



# Meeting Management

Abir Shawkat Haiat

## Basic assumptions of meeting in Bangladesh

- Meeting on Monday to Wednesday only
- Breakfast of Evening meeting with high tea
- No direct contribution, no participation
- Agenda with time allocation with a timekeeper & minute writer
- Starting with last meeting minutes
- Visible agenda, minute keeping
- Sending the minutes from the meeting venue
- Printing out the minutes for preparing the action items

## Meeting types

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- Daily standing meetings: twice in a day
- Weekly operational meeting
- Monthly operational meetings
- Quarterly strategic/long term meeting
- Online/virtual meetings

# Meeting Ground Rules

- **Equality**
  - This prevents one or two people from dominating a meeting and preventing others from having the opportunity to speak.
- **Harmony**
  - Participants shouldn't have to raise their voices or argue in order to be heard. Set rules as to when people may speak.
- **Efficiency**
  - If there are fewer problems during your meetings, you won't waste time managing difficulties.
- **Good Manners**
  - Some behaviors, such as letting the leader know if you must leave early, are a matter of common courtesy and politeness.

# The Meeting Agenda: Logistics, Beginning, Middle and End

- **Logistics:** Refer back to the General Information to ensure you include the meeting date, time, location, and attendees.
- **Beginning:** The start-up period of your agenda should include the objective of the meeting, along with a summary of the minutes from the previous meeting.
  - The beginning of the meeting also includes your opening statement and any announcements.
- **Middle:** This is where the bulk of the meeting occurs. Reports are given, decisions made, and responsibilities assigned.
  - Provide time for reporting or reviewing the relevant information.
  - Agree on outcomes and create an action plan including any assignments.
- **End:** Conduct any other business, set the date, time, and location of the next meeting, and adjourn.
  - Check to make sure your objectives are met before the participants leave.

# People Issues

- One or two people are dominating the meeting.
- There are non-contributing members.
- Participants seem bored, confused, or lack focus.
- There appears to be resistance or negativity towards the meeting content or participants.
- Someone takes the agenda off-course, or down a "rat hole."
- "Groupthink" arises where all participants go along with an idea without critique or question.



# Dealing with the Issues

- **Steer the meeting:** Use the appropriate techniques and activities to facilitate your meeting objectives and empower the participants to contribute.
- **Ask questions:** Questions help stimulate discussion and provide opportunities for reflection. Questions are also useful when dealing with resistance, negativity, or an imbalance of participation.
  - To encourage discussion, ask, "Who can recall a time when...?" or "What is your thinking about...?"
  - To deal with resistance or negativity, ask, "What makes you think that?" or "Tell me more about that."
  - To deal with situations in which one person dominates or groupthink is in action, ask, "What are some other perspectives?"
  - In the case of non-contributors, ask questions such as "Brenda, how would you answer Stan's question?"
  - If people seem puzzled or confused, note that you see some signs of confusion and ask, "Could a few people help me pinpoint what might be confusing?"

# When Not to Have a Meeting

- When you're organizing or analyzing information
  - Exception: When it benefits the attendees to sort through information to arrive at a shared perspective, like grouping ideas following brainstorming.
- When you're dealing with personnel or sensitive issues
- When there's no clear objective or agenda for the meeting





# When Meetings Make Sense

- When you want information or advice
  - E-mail can work for this, but you lose the benefit of group interaction and nonverbal communication.
- When you need to discuss or clarify an issue or concern
- When you need to plan or strategize
- When you're responsible for the ongoing work of a team, group, or project
  - Devise special types of meetings to meet the needs of your work group.

# Informational Meetings



- Share and report information.
- Update people on issues or alert them to events.
- Use when communication is more one-way than interactive.

# Problem-solving Meetings

- Identify and explore particular problems or situations that need improvement.
- Come up with ideas and suggestions for dealing with problems.
- Use when discussion relies heavily on participation by the people attending.

