

Conducting Meetings

Course Length: 1 Day

Prerequisites: None

Performance-Based Objectives: In this course, students will:

- ◆ Learn how to plan, participate and close a meeting. Identify the benefits, types and misconceptions about meetings.
- ◆ Identify the types of meeting leaders and the characteristics of an effective meeting leader. Discover the process to follow when making decisions in a meeting, and explain how to identify and minimize groupthink in meetings.
- ◆ Identify the main causes of conflict and the ways to resolve conflict in meetings. Recognize the characteristics of a positive and negative climate and the steps to build a positive climate when communicating.
- ◆ Identify the ways to communicate clearly in a meeting, and the ways to enhance relationships with participants. Define the common barriers to listening effectively. Learn how to ask effective questions and the four types of questions that are helpful during a meeting.
- ◆ Identify the different ways nonverbal messages can be sent, and interpret nonverbal communication. Learn the steps to improve nonverbal communication.

Course Content

Unit 1: Fundamentals of conducting meetings

In this unit, students will learn the benefits of conducting meetings and the steps to prevent meetings from wasting time and money. They will also learn the differences between formal and informal meetings, the different types of meetings, and the misconceptions about meetings. Finally, students will learn the procedure to plan, participate and close a meeting.

Topic A: The purpose of meetings

Topic B: Planning meetings

Topic C: Participating in meetings

Topic D: Closing meetings

Unit 2: Managing meetings

In this unit, students will learn about the different types of meeting leaders and the characteristics of an effective meeting leader. They will understand the process to follow when making decisions in a meeting and the ways groupthink can negatively affect meetings. Also discussed will be the characteristics of a group suffering from groupthink, and the ways to prevent groupthink from influencing a team's meetings.

Topic A: The role of leaders

Topic B: Decisions and ideas

Topic C: Eliminating groupthink

If you have any questions about this course, please call CompuTrain at (713) 349-9186.

Unit 3: Conflicts, climates, and difficult personalities

Students will identify the main causes of conflict in meetings, the ways to resolve conflict in a meeting, and the common difficult personality types in a meeting. They will also learn about the characteristics of a positive and negative climate and the steps to build a positive climate when communicating

Topic A: Resolving conflicts

Topic B: Meeting climates

Unit 4: Communicating as meeting leaders

Students will learn the ways to communicate clearly in a meeting. They will also learn the characteristics of assertive communication, the communication styles to avoid, and the ways to enhance relationship with participants.

Topic A: Communicating clearly

Topic B: Using effective language

Unit 5: Listening effectively and asking questions

Students will identify the common barriers to listening effectively and the steps to take to become an active listener. They will learn how to ask questions in an effective manner and the four types of questions that are helpful during a meeting.

Topic A: Improving listening skills

Topic B: Asking effective questions

Unit 6: Communicating nonverbally

In this unit, students will learn the nonverbal messages that can be sent by a person and the ways to interpret nonverbal communication. They will also learn the steps to improve nonverbal communication.

Topic A: Nonverbal communication

Topic B: Interpreting nonverbal communication