



COURSE OVERVIEW SS0601
Effective Meeting Skills
(E-Learning Module)

Course Title

Effective Meeting Skills
(E-Learning Module)

Course Reference

SS0601

Course Format & Compatibility

SCORM 1.2. Compatible with IE11, MS-Edge, Google Chrome, Windows, Linux, Unix, Android, IOS, iPadOS, macOS, iPhone, iPad & HarmonyOS (Huawei)

Course Duration

30 online contact hours
(3.0 CEUs/30 PDHs)



Course Description



Running effective meetings is one thing every good manager must be able to do. How can a manager ensure that people show up on time? Communicate with each other? Get things done after the meeting? In this course, you will learn how to establish goals for your meetings, set realistic agendas, work with others on meeting etiquette, and create plans to turn decisions into actions.



This E-Learning course is designed to provide participants with a detailed and up-to-date overview of effective meeting skills. It covers the types and purposes of meetings; the agenda to cover during and after the meeting; planning for meeting and sending out meeting reminders; starting on time, keeping it short and simple, staying on topic and taking smaller meetings outside the conference room; using technology; and sending out a meeting summary.



Further, the course will also discuss the most effective type of meeting; dealing with stressful meetings; taking a time-out, acknowledging your triggers, addressing your fears and resisting hostility; managing time in a meeting by identifying goals for the meeting; creating an agenda with time references; identifying and working with a timekeeper; and writing effective minutes.



During this interactive course, participants will learn the focus on listening and taking the time to properly prepare for the meeting in advance; using templates; talking to attendees before the meeting; be prepared, sitting next to the chairperson, typing the notes into the final minutes document and writing objectively; the various ways to be a better meeting participant, come prepared and thinking before you speak; asking questions to others, putting your phone away, speaking with confidence and using the rule of three; using powerful words, practicing out loud, choosing your spots and applying techniques of effective listening for effective meetings; focusing on the speaker; looking at body language; asking for clarification by rephrasing; keeping an open mind; and focusing on the overall picture.

Course Objectives

By the end of the program the participants will be able to:-

- Apply and gain an in-depth knowledge on effective meeting skills
- Learn how to plan, schedule and organize meetings
- Prepare meeting venue with proper layout to facilitate meeting objectives, seating arrangements and required meeting support systems
- Ensure availability of support to take care participants needs
- Prepare agenda, minutes of meetings, taking attendance
- Understand the roles of the chairperson, facilitator, minute taker and attendees
- Identify the types and purposes of meetings
- Review the agenda to cover during and after the meeting
- Plan for meeting and send out meeting reminders
- Start on time, keep it short and simple, stay on topic and take smaller meetings outside the conference room
- Carryout different approach, use technology and send out a meeting summary
- Recognize the most effective type of meeting and deal with stressful meetings in a professional manner
- Take a time-out, acknowledge your triggers, address your fears and resist hostility
- Manage time in a meeting effectively by identifying goals for the meeting
- Create an agenda with time references as well as identify and work with a timekeeper
- Write effective minutes of a meeting, focus on listening and take the time to properly prepare for the meeting in advance
- Use templates, meet and discuss the meeting with the chairperson in advance and talk to attendees before the meeting
- Be prepared, sit next to the chairperson, type the notes into the final minutes document and write objectively

- Apply various ways to be a better meeting participant, come prepared and think before you speak
- Ask questions of others, put your phone away, speak with confidence and use the rule of three
- Use powerful words, practice out loud, choose your spots and apply techniques of effective listening for effective meetings
- Focus on the speaker, look at body language, ask for clarification by rephrasing, keep an open mind and focus on the overall picture

Who Should Attend

This course provides an overview of all significant aspects and considerations of effective meeting skills for managers and all employees who need to conduct meetings effectively and efficiently and those who have to present business meetings and make presentations to individuals, groups or conferences.

