

COURSE OVERVIEW

Meetings That Work

OVERVIEW

A well-run meeting leads to positive results and increased productivity. It allows people to build on each other's ideas, expands creativity of the group and helps with decision making and strategy. Meetings that are poorly planned or aren't run efficiently waste the time of participants and your organization. They also leave employees feeling frustrated and overloaded. This course will help you organize, plan and execute meetings with skill and precision, saving you both time and money.

LEARNING OBJECTIVES

- Know when to hold a meeting
- Effectively plan, organize and communicate meeting agendas
- Lead meeting interactions with confidence
- Boost morale of the participants with engaging communication and format
- Maximize meeting time and participation by establishing actionable steps and creating timelines
- Reinforce presentation skills and share ideas articulately

COURSE HIGHLIGHTS

Leading effective meetings

- Discover how to determine when a meeting is necessary
- Determine the purpose of the meeting—is it information giving or information processing?
- Know when to have the right meeting at the right time
- Learn the most common complaints about meetings
- Discuss common problems with meetings and how to avoid them
- Identify the characteristics of an effective meeting
- Set an agenda and stick to it
- Use a planning checklist to prepare
- Learn what planning resources you need in order to run a successful meeting including how to set the room
- Make meetings more interesting and productive for everyone
- Create a list of the “end-of-meeting” tasks to complete with deadlines
- Maximize all the benefits from the meeting using evaluation tools

Meeting interactions

- Learn to use your people skills when interacting with co-workers
- Create trust using these skills
- Establish and build trust by examining your own conduct
- Learn how to build solid credibility

- Discover practical ways to effectively establish meeting expectations and behaviors
- Become a strong facilitator by using discussion techniques that get results
- Be aware of words and pitch when speaking in front of a group
- Identify words that impact your message and your credibility
- Choose some practical ways to encourage participation
- Seek first to understand—why active listening is important for both leader and team members
- Prepare for the 5 most common things that go wrong at meetings

The leader's duties

- Discover what is expected when you are the leader of the meeting
- Learn innovative problem-solving techniques to enhance results
- Break the silence and get folks engaged
- Identify ways to “unfreeze” group thinking and encourage new ideas
- Discuss ways to build consensus even if the team does not entirely agree
- Learn how to manage conflict and encourage multiple solutions
- Describe ways to field questions that may take you by surprise and what to do about them
- Strategies to guide and limit discussion
- Manage negative discussions

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- Learn to use the formula for making requests including factors, problems, effects and solutions
- Learn what to do when participants are not receptive to your ideas
- Discuss techniques experienced leaders use to keep discussion flowing during a meeting and how to use a parking lot
- Discover how to manage difficult meeting participants including the rambler, snipers and interrupters who can derail any meeting

Create powerful presentations

- Structure a presentation to support your meeting
- Create your presentation to include an opening, body, transition and closing
- Learn how to make sure your presentation is effective
- Prepare different versions if you are presenting to multiple audiences
- Identify ways to build in interaction
- Learn about the proper uses of handouts and flip charts
- Create a slide show for your meeting that enhances and does not distract from your presentation
- Learn PowerPoint® dos and don'ts from animation to color usage
- Discover what you can do when you are losing your audience

TRAINING DELIVERY

- Pre-training: Tailoring and customization of content
- Delivery of training using presentation, small group exercises, case studies, role-plays, games, etc.
- Post-training: Follow-up within 30 days to review information, provide coaching, set goals, etc. (optional)