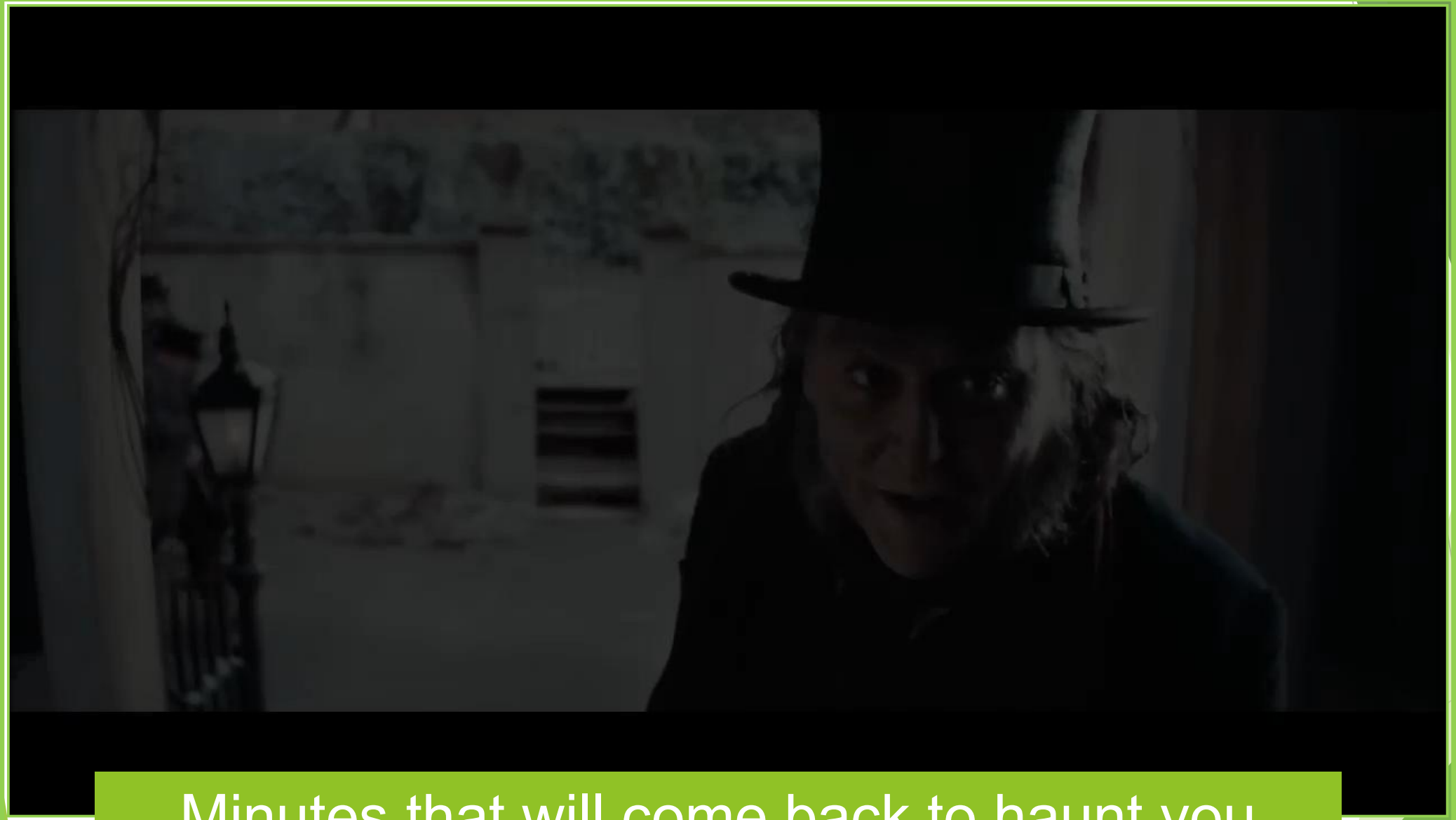
Bah Humbug!

