

## Conducting Successful Meetings - 1 day

### Overview

Conducting successful meetings is a vital skill in today's business environment. Successful meetings provide an essential forum for planning, debate, information, briefing and decision-making. However, too many meetings are poorly prepared and managed, leading to the loss of valuable time and failure in satisfying their objectives. This conducting successful meetings training course is designed to give participants guidelines on the necessary preparation and structure of meetings to ensure successful outcomes. It is also designed to enable participants to learn and practice the effective skills of chairing and participating in shorter and more productive meetings.

### Objectives

- Learn how to prepare for a meeting so that participants are clear about their role and what is to be achieved.
- Acquire a range of interpersonal skills to keep control of the meeting and disarm disruptive participants.
- Ensure that each agenda item is introduced and dealt with effectively.
- Structure discussions to build group consensus and gain a clear decision on each specific agenda item.
- Identify what can go wrong in meetings and know what action to take to ensure participants keep focused on the task.
- Encourage appropriate participation and eliminate time wasting.

### Who should attend:

All professional staff required to run and/or participate in meetings. This workshop will be especially useful for those who want to ensure full participation and commitment from everyone present whilst reducing the length of the meeting.

### Course Topics

#### Fundamentals of conducting meetings

- The purpose of meetings
- Benefits of a meeting
- Understanding types of meetings
- Identifying misconceptions about meetings
- Planning meetings
- Creating an effective objective
- Scheduling a meeting
- Preparing an agenda and taking minutes
- Identifying types of minutes
- Participating in meetings
- Managing the flow of a meeting
- Motivating a productive discussion
- Keeping a conversation focused
- Closing meetings
- Closing a meeting
- Evaluating a meeting's effectiveness
- Taking an agreed-upon action
- Distributing minutes

#### Managing meetings

- The role of leaders
- Meeting leaders
- Understanding the role of a leader
- Decisions and ideas
- Steps for making decisions
- Generating an option
- Identifying the best option
- Implementing an option
- Eliminating groupthink
- Negative effects of groupthink
- Characteristics of groupthink
- Preventing groupthink

#### Conflicts, climates, and difficult personalities

- Resolving conflicts
- Resolving conflicts in a meeting
- Identifying difficult personality types
- Meeting climates
- Characteristics of a positive climate
- Characteristics of a negative climate
- Building a positive climate



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# Conducting Successful Meetings



## **Communicating as meeting leaders**

- Communicating clearly
- Communicating clearly
- Using effective language
- Communicating assertively
- Communication styles to avoid
- Enhancing relationships with participants

## **Listening effectively and asking questions**

- Improving listening skills
- Barriers to listening effectively
- Steps to become an active listener
- Asking effective questions
- Types of questions

## **Communicating nonverbally**

- Nonverbal communication
- Discussing nonverbal communication
- Communicating through body positions
- Communicating through voice qualities
- Interpreting nonverbal communication