

Effective Participation at Meetings

INTRODUCTION

This course is designed to provide delegates with practical guidelines on effective preparation and structure of meetings to ensure the desired outcomes. Delegates will practice the skills of achieving and participating at meetings, utilising techniques explored

COURSE OBJECTIVES

By the end of the course, delegates will have:

- **Demonstrated** their understanding of the role, skills and behaviours appropriate to effective group meetings
- **Discussed** the stages in preparing for a meeting and demonstrated their recognition of different types/purposes of meetings
- **Recognised** the importance of meeting preparation and an effective agenda
- **Recognised** the relative impact of verbal and non-verbal behaviours
- **Practised** listening, questioning and summarising skills
- **Examined** ways of exercising influence in groups and identified their own favoured style
- **Demonstrated** their understanding of the role of the participant in a meeting
- **Discussed** and examined ways of dealing with individual and group behaviour, conflict and awkward participants
- **Practised** group consensus and decision making techniques
- **Demonstrated** their skill at controlling progress, managing time effectively and ensuring focus on the key issues
- **Agreed** the format for effective minutes and follow up procedures

COURSE DURATION: 1 Day Course

COURSE CONTENTS

Defining Effective Meetings

What makes a meeting effective

The Three Stages of a Meeting

Preparation

Conducting

Evaluation and follow-up

Preparing for a Meeting

Types of meeting

Establishing the objective

Planning the meeting

Setting the agenda

Getting Group Consensus

The rules of consensus seeking

Consensus seeking in action

Essential Meeting Skills

Communication as a key tool

Getting the message over

Questioning and listening

Summarising

Influencing

Positive and assertive communication

Dealing with Difficult Situations

Confrontation

Giving feedback

Win-win strategies

Improving the process for handling difficult people

Following up the Meeting

Making action points happen

Keeping others informed

Personal Development Action Plans

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