The *ghost* of minutes *past*, *present* and *to come*

CGISA Conference
September 2026



Minutes that will come back to haunt you

hmss
Minute taking services

Bah Humbug!

The ***ghost*** of minutes ***past***, ***present*** and ***to come***

PETITE SUPER INTERNATIONAL
emss
Minute taking services

I am the ghost of minutes past

Minutes can make or break a case…

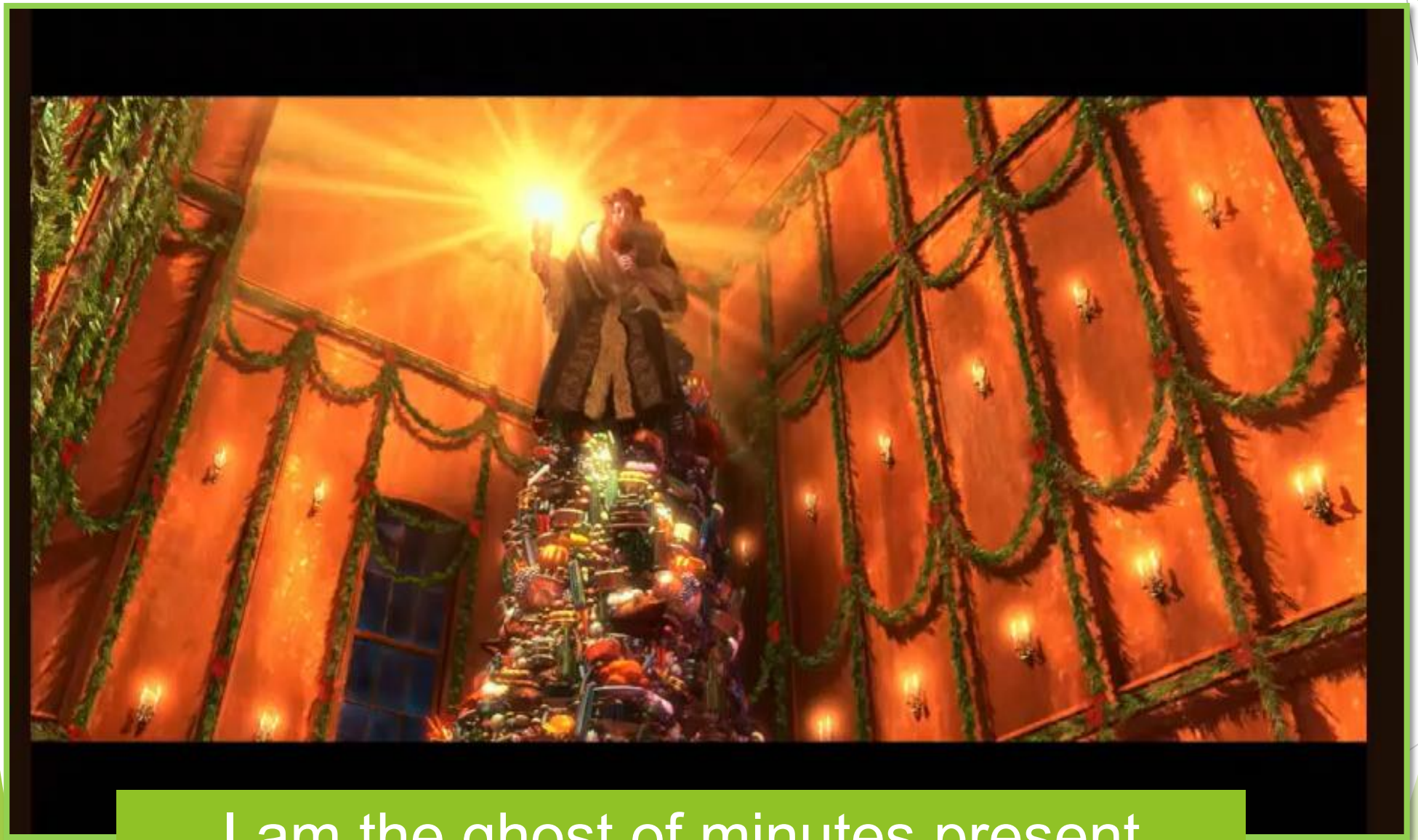
Bah Humbug!

