

Meeting Management

'Meetings without an agenda are like a restaurant without a menu.'

Susan B. Wilson

The Soft Skills Gap Do You Have One?

In 2005, the Ayers group reported that in the United States alone, 25 million hours were spent in meetings. Half of those hours were wasted. With an average American hourly wage of \$16 per hour, that is a minimum of \$200 million dollars in waste. (Considering that the average meeting attendant is at the management level or higher, that figure is a very low estimate.) So how do you reduce waste and make your meetings more efficient?

Take this course to find out! It will help you prepare for meetings, inform others, plan the agenda, control the discussion, and record them.

Who this course is for

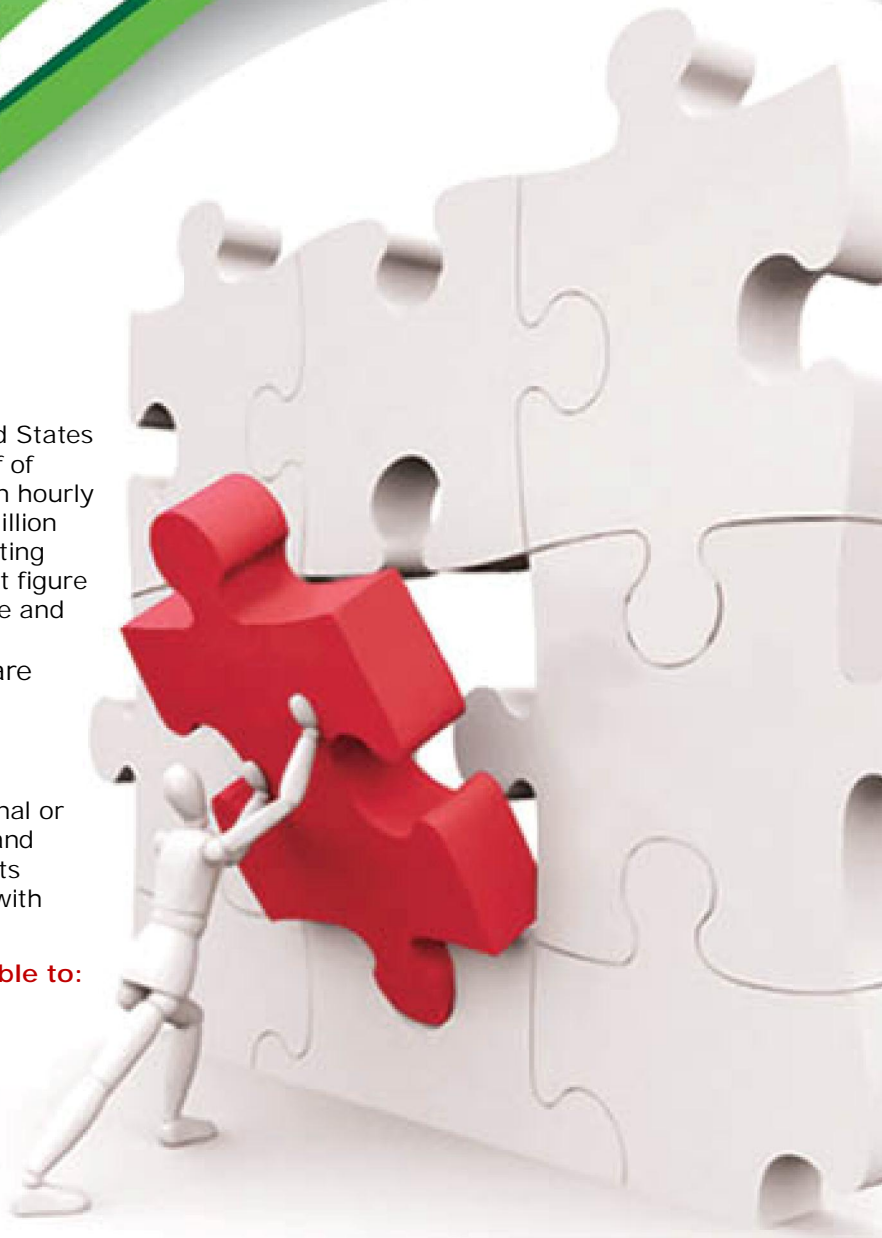
This course is essential for anyone who chairs external or internal meetings regularly to improve the quality and effectiveness of an organization's meetings, so it gets maximum value for the time & expense associated with face-to-face meetings.

By the end of this course, learners should be able to:

- Plan and prepare for meetings
- Identify the participants
- Choose the time and place for meetings
- Create and use a meeting agenda
- Set up the meeting space
- Incorporate electronic options
- Understand meeting roles and responsibilities
- Chair a meeting
- Deal with disruptions
- Professionally deal with personality conflicts
- Take minutes
- Make the most of meetings using games, activities and prizes

Course Outlines

- Topic 1: Planning and Preparing, Part One
- Topic 2: Planning and Preparing, Part Two
- Topic 3: Setting up the Meeting Space
- Topic 4: Electronic Options
- Topic 5: Meeting Roles and Responsibilities
- Topic 6: Chairing a Meeting, Part One
- Topic 7: Chairing a Meeting, Part Two
- Topic 8: Dealing with Disruptions
- Topic 9: Taking Minutes
- Topic 10: Making the Most of Your Meeting



Course Level

Course Hours

Available Learning Formats

Short Course

8 hours

Classroom & Blended

Distance & Online

Applies towards the following certificate(s) & award(s):

- Diploma in Management



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