

BUSINESS MEETINGS



WHAT IS A BUSINESS MEETING?

- A **business meeting** is a gathering of two or more people for the purpose of making decisions or discussing **company** objectives and operations.
- **Business meetings** are generally conducted in person in an office, however with the rise of video conferencing technologies, participants can join a **business meeting** from anywhere.



BUSINESS MEETING-KEY COMPONENTS

- **Agenda:** This is the plan for the order of things to talk about at that meeting.
- **Item:** Each part of the agenda is called an item.
- **Action Item:** If someone needs to do something after the meeting it's often called an action item.
- **Chair:** The person who is in charge of a meeting is called the Leader, the Lead or sometimes the Chair. The Leader runs or leads the meeting.
- **Minutes:** The written summary of what was discussed and what was decided in the meeting is called the minutes of the meeting.



TYPES OF MEETINGS (INTERNAL OFFICE MEETINGS)

**Information
meeting**-to explain something

**Team
meeting**-teams share info, give updates, make decisions, announcements

**Kick off
meeting**-different departments meet for a project

**Progress report
meetings**

Debrief meeting-to discuss what was or wasn't successful about a project



TYPES OF MEETINGS (INTERNAL OFFICE MEETINGS)

Decision-making meeting-to reach agreement on one or more issues

Brainstorming meeting-to think or share new ideas about a topic or to solve a problem

Delegate work meeting-to assign tasks to people, giving details

Persuasive meeting-to achieve group consensus and gain support for a course of action



ACTIVITY: IDENTIFY THE TYPE OF THE MEETING

- You work for a small coffee shop company with a few coffee shops in town. You would like to add some food. You want to get some ideas from your team.
- You've just reorganized the management team in your organization and you want to explain it to your department.
- You want to select a new software program for your design team.
- Your international sales team needs to have its monthly meeting. Most of the team members are out of town.



FROM A PARTICIPANT'S RESPONSE, IDENTIFY THE ISSUES WITH THE MEETING.

- We didn't start for 20 minutes because people were just chatting and then the meeting went on for an extra hour.
- One of the participants wouldn't shut up. No-one else was able to speak. I didn't really know what we were supposed to be talking about, and at the end I didn't know what we had decided. I felt it was a complete waste of time.
- I came prepared because I had read the documents that we were supposed to discuss, but it was really clear that a lot of other people at the meeting hadn't read them. Some of them didn't even bring the documents at the meeting. I felt so frustrated.

