



**FPT UNIVERSITY**

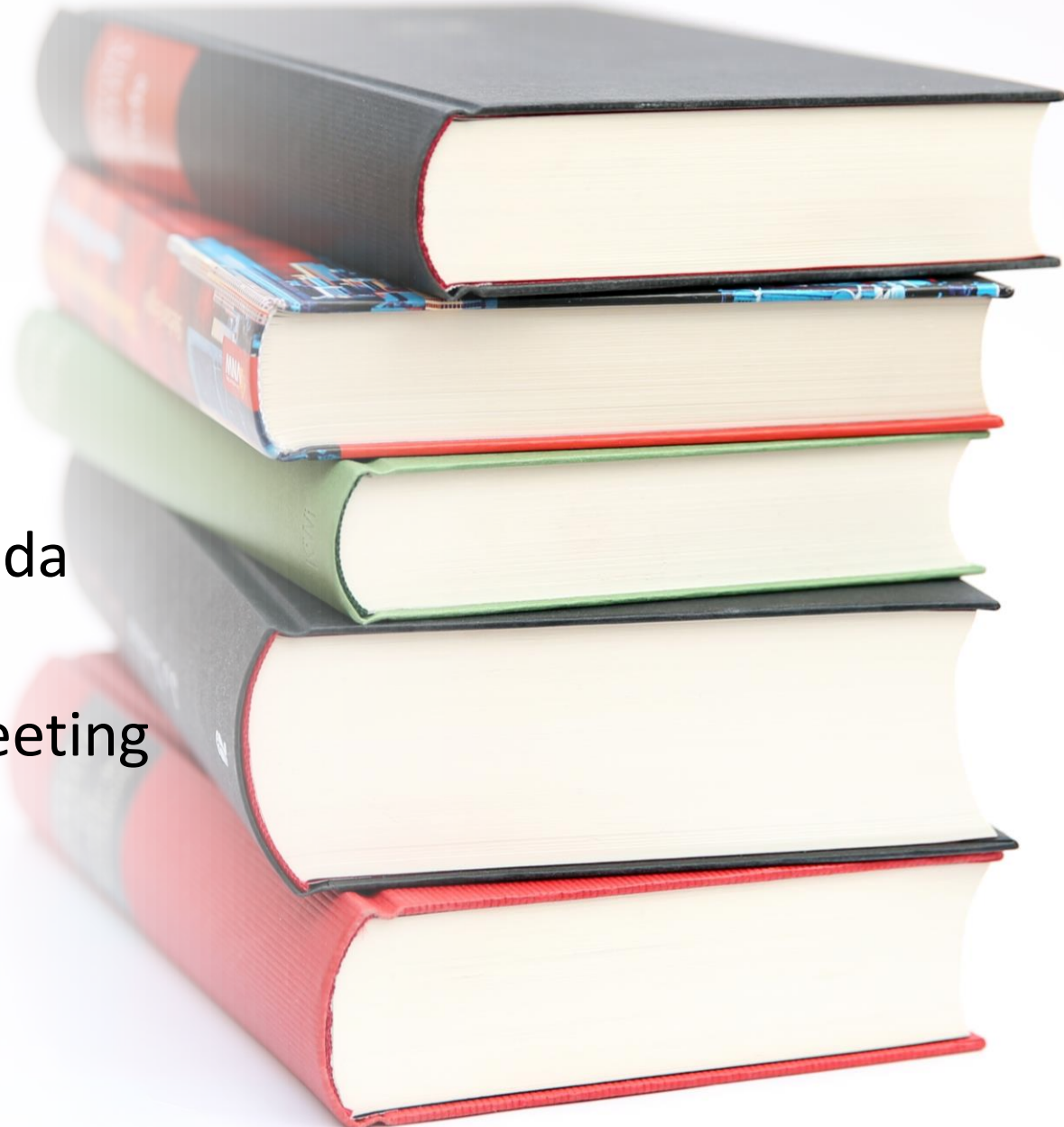
# Groups and meetings

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SESSION VI: GROUPS & TEAMS (IN)  
ACTION

# Chapter outlines

1. What is a meeting?
2. PRE-meeting
3. Components of agenda
4. POST-meeting  
communication – meeting  
minute / follow up
5. Using Technology



# LEARNING OBJECTIVES



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**By the end of this section, you will be able to:**

1. Discuss how to prepare for group meetings
2. Identify strategies for effectively facilitating meetings
3. Understand how to use technology to aid in group communications

## 1. What is a meeting?

- Meetings are a part of how groups get work done.
- Some view meetings as boring, pointless, and futile exercises
- Some see them as opportunities to exchange information and produce results.

