



4D Training

## **Magic Meetings**

### **Who Would Benefit?**

Meetings do require an outcome – something gets done, either for you, for the other person(s), or it is mutually beneficial for both. However it's not just what is achieved, it's also how you achieve it – how you approach and control the meeting; how you involve participants and influence or persuade others.

### **Objective**

This course is designed to develop the skills of the chairperson.

### **Content**

- Understand the factors that determine the necessity of a meeting
- Appreciate the different types of meetings and the roles people should and could play
- Understand the range of skills required to chair a meeting
- Effective meeting preparation
- Implement a process for running the meeting
- Finish a meeting positively and manage the follow-up
- Know own personal communication style and how to adjust to suit a meeting
- Effective preparation to lead a meeting
- Know the differences between assertive, aggressive and passive behaviours
- Understand and practice the three steps to assertive behaviour to help control the meeting
- Understand a range of influencing techniques to promote a successful outcome
- Demonstrate enhanced listening skills
- Deal confidently with a range of meeting participants (e.g. the Head Shakers, the Air Time Hogs and the Sid Silents)

### **Duration**

One day

### **Minimum Numbers**

Four delegates