Handout: How to Hold a Successful Meeting

Additional information

How to run a more effective meeting

https://www.nytimes.com/guides/business/how-to-run-an-effective-meeting

https://www.chc.edu/uploadedFiles/How%20to%20run%20an%20effective%20meeting.pdf

https://csi.ucdavis.edu/wp-content/uploads/2014/10/running_fun_and_effective_meetings.pdf

Brainstorming techniques

https://asq.org/quality-resources/brainstorminghttps://asq.org/quality-resources/brainstorming

Nominal Group techniques

https://asq.org/quality-resources/nominal-group-technique

Card storming (Crawford Slip Writing) https://stormz.me/en/templates/crawfordslip

Notes from Presentation Slides:

Surviving a meeting

If you attended a poor meeting, what made it awful?

- Unprepared for attendance
- Stacked Audience wanted a vote!
- Hostile Audience took over meeting
- Committee leader had no idea what they were doing!

There are three kinds of people:

- those that make things happen
- those that watch things happen and
- those who wonder what happened

Who is in charge of the meeting?

• Boss	• Convener
• President	• Manager
• Facilitator	• Supervisor
• Leader	• Director
• Administrator	• Organizer

What does a facilitator do?

The person who leads a group through a process that allows the participants to focus on the issues that they came to discuss.

1) Works with group prior to meeting – determine process (Be prepared)

2) Creates a collaborative working environment – serves the group

3) Sets ground rules

4) Listen with respect

- No personal attacks
- One person speaks at a time
- All ideas count
- Right to pass/wiggle space
- Everyone gets a chance to speak

- Make decisions by consensus

- Turn off cell phones

5) Remains neutral

6) Sees that everyone participates

7) Moves through agenda & keep group focus on issues

8) Watch group to protect ideas and people from attack, controls emotions

9) Helps group reach goals in time allowed

10) Sets:

- Future meeting date
- Record meeting information
- List actions with names
- Steps for next meeting

Respected Facilitator Traits

- Preparation
- Follow-Through
- Communication
- Sees Big Picture
- Multitasks Well
- Respect Other's Agendas
- Desire to Achieve Results

Parts to a Meeting

- Before – Plan, Anticipate, Prepare
- During – Effective Meeting, Tackle Work
- After – Follow Through, Reports, Closure

Meeting Tips

Agenda

- Everyone get one
- Times listed
- Introductions
- Who speaks
- Topics discussed

Why do you need an agenda?

- Meet Goals
- Keep on Task
- People part of Process
- Group knows where it is going

Meeting Format - Start to Finish

1. Introductions - Welcomes

2. Minutes & Financial

3. Committee reports

4. Old Business

5. New Business

6. Assignments – Deadlines – Action Steps

7. Next Meeting Date

Meeting Tips

- Meeting Notices

    - •- Date
    - •- Place
    - •- Time
    - •- Length*
- Facilities

    - • - Seats--room arrangement: U-shape, breakout tables.
    - • - Internet-prepare for technical difficulties
    - • - Lights
    - • - Size
- Ice Breakers or welcome
- Refreshments or Meals
- Sign-in, name tags, supplies
- Focus on common goals to benefit organization
- Respect time
- Respect ideas
- Length of Discussion?
- Leave personal feelings and agendas at door.
- (RROO) Robers Rules Of Order will facilitate staying on the agenda.
- Take breaks
- Take off-agenda ideas or discussions to "parking lot" for later review.
- Record meeting minutes
- Summarize meeting outcome

Process Techniques

1. Voting

2. Majority Vote
3. Decision by Consensus
4. Compromise
5. Multi-voting
6. Brainstorming
    • Write out on card (less than 4 words with 1 answer per card)
    • Place on large screen.
    • Go through process to group them.

7. Card Storm

    • Individuals write on cards.
    • Group discuss. (Top 3)
    • Go around room group by group.
    • Build consensus - link ideas
    • Deals with Bully, Silent
    • Builds trust & communication
    • Fast decision

8. Nominal Group

    • Write ideas on cards (individual).
    • Go around room – ideas on paper.
    • Vote by dots.
    • Gets a group started
    • Large group – includes everyone
    • Prioritize – gives a group decision
    • Limited budget
    • Lots of ideas
    • Fast solution needed

9. SWOT

•Strengths

•Weaknesses

•Opportunities

•Threats

    • Define & prioritize issues
    • Base on org. Strengths
    • Group not controversial
    • Gather information

10.• Status Quo

    •   •If we did nothing, what would happen (consequences)?
    •   Use when
        ▪ Group can't get started
        ▪ Wide area of opinions
        ▪ Established group

11. Problem Definition

1) Group determines situation.
2) What want to happen?
3) What is the problem (barriers)?

