

Lectures 17-18

Effective business meetings

Lecturer: Gulmira Yeshmuratova

Senior teacher

Tel.:2920384 (422)

E-mail: yeshmuratova@mail.ru

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

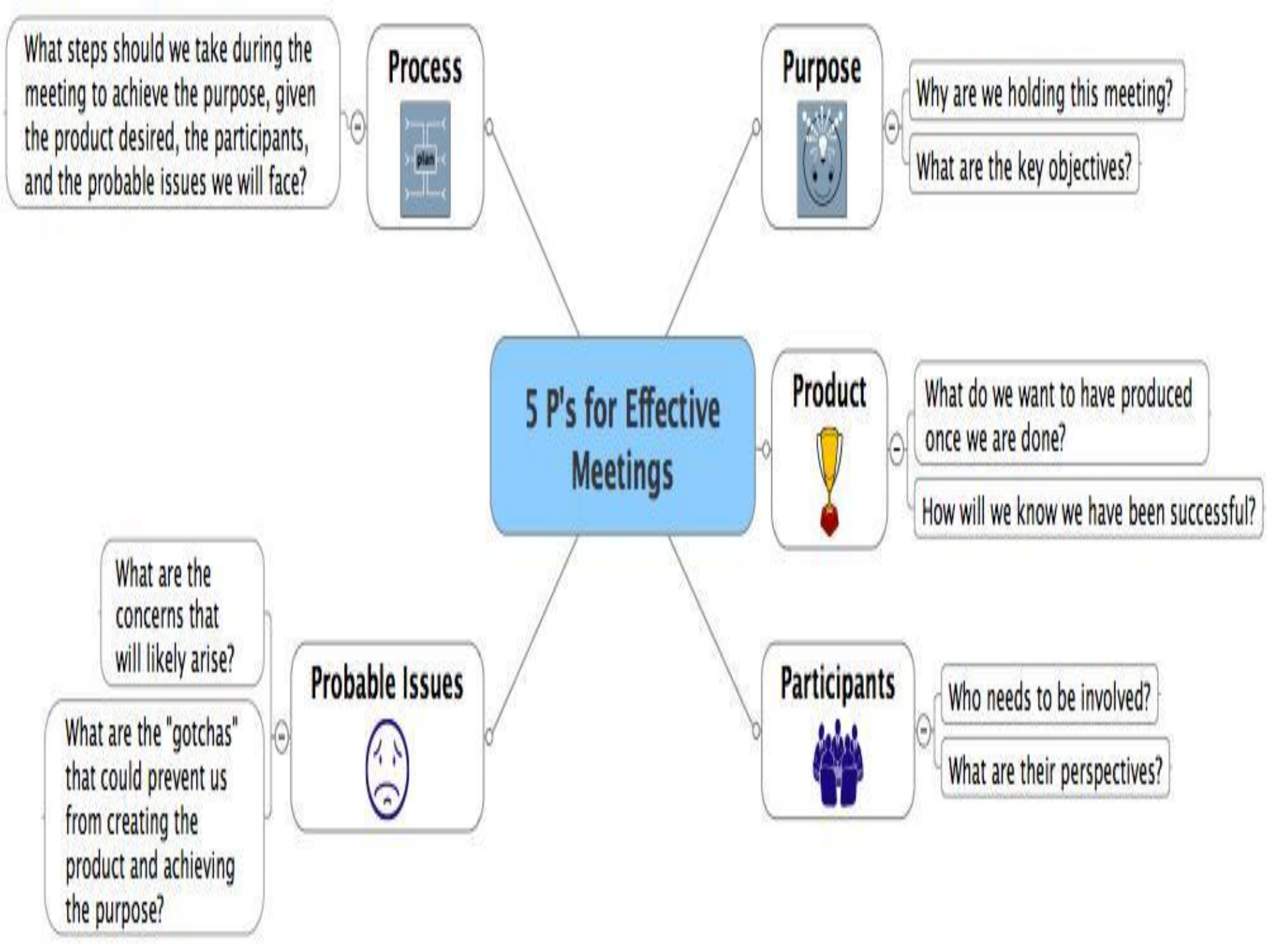
- Notify all participants about the meeting
- State the purpose of the meeting clearly, but not in a bossy way
- State an estimated time for adjournment
- Use informal rules of order
- Conduct the meeting by using commonsense methods
- Use visual aids to show everyone the major ideas discussed thus far
- 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.



Thank you for attention!