

MEETINGS

WORKSHOP GUIDE



CONTENTS

LEARNING OBJECTIVES	3
FEATURED VIDEOS	3
VIDEO 1 – SHOW YOU UNDERSTAND	4
VIDEO 2 – WORK TO A JOINT SOLUTION.....	5
VIDEO 3 – PLANNING A VIRTUAL MEETING.....	6
VIDEO 4 – RUNNING VIRTUAL MEETINGS.....	7
MEETINGS – ACTION PLAN.....	8

LEARNING OBJECTIVES

This session will help your delegates run efficient, effective and productive meetings: face-to-face and online.

This guide is designed for a manager or a facilitator to deliver a short workshop featuring videos from the Video Arts Workplace Essentials Series. Each video comes with a series of activities around the following structure:

LOOK - watch the video and reflect on the content and message.

THINK - activities and questions linking the video to their own experience and workplace.

REMEMBER - a summary of the key learning points.

Each section relating to the video will last around 15 minutes.

ACTION PLAN - At the end of the series of videos and activities delegates should be encouraged to share the most important actions they will take and record actions on their Personal Action Plan sheet.

FEATURED VIDEOS

- Show you understand
- Work to a joint solution
- Planning virtual meetings
- Running virtual meetings

VIDEO 1 – SHOW YOU UNDERSTAND

LOOK (play video, 3 minutes)

Hearing and listening are two very different skills. The problem is of course that many of us can hear well, but can't necessarily listen as well. Most of us are too busy thinking about what we're going to say next or are so stuck on our own solutions that we don't listen to what others have to say. Like most things, the art of listening, truly listening, is a skill that can be learned.

THINK (10 minutes discussion)

How do you show your employees that you're really listening to them?

Responses should include:

Pay attention

- Look at them directly.
- Put aside distracting thoughts.
- Don't mentally prepare a rebuttal!
- Avoid distractions like phones, email, or other colleagues.
- Recognise that non-verbal communication also "speaks" loudly. "Listen" to the speaker's body language.

Show you're listening

- Nod occasionally.
- Smile and use other facial expressions.
- Note your posture and make sure it is open and inviting.

Empathise

- Put yourself in their shoes. Try to feel what they're feeling. This isn't easy, but it's a generous thing to do.

Give feedback

- Reflect what has been said by paraphrasing. "What I'm hearing is", and "Sounds like you are saying", are great ways to reflect back.
- Ask open questions to clarify certain points: "What do you mean when you say..."
- Summarize comments.

REMEMBER (recap, 2 minutes)

- Listen actively.
- Show empathy.

VIDEO 2 – WORK TO A JOINT SOLUTION

LOOK (play video, 3 minutes)

An important part of preparing for a meeting is thinking in advance about how to handle objections. People are bound to raise objections, it's human nature. The only sure way to counter these objections is to have facts and research to back up your case.

THINK (10 minutes discussion)

Being human, it's often difficult to accept objections from people. Ask the group to discuss the best way to handle them during meetings?

Emphasise to the group that no matter how well you present your case, there will be some objections. Objections don't have to be negative; you just have to adjust your view point to see the bigger, more positive picture:

- Objections allow others to contribute to the issue and raise any concerns which could affect decision-making.
- When you see objections as legitimate contributions, rather than inconveniences, you can take a much more positive attitude toward them.
- Everyone's point of view matters; encourage discussion to arrive at better solutions.
- Don't get aggressive when you don't agree with someone else's point of view, respect their right to an opinion.

REMEMBER (recap, 2 minutes)

- Be assertive, not aggressive.
- Ask for other people's ideas and build on them.
- Offer your ideas.
- Construct the solution for everyone's needs.

VIDEO 3 – PLANNING VIRTUAL MEETINGS

LOOK (play, video 3 minutes)

What every manager wants are more efficient, effective and productive meetings. This is possible if you plan your meetings in advance; inform those attending about the meeting; prepare for your meeting and structure and control the discussions in your meeting.

THINK (10 minutes discussion)

We've all been to a poorly-planned meeting? What's the best way to plan them?

Responses could include;

- Think about what's being discussed and why - the objective of the discussion.
- Make sure the right people have been contacted and can attend the meeting.
- Make sure all the necessary information has been sent in advance of the meeting.
- Put urgent items at, or near the top of the agenda.
- Allow enough time for the discussion of important items.
- Look for logical connections between items and arrange them logically.

REMEMBER (recap, 2 minutes)

- Plan.
- Inform.
- Prepare.

VIDEO 4 – RUNNING VIRTUAL MEETINGS

LOOK (play video, 3 minutes)

Running an effective meeting is more than sending out a notice that your team is to meet at a particular time and place. Effective meetings need structure and order. Without these elements they can go on forever, never really accomplishing anything.

THINK (10 minutes discussion)

Ask the group to think about the best way to stop meetings go round and round in circles without ever accomplishing anything?

Reinforce the point that you can stop meetings going round in circles by structuring the discussion. To do this:

- Produce the evidence that will form the basis of the discussion. Then circulate the document to everyone attending the meeting. It's important you do this before the meeting so that everyone has time to digest the information and come up with points for discussion.
- Debate the evidence. Listen to the arguments. Encourage open discussion.
- Then come to a conclusion that everyone is happy with.

REMEMBER (recap, 2 minutes)

- Structure and control.
- Summarise.
- Encourage further dialogue.

MEETINGS – ACTION PLAN

Remind the group of the key learning points from this session.

Divide the group into pairs. Ask each member of the group to identify one specific action they will take to apply what they have learned when they return to work.

Ask for two or three examples. Bring the session to a close.