Effective Meeting Tools

Checklists to help drive effective meetings

Effective meetings are not accidental

This document contains tools designed to help drive effective meetings. Whether you are the meeting owner, coordinator, presenter or participant there are several things you should keep in mind before, during and after the meeting.

Page No.	Tool Title	Roles	Phase
2.	New Meeting Decision Tree	Owner	Before
3.	Participant Attendance Decision Tree	Participant	Before
4.	Planning an Effective Meeting Checklist	Owner, Coordinator	Before
5.	Planning an Effective Virtual Meeting Checklist	Owner, Coordinator	Before
6.	Running an Effective Meeting Checklist	Owner, Presenter	During
7.	Running an Effective Virtual Meeting Checklist	Owner, Presenter	During
8.	Participating in an Effective Meeting Checklist	Participants	Before, During, After
9.	Participating in an Effective Virtual Meeting Checklist	Participants	Before, During, After
10.	Presenting in an Effective Meeting Checklist	Presenter	Before, During, After
11.	Presenting in an Effective Virtual Meeting Checklist	Presenter	Before, During, After
12.	Meeting Follow-Up Checklist	Owner, Coordinator	After
13.	Meeting Notes Template	Owner	During, After
14.	Agenda (summary view) Template	All	Before, During
15.	Agenda (detail view) Template	All	Before, During



Initiates, defines & manages the meeting



Takes actions to support specific agenda item(s)



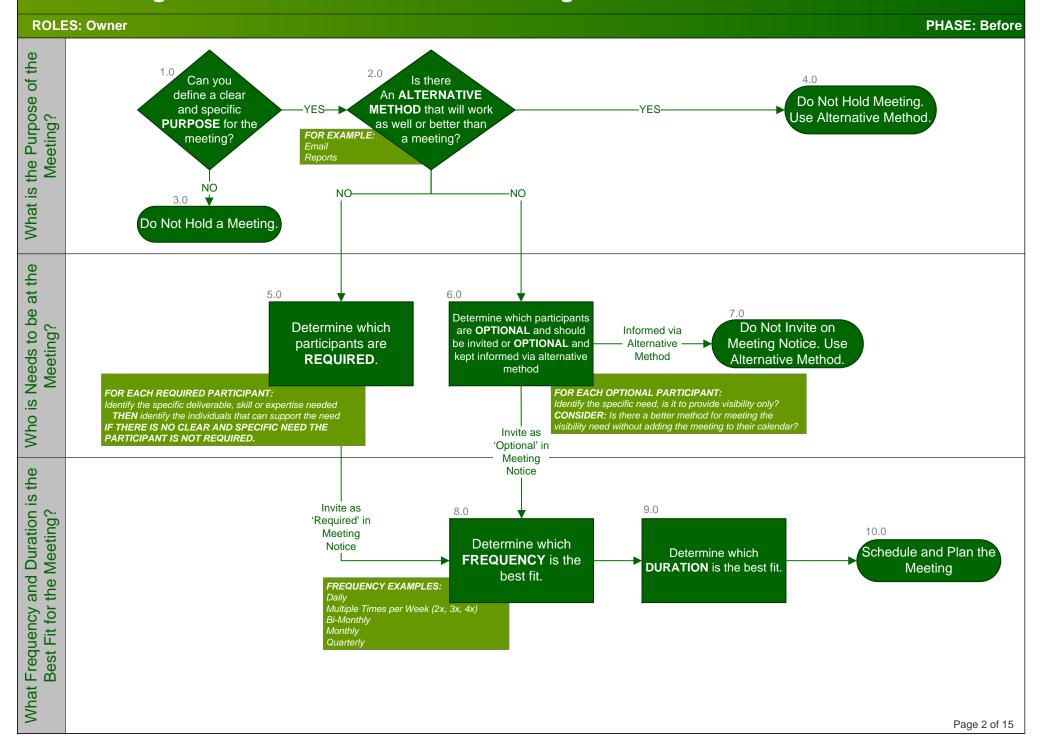
Takes actions to complete logistical arrangements



