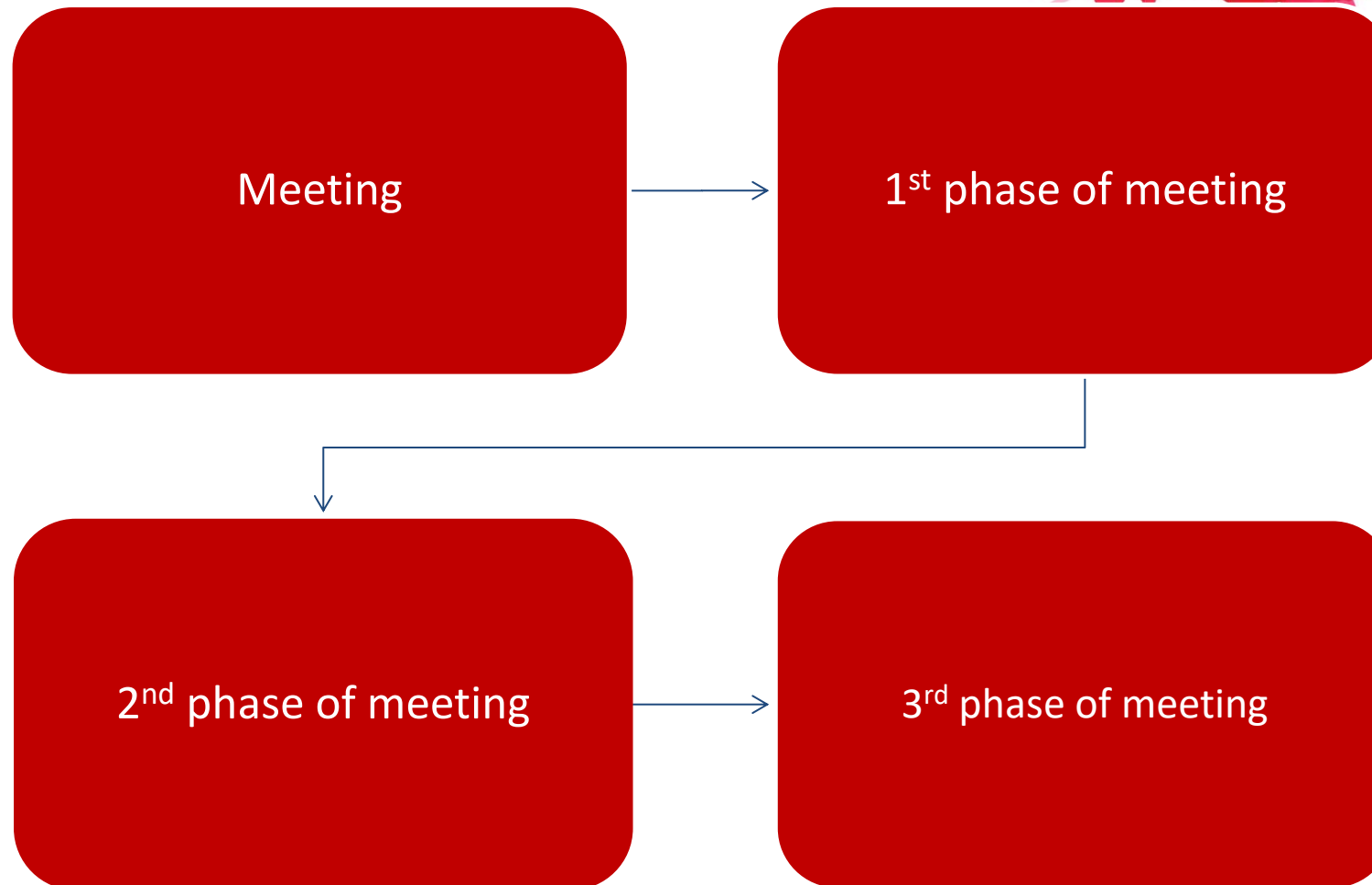Level 2

WA05 Business Administration

UNIT 2.7 Prepare for a routine meeting (including meeting documentation)

LO2.12: Demonstrate the ability to prepare for a routine meeting by drawing up a simple checklist, liaising with the Chair of the meeting, and produce the relevant documents required.

LO2.13: Demonstrate the ability to produce drafts of all pre and post-meeting documentation before and after a routine meeting.

