

Module 6: Chairing a Meeting I

Chairing the meeting is a leadership role. You must be ready and able to stand up and kick off the meeting without sounding nervous or uncomfortable. Your ability to communicate early in the meeting sets the tone of the meeting. Chairing a meeting effectively takes time to develop and requires practice.

This module is part one of two modules that teaches how to effectively chair a meeting. The first part, will teach how to start your meeting in a positive way. Next, we will discuss the role of the agenda and finally, we will discuss how to use the parking lot. All of these techniques are designed to make you a more effective chairperson. In fact, you will get an opportunity to practice commencing a meeting. Do not worry. This is a safe learning environment where you will not be forced to do something you are not comfortable doing. However, remember to add it to your action plan if you need more practice chairing a meeting.



Getting Off on the Right Foot



The Role of the Agenda



Using a Parking Lot



Knowledge Check



 **Module 6: Completed**

Getting Off on the Right Foot



Opening your meeting effectively requires both a technique and a flow. The **SIGNALS** flow gives you an easy model to follow when opening the meeting.

Here is a breakdown of the acronym:

Salutation —

Open the meeting by welcoming and greeting your participants.

Introduction —

Introducing yourself.

Guest Mentioned —

Introducing those attendees that are special guests.

Need-To-Know —

A list of things like logistics, bathroom location, fire exits, general meeting format that is shared with the attendees.

Agenda —

Where you discuss the purpose of the meeting and give a brief overview of the agenda.

Laws of the Meeting —

Where you discuss how the meeting is going to run. This includes policies on electronic devices, participation, and handling conflict.

Segue —

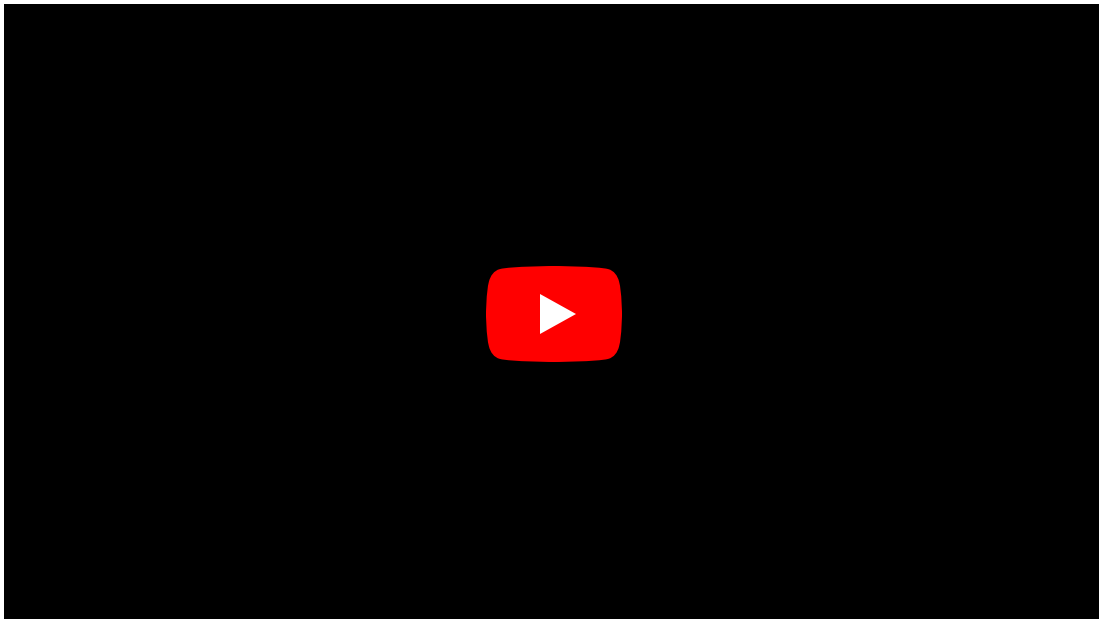
The part of your introduction that links this part to the next topic, which in this case will be the role of the agenda.



Practicing your opening is the best way to become better at it.
Over time, you will develop your own style.

The first responsibility your participants will see you fulfil as chair of a meeting is hosting the meeting. This means welcoming participants like guests and helping them feel comfortable and clear about what to expect.

Watch this video to learn more...





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

The vital component of opening any meeting is to establish your _____ as chairperson.

Type your answer here

SUBMIT

If you want to strengthen a relationship with someone then the best thing to talk about is **FROGS**. Which of the following does not represent part of the acronym?

- F**riends
- R**elations
- O**rganizations
- G**eology
- S**ocial/**S**port

SUBMIT



Complete the content above before moving on.

The Role of the Agenda



Consistently missing the agenda time and topics is a sign of poor meeting management.

