

Meetings and Seminars

Date: 18 October
2023

Conducting Meetings Effectively

“This meeting does not have a clear direction”

“The expectations and outcomes are not defined”

“This meeting seems to go nowhere”

“It is not being facilitated effectively”

“I am feeling sleepy”

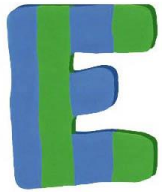




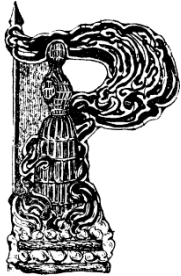
BUILD



ELIMINATE



ENSURE



PROVIDE



SUPPORT

Strategic Approach

Taking a strategic approach to meeting management will be:

- Ensure your business communication processes are effective
- Eliminate confusion
- Provide clear direction for your team
- Build solid team relationships
- Support your business growth strategies

10 keys for running Effective Meetings



Follow a clear, consistent and well documented 'Meeting Process'

Establish a 'meeting agenda' template

Establish clearly defined 'roles & responsibilities' for all meeting participants

Set 'Specific, Measurable, Action orientated, Realistic and Time based' (SMART) meeting Objectives

Establish meeting protocols

Plan meetings whenever possible well in advance

Establish a format and process for 'effective minute taking'

Include the opportunity for 'team participation'

Include mini workshops within the meeting time for brainstorming, problem solving and forward planning

Include 'feedback' and 'progress check' opportunities within the meeting agenda

Agenda and Minutes of the Meeting

- Before a meeting : Agendas
- During a meeting : Using Agendas
- After a meeting : Minutes of the Meetings

Agenda

Before the Meeting...

A listing of what is to take place during the meeting



Agendas are a Powerful form of Writing

They :

- Help groups *structure* communication activity
- Help people stay focused and on task
- Provide a checklist of what exactly needs to be accomplished
- Ensure that meeting activities run according to time constraints
- Generally make meetings more organized and productive

Bad Agenda

Bad agenda items that are NOT

- Specific,
- Goal-oriented,
- Timed
- Realistic

Examples

- Talk about financial aid
- Discuss marketing
- Create political campaign
- Talk about business

Good Agenda

- Specific
- Result-oriented
- Well timed
- Realistic.

Examples

- Brainstorm ***news items*** for bulletin (10 min)
- Choose ***the logo*** for the website (15 min)
- Identify ***pros and cons*** of using Twitter (12 min)
- Update team members on ***budget*** (6 min)

Sample Topic

Our department is planning to offer a new study abroad course to all majors. The course will be held in Paris, France for three weeks in summer 2021. How can we best promote this course to our Undergraduates?

Sample Agenda

1. List five possible methods to promote the program. (*5 min*)
2. Identify strengths and weaknesses of each method. (*5 min*)
3. Vote for the three best methods. (*2 min*)
4. Write three action items. (*3 min*)

Tips on Attending Meetings

During the Meeting...



Seek clarification

Talk

Pay Attention

Ask

Timing

- **Seek clarification** – there can be a lot of terminology at these meetings and **nobody expects you to know everything**.
It is good practice to ask if you are unsure of something and shows that you take your job seriously
- **Talk** – be assertive and try to be positive. Think about the way you want to express yourself and your points. Try to be concise and avoid waffle.
Try not to lose your temper; negativity and aggression will make people defensive and this can create barriers to progress.
- **Pay attention** – remember to listen to others and avoid interruptions. Be aware of what is going on, take notes to remember things but try not to get distracted. Be aware of your body language and take an interest in the meeting.
- **Ask** – It is ok to request feedback or to ask other members of the committee what they think about something. Sometimes people may agree with you but will not vocalise this unless they're asked. This works both ways too, make sure you respond honestly if someone asks you about the 'student opinion' on an issue. This is what you're there for.
- **Timing** – remember to be on time for the meeting and raise your points at the appropriate time on the agenda. It will look odd if you assertively raise an issue during item 2 on the agenda when item 4 is set aside already to discuss it! **If you are not sure if it's the right time, ask.** This will not make you look silly and will ensure you don't miss the chance to raise your point.

