

Productive Meeting & Facilitating Skills



A Practical Course for Developing Meeting & Facilitating Skills

In all global organizations regular meetings with visiting global team members, project managers and international staff are regular occurrences. They encompass everything from decision-making to information sharing to sales meetings. These meetings and many more are vital to company growth, prosperity and staff motivation. Employees who can operate effectively in these kinds of situations are highly valued and can greatly contribute to their organization's success.

Unfortunately many people still can't participate effectively in global meetings. There are many issues that can negatively affect a meeting and make it less productive. In addition to the obvious language barrier, cultural differences in methods, behavior, attitude and protocol can play important roles. Even when a meeting is progressing well enthusiasm – whilst welcome - can lead native English speakers to unintentionally accelerate their speaking patterns. Non-native speakers can be left behind. These participants may react negatively and lose confidence, be unwilling to contribute, or lose face.

The **Meetings Skills** course is designed to greatly improve all participants' global meeting skills ability. It does this by building students' confidence levels and global language ability. Participants will learn to understand the differences in Protocol in Western and Eastern style meetings. They will not only understand the differences but once the training is completed they will be able to function effectively in the international arena. The course not only trains staff to participate effectively but also to create agendas, make effective action plans and chair meetings. The course is designed to give all participants the opportunity to actively communicate and develop their abilities in a supportive, functional and stimulating atmosphere.

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Course Outline

Introduction / Course Outline / Getting the basics right / Discussion on meeting purposes / Participants / Japan versus Western perspective / Cross-cultural tips

Pre-Meeting Planning / making effective agendas / participants and who to invite / establishing a meetings purpose

Chairing a meeting / Chairpersons role and responsibilities / Facilitation Techniques / Controlling / Time-keeping / Opening a meeting / Dealing with interruptions / Asking for opinions / Clarifying & Confirming / Closing effectively / Diplomacy

Meeting Participation / Stating and giving supported opinions / Interrupting / Agreeing & Disagreeing / Clarifying and confirming / Active listening techniques / Delaying decisions

Types of Meetings and Extended Practice, this will include: Brainstorming / Decision making / Information Share / Internal meetings

Post Meeting / Making effective action plans / Follow up activities / Meeting review for improving future meetings

Language Development / Review of relevant terminology / Useful grammar / Vocabulary

Actual meeting practice which will be assessed / Feedback sessions

The **Meeting Skills** course is usually conducted over an 8 to 12-week period with a 90-minute lesson being held once a week. The first few weeks are used to cover the theory side of meetings with students actively participating in discussion and, where possible, review industry related case studies. Participants will also have the chance to facilitate practice meetings. The course is designed to be very hands-on and gives all participants the opportunity to develop their confidence, meeting skills and language ability. The final 4 weeks of the course are structured to give the participants the opportunity to put everything they have learned into practice. They will each prepare a relevant agenda, send it to the other participants then facilitate the actual meeting.

Course structure can be altered depending on amount of students and language levels

