

Meeting is a gathering of people for discussion. Start the meeting in a positive and enthusiastic manner. All rights reserved for Applied College – Qassim University BLSA102

**Maintaining Control:** The three most common reasons 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.

**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 they 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

**Open and Constructive Communication.....**

- Whiteboards and electronic whiteboards.
- 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.

**Arrange**

- 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.

**Arrange Meetings.....** In essence minutes can be likened to a photocopy of the meeting.

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**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.

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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.

**Process and Distribute Documentation.....**

**Meetings aim to:**

- o Inform people and share information about new issues or developments
- o Access new information and exchange information between participants at the meeting
- o Make decisions by using those present to brainstorm ideas and offer solutions
- o Review and monitor existing programs or project manage new ones.

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**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.

**Key roles in meeting:** In order to achieve those outcomes in an orderly and fair manner, certain positions or roles are assigned to certain participants.

**Acknowledge receipt of documentation** Regardless of the method chosen to send documents, it is important that the sender follows up to ensure: The documents have been received by the correct person The person understands what is required of them.

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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.

Meeting should be closed on a

pleasant tone. 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.

Identify customer/guest requirements Performance Criteria for this Element are:

- o Develop an agenda in accordance with the purpose of the meeting
- o Prepare meeting papers and dispatch to participants before the meeting, where appropriate, and within appropriate timeframes.

Characteristics of meetings: In essence meetings are planned events, with some form of structure and purpose are designed to:

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

Secretary The secretary's position is integral to the efficient functioning of a meeting. Key roles in meeting are generally: Chairperson Secretary Treasurer. All rights reserved for Applied College – Qassim University BLSA102

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 venue layout Tables and Chairs Surrounding furniture Stage Signage Aesthetics. All rights reserved for Applied College – Qassim University BLSA102

Arrangement of Meetings: Arrange Equipment

- o Computers
- o Printers
- o Scanners
- o Photocopiers
- o Telephones
- o Teleconference equipment
- o Video conference equipment.

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.

Inform Colleagues of Meeting Outcomes.....After the meeting, they will be responsible for:

- o Writing up the minutes from the previous meeting notes
- o Following up on any correspondence
- o Completing any tasks given from the meeting
- o Preparing for the next meeting.

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Treasurer A treasurer is in charge of ensuring the finances of the organisation are kept in order. Many meetings can go off-course due to:

- o Topics taking longer to discuss
- o Differences of opinion being discussed and debated for longer than expected
- o new topics introduced.

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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. Confidentiality of information. 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. Specialised meeting staff

- o Welcoming staff
- o Meeting organisers
- o MC – Master of ceremonies
- o Language translator
- o Photographer
- o Audio