After the Meeting...

Minutes of the Meetings

A record of who attended the meeting and what took place

They Include:

- Name of committee
- Date of meeting
- Time and place
- Name of person leading meeting
- List of names of people attending
- Time and place of next meeting

Writing Minutes of the Meetings

Components of meeting minutes

- Agenda : An exact copy of the meeting agenda, including allotted times
- Attendees : Who attended, who was absent, who came as a guest
- Summaries of each agenda item discussed
 - Detailed enough so that anyone who was not present would get the gist by reading the minutes
- Action items : The next steps agreed upon during the meeting,
 - This includes what needs to be done by who and by when

Aspects of Meeting Minutes

- **Level of detail:**

- Provide enough details in the minutes to make them comprehensible to someone who was not there.
- As time goes on participants will forget the details, so having them in writing is will provide organizational memory.

- **Formatting :**

- Formatting should be clean, appealing, and enhance (rather than detract from) readability.
- Clear headers help the reader locate different types of information. Sufficient spacing helps delineate where sections begin/end.

- **Structure/ordering :**

- Meeting minutes have an expected structure.
- The components discussed earlier (agenda, attendees, topics discussed, decisions made, an agreed-upon next steps i.e. action items) should all be included, and ordered in the same sequence.

Seminars

For a successful seminar, see below our 10 key tips.

1. Define the objectives
2. Choose a theme and a format
3. Define a budget
4. Choose a date
5. Choose a venue
6. Develop the reverse planning ahead of time
7. Plan the event for the participants
8. Communicate ahead of the event

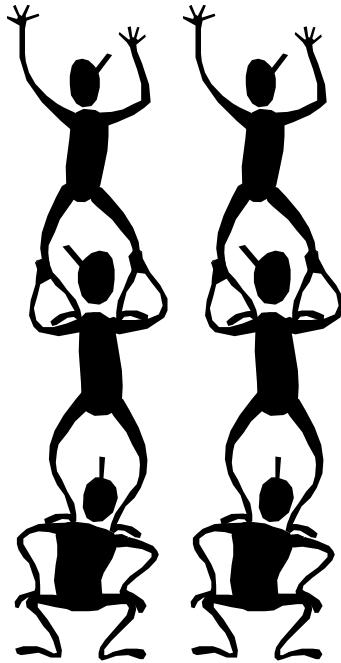
Difference between a Seminar and Meeting

Meetings	Seminar
Meetings are typically held for the purpose of discussing and making decisions on specific issues or projects	Seminars, on the other hand, are more educational in nature and are designed to share information or ideas on a particular topic
Meeting is an organized occasion when a number of people come together in order to discuss or decide something	seminars are meetings organized to inform a group of people about a specific topic, or to teach a specific skill. Expert speakers and teachers are usually invited to speak on topics like personal finance, investing, real estate, web marketing, and many

Conference Call Essentials

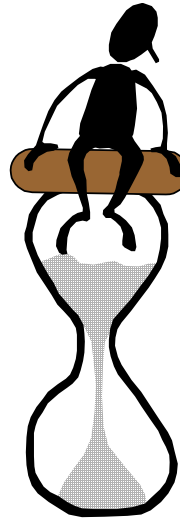


AN Average CONFERENCE CALL

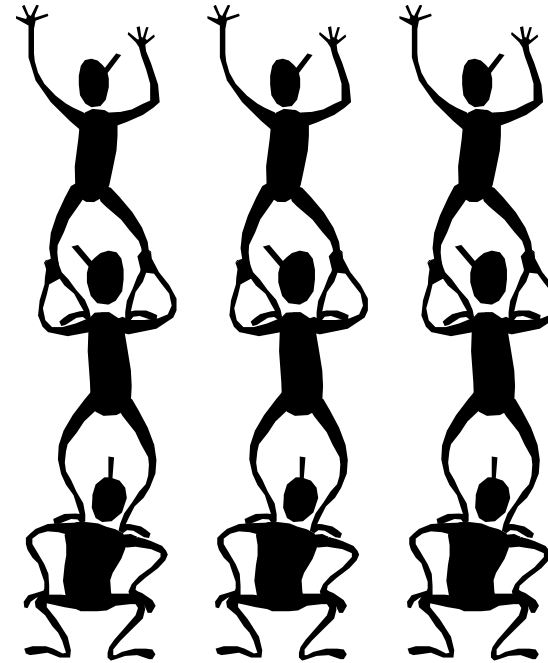


6 Members

x



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9 Man Hours

DO THE OUTPUTS MEET THE OBJECTIVES AND IS IT VALUE FOR MONEY?

