

Conducting Effective Meetings

Overview:

Conducting meetings is a normal business activity that takes considerable time. This training program is designed to assist participants in becoming more organised and productive in regard to work place meetings.

This training will introduce a number of techniques, which will assist participants in increasing the productivity and facilitation of meetings.

After completing this course, participants will know how to:

- Identify the benefits and misconceptions about meetings
- Plan a meeting, participate in a meeting, and close a meeting
- Identify the characteristics of effective meeting leaders, and utilise techniques for managing diverse points of view
- Identify the ways to communicate clearly in a meeting
- Identify the common barriers to listening effectively and the steps to become an active listener
- Ask effective questions
- Identify the impact of non-verbal cues
- Set meeting action points and follow through

Designed for: This course is suitable for all staff members.

Duration: 1 day

Content:

The Fundamentals of Meetings

- Meaningless meetings
- Rules for better meetings
- Successful meetings

Meeting preparation

- Before the meeting
- Last minute meetings
- Meeting agendas
- Agenda example
- Starting the meeting

Leading meetings

- Meeting facilitation
- Ground rules
- Diversity
- Brainstorming
- Differing opinions
- Techniques for dealing with differing opinions
- Disruptive behaviour
- Techniques for dealing with disruptive behaviour

Getting things done

- Meeting outcomes

Communication overview

- Successful communicator
- What is communication?
- What do you value?
- Communication categories
- Why do we communicate?
- Communication process
- What goes wrong with communication?
- Impact of poor communication
- Effective workplace communication

Communicating better

- Vocal and verbal
- Non-verbal communication
- Listening skills
- Effective questioning
- Assertiveness

Effective delegation

- General principles of delegation
- Benefits of delegation
- Excuses for not delegating
- Common mistakes in delegation
- The delegation process
- What to delegate

Actions



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