

A photograph of three business professionals in an office setting. A woman on the left, with long blonde hair, is holding a black mug and looking at a laptop. A man in the center, wearing a dark suit, is gesturing with his hands while talking. A woman on the right, with long dark hair, is looking towards the man. They are all seated at a desk with a laptop and a calculator. A large window in the background shows a cityscape. The right side of the image is overlaid with a semi-transparent orange triangle.

MEETINGS

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Program Objectives

(1 of 6)



Develop a meeting plan.



Define roles that contribute to making a meeting more effective.



Identify, and practice behaviors that help build a team.



Learn, and practice techniques to better manage your meetings.

Program Objectives

(2 of 6)



Deal constructively with behaviors that hinder effectiveness.



Evaluate the quality of meetings.



Identify the things that go wrong at meetings, and brainstorm ways to overcome these problems.

Program Objectives

(3 of 6)



Describe the difference between process and content.



Gain knowledge of four meeting types: information sharing, gathering, problem-solving, decision-making and planning/strategizing.

Program Objectives

(4 of 6)



Discuss and practice several meeting methods: brainstorming, agenda, free-field analysis, group consensus and the action register.



Gain knowledge of the importance of careful meeting preparation.



Write meeting objectives.



Plan a meeting agenda.

Program Objectives

(5 of 6)



Write a means to inform participants about the meeting.



Design an opening statement of the purpose of the meeting.



Describe the importance of follow-up after the meeting, and be aware of the group method.



Identify the difference between task functions and group relations functions.

Program Objectives

(6 of 6)



Recognize some different personalities, and learn some tips for handling some group interaction problems.



Participate in a meeting with prepared notes and an agenda.



Create an action plan for meeting effectiveness.



Complete post work assignment to participants' satisfaction.

Meetings

Meeting Do's and Don'ts

(1 of 4)

Do's

Start and end on time.

Call in only people who are needed for the meeting.

Let everyone contribute.

Be respectful.



Don'ts

Start or end late.

Call in people who are not needed for the meeting.

Let one person dominate the meeting.

Be rude.

Meetings

Meeting Do's and Don'ts

(2 of 4)

Do's

Make everyone feel that their input is welcome.

Practice good leadership skills.

Try to schedule the meeting at a convenient time for all involved.



Don'ts

Criticize other people's ideas.

Allow attendees to get out of control.

Schedule the meeting at an inconvenient time for the most important people.

Meetings

Meeting Do's and Don'ts

(3 of 4)

Do's

- Allow some off-topic conversation.
- Encourage everyone to participate.
- Keep the meeting as short as possible.
- Allow discussion of options.



Don'ts

- Allow the meeting to get too off-track.
- Stifle participation.
- Draw out the meeting to an unreasonable length.
- Allow conflict to erupt.

Meetings

Meeting Do's and Don't's

(4 of 4)

Do's

Speak clearly, and project.

Try to hold the audience's attention.

Present information in an interesting way.

Make expectations for the meeting clear.



Don'ts

Mumble.

Allow people to be bored.

Only lecture.

Expect attendees to follow guidelines that have not been set.

Meetings

Scenarios

(1 of 6)



Scenario #1:

You are running a meeting, and one person keeps dominating the discussion and not allowing other people to speak.

What do you do?

Meetings

Scenarios

(3 of 6)



Scenario #2:

You are running a meeting, and a conflict erupts.

What do you do?

Dealing with Members

(2 of 2)

Silent Members:

- Invite them to speak.
- Try to engage them and prompt them.
- Remind everyone that participation is valued.

All Members:

- Remind people of the purpose of the meeting.
- Encourage all members to participate.

Why Have A Meeting?

Meetings
(1 of 2)

To solve a problem.



To make a decision.



To develop a plan.



To gather or convey information.



To get a response to information.



Unproductive Meetings

(2 of 2)

The leader loses control.

One person dominates the meeting.

Individuals wander from the topic.

Individuals go back over old items.

No clear direction/no clear conclusions are reached.

Creating An Agenda

Meetings

1. State the purpose of the meeting.

2. Organize items to be discussed in order of their importance, starting with the top priority.

3. Describe each item to be discussed, and explain why it must be addressed.

4. Set time limits prior to discussion.

Conducting a Productive Meeting

(3 of 4)

Record important points on a flip chart.

If others are reporting to the group, emphasize time allotment.

End meetings on time, summarize main points or conclusions that have been reached.

Schedule another meeting to continue or to follow up on actions stemming from the meeting.

Meetings

Meeting Roles

The Chair


- Prepares for the meeting.
- Conducts the meeting.
- Controls the meeting.
- Closes items.

The Secretary

- Distributes agenda and papers.
- Prepares and books the meeting space.
- Takes attendance.
- Takes notes.
- Writes the minutes.

Group Roles & Behaviors

(2 of 7)



Gatekeeping:
Providing opportunities for all members
of the group to contribute.

2

Effective Meeting Notes

(2 of 5)

Tips to short meetings:

Start with the most important item, and work down your list. Attention is greater at start of meeting.

3

4

Interrupt talkers. Stop individuals from dominating discussion.

Try standing – sends message of short meeting.

5

Effective Meeting Notes

(3 of 5)

Attending Meetings:

Only attend necessary meetings.
Pass meeting to subordinates if
practical and possible.

6

7

Is meeting necessary? Is a memo,
conference call, or email a better
route/alternative?

Limit attendees to those
whose presence are
necessary to accomplish
meeting goals.

8

Information Sharing/Gathering

Meetings
(1 of 7)

It is a way to air views on a subject – to find out where the group stands on an issue.

Everyone has the opportunity to participate.

It is an excellent way to develop a commitment to results.

It usually precedes problem-solving and decision-making meetings.

Meetings

Planning/Strategizing

(5 of 5)

Action Steps: Planning/Strategizing



Meetings

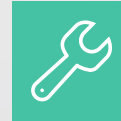
Tips & Techniques



Only 22% of all meetings are rated as extremely productive by participants.

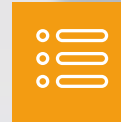
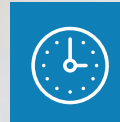
Make It Your Best Meeting

Establish goals.



Control interruptions.

Manage time well.



Follow meeting Tips.

Before The Meeting

(3 of 5)

Choose a location suitable for your group's size.

Small rooms can get stuffy and create tension when filled with too many people.

Larger rooms are more comfortable and encourage individual participation.

6

Running Effective Meeting

(3 of 7)

Keep conversation focused.

Stay on track, and request only constructive and non-repetitive comments.

Tactfully end discussions when they are going in circles, getting nowhere or becoming destructive or unproductive.

3

Running Effective Meeting

(4 of 7)

Keep minutes for the meeting as a future reference in case a question or problem arises.

4

Meetings

After The Meeting

(6 of 6)

Conduct a periodic evaluation
of your meetings.

Note areas to be analyzed
and improved.

Create or use a sample
meeting evaluation.

6

Common Scheduling Problems

(4 of 10)

A meeting location is specified, then changed in another memo.

Participants who do not receive the second message end up at the wrong location.

4

Common Scheduling Problems

(5 of 10)

So many messages are circulating about a proposed meeting.

Now there is even confusion about what, when, where and if there is a meeting is.

5

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