it comes to the documentation of such meetings. This loose approach to making notes and recording discussions is usually more hazardous than perceived.

Here are a few reasons why:



To end well, start well

Documentation should start way before the meeting itself. We're talking about the agenda. A clear list of the topics to be discussed, mailed out to all parties, promotes productivity since it gives all participants the opportunity to come prepared and stay focussed. Additionally, as a reminder, and to stay on track, hand out hard copies of the agenda at the start of the meeting.

Work's better, when on the same page

The rule of thumb to be remembered - if it isn't documented, it didn't happen. Confusion is eliminated – when the grey area between what is said and what is inferred, is converted to black and white (or colour) prints. It's also a good idea to consider systems such as interactive projectors that allow real-time capture of proposed suggestions and alterations to what has been presented.

Promotes next actions and ownership

Everyone thinks everything can be remembered, but the fact is we forget. Sending out a copy (printed or digital) of everything that happened, enables those involved to keep track of the things they are supposed to do and take up ownership of the task at hand. This also allows for those who missed the meeting to stay up to date with the decisions and discussions that happened.

Makes a handy yard stick

A well-organised folder, of the minutes of meetings (especially if they are printed and filed), is a great way to measure, and drive work progress. The ability to refer back to previous discussions, collate and analyse work makes documentation an indispensable part of any meeting.

Offers legal protection

While we all strive for good relationships with clients, vendors and other parties involved, it is unfortunate that in exceptionally rare scenarios things can go downhill. A well maintained (signed or initialled by all) set of meeting records can go a long way in bringing the truth of the scenario to light.