The agenda is an entity that plays a vital role similar to that of the chairperson or minute-taker. If it is not adhered to, your meeting will experience time and participant management problems. Many times, meetings run over or are cut short leaving topics unaddressed. Consistently missing the agenda time and topics is a sign of poor meeting management.

The following is a list of items an adhered-to agenda executes:

The Agenda Communicates:

- Meeting topics.
- Presenters.
- Time allotment for each speaker.

The agenda provides focus by:

- Stating the meeting objectives clearly.
- Outlining the meeting in increments of time.
- Providing a checklist of things to accomplish in the meeting.
- Allowing the attendees to see both the beginning and the end of the meeting, omitting any distraction.

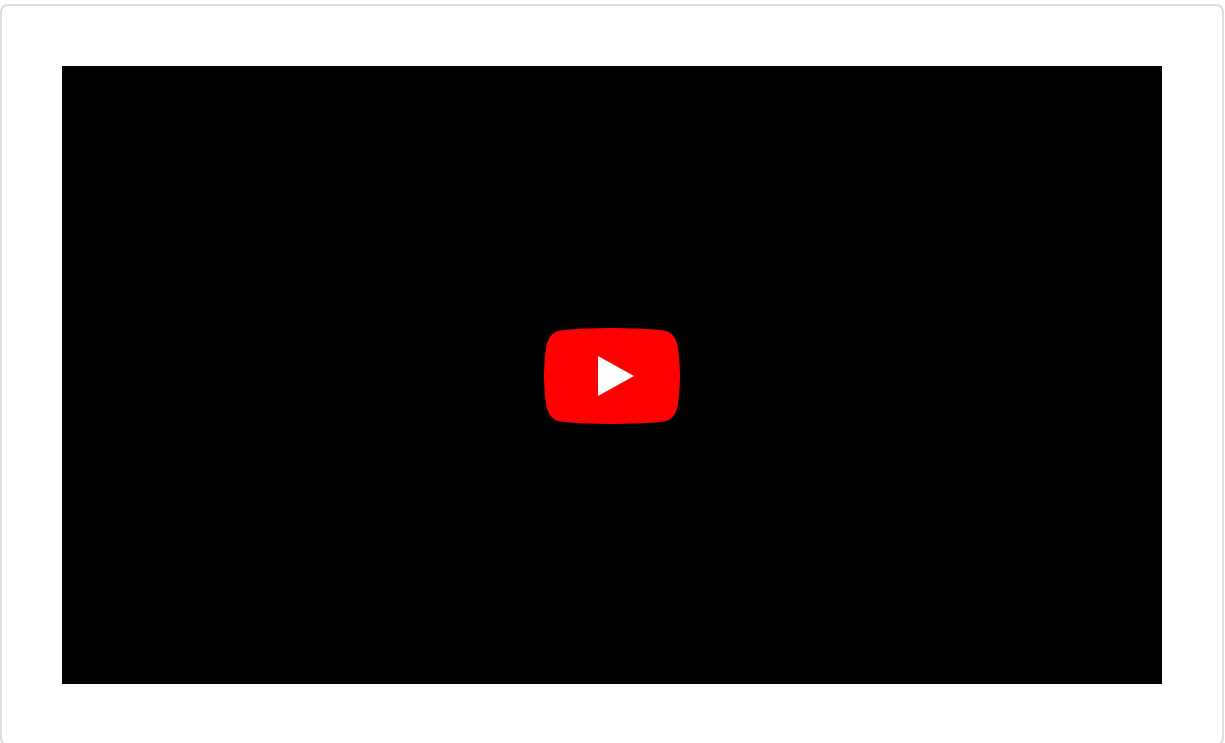
Here is a sample of how to introduce the agenda as a role at the beginning of the meeting:

“The agenda will help us meet today’s goal of deriving a good sales strategy. We have four presenters who are going to discuss how to present the new product, handle objections, gain commitment, and close the sale. The agenda will be our guide so we can stay on track and finish on time.”

Simply handing out the agenda does not communicate its role. You must introduce it like any other person that has a role in the meeting.

John Cleese (Monty Python) nails it in this classic 1976 work “Meetings, Bloody Meetings”, and his hilarious portrayal of meeting culture seems worryingly accurate today.

In this video clip, a judge appears in the dream of a middle manager (played by John Cleese) and teaches him a lesson about what happens when you do a ***meeting without an agenda.***



In this next video clip, a judge appears in the dream of a middle manager (played by John Cleese) and teaches him a lesson what happens when you do a meeting where the ***agenda is ill-prepared*** and confusing the attendees.



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

"An agenda's not just a _____ it's a brief for all the others to work from".