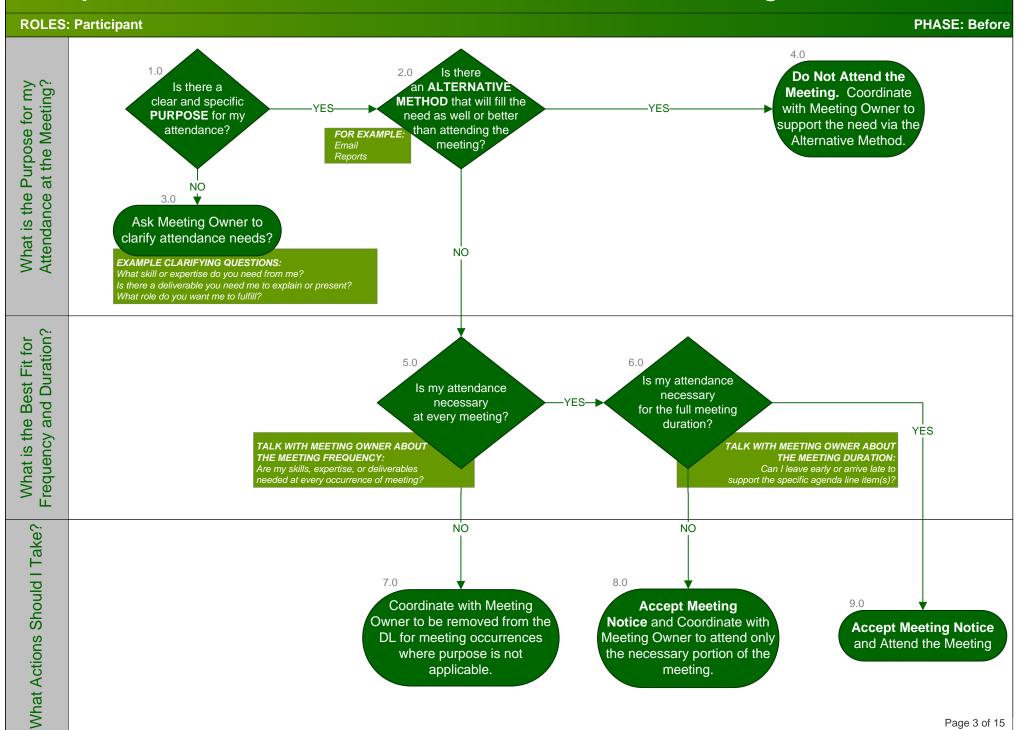
Takes actions to support the purpose & objectives



New Meeting Decision Tree: Is this New Meeting Needed?



Participant Attendance Decision Tree: Should I Attend The Meeting?



