

Running Effective Meetings ◇ *Duration: 3 Days*

Overview	Time is at a premium. People are responsible for delivering more work in the same amount of time. Meetings are still critical to success, but people have less time for them. This course will provide you with the knowledge and tools necessary to maximize the effectiveness of your meetings with both internal and external clients.
Topics	Preparing for success Running a meeting Dealing with surprises and unplanned events Meeting Follow Up and Follow-Through
Target Audience	Consultants (Internal & External) Managers and Team Leaders Anyone in a customer facing role

Course Content

Introduction

Theory

Defining meeting success
Do we really need to meet?
Meeting Quality Assurance

Preparation

Purpose and End Outcomes
Preparation for an effective meeting
Maximize time and resources
Meetings that exceed client expectations

Agenda and Materials

Soliciting & Compiling agenda items
Timeline versus content
Preparing the agenda
Supporting Materials

Running a Meeting

Maintaining the flow and control
Recording decisions and actions
Managing distractions
Tools for running effective meetings

Attendees/Personalities/Roles

Meeting Roles
Meeting Personalities
Objectives, Expectations and Outcomes

Coming to a Decision

Decision making cycle
Gauging alignment to decisions
Hung Jury

Difficulties and Problems

Turning Resistance into Opportunities
Surprises
When a decision can't be made

Follow Up and Closing the Loop

Decisions and Actions
Meeting Notes

Putting it All Together

Practice and Application

Conclusion and Course Summary