

Meeting Preparation

- Identify type of meeting and purpose/objective
- Confirm the best meeting format
- Identify key participants
- Identify probable issues
- Develop the agenda
- Determine key processes and timing
- Determine logistics
- Develop and distribute the meeting notice
- Hold preliminary discussion in advance if necessary
- Prepare the room and other logistics
- Prepare your opening
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Opening the meeting

- Start on time without fail
- Deliver the opening, state type of meeting & purpose/objective
- Engage the participants
- Confirm the agenda
- Review ground rules
- Determine processes/roles

During the meeting

- Keep the group focused on topic
- Seek clarification
- Gain agreement
- Manage difficult behaviors
- Re-direct off topic discussions to parking lot
- Address disagreement/ conflicts through acknowledgement
- Seek opinions and invite people into discussions
- Summarize

Closing the meeting

- Review and summarize items covered
- Confirm decisions made
- Address outstanding issues
- Ensure all actions have names and dates assigned
- Evaluate the meeting
- Thank participants
- Document and distribute meeting notes
- Hold people accountable