

- Explain how the session fits in with the methodology, process
- Explain any terms and concepts so participants understand the process

1.5. Agree Roles, Rules

- Facilitator
- Timekeeper
- Recorder

Recommend recording straight into PC using projector:

- Glossary of terms that are maybe not clear to all
- Findings, results, decisions
- Ideas or possible solutions
- Action items

- Decision Makers

1.6. Ground Rules

- E.g. on phone conferences, late-comers announce themselves
- E.g. one person speaks at a time
- E.g. silence means consent
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1.7. Agenda

- Review items below

- | | | |
|-----------|---|---------------|
| 2. | Agenda Item 1 - Agree process method | n mins |
| 3. | Agenda Item 2 - Agree process method | n mins |

TIPs:

- Ask questions, don't direct: "What if...?"
- If diverting session, ask them if you the topic can be dealt with at the next meeting
- Sometimes useful to get together pre-meeting to get consensus/understand the issues that might arise and try to resolve them pre-meeting.
- Take difficult matters off-line i.e.follow-up after the meeting, not in the meeting
- If getting heated or going no-where, take a break; talk individually

4. Conclusion 5-10 mins

4.1. Review

- Summarise the session
- Expected vs actual results
- Share any feelings, thoughts, suggestions so participants leave satisfied

4.2. Action Items

- Identify what, by whom, by when

4.3. Set date of next meeting/workshop

4.4. Acknowledgment - roles and participants.

TIP: Ensure you stop 5-10 minutes before the end to give time for proper review & wrap-up

Recommended Reading:

"People Skills" – an oldie but a goodie

ISBN 0731800311

People skills : how to assert yourself, listen to others and resolve conflicts / Robert Bolton.

Imprint Sydney: Simon & Schuster, 1987.

Good on-line resource: www.projectperfect.com.au