



# Making Meetings Matter

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September 15, 2010

# Do You Feel Like This?

- ◆ My entire day is filled with meetings
- ◆ I go from meeting to meeting with no break
- ◆ I have no downtime to work on action items
- ◆ I forget what action items I had
- ◆ I have no time to prepare for each meeting
- ◆ I am always running late to the next meeting
- ◆ My meetings run over the allotted time

# Or Do You Really Feel Like This?

- ◆ We meet to meet to have more meetings!

# Our Goal is to Help You

- ◆ Effectively plan and prepare for meetings
- ◆ Finish meetings on time and with time to spare
- ◆ Start Meetings on time
- ◆ Effectively communicate action items
- ◆ Improve employee and team engagement

# Why Are Meetings Ineffective ?

- ◆ Unrealistic expectations
- ◆ Too many participants including some that do not need to be at the meeting
- ◆ In some cases, a meeting is not necessary and issues can be resolved via a phone call or email
- ◆ They are scheduled back to back to back
- ◆ No communication between individuals – meetings are often just scheduled and no agreement on the best time is ever reached
- ◆ Inadequate meeting space
- ◆ Choice of meeting times

# A Simple Approach

- ◆ We make meetings harder than they should be
- ◆ For a meeting to work effectively, keep it simple and not overcomplicate it
- ◆ There are five parts to an effective meeting

# The Simple Approach

- ◆ Planning It
- ◆ Preparing For It
- ◆ Time Management
- ◆ Running It
- ◆ Post Meeting

# Planning

- ◆ Outline the purpose of the meeting
  - What are you trying to achieve with the meeting?
  - Do you really need a meeting?
- ◆ Identify your key participants
  - Who are the individuals that really need to take part?
- ◆ Communicate with individuals
  - Let them know that you are setting up a meeting and the purpose of the meeting
  - Obtain the best times that everyone can meet
    - ◆ Learn what their schedule is and not overload individuals with back to back meetings
  - Ask them questions about what is important to them
- ◆ Identify the time needed
  - Do you need 30 minutes or 60 minutes
  - Rarely schedule a meeting for over an hour
    - ◆ Meetings over an hour are an opportunity for individuals to quickly lose interest and not remember anything

# Preparing

- ◆ Create an agenda
  - The agenda should have numbered items and be a one page document
  - The agenda should have the name of the person speaking and the time allotted to them
  - Always allow some time for a Question and Answer section
  
- ◆ Identify a timekeeper and meeting minute taker
  - Timekeeper will ensure that the meeting does not run over
  - Meeting minute taker will record all items discussed and each action item

# Time Management

- ◆ The most important aspect for employee engagement and running an effective meeting
- ◆ Most meetings are either 30 or 60 minutes
  - Consider scheduling your 60 minute meeting for 50 minutes
  - Consider scheduling your 30 minute meeting for 25 minutes
    - ◆ By doing this, you allow for much needed downtime for individuals to digest what happened during the meeting
    - ◆ You also allow time for individuals to get to their next meeting on time!

# Running

- ◆ Start the meeting on time
  - Otherwise there is a domino effect throughout people's calendars
- ◆ People first content second
  - Interject humor and conversation to help people engage and connect
- ◆ Encourage people to leave technology at their desks
  - Step away from the blackberries and iPhones
- ◆ Pass the agenda out prior to the start of the meeting
  - At the beginning of the meeting be sure everyone is aware of the expectations and the time limits

# Running (cont.)

- ◆ Identify a timekeeper to ensure the meeting stays on track
  - This is a rarely completed task
- ◆ Document action items
  - Include due dates
- ◆ Any items that require more discussion should be tabled for a separate discussion
  - It is up to you to identify that the meeting is drifting, and you must step in to refocus the meeting
- ◆ Recognize and manage your meeting disruptors
  - Gentle, assertive intervention

# Post Meeting

- ◆ Ensure that the meeting minutes and action items (with due dates) are sent out within 24 hours of the meeting
- ◆ Ask a select few individuals for feedback on how the meeting went so you can improve for the next meeting

# A Few Important Reminders And Tips

- ◆ People first, content second
- ◆ Communicate constantly with your peers
- ◆ Ask for consensus on what time works best for everyone
- ◆ Pass an agenda around prior to the meeting so everyone is aware of the purpose of the meeting
- ◆ Ensure that action items (with due dates) and meeting minutes are distributed within 24 hours of the meeting

# Question and Answer

## ◆ Additional articles

- <http://www.makemeetingsmatter.com/articles.html>
- <http://www.fastcompany.com/magazine/02/meetings.html?page=0%2C0>

# Activity

- ◆ Groups split into 2 groups
- ◆ Activity 1 – Listening Exercise
  - 1<sup>st</sup> person reads a phrase and whispers it to the next. The last person writes it down and we compare how close it is.
- ◆ Activity 2 – Listening Exercise
  - Same exercises, but now people can ask questions and take notes

# Contact Information

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