

Conducting Meetings

Duration: 1 day

Overview:

The New Horizons Conducting Meetings Program teaches participants about planning, participating in, and concluding successful meetings. Students learn how to establish the purpose and agenda of a meeting, facilitate participants' progress toward the meeting goals, improve their leadership abilities, facilitate situation analysis, brainstorming, and decision making, foster creative thinking, manage conflict among meeting participants. Course activities also cover building a positive climate during a meeting and following best practices of verbal and nonverbal communication. The manual is designed for quick scanning in the classroom and filled with interactive exercises that help ensure student success.

Target Audience:

This course will benefit any individual who is involved in the running or organisation of meetings.

At Course Completion:

Participants will leave the course with a certificate of attendance and an individualised action plan to help support next steps on return to the workplace. More importantly you will have developed skills and knowledge to:

- Create more productive meetings
- Run the meeting efficiently to time by handling different personalities
- Get action happening between meetings
- Be more confident
- Craft a good leadership image

Lesson 1: Fundamentals of conducting meetings

- The purpose of meetings
- Benefits of a meeting
- Understanding types of meetings
- Identifying misconceptions about meetings
- Planning meetings
- Creating an effective objective
- Scheduling a meeting
- Preparing an agenda and taking minutes
- Identifying types of minutes
- Participating in meetings
- Managing the flow of a meeting
- Motivating a productive discussion
- Keeping a conversation focused
- Closing meetings
- Closing a meeting
- Evaluating a meeting's effectiveness
- Taking an agreed-upon action
- Distributing minutes

Lesson 2: Managing meetings

- The role of leaders
- Meeting leaders
- Understanding the role of a leader
- Decisions and ideas
- Steps for making decisions
- Generating an option
- Identifying the best option
- Implementing an option
- Eliminating groupthink
- Negative effects of groupthink
- Characteristics of groupthink
- Preventing groupthink

Lesson 3: Conflicts, climates, and difficult personalities

- Resolving conflicts
- Resolving conflicts in a meeting
- Identifying difficult personality types
- Meeting climates
- Characteristics of a positive climate
- Characteristics of a negative climate
- Building a positive climate

Lesson 4: Communicating as meeting leaders

- Communicating clearly
- Using effective language
- Communicating assertively
- Communication styles to avoid
- Enhancing relationships with participants

Lesson 5: Listening effectively and asking questions

- Improving listening skills
- Barriers to listening effectively
- Steps to become an active listener
- Asking effective questions
- Types of questions

Lesson 6: Non-Verbal Communication

- Nonverbal communication
- Discussing nonverbal communication
- Communicating through body positions
- Communicating through voice qualities
- Interpreting nonverbal communication