



Course Outline

Communication and Business Skills Series

This outline is intended as a guide to the possible content of a course.

In practice, our courses are tailored to meet the requirements of our clients.

Meetings

Overview

Meetings form a crucial part of any organisation's day-to-day operation and can be extremely effective in promoting good communication and building a positive team spirit. Many meetings however are ill-prepared and poorly run adding little or no value - often being referred to as an 'alternative to work'!

The success of any meeting will depend, not only on the quality of the discussions, the decisions reached and actions identified, but the effectiveness of the chair, participants and minute taker. It's a team effort. This highly practical course will focus on what makes an 'effective meeting' by exploring these key roles and identifying crucial pre and post meeting activities.

Outcomes

By the end of this course, you will be able to:

- state the responsibilities of the chair, minute taker and meeting participants;
- identify the key steps to achieving an effective meeting;
- plan and run a constructive meeting and participate effectively;
- assess meeting outcomes against specific objectives.

To support the achievement of the above, you will have the opportunity to practise and develop your practical skills using a number of small group, paired and individual exercises. You will also be encouraged to develop a *personal action plan* to support your continued learning back in the workplace.

Duration

1 day

Key Areas Covered

- Are your meetings effective?
- What is an effective meeting?
- Why hold meetings?
- APPRECIATE the key stages of an effective meeting.
- Role of the chair, minute taker and meeting participants.
- Setting the agenda and sticking to it.
- SMART meeting objectives.
- Purpose and format of the minutes.
- The critical skill of active listening.
- Constructive use of questioning.
- Action planning.

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