**Are you lonely?**

Tired of working on your own?  
Do you hate making decisions?

**HOLD A MEETING!**

*You can —*

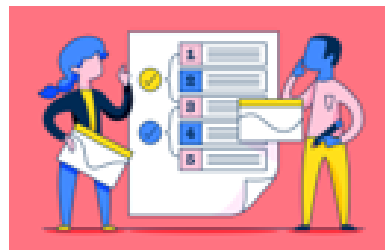
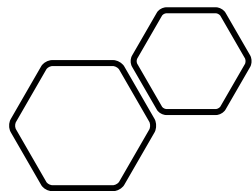
- See people
- Show charts
- Feel important
- Point with a stick
- Eat donuts
- Impress your colleagues

All on company time!



**MEETINGS**

**THE PRACTICAL ALTERNATIVE TO WORK**



## 2. PRE-meeting

- Needs a clear purpose statement
- Plan meeting schedule

<b>Thursday, November 15</b>	
<b>Council Meeting</b>	<b>8:00 am - 7:00pm</b>
<b>Closed Meeting</b>	
<b>Thursday Evening Reception and Talk</b>	
<b>7:00pm - 8:00pm - Keynote</b>	<b>Giclas Hall</b>
	Mike West
	Deputy Director Lowell Observatory
<b>Friday, November 16</b>	
<b>8:00am - 8:45</b>	<b>Giclas Hall</b>
	<b>Registration Opens &amp; Coffee</b>
<b>Meetings</b>	<b>8:45 - 10:30</b>
<b>8:45am - 9:15 - Keynote</b>	Dr. Jessie Christiansen
<b>9:20 - 9:40</b>	Josch Hamsch
<b>9:45 - 10:05</b>	Richard Berry
<b>10:10 - 10:30</b>	Ken Steiner
<b>10:30 - 11:00</b>	Coffee Break
<b>Meetings</b>	<b>1:00 - 12:00</b>
<b>11:00 - 11:20</b>	Joyce Guzik
<b>11:25 - 11:45</b>	Ariana Hofelmann & Brian Hill
<b>12:00 - 2:00pm</b>	<b>Bag Lunch Buffet - discussion with council</b>
<b>Meetings</b>	<b>2:00 - 3:30</b>
<b>2:00 - 2:30 - Keynote</b>	Dr. Gerard VanBelle
<b>2:30 - 2:50</b>	Gary Billings
<b>3:00 - 3:30</b>	Stanley Gorodenski
<b>3:30 - 4:00</b>	Coffee Break
<b>Meetings</b>	<b>4:00 - 6:00</b>
<b>4:00 - 4:30 - Keynote</b>	Dr. Arne Henden
<b>4:30 - 5:00pm</b>	<b>5 min presentations of 6 posters</b>



# DECIDING HOW TO MEET

- Meeting in person:  
Need to decide how and where to meet.
- Virtual meetings: Use some of the technologies



# Discussion

- Identify the strengths and weaknesses of face-to-face meetings?
- List types of effective application technologies for meetings?