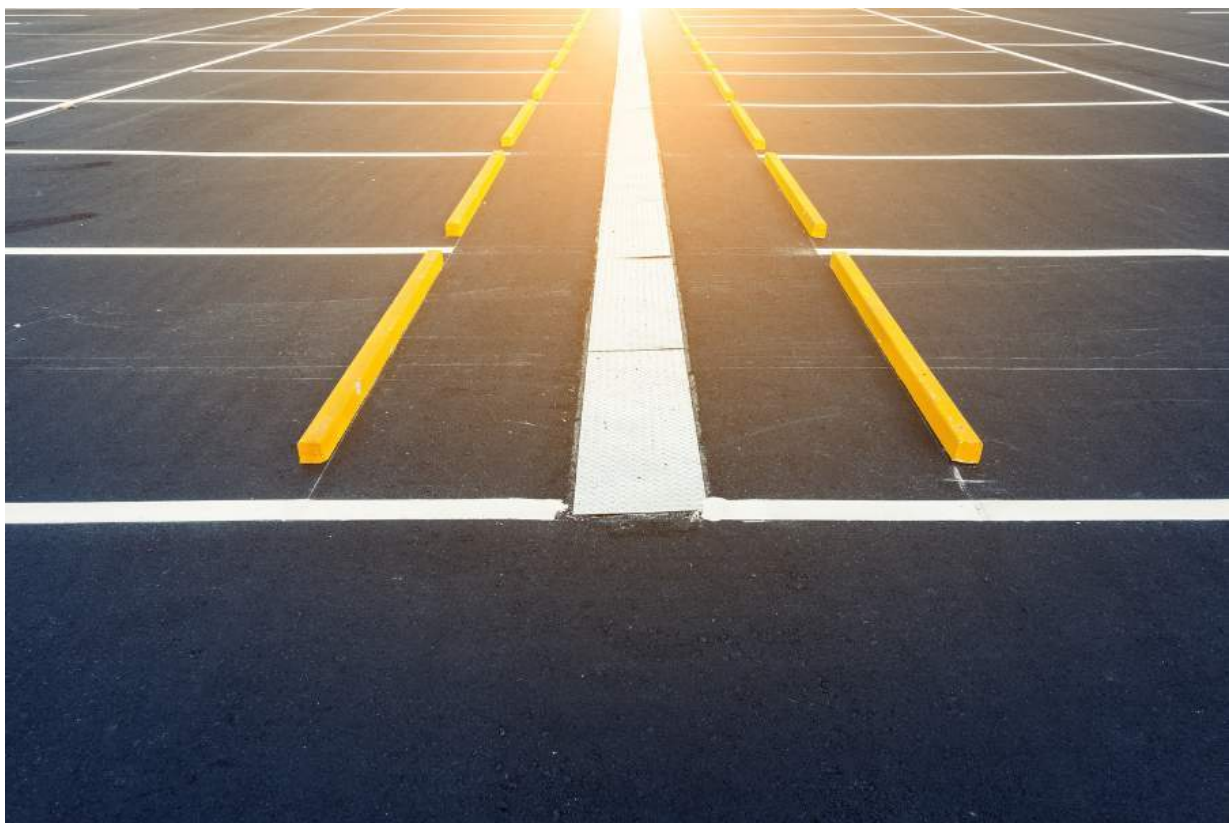
Type your answer here

SUBMIT



Complete the content above before moving on.

Using a Parking Lot



Using a parking lot in your meetings provides a place where topics that cannot be answered during the meeting are noted for follow up later. Sometimes the topics in the parking lot may be answered during the course of the meeting, but this is unusual. The parking lot is simple to implement. You could create a physical place by using a piece of flip chart paper with sticky notes. Perhaps you prefer electronic documentation. You can collect parking lot topics onto a spreadsheet. Whatever you choose, you need to have a basic format.

Here are some things to consider:

- Take a few moments to share with the attendees how the parking lot works
 - Meant for topics that require follow up after the meeting
 - Hold questions that can be answered later in the meeting

- Provide brief instruction on how to register a parking lot issue
 - Provide the question or topic, contributor's name, and contact information, on a sticky note, or verbally to the minute-taker
 - Chairperson will review parking lot topics to determine if the topic requires follow up after the meeting
 - Follow up communication will be sent to all members of the meeting



The parking lot is helpful in managing your time. It gives you the ability to move off a topic that requires more research and time to develop. Remember to check the parking lot at the end of the meeting and always be sure to follow up when you say you will.

Watch this video clip...



Complete the content above before moving on.

Lesson 4 of 5

Knowledge Check



Module 6: Review Questions

Question

01/10

What is 'I' in SIGNALS flow?

- Introduction
- Interpretation
- Interpersonal skills
- Impartiality

Question

02/10

What's the last part of SIGNALS flow?

- Salutation
- Segue
- Simplification
- Scheme

Question

03/10

Which of the following is not something the agenda communicates?

