

Unit 412

Information Pack

Managing Meetings



INTRODUCTION

Leading meetings is an important aspect of a manager's role. Whether your meetings are formal and structured, or informal and flexible. Meetings which lack direction or fail to deliver outcomes are a waste of everyone's valuable time. It is therefore essential that the meetings you lead are well planned, focused and result in real action.

Your team will look to you to help them make sense of wider organisational communications, and to understand the implications for the team as a whole. It is important to confirm what has been discussed and agreed, and to make a commitment about what the next steps will be. As a group, decide who will take responsibility to deliver specific actions, ensuring that everyone is clear about their roles and the timescales involved.

As with so many things in life and work, the better prepared you are, the more impact you are likely to have in any meeting.

This information pack will provide you with guidance on effective planning and preparation for a meeting, the importance of visual aids and the value of feedback to improve performance in meetings.

SAMPLE

GUIDANCE

This document is prepared to break the unit material down into bite size chunks. You will see the learning outcomes above treated in their own sections. Therein you will encounter the following structures;

Purpose

Explains *why* you need to study the current section of material. Quite often learners are put off by material which does not initially seem to be relevant to a topic or profession. Once you understand the importance of new learning or theory you will embrace the concepts more readily.

Theory

Conveys new material to you in a straightforward fashion. To support the treatments in this section you are strongly advised to follow the given hyperlinks, which may be useful documents or applications on the web.

Example

The examples/worked examples are presented in a knowledge-building order. Make sure you follow them all through. If you are feeling confident then you might like to treat an example as a question, in which case cover it up and have a go yourself. Many of the examples given resemble assignment questions which will come your way, so follow them through diligently.

Question

Questions should not be avoided if you are determined to learn. Please do take the time to tackle each of the given questions, in the order in which they are presented. The order is important, as further knowledge and confidence is built upon previous knowledge and confidence. As an Online Learner it is important that the answers to questions are immediately available to you. Contact your Unit Tutor if you need help.

Challenge

You can really cement your new knowledge by undertaking the challenges. A challenge could be to download software and perform an exercise. An alternative challenge might involve a practical activity or other form of research.

Video

Videos on the web can be very useful supplements to your distance learning efforts. Wherever an online video(s) will help you then it will be hyperlinked at the appropriate point.

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SAMPLE

The Role of the Chairperson in Relation to Meetings

Question

Thinking about the meetings you have attended in the past, how would you sum up the role of the chairperson in both formal and informal meetings?



The role of the chairperson is similar for both formal and informal meetings. He or she controls the meeting including having specific responsibility for ensuring that:

- The meeting keeps to the points on the agenda
- Remarks are addressed through the chairperson
- Participants are given appropriate opportunity to air their views and that no individuals can dominate
- Participants do not interrupt each other

- Consensus is achieved, and decisions taken. A vote is taken if consensus is not achieved the majority wins the vote
- All members accept majority decisions
- Actions arising from discussion are allocated to specific individuals
- Key elements of discussion are summarised to ensure shared understanding
- Momentum is maintained and that the meeting runs to time
- The time, date and venue for the next meeting are set at the end of the meeting.

The Role of Meeting Participants

Question

How would you sum up the role of meeting participants in both formal and informal meetings?



Again, the role of participants is similar in both formal and informal meetings. Full participation of all attendees is fundamental to the success of a meeting. To ensure the efficiency and effectiveness of a meeting participants need to:

- Prepare beforehand, as required
- Send apologies if unable to attend and arrange representation by a deputy if appropriate
- Arrive punctually
- Contribute fully to discussions
- Be prepared to suspend judgement in listening and considering others' views