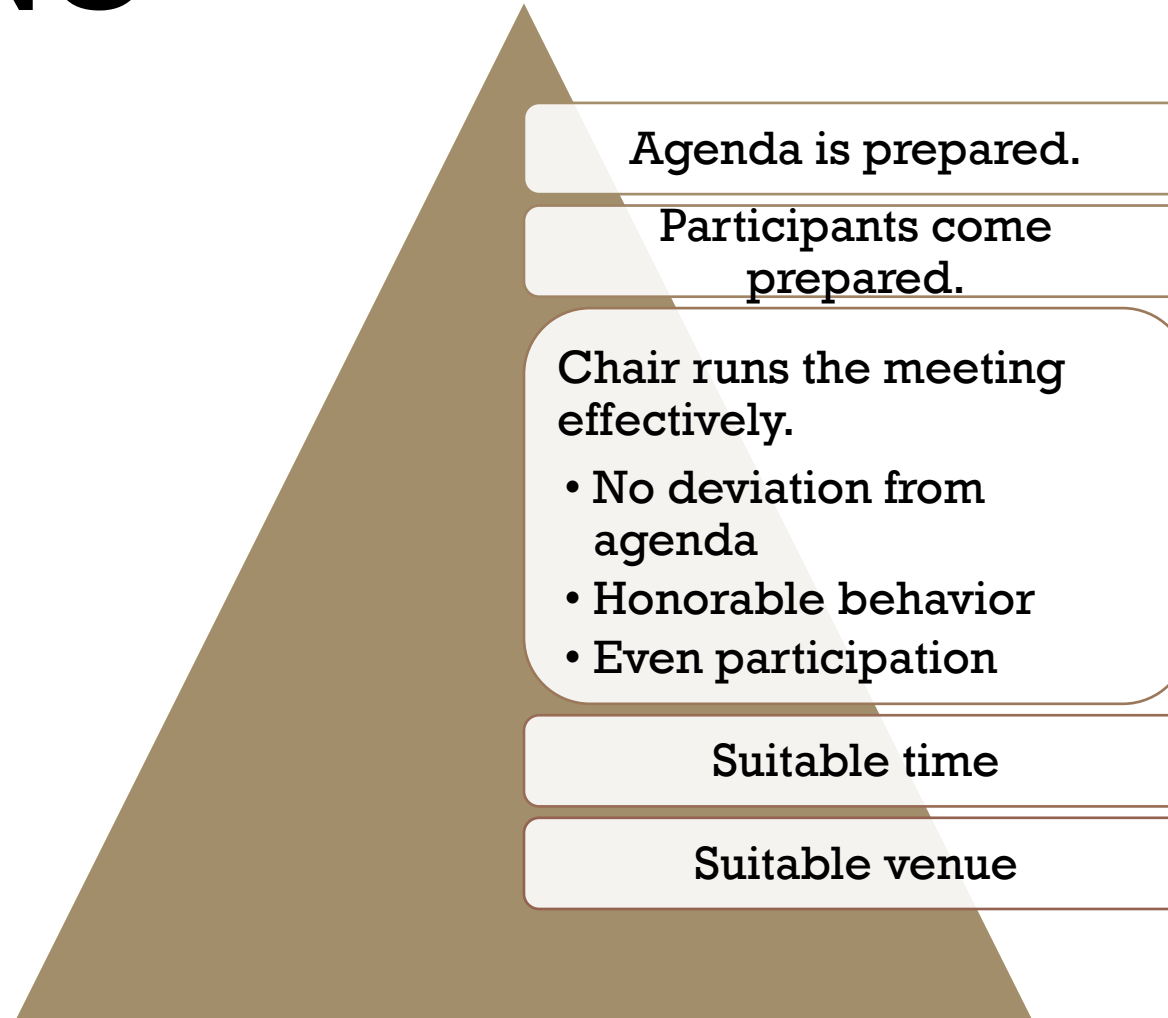


FROM A PARTICIPANT'S RESPONSE, IDENTIFY THE ISSUES WITH THE MEETING.

- I wanted to contribute because I thought I had a few good ideas, but I didn't feel comfortable giving my opinion, so I just kept quiet.
- The meeting room was small so we were all sitting really close together. There was also construction work going on outside so it was hard to hear.



ESSENTIALS OF A SUCCESSFUL MEETING



ORGANIZING MEETINGS

Determine meeting type and purpose

Prepare agenda

Identify attendees

Decide for a suitable time

Select a convenient venue

Sending meeting announcement



PREPARING AGENDA

- The agenda will be provided by a superior, but in the form of vague instructions.
- The concerned attendees are also consulted to suggest agenda items.
- The concerned attendees are also contacted to decide for a suitable time.



WORK ON THE FOLLOWING MESSAGE BY A SUPERIOR TO DEVELOP THE AGENDA

- Hey Erik. Karin here. I just wanted to let you know that I'm going to be out of the office for about ten days and wanted to ask if you could organize a team meeting for the first week of next month. As well as our regular updates I'd like us to discuss the remodel of the Northlake store. We need to give input on which design we prefer. I'd also like us to decide if we need more money in our budget, so it would be good if you could invite Lauren to join us too. Thanks and let me know if you have any questions. You can call me on my cell. See you in two weeks.



Hi Everyone,

I need to schedule next month's team meeting, where we will be discussing the remodel of our Northlake store and making some decisions about the marketing budget. We are asking Lauren to join us, too.

I would like to propose Monday, May 2nd at 10 a.m. Could you let me know by tomorrow if that does not work for you.