Checklist: Planning	an Effective Meeting	ו
		٠,

	ner and/or Coordinator Phase: Before
Agenda Development Activities	Plan the preliminary meeting agenda Identify the objective(s) of the meeting (Objectives are specific to the single occurrence of the meeting and therefore may differ from purpose if the meeting is recurring) Identify the agenda item(s) that support the meeting objective(s) - If meeting is recurring, add an opening agenda item for review of previous meeting notes and/or action items Consider adding a closing agenda item to allocate time for: - Review of significant agreements, discussion points or action items - Process check with the meeting attendees to solicit feedback regarding the meeting mechanics - 'Around the Room' or open floor to provide attendees an opportunity to voice concerns, comments, etc. For each identified agenda item determine: - Who should be the presenter? - What is the desired outcome (e.g., reach a decision, brainstorm two alternative solutions)? - How much time should be allocated? Identify the required and/or optional participants (e.g., consider diversity of skill, expertise or experience) - Will any of the participants be virtual? If yes, refer to "Planning an Effective Virtual Meeting" checklist Identify preliminary meeting room requirements (e.g., size, location, equipment, availability) Route the preliminary meeting agenda to key participants/stakeholders for input Verify commitment from each identified presenter The presenter should identify the following for each agenda item he/she is responsible for: - What supporting information will be distributed to the participants in advance of the meeting? - What preparation actions should participants complete prior to the meeting? - What preparation actions should participants complete prior to the meeting? - What equipment is needed in the meeting room (e.g., projector, computer, whiteboard)? Finalize and distribute the meeting agenda Integrate key participant/stakeholder input and update meeting agenda Identify any new requirements (e.g., participant additions or deletions, meeting room size, equipment needs)
Logistical Activities (Owner may delegate some activities to coordinator)	Send a preliminary meeting notice Notify participants so meeting time is reserved on their calendar Communicate purpose of the meeting Arrange for the meeting area and other related logistical requirements Logistic requirements may include: - Meeting room with all the needed equipment (e.g., projector, computer, speakerphone, whiteboard) - Virtual or telecon information (e.g., audio conference, Webex) refer to "Planning an Effective Virtual Meeting" checklist - Identifying how the meeting will be run (e.g., location for presentation files, who will run the equipment) - Preparation of material for use or distribution at the meeting (e.g., photocopying handouts) Once meeting agenda is finalized update meeting notice Update the meeting notice as follows: - Meeting objective(s) and type (e.g., decisional, info sharing, problem solving, governing) - Agenda items (description of item, presenter, allocated time, type of discussion) - Details for each agenda item (supporting information, preparation actions, desired outcome) - Meeting location - Meeting start time/duration - Virtual meeting information (if required) - Supporting information attachments (if provided by presenters) Ensure all preparation activities are complete Verify all key participants / stakeholders will attend (cancel or reschedule if necessary) Ensure meeting logistics are completed (e.g., updated notice and supporting information distributed) Prepare yourself (e.g. handouts and presentation files are available)

Checklist: Planning an Effective Virtual Meeting			
ROLES	S: Owi	ner and/or Coordinator	PHASE: Before
ment		Follow the "Planning an Effective Meeting" checklist	
Agenda Development Activities		Virtual Meetings should be no longer than 90 minutes If they must be longer, add breaks into the agenda Consider a series of shorter focused meetings	
Agenda		Share the "Participating in an Effective Virtual Meeting" checklist with all attended the meeting	s prior to
ت		Consider Time Zones	
coordinato		International participants Calling in from outside the U.S., special calling rules apply Know participants for export compliance rules	
Logistical Activities (Owner may delegate some activities to coordinator)		Determine technology requirements Lync – 1 to 3 people Webex/Teleconference – 3+ people Webinar – virtual training or organization all team meetings	
		Knowledge and use of technology tools Know how to use the technology tools Practice in advance to ensure confident navigation (e.g., voting/polling, teleconference options Technology method works for the purpose intended (e.g., streaming video) Share application rather than desktop)
Owner ma		Prepare contingency plans should technology fail Have the information located in various locations (e.g., save files to a USB drive, hard drive or an email with server links/files) Reschedule if the technology is getting in the way of an effective meeting	send yourself