- Meeting topics
- Time allotment for each speaker
- Presenters
- Backup plan

Question

04/10

What should you do with the agenda at the beginning of the meeting?

- Hand it out to attendees
- Ask somebody to read it out loud
- Introduce it to attendees
- All of the above

Question

05/10

Having topics in the parking lot being answered during the course of the meeting is:

- Recommended
- Strictly not recommended
- Unusual
- Casual

Question

06/10

Who should review parking lot topics to determine if the topic requires follow up after the meeting?

- Chairperson
- Minute-taker
- A person specially engaged to do that
- Anybody

Question

07/10

Chairing the meeting:

- Is difficult
- Is a leadership role
- Is done by the minute-taker
- Is easy

Question

08/10

Opening your meeting effectively requires both:

- A technique and a flow
- A chair and co-chair
- PowerPoint
- Coffee and muffins

Question

09/10

Opening your meeting effectively requires both a technique and a flow.

- Shared
- Read aloud
- Given to attendees
- Treated as an important part of the meeting

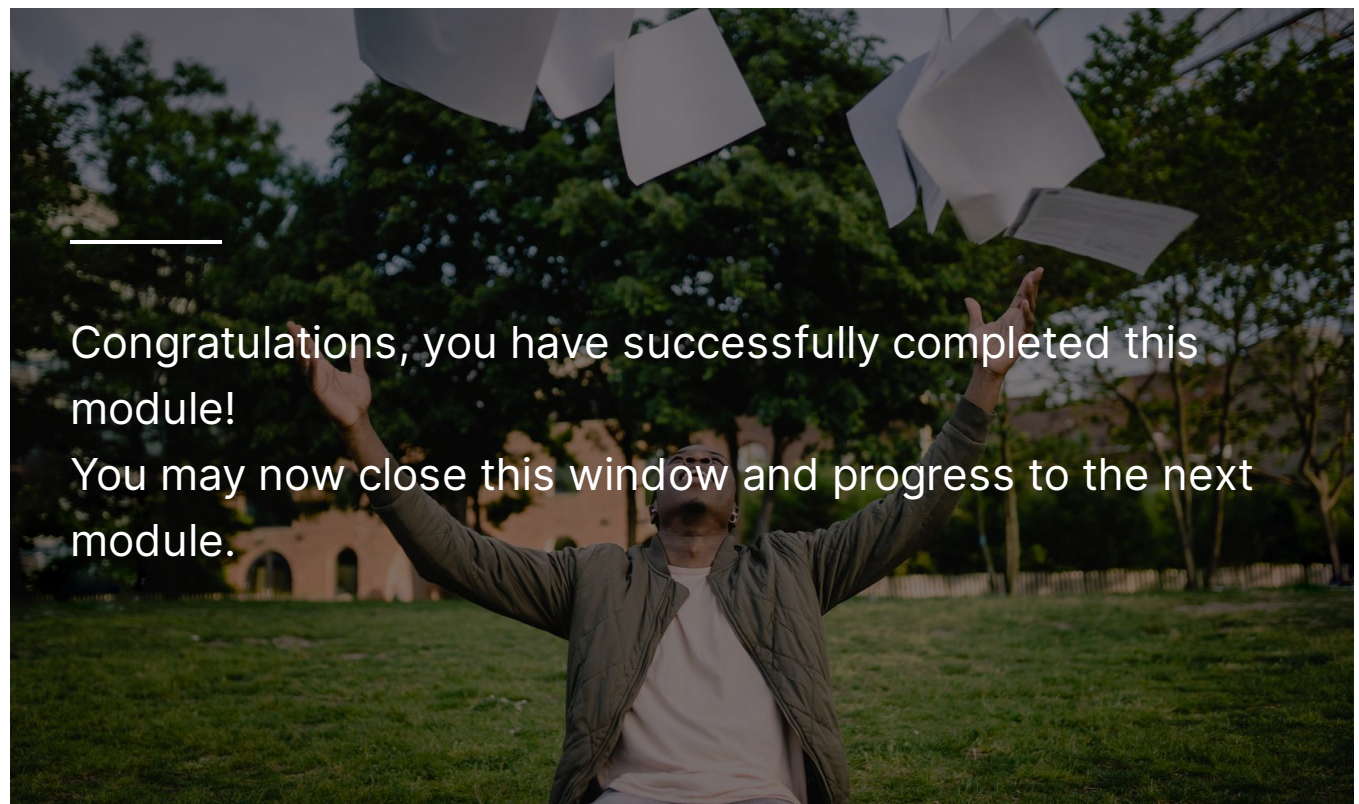
Question

10/10

Your ability to _____ sets the tone of the meeting.

- Delegate
- Fluctuate
- Communicate
- Orchestrate

Module 6: Completed



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