Route Map

```
┌─────────────────┐        ┌─────────────────────┐
│                 │        │                     │
│     Meeting     │───────▶│ 1st phase of meeting│
│                 │        │                     │
└─────────────────┘        └─────────────────────┘
                                      │
         ┌────────────────────────────┘
         ▼
┌─────────────────────┐    ┌─────────────────────┐
│                     │    │                     │
│ 2nd phase of meeting│───▶│ 3rd phase of meeting│
│                     │    │                     │
└─────────────────────┘    └─────────────────────┘
```

Meeting

1st phase of meeting

2nd phase of meeting

3rd phase of meeting

Module Details

Work Area Code:	7
Work area title:	Business Travel, Diary Systems, Meeting Organization and Event Management
Unit Code:	2.7
Unit Title:	Prepare for a routine meeting (including meeting documentation)
Learning Outcomes Nos:	LO2.12 and LO2.13
Learning Outcomes titles:	•Demonstrate the ability to prepare for a routine meeting by drawing up a simple checklist, liaising with the Chair of the meeting, and produce the relevant documents required. •Demonstrate the ability to produce drafts of all pre and post-meeting documentation before and after a routine meeting.
Recommended Duration:	2 hours
Trainer:	

Meetings' nature

Holding meetings is an increasingly expensive activity.
The need to run effective meetings is more intense than ever.

- **The typical meeting types are:**
  – Problem-solving
  – Decision-making
  – Planning
  – Feed forward (status reporting and new information presentations)
  – Feedback (reacting and evaluating)
  – Innovation
  – Information sharing
  – Team building
  – Combination meetings

Meeting' location

Virtual Meetings

Physical attendance meetings

Types of Virtual Meetings

- Teleconference (only audio)
- Video conference (audio and video)
- Web conference (audio, video, and content-sharing)

Advantages vs Disadvantages of Virtual Meetings

Pros	Cons
• Saves Time and Cost • Easy Accessibility • Ease Of Sharing Information With Team Members • Increased Attendance • Maintain Physical Safety Of Participants • Motivate Team Members • Recording the Meeting • Easier to Leave	• Interactions Between Participants are Difficult • Difficulty In Understanding Emotions • Internet Connections Can Fail • Members of the team could be in different time zones. • Cost of Software • Privacy And Security Issues • Difficult To Organise In Case Of Poor Technological Infrastructure • Problems Due To Lack of Technological Understanding • Easier to Leave

- The role of the person who is responsible for the preparation of the meeting is extremely significant:
  - For the meeting to be successful, that is to produce the expected results.
  - For the meeting to be within the budget.
  - For the promotion of the general image of our company.
    - A well organised meeting reflects a well organised company
- Ensure that everything is up to standard, ensuring thus the effectiveness of the meeting.
  - Try to figure out its significance:
    - For you!
    - For the organization as well.
    - For all the other parts involved.
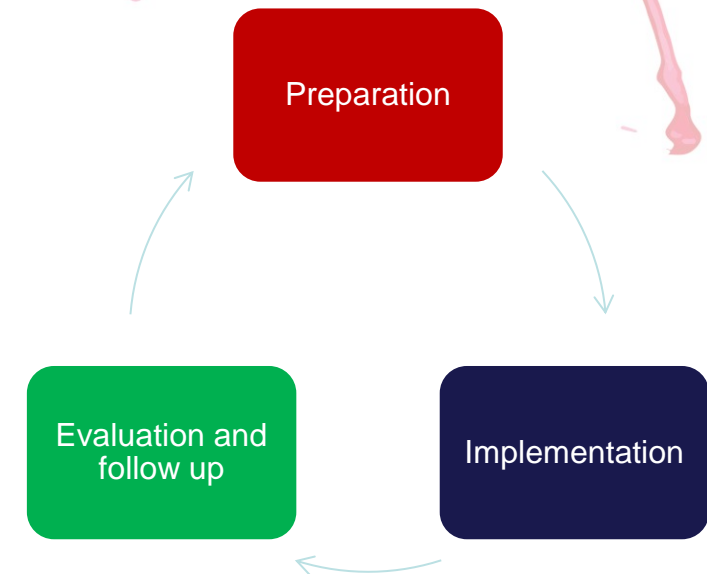
1. **PREPARATION:**
    Before the meeting

2. **IMPLEMENTATION:**
    During the meeting

3. **EVALUATION AND FOLLOW UP (THE FUTURE):**
    – Meeting evaluation
    – Actions resulting from the meeting

1. **Understand the purpose, form and type of the meeting:**

    1. Through questioning the meeting organiser and active listening:

        1. Start with open-ended questions to get most of the information.

        2. Continue with specific 'closed' questions to get the details.

            – What is the meeting all about?

