

# **CHAIRING and MANAGING MEETINGS**

US 242816 / NQF Level 4 / 5 Credits

Structured meetings are critical for communication and obtaining the best possible solutions to issues and opportunities, yet, many business meetings are poorly prepared and managed. Discussions and progress reporting keep people focused and committed to meeting deliverables. Organisations that encourage healthy debate in an open and trusting environment are most successful in the business world

## **WHO SHOULD ATTEND**

- Anybody involved in conducting structured meetings
- Managers, Junior Managers, Supervisors, Team Leaders
- Business owners

## **HOW YOU WILL BENEFIT**

- Structured meetings are effective in terms of accomplishing progress and meeting business objectives
- Forethought goes into meetings and preparation includes who should attend, the agenda, and the expected outcomes.
- Delegates will be familiar with proven processes that can be used to facilitate meetings effectively

## **WHAT WILL BE COVERED**

- Preparing for a meeting, including considering:
  - Whom should attend
  - The type of meeting
  - The agenda
  - The expected outcomes
  - Time, place, room layout and arrangements
  - Notifying people of the meeting
- Recording the meeting and the importance of accurate minute taking
- Conducting the meeting, ensuring participation of members and summarising of discussions
- Handling different views, different characters, encouraging healthy debate, and ensuring progress is made when stalemates emerge.
- Facilitating the decision-making process. A number of decision-making techniques are covered
- Compiling meeting records, checking these, and distributing the records

## **PTO For Table of Contents**

*One-day course 08:30 -16:00*

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<b>Module 1</b> Prepare for a meeting	<b>Module 2</b> Conduct a meeting
<ul style="list-style-type: none"> <li>• Identify the physical arrangements and attendees required for a meeting and prepare a checklist and action it in terms of Standard Operating Procedures</li> <li>• Explain the purpose of an agenda, the expected outcomes of the meeting, the process of placing items on the agenda and the roles of participants in terms of Standard Operating Procedures</li> <li>• Explain the purpose of recording a meeting according to Standard Operating Procedures</li> <li>• Check the documents required for a meeting for accuracy and completeness and distribute it according to Standard Operating Procedures</li> <li>• Check the minutes of the previous meeting for accuracy and completeness</li> </ul>	<ul style="list-style-type: none"> <li>• Conduct a meeting according to a pre-planned agenda, and/or Standard Operating Procedures</li> <li>• Create opportunities to allow effective participation by people attending the meeting</li> <li>• Summarise discussions and record it to indicate proposed action, completion date and person responsible</li> </ul>

<b>Module 3</b> Demonstrate techniques to deal with differing views during a meeting	<b>Module 4</b> Distribute records for a meeting
<ul style="list-style-type: none"> <li>• Identify techniques to overcome potential lack of progress due to differing opinions during the meeting according to recognised theory and practice</li> <li>• Use a technique to create progress in a meeting according to recognised theory and practice</li> </ul>	<ul style="list-style-type: none"> <li>• Compile records in such a way to enable the decisions of a meeting to be implemented</li> <li>• Check records to ensure that they are an accurate reflection, prior to distribution</li> <li>• Review the meeting and make suggestions for improvement to enhance the effectiveness of future meetings</li> </ul>