

SOFT SKILLS AND APTITUDE



Business Communication & Presentation Skills

MODULE NUMBER: 06

Conducting Effective Meetings



Conducting Effective Meetings



OBJECTIVES

1 Identify the different types of meetings

2 Apply effective meeting skills

3 Demonstrate agenda writing



Table of Contents

Conducting Effective Meetings



Different Types of meetings

- Business meetings
- Review meetings



Preparation for the meeting

- Writing Agenda
- Minutes of the Meeting

1. A meeting is a gathering of people for a specific purpose. In the business world not a day passes without meetings being held to discuss various matters, to formulate strategies, to brainstorm, to discuss, to appraise, etc.
2. Meetings are important for all those who attend. Preparation for the meeting is equally important. Having an agenda helps propel the meeting in the right direction without wasting time. Preparing the minutes of the meeting and circulating is a responsibility given to an individual who then does the needful. The minutes of the meeting serve as a record of the meeting and the decisions taken there.

What is an Effective Meeting?



Meetings play an important role in any organisation. Effective meetings are those that stay on schedule and serve their purpose.

Conducting Effective Meetings

An effective meeting is one where:

- The objective is met
- Minimum time is spent
- The participants feel the meeting followed a sensible process



Business Meeting

A business meeting can be held for any of the following purposes:

- Decision making
- Exchanging information
- Announcing changes
- Negotiation
- Conflict resolution
- Problem solving
- Progress review
- Celebrate success
- Interact with stakeholders, etc.



Review Meeting

A review meeting, as the word suggests, is held to discuss an employee's progress at work, personal development and the future of their career. The major points of discussion at a review meeting are:

- Performance and development
- Discussion regarding future targets
- Tracking personal and career development
- Review past work and recognise success
- Identify areas of improvement



Types of Review Meetings

Review meetings can be of different types:

- Management review
- Performance review
- Probation review
- Sales review
- Project review, etc.



How to Prepare for a Meeting

A meeting requires detailed planning and preparation. This ensures that the attendees come prepared with what to expect in the meeting – topics of discussion, any documents or reports required for it, the time limit set for the discussion, the various points on the agenda, etc.

