



Making meetings work (one or two days)

A meeting is a group of people thinking together. This programme will help you make your business meetings more efficient and productive.

The training focuses on *drills* and *skills*. Meetings will immediately improve with the use of a few simple drills: well constructed agendas, effective time-keeping, simple protocols. But the subtler skills of conversation are as important. Conversation is the way a group thinks: whether you are leading or participating in meetings, you will learn how to manage conversations to promote successful outcomes.

A key focus of the programme is the analysis of how groups work, and how to make them work better.

Objectives

This programme will enable participants to:

- identify the best reasons for meetings;
- prepare effectively for meetings;
- draw up an action-centred agenda;
- apply the skills of chairing;
- manage time in the meeting;
- participate as a group member more productively;
- structure and manage the conversation for maximum gain;
- cope with difficult people and situations; and
- state their case at meetings.

Numbers on this course must be limited to **fifteen**.

Kairos Training Limited

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Outline programme

Objectives

Common problems associated with meetings
Core responsibilities of Chair and participants

Preparing for the meeting

Identifying goals, key attendees and activities
Constructing an agenda
Allocating time and action responsibilities

The skills of chairing

Groups as adaptive systems
Task leader or process director?
Leading the meeting

Conversation: the heart of the meeting

The dynamics of conversation
Dialogue or debate?
The skills of listening

Participating well

The importance of preparation
Making your case
Contributing and helping others to contribute
Dealing with difficult people and situations

Improving the meeting's thinking

Giving structure to the group's thinking
Models of decision-making
Influencing and gaining commitment to action

Action session

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