

**Soft-Train®**



*At Soft-Train  
Technology Works*

# Conducting a Meeting (2 Days)

**COURSE GOAL:** The goal of this course is to help the student become a better facilitator and conduct a better meeting.

**PREREQUISITES:** Basic understanding of English

**LEARNING OBJECTIVES:**  
Upon completion of this course the student will be able to:

- Facilitate Meetings
- Develop Meeting Groups
- Solve problems within Meetings

## **KEY TOPICS:**

### **I. Facilitation: The Key to a Great Meeting**

- A.** The Place of Facilitation in a Spectrum of Group Activities
- B.** Facilitative Attitudes
- C.** The Facilitator's Job Description
- D.** Clarifying Your Role as a Facilitator
- E.** Balancing the Dual Roles of Facilitator and Group Leader/Member

### **II. Knowing Your Group**

- A.** Group Dynamics
- B.** Group Development
- C.** Behaviors and Roles that Affect the Functioning of Groups
- D.** Overt and Covert Group Issues

### **III. Getting a Good Start**

- A.** Deciding if a Meeting is Necessary
- B.** Meetings to Convey Information
- C.** Purpose Statements
- D.** Desired Outcomes
- E.** Meeting Preparation Checklist

### **IV. Designing a Great Meeting**

- A.** Opening
- B.** Sample Ground Rules
- C.** Sample Role Definitions
- D.** Task
- E.** Meeting Location and Facilities
- F.** Seating Arrangement Examples
- G.** Agenda Planning
- H.** Agenda Planning Worksheet

- V. Understanding Process**
  - A. The Problem Solving Process
  - B. Process Steps
  - C. Long Range/Strategic Planning
  - D. Process Steps in Long Range Planning
  - E. Plan for How to Get There
  - F. Specialized Approaches to Process

**VI. Choosing the Right Tool**

- A. List of Tools
- B. Tools for Generating Ideas
  - 1. Brainstorming and Variations
  - 2. Popcorn Brainstorming
  - 3. Hybrid Brainstorming / Consensus Building
  - 4. One-at-a-Time Brainstorming
  - 5. Sticky Note Brainstorming
  - 6. Subgroup Brainstorming
  - 7. Subset Brainstorming
  - 8. Warm-up Brainstorming
  - 9. Brain / Mind Mapping
  - 10. Fishbone Diagram
  - 11. Picture It
  - 12. SWOT Analysis
  - 13. What Is/Isn't the Problem
  - 14. Wish, Want, Wonder
  - 15. Newspaper Article About the Future
  - 16. Picture the Path to the Future
  - 17. Defining the Vision
- C. Tools for Evaluating Ideas
  - 1. Affinity Groups
  - 2. Loop and Group
  - 3. Multivoting
  - 4. Pick 3 – Drop 3
  - 5. Nominal Group Technique
  - 6. Paired Comparisons
  - 7. Option Comparison Grid
  - 8. Force Field Analysis

- 9. Pro/Con Sheet
- D. Tools for Deciding
  - 1. Voting
  - 2. Levels of Consensus
  - 3. Spotlight Cards
  - 4. Thumbs Up
  - 5. Sense of the Group

**VII. Maximizing Your Group's Potential**

- A. Encouraging Participation from Start to Finish
- B. Warm-up Exercises
  - 1. Everyone Who Has Ever
  - 2. Gallery Walk
  - 3. Getting Acquainted BINGO
  - 4. Name Juggle
  - 5. Organize by Birthdays
  - 6. Personal Attribute
  - 7. Something in Common
  - 8. Something in Your Pocket
  - 9. Demonstrating Our Diversity
  - 10. Three Balls
  - 11. Three Questions in Pairs
  - 12. Three Truths and a Lie
- C. Methods for Generating Discussion
  - 1. Discussion by Categories of Participants
  - 2. Pre Discussion Quiet Time
  - 3. Quaker Dialogue
  - 4. Small Group Discussion
  - 5. Whole Group Discussion
- D. Keeping Groups on Track

**VIII. Promoting Positive Communication**

- A. Setting the Tone
- B. Listening Skills
- C. Non-verbal Listening Skills
- D. Verbal (Reflective) Listening Skills
- E. "You" and "I" Messages

- F. The Art of Effective Questioning
- G. Reframing Language

- D. Ethical Considerations: Knowing When to Say No
- E. Conclusion

## **IX. Managing Conflict in Groups**

- A. Preventing Unnecessary Conflicts
- B. Sources of Conflict
- C. Intervening in Group Conflicts
- D. Using the Collaborative Conflict Resolution Process in Groups
- E. Structured Sharing of Conflicting Opinions
- F. Addressing Personal Conflicts in a Group Setting

## **X. Interventions: When to Step In**

- A. Methods for Intervening
- B. Intervening in Group Situations
- C. Case Studies
- D. Intervening in Individual Non-Productive Behaviors
- E. Interrupting Appropriately
- F. Levels of Intervention with Individual, Non-Productive Behaviors
- G. Case Studies

## **XI. Integrating Graphics into Your Meetings**

- A. Why Use Graphics?
- B. Different Ways of Learning
- C. Facilitator's Supplies
- D. The Basics of Recording
- E. Using Graphics to Organize Thinking
- F. Graphics for Your Agendas

## **XII. Reflections on the Art of Facilitation**

- A. Knowing Your Own Issues
- B. Staying Grounded
- C. Finding Your Own Definition of Success