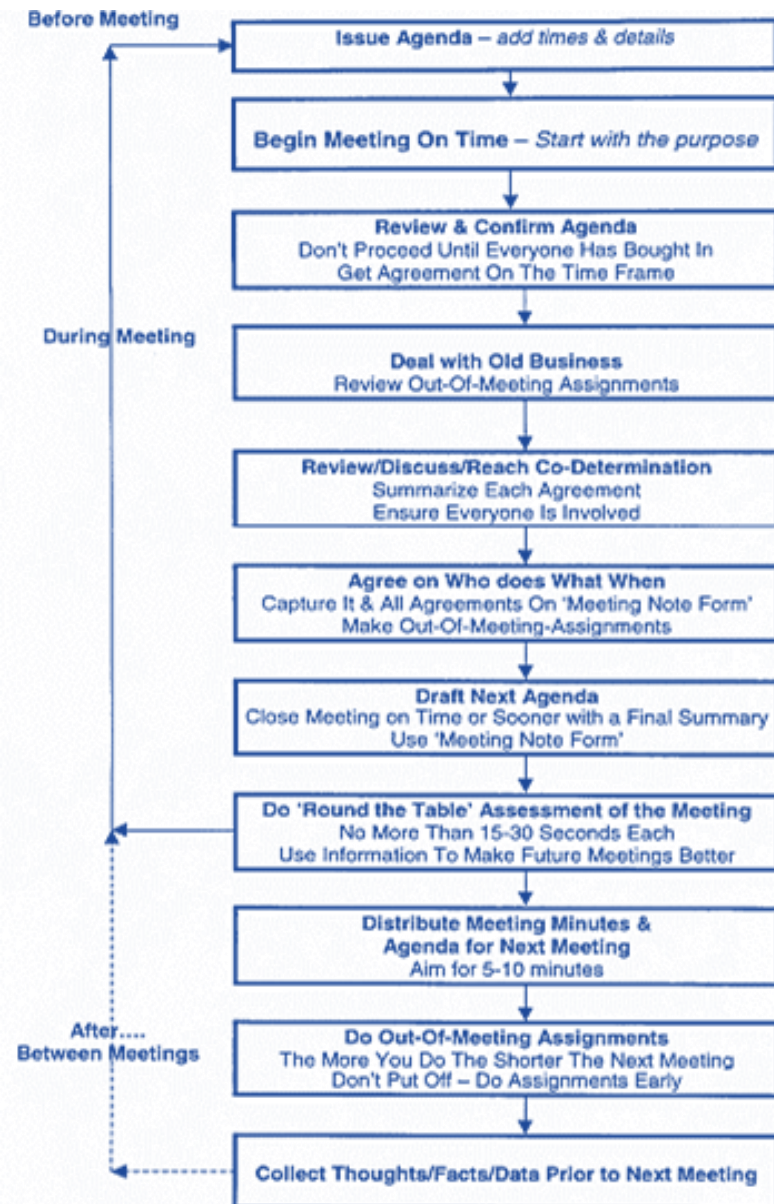


Steps to Prepare for a Meeting

Let's look at some steps to prepare for a business meeting:

- Identify the chairperson for the meeting
- Set a goal
- Prepare the agenda
- Make necessary arrangements
- Send out time and location details to all participants
- Rehearse your presentation prior to the meeting
- Gather materials
- Send a reminder

Effective Meeting Flow



Source: http://www.ame.org/sites/default/files/query_archive_docs/A%20Hardman%20Effective%20Meetings_1.pdf

Writing an Agenda

An agenda is a chronological sequence of activities planned for a meeting and includes the various topics of discussion, matters where decisions need to be taken, issues that need to be resolved, etc. The purpose of an agenda is to give the participants a clear idea of what the meeting is about and the duration of the meeting.



Agenda :

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10

Note :

Format of an Agenda

An agenda normally includes the following elements:

<input type="checkbox"/>	Meeting Agenda Title	<input type="text"/>
<input type="checkbox"/>	Meeting Information	<input type="text"/>
<input type="checkbox"/>	Objective	<input type="text"/>
<input type="checkbox"/>	Date	<input type="text"/>
<input type="checkbox"/>	Location	<input type="text"/>
<input type="checkbox"/>	Time	<input type="text"/>
<input type="checkbox"/>	Meeting Type	<input type="text"/>
<input type="checkbox"/>	Time of Arrival	<input type="text"/>
<input type="checkbox"/>	Time of Adjournment	<input type="text"/>
<input type="checkbox"/>	Attendees	<input type="text"/>
<input type="checkbox"/>	Preparation for Meeting	<input type="text"/>
	<ul style="list-style-type: none">• Please read• Please bring	
<input type="checkbox"/>	Action Items	<input type="text"/>
<input type="checkbox"/>	Other notes	<input type="text"/>

Sample Agenda



contact@tutorialspoint.com

www.tutorialspoint.com

Tutorials Point (India) Pvt. Ltd, 388-A,
Road No-22, Jubilee Hills, Hyderabad,
Telangana-India, 500033.

Update after meeting with Hasta La Vista representatives

Meeting Information – Update after meeting representatives of Hasta La Vista.

Objective – for the purpose of interior decoration of our office premises.

Date- 23rd April, 2015

Location- Meeting Room-1

Time- 4:30 PM

Meeting Type- Discussion

Time of Arrival- 6:00 PM

Time of Adjournment- 8:30 PM

Attendees- Mohtahsim M., Kiran K. Panigrahi, Gopal K Verma, Manisha Shejwal

Preparation for Meeting:

Please Read - Hasta La Vista Company Brochure, Quotation Document

Please bring - Competitor Company's quotation, hourly rates analysis

Action Items:

Due Action:

Updates from Hasta la Vista	Gopal K Verma	30 th April, 2015
Find Hasta la Vista's competitor	Manisha Shejwal	30 th April, 2015

New Action:

Send email to their Head of Marketing	Manisha Shejwal	5 th May, 2015
---------------------------------------	-----------------	---------------------------

Source: https://www.tutorialspoint.com/business_writing_skills/agenda_writing.htm

Tips to Write an Agenda

- Prepare the agenda in advance
- Set up a standard meeting agenda
- Decide on the agenda topics
- Make a note of all the important information
- Have a well structured format for the agenda
- Send out the agenda well in advance





Activity 1

The class is divided into groups of 8 members each. Each group will create an agenda for a meeting on one of the following topics:

1. Meeting to host an inter-college cultural festival
2. Meeting to set up a scholarship fund
3. Meeting to host an awards function
4. Meeting to set up a new lab on the campus
5. Meeting to organise a seminar on Artificial Intelligence
6. Meeting to organise an educational tour
7. Meeting to organise an industry-academia interaction on the campus

Duration: 45 minutes

Minutes of the Meeting

The minutes of a meeting (MoM) are a documentation of the proceedings of a meeting. An MoM serves as a record for future reference. It is a summary of the essence of the meeting - names of attendees, points/topics discussed in the meeting, the decisions arrived at, adjournment details, if any, etc.



