



Conducting Meetings

About the Course

Designed for

All those wishing to learn how to effectively conduct meetings.

Teaching Approach

The teaching approach contains a blend of lectures and practical exercises.

Requirements

None.

Course Material

The majority of this course is spent with a set of prepared exercises and projects so that those attending gain a firm understanding of meeting skills. Professionally presented course notes are provided and these may be retained for reference afterwards.

Duration

This training program is one day in duration.

Course Outline

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
- Characteristics of groupthink
- Preventing groupthink
- Negative effects of 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

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