and visual expect o Computer technician o Catering staff. Preparing of Agendas: ?Meetings are the most common place to address problems that exist in the workplace In order to find a suitable solution, it is important to understand the causes and why things were said, or done in a certain way o Focus on problem, not to lay blame o Concentrate on facts not emotions o Focus on finding a solution.<sup>42</sup> 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.<sup>43</sup> Equal Opportunity to Contribute: The reason people have been invited to attend a meeting is because they have something important to contribute. Obtain participant contact details, addresses and or email numbers so that the agenda can be distributed prior to the meeting. All rights reserved for Applied College – Qassim University BLSA102 Preparing Meeting Papers: The success of a meeting comes down to planning. As actual meeting times are quite restricted, all participants must be aware of, in advance: The purpose of the meeting Any background information Topics for discussion Their role in the meeting. Preparing Meeting Papers: Preparing and distributing meeting papers In order to prepare participants you may be required to: o Prepare agenda o Prepare presentations o Prepare background notes o Give to staff, suppliers and other interested parties o Give to participants. All rights reserved for Applied College – Qassim University BLSA102 Preparing Meeting Papers..... Time management techniques o Only include items that are required in meetings o Allocate tasks to be completed before meetings o Start on time and end on time o Allocate and notify times o Ask participants to help with time management o Allow time to decide o Allocate to new meeting. All rights reserved for Applied College – Qassim University BLSA102 Closing Meetings..... Congress Exhibition or trade show<sup>22</sup> 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. This may include: o Strategic plans o Financial information o Information about customers o Staff movements o Salary information o Operational matters o Marketing and promotional materials.<sup>36</sup> Conduct Meetings: Performance Criteria for this Element are: ?Fair and equitable opportunity to contribute Refer to the ground rules, which should include guidelines on listening and allowing others to speak Allocate times for each person to contribute Provide small group opportunities that afford more people the chance to speak If a person is constantly interrupting, whether on purpose or unintentionally, handle the situation in private. Maintain Focus in Meetings: In essence a meeting is a 'controlled conversation with a purpose'. o Meetings normally just include just key decision makers as it would be impractical or poor time management to have all staff at every meeting o Therefore any information or actions that are discussed or agreed within meetings, that impact the operations and the way staff conduct their activities, must be communicated in a timely manner.<sup>55</sup> Inform Colleagues of Meeting Outcomes..... Frequency of meetings, normally comprise of: o A one-time meeting o A recurring meeting o A series meeting.<sup>23</sup> All rights reserved for Applied College – Qassim University BLSA102 Formality of Meetings: Formality of meetings will normally dictate: ?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. Process documents Documents that need to be prepared include: o Minutes of the meeting o Copies of presentations o Copies of background information o Course of action and responsibilities o New information to help participants achieve allocated actions o Agenda for next meeting. Process and Distribute Documentation.....Types of action Some types of action that must be communicated for implementation include: o Conduct research o Prepare a presentation o Prepare a strategy or action plan o Implement action o Act on information. All rights reserved for Applied College – Qassim University BLSA102 Activities to be performed when arranging meetings Identify meeting leader or organizer Identify date, time and location Book meeting facility Identify budget.26 All rights reserved for Applied College – Qassim University BLSA102 Arrange of Meetings.....Record the minutes of meetings accurately, where appropriate. Chair Meetings: Whilst meetings are extremely valuable and effective avenues in which to share information, make decisions and agree on strategies that will shape the future direction of a business It is vital that they are well managed Most meetings will have a person running it This is normally the person who called the meeting in the first place This person will assume the role of the 'chairperson' regardless of whether they give themselves the title or not. Opening Meetings: Always start on time and state that sticking to the agenda and its timeline is important ?Types of action Whilst most communication required to be known by other managers, supervisors and staff is information, at times there are direct actions that need to be taken, either: Directly by management or supervisors Through staff in consultation and direction by management and supervisors. Inform Colleagues of Meeting Outcomes.....Some of their key responsibilities include: o They liaise with the secretary regarding the next agenda and contribute to its final copy o They ensure that the minimum number of people are present so that the meeting can take place o They open the meeting by welcoming participants o They make sure someone is taking the minutes.16 Chairperson.....Before the meeting taking place, they will be responsible for: Drawing up the agenda and sending out notices of meetings Preparing items and organising correspondence Ensuring there is enough seating. Secretary....They must: o Ensure bills are paid o Confirm income is deposited into the bank o Report to the meeting on issues of finance o Provide participants with an financial position. Participant in Meetings: When deciding on the people who are to be invited to a meeting there are a number of questions that must be answered. This contribution could come in the form of: o Making a presentation o Providing expert advice o Providing feedback or suggestion o Providing criticism o Providing acceptance and approval. Equal Opportunity to Contribute.....When closing a meeting: o Thank the participants for their time and valuable contributions o Summarise the meeting topics o Review actions and assignments o Clarify that meeting minutes or actions will be reported.d) Interdepartmental meetings– to get input, interpret decisions and policies, share info, etc. During the meeting, they will be responsible for: Taking a record of who is present, absent and reading out apologies for those absent Read out the minutes from the previous meetings and any correspondence as a result of previous minutes Take notes and minutes Action incoming and outgoing correspondence. Dietary requirements. All rights reserved for Applied College – Qassim University BLSA102 Arrange of Meetings.....Notify people Organisers Catering staff Participants Suppliers Meeting room co-coordinator Media. e) Board meetings – to report results, set

policies and directions, scan for needed changes, etc.