            – So what are the topics in the agenda?

            – Are there any presentations?

            – Who will facilitate the meeting?

            – What is the estimated duration of the meeting?

            – And so on..

1st phase of the Meeting

The preparation

Three key issues

- ## The purpose of the meeting:
  - Note that you cannot organise a meeting unless you know what the meeting is all about.

- ## The type of the meeting:
  - Board of directors meeting.
  - Customer presentation.
  - Team meeting.
  - Project progress meeting.

- ## Form of the meeting:
  - Formal or informal.

Start with the development of a meeting checklist

- ## Advantages:
    - It will help you to organise the meeting and to ensure that there are no pending issues.
    - You do not need to remember issues or their progress since everything is being noted.

Meeting Title:				
Start Date:		End Date:		
Start Time:		End Time:		
Duration:	Xxx days/ xxx hours		Language:	Greek English
Venue:				
Person responsible at venue:				

Indicative Meeting checklists

Related to the meeting:

❑Book the room or the timeslot of the online platform
❑Order Catering(if physical)
❑Order snacks(if physical)
❑Prepare attendance form with appropriate logos.
❑Print Welcome note with appropriate logos (if physical)
❑Prepare meeting room (projector, pads, pens) or online meeting room
❑Inform the hotel on the setup and other details (if applicable)
❑Print or prepare online evaluation forms.
❑Prepare participant nametags (if physical)
❑Ensure all of the above are transferred to the meeting room (if applicable)

Related to participants:

❑ Send agenda and details of meeting (place, time, duration, link) to participants.

After the end of the meeting:

❑ Prepare evaluation report.
❑ Send evaluation report to manager.

1. **Schedule the meeting:**

   1. In coordination with the organiser.

   2. Taking into account the availability of key meeting attendees (probably confirm their availability through a telephone conversation and ask them to provisionally book the date and time).

   3. Take into account the meeting duration.

   4. Ensure that no other big event is scheduled on the same day as this might affect the availability of your attendees and thus the meetings success.

Common problems when scheduling a meeting

- After everyone has been invited, some cannot come:
  - It is a good idea to get a positive response from the key participants before proceeding with the rest of the invitations.

- Several attendees forget about the meeting:
  - This is often the case when the meeting was scheduled well in advance. Need to send reminder.

- Repeated meeting notices are send out:
  - In the end everyone is confused about the meeting.

- The purpose of the meeting was not clear to everybody:
  - So they show up unprepared.

Finding a convenient time & place is hard even when you know where everyone is going to be and what their calendar looks like.

Venue, equipment and other issues

Parameters to take in to consideration when looking for a venue:

- The style of the meeting (presentation, etc.)
- The number of people attending
- The formality level of the meeting
- The need for catering
- The number of rooms required (in case of parallel sessions)
- Any special equipment needed

Possible equipment needed (list not exhaustive):

- Projector and screen
- Laptops
- Chairs, Tables, Notepads and Pens
- Video Conferencing
- Speakers
- Recorders
- Translators
- Cameras
- Printed material that is needed during the meeting.

Meeting agenda

– The meeting agenda is a roadmap for the meeting. It lets participants know where they are headed so they do not get off track. Most importantly, the meeting agenda gives a sense of purpose and direction to the meeting. All agendas should list the following:

- Meeting start time
- Meeting end time
- Meeting location
- Topic headings
- Include some topic detail for each heading.
- Indicate the time each topic is expected to last.
- Indicate which meeting participants are expected to be the main topic participants.

- **Pay attention to the topics of the agenda:**
  - Use details and action words e.g:
    - Decide whether we need a bigger or smaller advertising budget for the next period.
  - Advantages:
    - The discussion is focused.
    - The attendees can get prepared to discuss.

- **Create a first draft version of meeting agenda, to be reviewed by the meeting chair.**

- **Attach the minutes of the previous meeting (if there has been one):**
  - This gives members the chance to bring up anything they do not understand or disagree with.

Last but not least

- **Make provisions for the following**
  - **Pass around the attendance book or sheet of paper and ask everyone attending to sign their names at the beginning of the meeting**. These names will be entered in the minutes.
  - **Confirm with the meeting organiser who will write down the minutes and coordinate with him/her**.

