

Lectures 17-18

Effective business meetings

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Methodological basis:

1. Mona A.Clark, Interpersonal skills for hospitality management, International Thomson Business Press, 1995
2. Bell Ф.Р., Smith D.M., Management communication, John Wiley & Sons, Inc.,1999
3. Frances A.M., Not another meeting! A practical guide for facilitating effective meetings, The Oasis Press, Oregon, 1999
4. Баркер А., 30 минут до деловой встречи.-М.,2000

LECTURE PLAN

- Reasons for having a business meeting
- Meeting types and alternatives
- Preparation for a meeting
- Main functions fulfilled at a business meeting



Reasons for having a meeting



- Interaction is necessary
- A group solution is needed
- Team-building
- Information

Business meeting types

- **Statutory meetings** (on a set time pattern; work on a regular basis; clear agenda)
- **Ad hoc or special meetings** (no regular pattern; called to respond to a specific issue or problem; no formal agenda)
- **Support meetings** (called to deal with stressful personal or human situations, or to create or revitalize high morale)

Alternatives to meetings

- Put it in writing (letters, memos)
- Telephone
- Fax transmission
- E-mail
- Videoconference
- One-on-one exchange



Common pitfalls leading to a failure of a meeting

- Too many participants
- Wrong participants
- Unequal participation
- Fear of attack
- Inadequate preparation
- Lack of focus
- Topic and authority do not match
- Poor meeting environment
- Wrong time



Preparation for a meeting

- Identify the purpose of a meeting
- Decide who will take part in a meeting
- Prepare the agenda of a meeting
- Consider structural and environmental factors (time, place, seating arrangements)

Key functions at a meeting



- Chair the meeting
- Facilitate the process of the meeting
- Record the results
- Active participation



Leading the meeting

- Notify all participants about the meeting
- State the purpose of the meeting clearly, but not in a bossy way
- State an estimated time for adjournment
- Use informal rules of order
- Conduct the meeting by using commonsense methods
- Use visual aids to show everyone the major ideas discussed thus far
- Keep the meeting moving its goals
- Work towards consensus, not confrontation and early votes
- Thank all participants for attending the meeting
- For your own growth as a chair, tape-record several meetings.

Facilitating the Meetings

- Keep the group focused on the task at hand by suggesting procedures,
- Protect group members from attack,
- Make sure everyone has a chance to speak.

Participating in meetings

- Contribute information
- Show that you listen to others
- Notice nonverbal reactions
- When appropriate, suggest positive alternatives
- Praise whenever possible
- Use your social skills.

5 P's for Effective Meetings

Process



What steps should we take during the meeting to achieve the purpose, given the product desired, the participants, and the probable issues we will face?

Purpose



Why are we holding this meeting?
What are the key objectives?

Product



What do we want to have produced once we are done?
How will we know we have been successful?

Participants



Who needs to be involved?
What are their perspectives?

Probable Issues



What are the concerns that will likely arise?
What are the "gotchas" that could prevent us from creating the product and achieving the purpose?

Thank you for attention!