Che	cklis	st: Running an Effective Meeting	
ROLES	S: Own	ner and/or Presenter PHASE: Du	ring
eting		Start the meeting on time For virtual meetings refer to "Running an Effective Virtual Meeting" checklist Demonstrate respect for the participant's time by ensuring meeting is started on time Note: If meeting owner/facilitator are not available to begin the meeting be sure a delegate has been assigned the meeting tone – sense of urgency, safe environment for open dialogue and level of cooperation	ned
Starting the Meeting (Owner)		Set the stage, but keep it short Review the meeting purpose and objective(s) Review the agenda: - Highlight the agenda items - Introduce/identify the presenter associated with each agenda item - Remind the participants of the discussion type and/or desired outcome for each agenda item Review the administrative information and/or meeting ground rules: - Evacuation information, cell phone protocol, etc. - Assign roles (e.g., meeting minutes recorder, timekeeper)	
eeting enter)		Structure the discussion and stay on target Practice active listening Keep focused on meeting purpose and objective(s) Identify if 'desired outcome' was reached at conclusion of each agenda item discussion Restrict your interventions; encourage openness and active participation Draw out the 'quiet' or 'silent'; moderate the 'talkative' Encourage shared dialogue; document issues requiring further attention at a follow-on meeting in parking love.	t
Conducting the Meeting (Owner and/or Presenter)		Document agreements and action items Do not rely on 'mental notes'; document agreements or action items as they are made Assign action items to facilitate follow-through	
Conducti (Owner a		Ensure mutual understanding—not necessarily mutual adoration Goal is to ensure a common understanding of the problem, topic or issue and why it is being discussed Avoid being the 'greatest barrier to success'	
		Monitor the clock Ensure agenda item discussions are within the allocated time Make adjustments, table discussions or initiate a follow-on meeting if more time is required to conclude the agenda item discussion	
ing		Strive to close on a 'note of achievement' Briefly review and/or summarize agreements and action items Identify if the objective(s) was satisfied Complete a 'process check' with the attendees (e.g., solicit feedback on meeting mechanics, provide an open forum to facilitate raising new issues or concerns)	
Ending the Meeting (Owner)		Document the next steps Review any required follow-up tasks or meeting requirements Assign follow-up tasks to ensure completion and accountability Set date, time and/or place for any required follow-up meetings Identify date/time and method for distributing meeting minutes	
Enc		End the meeting on time Demonstrate respect for the participant's time by ensuring meeting ends on time If more time is necessary: - Set date/time for follow-up meeting, or - Extend meeting time with participant's consent	

Checklist: Running an Effective Virtual Meeting **ROLES: Owner and/or Presenter** PHASE: During Follow the "Running an Effective Meeting" checklist Prepare for meeting Starting the Meeting Prepare and print or open participant roster for taking meeting attendance Close any unnecessary files, especially proprietary information Open all meeting related files (e.g., agenda, presentations) Start Webex 5 to 7 minutes before the meeting and sign in using full name; use wireless internet connection if room is not available to begin set-up Remove distractions (e.g., Place a sign indicating in a virtual meeting, Silence a cell phone) Knowledge and use of technology tools Know how to use the technology tools by practicing in advance to ensure confident navigation (e.g., voting polling, teleconference options) Know how to mute phone Technology method works for the purpose intended (e.g., streaming video) Share application rather than desktop **Utilize participant roster** To conduct introductions To avoid multiple people speaking at once Have participants state first and last name, title and organization Make sure to include everyone, both on the phone and in the room Stop to introduce late comers; announce when people enter and leave the meeting Review meeting groundrules Conducting the Meeting (Owner and/or Presenter) Minimize noise and distractions Mute via individual phone or teleconference options Caution teleconference participants about placing call on hold due to music, etc. Avoid excessive scrolling, sudden rapid cursor movements or jumping too quickly between pages; it can be disorienting for participants Note: Freeze mode applies only to the projector, not to Webex participants **Engage meeting participants** Request participants state name prior to making statements, etc. Pay attention to who is or isn't participating (use roster), ask questions of participants by name Do not multi-task - virtual meetings require more concentration No more than 3 slides or 10 minutes before interacting In-room - No side conversations - Speak in close proximity to the speakerphone/microphone - Explain things that happen in the room to those online **Ending the Meeting** Turn off sharing Shut down technology tools End the telephone call

