

# Conducting Meetings

PM06.20

This course teaches the fundamentals on planning, participating in, and concluding successful meetings. Students learn how to establish the purpose and agenda of a meeting and facilitate participants' progress toward the meeting goals. Leadership abilities will also be explored through interactive exercises that simulate facilitation of situation analysis, brainstorming, creative thinking exercises and managing conflict among meeting participants. Course activities also cover building a positive climate during a meeting and following best practices of verbal and nonverbal communication.

## Prerequisites

- None

## Learning Objectives

- Learn how to plan, participate and close a meeting.
- Identify the benefits, types and misconceptions about meetings.
- Identify the types of meeting leaders and the characteristics of an effective meeting leader.
- Discover the process to follow when making decisions in a meeting and explain how to identify and minimize groupthink in meetings.
- Identify the main causes of conflict and the ways to resolve conflict in meetings.
- Recognize positive and negative climate characteristics and the steps to build a positive climate when communicating.
- Identify the ways to communicate clearly in a meeting, and the ways to enhance relationships with participants.
- Define the common barriers to listening effectively and learn the four types of effective questions during a meeting.
- Identify the different ways nonverbal messages can be sent, and how to interpret nonverbal communication.
- Learn the steps to improve nonverbal communication.

## Who Should Attend

- Project managers
- All professions that want to be more effective at conducting meetings

## Course Outline

- Fundamentals of conducting meetings
- Managing meetings
- Conflicts, climates, and difficult personalities
- Communicating as meeting leaders
- Listening effectively and asking questions
- Communicating nonverbally

There are numerous exercises to reinforce the concepts taught in this class.

## Class Length

- One Day