



## Course Profile

### Making meetings more productive

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#### (One Day Workshop)

#### Workshop Overview:

This practical and interactive workshop is designed to help participants facilitate and take part in meetings that are productive and meaningful.

The workshop will enable participants to identify a style of managing meetings that will result in a more profitable outcome as well as give an in depth insight into managing difficult attendees.

The workshop is designed around running several meetings throughout the day with participants taking on different roles at each meeting, specific meeting examples and scenarios will be produced by the participants which will allow the workshop to remain focused and productive.

#### Learning Outcomes:

By the end of the workshop participants will be able to:

- Identify the role of a meeting facilitator
- Conduct the relevant preparation prior to a meeting
- Recognise the different roles within a meeting
- Participate more confidently in meetings
- Record key information and use action plans effectively
- Assertively handle 'challenging' people in meetings

#### Sample Workshop Content:

##### The purpose of meetings

- Identifying the reasons for holding a meeting
- When are meetings effective? – quality criteria
- The four main types of meeting



### **Effective preparation for a meeting**

- The Seven Steps
- Drafting the agenda and encouraging input
- Materials and resources required

### **Roles within a meeting**

- The role of the facilitator
- Recording and distributing clear minutes
- The responsibility of *all* attendees

### **Chairing meetings - The key skills**

- Sticking to an agenda
- Having timescales in place
- Engaging the attendees
- Talking vs. Listening

### **Dealing with 'challenging' people in meetings**

- How to encourage participation
- The 3 steps to becoming assertive
- Drawing ideas from the whole group
- Using a variety of proven techniques

### **Effective participation in meetings**

- The role of an attendee
- Putting forward your point with confidence
- Playing an active part of the meeting

### **Personal commitments and action plans to take back into work**