**Purpose of Meeting:** Important purposes for holding meetings in business organizations:

1. To resolve conflicts, confusion and disagreement among interest groups.
2. Decide on further action or strategy.

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**Identify the need of meeting:** Every meeting must have a purpose. There must be a reason to get people together. The purpose of a meeting must be clear for all participants.

**Catering.**

**Organizational Requirements of Meeting:** Each business will have their own policies and procedures in relation to:

- Explain the process
- Set the time for the next meeting and ask each person if they can make it or not
- Try to end on a positive note
- Always end meetings on time.

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**Record Minutes of Meetings:** One of the key requirements of any meeting is to record minutes. Minutes are a written record of what was discussed, agreed and actioned. They provide participants with a tangible record of events resulting from the meeting.

**Or** A meeting is an assembly of persons, especially for entertainment, workshop etc.

**b) Staff meetings–** to clear calendars, coordinate unit activities, share information, etc.

- Does the person need to be actually at the meeting to receive the information or can it be delivered to them in another format?

**Styles of Meeting:** The style of a meeting normally refers to the location or layout of a meeting.

**Confidentiality of information** In many cases, any information that is to be given to participants, is confidential and not for distribution or viewing to anyone.

**Chair meetings in accordance with enterprise procedures and meeting protocols**

- Distributing documentation

The most common methods to distribute documentation include:

- Fostering of team spirit and commitment to common goals and objectives.

**Meeting Types of Meeting:** It is important to think in terms of different kinds of meetings with different kinds of participants and different purposes.

**a) Business meetings–** With customers, clients, colleagues, etc.; often require presentations. Their duties are numerous and their tasks can be broken down into:

- Before the meeting
- During the meeting
- After the meeting.

**Meeting styles** will normally include:

- Workshop
- Training course
- Promotional event
- Telephone conference call
- Video conference.

**Prepare information & agenda**

- Agenda and meeting information
- Accommodation options
- Transportation arrangements or options
- Background information on city or country
- Weather information
- Direction to the venue

- Encourage open and constructive communication
- Reach agreement with meeting participants on meeting goals and conduct
- Conduct meetings within agreed times, or adjust times with the agreement of participants
- Courier.

**Process and Distribute Documentation.....** When there are two or more persons, there is a meeting, structured or otherwise.

**Importance** They facilitate exchange of information. To instruct a group for a specific purpose, that is, briefing. The meeting should be convened only when it is essential. Meetings should be convened only when no telephonic discussion is possible. Action oriented minutes should be prepared and circulated after the meeting. Get alignment towards a specific range of topics

- Assign accountability and actions
- Is this person required to play an active role in the meeting – speak, share information or make a presentation?
- Are the meeting topics relevant to the person?

It is aimed around the level of interaction and passing of information within the meeting.

**Audi Speakers**

- Microphone (cordless or fixed)
- Microphone stand and speakers
- Confirm all agenda topics and sequence order
- Give all participants the opportunity to contribute

**c) Management Team meetings–** to solve problems, make decisions, set policy, etc. To save time in Communication. To discuss and solve problems relating to business

4. To give

and get new ideas and immediate reactions. To arrive at consensus on issues. To learn from others and to train others. Ten golden rules for convening a meeting

1. They must have clear objectives. Time limit should be specified for each item of the agenda and sub agenda. Conclusion of a meeting is summarized
9. Brainstorm ideas
- Understand the topics discussed
- Reach confirmation and agreement
- Round table
- Lecture
- Seminar
- Conference.

Attire to be worn at the meeting

- Style of presentations and information to be given
- Conduct
- The style and format
- The required action of participants
- Names of participants
- Background information on the company or topics for discussion
- Data Projector and screen
- Internet connection or 'wifi'

Contact the Chairperson of the meeting

- Identify topics for discussion at the next meeting
- Note the topics on the agenda
- Confirm participants to be invited
- Present information and ideas clearly and concisely.

Manage meetings to maintain focus on agreed goals

- Welcome attendees and thank them for their time
- Make introductions
- Clarify your role in the meeting
- Allocate someone to take minutes

2. 3. 5. 7. 8. 2. 3. 4. 5. 6. 7. 8. 10. ??