Effective Meeting Management

Before the meeting you should know:

The purpose of the meeting
(Answers why we are having a meeting?)

The objective of the meeting
(Answers what we want to accomplish?)

There are 3 types of meetings:

- Informative
- Problem Solving
- Brainstorming

The planned agenda incudes:

- Defines what is to be covered and when
- Who's invited - those who can benefit and those who can contribute enough
- How much time you will need - (Depending on the meeting purpose)
- Where are we going to hold the meeting (appropriate facility or virtual)
- What technology will be used (Projectors, virtual meeting software, etc.)
- Your role in the meeting

"Be the leader you would want to follow"

There are only three reasons meetings fail:

1. The failure of the leader
2. The failure of the participant
3. Failure of technology

12 Steps to running a great virtual meeting - (Harvard Business Review)

1. Use video
2. That said, always provide an audio dial-in option
3. Test the technology ahead of time
4. Make sure faces are visible
5. Stick to meeting basics
6. Minimize presentation length
7. Use an icebreaker
8. Assign a facilitator
9. Call on people
10. Capture real-time feedback
11. Don't be afraid to tackle tough issues
12. Practice once or twice while you're still together

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Ground rules

Meetings should start by establishing some rules and confirming everyone agrees to act by these rules. Creating ground rules with your team can assure everyone buys into the importance and respect of ground rules. Meeting leaders focus on processes and people.

Examples of ground rules:

1. Log on 15 minutes before the start of the meeting
2. Be aware of background noise
3. State your name when you speak
4. If you catch yourself multitasking, be responsible for your full participation
5. Turn cell phones and PDAs on silent mode
6. Eliminate distractions
7. We will respect time commitments of other members
8. Create a safe environment for everyone to share
9. Listen to each other's opinions and seek to understand
10. If you do not understand something, please ask
11. We will seek consensus when decisions will be made
12. Parking lot

When dealing with difficult people, it is important to:

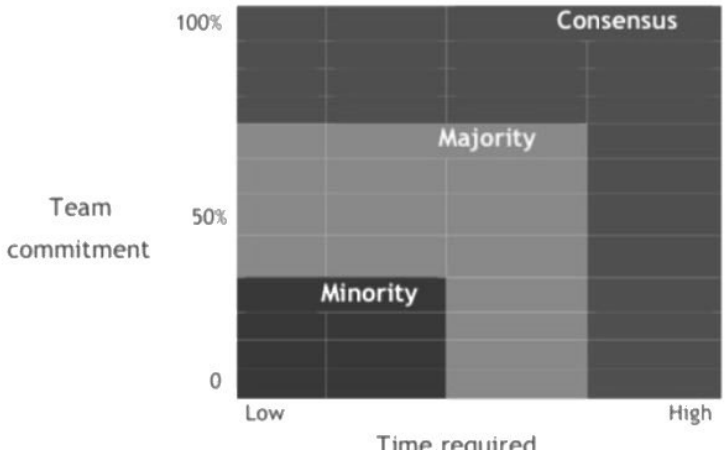
- Emphasize the importance of ground rules
- Hold people accountable
- Re-Introduce Parking Lot techniques
- Call a timeout
- Speak to the person directly and determine what the issue is

There are 3 ways to make effective decisions:

1. The leader makes the decision (minority decision)
2. The team votes on a decision (majority decision)
3. Consensus - everyone is involved in the decision and agrees to support it

Consensus Benefits

- Encourages collaboration
- Builds relationships
- Respects minority views
- Considered a fair process
- Supports innovation and creativity
- Removes roadblocks to implementation



After the Meeting

Meeting follow up and reflection

There are 3 components

1. Meeting Minutes
2. Meeting Follow- Up
3. Feedback and Self- Reflection

Meeting minutes

Meeting minutes are a written documentation, generally taken or recorded during the meeting and used to inform attendees, and non -attendees about what was discussed and what happened during a meeting.