



# Corporate Coach Group

Training that transforms



## Training Plan Effective Meetings Training

## A Training Plan for Your Organisation

### What is the purpose of the training?

The purpose of the training is to initiate a process of rapid improvement, by means of achieving a shared understanding of the correct knowledge and skills that we need to employ, if we are to achieve our stated goals.

### Effective Meetings Course Summary

Meetings need to be both positive and productive. This training examines the common mistakes which are made surrounding meetings and how to avoid them. We show you how to make your meetings more purposeful and how to keep your meetings on-track, managing disruptions and making logical decisions and action planning.

### Learning Outcomes for the Effective Meetings Course

- Learn the skills for super effective meetings
- Meetings need to be purposeful - goal focused conversations
- Plan the meeting by agreeing an agenda
- Communicate clearly, using specific language
- Quickly manage conflict and distracting behaviour
- Manage the railroader, the cynic, clown and broken record
- Have the courage to make a logical decision

### Customer Review

“ Extensive content that was applicable to both professional and personal development, especially associated with time management, prioritisation and emotional management. The trainer was concise and knowledgeable, conscious of the group and how well information was retained. Would definitely recommend the course.

*Bob Cott  
Eventbrite*

## Effective Meetings Training Course Overview

The course divides the subject of meetings into parts, and we tackle them one at a time.

Meetings are costly. And some meetings are a waste of time. We need meetings to be cost effective. All cost-effective meetings share a set of common attributes. What are they? They are well chaired, well organised, well prepared, well attended, well recorded and productive, (in the sense that they achieve the purpose for which they were originally called).

The above list suggests the content for the course: We investigate the role of the Chair; how to organise an effective meeting, by means of a good agenda; how to manage the attendees, some of whom do not always behave well; how to keep accurate records of the meeting; how to ensure the meeting achieves its purpose. The purpose of a meeting may be to exchange information, to solve a problem, or make a decision, or any combination of the three.

We will solve all these problems and finish the course with a full understanding of how to create a highly productive meeting.

### Customer Review

“ The course content was excellent and extensive, but well managed into easily digestible sections. Extremely practical and informative. The trainer's presentation was first class. His style and subject knowledge were brilliant.

*James Glover  
Queenswood Golf Club*

## Effective Meetings Training Course Details

### Morning Session

#### Introduction

The purpose of this course is to answer the following question.

"How can we have more productive meetings that are goal-focused, well designed, well managed, well prepared and held in the correct frame of mind?"

#### The high cost of meetings

If you are going to have a meeting, then make sure that the value derived from the meeting outweighs the cost of the meeting.

This course sets out the method by which you may avoid the pitfalls of bad meetings and reap the benefits of good meetings.

1. The cost of the meeting is very high. Therefore, the value of the meeting must be even higher.
2. Don't hold a £2k meeting for a £1k decision
3. What are the three practical alternatives to having a face to face meeting?
4. What are the benefits to having a face to face meeting?

## The five qualities of productive meetings

In order for your meetings to be more productive, they should conform to the following five key principles:

1. Clear Purpose.  
There must be a definite purpose to the meeting - too many meetings drift on without purpose.
2. Accurate Language.  
The language must be focused and accurate. Not too much ambiguity, vagueness, repetition or digression.
3. Planned Approach.  
The meeting should have an agenda, a definite structure.
4. Rational conflict management and decision methods.  
The meeting will often be held in order to make some kind of decision, or to analyse a difficult situation, therefore, the meeting may create disagreements and some conflicts. Such decisions, analysis and conflicts need to be discussed and aired rationally, not emotionally; with logic, not with upset or anger.
5. Positive atmosphere.  
To be most valuable, the meeting must be held in the spirit of cooperation: not antagonism.

## The role of the chairperson

The chairperson is a member of the meeting who directs and coordinates the activities of the delegates.

Notes on the skills required for chairing meetings.

## The agenda

The agenda is a written document that states the purpose of the meeting. It gives the meeting a structure.

## The minutes / notes

The minutes of the meeting are the written notes (or recordings) of the main essentials of the meeting. Notes on minute taking skills.

