

Program length: 5 hours

Audience: This program is intended for anyone who facilitates or leads business meetings.

What you will learn:

- How to plan and facilitate meetings that get things done
- How to prepare for meetings
- How to facilitate meeting processes to ensure on-time completion of meeting objectives
- How to facilitate participant conversations
- How to deal with group conflict and get the meeting back on track

Module 1: Preparing for meetings

- Setting meeting objectives
- Creating the meeting agenda
- Selecting and inviting participants
- Dealing with facilities and equipment issues

Module 2: Managing meeting processes

- Starting the meeting
- Setting role expectations and establishing ground rules
- Facilitating the body of the meeting
- Building group consensus
- Concluding the meeting

Module 3: Facilitating conversations

- Active listening
- Handling difficult participants
- Using flip charts to facilitate conversations

Module 3: Handling conflict

- Recognizing productive and unproductive conflict
- Steps to conflict intervention