

CONDUCTING MEETINGS

DAYS OF TRAINING: 1

PREREQUISITES: None

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

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

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

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COMMUNICATING AS MEETING LEADERS

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

LISTENING EFFECTIVELY AND ASKING QUESTIONS

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

COMMUNICATING NONVERBALLY

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