## Afternoon Session

### The Delegates

The delegates are those people who attend the meeting. They come in various types:

- The railroader: The person who tries to dominate the meeting by pushing his ideas on the others without proper thought.
- The joker: The person who misuses humour and detracts rather than adds value to the meeting.
- The digresser: The person who cannot keep his mind on the issue at hand and talks for too long about non-related or trivial issues.
- The cynic: The person who criticises all ideas without having any positive or practical ideas of his own to offer in their place.
- The 'broken record': The person who is obsessive over one issue, the delegate who cannot stop from thinking and talking about only one thing.

### Most meetings are about making decisions

- Don't procrastinate unnecessarily on making the decisions.
- Don't be tempted to endlessly delay making the decision on the grounds that you do not yet have perfect knowledge.
- You need to decide even in the face of incomplete and uncertain knowledge.



## Decision matrix methods

There are six types of decision:

1. Yes or No? (Should we or should we not.) Decisions.
2. Which one, what kind? Decisions
3. What is the priority order? Decisions
4. What is the correct logical sequence? Decisions.
5. Problem cause solution. Decisions.
6. Problem implication and countermeasure. Decisions.

## Three skills of proper analysis

1. Analyse the meaning of key words and phrases. Agree a single meaning of your key terms.
2. Analysis: Analysis is the act of breaking complex concepts into their constituent parts.
3. Analysis of problem cause and solution. Assume that all problems have multiple causes, each of which suggest potential solutions.

## The importance of taking good notes

1. In the meeting take good written notes.
2. Mental notes. (Memory training).
3. Make up your written notes.
4. Make up your action plans.
5. Review your notes. Don't ignore them.

## Meeting skills. A Practice Exercise.

Let us hold a meeting in order to come to definite conclusions.

Let us see how well you do.

Discussion and questions.

## Summary and Action Plan

Summary and Action Plan

## Customer Review

- “ The course content was spot on. Covered everything I will need to help and support my own time management and those of my team. Trainer's presentation was excellent; great methodology, ways and tactics to help you remember, so you have a fighting chance of putting most elements into practice back at the office.

*Angela Bernard  
London Borough Redbridge*

## Training Costs / Investment

### Bespoke In-House or Live-Online Course

£2,250 + VAT per training day, (8 – 16 delegates)

Plus, travel and hotel accommodation for trainer if needed (Premier Inn type)

*International Price Varies*

In-House training has been designed to provide a similar experience to our open courses, however we can tailor the content to fit your specific needs.

We are able to train in your timezone.

### All our training includes:

- A full day of quality training, delivered by an experienced trainer
- Total of 6 CPD training hours (usually 9am - 4.30pm), plus an additional 2-3 via post-course online independent learning
- Full course training workbooks
- Training certificate
- Access to additional free training material after the course via our post-course portal
- 3 months free telephone coaching: Whilst you are implementing what you have learned, if you need to, you can contact us for support and guidance

### We suggest the following plan of action:

Please send to us:

1. Any amendments or changes you wish to make to the programme.
2. Your thoughts.
3. The next step you would like us to take.

Thank you.

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## Customer Reviews

- “ The course content was very comprehensive, with a number of interesting and actionable systems. Also plenty of suggestions for future and further reading. The trainer's presentation was enthusiastic and well delivered, very good and engaging and good time keeping.

*James Peate  
Engaging Communities Staffordshire*

- “ Training course content was excellent, a lot of learning styles, formulas to put into use within the work place and in my personal life. Trainer's presentation was excellent. Easy to follow, I like the training motivation provided.

*Shelley White  
Employ Recruitment UK Ltd*

- “ The course was very good. It has made me think a lot more about how my actions affect others in positive and negative ways. It shows I have areas I need to develop within myself and my team. Feels like the start of a new way of thinking. The Trainer's presentation was very clear, approachable, knowledgeable.

*Chris Briggs  
Alpro UK*

- “ Training course content was excellent, very informative. Gave more tools to adopt and implement for the great good and my own personal development. Trainers presentation was excellent and fun.

*Mark Watkins  
NHS Trust - Nottinghamshire Healthcare*