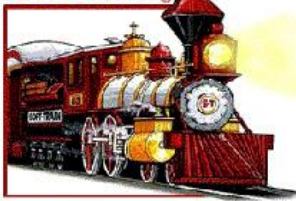


Soft-Train



*At Soft-Train
Technology Works*

Leading Effective Meetings (2 Days) ST00079

COURSE GOAL: Make meetings so successful that your attendees will look forward to the next one.

PREREQUISITES: None.

LEARNING OBJECTIVES:

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

- Develop a goals focused and realistic agenda
- Increase the effective use of all available business resources
- Encourage and increase participation by all attendees.

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.** When a Member Leaves the Team
- E.** Establishing Your Team's Ground Rules
- F.** Components of a New Team Kick Off Meeting
- G.** Planning an Off Site Meeting That's On Target
- H.** Your opening Act: Setting the Tone for an Excellent Meeting
- I.** Email 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 in Team Meetings
- M. Serious Fun at Team Meetings? You're Kidding!
- N. Eating Well – Meeting Well

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 Ten – Minute Assessment
- D. Meeting Notes: Capturing the Essence of Your Meeting
- E. Getting Action on Action Items
- F. After-Meeting Actions
- G. Managing External Communication

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 Situation for Meeting Facilitators
- E. Meeting Excellence: Your Final Exam
- F. Annotated Bibliography of Meeting Resources