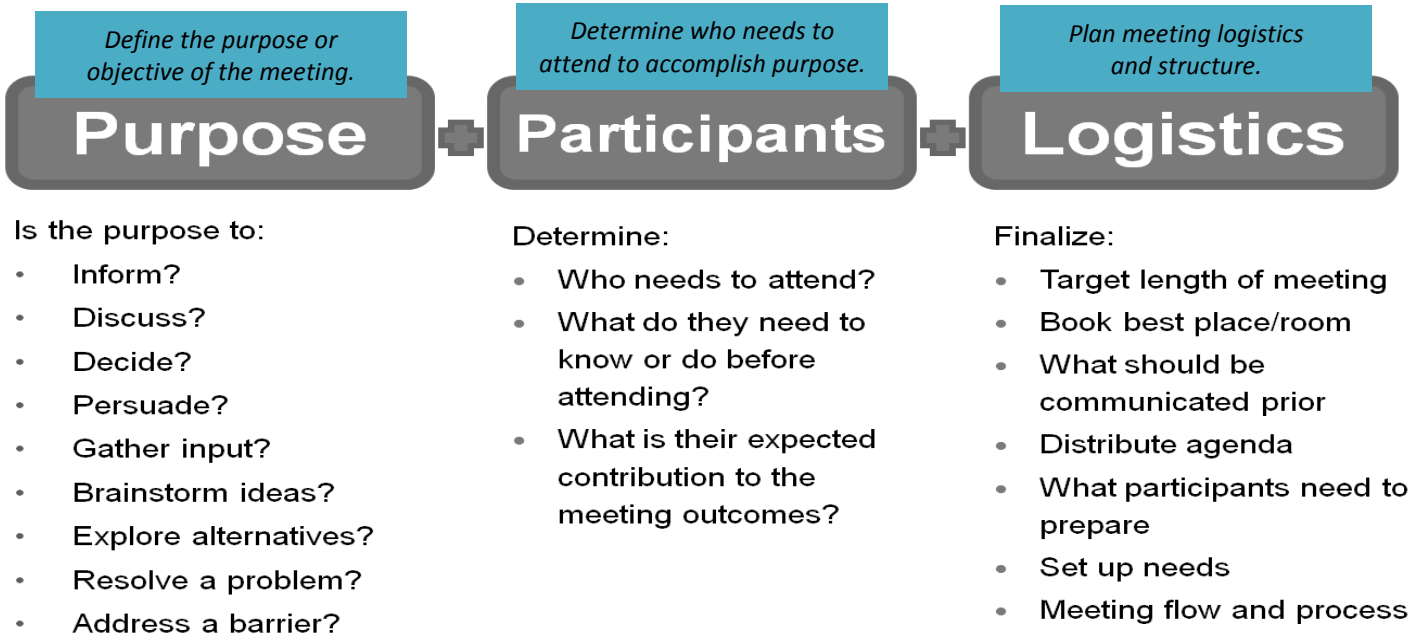


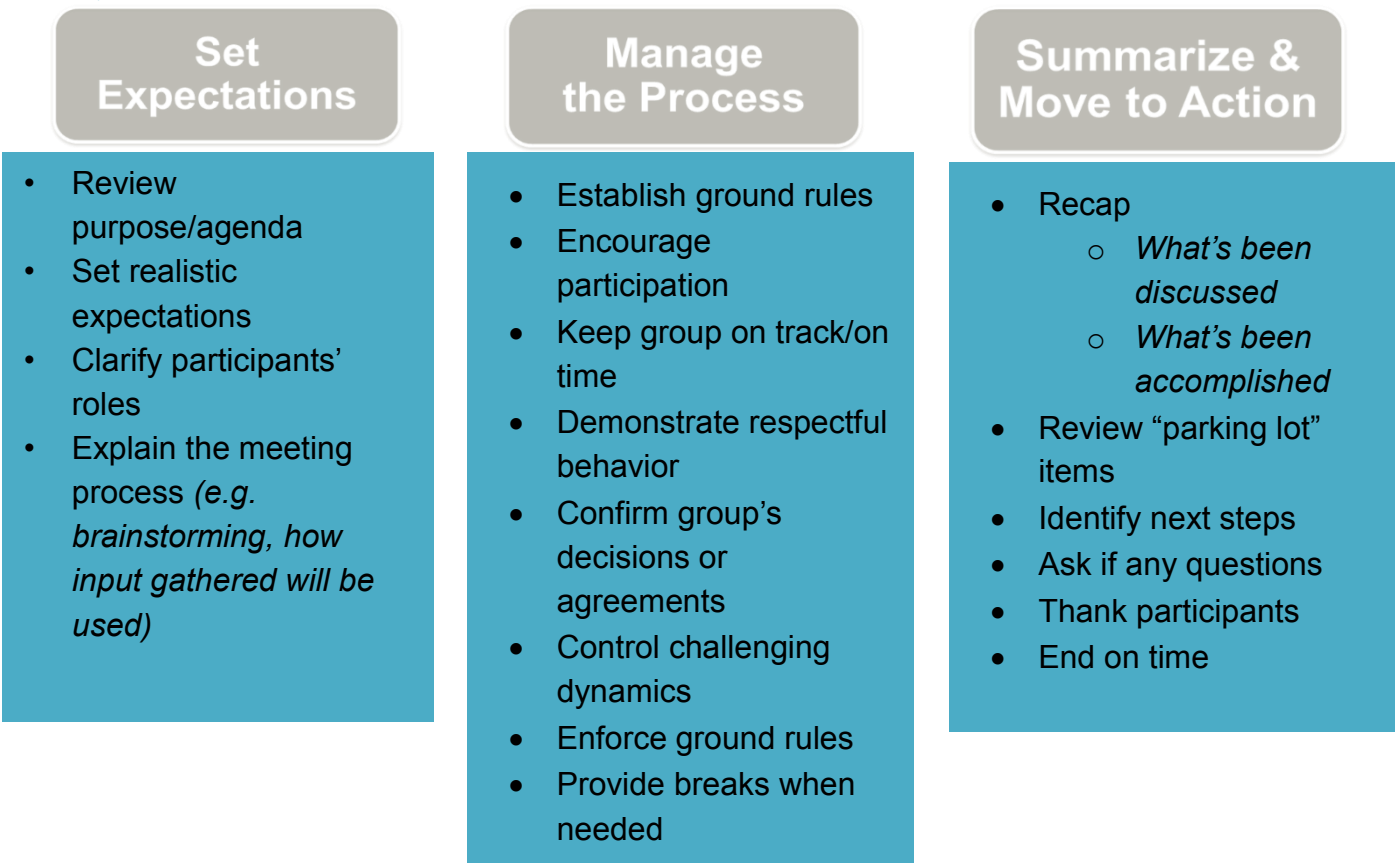
LEAD PRODUCTIVE MEETINGS

PLAN IT!

If you determine that a meeting will be the best use of time and energy for all concerned:



THEN, RUN IT!



LEAD PRODUCTIVE MEETINGS

ASK GOOD QUESTIONS

To control the process & spark thinking

- “Shall we begin?”
- “What should we strive to accomplish by the end of this meeting?”

To bring the discussion back on track

- “Shall we add that topic to the agenda for next time?”
- “Do we need to make sure we cover the other items before we run out of time?”
- “Shall we decide on this first before moving on?”

To maintain an air of openness

- “If we do this, what will happen?”
- “Are there other options to consider?”
- “If you could change one thing about the design, what would it be?”

To provide closure

- “Is there anything else before we move on?”
- “What are our next steps?”

MANAGE COMMON DERAILERS

Sometimes meetings derail - and if not managed - lead down an unproductive path.

The Constant Questioner

- Find merit in their points then move on.
- Mention that due to time constraints, you must table the discussion for now.
- Redirect conversation back to the question or point on the table.

Great phrases to say:

“Great points but let’s focus on how this might work for a moment, before we get into potential drawbacks.”

“What suggestions do you have for working around that?”

“Let’s work from the assumption that we can get approval, since we’ve had similar projects approved in the past.”

The Challenger

- When there is a pause thank them, and invite someone else to speak.