- **Confirm the budget with your supervisor.**

- **Ensure a 'value for money' meeting:**
  - Request tenders before you proceed to bookings (room and equipment rental, catering etc).
  - Confirm attendance before making any bookings.
    - Last minute cancellations may result to penalties.
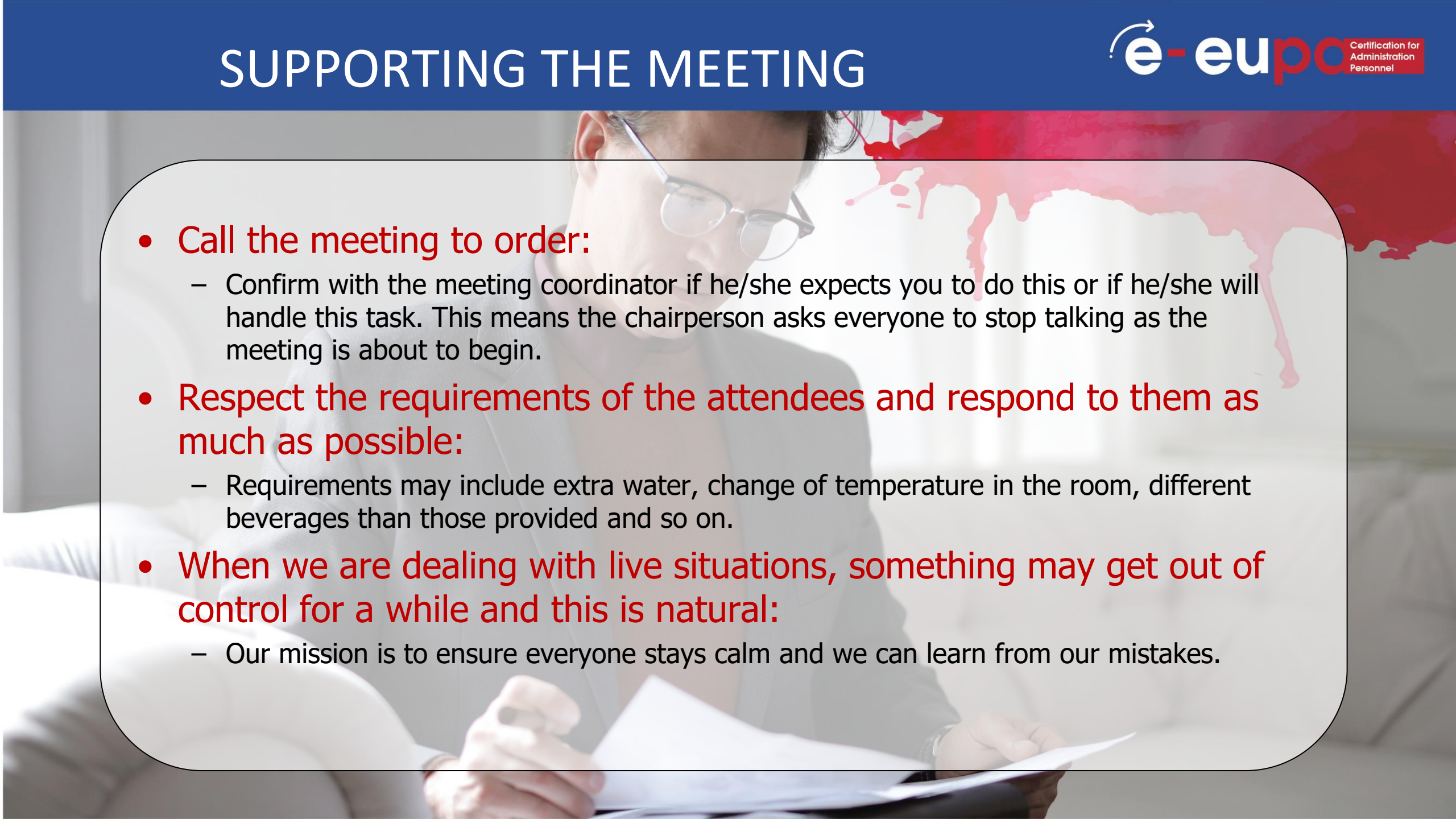
Develop your own simple checklist

E-EUPA_LO_2.12_M_001

2ⁿᵈ phase of the Meeting

The support during the meeting

- **Call the meeting to order:**
  - Confirm with the meeting coordinator if he/she expects you to do this or if he/she will handle this task. This means the chairperson asks everyone to stop talking as the meeting is about to begin.

- **Respect the requirements of the attendees and respond to them as much as possible:**
  - Requirements may include extra water, change of temperature in the room, different beverages than those provided and so on.

