**Sidi Mohammed Ben Abdallah University**

Faculty of Letters & Human Sciences

English Studies

*Modular Degree Program*



**Business communication**

**Prof. Belfakir**

**Meetings & Agendas**

A **meeting** is used to discuss issues that cannot be addressed in a simple memo or departmental email. **A meeting is important** is because it helps a group to reach a common decision when urgent and crucial matters need to be discussed and brainstormed through personal interaction.

**Effective meetings:**

**To ensure an effective meeting, all participants should:**

* + Undertake any necessary preparation prior to the meeting.
  + Arrive on time.
  + Keep an open mind.
  + Listen to the opinions of others.
  + Participate effectively.
  + Avoid dominating communication style.
  + Avoid conflict situations.
  + Avoid side conversations which distract others.

**Ineffective meetings :**

* **The meeting is unnecessary** and revolves around trivial issues.
* **The meeting lacks clarity of purpose**: aims and objectives are not clearly defined.
* **Inappropriate style of leadership**, i.e., the chairperson dominates and closes down or disregards other contributions.
* **The chairperson exercises little control** and allows one or two members to dominate the proceedings.
* **The agenda of the meeting is too long.**
* **Non-representative or clear-cut decisions emerge.**
* **Minutes are inaccurate** or seen as being manipulated by the chairperson or secretary for his/her own purposes.
* **The wrong people are present**.

**The meeting’s agenda**

A **business meeting** needs a well-written agenda. The **agenda** is a list of meeting activities in the order in which they are to be taken up, beginning with the call to order and ending with adjournment. It usually includes one or more specific items of business to be acted upon.

**Designing an effective agenda**

