

Chairing Effective Meetings

Course Outline

One of the most common frustrations reported in the workplace is the waste of time and energy given to poorly managed meetings. This course will equip participants with the skills and techniques needed to plan, lead and participate in meetings of any kind, including impromptu, on-the-spot discussions between colleagues, to formal presentations and meetings with external suppliers or customers.

KEY AIMS

1. To assist the organisation to achieve maximum performance by improving the quality and effectiveness of meetings
2. To focus on key issues and challenges relating to chairing meetings, such as: keeping the meeting on track, making and clarifying decisions
3. To introduce powerful and flexible tools and techniques for effectively chairing meetings, whatever the participants' previous experience or circumstances
4. To facilitate the development of strategies for improving delegates' ongoing personal development
5. To cover essential topics in a relatively short time, whilst ensuring an immediate impact
6. To accommodate a range of learning styles, by including a variety of practical exercises, opportunities for personal assessment, and presentation of key techniques and strategies.

KEY BENEFITS

Participants will learn how to:

- Consider the value and role of meetings as an operational and strategic tool
- Understand how to use the structure and format of meetings effectively
- Identify the responsibilities of participants
- Identify key leadership actions
- Learn how to make effective contributions
- Learn how to lead and manage discussions
- Consider how to deal with conflicting styles and ideas
- Learn how to keep discussions up-beat and positive

The organisation will:

- Have more productive and effective meetings
- Improve internal communication
- Reduce the time taken to clarify information
- Save time and money by minimising misunderstandings

OUTLINE PROGRAMME

- **The importance of meetings** - Valuing the role of meetings as an important operational and strategic tool
- **The mechanics of meetings** – How meetings are structured and the roles participants play
- **Preparation** - Identifying the things that can and should happen before a meeting that will help to achieve a positive outcome.
- **Uses and abuses of agendas** – How to use the agenda as important preparation tool
- **Participants' responsibilities** – How the chair can get the co-operation of the participants by helping them to understand and fulfil their responsibilities
- **Role and skills of an effective chair** – Understanding the actions and abilities of an effective chairperson, in relation to the meeting's objectives
- **Meeting Dynamics** – How to respond to the most common dynamics issues within meetings, including dealing with conflict when it arises
- **Encouraging and controlling discussions** - How to keep the meeting moving and the discussions flowing in the right direction
- **Closing the meeting** – Learning how to close the meeting effectively and at the right time, using effective techniques to encourage agreement.
- **Measuring success** - Measuring what you do and how you do it in order to raise performance levels and achieve more positive outcomes.
- **Personal development planning** – extending learning back into the workplace

FEEDBACK

- “The exercises and the information to take away and refer to when planning important meetings in the future were excellent”
- “The trainer was very responsive – listened to the opinions of everyone and was very interactive”
- “Enjoyable course. What could have been a ‘dry’ subject was made fun by the skills and humour of the facilitator”
- “Workbook appendices will be very useful to be able to refer to when next faced with a difficult meeting”

COST

We understand that training is an investment - not just in terms of the cost, but also in time. We are therefore committed to providing excellent value by ensuring that our open courses are competitively priced. Unlike other inexpensive open/public courses, we deliberately restrict the number of places so you can rest assured that the training will be focused on the needs of every delegate, and will be an effective learning experience.

Fees for 1-day open courses from H2 are as follows:

- Per delegate: £295 + VAT
- 2 or more delegates: £255 + VAT each
- Public Sector: £255 + VAT
- Registered Charities and self-funding individuals: £230 + VAT

Fees are fully inclusive of:

- Course tuition / materials
- Workbook, with comprehensive reference materials / proformas
- Lunch / refreshments
- Personal action planning
- Certification (on request)
- Follow-up support (on request).

CONTACT

Tina Halperin, Director
H2 Training & Consultancy Ltd.

Freephone: 0800 0015151
Email: th@h2training.com