

Academy of Training

Meeting and Facilitation Skills

Description

An integral part of our role as a professional in today's business environment is to participate in meetings, both as leader and contributor. At other times, we are called upon to assist different groups in conducting their business in a productive and professional manner so as to achieve the purpose for which they have been brought together.

To carry out these functions effectively, we must first understand the basics of good meeting management and how to get the very best from both ourselves and others in the meeting situation. In the facilitation role, we must be able to confidently manage groups comprising different personalities, expertise and positions while at the same time operating within the defined boundaries of our role.

Objective

The objective of this one-day workshop is to assist managers, team leaders and staff in developing all the key skills for effective participation in and facilitation of meetings so as to make best use of this popular way of getting things done.

Content

Topics covered in this workshop include:

- Meeting and facilitation skills - an overview
- The basics of good meeting management
- Face-to-face and remote meetings
- Analysing our own style and roles
- Group dynamics - stages and roles people play
- Being an effective participant, either as leader or contributor
- Preparing for meetings - beginning with the end in mind
- Getting people focused, motivated and involved
- Encouraging participation in the decision-making process
- Listening, responding and keeping matters on track
- Handling different personality types and eliciting the positives
- Handling interruptions and side tracking
- Summarising, checking for understanding and agreement
- Handling objections constructively
- Keeping discussion open while seeking other points of view.

Resultant Benefits

On completion of the workshop, participants will understand the essentials for good meeting management. They will also be able to lead and facilitate groups meetings more effectively while at the same time enhancing their own contribution.