- Thank and acknowledge insights; but stress the need to hear from all participants.
- Discuss time limits and group guidelines with everyone.

LEAD PRODUCTIVE MEETINGS

Great phrases to say:

“Let’s table that for now and move on with our agenda.”

“I’m just looking for quick input at this stage, but might come back to you on this down the road.”

“Thank you great insights, I’d love to hear from others now.”

“I apologize but I need to cut you off so that we have time to get to other topics.”

The Mute

- **Ask a simple question and make eye contact. (This is a subtle way to show you notice them and possibly empower to speak)**
- **Involve all participants in small subgroups to discuss further with one another.**
- **Ask a question to the group and suggest that each participant take a turn sharing his/her opinion.**

Great phrases to say:

“I would really like to hear from each person on this agenda item.”

“Let’s break into smaller groups so everyone has an opportunity to share their thoughts.”

The Negative Nellie

- **If you can support some part of the negative person’s contribution, even if it’s just to acknowledge their concern.**
- **Follow with positive statements to turn the climate and move forward.**
- **Relay comments to other participants and ask for alternate opinions.**

Great phrases to say:

“I agree, the delays have been frustrating.” “Wouldn’t you agree however, that we have made some progress?”

“Carol thinks this idea will never fly. What about the rest of you?”

NOTES:

LEAD PRODUCTIVE MEETINGS



SAMPLE AGENDA TEMPLATE

Topic:

Date:

Time:

Location:

Participants:

Agenda Item

Lead

Timeframe

Key Agreements

Action Item

**Person Taking
Action**

Due Date