**MEETING SIMULATION – Town Planning Surveyors**

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| **Candidate** | Anne Example | **Exercise** | IS-I |
| **Assessor** | Gicheha Gitau | **Date** | 7/9/2018 |

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| **1** | **Planning & Organising** | + You prepared a prioritised agenda for the meeting which was to address the issue of the project that is running behind schedule:  *“I requested for this meeting to touch base on the portfolio project because we are lagging behind on some deadlines. What is the progress on the assignment?”*  + You effectively managed the time and agenda, and covered the majority of items for example investigating the roleplayer’s view of the changes, challenges he was facing and support needed to hit the deadline set for the portfolio project.  + You established an action plan for Alex to implement. This included setting up an implementation plan in preparation for a future catch up meeting, and also communication to motivate the team members:  *“So I will count on you to be able to deliver. We need one or two meetings to begin with because we are 6 weeks behind.”*  *“Meanwhile you can share the timelines and show what we are supposed to have done when and also show how the delay by procurement is impacting on our plan.”*  + You succeeded in meeting your objectives for the meeting which were to investigate the roleplayer’s view of the changes, establish an action plan and identify any support needed:  *“What do you think of the changes that have happened in the last year?”*  *“Anything else you would like to highlight?”*  *“Would you like any support from me?”*  +/- You clearly stated one of the objectives of the meeting and attempted to stick to them. You however could have also clearly stated the other objectives for the meeting which were to identify support area and the roleplayer’s view of the changes.  - You did not review the agenda and use of time when new important issues arose. | **4** |
| **2** | **Management Control** | + You recognized the lack of controls, monitoring and progress reviews to date:  *“I had given you time to look into this alone as you settle down and now that we are approaching the deadline, we need to work closer to deliver on time.”*  +/- You agreed on some deadlines with Alex for example having the time plan and communicating with procurement the next day. However, you did not agree on the milestones for the project for example, you could have agreed to deliver the training within 3 months.    +/- You did not agree on a target date with Alex to review progress against action plan. It was clear that you will be having meetings to review progress but with no agreed target date. | **3** |
| **3** | **Leadership** | + You developed and considered alternative solutions, assessing costs/benefits and strengths/ weaknesses of the arguments. For example, when handling the delayed response from procurement and also in response to the roleplayer’s concern for IT training for the team:  *“Have you escalated any issues or are there any challenges with that?”*  *“Have you taken time to walk, just in case they don’t understand your emails?”*  *“We can have a joint meeting and close the barrier and thanks for highlighting that.”*  + You maintained an effective balance between supporting the roleplayer and keeping focus on the completion of the portfolio assignment:  *“I am sure you will find a way to manage (daily commute and the changes). The business is adjusting to the market and hence the change is required.”*  *“I think we need to do more because we are behind. I would like to support you with a time plan and maybe speak with procurement…this project will impact yourself and myself.”*  + You acknowledged Alex’s strengths as a way of boosting his confidence:  *“On a personal level, I have seen your work and you are hardworking and I can volunteer to mentor you.”*  + You provided an appropriate level of direction to Alex in areas where he lacked technical knowledge. For example in reference to the part of the team lacking competence in the IT you said:  *“As an organization I do understand I understand that there is needed support, and the organization provides this so we can encourage the team to take courses in IT. As you talk to them, share that so that we can keep up with technology. It is for them to take initiative to step up.”*  - You did not summarize the main points of agreement at the end of the session.  - There is no evidence that you attempted to renew Alex’s sense of purpose and motivation.  - It cannot be said that you closes the meeting in a positive and motivational way. You went ahead to conclude on the latest issue you discussed. You could have brought about a lot of positivity and motivate the roleplayer in the process. | **3** |
| **4** | **Interpersonal Sensitivity** | + You displayed some empathy for Alex's position. This is especially when Alex explained his daily commute to work. You also asked questions related to the situation:  *“You have a family?”*  *“Are you coping?”*  *“I also respect that you are dealing with changes such as commuting to work and the ongoing changes.”*  + You gave Alex the opportunity to talk. You did not interrupt him and you also asked questions that required his contribution for example:  *“Hi Alex, how are you doing today?”*  *“We have met a few times maybe you could tell me more about yourself?”*  *“What is the progress of the assignment?”*  + You displayed sensitivity to Alex's situation in attempting to resolve the issues he was facing for example his daily commute:  *“I agree so many changes have happened. I have just relocated closer to the office so that I can serve the business more effectively, you could also consider that.”*  - There is no evidence that you reflected back the feelings identified in Alex's responses.  - You did not ask Alex how he felt at the end of the meeting. | **3** |