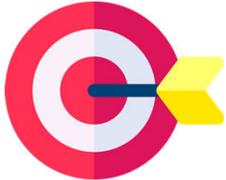


Designing and delivering effective meetings

Often we hear, “I can’t get my work done. I have too many meetings!” Sometimes meetings can seem like a waste of time. But when you design and deliver effective meetings, they become *real* work. People learn things, input is heard, and actions are taken. Refer to this job aid when preparing for and facilitating the meetings you own. Remember the three Ps - Purpose, Process, and Participation.

PURPOSE



Determine why the meeting exists and who should attend.

- Create a statement that succinctly describes the purpose and outcomes of the meeting.
- Invite people who have the knowledge to contribute to the meeting or who need to be informed in-person.
- See the back of this job aid for some purpose and outcome ideas.

LESS EFFECTIVE PURPOSE

“20XX Department Plan”

MORE EFFECTIVE PURPOSE

“Present tentative 20XX plan,
Provide input and additional project ideas”

PROCESS



Craft an action-oriented agenda to achieve the purpose and outcomes.

- Determine the major steps needed.
- Start each agenda item with goal-oriented verbs like identify, decide, choose, create, prioritize.
- Time each step reasonably. Allow some wiggle room for technology mishaps or late starts.

LESS EFFECTIVE AGENDA

1. Present tentative plan.
2. Next steps.

MORE EFFECTIVE AGENDA

1. Present and invite questions about tentative 20XX plan (20 min)
2. Identify advantages, concerns, and additional projects to consider. (35 min)
3. Determine steps to further the plan considering this input. (5 min)

PARTICIPATION



Plan and implement how you’ll get involvement and results.

- Design activities that involve all participants. See “Getting Group Input” job aid for ideas.
- Facilitate for full participation and outcomes. See “Facilitating Tips and Techniques” job aid.
- Commit to clear next steps with assignments.
- Summarize meeting commitment in the body of email with minutes attached, then follow up.

LESS EFFECTIVE ACTIVITIES

- A. Hold group discussion.
- B. Document input on white board.

MORE EFFECTIVE ACTIVITIES

- A. Break into 3 small groups, and give assignments.
- B. Group 1 to identify advantages, group 2 concerns and group 3 additional projects. (15 minutes).
- C. Each small group presents their findings, and invites additional input from the large group. (5 minutes each group)
- D. Identify and highlight commonalities among groups. (5 minutes.)

Meeting Purposes	Possible Outcome
Make a plan	<ul style="list-style-type: none">• Project ideas• Priority ranking
Solve a problem	<ul style="list-style-type: none">• Possible causes• Possible solutions• Root causes
Make a decision	<ul style="list-style-type: none">• Options or alternatives• Decision making criteria
Share information and gather feedback	<ul style="list-style-type: none">• Pros and cons• Connections to City mission/values• Concerns for implementation• Advantages to the customer