

Managing Effective Meetings

Overview

Meetings can be enormously resourceful events or they can be a drain on time, energy and motivation. This course enables delegates to learn the skills, techniques and strategies to plan, lead and participate effectively in meetings of all kinds: from impromptu, on the spot discussions between colleagues, to formal presentations and meetings with external suppliers or clients.

Target Group

This course is designed for people at any level who are called upon to organise and run meetings and who want to achieve the best possible outcome. Ideal if you are new to this vital function or in need of a refresher.

Objectives

By the end of this course, delegates will be able to;

- Understand the value of meetings as a management tool
- Identify and develop the skills required to chair an effective meeting
- Develop and practice techniques for handling counterproductive behaviour
- Know how to start and end meetings on time with a well-constructed agenda
- Learn how to give out / follow up action points and review progress
- Recognize the planning steps that make meeting time more effective

Course Content

Below is an overview of the topics that can be covered. (Please note that if this course is delivered on an in-house basis, the content can be tailored to meet your specific requirements and address any issues you may have.)

- Introductions & personal objectives
- The principles involved in achieving an effective meeting
- Roles and responsibilities
- Planning and preparation
- Drawing up agenda and right timings
- Planning the structure / involvement
- Making constructive contributions
- Chairing and leading meetings
- Processing the discussion
- Emotion vs. Objectivity
- Delivering bad news
- Dealing with questions
- The value of summarising
- Gaining agreement on actions, accountability and deadlines
- Common problems associated with meetings
- Handling difficult participants / situations
- Recognition and control of behaviours
- Managing the unexpected
- Gaining commitment
- Giving out proposed actions
- Following up / reviewing actions

Outcomes

Each delegate will receive individual feedback and will be asked to complete a personal action plan to identify key changes to implement and skills to practice.