



MAKING MEETINGS WORK

COURSE OVERVIEW

Introduction: Learners watch a video that shows a leader who fails to prepare for and effectively lead a meeting. They review the components of a successful meeting—planning, facilitating, and following up. Learners rate recent meetings they have attended and identify the problems in those meetings.

Planning: Participants learn the six steps for planning effectively for meetings. They discuss the challenges of planning a virtual meeting and review a list of best practices.

Learners use planning tools to plan for an upcoming meeting that they will lead.

LEARNING OBJECTIVE

- **Facilitating:** Learners analyze a positive model and then practice their opening for an upcoming meeting they will lead. Participants are introduced to the Interaction Process for conducting successful meetings and review best practices for facilitating virtual meetings. They discuss how to plan for and prevent challenges that might arise during a meeting. Learners use Intervention Techniques and Key Principles to address challenging meeting situations.
- **Following Up:** Teams explore best practices for following up after in-person and virtual meetings. The facilitator introduces tools that leaders can use to follow up on meeting outcomes.
- **Application and Close:** Referring to the meeting problems identified earlier, participant teams apply meeting leadership techniques to solving those problems. Learners identify barriers to applying the skills in the workplace and brainstorm ideas for overcoming them.

VIDEO SEGMENT SUMMARY

- A meeting leader fails to use appropriate meeting preparation and leadership skills. The meeting is not productive and the participants are frustrated.
- The meeting leader in the previous setting gets a second chance and uses appropriate meeting preparation and leadership skills and the meeting is productive.