

Lesson 3 – Meeting Skill Lesson

Objective: Given a group of people with a common purpose, lead a meeting so that the goals of the meeting are accomplished

CONTENT	ACTIVITIES (Delivery)
<p>Intro:</p> <p>State the performance objective</p> <p>Check for understanding</p> <p>Explain WHY?</p> <p>Check for prior knowledge</p>	<p>Salutation and introduction</p> <p>Say: Today I’m going to show you how to lead a meeting and then you will get the opportunity to practice what I show you.</p> <p>PPT#1</p> <p>Remember when I first talked to you about meetings – I talked about Planning, Purpose, Payoff, Pondering, Process, People, and Pitfalls. This is when those items come into play.</p> <p>SAY: Your objective is, <i>given a group of people with a common purpose, lead a meeting so that the goals of the meeting are accomplished.</i></p> <p>ASK: What is a schedule? What is competition? What is diverting?</p> <p>SAY: There are many distractions in a meeting. If you allow the meeting participants to become distracted your meeting will not accomplish its goals.</p> <p>SAY: Have you ever been in a conversation that when it finished you couldn’t remember how the conversation started? Have you ever talked to a friend about a problem and suddenly they change the subject or they start texting with someone else?</p>
<p>Content:</p> <p>Meetings have rules.</p>	<p>Show</p> <p>Simulation activity. (Refer to script). PPT#2 (Agenda Slide with Rules)</p> <p>Show and Tell</p> <p>Go slowly through simulation pausing for instruction</p> <p>1. Point out the rules</p>

<p>Meetings have agendas</p> <p>Meetings have a note taker</p> <p>There may be technology challenges</p> <p>Watch out for hijackers</p> <p>Watch out for disruptors</p> <p>Finish on time</p>	<ul style="list-style-type: none"> a. Without rules, meetings can quickly deteriorate into meaningless conversation. <ol style="list-style-type: none"> 2. Point out the agenda <ul style="list-style-type: none"> a. Without an agenda the attendees don't know what to expect and are unprepared and the meeting won't finish on time. 3. Point out the note taker <ul style="list-style-type: none"> a. Note takers can send a summary of the meeting minutes to everyone so that there is little confusion about the results of the meeting. 4. Point out the technology challenges <ul style="list-style-type: none"> a. Meetings take place over phones, video, and chat. The meeting may need to be rescheduled if the technology fails. 5. Address the hijacker <ul style="list-style-type: none"> a. Firm but respectful or your meeting will be someone else's meeting. 6. Address the disruptors <ul style="list-style-type: none"> a. Firm but respectful or side conversations make meeting go longer. 7. Use the agenda and finish on time. <ul style="list-style-type: none"> a. All of the people in the meeting have a job other than this meeting. <p>Check for Understanding</p> <p>SAY: How many of you think that you can run a meeting now?</p> <p>What happens if we don't have meeting rules?</p> <p>What happens if we don't have an agenda?</p> <p>What happens if we don't have a note taker?</p> <p>What happens if someone hijacks the meeting?</p> <p>What happens if the meeting doesn't finish on time?</p>
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Practice

1. Have the students take out a piece of paper and list as many of the things that make a meeting successful as they can remember.
2. Write the correct responses on the whiteboard.
3. Answer to question: Students should have responded with **“Rules”**, **“Agenda”**, **“Note taker”**, **“Dealing with Disruptors”**, **“Dealing with Hijackers”**, and **“Finishing on time”**.

Summary: SAY: In this lesson I showed you. . . **Write on white board:** Rules – Agenda - Note taker – Technology – Hijacker - Disruptor - Finish on time. **SAY AT SAME TIME AS WRITING:** Some of the rules, an agenda, some of the technology that you can expect to see in a meeting, how to deal with a hijacker, how to deal with a disruptor, and the importance of finishing on time. These things all combine to make a meeting with a common purpose and achievable goals.

Evaluation:

1. Break the students into groups of no more than 5 learners each.
2. Designate a leader.
3. Have the meeting leader designate a note taker.
4. Each group holds a three minute brainstorming meeting, the purpose is to come up with five meeting rules that are realistic. The meeting leader will decide if the consensus of group cannot be reached.
5. Debrief rules that were submitted and talk about which ones are the best. Rules might include:
 - a. One person talks at a time
 - b. Silence phones
 - c. No side conversations or meetings within the meeting
 - d. Stick to the agenda
 - e. Finish on time
 - f. Designate who will be the tie-breaker or decision maker
 - g. Step out only for emergencies
 - h. No profanity
 - i. Be on time
 - j. No eating
 - k. No chewing gum
 - l. No chewing tobacco
 - m. Casual or business attire required
 - n. Reschedule if required attendees cannot make the meeting

- o. Notify meeting leader a minimum of 2 hours before meeting if you cannot attend
 - p. Meetings are not for status reports
 - q. Meeting minutes will be sent out within 24 hours
 - r. Remote attendance is allowed if technology is available
6. In lieu of a grade or extra credit, best rules gets commemorative gift. Rules are judged by the instructor.

