

# Managing Meetings and Conference Calls



Meetings are an essential method of dealing effectively with issues, crisis, and daily operations. They are the inevitable consequence of the need to collaborate with others, develop new ideas, negotiate solutions with suppliers and clients, manage projects and problem solve. Meetings can and should be cost effective and efficient. To achieve these, facilitators need to create an environment which is productive, and focuses all the participants on achieving the goals of the meeting. This workshop will help you become an expert meeting manager by learning proven tools and tactics to make your meetings work. This experiential session will help you polish your skills and keep control while creating a receptive, engaging, and energetic atmosphere. You will learn to:

- Create a meeting plan that ensures results
- Direct and manage a meeting eliminating obstacles to success
- Facilitate at a powerful level to achieve participation and resolution
- Keep participants involved and productive
- Manage the challenges of conference calls
- Evaluate the process and inspire participants to follow-up

## Who Will Benefit?

Anyone who facilitates meetings using a non-directive style

## Course Outline

- Assessing your meeting management skills
- Analysing barriers to productive meetings
- Learning techniques for conducting productive meetings
- Cultivating a productive meeting mind-set
- Determining your meeting's purpose/priorities/agenda
- Considering how to maintain energy levels during meetings
- Exploring the actions that can be taken before, during and after meetings to improve productivity and efficiency
- Using the G.R.O.W. model to apply structure and process
- Selecting the best site and choosing seating arrangements
- Using strong visuals
- Collaborative problem solving techniques
- Becoming a more effective facilitator
- Overcoming personality challenges
- Managing hidden agendas and resolving conflicts
- Managing participation via the phone and video conferencing
- Conducting an effective Q&A session
- Gaining commitment to the actions of the meeting
- Recording the meeting
- Practical exercise in chairing difficult situation in meetings and receiving feedback
- Creating a personal action plan

**Duration** 1 Day

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