- **When we are dealing with live situations, something may get out of control for a while and this is natural:**
  - Our mission is to ensure everyone stays calm and we can learn from our mistakes.

3rd phase of the Meeting

The Post-Meeting Actions

- Write a thank you letter:

> Dear All,
> A short note to thank you for an excellent meeting. Our meeting was indeed very productive and we are now very proud of the result. It was also great to see you and I hope you have enjoyed the meeting as much as we did.

- Prepare a short evaluation:
  - It is pointless to have evaluation forms if you cannot improve your meetings
  - An evaluation report enables you to have an overall idea of the perceptions of the participants on the effectiveness of your meeting.
  - It also empowers your image as a person that values and cares for quality.

Meeting Minutes or Meeting Notes?

- **The two are the same:**
  - Minutes is a more traditional term.

- **The minutes should be:**
  - Brief otherwise people will not read them.
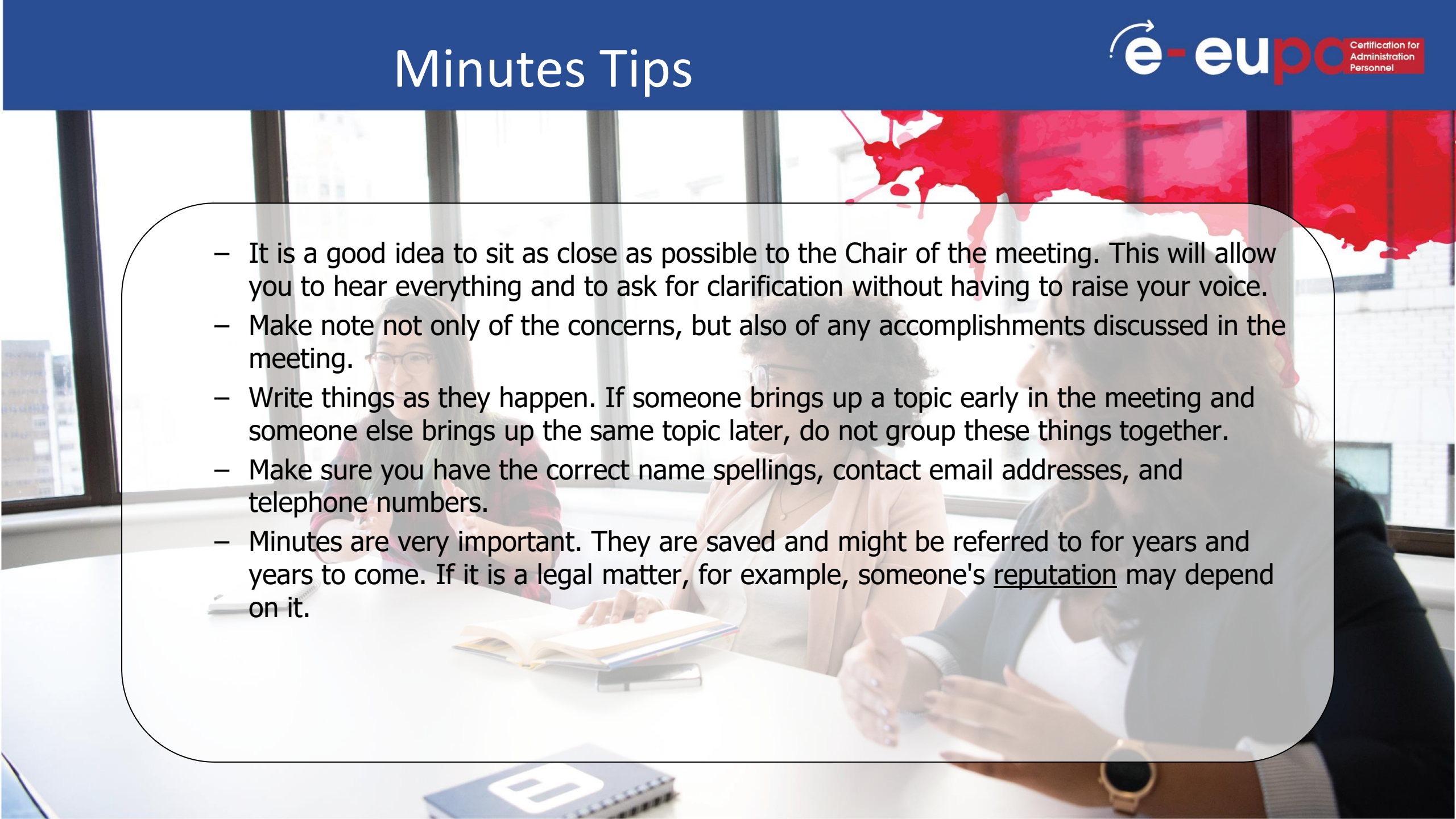 - But they must still be precise and clear.
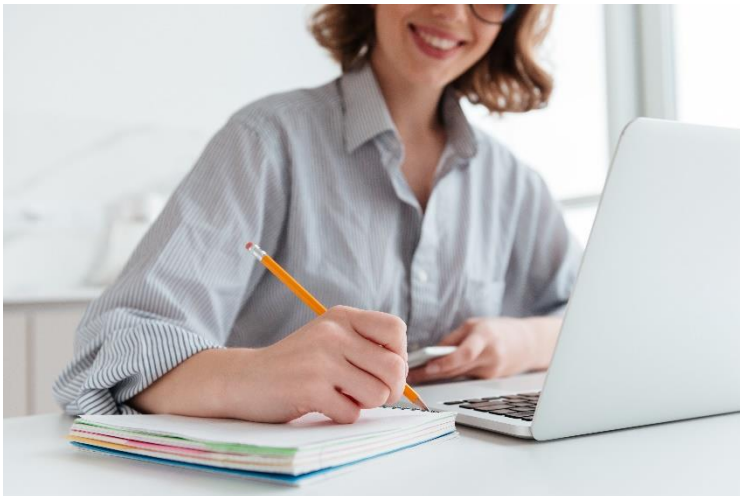
- **Create the first draft version of meeting minutes, to be reviewed by the meeting chair.**

