



Module 7: Chairing a Meeting II



In the last module, we focused on starting the meeting off on the right foot. Chairing the meeting for the remainder of the time requires diligence and discipline. It is almost like being a referee. You will have to make calls and manage the game and watch for violations. However, unlike a game, the meeting room presents many challenges, because the rules tend to change from meeting to meeting. At least, that is the attendees' perspective. Your goal is to break that trend by chairing your meeting with purpose and a goal in mind.

In this module, you will learn techniques on how to keep your meeting on track, how to deal with overtime and how to hold participants accountable. Doing all this requires focus and a sense of doing what is right for the sake of all your attendees. Neglecting this could affect the meeting experience for many who will sit there and silently criticize your meeting management skills. Worse yet, they may get up and walk out, because they feel they are wasting their time. Let us begin by learning how to keep the meeting on track.



Keeping the Meeting on Track



Dealing with Overtime



Holding Participants Accountable



Knowledge Check



Module 7: Completed

Keeping the Meeting on Track



In order to keep your meeting on track, you should set clear expectations on how time management will be used in the meeting. Setting expectations up front avoids surprise and indignation from the presenter because they will not be caught off guard. In addition, as a chairperson, you must feel comfortable interrupting the presenter when necessary. Most times, the presenter would appreciate a warning that their time is almost up. This way they do not have to worry about time.

The STOP technique helps to keep your meeting on track by doing the following:





Set Expectations

Letting your presenters and attendees know that you intend to manage the agenda firmly removes the element of surprise. When you neglect to set time management expectations, you are subject to an array of reactions from the presenter and attendees. It may be taken as rude behaviour, but it does not have to be that way. Let the presenter know that you will give them a signal at five and two minutes remaining. In addition, set expectations for questions and answers. Telling the attendees to write their questions down to be asked at the end of the presentation avoids unnecessary interruptions that could potentially side track the conversation.



Politely Warn People Time is Nearing

Avoid being harsh and rigid. Treating others with respect is the best way to keep the meeting moving with plenty of participation. You do not want them to shut down because you are being a tyrant.



Overcome Fear of Interrupting

Perhaps you do not have a problem with this, but there are many who see interrupting someone as rude and find it difficult to do. The best way to overcome this is by setting those expectations upfront. This way you know the presenter is expecting an interruption. The same holds true for questions being asked. If left unchecked, you could lose a lot of time by allowing excessive questions. Use your parking lot for questions that require more thought in answering. Call time on questions and answers so that you can move onto the next topic.



Time the Presenter

Using a timer is the best way to manage the time of your meeting. Keep to the allotted time for both the presentation and the question-and-answer activity. Always provide a warning time so the presenter does not have to stop abruptly.



To check your understanding of the lesson content, answer the question below...

Setting _____ upfront avoids surprise and indignation from the presenter because they will not be caught off guard.

Type your answer here

SUBMIT



Complete the content above before moving on.

Dealing with Overtime



Going into overtime presents several problems. Once the meeting extends beyond its original end time, you will begin to lose the attendees' attention. This is particularly obvious in large meetings. No matter what size meeting you are dealing with, the goal to dealing with overtime is to acknowledge it before it happens. Look at the agenda and determine if you will need to go over.



Going into overtime presents several problems.

The following will help you to mitigate the effects of going into overtime:

