



**COURSE:** Managing & Influencing Meetings

**FACILITATOR:** Susan Alexander FAIM MAICD BA (Hons) MCogSci MLS

**COURSE LENGTH:** One day

This course goes well beyond generic 'managing meetings' courseware.

The course is custom designed for personnel who participate in both internal and external meetings. The course includes methods for gaining agreement and commitment during meetings.

Following completion of the course, and at no additional charge, each participant is entitled to a 1 -2 hour private coaching session either as a 'refresher' or to prepare for an important meeting. There is no expiry date on this offer.

The highly interactive and practise-based nature of the course requires a limit of eight participants per course.

**TARGET GROUP: (Assumed level of knowledge, skill and aptitude for the course)**

- Suitable for all personnel whose ability to perform effectively in meetings is critical to their job performance - including chairing meetings, participating in meetings and building rapport and co-operation within meetings.
- Appropriate for all levels from Executive Team and middle management through to more junior personnel on a development path.
- Highly recommended for personnel whose promotion is dependent upon their skill in managing and influencing meetings.
- The course can be 'streamed' but it is not essential as the course format is based upon group practice of methods and tools together with individual coaching to enhance personal skills within a group setting.

## LEARNING OUTCOMES

By the end of the course participants will:

- Understand critical meeting dynamics.
- Know how to create and manage a 'process cycle' for any meeting, with or without a set agenda.
- Know how to steer an unproductive meeting back on track, even as a participant.
- Know how to effectively chair different types of meetings.
- Understand the impact of various communication styles in meetings.
- Possess a suite of communication techniques for meetings.
- Know how to manage 'difficult' participants - as a chair and as a participant.
- Possess techniques to improve meeting productivity.
- Have measurably improved their own performance in meetings.

## ASSESSMENT CRITERIA: (How will learning outcomes be assessed?)

- Facilitators provide focussed individual feedback during each of the course stages.
- Participants, as the immediate audience for each other, will have opportunities to offer structured and constructive feedback on each other's progress as meeting participants and chairs.

## FORMAT OF THE SESSION. (Workbooks and handouts are provided)

- The course material is delivered in a series of mini-lectures and illustrative video-clips interspersed with focussed exercises.
- Meeting scenarios are role-played and de-briefed.
- The course is predominantly interactive and participatory.