

# Day 2 Debrief

1. What went well?
2. What could be improved
3. What is one key take away?





# Running Effective Meetings

## Jennifer Sprecher

# Today's Agenda

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- > **When to have a meeting**
- > **Roles**
- > **Agendas**
- > **Minutes**
- > **Address issues with Respect & empathetic listening**



# Today's Objectives

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- > Improve the effectiveness of meetings by building 5 personal Katas
- > Provide tools & processes that supports effective meetings



# Bottom Line – Meetings are Expensive



Can cost \$500-\$4,000  
per meeting

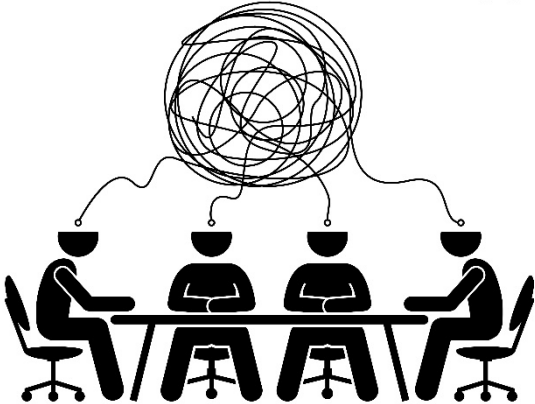
# Bad Meetings



*Boring Meeting*



*Missing in Action*



*Messy Communication*



*Everyone Else is Late*

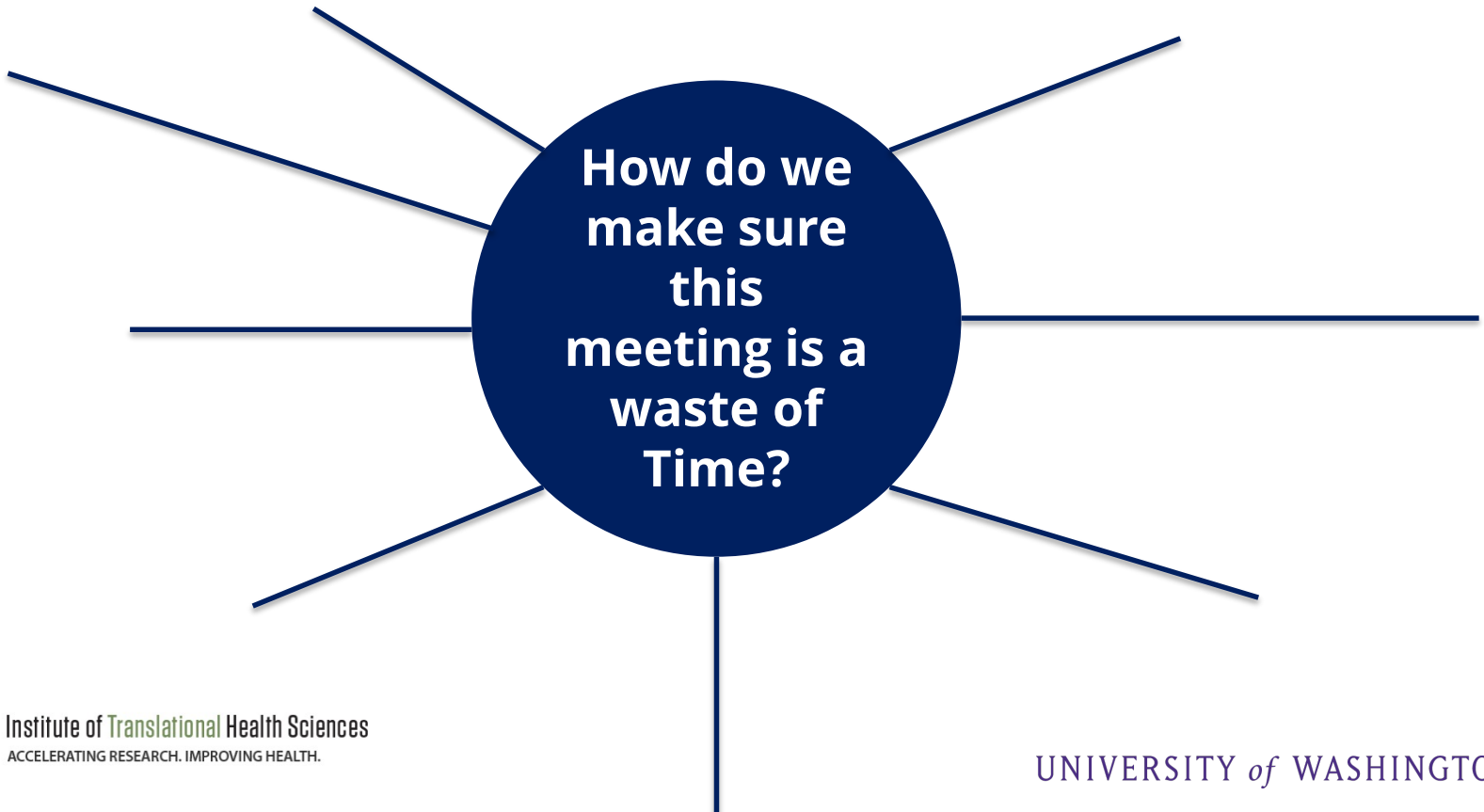


*Argument*

# Contingency Diagram

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Moving from the worst meetings to the best





