

Every day

**83 million
people
attend**

**11.5 million
meetings**

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"Congratulations! You've just
been promoted to full-time
meeting attendee."



RUNNING EFFECTIVE MEETINGS

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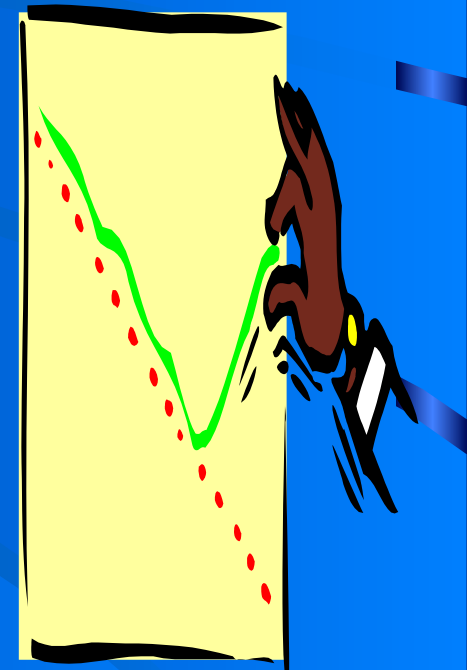
OBJECTIVES

- Present information
- Provide tools for meeting management
- Share effective strategies to keep meetings on track

CHARACTERISTICS OF NEGATIVE MEETINGS

- 83% -- Drifting off the subject
- 77% -- Poor preparation
- 74% -- Questionable effectiveness
- 68% -- Lack of listening
- 62% -- Verbosity of participants
- 60% -- Length
- 51% -- Lack of participation

From "Achieving Effective Meetings - Not Easy But Possible"
by Bradford D. Smart in a survey of 635 executives.





VIVIAN HOLDS A QUICK MEETING.

WHAT ARE PEOPLE LOOKING FOR IN EFFECTIVE MEETINGS

- 88% -- allow all attendees to participate
- 66% -- define a meeting's purpose
- 62% -- address each item on the agenda
- 59% -- assign follow up action
- 47% -- record discussion
- 46% -- invite only essential personnel
- 36% -- write an agenda w/time frames

Source: GM Consultants, Pittsburgh, 1993

PREPARATION FOR A MEETING

- Define the purpose of the meeting and the outcomes
- Determine who should be there
- Reserve a room, appropriate equipment
- Decide on appropriate set up
- Develop an agenda
- Distribute the agenda prior to the meeting
- Inform participants of any necessary preparation

MATSON'S MEETING TIPS

- Take meetings seriously and do real work
- Don't let people digress from the topic
- Outline tasks and assign deadline so members know how to follow-up
- Consider using technology to allow individuals to anonymously express opinions
- Make sure you have the information you need for decision making before the meeting starts
- Keep good records on what works and doesn't work and include these in minutes

CONDUCTING MEETINGS

- Start on time
- Review and stick to the agenda
- Volunteer or assign minutes taker (if appropriate)
- Assign and agree on responsibilities and establish target dates for completion
- Summarize
- End on time
- Send out minutes or notes
- **HAVE SOME FUN!!**



WHAT'S THE
POINT OF
HAVING
SWIVEL CHAIRS
IF YOU'RE NOT
GOING TO
USE THEM?!

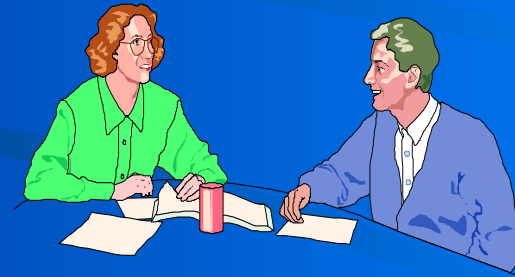


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JEFF MARTIN 4-11-00

IMPROVE YOUR ABILITY TO DEAL WITH DIFFICULT MEMBERS

- Listen, but do not debate
- Talk privately with members who continually exhibit disruptive behaviors
- Turn negative behaviors into positive contributions
- Encourage the group to share the responsibility for handling difficult members
- Don't take it personally
- Try different strategies, small groups/pairs



Disruptive Behavior

- Coming in late
- Argumentative
- Side Conversation
- Reward and thank those who were there on time.
- Keep temper in check and model for group. Find some merit in points made. Speak in private.
- Avoid sarcasm. Restate last comment made. Explain to group the need to hear information.

