



THE INFLUENCE BUSINESS

Raise your level of influence

MANAGING CHALLENGING MEETINGS

Overview

This **interactive half-day programme**, for **either a maximum of five (one coach) or a maximum of ten participants (two coaches)** will give you the process, skills and confidence to lead and participate more successfully in meetings. Learning is set initially in the context of a generic meeting in the business place, which allows you to focus on what makes for a successful meeting rather than on content.

A professional actor/facilitator participates, creating highly realistic situations and every member is given a card, which is not shown to other participants, on which is a task for them to achieve during the meeting. This gives you real practice in dealing with a range of common issues. The meeting is interrupted from time to time to feed back and highlight learning points, reinforcing what worked well and discussing options where something did not work so well. You then return to the meeting and incorporate the new learning points.

Throughout the programme, there are opportunities to discuss the learning points in the context of your own work and, if appropriate, work them through with the actor.

Key lessons may be reinforced by video review.

Aim

To give you the means to lead and participate more successfully in meetings, resulting in shorter meetings, clearer outcomes and better after-action.

Outcomes

At the end of the programme you will have the skills and confidence to:

- Lead a successful meeting
 - o Set and keep to agendas
 - o Facilitate participation
 - o Summarise
 - o Set after-action
 - o Adopt positive body language
 - o Cope with disruptive behaviour e.g. blackberries
- Maximise your contribution as a participant
- Ask more powerful questions
- Listen more effectively
- Handle difficult questions more succinctly
- Hold your own amongst dominant personalities
- Deal with people who are being difficult, e.g. bullying
- Recognise and adopt social and cultural conventions when dealing with international clients



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Methodology

Extensive use is made of individual video review that allows you to see for yourself what you did well and why it worked; also what you might do differently another time and why that behaviour was not successful. Video also convinces you that the skills really work for you, giving you the confidence to use them for real.



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