Customer's Feedback

- Lack of role clarity - exactly who is responsible for what
- Individuals erratically accessible
- Unfamiliar voice and accent- sometimes confusing & may convey the message incorrectly
- Cultural differences - leading to frustration e.g. questions not answered directly, affirmative vocal support (*aha, OK, Yes...*) leading to misinterpretations



Planning

Identifying pre requisites

Essentials during call

Post call to dos

To enhance -:

- **Improved relationships with Customers**
- **Focused discussions**

Pre Requisites

- Plan and communicate agenda & time to all members
- Prepare for the call/meeting
- Book a conference room
- Check if telephone instrument is working and has a speaker phone
- Communicate specific roles and responsibilities
- Identify SPOC and 'Minute Taker'

Role of SPOC/Chairperson

- Call for the meeting 10 min prior to log-in time
- Map expectations and allot time for each
- Introduce all members at the opening
- Keep the focus on agenda items and time
- Indicate time out

Essentials During Call

- Switch off mobile phones/pagers
- Review points of the previous call & agenda (if applicable)
- DONOT utilize this time for '*clearance*'
- State your name before speaking each time

LOGGING ON TO AN ON GOING CALL - NOT EARLIER OR LATER THAN THE GIVEN TIME

ESSENTIALS DURING CALL

- Approach the agenda systematically
- Provide silence (*10 sec. Pause*); wait, do not interrupt or distract
- Conclude each point mutually
- Make a note of action points

Essentials During Call

- Summarize
 - The agreed upon points
 - The follow up items
 - The next call date, time
 - Information to be sent
 - Ownership of all concerns
 - Ask for any other concerns
 - Close the call by formally stating...*Good day or Thank you*

END WITH PLEASANT WISHES

Post Call To Dos

- Record and circulate the minutes
- Follow up on the action items
- SPOC to take lead on deadlines
- Send a thank you note to the customer appreciating the time and interest





