

Arrange stationery 'Stationery kit' which comprises a ruler, pencils, pens, scissors, highlighters,???? glue, pins, 'blue tak' calculator, laser pointer, whiteboard markers, eraser, stapler, staple remover and hole punch Pens and pads Name badges Place settings Water glass Mints.49 All rights reserved for Applied College – Qassim University BLSA102

Debrief and follow up after meetings Performance

Criteria for this Element are:

- o Process and distribute documentation from meetings
- o Inform colleagues regarding the outcomes of meetings
- o Incorporate work resulting from meetings into the current work schedule with tasks and actions prioritized, as appropriate.
- o Arrange catering
- o Catering staff
- o Glassware, crockery and cutlery
- o Service area
- o Service equipment
- o Clothes and trays
- o Food
- o Timing of meals
- o Special requests of dietary requirements
- o Menus
- o Cash lists, registers and cash float if items are to be sold.

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Process and Distribute Documentation: Once the meeting has finished it is important to ensure the momentum gained during the meeting doesn't diminish once the meeting is over It is important to keep the momentum strong, especially in the immediate aftermath of the meeting The discussions and agreed solutions are still fresh in everyone's mind.

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Inform Colleagues of Meeting Outcomes Meetings normally incorporate key decision makers, including managers and supervisors, of:

- o A department
- o An outlet of a department
- o An area of responsibility not contained within its own department
- o An activity.

Communication skills Course Title BLSA102 Course code Business meeting Unit title 10 Unit Applied college College Name Dr Houda Muhammed Zwabi Content expert 0553744543 Phone number All rights reserved for Applied College – Qassim University BLSA102

Contents 1. Attempt to move the meeting along at a timely and orderly pace by:

- Ensuring speakers direct questions to them
- One person speaks at a time
- Speakers only speak once on a motion
- Speakers remain focused on the topic of discussion
- Make certain that motions are properly moved and seconded and that is recorded by the minute taker
- Remain objective when someone is stepping out of the guidelines or not addressing the issue in question
- Set the date, place and time for the next meeting.

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Unit Summary In this Unit we have explored all the steps involved in:

- Preparing for a meeting
- Conducting a meeting
- Communicating meeting information
- Implementing activities resulting from meetings.

Plan and prepare of meeting: Performance Criteria for this Element are:

- o Identify the need for meetings and who should attend
- o Decide on the style of the meeting and level of formality required according to meeting purpose, occasion, nature of participants and enterprise procedures
- o Make arrangements for the meeting in accordance with organisational requirements and within designated timelines.

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Chairperson

- o It is the chairperson's responsibility to ensure the meeting's purpose is achieved
- o There are two ways the Chairperson can attain their position, they can either be elected or they can be appointed
- o The position is also chosen based on experience, responsibility or seniority.

Arrange of Meetings: Once the type, style and formality of meeting has been identified, the arrangements must be made to ensure the meeting is conducted in a professional and effective manner The aim of arranging meetings is to enable all participants within the meeting to be able to undertake their role in a manner that is streamlined, with all necessary tools at their immediate disposal.

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Maintaining Control: The three most common reason meetings get out of control are: Disagreements and differences of opinion when making decisions Talking about topics that are not relevant Spending too much time on a particular agenda item, at the expense of other items. All rights reserved for Applied College – Qassim University BLSA102 Conduct Meetings within Timelines It is important that the original meeting topics, as identified in the agenda, be introduced, discussed and acted upon within the predetermined time frame One of the most difficult tasks a Chairperson has is time management. Types of information There are endless types of information that must be communicated to staff, through managers and supervisors, including:

- o Upcoming events
- o Customer information
- o New policies and procedures
- o New products and services
- o Customer comments
- o Staff movements
- o Operational issues.

Congress Exhibition or trade show 22 All rights reserved for Applied College – Qassim University BLSA102 Frequency of Meeting: Since a meeting can be held once or often, the meeting organizer has to determine the repetition and frequency of occurrence of the meeting. Specialised meeting staff

- o Welcoming staff
- o Meeting organisers
- o MC – Master of ceremonies
- o Language translator
- o Photographer
- o Audio and visual expert
- o Computer technician
- o Catering staff.

Open and Constructive Communication: Meetings are only as good as the ideas that the participants bring forward Great ideas can come from anyone in an organization, not just its managers It is no point having people attend meetings if there are not able to express their views, opinions or suggestions As the chairperson, it is your role to ensure everyone is given a fair opportunity to participate in meetings. All rights reserved for Applied College – Qassim University BLSA102 Intention of meeting: The intention of meetings will normally be dictated by the outcome to be reached including:

- o Problem–Solving Meetings
- o Decision–Making Meetings
- o Planning Meetings
- o Feedback or Follows–Up Meetings
- o Combination Meetings.

All rights reserved for Applied College – Qassim University BLSA102 Arrangement of Meetings: Arrange Equipment ?Computers ?Printers ?Scanners ?Photocopiers ?Telephones ?Teleconference equipment ?Video conference equipment. Confidentiality o Many people generally have reservations about being honest and open if they know what they say is relayed to others after the meeting o Critical comments, may be an important aspect of a meeting topic and the basis for ways to improve performance o They are vital to a meeting and should be encouraged o Establish a ground rule in relation to confidentiality. 42 All rights reserved for Applied College – Qassim University BLSA102 Present Information and Ideas Clearly: As the meeting commences, each agenda item will be introduced, discussed and actioned:

- o In a clear and concise manner
- o With an agreed outcome
- o In the allocated time.

Identify customer/guest requirements Performance Criteria for this Element are: Develop an agenda in accordance with the purpose of the meeting Prepare meeting papers and dispatch to participants before the meeting, where appropriate, and within appropriate timeframes. 19 All rights reserved for Applied College – Qassim University BLSA102 Treasurer A treasurer is in charge of ensuring the finances of the organisation are kept in order. d) Interdepartmental meetings– to get input, interpret decisions and policies, share info, etc. Encourage open and constructive communication ? 16 ?? . Chairperson..... ?????????????????? 2.3.5.7.8.2.3.4.5.6.7.8. 10