

CHAIRING AND MANAGING MEETINGS

US 242816 / NQF Level 4 / 5 Credits

From agendas to outcomes – manage effective meetings

Meetings are a vital tool for communication, collaboration, and decision-making in any organisation. Yet, all too often, meetings are unproductive, poorly structured, or fail to achieve meaningful outcomes. Knowing how to plan, conduct, and manage meetings effectively ensures discussions are focused, participation is maximised, and results are actioned efficiently.

This course provides a practical guide to chairing and managing meetings, ensuring they are well-prepared, structured, and outcome-driven. Participants will learn how to plan a meeting with clear objectives, create an environment for productive discussion, handle differing views, and ensure accurate records are kept and followed up.

Whether you are leading a formal boardroom meeting or facilitating a team discussion, this course will equip you with the skills to run meetings with confidence and professionalism.

WHO SHOULD ATTEND

- Managers, junior managers, supervisors, and team leaders
- Business owners looking to enhance meeting productivity
- Anyone who wants to lead or contribute effectively to professional meetings

HOW YOU WILL BENEFIT

- Plan and structure meetings that are goal-oriented and productive
- Ensure the right people are in the room, prepared, and engaged
- Facilitate discussions effectively, managing different viewpoints and ensuring participation
- Handle challenges such as meeting inefficiencies, lack of focus, and difficult participants
- Master decision-making techniques to ensure meetings lead to concrete action
- Create clear and concise meeting records that drive accountability and follow-up
- Review and improve meeting processes for greater efficiency

One-day course 08:30 - 16:00

Tel: (031) 267 1229

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WHAT WILL BE COVERED

Preparing for a productive meeting

- Understanding the role of meetings in communication and decision-making
- Types of meetings and their purposes
- Planning the meeting - setting objectives, selecting attendees, and choosing the right format
- Creating an effective agenda and structuring meeting discussions
- Preparing documents and ensuring accuracy before distribution

Leading and facilitating a meeting

- Conducting a meeting effectively using a structured approach
- Creating opportunities for participation and engagement
- Summarising discussions and capturing action points
- The purpose and importance of recording meetings

Handling differing views and encouraging progress

- Techniques to manage differing opinions and prevent stalemates
- Overcoming lack of progress using effective facilitation methods
- Creating a positive and open environment for discussion
- Establishing group meeting norms and rules of engagement
- Closing the meeting on a decisive and action-oriented note

Meeting records and follow-up

- Compiling accurate meeting records to drive implementation
- Best practices for minute-taking and documentation
- Checking meeting records for accuracy before distribution
- Guidelines for publishing and distributing meeting minutes
- Reviewing the effectiveness of meetings and making improvements
- Conducting meeting follow-ups to ensure accountability

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