

# Managing Effective Meetings

## Learning objectives

By the end of the programme you will:

- understand how to develop and proactively use an agenda;
- be able to manage groups and individuals to maximise their contribution;
- be able to tactfully prevent others from taking control or holding up progress;
- know how to get the best from your meetings administrator;
- be able to both direct and facilitate meetings;
- be able to check and edit minutes so they reflect a clear and accurate written record;
- have an action plan for improvement.

## Course programme

0930

### Introductions and Course Objectives

Effective and ineffective meetings

The meetings cycle

Managing your meetings administrator

Creating and using the agenda

Leading the meeting:

- environment, building rapport, body language
- focus and control
- participation and ownership of decisions
- dealing with conflict and communication problems

### Lunch

Facilitating your group

- tools and techniques
- personal skills

Editing and approving the Minutes

Meetings surgery: problems and useful solutions

Review and action plans

1630

Evaluation and close