

# MANAGE MEETINGS - MEET THE AGENDA



## Module One - Planning & Preparation

- ▶ Meeting Preparation
- ▶ The Critical Path to Successful Preparation
- ▶ Understanding & Setting the Objectives
- ▶ Choosing the Right Type of Meeting

## Module Two - Meeting Facilitation

- ▶ Selecting & Inviting Participants
- ▶ Setting the Agenda
- ▶ Managing Expectations & the Environment
- ▶ Establishing Facilitation & Control
- ▶ Handling Team Briefings

## Module Three - Controlling the Meeting

- ▶ Setting the Scene
- ▶ Running a Meeting - Positive vs Negative
- ▶ Maintaining Control
- ▶ When Time Runs Out
- ▶ Understanding Group Behaviour
- ▶ Tone of Voice & Non-verbal Communication
- ▶ Encouraging Open Discussion & Agreement

## Module Four - Managing Difficult Situations

- ▶ Dealing with Negative & Awkward Situations
- ▶ Getting the Meeting Back on Track
- ▶ The Types of Participant & How to Handle Them
- ▶ Using Influencing Skills to Improve Relationships
- ▶ Reducing Conflict

## Module Five - Concluding Meetings

- ▶ Staying Focused
- ▶ Ending the Meeting
- ▶ Following Up

**Course Duration: 1 Day**

**Price Per Delegate: £345**  
(Public Scheduled Course)

**Price Per Course: £1,245**  
(On-Site at Customer Premises)

### Suitable For:

This course is suitable for anyone who needs to chair, manage or participate in meetings on a regular basis. Often meetings are the battlefield of business politics and this course aims to explore meeting dynamics and how to manage meetings and achieve established goals.

### Learning Outcomes:

By the end of the course delegates will be able to:

- ▶ Plan and organise the right types of meeting
- ▶ Control meetings and get the most out of all contributions
- ▶ Deal with negative or awkward people & situations
- ▶ Communicate complex information effectively
- ▶ Use words and non-verbal techniques to influence and persuade