TEAM MEETING

1. Sharing regular updates (10 mins)
2. Discussion about the remodeling of the Northlake Store (15 mins)
3. Recommendations for the Store's Design (10 mins)
4. Re-evaluating the Budget (10 mins: Lauren's input)
5. Any other item



PREPARING AGENDA

- Agenda items must be clear.
- The items must start with a nominalization (noun made from a verb) or a formal action verb, e.g. “Vote on Approval of Next Year’s Budget”.
- In less formal team meetings, agenda item can be phrased as questions or statements, such as, “”Which design do we prefer?” or “Decide whether to request an increase in our marketing budget”.
- The agenda item may also mention the name of the person responsible to brief about that particular item.
- The last item is usually “New Business” or “Any other matter” to allow participants to discuss any other issue related to the purpose of the meeting.



SAMPLE AGENDA

Meeting objective

Develop our content marketing strategy for the next year.

Agenda

👉 **Before the meeting:** All participants are expected to review last year's [Content performance report.xlsx](#).

- Review last year's performance (15 min)
- Share topics requested by the sales team (10 min; [@Name](#))
- Present latest competitor content gap analysis (15 min; [@Name](#))
- Get feedback on the new content plan proposal (15 min; [@Name](#))
- Recap of decisions and next steps (5 min)



SAMPLE AGENDA

Weekly Sales Sync

- 1) Intro (10 minutes - everyone)
- 2) Review quarter-to-date sales metrics (10 minutes)*
- 3) Discuss and approve proposal for next quarter's sales goals (5 minutes)*
- 4) Review upcoming marketing campaign plan (15 minutes)

*See attached documents for quarterly actual and forecasted metrics.



COMMUNICATING WITH ATTENDEES

- Inquiring about availability
- Asking for agenda items
- Informing the concerned participant to come prepared if s/he requires to report about a matter or manage discussion about a matter



READ SOME EMAIL MESSAGE EXTRACTS AND DETERMINE THE WRITER'S PURPOSE

- I need to schedule next month's team meeting. I'd like to set up a meeting for next week.
- I'm trying to arrange a meeting for sometime next week. I want to find a time for us to meet.
- I'd like to propose Monday, May 2nd at 10 a.m. How about Thursday afternoon at 2:00? Would Wednesday at 9:00 work for everyone?
- Here are some options, let me know what you think. Which of these days and times work for you? Let me know which of these dates you prefer.
- Please let me know when you are available. When is a good time for you? Can you give me some times when you are free?



WRITING THE MEETING ANNOUNCEMENT EMAIL

- Write a clear subject line.
- Greet the participants, e.g.

Dear All/Colleagues,

Hope you are doing well.

- Provide the details of the meeting (meeting name (if any), purpose, date, time, venue).
- Announce meeting agenda.
- Instruct participants about any research or preparation that will be needed on their part. Also, mention names if necessary.
- End with a cordial statement.



SAMPLE EMAIL

Hi Marc,

I hope you have been well.

I would like to invite you to attend our annual general meeting (AGM) on Friday 6th of April 2018 at 11am.

The meeting will be held at Level 2, 44 Genway St, Sydney NSW 2000.

Please find attached a meeting agenda.

As the meeting will likely last longer than 3 hours, we will provide some refreshments for all attendees.

Please let me know if you will be attending the meeting by 15th March 2018.

You can accept or decline the invitation by clicking [this link](#).

Cheers,



SAMPLE EMAIL

#6 Type of Meeting: Morning Meeting

Subject: Meeting Invitation for Monday, March 29th at 9:00 AM CST/10:00 AM EST:
Morning Meeting

Text of Message:

Please attend this meeting for a discussion of our priorities for this coming week, goals, performance updates, and issues. Breakfast and coffee will be available. An agenda is attached, and any suggested additions to the agenda should be submitted to Jennifer by 10:00 AM CST/11:00 AM EST on Friday, March 26.

