



Meeting the needs of the new global marketplace with a flexible, total-systems approach

Leading Meetings

Facilitating for Results™

Let's face it: The word "meeting" has a bad rap. Meetings are considered by many to be a waste of time, an obstruction to productivity, and—at best—a coffee break during a busy day. Such perceptions make it nearly impossible to accomplish the goals meetings are scheduled to achieve.

The key to an effective meeting is an effective meeting leader. Skilled meeting facilitators know how to use meetings to spur valuable ideas and innovative suggestions, foster teamwork, increase productivity, and communicate new strategies and tactics.

This workshop helps individuals identify the skills facilitators need to lead effective, results-oriented meetings. Participants leave able to conduct productive, results-oriented meetings, no matter how complex the issue or diverse the group.

Four steps for meeting objectives

Facilitating for Results™ is based on four principles of effective meeting management: thorough preparation, complete participation, sustained focus, and action plan development.

Whether facilitating routine staff meetings or complex problem-solving sessions, meeting leaders equipped with the skills from *Facilitating for Results™* are able to plan and facilitate meetings that leverage the knowledge, ability, and creativity of individual group members and create dynamic action plans. Participants learn to:

- Plan a focused meeting.
- Start a meeting by reviewing the purpose, desired outcome(s), ground rules, and agenda.
- Use facilitation techniques to encourage a wide range of views on discussion topics.
- Explain the difference between meeting process and meeting content.
- Keep the discussion on track while managing an appropriate meeting pace.
- Assign action items and make follow-up plans to conclude a meeting.
- Explain how to evaluate a meeting.
- Describe how they plan to use their new skills in future meetings.

Your organization will benefit from the improved knowledge sharing, decision making, and action planning that well-managed meetings generate.

Meeting your needs

Facilitating for Results™ uses a variety of approaches in a flexible time frame to teach the skills for leading effective meetings; an optional follow-up session provides additional opportunities for practice. To help you further maximize your meeting leaders' performance, this module also can be combined with other AchieveGlobal training and consulting services.

With a dozen doughnuts, meeting participants get breakfast. With *Facilitating for Results™*, they generate new ideas and action plans that meet the goals the meetings are designed to achieve.

About AchieveGlobal

AchieveGlobal is the world leader in helping organizations translate business strategies into business results by developing the skills and performance of their people. We are a single resource for aligning employee performance with organizational strategy through training and consulting solutions in sales performance, customer service, leadership, and teamwork.

With 75 offices in 43 countries—and programs and services in more than 40 languages and dialects—we can work with our customers virtually anywhere in the world. We welcome the opportunity to work with you, too.



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Developing the 21st Century Workforce™

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The 4 Steps of *Facilitating for Results*™

1. **Prepare the group for a focused meeting** covers the importance of determining the purpose and desired outcome(s) of a meeting, selecting appropriate participants, structuring an efficient agenda, setting ground rules, and opening a meeting effectively.
2. **Encourage diverse points of view** recognizes the value of reserving personal ideas and opinions when leading meetings and provides techniques that help leaders involve all participants, keep any one person from dominating, and make sure all opinions on important issues are fully discussed.
3. **Keep the group focused and moving** explores techniques for keeping a meeting on track, pacing a meeting to allow adequate discussion, summarizing progress, and reaching conclusions to move the meeting forward.
4. **Make sure action items are planned** develops mastery of working with the group to determine next steps, develop formal follow-up plans, and gain commitment to carry out those plans. In addition to the four steps outlined above, two supplementary options are available to further develop your meeting leaders' facilitation skills:

Dealing with differences of opinion stresses the importance of addressing different points of view and the meeting leader's role in guiding the group through the resolution process to a positive outcome. Guidelines for determining whether differences need to be resolved immediately and proven techniques for resolving differences in a win-win manner are examined.

Handling disruptive behavior stresses the importance of quickly and effectively addressing disruptive behavior before meeting productivity and morale are affected. The module covers eight techniques leaders can use to regain control, refocus participants, and handle disruptive behavior in a way that maintains the person's self-esteem and moves the meeting forward.