



SS191: Effective and Efficient Meetings

Training Description:

In 2005, talent development and coaching firm conducted a survey in the United States with findings that 25 million hours per year were spent in meetings in the U.S. alone, and almost half of those hours were unproductive time wasted. Another survey reports that 40 to 60 per cent of most managers' working hours are spent in meetings. Your career essentially depends on profitable meetings. Meetings cannot be escaped. Meetings are important to establish understanding, devise solutions, and get things rolling.

If you are managing work, implementing new projects, accumulating, and evaluating results, then you will always be involved in meetings. Your opportunity in business depends on your skills to run successful, effective, and productive meetings.

But many times we have experienced poorly managed meetings where the discussions go round in circles, and nothing result-oriented is accomplished. Do you want to discover how to administer a results-oriented meeting? Do you need to stop squandering time with an unfruitful meeting?

In this Effective and Efficient Meeting Management training course, our focus is to train participants to effectively manage the business meetings.

If you have been in a position where you found yourself unorganized or dealing with unproductive time wasters, or unable to agree to a point of discussion, then this training course will help you to be more effective in handling such meetings.

You will learn how to face different challenges that come along when managing business meetings. You will move forward faster in a more productive way if you learn to manage meetings as a group or among few individuals instead of only focusing on work.

Training Objectives:

By the end of the training, participants will be able to:

- ✓ Comprehend the key principles to productivity
- ✓ Learn to function as a meeting facilitator
- ✓ Learn techniques on how to control a meeting
- ✓ Determine when and how to intervene in a situation
- ✓ Manage demanding behaviour from co-workers
- ✓ Critically review a meeting
- ✓ Improve the effectiveness of business meetings
- ✓ Learn to manage disruptions and the disruptors of the meeting
- ✓ Conduct team meeting
- ✓ Plan and prepare for different kind of meetings
- ✓ Identify the right participants for the set meetings
- ✓ Create clear, specific, and concise meeting agendas
- ✓ Set up a meeting time and venue for maximum effectiveness
- ✓ Learn to integrate electronic options and technology for remote participants
- ✓ Define and delegate meeting roles & responsibilities
- ✓ Note effective meeting minutes for future reference and action plan

Personal Benefits:

- ✓ Individuals learn to lead in a group and become better leaders

- ✓ They are people who are more organized and are more systemized in their work
- ✓ They develop skills to handle difficult people
- ✓ Individuals master the skills or diplomatic control and how to put things in place
- ✓ They learn better facilitation skills
- ✓ They have better communication and presentation skills
- ✓ Individuals are well focused on tasks assigned to them and perform them with excellence
- ✓ They become masters of planning and implementation

Organisational Benefits:

- ✓ Individuals are able to run effective meetings in offices
- ✓ Individuals are able to transform meetings into result-oriented outputs
- ✓ They are able to apply the key elements to meetings and business success
- ✓ Meeting objectives can be aligned to organizational objectives
- ✓ Meetings are used as a management tool to drive performance
- ✓ Organizational planning and decision steps are used during the meeting time
- ✓ Productive meetings ultimately bring out profitability to the organization
- ✓ There is a greater organization within the team
- ✓ Disputes and disagreements are drastically reduced
- ✓ A massive amount of productive time is saved that can be used for other business tasks
- ✓ The teams become more result-oriented with their approach to work

Training Designed for:

This training course is intended for Every leader needs to have exceptional skills to manage and facilitate meetings. Administrators and Executives Secretaries need to learn how to produce the best of the time and resources in hand during the meetings. Individuals who plan to handle meetings at any level, from formal business meetings to informal group discussions, this course is designed for you.

These Skills will benefit everyone who would like to run effective meetings, no matter if at work or public. Managers, supervisors, team leaders, coordinators, secretaries, administrators, and event management professionals should definitely develop these skills offered during this course.

Training Requirement:

“Hand’s on practical sessions, equipment and software will be applied during the course if required and as per the client’s request.”

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client’s learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

FIVE DAYS:

- ❖ **Module 01: Basics for Effective Meetings**
 - Good Meeting vs Bad Meeting
 - Conducting Productive Meetings
 - Keys to Meeting Productivity

- The Basic Essentials of Meetings
- Components of Successful Meetings
- Qualities of Effective Meetings
- Important Questions: Why, When, Who & Where
- Leading a Meeting
- ❖ **Module 02: Planning and Preparing for a Meeting**
 - Pre-meeting preparation
 - Identifying the Participants
 - Choosing the Venue
 - Planning & setting objectives
 - Setting the meeting date & time
 - Preparing the agenda
 - Gathering Materials
 - Sending Invitations
 - Making Logistical Arrangements
- ❖ **Module 03: Effective Agendas**
 - Planning and Preparing Agenda
 - Goal and purpose of an agenda
 - Importance of the Agenda
 - Do's and Don't of an Agenda
 - Understanding the Objective of the meeting
 - Setting a SMART Objective that returns results
 - Aligning the meeting objectives to organizational goals
 - Drafting a powerful agenda
 - Communicating the agenda
- ❖ **Module 04: Facilitation and Communication Skills**
 - Communication within meetings
 - Assertiveness
 - Effective verbal communication
 - Non-verbal communication
 - Electronic Options
 - Chairing a Meeting
 - Dealing with Difficult People
 - Controlling a Meeting
 - Dealing with personality conflicts
- ❖ **Module 05: Meeting Roles, Responsibilities and Delegation**
 - The Facilitator
 - The Minute Taker
 - The Attendees
 - The Communicator
 - Different Types of Meetings
 - Large vs Small Meetings

- Effective Delegation of tasks
- Delegation for results
- ❖ **Module 06: Meetings Management**
 - Meeting Etiquette
 - Set expectations
 - Establish ground rules
 - Keeping the Meeting on Track
 - Dealing with Overtime
 - Holding Participants Accountable
 - Managing Disruptions
 - Late Arrivals/Early Exits
 - Mobile Phones Policy
 - Off-Topic Discussions
 - Conflict Resolution
 - Meeting Gamification
- ❖ **Module 07: Effective Meeting Minutes**
 - Noting of minutes
 - Minutes of Meeting: Explained
 - Taking Minutes
 - Minute Templates
 - Actions plan after meetings
 - Note-taking and transcription
 - Time-bound meetings
 - Closing and follow-ups
- ❖ **Module 08: Meeting Challenges and Additional Responsibilities**
 - Identify hidden agendas
 - Minimize wheel spinning and repetition
 - Resolving conflict
 - Tracking difficult issues
 - Handling difficult people
 - Completing action items by agenda
 - Confidentiality and Compliance
- ❖ Course Conclusion
- ❖ POST-ASSESSMENT and EVALUATION

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

TBA as per the course location - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:

Aisha Relativo - Training & Career Development Manager

aisha@cmc-me.com / training@cmc-me.com

Tel.: +971 2 665 3945 or +971 2 643 6653 | Mob.: +971 52 2954615