

# Minutes Do's & Don'ts

contributed by Emily Iem

DO'S	DON'TS
<ul style="list-style-type: none"> <li>✓ Use the IIBA Meeting template or your organization's template</li> <li>✓ Use a naming convention for the files</li> <li>✓ Follow the agenda</li> <li>✓ Note decisions, open items, and action items</li> <li>✓ Summarize discussion and outcomes</li> <li>✓ Identify who participated in decision-making</li> <li>✓ Record the meeting, if agreed upon</li> <li>✓ Follow-up to get agreement or confirmation</li> <li>✓ Create and distribute minutes within two business days of the meeting</li> <li>✓ Record enough detail to be able to refer to later if questions arise</li> </ul>	<ul style="list-style-type: none"> <li>✗ Use inconsistent tense or other grammatical errors</li> <li>✗ Include personal notes, observations or comments not included in the discussion</li> <li>✗ Make a transcript of discussion</li> <li>✗ Wait too long to distribute</li> <li>✗ Gloss over difficult/contentious decisions or discussions</li> <li>✗ Use too many acronyms or jargon</li> <li>✗ Avoid asking for clarification if something is unclear or needs additional discussion</li> <li>✗ Assign action items without a responsible person or target date</li> </ul>

## Does it matter if everyone reads the minutes?

- YES – it's important that all participants agree on the minutes and the decisions recorded within.

## What do I do if no one reads the minutes?

- Ask for agreement on the minutes as the first item on the agenda during the next meeting.
- If there are specific decisions, comments, or action items that are important to a project, confirm them in the following meeting and record agreement in the minutes. This is not meant to open discussion but rather confirm the recording of the decision or action item to avoid confusion later.
- Ask the group if there is a better way to ensure that everyone agrees with the outcomes, as documented.

