

# THE IN-HOUSE TRAINING COMPANY

***Fast and effective***

## **Meetings**

***Get results without wasting time***

### **Overview**

We all have to manage meetings from time to time. Many of us continue to do it badly, no matter how much practice we've had – old habits can die hard. This meeting skills training course will help participants overcome even the most entrenched of bad habits, to get better results without wasting time.

### **Course objectives**

By the end of this meetings skills training course, participants will be able to:

- Know when a meeting is necessary – and when it's not
- Design sharp agendas and precise outcomes
- Manage time, participants, and discussion with confidence
- Use tools and techniques to keep meetings focused and on track
- Handle challenging behaviours and prevent distractions
- Ensure follow-up actions are clear, owned, and completed

### **Who should attend?**

Anyone who needs or wishes to improve their management of meetings. This meetings skills training course is particularly recommended for those seeking to plan their meetings better, have shorter and more productive meetings, and get more effective results afterwards.

### **Course format**

A very practical, interactive half-day training course for a maximum group size of 12. Delivered virtually, on Zoom or Teams. Can also be delivered face-to-face, on-site (in which case, it is best delivered in an expanded one-day format).

### **Materials**

Materials are provided in PDF format, including:

- One-page printable: 'Fast meeting toolkit'
- Ready AI prompts and examples
- Example email templates: Invite, Agenda, and Follow-up
- Template: Action Log and Decision-Tracker
- Role-play scenarios for managing challenging behaviours

## Expert trainer

**Graham** specialises in providing high-quality consultancy, coaching and training personal productivity, sales and business development, and customer service. Over the last twenty years he has personally trained or coached over 30,000 business professionals. He is a member of the International Institute of Coaching and a qualified NLP Master Trainer.

His work has taken him all over the world and involved him in working closely with hundreds of different organisations from all business sectors, his client list including such organisations as BT, Vodafone, AT&T, Orange, Pfizer, GSK, Boots, Unilever, American Express, Thomas Cook, Apple, Sony, Motorola, Cisco, MFI, Barclays Bank, LIFFE, Abbey National, Prison Service, Home Office, Law Society, BBC, Daimler-Chrysler, Citroen, Weetabix, Nikon, Shell and many, many others.

Graham has written over twenty books, published in several different countries, including Working Smarter, Companies don't succeed – people do!, Customer Relationship Management, Sales Training Games, 90 Brain-teasers for Trainers, and Telephone Tactics.

Known internationally as both a trainer/coach and a popular motivational speaker, he believes that effective learning has to be interactive and challenging. All his learning events are built around practical exercises, role play and case studies. His training style focuses not on just explaining new ideas or developing new skills, but also on motivating people to use them and to develop themselves as individuals. This approach gets results, as the following comments from programme participants show:

'Brilliant course, really interesting and very focused to my job role and day to day work.'

'Took away some very good ideas that I can use every day... good examples too.'

'Very confident in the subject, and amusing too. Made the course very interesting. A very clear sales model to use going forward.'

'Full of useful hints and tips which I will apply to my job.'

'Extremely well presented and structured'

## Training course outline

### 1 Do we even need a meeting?

- What is a fast and effective meeting, and why does it matter?
- Spotting unnecessary meetings – and what to do instead
- Choosing the correct format: video call, stand-up, email, or shared doc?
- Who needs to be there? Avoiding bloated invitation lists

- Practical tool: Meeting purpose & payoff checklist

## **2 Designing a productive agenda**

- Defining purpose, outcomes, and flow in under 10 minutes
- Action-focused agendas: topics v questions
- Allocating time and priorities: must-discuss v nice-to-have
- Tip sheet: 5-minute agenda-builder

## **3 Roles, ground rules, and expectations**

- Clarifying roles: chair, timekeeper, note-taker, contributors
- Setting norms: phones away, one speaker at a time, action focus
- Pre-work and preparation: setting expectations in advance

## **4 Facilitation skills for high-impact meetings**

- Starting strong: opening with purpose, agenda, and outcomes
- Steering discussion: the 80/20 rule and keeping contributions on topic
- Using structure: Parking lot, RACI, decision logs
- Staying neutral v contributing: when to step in or step back

## **5 Managing time, disruption, and group dynamics**

- Techniques for time control, without seeming rude
- Handling talkers, derailers, and latecomers
- Keeping remote meetings inclusive and disciplined
- Quick tool: Redirection phrases and polite interruption tactics

## **6 Wrapping up with clear outcomes and accountability**

- Summarising decisions and agreed actions
- Assigning ownership: who, what, and by when
- Using follow-up tools (minutes, shared docs, or project boards)
- Accountability boosters: How to ensure actions happen

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**Any questions?**

Please just give us a call on **01582 463463** – we're here to help!

Or visit [www.theinhousetrainingcompany.co.uk](http://www.theinhousetrainingcompany.co.uk)