

# Meetings Skills

**This course is for** any staff or managers who participate in meetings.

**The aims of the course** are to develop participants' ability to contribute positively to meetings themselves and to enable others to contribute. The kinds of meetings we shall be considering are those in which discussion and dialogue can take place; they might be meetings of work colleagues, or meetings involving customers, members of the public or representatives of other organisations.

**By the end of the course participants will be able to**

- Identify the kinds of environment and resources that are conducive to successful meetings
- Recommend effective structures and procedures for meetings
- Use a range of behaviours that can contribute to effective discussion and decision-making
- Recognise the typical stages of an effective discussion and behave appropriately and constructively at each stage
- Put their own points across assertively and help others to do so.

This is a practical course in which participants will have an opportunity to work on some key meetings skills, including:

- Listening and reflecting back
- Building rapport
- Checking understanding
- Asking appropriate questions
- Making a case
- Making and building on proposals
- Bringing in and supporting others.