

Leading Meetings that Work

By Betty Kan-Sekine



INTRODUCTION

Tired of attending endless meetings that seem to produce little or no results? Feeling frustrated at not being able to effectively chair or organize a productive and concise meeting? Effective management of meetings is critical for any organization. Mismanaged meetings and discussions not only result in wasted time and effort, but can cause employees to dread attending important meetings.

This workshop is designed to address all areas relevant to planning and executing an effective meeting, walking participants through the process and structure of a well-organized meeting, as well as highlighting the communication and leadership skills required of a good chairperson.

LEARNING OBJECTIVES

- On completing this program, participants will:
- Understand the purpose of calling a meeting, and the structure and format of a meeting
- Understand the characteristics of a good chairperson and be able to execute a meeting with finesse and confidence
- Achieve planned results within the time allocated for the meeting
- Be able to direct a meeting creatively by creating rapport with others and generating interest and active participation
- Overcome common problems in a work meeting
- Be able to produce accurately concise minutes of meeting

COURSE OUTLINE

INTRODUCTION

- Why do we call for a meeting? Understanding the rationales behind a meeting
- Characteristics of a good meeting
- Fundamentals of an effective meeting

PLANNING FOR A MEETING

- Defining the agenda- differentiating issues that are meetings-worthy from those that are not
- Setting time, time management and achieving time efficiency
- Selecting a suitable and conducive location
- Reviewing participants of the meeting
- Setting targeted goals
- Prioritizing discussion subjects

CONDUCTING A MEETING

- Building rapport with members of the meeting
- Generating interest and encouraging active discussion
- Ensuring that the meeting stays focused
- Controlling emotions during a meeting: Disagreements and conflict management
- Controlling time and time contingencies
- Ensuring commonality and agreement

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POST-MEETING WORK

- Reviewing minutes of meetings
- Follow-up
- Handling serial/follow-up meetings

CRITICAL SKILLS OF A GOOD CHAIRPERSON

- Verbal communication- tone, pitch, volume, delivery
- Non-verbal communication: Body language, gesturing, body nuances
- Building confidence as a chairperson
- The assertive communicator
- Issues of fairness and allowing for all voices to be heard
- Involving silent and shy participants

INTRODUCTION TO MINUTES OF MEETINGS

- What are minutes?
- Contents, language and format of minutes
- Mechanics of minutes writing

WRITING CORRECTLY

- Strategies for note-taking
- Using the right phrases
- Formulating sentences in minutes
- Paragraphing and compositions: organizing structure with transitions and emphasis
- Grammar and improving readability
- Checklist for minutes writing
- Content tips
- Compiling and follow up

CONCLUSION

- How can work meetings be enjoyable?
- Audit your own internal meetings
- Personal Action Plan

METHODOLOGY

Method of Instruction: Highly participative and interactive consisting of discussions, action-learning games, case studies, practical work, critique sessions as well as team assignments

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ABOUT THE TRAINER – BETTY KAN-SEKINE

Betty Kansekine graduated with honors from San Francisco State University. She is a Certified Professional Trainer (IPMA, UK), a Certified Neuro-Linguistic Programming Practitioner (NFNLP, USA) and an Associate Lecturer at the Singapore Institute of Management University. Betty had attained an Advanced Certificate in Training & Assessment under the Singapore Workforce Skills Qualification framework. She is also a Buzan Licensed Instructor teaching Tony Buzan's Mind Mapping® techniques as well as a Certified Instructor for Dr Edward de Bono's Six Thinking Hats® Method, Lateral Thinking™ in Action and Cognitive Research Trust® program. She is a sub-committee member of the Singapore Training & Development Association and a member of the Adult Educators' Network Special Interest Group of Facilitation at the Institute of Adult Learning.

Betty was appointed as Director of Client Services at the Law Offices of Meisel & Associates in San Francisco, USA for over a decade to manage the Asian clientele market from Hong Kong, Taiwan, Mainland China, Vietnam as well as local Americans due to her unique trilingual capability. Her passionate customer centric attitude led her to a prestigious Bronze Medal award for outstanding achievement in Service Excellence by the World Journal, a top Chinese newspaper agency in the United States.

Her corporate experiences span across major industries in the international airlines, financial & legal sectors. Betty also conducts public workshops in Singapore. Some of Betty's workshop participants were from Drydocks World Southeast Asia (Government of Dubai), National Heritage Board, Singapore Discovery Centre, Singapore Police Force, Singapore Prison Service, Changi Airport Services, Jurong Town Corporation, Singapore Tourism Board, Health Promotion Board, Ministry of Home Affairs, Inland Revenue Authority of Singapore, Reed Exhibitions, United Overseas Bank, Metropolitan YMCA, Xcellink Pte Ltd, Kodak Singapore, Energy Market Company Pte Ltd & KPMG LLP, to name a few.

Betty enjoys a diverse cultural background having lived in the US and Japan for 16 years. She is fluent in Cantonese and Mandarin. Her outstanding professionalism and rich working experiences have helped her to develop valuable life skills in Business Communication, Leadership & Management, Innovation & Creativity, Client Services & Personal Effectiveness. She believes in the power of maximizing one's potential by improving and changing oneself from the inside out. Her passion is in helping individuals be the best they can be.