Checklist: Participating in an Effective Meeting **ROLES: Participant** PHASE: Before, During and After Review the meeting logistics Know the basics: when, where and how long If there are any virtual participants, refer to "Participating in an Effective Virtual Meeting" checklist Before the Meeting Understand your role Review the meeting purpose and objective(s) Review the agenda and agenda item details - Is it clear why your participation is needed? Consider: Talking to the owner or facilitator to get clarification of the need and/or expectations Talking with your manager and identify alternative attendees or options Talking with owner/facilitator to negotiate alternatives Prepare yourself Complete all identified 'preparation actions' Document your questions or concerns so you will have them for reference during the meeting Be on time Arrive on time and prepared for the discussion Actively participate in the discussion and stay on target Practice active listening Keep focused on meeting purpose and objective(s); keep in mind the 'desired outcome' for each agenda item During the Meeting Be conscious of your 'meeting style' (e.g., if you are an extravert be conscious of how often you provide input, if you are an introvert be conscious of your silence and take the initiative to speak up) Acknowledge and manage conflict constructively: - Be transparent regarding your intent - Ask others to restate what they are hearing; translate or reflect what you are hearing - Acknowledge other's positions; dependant on the situation either refocus the discussion back to the meeting objective or state the intent/need for resolving the issue; consider moving issue to a parking lot NOTE: Conflict management may be best handled by the meeting owner or facilitator, but it is better to resolve the conflict awkwardly 'than let a potentially damaging conflict go unchecked' End the meeting with intent Record the agreements and action items that are applicable to you or the organization you represent Verify the follow-up tasks and commitments you're accountable for **Review meeting notes** Review distributed meeting notes to ensure: - Understanding of documented agreements - Clarification of assigned follow-up tasks or action items After the Meeting Follow-up on assigned actions Communicate completion or ask for help (if needed) of assigned follow-up tasks or action items to the appropriate key participants or meeting stakeholders Individual reflection Evaluate your future participation role, especially if the meeting is recurring - Are you the 'right' participant in terms of needed skills, expertise or experience? Consider talking with the meeting owner and/or your manager regarding the participation needs (e.g., is there value in continued participation and/or mismatch between identified/actual role requirements?) Support decisions made in the meeting; do not act with passive aggressive behavior (e.g., leaving meeting supporting decision but verbally opposing decision around the water cooler)

Checklist: Participating in an Effective Virtual Meeting **ROLES: Participant** PHASE: Before, During and After Follow "Participating in an Effective Meeting" checklist Before the Meeting Knowledge and use of technology tools International participants calling in from outside the U.S., special calling rules apply Know how to use the technology tools by practicing in advance to ensure confident navigation (e.g., voting polling, teleconference options) Sign-in to Webex properly with full name 5 to 7 minutes before the meeting Remove distractions (e.g., Place a sign indicating in a virtual meeting, Silence a cell phone) Know how to mute phone Consideration of others Avoid multiple people speaking at once State first and last name, title and organization during introductions During the Meeting Announce when leaving the meeting Minimize noise and distractions - Mute via individual phone or teleconference options - Do not place teleconference on hold, use mute State name prior to making statements, etc. Speak in close proximity to the speakerphone/microphone No side conversations For those in the room, explain what happens in the room to those on-line Stay focused

