

Closure

Clean-Up Time

Finish by a total recap with a special focus: "Are we all clear about what we agreed to?" This is not the time for any more discussion, just factual statements or questions.

Design Follow-Up Procedures

If more action is needed, make a clear, written plan on the board or flip chart about who checks with whom and how that all gets filtered back to you (or someone else)—a refinement of the action plan you decided on in the body of the meeting. Get it written or you write it out to be sure it's part of everyone's notes.

Create a Positive Environment for Troubleshooting

Making people feel that "I have spoken and therefore it *shall* be done" precludes their ever wanting to open your door and say, "Hey, this isn't working out."

Talk to the group about fallibility and about realistic expectations and understanding. Tell them you *want* to know if things aren't working.

Discuss Process for Next Agenda Development

Take items not discussed or completed at this meeting and make them the basis for starting the next agenda. Ask for add-ons from the group while everyone's together thinking of group projects and problems. This is also a great time to set up the next meeting.

Let Group Critique Meeting

Ask the whole group to critique the meeting. In any group, this kind of rethinking and constructive criticism, a *constructive*, practical look at the process, timing, techniques, subjects, and results, opens the atmosphere and can make the group process more efficient. Group self-criticism makes for a feeling of true participation in the meeting process.

To close: Group interaction is hard and requires effort if it is to work well.