

## Glossary

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
<b>brainstorming meeting</b>	A meeting in which everyone offers creative new ideas and approaches
<b>clear language</b>	Communication that is free of ambiguity, overly complex words, and redundancies
<b>conference meeting</b>	The most common meeting in an office, it usually consists of one presenter and a large audience
<b>cross-functional team</b>	A group of employees from different functional areas working together to deliver a common product
<b>P31 technique</b>	A method of categorizing stakeholders by their power, impact, interest, and influence
<b>SHARKS</b>	S-state the agenda before the meeting, H-hijackers will be there so watch out, A-adding relevant information is the key to a good meeting, R-repeat the agenda at the end of the meeting, K-keep the meeting small and short, S-scheduling should be outside the meeting
<b>stakeholder</b>	Someone who believes the project has an effect on them
<b>stakeholder management plan</b>	Someone who believes the project has an effect on them
<b>work group meeting</b>	A meeting designed to solve a specific problem, usually with no more than five people