Communication

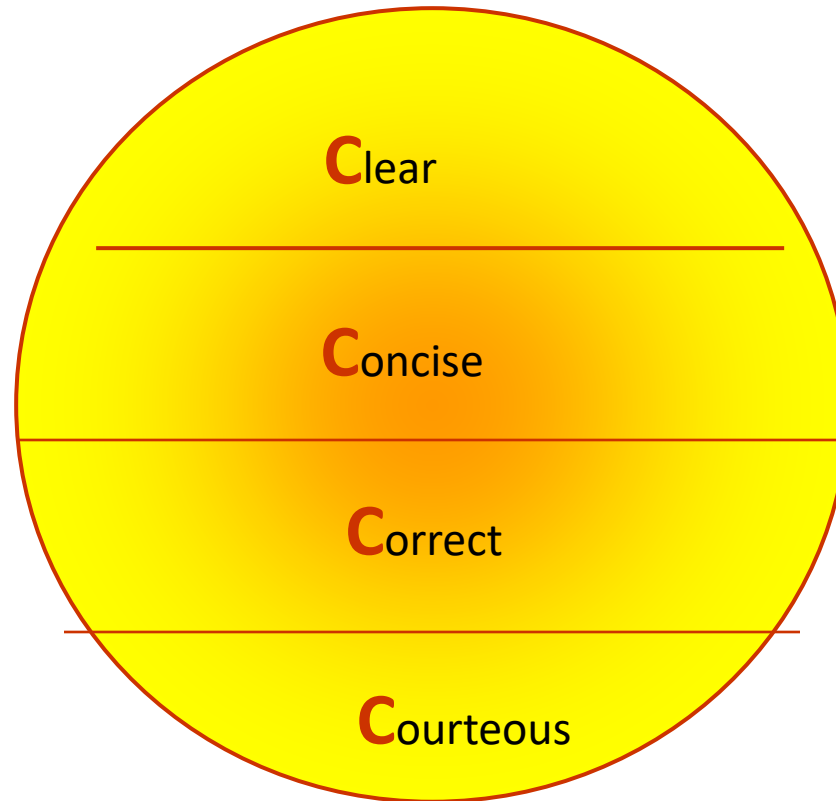
- Enhancing communication effectiveness

4Cs of Communication

Questioning Techniques

Listening Skills

Model: Cutting Edge



Clarity

- **Precise and Familiar Words**
- **Articulate Effectively**

Do not eat the ends of words

Check pronunciation: *V, W, H, M*

Eg : “How are you doing ...”

“A lot of you wouldn’t want to do it...”

“May I speak with...”

- **Pace Appropriately**

Set a common pace

Appoint a 'MEAN PACEMAKER'

Break down words into 'Syllables'

Eg : 1 syllable: 'call'

2 syllables: 'thank you'

3 syllables: 'conference'

4 syllables: 'introductions'

5 syllables: 'communication'

Concise

- ***Language***

use short and simple sentences

avoid jargon, excessive phrases and repetition

A GOOD CALLER GIVES ALL THE INFORMATION, AND TAKES LESS TIME/WORDS !!!

Activity

- ✗ This is to thank you for the quick response
- ✓ Thank you for the quick response
- ✗ This report is in connection with the internal job postings
- ✓ This is a report on internal job postings
- ✗ In majority of cases it is found that the trains are on time
- ✓ The trains are usually on time

Activity

- ✗ John will arrive at about nine o'clock
- ✓ John will arrive at or about nine o'clock

- ✗ I need the following information in order to complete the report
- ✓ I need the following information to complete the report

- ✗ The meeting will be held for the purpose of discussing the visit of Jack Welch
- ✓ The meeting will be held to discuss the visit of Jack Welch

