



Conducting Effective Meetings

How You Will Benefit

In this course, students will:

- Learn how to plan, participate and close a meeting. Identify the benefits, types and misconceptions about meetings.
- Identify the types of meeting leaders and the characteristics of an effective meeting leader. Discover the process to follow when making decisions in a meeting, and explain how to identify and minimize groupthink in meetings.
- Identify the main causes of conflict and the ways to resolve conflict in meetings. Recognize the characteristics of a positive and negative climate and the steps to build a positive climate when communicating.
- Identify the ways to communicate clearly in a meeting, and the ways to enhance relationships with participants. Define the common barriers to listening effectively. Learn how to ask effective questions and the four types of questions that are helpful during a meeting.
- Identify the different ways nonverbal messages can be sent, and interpret nonverbal communication. Learn the steps to improve nonverbal communication.

Course Content

Unit 1: Fundamentals of conducting meetings

- Topic A:** The purpose of meetings
- Topic B:** Planning meetings
- Topic C:** Participating in meetings
- Topic D:** Closing meetings

Unit 2: Managing meetings

- Topic A:** The role of leaders
- Topic B:** Decisions and ideas
- Topic C:** Eliminating groupthink

Unit 3: Conflicts, climates, and difficult personalities

- Topic A:** Resolving conflicts
- Topic B:** Meeting climates

Unit 4: Communicating as meeting leaders

- Topic A:** Communicating clearly
- Topic B:** Using effective language

Unit 5: Listening effectively and asking questions

- Topic A:** Improving listening skills
- Topic B:** Asking effective questions

Unit 6: Communicating nonverbally

- Topic A:** Nonverbal communication
- Topic B:** Interpreting nonverbal communication