

Course Outline - **Managing Meetings**

- Description:** A well run meeting can solve problems, encourage consensus, generate action and develop team spirit. However, people are rarely trained to manage meetings and we have all know the frustrating results - lengthy deliberations and/or inconclusive outcomes
- Objectives:** Upon completion of the course students will be able to define the key elements of a meeting and how they contribute to effectiveness. They will be able to manage the mechanics of a meeting, including the meeting process, action planning and ownership, and the handling of conflict situations including disruptive individuals
- Pre-Requisites** No previous knowledge is required
- Duration:** ½ to 1 Day

Introduction

Meetings, meetings, meetings!
Why are you meeting?
What type of meeting is it?

Preparation

The meeting room environment
The agenda
Audio visuals
Planning an engaging format

Communication Skills

Starting with an ice breaker or energiser
Managing transitions between subjects
Including positive feedback
Using active listening
Checking for understandings

Who's in Charge?

Setting the ground rules
Raising subjects everyone wants to avoid
Allowing debate and conflict to occur
Capturing key ideas
Dealing with difficult participants
Pulling from the silent ones

In Conclusion

Minutes
Generating action items