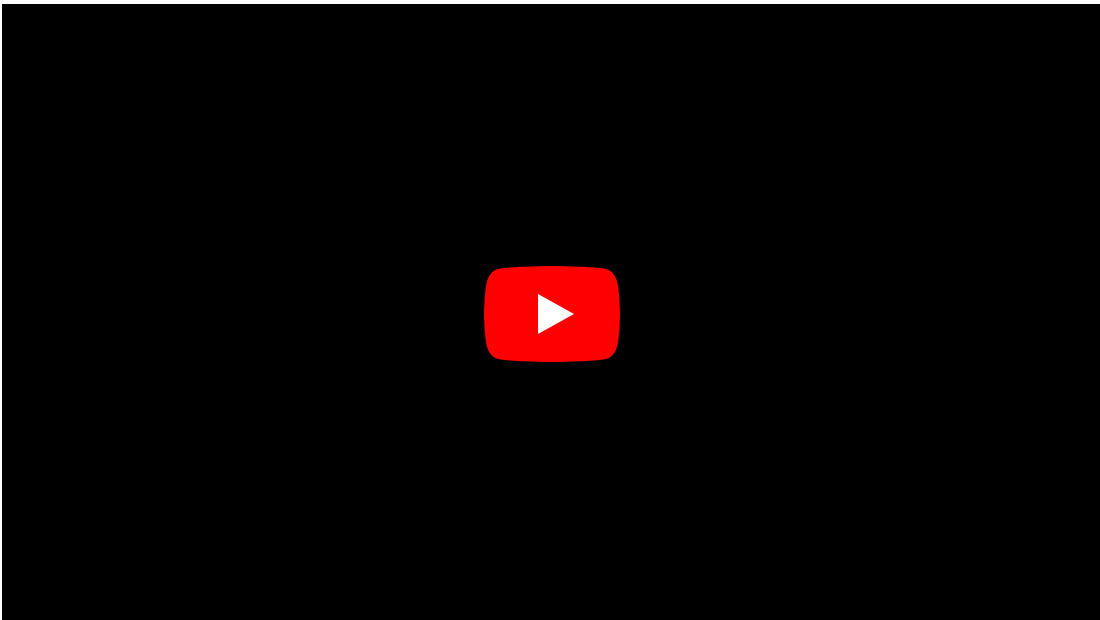
- Determine your constraints
 - Is the room or venue available for overtime?
 - Do attendees have to travel; are they unable to stay?
- Determine how much more time will be needed
- Warn attendees in advance that the meeting will run over time
- Communicate the extra time to the attendees
- In a small meeting, gain consensus to go into overtime
- Give choices
 - In a large meeting, provide a brief break at the normal end time so those who have to leave will do so during the break and not during the meeting.
 - Allow those who need to leave to do so in a small meeting.
- If overtime is not an option, determine what agenda items will be missed and plan an alternative way of getting the information to the attendees.
 - Follow up email

- Topic saved for next meeting



If you do not manage overtime, you will see frustration build among the attendees. Have a plan in place so you know what to do once you determine if your meeting is going to run longer than expected.

Watch this video clip to gain tips on how to keep meetings on track...





To check your understanding of the lesson content, answer the question below...

Once the meeting extends beyond its original end time, you will begin to lose the attendees' _____.

Type your answer here

SUBMIT



Complete the content above before moving on.

Holding Participants Accountable



In a meeting, it may be difficult to hold participants accountable. Participation, questioning, and preparedness could easily be overlooked.

Here are three basic steps you can take to holding your participants accountable:

Holding Participants Accountable

Holding your participants accountable involves communication.

Step 1

Set Your Expectations

In advance, perhaps in your invitation you should outline what you expect from the participants in this meeting. You may need them to bring questions, or help by providing information. You may want them to participate with vigor. In any case, you must outline what you expect of them before you can hold them to a standard or expectation.

Step 2

Clarify the Consequences

Let the participants know how you plan to hold them accountable. Perhaps you can warn that you will be calling on everyone for answers. You may also want to reference their superiors' expectations as motivation.

Step 3

Follow Through

If you said you would do something, then you have to do it. Do not get into the habit of making empty threats. People will respect you and will naturally be accountable to you because of your work ethic.

Summary

Most participants do not want to be on the “bad” side. They want to contribute. With practice, your ability to assert yourself and communicate with clarity your expectations, consequences and determination will make this an easy process.



To check your understanding of the lesson content, answer the question below...

Let the participants know how you plan to hold them _____.

Type your answer here

SUBMIT



Complete the content above before moving on.

Lesson 4 of 5

Knowledge Check



Module 7: Review Questions

Question

01/10

What is 'S' in STOP technique?

- Setting rules
- Setting expectations
- Setting deadlines
- Setting consequences

Question

02/10

In STOP technique, 'O' is for overcoming the fear of:

- Being disrespected
- Time issues
- Being rigid or harsh
- Interrupting

Question

03/10

What is the biggest problem with meetings that overrun their original end time?

- The venue may not be available for overtime
- Attendees lose concentration
- Ideas usually deteriorate
- You can suffer serious consequences

Question

04/10

Which of the following is not something that mitigates the effects of going overtime?

- Giving choices to attendees
- Warning attendees that the meeting will be overtime
- Determining your constraints
- Informing attendees that the meeting is already overtime

Question

05/10

Which of the following is not one of the basic steps for keeping attendees accountable?

- Setting expectations
- Clarifying consequences
- Setting limits
- Follow through

Question

06/10

Holding your participants accountable primarily involves:

- Their own choice to participate
- Keeping authority
- Communication
- Non-formal atmosphere

Question

07/10

Chairing the meeting requires _____.

