

FACILITATING AND MANAGING EFFECTIVE MEETINGS

More and more, our productive work time is consumed by the need to attend meetings. It has been estimated that at least a quarter of a Managers work time will be spent in meetings. This is significant, and this is why it is important for Staff, Managers and Meeting Chairperson to be skilled at facilitating concise and constructive meetings.

‘Facilitating and Managing Effective Meetings’ is a one day program that is designed to give you an understanding of the processes of effective meeting management and the personal skills you can apply to influence the resolution of issues.

Course Outline:

- Understanding how to professionally “Manage and Facilitate Effective Meetings” in order to achieve set meeting objectives through professional facilitation techniques.
- Identifying how difficult behaviour negatively affects people and business, particularly within meetings. Learn how to professionally deal with these situations. Each of these strategies is then practiced in this course through customised role playing real-life case study discussions.
- Learn and practice open communication strategies that lead to resolving or diffusing conflict – facilitating the planning and management of successful meetings.

At the end of the course you will be able to:

- Know how and why your personality reacts to challenging situations and understanding how you communicate and how to become a more effective communicator.
- Recognise submissive, aggressive and assertive behaviour and understand how to diffuse potentially difficult situations and how to develop personal assertion in effectively facilitating meetings. This includes practicing ‘real-life’ assertiveness strategies within meeting conflict situations whilst always staying in ‘control’ of the meeting.

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Course Duration	1 day program (highly interactive, role plays etc)
Participant Numbers	6-12 participants
Pre-work required	Pre-work will be sent out prior to training

Who should attend?

- Any staff member who facilitates (or will be facilitating) any type of meeting in the workplace. Particularly any staff members who have challenges with having to deal with conflict situations with customers, fellow staff members, or any communication situations in the workplace such as one-on-one meetings; team meetings; video conferencing meetings; telephone meetings etc.

- This course can be easily customised and adapted to meets the needs at all levels of business and different types of meetings.

