

Effective Meeting Skills 提升會議效率的技巧

MEDIUM : Cantonese / English COURSE CODE : EMS

Meetings come in for a lot of criticism in organizations. There are too many of them. They are very expensive in salary and traveling costs. They often focus on trivialities and missed the real issues. They are rated as the number one time-waster by most employees. At the same time, most businesses cannot do without meetings. After all, meetings give us a chance to share experience, exchange viewpoints, sharpen ideas, enhance team work, and facilitate alignments. What organization needs is a way to manage meetings effectively to ensure the best use of everyone's time.

Who Should Attend

Anyone involve in organizing, facilitating, and participating in meetings

Objectives

At the completion of the course, participants will be able to:

- Identify common pitfalls in running meetings
- Organize a meeting effectively
- Participate in a meeting productively
- Lead a meeting
- Deal with challenging situations

Methodology

Discussions, simulated exercises, demonstrations, videos, role-plays, mini-lecture, practices and reviews

Course Outline

1. Conducting a meeting (role-play)

Representative participants will *role play* a simulated meeting based on given topics. The rest of the participants will assess the elements of effectiveness and ineffectiveness of the simulation.

2. The mechanics of effective meetings

Participants will discuss various pitfalls identified from the earlier simulation, and the reasons behind those pitfalls. From there they will acquire a *checklist* and watch a *video* on what need to be done to organize and run a meeting effectively. Five (5) areas of concern will be emphasized:

- What one should ask and do before a meeting?
- What are the tools and roles to manage an effective meeting?
- How to manage time during a meeting?
- How to manage communication flow in a meeting?
- How to ensure commitment delivery?

3. Participating in meetings

Many meetings turn into a total waste of time because participants go on a tangent, argue with each other over the most trivial matter, or become uncooperative. This section prepares a participant with the necessary skills and knowledge to take part in a meeting productively. Through a *discussion and role plays*, participants will get answers to these questions:

- What you should do before going into a meeting?
- When should you speak and when you should listen?
- How to say what you need to say in the shortest possible time?
- How to speak convincingly without being manipulative?
- What should you do when you are interrupted?
- What you should do when others disagree with what you say?

4. Leading a meeting

Having an effective leader makes a world of difference in managing an effective meeting. This section focuses on the skills required of a leader in facilitating a meeting effectively. Using a *simulated exercise, discussion and demonstration*, participants will learn the following:

- The role of a leader in meetings
- How to prepare for a meeting?
- How to open up a meeting?
- How to keep the discussion on track?
- How to ensure contribution from relevant participants?
- How to capture ideas?
- When to encourage discussion and when to consolidate ideas?
- What to do when something important but irrelevant comes up?
- How to facilitate consensus?
- How to assign tasks?

5. Dealing with challenging situations

This section discusses how to manage four (4) common challenging situations in meetings:

- Managing overly enthusiastic speakers
- Dealing with strong personalities
- Reaching an impasse
- Managing conflicts

6. Meeting role-play

Riding on what they have learnt during the day, participants will do another *simulated role play*. This will be followed by a *discussion* highlighting their successes to reinforce the learning points, and gaps that still need to be filled with more practices.