Elements of Minutes of the Meeting

The Minutes of the Meeting (MoM) usually includes the following elements:

1. Name of the company
2. Date
3. Topic
4. Attendees
5. Absentees
6. Chairperson
7. Agenda
8. Topics/Issues raised
9. Suggestions
10. Decision
11. List of tasks
12. Next meeting (if any)

Sample Minutes of the Meeting



www.tutorialspoint.com

Tutorials Point (India) Pvt Ltd
388-A, Road No-22, Jubilee Hills
Hyderabad, AP - INDIA, 500033

Tutorialspoint Pvt. LTD.

Address- 388-A, Road no 22
Jubilee Hills, Hyderabad, A.P.
500033, Ph: 91 40 23542835

Date - 23/04/2015

Topic- Meeting with Hasta La Vista representatives at 6:00PM

Attendees:

Name	Designation
Mohtahsim M.	Managing Director
Kiran Kumar Panigrahi	Senior Technical Writer
Gopal K Verma	Technical Manager
Manisha Shejwal	Technical Writer

Sample Minutes of the Meeting (contd)

Absentees:

Name	Designation	Reason
Anaadi Sharma	Senior Trainer	Conducting Online .NET Training

Agenda at hand – Meeting with Hasta La Vista representatives

Issues raised – High Quotation, long duration, hourly mode of payment.

Suggestions:

Name	Suggestions
Mohtahsim M.	Alternative company
Kiran Kumar Panigrahi	Negotiating mode of payment
Gopal K Verma	Negotiating hours of workload
Manisha Shejwal	Postponing the plan

Decision – The representatives were told to consult with their Management and report.

Task List:

Gopal K Verma	Taking updates from Hasta La Vista
Manisha Shejwal	Looking for an alternative company

Source: https://www.tutorialspoint.com/business_writing_skills/pdf/minutes_of_meeting.pdf

Tips to write the Minutes of the Meeting

Here are some tips to write the MoM.

- Prepare for the meeting
- Include important details
- Optimise the use of keywords
- Write concisely
- Clarify when in doubt
- Distinguish between important and unimportant
- Review



Conducting Meetings; Minutes of the Meeting



Activity 2

a) Retain the same groups. The meetings will be held as per the topic.

Duration: 10 minutes per group

b) A minute taker is assigned for each group. This person will take down notes during the meeting. After the meeting each group will get together and write the minutes of the meeting.

Duration: 45 minutes.



Self Assessment Question

1. Which of the following is NOT true about effective meetings?
 - a. The objective is met
 - b. Minimum time is spent
 - c. The participants feel the meeting followed a sensible process
 - d. Agenda is omitted

Answer : Agenda is omitted



Self Assessment Question

2. For which of the following reasons is a review meeting held?
- a. To discuss performance and development
 - b. To celebrate success
 - c. To exchange information
 - d. Conflict resolution

Answer: To discuss performance and development



Self Assessment Question

3. One of the tips to write the agenda is
- a. Prepare the agenda in advance
 - b. Take inputs to prepare the agenda
 - c. File the agenda
 - d. Prepare to write the minutes of the meeting

Answer: Prepare the agenda in advance



Self Assessment Question

4. The minutes of the meeting serve as a _____ of the meeting.
- a. Timetable
 - b. Record
 - c. Reminder
 - d. Agenda

Answer: Record

Conducting Effective Meetings



Document Links

Topics	URL
Meeting Skills	http://www.etu.org.za/toolbox/docs/building/webmeetings.html
Running Effective Meetings	https://www.mindtools.com/CommSkll/RunningMeetings.htm
Agenda Writing	https://www.tutorialspoint.com/business_writing_skills/agenda_writing.htm
How to Write Meeting Minutes	https://meetingking.com/writing-meeting-minutes/?utm_expid=43853476-68.qq_lhOxrQRi9rdvj5jD5wA.0&utm_referrer=https%3A%2F%2Fwww.google.co.in%2F

Conducting Effective Meetings



Video Links

Topics	URL
8 Tips for Running More Effective Meetings The Distilled Man	https://www.youtube.com/watch?v=ypxH_2qdePc
How to Conduct Effective Meetings	https://www.youtube.com/watch?v=wm0XtZ_K3kA
Running Effective Meetings: Agenda and preparation	https://www.youtube.com/watch?v=ZuMjkcX10uw
5 steps how to write effective minutes	https://www.youtube.com/watch?v=vggYmsgf2lM

*Thank
You*