

Chairing meetings

Half or Full Day



The length of this course is determined by the modules selected from the list below.

The chairperson's responsibilities

- What are the responsibilities of the chairperson?
- What are the responsibilities of the minute-taker and participants?

Organising the meeting

- How to turn a vague list of headings into a comprehensive agenda for participants
- What information should be circulated before the meeting?
- Choosing the best time and place
- Where should the chairperson and minute-taker sit?

Basic meeting procedures

- The classic guidelines for any effective meeting
- What records need to be kept (e.g. are their motions and amendments)?
- What needs to be recorded in the minutes?

Building your credibility as a chairperson

- What do people respect in a good a chairperson?
- How to build a rapport with all participant's, particularly people you don't know well
- The classic mistakes made when chairing meetings
- How to use your body language and eye contact to look confident

Agreeing the standard of behaviour

The chairperson must ensure all behaviour in the meeting is acceptable.

- How to get agreement for the 'norms' of behaviour for a meeting
- How to build trust between participants – simple ways to break down barriers
- What are the costs of passive behaviour by participants?
- The early warning signs that a 'healthy debate' is becoming aggressive



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Facilitating a healthy discussion

- A simple structure for working logically through complex issues
- How to summarise convoluted arguments
- The best questions for guiding a discussion
- How to encourage passive people to contribute without putting them under pressure
- How to use eye contact to control people's behaviour

Taking control

- When does the chairperson need to take control or get a discussion back on track?
- How to correct a factual error in a clear and respectful way
- Simple techniques for 'buying time' when you are under pressure

Managing emotive issues

- Which issues tend to be the most challenging to manage?
- What is likely to increase people's frustration when discussing emotive issues?
- Simple strategies to take the 'personal' element out of discussions
- Practical ways to slow aggressive people down and gain control
- When can you use allies in the group to calm aggressive people down



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