

GLOSSARY

Leading Productive Meetings

With Dave Crenshaw

Use these terms and definitions below to understand concepts taught in the course.

Transcript Search: Note that you can search for terms directly within the course. To search video text, switch to the *Transcripts* tab, then press Cmd/Ctrl + F on your keyboard to run a search within the active transcript.

Term	Definition
peak productivity hours	Times and days when employees tend to have the heaviest workload. Avoid scheduling meetings during these times.
designated leader	This person's responsibility is to keep the meeting focused and productive, remind participants of ground rules, and act as timekeeper.
gathering point	This predetermined place for note-taking is often a physical or digital notepad.
brainstorming	This process encourages open-mindedness and sharing. To brainstorm effectively, ask for brief responses, listen respectfully, write down responses without judgement, and thank participants for their ideas.
Ben Franklin Principle	This strategy encourages the speaker to soften his or her language to make it more like to be received well.