Word Substitution



Not very clear to read

At all times

At the present time

For the purpose of

Due to the fact that

In the event that

By means of

Illegible

Always

Now

For

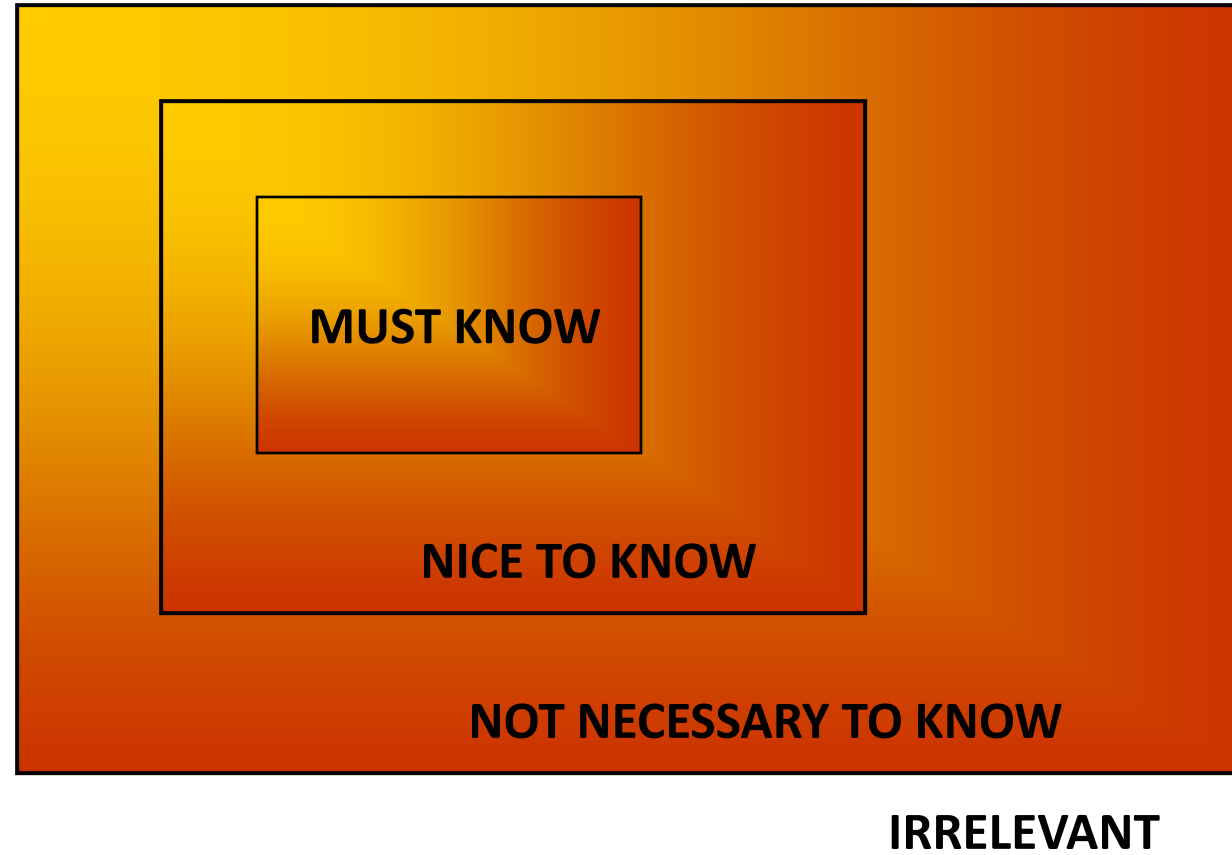
Because

If

By



Content



Correct

- Convey information appropriately
- Check accuracy of figures facts & words
- Accept and apologize: if data is not available

WHEN IN DOUBT - ASK!!!

Courtesy

- Be sincere, tactful & patient
- Use expressions that show respect (*thank you, please...*)
- Empathize

CHOOSE NON DISCRIMINATORY, RESPECTFUL VOCAL EXPRESSIONS

Questioning Types

- Close - Ended
- Open ended
- Probing / Investigative
- Reflective
- Leading

Close Ended Questions

- Yes/No
- Confirms details
- To confirm that you are being understood

(used for reconfirming data/specifics /closing a call)

CLOSE ENDED QUESTIONS ELICIT A BRIEF ONE WORD RESPONSE

Open Ended Questions

- Encourages disclosure
- Helps get more information
- Provides insight into feelings, emotions, behaviors
(besides just facts)

(used for getting to the core of issues/opening the call)

OPEN ENDED QUESTIONS ELICIT DETAILED RESPONSE

Probing Questions

- Analytical/Evaluative response
- Primarily Open-ended
- Clarify information
- Narrow the focus
- Used when extra effort to identify needs

(used when open-ended fails to get requisite information)

Eg : “How would you describe ...”

“Explain How difficult it is ...”

PROBING QUESTIONS ELICIT A FOCUSED RESPONSE

Rebound Questions

- A natural lead-in from the customer's statement
- Covers the part where more information is needed.

(used for redirecting conversation to your prime focus)

REBOUND QUESTIONS ELICIT FURTHER CLARIFICATION

Reflective Questions

- Primarily Open-ended
- Seeks opinions, feedback,on an issue.
- Not about analysis of facts & data

Eg : “How do you feel about”

“How would you be affected”

REFLECTIVE QUESTIONS ELICIT FEEDBACK

Leading Questions

- Primarily close-ended
- Suggests what the answer should be
- Directs to the required/desired answer

(used to encourage the customer to make a decision)

Eg “Do you think it would be appropriate to ...”

“You haven’t tried this option, would you like to try this now?”

LEADING QUESTIONS ARE USED TO IDENTIFY NEEDS AND EXPECTATIONS

Remember...

People are willing to answer **But** only if the right question is asked !!!

