

## Call Handling Skills

### Meeting Agenda Template

A filled-in agenda serves as the minutes of the meeting after the call. Before attending a call, fill in the agenda in the following template.

| MEETING AGENDA                     |  |              |      |
|------------------------------------|--|--------------|------|
| Topic                              |  |              |      |
| Objective                          |  |              |      |
| Location                           |  | Meeting type |      |
| Date                               |  | Time         |      |
| Call in number                     |  | Passcode     |      |
| Organizer                          |  | Facilitator  |      |
| Timekeeper                         |  | Minutes by   |      |
| Attendees                          |  |              |      |
| Preparation for the meeting:       |  |              |      |
| Please read:                       |  |              |      |
| Please bring:                      |  |              |      |
| Action items from previous meeting |  | Owner        | TAT  |
| 1.                                 |  |              |      |
| 2.                                 |  |              |      |
| 3.                                 |  |              |      |
| 4.                                 |  |              |      |
| Agenda                             |  | Presenter    | Time |
| 1.                                 |  |              |      |
| 2.                                 |  |              |      |

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| New Action Items                          |  | Owner | TAT |
|---|--|-------|-----|
| 1.  |  |       |     |
| 2.  |  |       |     |
| 3.  |  |       |     |
| 4.  |  |       |     |
| Other notes and follow up meeting details |  |       |     |
|   |  |       |     |