- Diligence
- Discipline
- Diligence and discipline
- Neither diligence nor discipline

Question

08/10

In your invitation you should:

- Explain how the attendees should behave
- Outline your expectations
- Explain how the attendees should behave and outline your expectations
- Neither explain how the attendees should behave nor outline your expectations

Question

09/10

In order to keep your meeting on track, you should:

- Be patient
- Set clear expectations on how time management will be used in the meeting
- Communicate
- Express your concerns

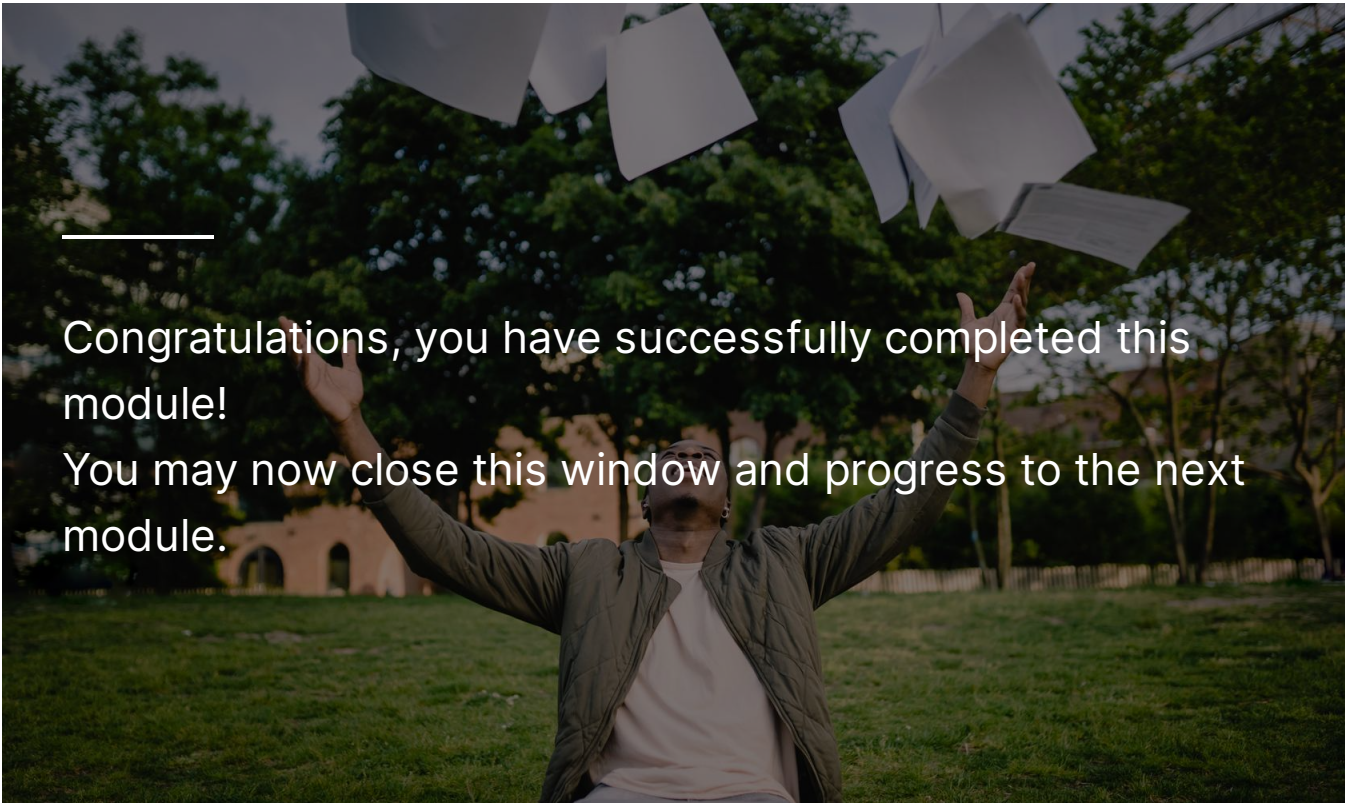
Question

10/10

Letting your presenters and attendees know you intend to manage the agenda firmly:

- Removes the element of surprise
- Can anger them
- Could make them want to leave
- Might keep them from asking questions

Module 7: Completed



Congratulations, you have successfully completed this module!
You may now close this window and progress to the next module.