People don't look down on you when you ask questions

By not asking, you could have missed critical data

Listening



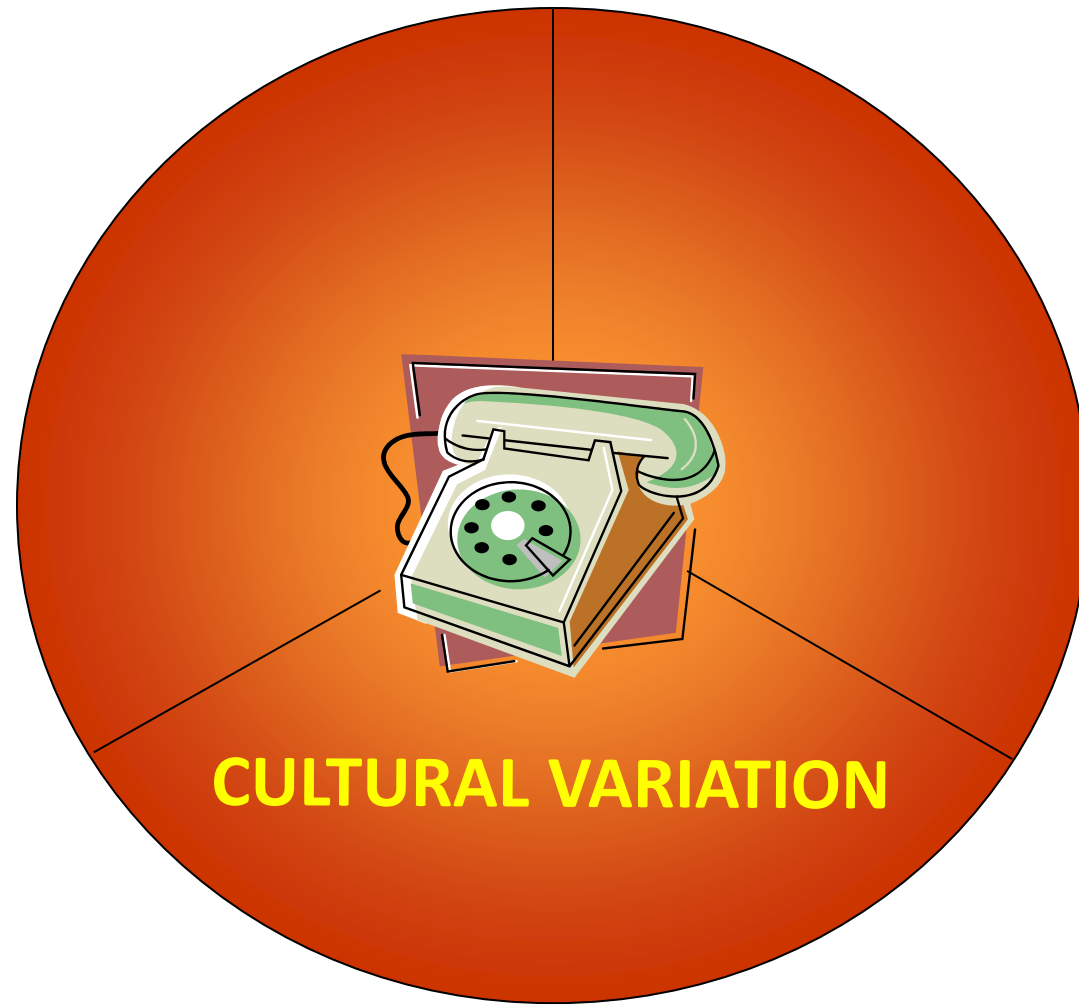
Lets open those ears !!

