

Hands-on course , 2  
day(s)  
Ref : CRE

### Participants

Company executives who wish to prepare and conduct effective meetings.

### Pre-requisites

None.

### Next sessions

# Make Every Meeting Matter

## OBJECTIVES

*This course has been designed to help executives to plan, run and control meetings efficiently and professionally to improve staff and team performance. Based on communication techniques and specific tried and tested tools, participants will learn how to achieve their aims, gain commitment and a high degree of consensus in meetings.*

### 1) Group communication strategies

### 2) Addressing the Group

### 3) Preparing the Meeting

### 4) Being Chairperson

## Exercise

*Self-assessment questionnaires, case studies, role-plays (filmed and analysed with the group and the instructor). Personalised advice will be provided as well as tips and techniques that will be used immediately.*

## 1) Group communication strategies

- Basic principles of communication.
- Role of the Chairperson.
- Facts versus received ideas.
- Collaborative techniques.
- Eliciting participation.

## 2) Addressing the Group

- Body language and congruence.
- Identifying and managing different behavioural styles.
- Handling stress.
- Using appropriate language style, pace and intonation.

## 3) Preparing the Meeting

- Location and creating the right atmosphere.
- Defining the agenda, objectives and priorities.
- Preparing and distributing adequate support material.
- Selecting the right people to help facilitate.

## 4) Being Chairperson

- Effective introductions.
- Chairperson as facilitator or leader?
- Making it a Meeting of Minds.
- Building trust and reconciling different styles and opinions.
- Maintaining open, clear and respectful exchanges.
- Suggesting alternative methods and procedures.
- Generating new ideas or approaches.
- Problem solving.
- Dispute resolution.
- Closing with a plan of action.
- Creating and maintaining group memory.
- Post-meeting evaluation.