

Meetings

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Business communication

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A business meeting

- ◆ 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.
- ◆ People set aside time from their schedules to attend a **meeting**.

The Role of the Chairperson

- ◆ In a formal meeting, the chairperson...
 - outlines the purpose of the meeting;
 - reminds members why they are there;
 - controls the meeting;
 - indicates progress, or lack of progress;
 - refocuses discussion that has wandered off the point;
 - concludes one point and lead into the next;
 - highlights important points;
 - organizes voting if consensus is not reached.
 - clarifies any misunderstanding.
 - At the end of a meeting, the chairperson should remind members what they have achieved and thank them for their contributions.

The Role of the Members

- ◆ 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.
 - Avoid dominating the proceedings.



The Role of the Members

- Avoid conflict situations.
- Avoid side conversations which distract others.
- Ask questions to clarify understanding.
- Note down any action agreed upon.
- After the meeting, undertake any agreed action and brief others as appropriate.

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.

Ineffective Meetings

- ◆ **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.**