Date: Monday, March 29, 2021

Time: 9:00 AM – 10:00 AM CST/10:00 AM – 11:00 AM EST

Location: Second-floor conference room



SAMPLE EMAIL

Subject: Meeting Invitation for Monday, March 29th at 9:00 AM CST/10:00 AM EST:
Brainstorming Meeting

Text of Message:

Please attend this meeting for a brainstorming session on how to achieve our sales and safety goals. We will be breaking into small groups for timed sessions, so it is critical that everyone is present, and on time. Breakfast and coffee will be available. An agenda is attached, and any suggested additions to the agenda should be submitted to Alex by Friday, March 26.

Date: Monday, March 29, 2021

Time: 9:00 AM – 10:00 AM CST/10:00 AM – 11:00 AM EST

Location: Second-floor conference room



TASK

- **Assume that you work for a software house. Your boss sends you this message instructing you to organize a meeting. Read the message and create the agenda for this meeting. Write the agenda in your answer copy using the format taught in the course.**

“Hi there. I hope you are doing fine. I want you to organize a meeting. It will be a team meeting. We have to discuss progress on the game development project. Also, Ramadan is about to start, so I need the team’s input for the new office working hours. We also had to go through the performance of the website, e-store, we built for Lemon Bookshop. See you then. Take Care.”



RESPONDING TO MEETING ANNOUNCEMENTS/AGENDA ITEM CALLS

- Always respond to the meeting invite (Acknowledged/Noted with thanks).
- You can suggest agenda items.
- You can request for change of timings.
- You can apologize for not being able to attend. But, in this case mention your genuine reason.



TASK

- **Assume that your group leader has called a meeting on Friday from 2 pm to 3 pm. Write brief email responses for the following scenarios by creating imaginary details. Do not write more than 2 sentences.**
- You are Shan and you cannot attend the meeting. Write an email to inform the leader about your inability to attend the meeting.
- You are Farah and you want to add an agenda item. Write an email mentioning the item.
- You are Rizwan and you want to request for change of timing as you want to attend the meeting. Write an email making the request.



READ THESE RESPONSES AND IDENTIFY THEIR PURPOSE

- Hi Karen, I'd like to add some time to talk about the new store. We probably need about 15 minutes.
- Hi, Karen. I would like to add an item to the agenda. I think we need to discuss next month's advertising campaign. I'm not sure how long we need, but I think it's important.
- Dear Lauren, I am writing to let you know that I am unable to attend next week's meeting. I have a previously scheduled appointment on that day.
- Dear Lauren, I'm writing to inform you that unfortunately, I am unable to attend next week's meeting. I'm going to be out of the office on Monday. I'm on vacation all next week. My apologies. I'm sorry for any inconvenience.



PARTICIPATING IN MEETINGS

- Be an interested and useful participant
- Demonstrate your abilities and competence
- Read the agenda and do the homework
- Arrive on time
- Express opinions with tact and firmness
- Support the chair in improving the quality of the discussion
- Listen actively



PARTICIPATING IN MEETINGS

- Speak clearly
- Discuss, don't argue
- Avoid personal attacks
- Use positive body language
- Take notes



CHAIRING A MEETING

Introduction Greet and socialize

Begin with roll call

Introduce participants with each other (if new)

Delegate minutes

State the objective of the meeting

Bring up agenda item 1 and start discussion



CHAIRING A MEETING

Main meeting

Encourage participation

Ask open ended questions

Ask participants by name to respond if they are inactive

Observe participants' non-verbal feedback and identify confusions and address the issue

Summarize key points of after every agenda item for clarity and build consensus



CHAIRING A MEETING

- For difficult participants, keep calm and don't lose your composure. Deal with them professionally.
- Use the agenda items to keep everyone focused and avoid distractions.
- Be fair and a good role-model by demonstrating work ethic.
- Recognize contributors by valuing their insights.
- Maintain high standards regarding discussions.
- Maintain discipline by requesting participants to avoid cell phones or talking to each other.
- End on time.
- End with a summary of decisions and actions items.

