



# JDA

Driving Performance, Sustaining Results

## Leading and Facilitating Effective Meetings

"That meeting was a waste of time!" You've probably heard that before. You may even feel that way most of the time, because no business activity wastes more time or creates more frustration than a poorly run, unproductive meeting. Not surprisingly, executives, managers and supervisors spend as much as 50% of their time either conducting or attending meetings, yet receive little if any formal training in how to run them effectively. All too often a lot gets said, little gets done, and people are not sure what to do next.

This module provides you with the meeting management skills a leader must have to run effective, dynamic and action-oriented meetings.

## Learning Objectives

**Upon completion of this training, participants will be able to:**

- Define the roles and responsibilities of a meeting leader.
- Utilize the key steps for preparing for a meeting.
- Develop positive meeting norms and ground rules.
- Determine meeting objectives and develop an appropriate agenda.
- Improve their ability to respond constructively to both hostile and friendly questions.
- Develop skills in recognizing group dynamics and make informed choices about how to facilitate.
- Use a variety of maintenance skills to keep the group balanced between task and process.
- Know when and how to use intervention skills.
- Understand the process for closing a meeting.

## About Us

Since 1989, JDA has focused on improving the performance of the world's top companies. The company's services span skills-based training, talent management, executive coaching and organizational alignment. Through JDA's expertise and unique "Performance-Sustaining" process, the company creates more than change—it enables long-term shifts in individuals, teams and performance levels.

Working with business leaders such as Deutsche Bank, Morgan Stanley, Kroger, Kraft, UBS and Roche Pharmaceuticals, JDA has enabled measurable, sustainable improvements to performance across many sectors and success metrics including productivity, communication, morale and sales. For more information, please visit: [www.jdainternational.com](http://www.jdainternational.com).