

**Soft-Train**



*At Soft-Train  
Technology Works*

# Conducting a Meeting (2 Days) ST00006

**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. Preparing for the Meeting**

- A.** Is the Meeting Necessary
- B.** Preparing for Your Next Meeting
- C.** How to Prepare an Action Agenda
- D.** Defining Team Meeting Roles
- E.** How to Integrate a New Member
- F.** When a Member Leaves the Team
- G.** Establishing Your Team's Ground Rules
- H.** Components of a New Team Kick-Off Meeting
- I.** Planning an Off-Site Meeting That's On Target
- J.** Your Opening Act: Setting the Tone for an Excellent Meeting
- K.** E-Mail Excellence

**II. Facilitating the Meeting**

- A.** Meeting Time Management: When to Meet, How Long to Meet, and When to Take a Break
- B.** Staying on Track
- C.** How to Get Effective Participation
- D.** Building a Foundation of Trust
- E.** Communicating in a Videoconference
- F.** Teleconference Tips

- G. Achieving Clear Communication in a Multicultural Meeting
- H. How to Make a Decision
- I. Presenting at a Team Meeting
- J. Resolving Conflicts in a Team Meeting
- K. Responding to Nonverbal Communication
- L. Managing Meeting Monsters: Dealing with Difficult Behaviors
- M. Serious Fun at Team Meetings? You're Kidding!
- N. Eating Well = Meeting Well

E. Meeting Excellence: Your Final Exam

### **III. Closing and Following Up on the Meeting**

- A. Ending Meetings On Time and On Target
- B. Meeting Evaluation: A Two-Minute Drill
- C. Meeting Evaluation: A Five-Minute Activity
- D. Meeting Evaluation: A Ten-Minute Assessment
- E. Meeting Notes: Capturing the Essence of Your Meeting
- F. Getting Action on Action Items
- G. After-Meeting Actions
- H. Managing External Communications

### **IV. Resources**

- A. Web-based Meeting Tools
- B. The Seven Sins of Deadly Meetings
- C. Are You a Meeting Marvel? A Self-Test for Meeting Participants
- D. What Would You Do? Problem Situations for Meeting Facilitators