The *ghost* of minutes *past*, *present* and *to come*

Minute taking services

Minute taking services

I'VE PRODUCED THE MINUTES OF THE LAST MEETING.
NAMES HAVE BEEN CHANGED AND EVENTS DRAMATIZED TO CREATE INTEREST.
BOARD MEETING IN PROGRESS
MEETING MINUTES
CONFIDENTIALLY FUNNY
MINUTE TAKER NOT A MIND READER
IF YOU DON'T LIKE IT... BLAME IT ON THE DRAMA!
FACTS RECORDED... DRAMA OPTIONAL!



I am the ghost of minutes present

Minute taking services

Minute taking is an art…

Good minutes

- ✓ Provide sufficient context
- ✓ Record dissentions
- ✓ Capture decisions & actions
- ✓ Assign accountability
- ✓ Articulate a clear conclusion

Good minutes also

- x Avoid repetition
- x Are not verbatim
- x Eliminate unnecessary detail
- x Remove emotional undertones

Minute taking services

… and is also a science

Things to focus on:

- ✓ Using a neat template
- ✓ Consistency of tenses and formatting
- ✓ Including sufficient detail
- ✓ Accurate information

Things to avoid:

- x Untidy minutes
- x Poor grammar
- x Vague statements
- x Spelling errors
- x Flowery language

IT'S TAKEN ME HOURS TO DECIPHER THE MINUTES OF THE LAST MEETING.
LAST MEETING
(APPARENTLY IT WAS A VERY PRODUCTIVE DISCUSSION!)
MEETING MINUTES
STRONG COFFEE STRONGER WILL
UNDECIPHERABLE
POSSIBLY IMPORTANT
WHO SAID THAT?!
FUELING DECODE MODE
DECRYPTION PROGRESS:
23%
(AND COUNTING...)
SOME THINGS ARE BETTER LEFT A MYSTERY!

Business jargon can be confusing…

bring to the table

churn rate of customers

move the needle

reinvent the wheel

bottom line

set deliverables

flesh out

outside the box

low hanging fruit

core competencies

… and needs to be interpreted

mss
Minute taking services

The boardroom ‘bully’….

…a minute taker’s nemesis

Bah Humbug!

