

Effective Meetings

Respecting people and their time while getting great results!

- **Different types of meetings.**
 - Brainstorming / Creativity / Strategy
 - Have a clear intention.
 - Get warmed up, inspired and in the shoes of your target audience.
 - Open and allow all perspectives and ideas:
 - Go for quantity.
 - Be creative and visual.
 - Wild ideas are OK.
 - Look at ideas from multiple angles.
 - Keep it fun and fluid.
 - Give everyone a chance to be creative.
 - Capturing everything possible.
 - Recap the discussion and start to rate and narrow the ideas (with discussion and agreement) to something we can either have a followup brainstorm on or start actioning.
 - Scrum / Update
 - Clear, simple and short updates.
 - Ask for prioritisation if needed.
 - Ask for support if needed.
 - Assign or re-allocate tasks if needed.
 - Decision making / Problem solving
 - These can vary a lot based on the situation.
 - Try to understand the position of all people effected by the decision / problem. Good preparation can be very valuable for these meetings.
 - What is the actual issue? Can it be simplified? Stay on topic!
 - Look at the costs, benefits, risks and options.
 - After making a decision, communicate why to those effected when possible.

- If it's a customer facing problem that has been solved you may consider notifying them too.
- Team building / Social / Celebration
 - It may be useful to resolve conflicts in preparation for this.
 - Be clear with the intention (even if it's no intention), while keeping it generally light and genuinely enjoyable.
 - Collaborate, include everyone in a fun, honest and honouring way.
 - Celebrate our teams success - It's VERY important!
 - Make it personal, let people use their hearts and voices.
- **Preparing well for a meeting.**
 - A clear agenda with a realistic time schedule.
 - If preparation is expected, make it very clear and easy to understand - put yourself in the shoes of the participants.
 - Advanced notice with enough time to prepare and come up with great ideas - Usually at least 48 hours with a reminder either the afternoon before or the morning of the meeting - it's a best effort though giving notice is a sign of respect.
 - Be clear with who is responsible for taking minutes - others can take notes but the minutes will be a shared resources.
- **Tips to running a powerful meeting.**
 - Clarify any time restraints or pressures. Make sure you are all on time.
 - Remove distractions if possible - no devices that are not needed, especially ones that could distract the whole group.
 - Maybe start with a check-in and/or meditation.
 - Be clear with our intention/agenda, review past action items and if relevant, put ourselves in the shoes of our target audience.
 - Stay on topic! - while encouraging honesty - we can schedule other times to address important things that are off-topic.
 - Have respect - for people's time, perspectives and their voices - listening / caring communication / collaboration and understanding (there is a reason people have perspectives). Our end intention will generally require these things anyway.
 - Have at least a semi-consistent structure.

- Use tools to help get good communication and clarity (talking sticks, boards, drawing, video etc).
- If you're running the meeting, stay mindful of the time and do your best to finish on time.

- **Clear follow-up, action and assuring results from a meeting.**
 - If needed, set a next meeting time and assure someone is responsible for reminders and the agenda.
 - Take photo's of any boards and bundle them with the minutes (meeting notes).
 - Have a clear list of decisions made and action items, with agreed, estimated delivery dates for each action item if possible.
 - If needed, set reporting dates along the way to some deadlines - a quick SCRUM or email update can be useful for this. You may also choose to break delivery dates down into subtasks to get the same result.
 - Send out the meeting notes, including action items to all meeting attendees - you may prefer to send out a link to a google document for this.
 - Be clear with expectations and give people a clear, safe channel to communicate any uncertainty.
 - Review the minutes to make sure you agree, silence is agreement. If you feel too busy to review minutes, please communicate so we can look at ways to become more efficient, adjust workloads or make an exception in rare cases.
 - Remember to communicate and take responsibility for your action items, it's OK if there are problems with a task but we need to communicate any issues early. If you're not sure who to communicate to, please ask.

- **How these techniques will be supported in the following weeks (we will all get a chance to practice these skills).**
 - After an example, each team member will get the chance to run a Monday meeting using this structure.
 - We will look at any other specific meetings that you need and apply the same structure to them.
 - You will have personalised coaching on your first meeting and then further coaching as required.