

# **Effective Meetings**


# Effective is...

- **Success in producing a desired or intended result.**
- **Synonyms: successful, effectual, potent, powerful; helpful, beneficial, advantageous, valuable, useful**

# Meeting is...

- **A coming together of two or more people, by chance or arrangement**
- **A collaborative work process designed to answer the who, why, how and what of a particular issue.**

# **Non – Effective Meetings...**

- **Wastes the time of valuable resources.**
  - **Can create a hostile work environment.**
  - **Creates sub-optimal organizations and ineffective individuals.**
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# Effective Meetings...

- **Add real value to companies**
- **They produce ideas**
- **Give direction**
- **Strengthen bonds by building better relationships!**

# Before you can begin...

- **Determine –**
  - **What are the desired outcomes of a meeting?**
  - **How does the organization define “success?”**

# Making YOUR meeting successful

- **Prepare – Before the team meeting**
  - Prepared meeting agenda has clearly defined objectives
  - Necessary participants are determined
  - Meeting time is set
  - Meeting location is set
  - Meeting agenda is distributed to the participants ahead of time with respective materials

# Making YOUR meeting successful

- **Participation –**

- Team members participate- the right people are present

- Open to change/input from others



# Making YOUR meeting successful

- **During –**
  - Start on time
  - Team meeting ground rules are established
  - Meeting agenda is reviewed
  - Agenda is followed
  - One topic is discussed at a time
  - One person has the floor at a time
  - Discussions are relevant
  - Time schedule is followed

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**Listening**

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**Listening for Understanding!**

# **Listening for Understanding**

# Keys to Effective Listening

- Focus – Paying complete attention to the speaker and the message he or she is trying to convey.
- Feedback – Actively engaging the speaker through encouraging words and gestures, clarifying questions, and summarizing key points.
- Filtering – Creating personal meaning from the speaker's comments. Putting the speaker's comments in context with your own experiences, knowledge, and perceptions.

# **Building Trust and Rapport**

# Two Aspects of Trust

- **Trust in another's motivation**
  - Do their intentions align with yours?
- **Trust in another's competence**
  - Do they have the ability to carry out those intentions?

# Context of Trust

- Trust is most easily established when the boundaries of that trust are clearly defined.
  - Who?
  - Regarding what responsibility?
  - For how long?



# Building Trust

- **Trust begets trust**
  - If you show trust in someone else, they are more likely to trust you in return.
- **Self-disclosure**
  - Judiciously disclosing personal or private information demonstrates trust.
- **Make eye contact**
  - The eyes have been called the “window to the soul.”

# Building Trust

- **Honor the other's skills and accomplishments**
  - But, push for change if appropriate
- **Common self-interests**
  - Most people trust others to pursue their own self-interests.
  - Build trust by showing how your self-interest aligns with the other person's self-interest.

# Building Rapport

- People are more alike than different
- Relationships are strengthened when we focus on similarities
- Avoid tendency to focus on disagreements.
- Key: Focus on something you respect in the other person

# Making YOUR meeting successful

- **Outcomes –**

- Progress is made toward the objectives!
- Important discussions and decisions are summarized
- Responsibilities, assigned tasks and deadlines are documented
- Team meeting ends on time

# Making YOUR meeting successful

- **After –**
  - Participants received a follow-up memo within 24 hours
  - Delegation decisions are followed-up
  - Unfinished business is put on the agenda for the next team meeting

# Now...

- **Go forth and make your meetings successful!**