- Define problem first
- Difficult start
- Slows jump to solution
- Bully - solution
- New group

Action Planning

- Place in groups – different topics
- Move people through groups
- Report
- Get group to think where it is going
- Provide report info.
- Wide area of agreement
- Little trust
- New group

Source for information below:

https://www.businessmanagementideas.com/management/decision-making-management/techniques-of-group-decision-making-with-example/19713

Nominal Group Technique:

- Group members have minimal interaction prior to making a decision.
- **The steps involved in nominal group decision making are:**
- (i) Group members are brought together and presented with a problem.
- (ii) Members develop the solutions independently and write them on cards.
- (iii) They share their ideas with each other in a structured format (all members get an opportunity in a round table format).
- (iv) Members ask questions just to get clarifications during a brief session.
- (v) Group members individually select the best alternative and inform through a secret ballot.
- (vi) The group decision is announced.
- **Advantages:**
- **Advantages of this technique are:**
- a. All members get equal opportunity for participation.
- b. No member can dominate the discussion.
- c. Decision can be taken in the right time due to control of time.
- d. Expertise of each member is used independently.
- e. Ego problems and interpersonal problems are solved.
- **Disadvantages:**

- **Disadvantages of this technique include:**
- a. The procedure is too rigid.
- b. Members may be frustrated.
- c. Members cannot have interpersonal relations.
- d. Group cohesiveness cannot be ensured and
- e. Ideas cannot be cross-fertilized.
- **Basic Steps for Using Nominal Technique:**
- 1. Form groups of five to eight participants. Have the people introduce themselves to everyone in their group.
- 2. Each group needs to select a group leader and a recorder.
- 3. The group leader gives the participants a written statement of the problem. The problem statement should be open-ended such as-
- "The main purpose of this organization is …
- "The best way to increase jobs in this community is to …"
- "We can't get new people to join our organization because …"
- 4. The leader should avoid any detailed clarification of the problem, such as providing specific examples.
- 5. Participants silently write down their ideas on index cards without discussion with others.
- 6. The recorder writes the idea on newsprint for everyone in the group to see.
- 7. Discussion and Clarification. After all the ideas have been recorded, encourage each group to discuss the ideas comparing, clarifying, and defending their statements. Agreement or disagreement with an idea may be encouraged, but the discussion should be controlled by the leader to insure that a heated debate does not develop.
- 8. Each group needs to choose three to five top priority ideas. Groups are free to devise their own means for coming to a consensus on the top priorities. Members may want to "vote" using small round self-adhesive labels or by assigning points for votes, i.e., five points for a first place vote, three points for second, and one point for third.
- 9. Tally the votes. This should bring a sense of closure to the Nominal Group process.
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Brainstorming Technique:

- This technique is used to encourage creative thinking in groups of around eight members.
- **Brainstorming is built on the following lines:**
- a. Generate as many ideas as possible.
- b. Be creative, free-wheeling and imaginative.
- c. Build upon (piggy back), extend or combine earlier ideas and
- d. Withhold criticism of others' ideas.
- The success of this technique depends upon the members' ability to listen to others, use this interaction as a stimulus to spark new ideas and feel free to express them. Further, even the idiotic and impracticable ideas should also be encouraged. More number of ideas should be encouraged so that eventually higher quality ideas would be generated.
- **Advantages:**

- **Advantages of this technique include:**
- a. Group members would be enthusiastic, involved immensely and emotional.
- b. Broader participation of the members.
- c. High task orientation and also high relation orientation will be maintained.
- d. Members have a sense of belongingness and the final product is the team effort.
- **Disadvantages:**
- **Disadvantages of this technique are:**
- a. Some members may fear that their ideas may be looked down by others.
- b. Criticism of ideas kills creativity.
- c. Some people may dominate the process of decision making.
- **Basic Steps for a Brainstorming Session:**
- 1. Identify a problem for discussion. The problem should be in the form of a question – What? Where? When? How much?
- 2. Generate as many ideas as possible. Quantity is the goal. Think creatively – be wild. Wild ideas are great because they beget wilder ideas. It is easier to tame a wild idea than to think up new ideas.
- 3. Defer judgment. Do not criticize or evaluate. That comes later.
- 4. Record all the ideas.
- 5. Discuss unfamiliar terms or ideas. Get clarification on ideas that may be unclear.
- 6. Establish some criteria for selecting the "best" ideas, then evaluate each idea against those criteria.
- 7. For the idea(s) chosen, outline the steps needed to implement them. List forces (e.g., situations, people and events) that work for or against implementation of this solution.
- Note that brainstorming is merely a process for generating ideas. Other techniques we have discussed go farther by actually arriving at a preferred solution.