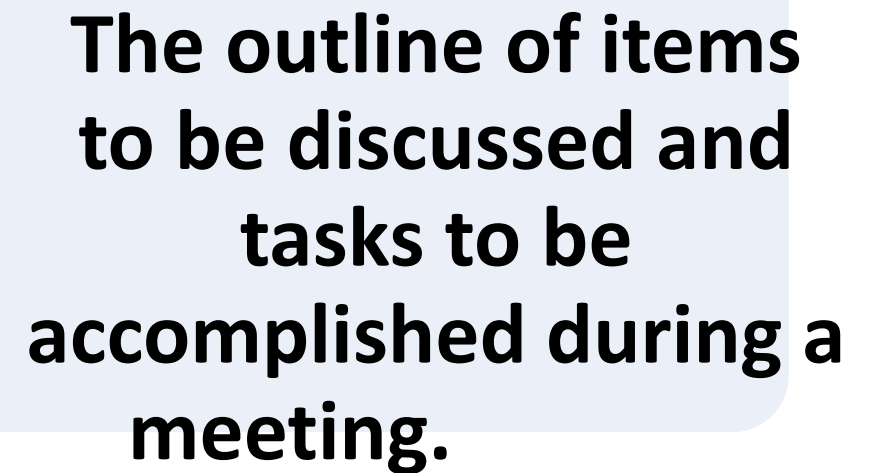




# FORMULATING AN AGENDA



**Agenda**



**The outline of items  
to be discussed and  
tasks to be  
accomplished during a  
meeting.**

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# 3. Components of agenda

- Purpose of Meeting
- A list of points to be considered, and a brief summary of relevant information that relates to each point.
- List of participants
- Date
- Time
- Place

DRAFT: 4 May 2021

## 6<sup>th</sup> ACT Accelerator Facilitation Council meeting

Livestreamed virtual meeting, 12 May 2021, 12:30 – 15:00 (CEST)

Co-hosts: Dr Tedros, Director General, WHO & Ms Stella Kyriakides, Commissioner for Health and Food Safety, European Commission

Co-Chairs: Dr Zwelini Mkhize, Minister of Health, South Africa & Mr Dag Ulstein, Minister of International Development, Norway

### Primary Objectives

- Identify barriers and strategies for increasing uptake and use of COVID-19 tools at country level
- Guide COVAX Task Force on strategies to expand COVID-19 vaccine production

### Draft Provisional Agenda

Opening (10 min)		
12h30 – 12h40	Welcome	• Co-Chairs & Co-Hosts opening remarks (10 min)
Health Systems Connector: Facilitating uptake & delivery of COVID-19 tools (1hr 5 min), Chair: Norway		
12h40 – 13h45	Objective: Identify barriers and strategies for increasing uptake and use of COVID-19 tools at country level	• Facilitator: Professor Suerie Moon • Interactive panel: 2-3 countries & CSO rep (20 min) • Council discussion (38 min) • HSC Principals comments in response to discussions (5 min) • Chair's closing remarks (2 min)
Scale up of vaccine supply to COVAX (60 min), Chair: South Africa		
13h45 – 14h45	Objective: Guide COVAX Task Force on strategies to expand COVID-19 Vaccine production	• Facilitator: Dr Ayoade Olatunbosun-Alakija • Presentation from Council Working Group/ Task Force (10 min) • Council Discussion (43 min) • Council Working Group/ Task Force comments in response (5 min) • Chair's closing remarks (2 min)
Progress on ACT-A resource mobilization (5 min)		
14h45 – 14h50	Objective: Progress on ACT-A resource mobilization	• Chair of Resource Mobilization Working Group
Closing summary remarks and next steps (15 min)		
14h50 – 15h00	Meeting outcomes & next steps	• Minister Mkhize & Minister Ulstein

# INVITING MEETING PARTICIPANTS

- ❖ **Adding additional participants for no clear reason** will only make the process more complex and may produce negative results.
- ❖ **Inviting the participants via e-mail** has become increasingly common across business and industry.
- ❖ **Software programs like Microsoft Outlook** allow you to initiate a meeting request and receive an “accept” or “decline” response that makes the invitation process organized and straightforward.
- ❖ **A reminder email on the day of the meeting**, often early in the morning, can serve as a personal effort to highlight the activities of the day.



## IDENTIFYING AN APPROPRIATE MEETING SPACE

- A table that is square, rectangular, or U-shaped
  - Tables that are round, or tables arranged in a circular pattern, allow for a more egalitarian model of interaction, reducing the hierarchical aspects while reinforcing the clear line of sight among all participants.
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# MEETING CHECKLIST FOR PARTICIPANTS

**Mary Ellen Guffey (2007) provides a useful participant checklist that is adapted here for our use:**

- ❖ Arrive on time and stay until the meeting adjourns (unless there are prior arrangements)
- ❖ Leave the meeting only for established breaks or emergencies
- ❖ Be prepared and have everything you need on hand
- ❖ Turn off cell phones and personal digital assistants
- ❖ Follow the established protocol for turn taking
- ❖ Respect time limits
- ❖ Demonstrate professionalism in your verbal and nonverbal interactions
- ❖ Communicate interest and stay engaged in the discussion
- ❖ Avoid tangents and side discussions
- ❖ Respect space and don't place your notebook or papers all around you
- ❖ Clean up after yourself
- ❖ Engage in polite conversation after the conclusion





# Perils of Poor Facilitation

- ❖ An argument starts about an established fact.
- ❖ Opinions are introduced as if they were truths.
- ❖ People intimidate others with real or imaginary “knowledge.”
- ❖ People overwhelm each other with too many proposals for the time available to consider them.
- ❖ People become angry for no good reason.
- ❖ People promote their own visions at the expense of everyone else’s.
- ❖ People demand or offer much more information than is needed.
- ❖ Discussion becomes circular; people repeat themselves without making any progress toward conclusions.

