



Training Topics:

- **Planning & Preparation for a meeting**
 - Attendees List
 - Agenda Points

- **During the Meeting**
 - Opening and setting the objective
 - Protocols
 - Keeping on track
 - Decisions and actions
 - Participation, commitment and involvement

- **Anchoring the Meeting – Chairing Skills**
 - Setting the tone
 - Guiding discussions
 - Facilitating decision making
 - Effective Communication in meetings
 - Dealing with difference of opinions
 - Handling questions
 - Assigning meeting roles and responsibilities

- **Effective Minute Taking**
 - Tips for Summarizing
 - Recording decisions and action points

- **Closing & Follow Up**

- **Conference Call Etiquette:**
 - Introductions
 - Interacting without interrupting



- Handling mobile phones
- Using the 'mute' function
- Passing the 'mic' to colleagues
- Facilitating discussions

- **Handling Critical Conversations:**
 - Handling challenging situations in team meetings and one on one conversations
 - Having coaching conversations with virtual team members
 - Building a 'connect' with virtual team members
 - Handling situations 'assertively'

- **Simulations:**
 - A simulation of a virtual team meeting will be conducted where one of the participants will be invited to chair the meeting based on a real-time meeting situation
 - A simulation of a virtual coaching conversation will be conducted based on real-time challenging situations that the participants encounter

- **Team-think:**
 - Participants will be encouraged to share challenges that they encounter in conducting team or one-on-one meetings that will be discussed during the session

Training Hours:

The duration of the training program will be 8 hours

Training Methodology:

- PowerPoint Presentation
- Business Cases
- Role Plays
- Movie Clips



Conducting Effective Meetings Training



Resources Required:

- MMM Training Solutions will conduct the training
- Maximum number of participants to a session will be 15
- The training will be conducted at a venue organized by your organisation
- LCD projector and audio speakers will be provided by your organisation