



CHAIRING AND MANAGING BUSINESS MEETINGS (1 DAY)

THIS COURSE IS ALIGNED TO UNIT STANDARD:

Title:	Plan and Prepare Meeting Communications
Unit Standard ID:	13934
NQF Level:	3
Credit Value:	4

INTRODUCTION

The minutes of a meeting are only as good as the meeting management skills of the Chairperson. This workshop has been developed to prepare delegates with the skills they require in order to be effective in chairing meetings and keeping accurate minutes. The Chairperson who can effectively manage time, who can control difficult attendees, who can steer discussion to meet the meeting objectives effectively and who has a sound knowledge of formal meeting procedure, will be revered as a role model to all meeting attendees.

REFERENCES

“The course was an eye-opener. I have learned that I thought they were not important. It was fun and informative and interactive.” ~ Sarah Monyaki (National Intelligence Co-ordinating Committee)

“Reminded us that proper planning and structure will lead to more productive meetings.” ~ Anonymous (National Intelligence Co-ordinating Committee)

“The course was very interactive and informative gave clarity on a number of issues.” ~ Anonymous (North West University)

“The course achieved its stated outcomes and the discussion was adapted to meet the needs of the organisation.” ~ H Moller (National Intelligence Co-ordinating Committee)

WHAT THIS COURSE CAN DO FOR YOU...

- To clarify the purpose and objectives of meetings
- Identifying types of meetings and legal issues
- Understanding the role of committee officials
- Applying different types of agendas
- Following correct meeting procedures
- Chairing the meeting to meet objectives
- Meeting management and effective control

TARGET AUDIENCE

The workshop is aimed at delegates who are responsible for meeting organisation, preparing of agendas, chairing a meeting and ensuring that correct procedures are followed in order for the meetings secretary to take accurate minutes.

COURSE CONTENT

Introduction

- Clarifying objectives
- Legal issues
- Types of meetings
- Standard meeting terminology
- Notice of meetings

Meeting Procedure

- Agenda preparation and management
- Importance of logical and systematic order
- Committee members and their roles
- Duties of the Chairperson, Treasurer and Meetings Secretary
- Valid meetings and procedures:
 - Apologies
 - Agenda
 - Matters arising
 - Motions
 - Voting
 - Resolutions
- Concluding the meeting

Chairing the Meeting

- Chairing the meeting to meet objectives
- Following correct procedure - meeting check list
- Motions and resolutions
- Discipline - maintaining effective control of discussions
- Effective time management
- Dealing with different personalities
- Dealing with difficult members
- Making meetings fun
- The ten commandments of meetings
- Examine the meeting process

Personal Accountability & Commitment Plan

TRAINING APPROACH

The primary objective of our training is to ensure that the knowledge acquired is applied successfully, adding real value and **making a visible difference to work performance** in the business environment. The courses have a strong focus on an outcomes based approach and are facilitated on a highly interactive basis encouraging active delegate participation using:

- Role-plays
- Break-away sessions
- Relevant business exercises
- Presentations
- Demonstrations
- Questionnaires
- Discussion activities and
- Case studies

High emphasis is placed on learning through ‘doing’ where learners are presented with real life and workplace case studies ensuring delegates develop knowledge and confidence to take their enhanced skills back into the business environment and apply them successfully. The group leaders are trained to create a comfortable atmosphere where delegates can evaluate themselves and their skills, generate ideas and solutions to problems and plan suitable growth in the workplace.

POST COURSE ASSISTANCE

“Contact the Coach” – Bridging Learning for Business Results

We offer a continued learning relationship providing **FREE** access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation.

Delegates can “Contact the Coach” for support, information or assistance with additional questions regarding the application of theory covered during the course.



Personal Accountability & Commitment Plan

Kwelanga is determined to promote and encourage accountability and behaviour change once delegates return to the work place. A Personal Accountability & Commitment Plan is therefore included in each course presented.

Facilitators will guide delegates through the recording of action plan items and will encourage them to show their Personal Post Course Accountability & Commitment Plan to their up-line on their return to work so accountability is created. This tool will also be useful for monthly one-on-one development discussions.

KWELANGA BUSINESS & EXECUTIVE COACHING

Kwelanga Training now offers coaching on a one-to-one or team coaching basis. Issues covered are chosen by the organisation or the individual to ensure maximum focus is given to achieve measurable outcomes.

Coaching provided by certified professional business and executive coaches is key in transforming management and support staff's excellent performance to peak performance.

For further details contact:

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