

Meetings, bloody meetings

Making meetings more productive



A Video Arts production featuring John Cleese and Will Smith.

PREVIEW



Video arts™

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Titles in this series:

Absence minded: managing absenteeism

Assert yourself: learning to be assertive

Behavioural interviewing: taking the guesswork out of recruitment

Can you spare a moment?: counselling skills for managers

Demanding customers: customer care made perfect

First among equals: leading a team

Going to a meeting: constructive and defective participation

How am I doing?: the performance review

I wasn't prepared for that: overcoming the fear of making presentations

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Jamie's kitchen: fifteen lessons on teamwork

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Meetings, bloody meetings: making meetings more productive

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The helping hand: coaching skills for managers

The unorganised manager: damnation and salvation

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The ultimate stress show: managing stress

Who sold you this, then?: effective after-sales service

You'll soon get the hang of it one-to-one training

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*Copies of these resources are enclosed to allow you to customise them to your specific requirements and to print the required number of copies from the master for the sole purpose of the training envisaged by the programme, and not for any commercial purpose.

Video based training from Video Arts

Congratulations on choosing meetings, bloody meetings from Video Arts to help develop the skills in your organisation. Video Arts is recognised as the world leader in video-based training, with over 40 years' experience in staff development. With hundreds of video, mobile and e-learning programmes covering all the essential skills of business, you can remain confident that training with Video Arts is the most effective way to improve the skill set of the people within your organisation.



Why train?

Train hard, fight easy - Marshal Zhukov

These days, it is difficult for organisations to become successful and stay that way. The pace of change is faster, competition is tougher, customers are more demanding, innovation is more prized, but harder to achieve.

Part of the response has been to create leaner, flatter, more flexible structures, but structures don't run organisations and create success, people do - intelligent people, energetic people, reliable people and, most of all, people with the right mix of up-to-date knowledge and skills.

That means people who are trained, not for a lifetime's work, not just once in a while, but as a central, continuing part of their working lives.

Why use video-based training?

Video is familiar. Television is how most people find out what is going on in the world. It is not surprising that this is a medium they are comfortable to learn from when they are being trained.

Video makes demonstration easy. We can show situations being handled badly. We can contrast that with how to handle them well.

Video is flexible. It can be the cornerstone of a course run for a group by a specialist trainer. It can quickly provide simple, clear lessons for a team whenever it is convenient for them. It can bring interest and enlightenment to a self-study programme.

Video injects realism. It lets us present those being trained with emotional, as well as rational, problems to solve. Ask a group 'How would you deal with an angry customer?' and you will get a tidy, textbook answer. Use video to confront them with an angry customer and you will get a much more realistic reaction.

Video provides variety. Different people learn in different ways and none of us have an infinite attention span. Video provides us with a powerful means of injecting variety into our learning.

Why use video in programmes?

Winston Churchill once said that he loved to learn, but hated being taught.

That is the secret of successful training: how to help people who want to learn. We do it by combining:

A storehouse of professional knowledge and expertise, developed over 40 years and drawing on some of the best minds in the business.

The highest possible production values, both in the videos we produce and in the support material that goes with them.

The magic ingredient - humour - which can make a delight of the dullest subject

Introduction

"I've got to go to a meeting"

It's a phrase that makes most people's hearts sink. It echoes with boredom, frustration and a general waste of valuable time. And yet, we all know you can't manage without meetings. A team isn't a team unless we all get together to discuss problems, share ideas and come to decisions. And whilst they continue to take place, here to stay, we are increasingly using technology to meet with colleagues online as 'virtual teams'.

Good meetings send everyone off with a sense of purpose and a feeling they've got somewhere. Bad meetings leave them demotivated, irritated and alienated. You see if you think about it, a meeting is often the only time the whole team comes together. Even with virtual teams, working from different locations, different time zones or different countries, it's often the only place where the leader is seen as a leader rather than 'the official' individuals report to. If they feel their time has been wasted, they lose respect not just for the leader but also for the wider organisation that put that leader in place.

And now the really depressing part: People who run meetings badly don't improve with experience. Even worse, people who attend their meetings pick up their bad habits. Many of them genuinely don't realize they are making a mess of it. They aren't even aware that running meetings is a teachable, learnable skill. But of course, it's not a gift, it's a technique. In fact, a technique with five key elements.

These five elements supply the framework of the Video Arts programme 'Meetings, bloody meetings.' It's the most popular programme we've ever made and one of the most widely used training videos of all time. Now that means the quite a lot of people do realize that running meetings is the central management skill and that it has to be learnt. And the fact that you're about to watch it, suggests that you share that realization.