Disruptive Behavior II

- Losing Focus
 - Implement “parking lot” for divergent ideas. Restate purpose of discussion.
- Griper
 - Point out what can and can't be changed. Ask group for ideas on how to best operate.
- Won't Talk
 - Examine what motivates them. Ask for their opinion.



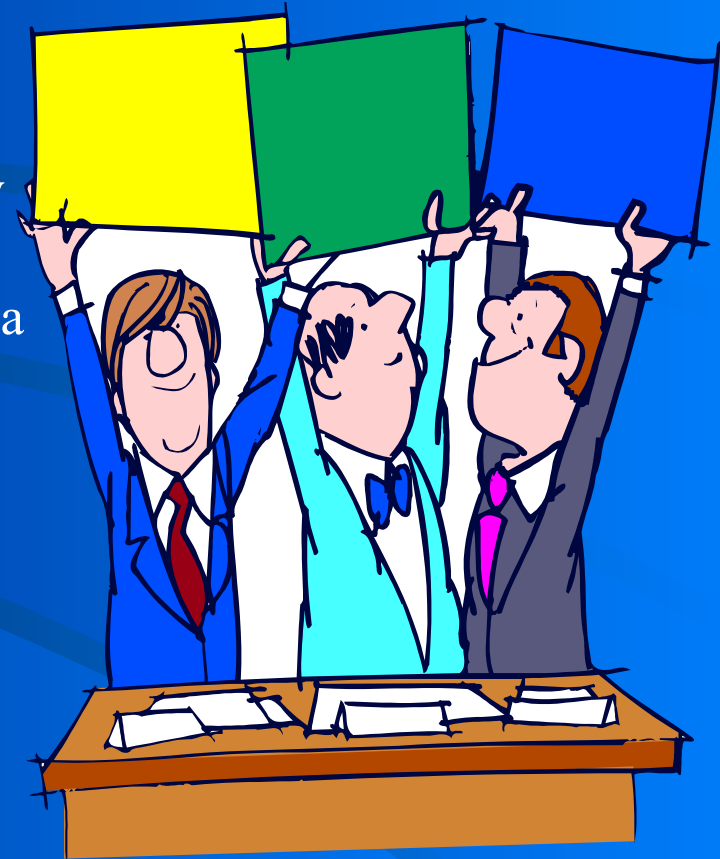
"Those opposed say 'I quit!'!"

NON-VERBAL LISTENING SKILLS for Meeting Facilitator

- Good eye contact- *Indicates your interest in what people are saying*
- Body positioning- *Expresses your attitude and energy*
 - Too casual may indicate lack of commitment*
 - Folded arms and closed body positioning may leave impression that you are inflexible*
- Facial expressions- *Can say more than words. Watch how you affirm or react to comments that are made*
- Silence- *Allow for it!*

IDEAS FOR CREATIVE MEETINGS

- Change presentation style
- Change standard meeting location
- Create a leadership opportunity and allow a staff member to run a meeting
- Establish a “parking lot” of ideas to keep a running list of divergent points
- Make meetings playful
 - Start meeting with an icebreaker
 - Hold a stand up meeting!



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“The last thing I remember, I was sitting in a staff meeting. Apparently, I died from boredom.”

THANK YOU

- Thank you for your time and attention
- Thank you for your participation in eLEADER!!!
- Do GREAT things!



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"Whew! That was close! We almost decided something!"