

Meeting Skills

- Ground Rules
- Meeting Roles
- Meeting Process
- Agendas
- Meeting Tools

Ground Rules

- Practice not interrupting each other
- Work to include other's ideas
- Do unto others as you wish them to do to you
- Try not to repeat the same points-even if you didn't get the emphasis you hoped for the first time you said it
- Practice not defending previously held viewpoints-by suspending them for a while, you might learn something new
- Try not to be too nice at the expense of rigor-help the group progress in it's thinking
- Practice forgiveness for new ideas and ways of learning that don't seem to work as well as they might eventually
- Laugh a little

Meeting Roles

Participant

- Follow Ground Rules!
- Keep an open mind to new ideas
- Arrive early to start on time
- Communicate with all staff to share progress and gain their interest and ideas
- Have Fun!



Meeting Roles

Leader

Prepares the Agenda,
and helps move the team
through the agenda by eliciting
participation from all



CHKD

Meeting Roles

Facilitator

- Manage the group process and ensure balanced participation by all members of the group.
- Alert the group when the discussion is not focused on the agenda.



Meeting Roles

Recorder

Keeps the visual record for the team and tracks the “next steps/action” and parking lot lists.

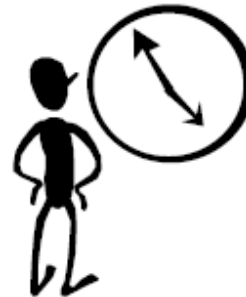


Meeting Roles

Timekeeper

Keeps the team on time through tracking time remaining for each agenda item and when necessary requesting the team to re-negotiate time to complete discussions and actions.

- Announce 1/2 way through the time
- Give a one minute warning
 - Time is up



7 Step Meeting Process/Agenda

- 1. Clarify aims: what we will get done**
- 2. Review roles: leader, recorder, timekeeper, facilitator**
- 3. Review agenda and determine time for each item**
- 4. Work through agenda items**
- 5. Review meeting record: review written record (flipchart, computer, whiteboard) make changes/additions, decide what to keep for meeting record**
- 6. Plan next actions & next agenda: who will do what off line & aims for next meeting**
- 7. Evaluate the meeting: went well, could improve**

Reference

- Nelson, E. C., Batalden, P.B. and Godfrey, M. M. (2007) Quality by Design: A Clinical Microsystems Approach. San Francisco: Jossey-Bass