

Chairing and Managing Meetings

Course Overview

To enable delegates to facilitate, manage and chair meetings that are focused, keep to time, and get results. A common frustration reported in the workplace is the waste of time and energy given to poorly managed meetings, which lead to a loss of valuable time, money and goodwill.

Target Audience

All staff required to run and/or participate in meetings, for those who want to ensure full participation and commitment from meeting attendees, effectively manage the flow of the meeting, develop skills in effective listening, group management, problem solving and conflict management.

Key aims

- To prepare and plan for an efficient meeting where all participants are clear about their role and what is to be achieved.
- Develop communication, interpersonal skills and efficiently conduct professional meetings.
- Ensure that each agenda item is introduced and dealt with effectively.
- Structure discussions to build group consensus and gain a clear decision on each specific agenda item.
- Identify what can go wrong in meetings and know what action to take to ensure participants maintain focus.
- Encourage appropriate participation and eliminate time wasting.
- Structure and conduct meetings to achieve objectives and avoid wasting time.
- Encourage contributions from all participants.
- Deal with difficult situations or members.
- Address the difficulties caused by technology in meetings.

Course Outline

Introduction and Overview

- Why hold meetings
- Why meetings may be ineffective

Groups and Individuals

- Group theory and structure
- Group behaviour
- Managing a group

The Chairperson

- Skills and behaviours of effective chairpersons
- Responsibilities and role of the Chair
- Barriers to good meetings
- Chairperson's role, before, during and after the meeting

Meeting Preparation

- The agenda
- The chairperson's agenda
- Allotting topic times

Communication

- Verbal communication
- Questioning Skills
- Active Listening skills
- Body Language

Managing Meetings

- Starting the meeting
- Ground rules
- The 5 Cs:
 - Communicate
 - Control
 - Coax
 - Compare
 - Clarify
- Time keeping
- Sticking to the Agenda
- Encouraging participation
- Making proactive interventions
- Tips for dealing with difficult situations
- Keep discussion focused
- Decisions and ideas
- Steps for making decisions
- Gaining consensus and making decisions
- Ensuring follow up action
- Closing the meeting

After the meeting

- Follow ups
- Evaluate meeting
- Meeting documentation