



How to Manage Effective Meetings

Course Outline



Your business outcomes are our priority. Proving impact in real time.

Aim

Delegates attending this workshop will be able to plan and prepare for facilitation of a meeting, demonstrating an understanding of roles of a facilitator to lead and manage group interactions, determining the rules of procedure, facilitating consensus from the participants about what the meeting should achieve, facilitating the meeting/workshop using various techniques to achieve the outcomes and evaluating and interpreting information to provide guidance towards achieving meeting/workshop outcomes.

About this Course...

To be able to plan and prepare for facilitation of a meeting, demonstrating an understanding of roles of a facilitator to lead and manage group interactions.

Who Should Attend this Course?

This course will benefit Supervisors, Managers, and Leaders.

Outcome

At the end of this workshop delegates will have the tools and knowledge with which to facilitate and manage a meeting or workshop, and specifically work toward a format that will make the meetings more productive. This skill allows for more confidence in chairing meetings and is an extremely useful productivity tool.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
242726	5	4	Facilitate meetings/workshops effectively to achieve organisational outcomes

The unit standards above are an indication of the content of the workshop. Our workshop theories are designed to include the outcomes recommended by SAQA US IDs.

Duration: ½ Day

Content

Topic	What You Will Learn
What is a Meeting?	• When and when not to have a meeting • GOOD meetings allow for a group of people to think purposefully together • The legal basis of meetings • Types of meetings
Organising an Effective and Productive Meeting	• Planning a meeting • Preparing information packs • Duties before a meeting • Preparing a working agenda and what it should include
Understanding Your Role as Facilitator	• The role players and their responsibilities • Choosing a chairperson • Choosing a secretary
Understanding Group Dynamics	• Tuckman's model explained and their key behaviours: Forming, storming, norming and performing
Communication	• Exploring methods to facilitate effective conversations and avoid deadlock conflict situations • How unassertive behaviour manifests • The criteria for assertive expression
Optimising the Outcomes of the Meeting	• Problem solving, creativity and communication – using De Bono's Six Hat Thinking • Put it into practice by means of role play
Managing Conflict	• What is conflict and how does it affect us? • What is conflict management and what does it entail? • Seven attitudes to dissolve conflicts
When to Work with Sub-Groups	• Identifying whether you should work with sub-groups or not based on the scenario faced

Optional Purchases

When ROI and Implementation Matter

At Staff Training, we understand that each individual and/or organisation has unique needs and goals. We have developed a range of valuable, but optional purchases to maximise your training outcomes:

SETA Accredited Training Options

Most of our workshops are aligned with SETA Accredited unit standards, or you can opt for the fully accredited version of your workshop choice. This includes a certificate of competence when successfully completed. All other certificates are certificates of attendance.

The Afterburner

Afterburners are additions to selected workshops. These continued learning courses include a re-cap of material covered during the workshop and continue to expand on both knowledge and skills development for the workplace.

Skills Check

Skills Checks are extremely useful in the measurement of ROI of soft skills training. This tool is structured to help the learner improve on the implementation of new skills through a goal-driven process of accountability and reflection.

LevelUp Coaching

A 2-hour, one-on-one coaching option for those who would like to address and build on the knowledge they gained during training. Converting theory into practice under the tutelage of an experienced coach.

PowerPath Coaching

A powerful investment into your future leaders. One-on-one leadership coaching with the globally acclaimed Enneagram as the self-mastery tool.

Staff Training is an accredited IEQ9 Provider. Our Enneagram offerings include a SETA Accredited version of a leadership development workshop as well as an emotional intelligence and Enneagram combination. You can also explore our specialist hybrid offerings of workshops and coaching below.

Enneagram Group Coaching Journey	Enneagram: Insight to Action
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