

EFFECTIVE MEETINGS WORKSHOP

INTRODUCTION

*“Meetings dominate life in all businesses. According to survey done,
37% of employee time is spent in meetings.”*
- National Statistics Council, USA

Meeting is a key tool in the successful management of business activities. It plays a very important part in the affairs of most businesses and most managers have to plan and chair meetings. However, unless a meeting is carefully planned and effectively run, it is unlikely to achieve its objectives and it will waste hours of time and efforts. This practical and interactive two-days workshop emphasize the principles and best practices of effective meetings that will encourage participants to prepare, manage and control their own business meetings to get the desired results.

This workshop gives participants the combination of a clear process and a series of tools and techniques for leading and participating in productive meetings that they can use immediately. It will help to turn the group’s new understanding into a shared commitment and they will leave not only with a plan but also with a determination to take control of the meetings they lead and to improve the meetings they attend.

COURSE CONTENTS:

1. Introduction:
 - Why Meetings?
 - Problems with existing meetings
 - Effective meeting model.
2. Purpose of Meeting
 - Types of Meetings.
 - Who should attend the meeting?
 - Ground rules—their purpose and how to use them
3. Roles & Responsibilities
 - Facilitator, Timekeeper, Recorder, Gatekeeper.
 - Responsibility Checklist: Before/During/After Meeting
4. Exercise 1:
 - Purpose: to provide actual experience in conducting a meeting; evaluating the meeting & propose suggestions for improvement.
 - Report out.
5. Agenda
 - A fitting agenda: Planning it & making it informative
 - Rules for creating agendas
 - Sample agenda
6. Exercise 2 :
 - Purpose: To provide experience in building an agenda for an actual meeting in the workplace.
 - Report out.
7. Meeting Process & Group Memory

- Process Meeting process
 - Mission Meeting process
 - Group memory
 - Facilitation & active participation
 - Keeping the meeting on schedule and agenda focused—avoiding digressions
8. Communicating Results
- Reviewing and reinforcing key points and decisions
 - ARs, Owner, Dateline
 - Guidelines in publishing Minutes & Follow-up
9. Exercise 3:
- Purpose 1 : To provide another experience in conducting a meeting bearing in mind earlier lessons from Exercise 1 & 2.
 - Purpose 2: To get ideas from the group to improve meetings in the workplace.
 - Report Out
10. Action Plans & Workshop Evaluation
- Action plans for individual & management
 - Workshop evaluation
 - Wrap up session.

COURSE OBJECTIVES :

At the end of the course, participants will...

- Gain awareness of the purpose, benefits and method of effective meetings
- Experience leading/participating in a productive meeting.
- Be aware of the strategies for both leading and attending more productive meetings
- Use various checklists and techniques for effective meetings
- Identify areas for improvement in their own meetings
- Develop action plans for improvements

WHO SHOULD ATTEND:

- This course is for those people who often lead and participate in meetings in their job.
- Managers, Executives, Team Leaders, Engineers and Supervisors

ADMINISTRATIVE DETAILS

Duration : 2 days
 Time : 9.00am – 5.00pm
 Venue : In-house or external training program

Language Medium: English

TRAINER:

Nelson Kok is a graduate from the Universiti Sains Malaysia, and holds a Master in Business Administration and B.Sc (Hons) degree in Physics. He has more than 19 years of work experience, working with both multinational companies such as AT&T Consumer Products Pte Ltd, Corner Peripherals Sdn Bhd, Read-Rite (M) Sdn Bhd, and as well as local companies such as Globetronics Technology Berhad, Amquest Sdn Bhd and GGN Solutions Sdn Bhd. He is currently an entrepreneur running his own business and also an external consultant to various training providers.

He started his career as a Production Supervisor, Production Manager, HRD/Training Manager, TQM Manager and IT Manager. In the last 5 years, he held the position of General Manager in an Information and Communication Technology (ICT) company where he gained Internet Technology (IT) skills and entrepreneurial experience. Throughout his career, he was a certified trainer for many management, quality and productivity programs such as *5S Good Housekeeping*, *SPC*, *QCC*, *Quality Improvements using 7QC Tools*, *7 Steps Problem Solving*, *QIT*, *TQM*, *MRPII*, *ERP*, *Team Building Program*, *Effective Meetings Workshop*, *Effective Supervisory Skills*, *Problem Solving & Decision Making*, *Effective Time Management*, *Motivation At Work*, *Frontline Leadership Program*, and *7 Habits of Highly Effective People*. He has also conducted many quality audits and was directly involved in company's ISO 9002 and Quality Management Excellence Award (QMEA) certifications. He is currently involved in research, development and marketing of Internet Control Solutions and software packages. Nelson's area of specialization is in helping organizations to achieve higher productivity using proven Management, Quality and IT tools and techniques.