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| Title: | | **Managing meetings (M4.30)** | | |
| Level: | | 4 | | |
| Credit value: | | 3 | | |
| Learning outcomes (the learner will) | | | Assessment criteria (the learner can) | |
| 1. Understand different types of meetings and their suitability for different purposes | | | 1.1  1.2 | Describe the different types of meetings in the organisation  Explain why it is necessary to have different types of meeting |
| 1. Understand how to prepare effectively for a meeting | | | 2.1  2.2  2.3  2.4 | Define the purpose for, and objectives of, a meeting  Identify the resources required to support and manage the meeting  Explain the reasoning behind who is to be invited to the meeting  Justify the information that attendees will be provided with in advance of the meeting |
| 3 Be able to develop own performance in managing meetings | | | 3.1  3.2  3.3 | Evaluate own ability to be able to chair / lead a meeting gaining feedback from others  Identify areas of weakness in own performance when managing meetings  Create a personal development plan to improve own performance when managing meetings |
| 1. Be able to follow up and effectively manage actions from meetings | | | 4.1  4.2  4.3 | Monitor the progress of actions agreed by relevant meeting attendees  Manage any personal actions from the meeting to deadlines  Evaluate the impact on the organisation of all the actions agreed at the meeting |
| **Additional information about the unit** | | |  | |
| Unit purpose and aim(s) | | | To develop understanding and ability to manage meetings as required by a practising or potential middle manager. | |
| Details of the relationship between the unit and relevant national occupational standards or professional standards or curricula (if appropriate) | | | Links to MSC 2004 NOS: D2, D6 | |
| Assessment requirements or guidance specified by a sector or regulatory body (if appropriate) | | |  | |
| Support for the unit from a sector skills council or other appropriate body (if required) | | | Management Standards Centre (MSC) | |
| Location of the unit within the subject/sector classification system | | | Business Management | |
| Unit guided learning hours | | | 15 | |
| **Additional Guidance about the Unit** | | | | |
| **Indicative Content:** | | | | |
| 1 | * Situations when meetings are/are not appropriate * Different types and purposes of meetings (including formal/informal, decision-making, informing, instructing, negotiating) | | | |
| 2 | * Role and responsibilities of chairperson/leader in relation to formal and informal meetings * Setting the objectives for a meeting * Measures to prepare effectively including consultation, reference to documents and other evidence; preparation of papers/presentations * Methods of planning a meeting to achieve particular outcomes (including participants, objective agendas, format and location) * Meetings documents, terminology and protocol * Ways to encourage contributions, and control digression and conflict to ensure outcomes are achieved within timescale and authority * Nature, purpose, style and format of minutes or other records | | | |
| 3 | * Evaluating own performance in meetings * Techniques for collecting and analysing feedback from others * Personal SWOT analysis * Personal development planning * The importance of defining objectives, and deciding whether negotiation is the appropriate measure to take * Formal and informal negotiation * Importance of listening and other interpersonal skills * Ways to identify acceptable outcomes, from the ideal to least acceptable, and their consequences * Techniques for influencing others, including non-verbal communication and social skills * Assertiveness * Levels of power and authority, and the impact on negotiation * Negotiation strategy, tactics and behaviour * Conflict and its resolution * Value systems and other barriers to acceptance * The importance of achieving “win-win” and its effects on long term relationships | | | |
| 4 | * Methods of ensuring actions are completed as required by the meeting * Planning and monitoring of action points of self and others * Impact assessment and potential costs and benefits | | | |