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## Conducting Successful Meetings

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National Competency Standard (BSB)

[BSBADM405 Organise meetings](#)

[BSBADM502 Manage meetings](#)



### Aim

This course teaches the fundamental principles and steps required to manage a range of meetings including overseeing the meeting preparation processes, chairing meetings, organising the minutes and reporting meeting outcomes.

### Audience

This course is aimed at staff and/or managers responsible for organising and chairing meetings.

### Duration

One day.

### Course Outcomes

This workshop is designed to give participants the tools to initiate and manage meetings. They will learn planning and leading techniques that will give them the confidence to run a meeting that will engage the participants and leave a positive and lasting impression. Participants will learn the needed skills in planning and implementing a successful meeting, and will explore how to reduce waste and make meetings more efficient.

On completion of this course you will be able to:

1. Plan and organise business meetings effectively.
2. Prepare for meetings.
3. Open a meeting effectively.
4. Manage meetings.
5. Close a meeting effectively.
6. Manage formal meetings.

### Optional Assessment

This is a nationally recognised training program. Participants who successfully complete the optional assessment component of this course will receive a Statement of Attainment for the unit of competency outlined above (additional fee applies – please enquire when you book). Participants who choose not to be assessed will receive a Certificate of Attendance. Exercises completed during the course will be used as evidence towards unit competency.

### Course Content

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#### Getting Started

- Workshop Objectives

#### Planning and Preparing (I)

- Identifying the Participants
- Identifying the Meeting Type and Purpose
- Do you Really Need a Meeting?
- Identifying the Required Outcome
- Choosing the Time and Place
- The Venue
- Creating the Agenda
- Some Agenda Tips

#### Planning and Preparing (II)

- Gathering Materials
- Sending Invitations
- Making Logistical Arrangements

#### Setting up the Meeting Space

- The Basic Essentials
- The Extra Touches
- Choosing a Physical Arrangement

#### Electronic Options

- Overview of Choices Available
- Things to Consider
- PowerPoint
- Internet
- Making a Final Decision

#### Meeting Roles and Responsibilities

- The Chairperson
- The Minute Taker
- The Attendees
- Variations for Large and Small Meetings

#### Chairing a Meeting (I)

- Getting Off on the Right Foot
- The Role of the Agenda
- Using a Parking Lot

#### Chairing a Meeting (II)

- Keeping the Meeting on Track
- Assess the People in the Meeting
- Manage Outspoken Characters
- Manage Reticent Characters
- Off on a Tangent Characters
- Structure and Manage the Meeting
- Summarise Regularly
- Find WIN/Win Solutions and Outcomes
- Making Positive Meeting Points
- Disruptions: Running in and Out
- Disruptions: Phone Ringing
- Some Typical Meeting Problems
- Dealing with Overtime

#### The Closing Phase

- Summarise and Record Decisions
- Close the Meeting Strongly
- Audit the Success of Each Meeting

#### Taking Minutes

- What are Minutes?
- What do I Record?
- A Take-Home Template

#### Formal meetings

- The Chairperson
- The Secretary
- The Treasurer
- The conduct of meetings
- Sample meeting, agenda and minutes
- Meeting roles exercise

#### Managing formal meetings

- The Constitution
- Motions and Points of Order
- Roles – Chairperson, Secretary, Treasurer
- The conduct of formal meetings