

Conducting Effective Collaborative Meetings

Leadership and Meeting Skills

Description

3 Sessions

The Conducting Effective Collaborative Meetings class for business analysis and business requirements gathering is designed to help participants take their facilitation skills to the next level. In this training workshop, participants receive detailed quality feedback and facilitate teleconferencing meetings. The workshop provides practice in interviewing, leadership skills and facilitation techniques needed for conducting effective projects and business meetings. The seminar focus is:

- Tips and techniques for conducting successful projects and business meetings
- What constitutes a successful meeting?
- Planning your meeting with detailed agendas and meeting scripts
- Practical experience combined with hands on exercises for planning and conducting meetings
- Constructive feedback provided to the participants
- Practice techniques for handling difficult group dynamics and common people problems

The objectives of the seminar are to:

- Provide practical exercises for: active listening skills; planning a session; building agendas for decision making business analysis and business requirements meetings; questioning techniques; consensus building and facilitation techniques for controlling difficult group dynamics
- Give each seminar participant the opportunity to facilitate specific agendas for different types of business analysis and business requirements gathering meetings

Seminar Content

Session 1 (1 – 5pm Eastern Time)

Introduction

- Agenda, ground rules, materials and student introductions

Overview

- What is an effective meeting lead?
- What are the skills, qualities and traits needed to conduct an effective meeting?
- Creating an effective meeting environment

Facilitation skills

- Active Listening
- Questioning
- Neutrality
- Observation- reading and interpreting body language
- Appropriate response styles
- Exercise- Active Listening Skills

- How to handle problem people
 - Motivation of problem people
 - Types of problem people- characteristics and what to do
- Presentation skills

Group Dynamics

- Phases of group dynamics
- Leadership styles
- Managing conflict
 - Reasons for conflict
 - Types of interventions
- Meeting problems (tips of what to do when things go wrong)
- Meeting set up and ground rules

Session 2 (1 – 5 pm Eastern Time)

Meeting Tool Kit

- Facilitation techniques
- Consensus building and reaching decisions techniques
- Team building exercises

Building an agenda

- Steps for planning an agenda
- Exercise- Planning a meeting approach

Exercise- Short Meeting Facilitation using a specific technique demonstrated in class

Session 3 (1 – 5 pm Eastern Time)

Short Meeting Facilitation Exercise (continued)

Meeting Management

- Methodology
 - Preparation (checklists)
 - Workshop (set up, basic communication techniques, ground rules)
 - Follow-up (checklists)
- Project & Meeting Roles and Responsibilities
 - Business Sponsor
 - Project Manager
 - Facilitator
 - Business SMEs
 - Business Stakeholders & Technical Experts
- Key components of a successful meeting

Wrap up

Maximum of 10 students. Classes can be customized with specific deliverables, documentation tools and real life projects.

Who Should Attend?



Individuals who need practice in conducting facilitated meetings and group sessions. Those who will find this of value are: Solutions Leads, Requirements Leads, Project Managers, Technical Leads, Test Leads, Quality Assurance Analysts, SMEs, Requirements Analysts, Business Analysts, Systems Analysts, Architects, Developers and Designers.