Do not multi-task – virtual meetings require more concentration

Che	cklis	t: Presenting in an Effective Meeting
ROLES	S: Prese	enter PHASE: Before, During and After
		Review the meeting logistics Know the basics: when, where and how long If there are any virtual participants, refer to "Presenting in an Effective Virtual Meeting" checklist
Before the Meeting		Understand your role Review the meeting purpose and objective(s) Review the preliminary meeting agenda, specifically the items listing you as the presenter - Is it clear why you have been identified as the presenter? IF NOT: Talk to the owner or facilitator to get clarification; consider proposing an alternative presenter IF YES: Submit feedback to the owner or facilitator regarding: - What supporting information you will distribute to the participants in advance of the meeting? - What preparation actions should participants complete prior to the meeting? - How much time should be allocated to the agenda item to reach a satisfactory conclusion? - What equipment is needed in the meeting room (e.g., projector, computer, whiteboard)?
<u> </u>		Prepare yourself Prepare all presentation or supporting information materials; be sure to do a quality spot check Distribute materials to participants (as necessary) Submit materials to the owner/facilitator as necessary for use during the meeting; have backup media available (e.g., copies on a flash drive) Think about success factors and possible roadblocks that may be brought up during the meeting
		Be early Arrive early and prepared for the discussion; ensure your presentation material is available
During the Meeting		Encourage and facilitate active participation during your presentation or discussion Monitor the clock to ensure agenda item is covered in the allocated time Practice active listening; restrict your interventions; encourage openness and active participation Keep focused on meeting purpose/objective(s) and how your agenda item supports Keep in mind the discussion type and 'desired outcome' for your agenda item(s) Draw out the 'quiet' or 'silent'; moderate the 'talkative' Encourage shared dialogue
۵		End your presentation or discussion with intent Ensure agreements and/or action items are accurately recorded Verify action items are assigned
After the Meeting		Submit and/or review meeting notes Submit and/or review meeting notes specific to your action item to ensure: - Understanding of documented agreements - Clarification of assigned action items (especially if agenda item must be carried-over to a follow-on meeting) Provide copies of presentation material for distribution to participants (as necessary)
		Follow-up on assigned actions Communication completion of assigned follow-up tasks or action items to the appropriate key participants or meeting stakeholders
Afte		Individual reflection Did your presentation/discussion meet the intended need? Were you able to reach the 'desired outcome'? How were the meeting mechanics (e.g., did you stay with your allocated time, were their technical issues)? Overall, how can you do better the next time you are asked to be a presenter?

Checklist: Presenting in an Effective Virtual Meeting **ROLES: Presenter** PHASE: Before, During and After Follow the "Presenting in an Effective Meeting" checklist Prepare for meeting Before the Meeting Close any unnecessary files, especially proprietary information Open all meeting related files (e.g., agenda, presentations) Start Webex 5 to 7 minutes before the meeting and sign in using full name Remove distractions (e.g., Place a sign indicating in a virtual meeting, Silence a cell phone) Knowledge and use of technology tools Know how to use the technology tools by practicing in advance to ensure confident navigation (e.g., voting polling, teleconference options) Know how to mute phone Technology method works for the purpose intended (e.g., streaming video) Share application rather than desktop Minimize noise and distractions Mute via teleconference options, if needed During the Meeting When running technology during presentation Avoid excessive scrolling, sudden rapid cursor movements or jumping too quickly between pages; it can be disorienting for participants Freeze mode applies only to the projector, not to Webex participants **Engage meeting participants** No more than 3 slides or 10 minutes before interacting Speak in close proximity to the speakerphone/microphone Explain things that happen in the room to those online

Checklist: Meeting Follow-Up

ROLES: Owner and/or Coordinator

PHASE: After

Document and	distribute	meeting	notes
--------------	------------	---------	-------

Review agenda items identifying whether each item was discussed and desired outcomes reached

- If some items were not resolved, determine the required next step (e.g., move item to a follow-on meeting agenda)

Review and/or transcribe notes taken during meeting (e.g., notes taken by the designated 'note taker')

- If necessary, send out draft of transcribed notes to presenters or discussion leaders for review and feedback Be sure notes highlight agreements and/or assigned follow-task/action items

Distribute final copy of meeting notes by the date/time and distribution method agreed to at close of meeting

Follow-up on assigned actions

Communicate completion of assigned follow-up tasks or action items to the appropriate key participants or meeting stakeholders

Schedule any required follow-up meetings

Initiate actions to schedule and plan any follow-up meetings agreed to at the close of the meeting Flag any notes/agenda items that need to carry-over to a follow-on agenda (e.g., parking lot items)

Individual reflection

Evaluate the effectiveness of the meeting

Consider some of the following questions:

- Did the outcome satisfy the intended purpose and/or objectives?
- Were all the right participants included?
- Where their any gaps that could have been anticipated?
- Was the right level of supporting information distributed prior to the meeting?
- Did participants come prepared for the meeting?