# Guidelines for Facilitating a Meeting

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1. Start promptly
2. Begin with something positive
3. Tend to housekeeping details
4. Make sure people understand their roles
5. Keep to your agenda
6. Guide, don't dictate
7. Keep your eyes open for nonverbal communication
8. Capture and assign action items



# Guidelines for Facilitating a Meeting

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- 9. Make things fun and healthy
- 10. Avoid sarcasm and cynicism.
- 11. Take breaks regularly, even when you think you don't need them
- 12. Show respect for everyone
- 13. Expect the unexpected
- 14. Conduct multiple assessments of the meeting. Formative assessr
- 15. Think (and talk) ahead





## 4. POST-Meeting Communication

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Summarizing what has been discussed or decided, and what actions the group members are to take as a result of the meeting.

Finalize the **minutes** of the meeting: notes in relation to actions taken during the meeting or specific indications of who is responsible for what before the next meeting.





# Sample of Informal Minutes

## **Domestic Violence Class Discussion Group Meeting February 10, 2009, in Library Conference Room 215**

Present: Gabriella Hernandez (chairperson), Eric Beck,  
Terri Harrison, Will Mabry, Tracey Tibbs

Absent: Lance Nickens

Meeting began at 2:00 P.M.

**Group Topic:** The group discussed whether emotional and verbal abuse should be included in the project. Since we don't have much time to do our presentation, we decided to limit the topic to physical abuse only.

**Research Assignments:** Since the assignment is due in two weeks, we decided to divide the issue into different topics and research them on our own.

*Action: Eric will research why people stay in abusive relationships.*

*Action: Gabriella will research the effects on the children.*

*Action: Terri will find statistics and examples of the seriousness of the problem.*

*Action: Will is going to find out why and how the abuse happens.*

*Action: Tracey will find out what resources are available in the area for victims.*

Members will report on their research at the next meeting.

**Absent Members:** Lance has not been to the last two class meetings. We don't know if he is still going to participate in the group. *Action: Gabriella will call Lance.*

**Class Presentation:** We need to think of creative ways to make a presentation to the class. The group decided to think about this and discuss it at the next meeting.

**Next Meeting:** Our next meeting will be at 2:30 on Tuesday, February 14th, in the same place. *Action: Terri will reserve the room.*

The meeting ended at 3:15 P.M.

## 5. Using Technology

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- Using Technology to Facilitate Meetings
- Audio-Only Interactions
- Audio-Visual Interactions







# TIPS FOR VIRTUAL MEETINGS


1. Get all the participants in an audio meeting to say something brief at the start of the meeting so that everyone becomes familiar with everyone else's voice.
2. Remind people of the purpose of the meeting and of the key outcome(s) you hope to achieve together.
3. Listen/watch for people who aren't participating and ask them periodically if they have thoughts or suggestions to add to the discussion.
4. Summarize the status of the meeting from time to time.
5. If you're holding an audio conference, discourage people from calling in on a cell phone because of potential problems with sound quality.
6. Because you may not have nonverbal cues to refer to, ask other members to clarify their meanings and intentions if you're not sure their words alone convey all you need to know.
7. If you know you're going to have to leave a meeting before it ends, inform the organizer in advance. Sign off publicly, but quickly, when you leave rather than just hanging up on the meeting connection.



# Review & Reflection Questions

- ❖ Imagine you are about to meet with your group for the first time. What are key steps you want to consider in preparing for a meeting? What items might you want to include on your first agenda?
- ❖ Reflect on meetings you have attended in the past. What strategies have you observed facilitators use? What did you find to be effective and ineffective?
- ❖ How might you use technology to conduct a group meeting? What might be the advantages and disadvantages?





Q&A