Training Methodology

This Trainee-centered course includes the following training methodologies:-

- Talking presentation Slides (ppt with audio)
- Simulation & Animation
- Exercises
- Videos
- Case Studies
- Gamification (learning through games)
- Quizzes, Pre-test & Post-test

Every section/module of the course ends up with a Quiz which must be passed by the trainee in order to move to the next section/module. A Post-test at the end of the course must be passed in order to get the online accredited certificate.

Course Fee

As per proposal


Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course.



Certificate Accreditations

Certificates are accredited by the following international accreditation organizations: -


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USA International Association for Continuing Education and Training (IACET)

Haward Technology is an Authorized Training Provider by the International Association for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 1-2013 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 1-2013 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units (CEUs)** in accordance with the rules & regulations of the International Association for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

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British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

Course Contents

- Effective Meeting Skills
- Give us your worst
- Introduction
- The Types of Meetings
- Purposes of Meetings
- Before a Meeting
- What to Include in the Agenda?
- During the Meeting
- After the Meeting
- Planning for Meeting
- Decide If You Really Need a Meeting
- Only Invite Those Who Really Need to be There
- Send Out Meeting Reminders
- Have an Agenda
- Be Clear About Expectations
- Start on Time
- Keep It Short and Simple
- Stay on Topic
- Take Smaller Meetings Outside the Conference Room
- Don't be Afraid to Take a Different Approach
- Use Technology
- Send out a Meeting Summary
- Some of the Problems in Meetings You Have Likely Encountered Include
- Planning Problems
- Types of Meetings
- The Most Effective Type of Meeting
- Decision Making Meetings
- Information-Sharing Meetings
- Team-Building Meetings
- Negotiation Meetings
- Problem-Solving Meetings

- Motivational Meetings
- Project-Management Meetings
- Creative Meetings
- Meeting Roles
- How to Deal with Stressful Meetings
- Be Prepared
- Take a Time-Out
- Acknowledge Your Triggers
- Address Your Fears
- Resist Hostility
- Avoid Caffeine
- Why Meetings Stress You Out (and What You Can Do About It)
- Stressor #1: Public Speaking
- Stressor #2: Technology Problems
- Stressor #3: You Have No Time to do Your Own Work
- Conclusion
- How to Effectively Manage Time in a Meeting
- What are “Time Robbers?”
- What are Some Daily Strategies We Can Employ to Manage Time in a Meeting?
- Identify Goals for Your Meeting
- Create an Agenda with Time References
- Identify and Work with a Timekeeper
- What are Meeting Minutes?
- How can I Write Effective Minutes of a Meeting?
- Know How to Identify what You Should Be Making Notes On
- Know When it is Best to Just Focus on Listening
- Take the Time to Properly Prepare for the Meeting in Advance
- Use Templates
- Meet and Discuss the Meeting with the Chairperson in Advance
- Talk to Attendees Before the Meeting
- Be Prepared
- Sit Next to The Chairperson
- Type Up the Notes into The Final Minutes Document



- Write Objectively
- The Ways to be a Better Meeting Participant
- Come Prepared
- Think Before You Speak
- Be Willing to Speak
- Listen
- Ask Questions of Others
- Put Your Phone Away
- Listen
- How to Speak with Confidence
- Step 1: Manage Your Mindset
- Curiosity Rather Than Critique
- Defuse Your Fear
- Step 2: Prepare Your Points
- Use the Rule of Three
- Use Powerful Words
- No Apology Language
- Practice Out Loud
- Enlist Help
- Step 3: Stay Present to Spot Opportunities
- Choose Your Spots
- Breathe and Move
- Start Being the Authoritative You
- Techniques of Effective Listening for Effective Meetings
- Focus on The Speaker
- Look at Body Language
- Ask for Clarification by Rephrasing
- Keep an Open Mind
- Focus on The Overall Picture
- Case Studies
- Brainstorming Exercise: Kill Negative Mentality in Meetings
- Purpose
- Objective



- What You Need
- Setup
- Timing
- Discussion
- Video

