

The Art of Conducting Meetings

Meetings – so much valuable time is spent in meetings that it makes sense to ensure that the time is spent as wisely as possible. All too often a group of people meet with no real purpose or agenda – and leave the meeting feeling very little was achieved. This course is designed to help individuals who are responsible for chairing meetings at all levels, to ensure that time is used effectively and to achieve objectives in a structured and productive manner.

Who should attend?

Those involved with chairing meetings or who will be involved in the near future.

What you will learn

- How to conduct a meeting so that the right outcomes are achieved
- How to raise the quality of the discussion
- The proper balance in exercising control
- How to manage both dominant personalities and reluctant contributors

Course Content

- The importance of achieving objectives
- Strategy and agenda
- Opening a meeting
- Assertiveness and control
- Choosing the right attendees
- Leading a meeting constructively
- Encouraging discussion
- Dealing effectively with conflict
- Visual aids and documentation
- The gentle but important art of listening
- Concluding a meeting properly
- Minutes, follow up and action

Duration	1 day
Reference Code	AOM
Follow up courses	Making an Impact at Meetings The Client Meeting – Face to Face Selling Conflict Resolution