



# MANAGING MEETINGS

*Measurable and improved results through skills transfer, practical application and ongoing development.*

## **Designed for:**

Personnel who are involved with meetings whether they are planning them, running them or participating in them.

## **Method of delivery:**

Interactive workshop with experiential learning activities and feedback. This will involve participants' own experiences with meetings (whether attending or chairing them), aspects of planning and running effective meetings, group discussion and practise in planning and running meetings.

**Duration:** One day

## **Intention:**

To improve participants' abilities to efficiently plan a meeting and effectively run a meeting for improved results.

## **Objectives/Outcomes:**

On satisfactory completion of this program, participants should be able to:

- Give the 3P's which should be present for an effective meeting
- Questioning and listening for meaning and control
- List, at least, five essentials of an effective meeting
- Give, at least, three actions the chairperson should take before, during and after the meeting
- Clearly define and state the purpose of the meeting
- Determine whether the meeting is necessary
- Effectively plan a meeting including venue and time needed for the meeting
- Create an agenda for the meeting
- Efficiently take and distribute minutes
- List the principles of discussion leading and effective meetings
- Understand the role of the chairperson and other members of the meeting
- Determine the decision-making process in meetings
- Recognise the dynamics of seating arrangements
- Manage conflict and resolve other barriers to an effective meeting

- Recognise and handle problem people
- Develop skills in leading discussions and meetings
- Assess their skills in conducting meetings
- Practice skills learnt

## **Program outline:**

- Planning - who should attend, how long should it take?
- Meetings structure
- Six simple steps for managing a meeting
- Agenda - structure and content
- Minutes - Structuring for ease of recording and distributing
- Essentials of an effective meeting
- Role of the chairperson
- Principles of discussion leading and meetings
- My meetings - assessing present meetings
- Participant's responsibilities at a meeting
- Dealing with problem people
- Assertion and aggression
- Choices in dealing with difficult people
- Why people don't contribute at the meeting
- Activities and responsibilities of the chairperson of a meeting
- Decision making at meetings
- Dynamics of seating arrangements
- Effective communication - listening, talking, questioning
- Course review and evaluation

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