Objectives

- Those who work their way through the Meetings, bloody meetings training programme will be able to:
- Identify specific strengths and weaknesses of their own meetings at work
- Recognise the characteristics of a good meeting
- Learn how to prepare for, structure and control effective meetings
- Devise an action plan to improve their ability to run good face to face and online meetings

Using Meetings, bloody meetings

- Dual use. The programme can be used either as a conventional training course with a small group or for self-study by individuals. The pack contains guidance and appropriate materials for each use

The target audience

The programme is designed for everyone who works at any level in an organisation. Though the emphasis of the programme is on those who organise and chair meetings, it also contains important lessons for those who take part in meetings.

The course leader

You do not have to be a professional trainer to lead a group through the programme. Line managers will be able to deliver this course with confidence by using the materials and detailed guidance provided.

Further resources

Other titles available from Video Arts which will help you improve meeting skills in your organisation include:

- Going to a meeting:** This three-part series demonstrates how easy it can be to handle the various personalities you encounter in the meeting arena. By preparing yourself better, and knowing how to avoid conflict between participants, meetings will become far more effective.
- Inside information:** This programme is suitable for all those who want to break down 'silos' in their organisation and build productive working relationships with people from different departments. It will teach you what internal customer service is and why it is important, how to communicate with internal customers, understand their needs, and ultimately how to work together with a sense of trust and shared purpose.
- More bloody meetings: the people side of meetings** This is the companion programme to Meetings, bloody meetings. It focuses on the people management skills needed to run an effective meeting
- Assess yourself:** This entertaining programme looks at the advantages and disadvantages of submissive, aggressive and assertive behaviour. In a series of different situations - from the office, with meetings, and even within a hospital - the techniques of assertive behaviour are explained, together with how to get your inner dialogue right, and how to communicate what you want with honesty and relevance whilst respecting the rights of those you are addressing

What the pack contains

What you get in this pack

This pack contains the following:

- The Meetings, bloody meetings video

Meetings, bloody meetings is probably the most widely seen management training video of all time. Millions of managers around the world have watched it and absorbed its lessons and millions more continue to do so on a regular basis.

The video features Tim, the Production Director of a manufacturing company. He is thoroughly inefficient at chairing meetings. In fact, the only real sleep he gets is at meetings - which he needs because he spends all night catching up on the work he could have done at the office had his meetings been more efficient. One night he dreams he is hauled up before a court for the negligent conduct of meetings.

The judge (John Cleese) demonstrates how the techniques, disciplines and logic of running a meeting are very similar to those of conducting a court case. Having seen the evidence of Tim's last few meetings, the court finds him guilty on five counts: failing to prepare himself, failing to inform others, failing to plan the agenda, failing to control the discussion and failing to record the decisions.

The video is split into five clearly definable stages, each illustrating one of the key points. John Cleese's character sees how the procedures of a court, for all its trappings of ceremony, pomp and circumstance, are built on the same basis of logic and common sense as a properly organised meeting.

Course leader's guide

- ◆ An outline of a half-day programme
- ◆ How to prepare the programme
- ◆ A detailed session plan. This tells the course leader precisely what to do and which resources to use in each session of the programme

Group training workbook

This workbook allows those taking part in a group training course to record the conclusions they reach during the various sessions and the actions they propose to take as a result of the course.

It also contains a copy of the course objectives and programme and a set of notes which summarise the main points of Meetings, bloody meetings.

Self-study workbook

This workbook contains detailed instructions which enable individuals to work systematically through the programme. Users are prompted to record their answers to questions about what they have seen and to produce an Action plan.

The workbook also contains a set of notes which summarise the main points from Meetings, bloody meetings.

Links to NVQs

Both workbooks contain a checklist of material which those who have taken part in the programme should collect, such as examples of communications plans on specific projects. These will form a portfolio of evidence which they can use to support a claim for competence in elements of NVQs.

Presentation slides

These are master copies supplied in Microsoft® PowerPoint® for printing or for use as a computer-driven 'slide' show.

Certificate

A blank certificate is supplied, which users can customise and issue to those who have completed the course based on Meetings, bloody meetings.

Computer files

As explained above, the files contain copies of:

- ◆ Objectives and programme (Microsoft® Word®)
- ◆ Group training workbook (Microsoft® Word®)
- ◆ Self-study workbook (Microsoft® Word®)
- ◆ Presentation slides (Microsoft® PowerPoint®)
- ◆ Certificate (Microsoft® Word®)

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Course Programme

Course Programme

How to prepare the programme:

Session 1 - Introduction

Session 2 - The trouble with meetings

Session 3 - Meetings: the principles

Session 4 - Meetings: the details

Session 5 – Action Plan



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