



# the Management Development Institute

*business and management education since 1981*

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## Conducting Meetings

**Code:** CT91-901

**Duration:** 1 day

**Series:** Business Management

### Fundamentals of conducting meetings

The purpose of meetings  
Planning meetings  
Participating in meetings  
Closing meetings

### Managing meetings

The role of leaders  
Decisions and ideas  
Eliminating groupthink

### Conflicts, climates & difficult personalities

Resolving conflicts  
Meeting climates

### Communicating as meeting leaders

Communicating clearly  
Using effective language

### Listening effectively and asking questions

Improving listening skills  
Asking effective questions

### Communicating nonverbally

Nonverbal communication  
Interpreting nonverbal communication

### By completing this course, participants will learn how to:

- ✚ Identify the benefits, types and misconceptions about meetings, plan a meeting, participate in a meeting, and close a meeting.
- ✚ Identify the types of meeting leaders and the characteristics of an effective meeting leader, the process to follow when making decisions in a meeting, and explain how to identify and minimize groupthink in meetings.
- ✚ Identify the main causes of conflict and the ways to resolve conflict in meetings, and the common difficult personality types in meetings, and identify the characteristics of a positive and negative climate and the steps to build a positive climate when communicating.
- ✚ Identify the ways to communicate clearly in a meeting, communication styles to avoid, and the ways to enhance relationships with participants.
- ✚ Identify the common barriers to listening effectively and the steps to become an active listener, and how to ask effective questions and the four types of questions that are helpful during a meeting.
- ✚ Identify different ways nonverbal messages can be sent, and interpret nonverbal communication and identify the steps to improve nonverbal communication.

**Prerequisites:** None