# MODULE 2 – MEETING MANAGEMENT

# Domain 6 – Communicating Effectively

## MODULE OUTCOMES

MODULE LENGTH

60 minutes

1. List three ways to tailor messages to meet the needs of the situation and or audience
2. Explain how to prepare for a meeting in order to clearly present your opinions, information and key points

MATERIAL & EQUIPMENT

Domain 6, Module 2 PPT

Flipchart and pens

Colour stick-it notes

Knowing your audience (handout)

Meeting Management (handout)

Message Audience Method (handout)

All in Diary – Effective Meetings (handout)


## MODULE OVERVIEW

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|  | Topic | Method | Time  |
| 1 | Introduction | Presentation/ discussion | 3 min |
| 2 | Turning poor meeting management into an effective process | Pair brainstorming | 15 min |
| 3 | Positive meeting management technique | Presentation/ discussion | 20 min |
| 4 | Developing clear messages | Pair work | 20 min |
|  | Wrap and close | Presentation | 2 min |

## MODULE PURPOSE

This module focuses on the skills associated with effective communication in a meeting environment, with participants exploring ways to effectively plan and tailor communication to different situations and counterparts.

SUPPORT DOCUMENTS

Meeting management is an essential skill for any deployee working in a coordinated humanitarian response.

Answer key – Message Audience Method

Deployees need to know how to adapt language, tone, style and format to the needs of different audiences. They also need to be able to speak clearly and fluently, in order to effectively influence or persuade others of a course of action. Deployees may also need to make presentations in meetings, and should be confident in public speaking, with communication again tailored to the audience in question.

## MODULE SEQUENCE

It is suggested that this module take place beforeDomain 11 Working effectively in teams. The skills learned in this module will be utilized and further strengthened in the exercise of Domain 11, in which participants will be required to draw on their communication and active listening skills in order to effectively work together in teams, with each individual having a specified role to play.

## MODULE ACTIVITIES

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| --- | --- | --- |
| Topic | Method | Notes for delivery |
| Introduction(3 min) | Presentation | 1. Introduce the session and module objectives. (slide 2)Explain that one of the most common ways for humanitarians to communicate with each other in humanitarian work is through meetings and therefore is a good place to think about communicating effectively.  |
| Turning poor meeting management into an effective process(15 min) | Pair brainstorming | 2. Show slide 3 on poor meeting management. Ask participants to talk in pairs and tell each other about a terrible meeting they attended. Have them list all the elements that made the meeting go so poorly. (slide 3)3. Once they have created this list, have pairs brainstorm positive ways, through better communication, planning or management techniques, to address the poor meeting elements. Provide them with colour stick-it notes to write each suggestion on. Once they are done have them place them on the wall under each category: communication, planning or management techniques.  |
| Positive meeting management techniques(20 min) | Presentation/ discussion | 4. Bring participants back to plenary and debrief on the positive meeting management techniques they have listed. Add any other tips that are missing. *Answer: Use handout “Tips on running a meeting”.* 5. Quickly ask why would a meeting be held in a humanitarian setting? Lead the brief discussion to the key point that there must be an *objective* and *desired outcome* from a meeting. This notion will shape all behaviour and elements for an effective meeting. Also explain that in meeting management the ability to communicate that objective is vital. The message should be communicated in a way that is appropriate for the target audience. (slide 4)Give participants the handout “*Knowing your Audience.”*6. Explain to participants the process of effective meeting management, including: why, who, what, when and how. (slide 5) |
| Developing clear messages(20 min) | Pair work  | 7. Put up the following scenario on the PPT:You are a NGO programme coordinator. You’ve noticed from the strategic response plan that there is a serious lack of integration or acknowledgement of gender in many of the different individual response plans. (slide 6)Break participants back into their pairs and hand out the Tool “Message, audience and method.” Let participants know they have 15 minutes to use the tool to brainstorm and write down the most effective communication techniques to achieve their objectives with each group listed on the tool. *Answer: See Answer Key: Message, Audience, Method, under support doc.*8. Bring pairs back to plenary and ask them to share some of the different messages and techniques they used with each audience. |
| Wrap up and close(2 min) | Presentation | 9. Finish the session by highlighting the importance of setting clear objectives for a meeting and having a realistic and well prepared agenda (shared in advance). Emphasize how important it is to know what they want to get out of a meeting and to have a clear message or argument prepared that is tailored to their target audience in order to achieve that objective. (slide 7) |

## MODULE EVALUATION

Suggested level two questions/answers:

1. List three ways to tailor messages to meet the needs of the situation and or audience.

Answers could include:

* Find out about the audience you are targeting (background, culture, interests, experience etc.)
* Consider the method of your communication (do not monopolize discussions, formal/informal language, contextually appropriate language etc.)
* Adjusting our tone
* Using visuals or speaking more slowly depending on language differences
* Speak at the right pace for the audience to ensure they understand

2. How should you prepare for a meeting in order to present your opinions, information and key points of an argument clearly?

Answers could include:

* Prepare you argument in advance
* Think about why this meeting is needed and the expected outcomes
* Think about your audience’s perspective and/or goals for the discussion
* Prepare and circulate a clear agenda