Road Blocks To Listening

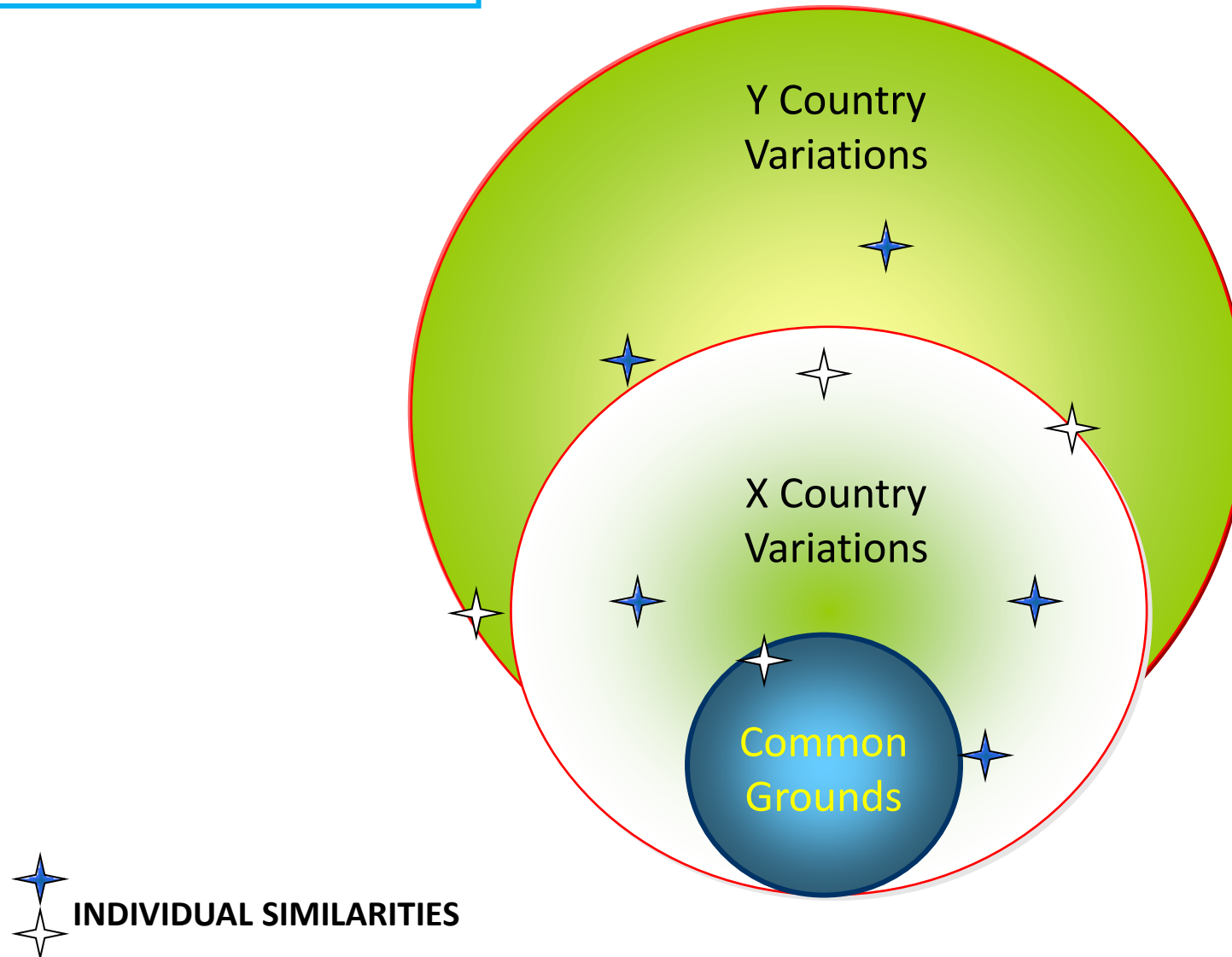
- Internal & External distractions
- Prejudice/Mind Set against the speaker
- Delivery skills
- Premature evaluation

Results Of Active Listening

- Helps to make accurate decisions
- Improves communication skills
- Builds positive relations



Cultural Perspectives



INDIVIDUAL DIFFERENCES & SIMILARITIES CAN BE AT ANY POINT

Cultural Variation

- Values, feelings and attitudes
- Context of the transactions and implications
- Customer's expectations
- Perceptions of time
- Knowledge of culturally offensive language, humor and expression

Learn

Mantra 1	Listen
Mantra 2	Empathize
Mantra 3	Ask relevant questions
Mantra 4	Respond appropriately
Mantra 5	Notify all stake holders and get agreement

ALL DIMENSIONS ARE IMPORTANT!



Thank You