Consider the meeting mechanics:

- Was the meeting started and ended on time?
- Was the agenda followed (items covered as scheduled in the allocated time)?
- Were all presenters and key participants in attendance?
- Did the meeting room have all needed equipment and was it the right size?

Consider soliciting feedback from presenters/discussion leaders and/or key participants

Overall, identify what actions you can take to make your next meeting better

Note: Some of the follow-up activities may be delegated to the coordinator (e.g., transcription or distribution of notes)

Meeting Notes						
Use this form to keep track of the issues discussed, agreements made and assigned follow-up tasks/action items						
Meeti	ing To	pic:		Date:		
Meeti	ing O	vner:	Note Taker:			
Partic	cipant	s (record only those who attended the meetin	g):			
Agen	da Ite	m #:				
Discu	ussior	Points, Concerns or Issues	Agreements			
Agen	da Ite	m #:				
Discu	ussior	Points, Concerns or Issues	Agreements			
Agen	da Ite	m #:				
Discu	ussior	Points, Concerns or Issues	Agreements			
Agen	da Ite	m # :				
Discu	ussior	Points, Concerns or Issues	Agreements			
Actio	n Iten Por A	s (A) or Parking Lot Items (P)			Assigned To	Due Date
"	OI A	nem			Assigned 10	Due Date

Meeting Topic:	Date and Time:
Meeting Location:	Scheduled Duration:
Required Participants:	Audio Conference Information: Phone Number: Passcode: Host Code: WebEx Information: Meeting Number: Password: Host Key:
Meeting Purpose (For recurring meetings the purpose applies to the entire meeting set):	Meeting Type (check all that apply) Decisional (D) Info Sharing (I) Problem Solving (P)
Meeting Objective (For recurring meetings objective(s) are specific to this single occurence):	Governing (G) Other (O): Does this meeting support or align with a business goal or objective? Yes No
AGENDA ITEMS	

		ű	, , , ,	0 110	
AGENDA ITEMS					
#	<u>Item</u>	Presenter	Allocated Time	Type	
				D	G
				1	0
				Р	
				D	G
				1	0
				Р	
				D	G
				ı	0
				Р	
				D	G
				I	0
				Р	
				D	G
				I -	0
				Р	
				D	G
				ı	0
				Р	
				D	G
				I -	0
				Р	
				D	G
				I .	0
				Р	
	and any information from				

Meeting Tonio		Date and Time:
Meeting Topic:		
Meeting Location:		Scheduled Duration:
Required Participants:		Audio Conference Information: Phone Number: Passcode: Host Code: WebEx Information: Meeting Number: Password: Host Key:
Meeting Purpose (For recurring meetings the purpose applies to the el	ntire meeting set):	Meeting Type (check all that apply)
		Decisional Problem Solving
		Info Sharing Governing
Meeting Objective (For recurring meetings objective(s) are specific to	this single occurence):	Other:
		Does this meeting support or align with a business goal or objective? Yes No
Agenda Item # :		
Presenter/Discussion Leader:		Allocated Time:
Supporting Info to be Provided by Presenter/Leader:	Requested Participan	t Preparation Actions:
Desired Outcome at End of Meeting		Problem Solving Other: Governing
Agenda Item # :		
Presenter/Discussion Leader:		Allocated Time:
Supporting Info to be Provided by Presenter/Leader:	Requested Participan	t Preparation Actions:
Desired Outcome at End of Meeting		Problem Solving Other:
Agenda Item # :		
Presenter/Discussion Leader:		Allocated Time:
Supporting Info to be Provided by Presenter/Leader:	Requested Participan	t Preparation Actions:
Desired Outcome at End of Meeting		Problem Solving Other: Governing
Agenda Item # :		
Presenter/Discussion Leader:		Allocated Time:
Supporting Info to be Provided by Presenter/Leader:	Requested Participan	t Preparation Actions:
Desired Outcome at End of Meeting		Problem Solving Other: Governing