- **Include the following:**
  - Meeting called by
  - Type of meeting
  - Facilitator
  - Note taker
  - Timekeeper
  - Attendees
  - Apologies and absences

Meeting Minutes

- **Then have a section for each of the topics of the agenda including:**
  - The topic title
  - The time allotted
  - The presenter
  - The discussion. It is very important to note the opinions, for example, exactly as stated. Meeting minutes can sometimes be a legal document.
  - The conclusions
  - The action plan (if applicable)
    - Who does what and by when.

Minutes Tips

- It is a good idea to sit as close as possible to the Chair of the meeting. This will allow you to hear everything and to ask for clarification without having to raise your voice.
- Make note not only of the concerns, but also of any accomplishments discussed in the meeting.
- Write things as they happen. If someone brings up a topic early in the meeting and someone else brings up the same topic later, do not group these things together.
- Make sure you have the correct name spellings, contact email addresses, and telephone numbers.
- Minutes are very important. They are saved and might be referred to for years and years to come. If it is a legal matter, for example, someone's <u>reputation</u> may depend on it.

Minutes Tips

- Keep the minutes filed in a safe place.
- Even though you are taking notes.
- Ask people to write down their emotions. This will save you the headache of trying to paraphrase someone else's ideas.
- Consider learning shorthand or using a laptop. This will help you record the minutes in a timely and accurate fashion.
- Do not be afraid to interrupt and ask for clarification at any time.
- Type up your minutes immediately after the meeting ends. It is best to do this while the events are still fresh in your mind. It is also important that participants get a copy of their action items as soon as possible after the meeting.
- When you finish, have it reviewed by the meeting chair.

Prepare all post meeting documentation

- It is important to collect and store all the documentation produced in the meeting in order to use and review it when necessary.

- This may include:

  - Meeting photo gallery

  - Presentations made by participants

  - List of attendance

  - Minutes

  - Questionnaires

Compose post meeting documentation

E-EUPA_LO_2.13_M_001

Key Point 1

- **The typical meeting types are:**
  - Problem-solving
  - Decision-making
  - Planning
  - Feed forward (status reporting and new information presentations)
  - Feedback (reacting and evaluating)
  - Innovation
  - Information sharing
  - Team building
  - Combination meetings

Key Point 2

- **POST-MEETING ACTIONS**
  - A thank you letter
  - Short evaluation report
  - Meeting Minutes
  - Post meeting documentation

Module Revision Questions

Revision Question 1
- What are the different types of meetings and their main features?

Revision Question 2
- Describe what type of organisation and support is provided before, during and after the meeting

- **Revision Question 3**
  - Explain the purpose of collecting and evaluating participant feedback from the meeting

WELL DONE!

You have completed Unit 2.7