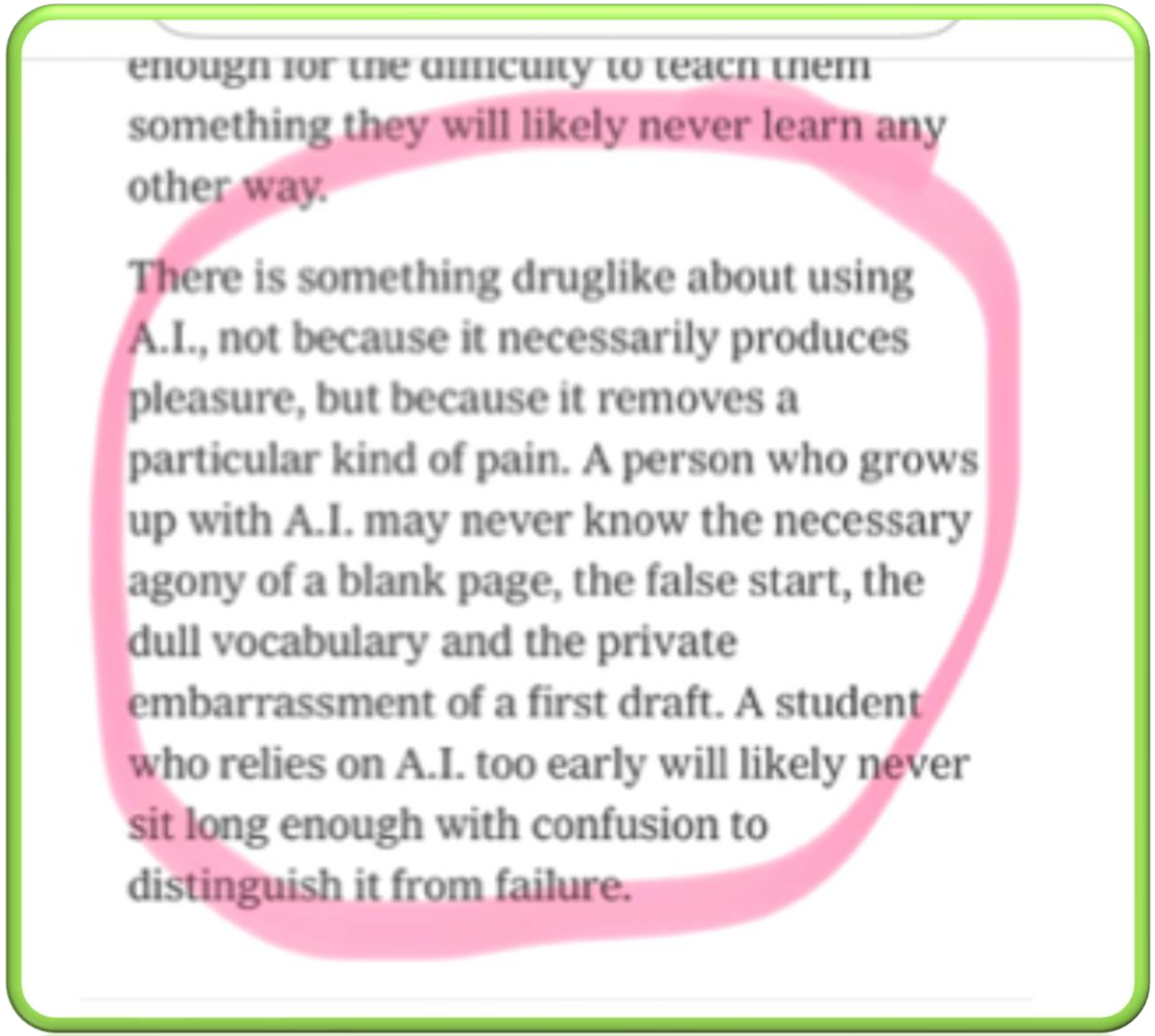
The ***ghost*** of minutes ***past***, ***present*** and ***to come***

Minute taking services

Minute taking services

I am the ghost of minutes future

I'M PRETENDING TO KNOW WHAT I'M TALKING ABOUT – HOPEFULLY MY AUDIENCE WILL PRETEND TO LISTEN.
STRATEGY UPDATE
• GROWTH
• INNOVATION
• SYNERGY
• IMPACT
• EXCELLENCE
Zzzz...
LUNCH SOON?
NODDING... THIS IS WORKING!
FAKE IT 'TIL YOU MAKE IT!
JUST CHECKING EMAILS...
PLEASE DON'T ASK QUESTIONS
NOTES:
SURVIVAL


enough for the difficulty to teach them something they will likely never learn any other way.

There is something druglike about using A.I., not because it necessarily produces pleasure, but because it removes a particular kind of pain. A person who grows up with A.I. may never know the necessary agony of a blank page, the false start, the dull vocabulary and the private embarrassment of a first draft. A student who relies on A.I. too early will likely never sit long enough with confusion to distinguish it from failure.

Minutes will always need gatekeepers

Change is inevitable but the risks are clear

- Hallucinations
- Consent violations
- Data security breaches
- Generalisations
- Fabrications
- Emotional reasoning

B umbu

T *ghost* mi es

pa *presen* *to*

hmss
Minute taking services

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