

## Meetings, bloody meetings

Making meetings more productive



# Group training workbook

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## Objectives

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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 meetings

## Programme

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Session 1 :	<b>Introduction</b> <ul style="list-style-type: none"><li>• Welcome and housekeeping</li><li>• Objectives</li><li>• Structure of the course</li></ul>	10 mins
Session 2 :	<b>The trouble with meetings</b> <ul style="list-style-type: none"><li>• Video excerpt</li><li>• Discussion</li></ul>	40 mins
Session 3 :	<b>Meetings: the principles</b> <ul style="list-style-type: none"><li>• Discussion</li><li>• Video excerpt</li><li>• Discussion</li></ul>	65 mins
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Break		
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Session 4 :	<b>Meetings: the details</b> <ul style="list-style-type: none"><li>• Discussion</li><li>• Discussion and exercise</li><li>• Discussion</li></ul>	80 mins
Session 5 :	<b>Action plan</b> <ul style="list-style-type: none"><li>• Video excerpt</li><li>• Action plans</li><li>• Course summary</li></ul>	20 mins
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Total		3 hours 50 minutes (including break)

## Session 1: Introduction

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Please record what you particularly want to get out of this meeting skills course.

**My objectives**

**PREVIEW**

## Session 2: The trouble with meetings

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Use the space below to record what you regard as the strengths and the weaknesses of the meetings you attend at work.

<b>Strengths</b>
<b>Weaknesses</b>

**PREVIEW**

### Session 3: Meetings: the principles

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**Exercise**

What are meetings for? Record as many potential purposes as possible

**The purpose of meetings**

**PREVIEW**

**Exercise**

Use the space below to record points of interest from the **Meetings, bloody meetings** video.

**Points from Meetings, bloody meetings**

**PREVIEW**

## Session 4: Meetings: the details

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### Exercise

Use the information on the next few pages to produce an agenda for the meeting referred to in the brief.

#### Human resources manager's brief

You are the Human resources manager of Portrad Financial Services International plc, a company employing roughly 5,000 people. You have 20 people in your department and you are responsible for all HR activities in the company, including training. You report to the Operations director.

You are based at the head office, which houses the following departments.

Department	Number employed	Dept. manager reports to
Accounts	150	Finance director
Data processing	95	Finance director
Tele-sales	63	Sales director
Market research	27	Sales director
Corporate planning	16	Operations director
Legal services dept.	8	Operations director

Every two months the managers of these head office departments meet to discuss human resource issues. You chair these meetings. The meetings are normally held in a conference room on the third floor. But this is due for redecoration so the next meeting will be held in the Boardroom.

The meeting will be in three weeks time on 22 April, starting at 2 pm.

Your task is prepare the meeting, using the attached papers. For the purpose of this exercise, today's date is 1 April.

**Minutes of previous meeting**

Minutes of department managers' HR meeting, 26 February

**Present**

George Davis	Accounts manager
Helen Green	Data processing manager
Harry Conway	Market research manager
Dilip Patel	Corporate planning manager:
Tessa Blake	Manager, legal services
Ian McCrae	Tele-sales manager
Ruth Jones	Briefing co-ordinator (for Item 2)
Graham Knight Chair	Office layout planner (for Item 3)
	Human resources manager

The meeting dealt with the following subjects:

**1 Matters arising from the previous meeting**

In response to a question raised by Helen Green, the HR manager told the meeting that there were no plans to re-grade reception staff. The problem of high turnover and poor performance amongst this group would be tackled in ways other than that of raising their levels of pay. Managers of other departments need not worry about knock-on effects amongst their own clerical staff.

**2 Team briefing**

Ruth Jones reported that all the arrangements for the introduction of team briefing were complete, including the training of briefers and potential briefers within head office. A few managers and supervisors (about 3%) had slipped through the training net, mostly because of sickness. The first brief would be delivered on 1-2 March and the second on 5-6 April. Ruth will report on progress to the next HR meeting on 22 April.

**3 New layout for 4th. Floor**

This matter was brought to the HR meeting to resolve the environmental issues involved in this major office reorganisation. (Consultation of individual views, space allocations, privacy, proximity to other groups, security for certain aspects of data processing). All of these were settled and agreed. This subject will be discussed again in four months' time when the move has been completed.

**4 Car park allocations**

Because of a hold-up in the building programme, no progress will be possible on this for six months. The new team briefing system will be used to tell staff that nothing is happening until then.