



Competencies that are addressed:

PRIMARY COMPETENCY CATEGORIES:

• Leadership—

Drives business results by aligning the vision, mission, and values to enhance business value. Is able to enlist the willing cooperation of others, while tapping into their highest skills and abilities, to achieve desired results.

• Interpersonal Skills—

Displays a consistent ability to build solid relationships of trust and respect inside and outside of the organization.

RELATED COMPETENCY CATEGORIES:

• Teamwork—

Organizes work tasks, people, and resources to deliver most effectively on organization goals.

• Communication—

Advances the abilities of individuals and the organizations through active listening supported with meaningful oral and written presentation of information.

• Conflict Resolution—

Creates harmony in stressful interpersonal situations and brings people together who have been separated by their differences.

Lead Effective Meetings

SUMMARY

This module covers the human relations skills essential for building cooperation and positive results in meetings as well as the three components of an effective meeting leadership strategy: pre-meeting planning, managing the meeting, and post-meeting follow-up.

CONTEXT

In a recent survey conducted by TNS Express for Genesys Conferencing, it was no surprise to find that many people bemoan meetings. In fact, 54% of those surveyed would rather mow the lawn than sit in a boring or unproductive meeting! 41% would rather wash the kitchen floor, 26% would prefer to research car insurance rates, 25% chose going to the dentist over sitting in a meeting, and 23% would rather read the phone book. What does this tell us about meetings?

The fact is, however, that meetings are here to stay. They are a part of the corporate and organizational culture and when conducted and led effectively, can have a huge positive effect on an organization. Regardless of the complexity of the meeting, proper planning is essential to strengthen, shorten, enhance, and maybe even eliminate some meetings.

At the completion of this module, participants will be able to:

- Generate participation in meetings by applying human relations principles
- Discover ways to build cooperation and positive results in meetings
- Consider guidelines for meeting effectiveness before, during, and after

"We bring together the best ideas - turning the meetings of our top managers into intellectual orgies."

—Jack Welch