

Making Your Meetings Work

Indian Health Service
Division of Diabetes
Treatment and Prevention

Objectives

At the end of this training, you will be able to:

- Identify the principles of planning creative meetings.
- Describe five techniques that encourage interaction and networking among participants.
- Compare and contrast the goals of small and large meetings and the five techniques.
- Describe the role of the facilitator in small and large meetings and the five techniques.

Overview

- Planning Small Meetings:
 - Informal Meetings.
 - Agendas for Structured Meetings.
- Planning Large Meetings.
- Techniques:
 - Panel Discussions.
 - Brainstorming.
 - Role Playing.
 - Effective use of PowerPoint.
 - Brief Solution Groups.

Planning Small Meetings: Informal Meetings

- **Goal:** provides the opportunity to have in-person meetings with staff.
- Help build camaraderie among the staff.
- Meetings are brief with start and finish times.

Planning Small Meetings: Informal Meetings

The role of the facilitator is to:

- Minimize interruption by:
 - limiting cell phone and limiting computer use.
 - having someone on-call during the meeting.
- Identify action items and person(s) responsible.
- Summarize the meeting by:
 - offering any clarity about decisions.
 - sending meeting notes with:
 - decisions made.
 - topics for next meeting.

Planning Small Meetings: Agendas for Structured Meetings

- **Goal:** used when there are a large number of items for one meeting.

Role of the facilitator:

- Ask for agenda items ahead of time.
- Set up agenda with
 - item, purpose and time allotted.
 - Place to record decisions.
 - Place to identify person(s) for action items.

Structured Meetings: Sample Agenda (Table)

<u>Item</u>	<u>Purpose</u>	<u>Time Allotted</u>
1. Office Move.	Discussion.	5 minutes
2. Open House.	Announcement.	2 minutes
3. Health Fair.	Decision.	10 minutes
Decisions Made:		
Tasks Delegated:		

Planning Large Meetings

Goal: provide opportunities to network, provide information and training.

Role of the facilitator:

- Clarify rules and goals of the meeting.
- Stay on schedule.
- Incorporate a variety of techniques to present information.
- Plan interaction with the audience.

Techniques: Panel Discussions

- Panel discussions entail a facilitator, several experts (panelists) and the audience.
- Main purpose is to offer various views from experts on a topic.
- Use panels to point out real differences of opinion and controversies on the topic between professionals.

Techniques: Panel Discussions

Role of the facilitator is to :

- Sharpen/clarify the ideas of the experts.
- Bring ideas together in a coherent manner.
- Capitalize on constructive conflict or differences.
- Take an active role to accentuate and extend discussion (i.e., do more than *introducing panelists*).

Techniques: Brainstorming

- **Goal:** offer a quick method of gathering a multitude of ideas.
- Accept all ideas including unusual and offbeat ideas.
- Strive for quantity, not quality of ideas.
- Ideas stimulate new ideas and new ways of thinking.

Techniques: Brainstorming

Principles of good brainstorming activity:

- Give specific tasks.
- Set time limits.
- Bring ideas back to the group to stimulate more discussion.
- Review ideas to see if anything is missing.
- Give group time to respond; pauses are normal.

Techniques: Role Playing

- **Goal:** illustrate how to work with other people.
- Role play incorporates:
 - active listening.
 - reaction.
 - feedback.

Techniques: Role Playing

- The facilitator's role:**
- address resistance.
 - give rationale.
 - play an active role.
 - use humor.

Techniques: Effective PowerPoint Lectures

- Use as a framework or guide for information.
- Used to accentuate a presentation.
- Talk to and with the audience, avoid reading.
- Hand out copy of the PowerPoint at the end to encourage participation.
- Intersperse information using different formats (video, small groups, role play, white board).
- Get people moving around from time to time, use short stretch break, meet and greet exercises, etc.

Techniques: Effective use of PowerPoint

- Common Rules of Thumb for oral PowerPoint presentations include:
 - Spend 30 seconds to one minute per slide.
 - Title font should be around 44, text font about 30.
 - Rule of 6: no more than 6 bullets per slide and no more than 6 words per bullet.

Techniques: Brief Solution Groups

- **Main purpose:** get participants in groups to generate and share possible solutions to a problem.
- Good way to encourage participation.
- Maintain Energy and Purpose by:
 - assigning groups according to similar function or interest, such as all dietitians or supervisors.

Techniques: Brief Solution Groups

The facilitator's role:

- Listen in and help the process along.
- Assess how things are going.
- Keep groups on task.
- Keep discussion focused on solutions; no complaining.
- Redirect & re-energize the discussion as needed.
- Asks permission to join a group in their discussion.

Summary

- Following guidelines for planning either small or large meetings helps ensure success.
- Facilitators play an important role in many techniques used during a meeting.
- Techniques encourage networking and interaction among participants.
- Using alternate ways of setting up a meeting enhances the contributions of everyone.
