

Let's Talk About It: Effective Meetings

What This Course Is About

This course is designed to help managers and business leaders to rationalise and make more effective use of the time spent in meetings by equipping them with the tools and communication techniques needed to keep meetings focused and effective.

Who Should Attend

The course is relevant to anyone who regularly sets up or manages meetings. It is also suitable for new and aspiring managers wishing to develop their understanding of tasks and people management issues.

Benefits For Your Organisation

Focused, more productive meetings; reduced time-wasting in meetings and fewer unnecessary meetings; improved communication and co-operation between individuals and teams.

Course Content

- Success criteria for meetings
- Cost effectiveness and appropriateness of meetings versus other forms of communication
- Designing and structuring meetings to achieve their purpose
- Planning issues: whom to invite, when to use formal agendas, what documentation to circulate in advance, where and when to hold meetings
- Ground rules and meetings etiquette: what is and is not acceptable in meetings
- Formal and informal roles in meetings: how to prepare and contribute effectively
- Managing and using meetings time productively
- Keeping the meeting focused: conversation management techniques
- Productive and unproductive behaviours in meetings
- Creative tension in meetings: how to manage conflict between different people and different ideas
- Presenting at meetings: knowing your audience, stating your case, influencing the outcome
- Minutes and note-taking
- Follow-up and implementation of agreed action points from meetings.

Learning Outcomes

Participants will be able to:

- Identify when and when not to use meetings
- Choose from and use different formats as appropriate, for different types of meeting
- Set relevant success criteria and manage meetings against these criteria
- Structure and manage meetings to ensure they achieve their purpose, every time
- Deal assertively and effectively with unproductive and problem behaviours during meetings
- Present their views clearly and argue points constructively during meetings
- Ensure that action points and agreed outcomes from meetings are promptly put into practice, every time.

Learning Delivery

The course runs for 1 day, includes pre- and post-course assessments and is highly interactive in its format, using practice activities and case studies throughout to test and develop participants' practical and communication skills. A modular version of the course is available for inclusion in wider management development programmes. A print-based self-study guide is also available as a supplement to or alternative for the classroom-based course.