

Skills for Chairing a Meeting

Aims and Objectives:

Using many different light-hearted exercises and focussed discussions this session will prepare delegates for various types of meetings, whether formal or informal. By covering the important roles and responsibilities of the chair this will enable delegates to help prepare and take control of a meeting in order to ensure that it achieves its aims and objectives, thereby making it productive and value for money.

By the end delegates will be able to: Understand the benefits and applications of group communication & facilitation in the workplace, identify the core skills required for effective facilitation, use questions & listening effectively, be able to differentiate between content & process communication, understanding group dynamics, stimulate group discussion and develop their facilitation & communication skills through experiential exercises.

Learning Outcomes:

- Introductions
- Aims & Objectives
- What is facilitation & when are facilitators needed?
- Group Dynamics
 - The cycle of group development, Diagnosing the development of a group, Dealing with group conflict, Dealing with individual behaviour, Group size and participation
- Meeting Skills
 - Chairing meetings, Managing communications, Ensuring one person speaks at a time, Managing debates, Handling arguments, Picking up on body language, Including quieter members, Controlling more vocal members, Ensuring key points are heard, Creating group participation, Verbal & nonverbal messages, Active Listening, Feedback skills
- Facilitator Skills
 - Rapport Building, Establishing and retaining control, Staying ahead, Importance of feedback, Communications style, Increasing personal impact and creditability, Maximising verbal and visual communications skills, Tools & Techniques
- Experiential Exercises & Feedback

Duration:

One day.

Target Group:

Anyone who attends or leads meetings and wishes to become more effective at guiding people to solve problems and make decisions.

Key Contact:

For further information or to arrange an appointment, contact

Alastair McGhee, Corporate Development Executive,
Tel: 01236 707073, Email: amcghee@coatbridge.ac.uk

How to Book:

Contact Tracey Reid, Commercial Development Officer,
Tel: 01236 707084, Email: treid@coatbridge.ac.uk