



CONDUCT A STRUCTURED MEETING (2 DAYS)

THIS COURSE IS ACCREDITED TO UNIT STANDARD:

Title:	Conduct a structured meeting
Unit Standard ID:	242816
NQF Level:	4
Credit Value:	5

INTRODUCTION

This unit standard introduces the preparation and procedures required in conducting a structured meeting to ensure that objectives are achieved.

The qualifying learner is capable of:

- Preparing for a meeting.
- Conducting a meeting.
- Dealing with differing views in a meeting.
- Distributing records of a meeting.

COURSE CONTENT

Prepare for a meeting

- Meetings and the communication process
- Managing meetings
 - Types of meetings
- Planning the meeting
 - Identify the physical arrangement and attendees required for a meeting
 - Standard operating procedures for meetings
 - Purpose of recording a meeting
 - Check the documents required for a meeting
 - Check the minutes of the previous meeting

Conduct a meeting

- Conduct a meeting
 - Conducting a formal meeting
- Create opportunities for participation
- Summarise meeting discussions
 - Record meeting discussions

Techniques to deal with differing views during a meeting

- Techniques to overcome potential lack of progress
- Use a technique to create progress in a meeting
 - Using group meeting norms / “Rules of Engagement”
 - Dealing with different personalities in a meeting
 - Dealing with potential conflict in the meeting
 - Tips for successful meetings
- Closing the meeting

Distribute records for a meeting

- Compile records to enable the implementation of the meeting decisions
 - Create the Minutes of the Meeting
 - Guidelines for publishing Minutes of Meeting
- Check records for accuracy prior to distribution
 - Distribute the Minutes of Meeting
- Review the meeting and make suggestions for improvement
 - Do meeting follow up

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 | ▪ Demonstrations |
| ▪ Break-away sessions | ▪ Questionnaires |
| ▪ Relevant business exercises | ▪ Discussion activities and |
| ▪ Presentation | ▪ 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 workplace. 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.

On-Line Knowledge Hub

All delegates attending Kwelanga Training courses have **FREE** access to post course on-line resources. Up-to-date, convenient and easily accessible information, relevant to the programme attended, is available. Tools include case studies, articles, exercises and other valuable information which will reinforce course content and assist in transferring knowledge and skills to the workplace.



OUR COMMITMENT TO YOU ...

Kwelanga Training's Commitment

***To develop and inspire each individual to be the best that they can be.
To assist clients in the transfer of skills and positive behaviour change.***

For more information contact us on:

Email: info@kwelangatraining.co.za

Johannesburg: +27 11 704 0720 | Cape Town: +27 21 683 4084

Durban: +27 31 266 2808

Website: www.kwelangatraining.co.za