

# Effective Meeting Skills 提升會議效率的技巧

MEDIUM : English / Cantonese COURSE CODE : EMS DURATION : 1 day

## Focused Meetings to Get Results

**W**e should meet as often as possible, yet we should meet as briefly as possible.' said a successful sales director. Her five-minute daily morale-boosting update and brief to her staff has been a highly motivating activity to steer performance to reach targets. For meetings to route in productive energy, generate intelligent input and fulfill the commitment to actions, professionals need to develop the following skills:

- Be vigilant against common pitfalls
- Plan with Why, Who, What, When, Where and How
- Set a result-focused agenda
- Lead to manage information flow with selected methods
- Attend and contribute to perform role and task functions
- Adapt style to suit meeting channels
- Take minutes with effective summary
- Track commitment delivery

## Target Audience

Professionals who desire to develop smart skills to lead or to attend meetings

## Methodologies

Lecture, Case studies, Exercises, Role-play

## Course Outline

### 1. Save Time and Prevent Meeting Pitfalls

The participants will be vigilant against serious pitfalls shown by meeting statistics. With *experiential learning*, they will also identify the causes for such pitfalls:

- Lack of focus
- Lack of agenda
- Poor time management
- Domineering participants
- Silent participants
- Inconclusive progression

### 2. Begin with an End in Mind

The participants will *practise in an exercise* to plan the following in an agenda:

- Why – the outcome desired in the meeting
- Who – the contributors and how they perform their roles
- What – the topics of discussion
- How – the methods of discussion to reach decisions
- When – the time allocation for each discussion topic
- Where – the suitable venue and seating arrangement

### 3. Process Discussions with a Meeting Model

The participants will learn a communication model to drive the meeting process:

- Engage the participants with an opener to break the ice
- Focus meeting goals
- Analyse facts
- Summarise progress
- Define actions and action takers

### 4. Lead and Manage the Discussion Method

The participants will *role-play* leading meeting discussions with the right style:

- Information sharing with presentations
- Consensus seeking with voting
- Problem-solving with brainstorming

### 5. Contribute Assertively as Members

The participants will learn how to support and contribute to meeting success:

- Prepare by knowing expectations of own roles
- Speak up and deliver prepared discussions
- Question ambiguities
- Take own notes to follow discussion, tasks and outcome

### 6. Role-Play Meetings via Varied Channels

The participants will *role-play* meeting discussion and recording minutes. They will be aware of the techniques of the following meeting channels:

- Face-to-face
- Video conferencing
- Tele-conference
- Lunch meetings

### 7. Write Minutes for Reference and for Action Tracking

The participants will learn how to follow a minutes format and style to produce summaries that capture the meeting essence for those present and not present:

- Meeting outcomes
- Decision-making methods
- Action takers and steps with timeline