

A man in a striped shirt and tie, seen from behind, standing in front of a chalkboard with two large arrows pointing outwards. The text "BUILDING BETTER MEETINGS" is overlaid on the image.

BUILDING BETTER MEETINGS

SEOUL. HONG KONG. SINGAPORE. TOKYO. SHANGHAI. BEIJING. KUALA LUMPUR. BANGKOK. SYDNEY.

Program OVERVIEW

Employees with a strong desire to accomplish work goals are especially negatively affected by meetings.

— Steven Rogelberg

HAVING TO SIT through a pointless and mind-numbing meeting can be a painful experience, but it just doesn't have to be that way. A 2005 Microsoft survey of 38,000 people worldwide found that the average worker feels productive only three days a week. What scored as one of the top three time-wasters *Ineffective meetings*. According to the survey, people spend 5.6 hours each week in meetings, yet 69 percent of them feel that meetings aren't productive. With poor planning and unclear agendas, meetings end up losing focus and devouring time, energy, resources, and money. This perpetuates an environment where people show up late for meetings or leave early, no one takes the lead, decisions are delayed, and worst of all, people don't take action after the meeting. Yet with the right training, skills, and processes, running effective meetings, proceeding productively, and ending with a clear course of action will be the standard for your people.

Benefits of Managing Meetings

- Clearly define the purpose of a meeting, and prepare a realistic agenda
- Brief participants in a way that ensures maximum involvement and commitment to the process
- Improve your ability to chair meetings effectively
- Stimulate and control discussion with ease

- Be able to handle negative, time-wasting and disruptive behaviors effectively
- Manage telephone meetings in a way that keeps people's attention
- Know how to make the most of every meeting

Course Objectives

After attending the course, participants will have the ability to:

- Identify ways in which their meetings (both as chair and attendee) can be improved
- Use proactive measures to put these improvements into place
- Understand the traditional and modern roles and behaviors of meetings
- Prepare for a meeting which they are to lead in minimum time with maximum effect
- Be aware of barriers to an effective meeting and use communication skills to overcome them
- Understand the significance of verbal and non-verbal communication during a meeting
- Make meetings shorter and more productive.

The outline on the following pages is shown in a traditional 1-day format, but can be compressed into a 1/2 day intensive if scheduling requires.

Program OVERVIEW

Good decisions come from experience. Experience comes from making bad decisions.

— Mark Twain

COURSE OUTLINE

Meetings: Why Have Them?

- What can meetings achieve for us?
- To meet, or not to meet, that is the question.....
- 5 bad reasons for a meeting
- What goes wrong and why? What effect does this have on the organization?
- What goes well?

Meetings: Theory Vs. Reality

- Review of the traditional and modern meeting ‘roles’
- Expectations and responsibilities
- The meeting agenda
- Minutes? What minutes?
- The differences between the ‘ideal’ meeting and reality! Closing the gap

Planning Effective Meetings

- Achieving maximum results in minimum time
- Planning tools to make life easier
- Who, what, when, where, how, why?
- Planning the ‘perfect’ meeting
- Achievable meeting objectives
- The key to shorter meetings
- Giving in order to receive
- Proactive communication
- Tips and techniques for planning meetings
- Feedback vs. criticism
- Putting it into practice: Planning a time-restricted meeting

Meetings: The Human Element

- Starting on time
- Dealing with lateness and interruptions
- Recognizing negative behaviors
- Tackling negative behaviors and promoting positive ones
- Recognizing barriers to an effective meeting
- Verbal and non-verbal communications
- Tips and techniques for running meetings
- Controlling your meeting
- Putting it into practice 2: Controlling a meeting

Follow Up

- Why minutes don’t have to be painful
- Actions and progression
- Feedback
- Getting results

Back To Reality

- Planning for future meetings
- Development plan

Program OVERVIEW

Core competencies for Building Better Meetings include:

Core Competencies	Participants Will Learn to:
Meeting Basics	<ul style="list-style-type: none">• Develop standards for high-focus meetings• Use a three-step (PAT) process to implement standards
Create High-focus Meetings	<ul style="list-style-type: none">• Use your agenda• Use seven golden rules to create high-focus meetings<ol style="list-style-type: none">1. Golden Rule #1: Run your meetings as you would have others run the meetings that you attend.2. Golden Rule #2: Be prepared and ensure that all the participants can be as well.3. Golden Rule #3: Stick to a schedule.4. Golden Rule #4: Stay on topic.5. Golden Rule #5: Don't hold unnecessary meetings.6. Golden Rule #6: Wrap up meetings with a clear statement of the next steps and who is to take them.7. Golden Rule #7: Don't be afraid to shake things up.
Focus Your Meetings	<ul style="list-style-type: none">• Develop and use a code of conduct• Play your role productively• Use meeting methods that serve your objective
Follow Through on Your Meetings	<ul style="list-style-type: none">• What to do after the meeting• How to use the meeting plan to time-activate follow-through• Review the meeting for improvement