Conclusion: In the last lesson we talked about all of the important parts of a meeting. In this lesson I showed you how a meeting should be run. In the next lesson I will break down all of the meeting parts so that you can properly prepare for and then conduct a meeting.

What is the 20% that the students need to take away from this presentation? Emphasize these points the most.

- 1. Meetings need rules
- 2. Meetings need an agenda
- 3. Meetings need a note taker

Reference: <http://www.socialmediatoday.com/content/most-important-part-productive-meeting>

Training Aids/Notes:

- 1. Simulation activity requires 4 participants and pre-printed scripts (attached). Before beginning lesson ask for volunteers and go over scripts with them.
- 2. Script is attached below. Make 5 copies and bring to class.
- 3. Summary requires writing on the whiteboard. Be sure to bring dry erase markers.
- 4. PPT slides attached.
- 5. Record rules and use them for next lesson.

What is the 20% that the students need to take away from this presentation? Emphasize these points the most.

- 4. Meetings need rules
- 5. Meetings need an agenda
- 6. Meetings need a note taker

MEETING SIMULATION (PRINT 5 COPIES)

KENT

“Thank you all for coming. I don’t think that anyone needs to be introduced. I’ve got Allison calling in on the phone. Allison, this is Kent, and I have Tyler, Katie, and Devin with me here.”

ALLISON

“Hi everyone!”

KATIE, DEVIN, TYLER, KENT

“Hi Allison!”

KENT

“Devin has agreed to take the meeting minutes and then send them out to everyone via email so that we all know what was decided. On the agenda today we have: decide what meeting rules to follow, and to decide who will be responsible for each part of the upcoming project. I would like to suggest the first rule – don’t interrupt when someone else is talking, Agreed?”

EVERYONE

“Agreed.” Or “Yes” or “OK”

DEVIN

“I would like to suggest no eating during our meetings. Is that ok with everyone?”

EVERYONE

Either nod in agreement or say “yes”, “sure”, or “Ok”

KENT

“Unless you have any more rules I’d now like to move on to the real purpose of this meeting.” [Pause] “Ok, we need to decide who will handle the rough draft of the report, who will be proof reading and editing the report, who is going to fact check and do research, and who will finalize and submit the report.”

ALLISON

"I'm very good at researching so I'd like to head up that effort. I also think that Devin has some experience so I'd like him to be part of the research team."

DEVIN

"That sounds good to me."

TYLER

"I'm a great writer so I'll do the rough draft. It should not take me that long. On another note I'd like to talk about the problems we had with the last report."

KATIE

(Starts texting then makes a phone call and begins speaking loudly.)

KENT

"Tyler we don't have time to get sidetracked. It's not on the agenda so I suggest we set up a meeting just for that problem later this week." [Pause and stare at Katie] "Katie, we need your full attention here. Will you make that call later or leave the room if it is really important?"

KATIE

"I apologize." (Says goodbye and hangs up phone.)

KENT

"Katie would you mind proofreading the draft report and editing it while I handle the final submission?"

KATIE

"Sure, I'd be glad to."

KENT

"I see we are just about out of time. Thank you for coming and Devin please make sure to send out the meeting minutes by the end of the day. Good-bye."

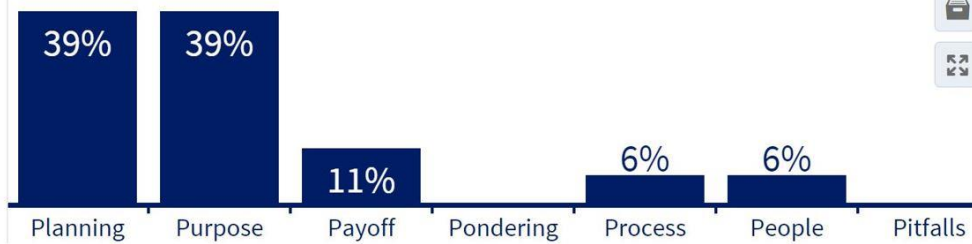
EVERYONE

(Says good-bye and leaves, Allison hangs up the phone.)

Poll Everywhere Results

What do you think is the most important part of a meeting?

When poll is active, respond at PollEv.com/kentvensland821
 Text **KENTVENSLAND821** to 22333 once to join



Team Meeting Agenda

Date | time 10/27/2015 5:10 PM | Location Education Building, 0226

Meeting called by	Kent Vensland	Attendees: Kent, Allison, Katie, Devin, Tyler
Type of meeting	Project jobs	Please read: Be prepared to volunteer for a task on the upcoming project, Devin is meeting minute taker.
Facilitator	Kent	Please bring: (Devin) Paper and pen for meeting minutes
Note taker	Devin	
Time allotted for meeting	5 minutes	

Agenda Items

Topic	Presenter	Time allotted
<input type="checkbox"/> Introductions	Kent	1 minute
<input type="checkbox"/> Decide meeting rules	Kent	1 minute
<input type="checkbox"/> Project jobs	Kent	3 minutes

Other Information

Observers: None

Resources: Projector, table and 4 chairs

Special notes: Allison will be calling in. If we cannot make a connection meeting will be postponed until Allison can attend.