

MEETINGS, MEETINGS, MEETINGS!

*How to manage them
effectively*



OVERVIEW

Some of us spend a large proportion of our working lives in meetings – and much of this time is wasted. That's why good chairing skills are crucial.

This practical and engaging programme shows how skillful chairing can steer a meeting

to a successful conclusion, saving considerable time and significantly boosting efficiency.

See overleaf for the full outline



Watch the clip at:

www.tinyurl.com/meet-MP

WHAT'S IN IT FOR YOU?

- Be able to manage and chair meetings even more effectively and efficiently
- Know how to make the most of the 'before', 'during' and 'after' phases of the meeting
- Understand how to stimulate and facilitate discussion to maximise engagement
- Know how to make sure contributions are heard and taken note of
- Know how to clearly define the purpose of a meeting, and prepare a realistic agenda
- Be able to handle negative, time-wasting and disruptive behaviours effectively
- Know how to get a meeting off to a good start and 'stamp your mark' on it
- Learn how to manage conference call meetings in a way that keeps people's attention
- Know how to ensure actions are recorded and followed up

WORKSHOP OUTLINE

(Full-day version, 9.30 – 5.00)

1 Achieving best practice in meetings

- What drives you crazy about meetings?
- How and why a meeting can go wrong – and right
- A benchmark of good practice
- Key factors that lead to shorter, productive meetings

2 The perfect chairperson / manager

- What makes someone a really good chairperson/manager of a meeting?
- How the role of the chairperson may be different in different kinds of meetings, including:
 - Cascade / briefing / update meetings
 - Team meetings and 1:1 meetings
 - Discussion, debate or decision-making meetings
 - Feedback meetings
 - Brainstorming / blue-sky meetings
 - Review and 'lessons learned' meetings

3 The 'before' phase

- Planning ahead of time and setting things up to succeed
- How to draw up an agenda that works – and making sure it's distributed ahead of time
- Essential preparation to ensure success

4 The 'during' phase

- Managing the meeting process
- Getting off to a good start by setting the scene
- How to keep the meeting on track and to time
- Encouraging and facilitating the discussion
- The power of summaries to clarify understanding

5 Handling difficult people and situations

- Managing group dynamics
- Reading the group / meeting
- Dealing with people who waste time, are negative or hold side conversations, etc
- How to handle disagreement / conflict

6 The 'after' phase

- Bringing the meeting to a successful close
- Ensuring everything has been covered
- Why it's important to distribute minutes ASAP
- How to make minutes as effective as possible
- Best practice for recording the most important discussions and agreements made / actions to be taken
- Following up on action points

7 When the meeting isn't working

- Showing personal leadership by pointing out when the meeting isn't working – because it's gone off track or people are getting bored
- The importance of taking individual responsibility
- Looking for ways of supporting the process or being aware of time-keeping

8 Virtual meetings

- What to consider in conference calls
- The ingredients for success
- How to avoid common problems

9 Actions and next steps

- Review
- Personal action planning
- Next steps