Training Topics:

• **Planning & Preparation for a meeting**
  - Attendees List
  - Agenda Points

• **During the Meeting**
  - Opening and setting the objective
  - Protocols
  - Keeping on track
  - Decisions and actions
  - Participation, commitment and involvement

• **Anchoring the Meeting – Chairing Skills**
  - Setting the tone
  - Guiding discussions
  - Facilitating decision making
  - Effective Communication in meetings
  - Dealing with difference of opinions
  - Handling questions
  - Assigning meeting roles and responsibilities

• **Effective Minute Taking**
  - Tips for Summarizing
  - Recording decisions and action points

• **Closing & Follow Up**

• **Conference Call Etiquette:**
  - Introductions
  - Interacting without interrupting
• Handling mobile phones
• Using the ‘mute’ function
• Passing the ‘mic’ to colleagues
• Facilitating discussions

• **Handling Critical Conversations:**
  • Handling challenging situations in team meetings and one-on-one conversations
  • Having coaching conversations with virtual team members
  • Building a ‘connect’ with virtual team members
  • Handling situations ‘assertively’

• **Simulations:**
  • A simulation of a virtual team meeting will be conducted where one of the participants will be invited to chair the meeting based on a real-time meeting situation
  • A simulation of a virtual coaching conversation will be conducted based on real-time challenging situations that the participants encounter

• **Team-think:**
  • Participants will be encouraged to share challenges that they encounter in conducting team or one-on-one meetings that will be discussed during the session

**Training Hours:**

The duration of the training program will be 8 hours

**Training Methodology:**

• PowerPoint Presentation
• Business Cases
• Role Plays
• Movie Clips
**Resources Required:**

- MMM Training Solutions will conduct the training
- Maximum number of participants to a session will be 15
- The training will be conducted at a venue organized by your organisation
- LCD projector and audio speakers will be provided by your organisation