Silence is acceptance

5

1

Tell the kind truth as fast as you can



4

Share your path

2



Be present:  
Stay in the room

3

Suspend Judgment



# Meeting Effectiveness Guidelines

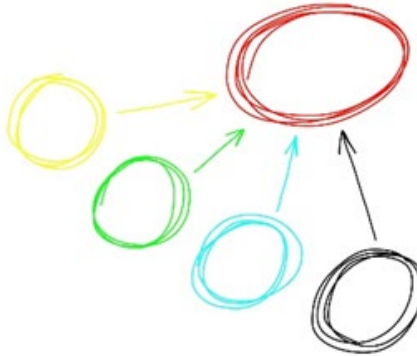




# When do we have meetings?



**Communicate  
Information**



**Gather  
Input**



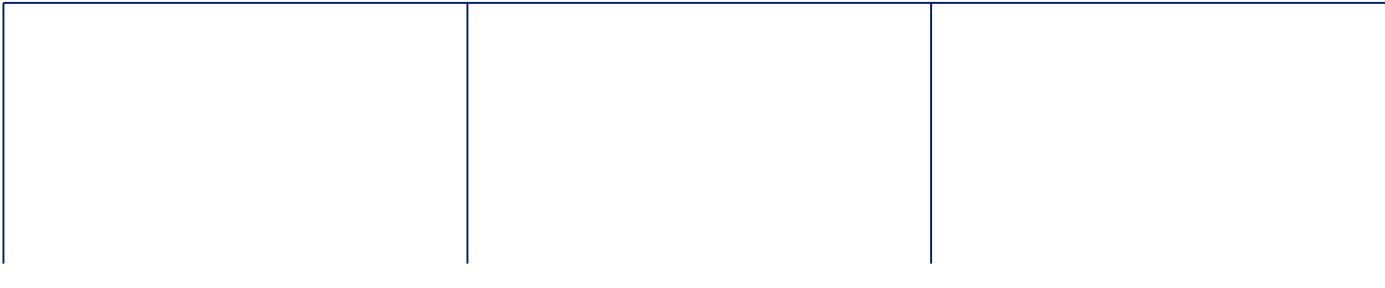
**Make  
Decisions**

# Other Methods to Communicate Information

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# Decision Making



Authoritative

Consultative

Compromise

Consensus



# Virtual Meetings/Webinars



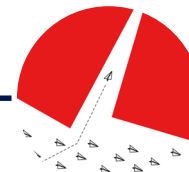
**Know the meeting platform**



**Plan for extra time**



**Add engaging features**



**Consider new roles**

# Sample Agenda

Every Meeting has an Objective

## Name Meeting Agenda

Date/ Time:  
Objective:  
Invitees

Name	Attend	Attendance	Attend

Who is invited

Attendance

Minimize didactic, maximize interactive

Clear desired outcomes for each agenda item

Include interactive tools where possible

Visible timing for easy tracking

## Agenda

Time	Topic	S/D/G	Desired Outcome

*S/D/G = Sharing Information, Decision, Gather Input*

## Meeting Evaluation

What went well	Could do better

Periodic meeting evaluations to improve meeting effectiveness

## Meeting Minutes

### Action Items from Meeting date:

What	Who	When	Comments

Track action items

## Decisions and Discussion

Topic	Decision/ Discussion

Track key decisions or outcomes of discussions

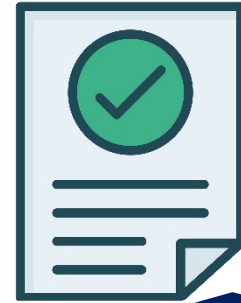
# Roles



**Facilitator**



**Leader**



**Scribe**



**Timekeeper**



**Team member**

# Empathetic Listening

1. Seek first to understand
2. Get the full message







# Empathetic Communication Skills

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- Listen, question, clarify
- Listen for meaning behind the words
- Summarize
- Acknowledge & verify
- Move from emotion to problem solving
- Appreciative inquiry
- Stay balanced
- Restate
- Repeat

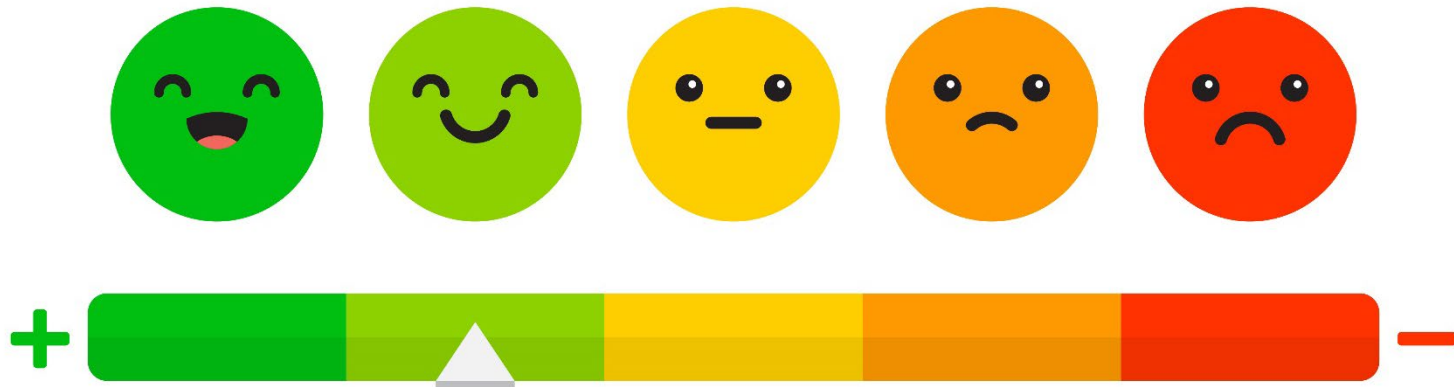


# Empathetic Communication Skills

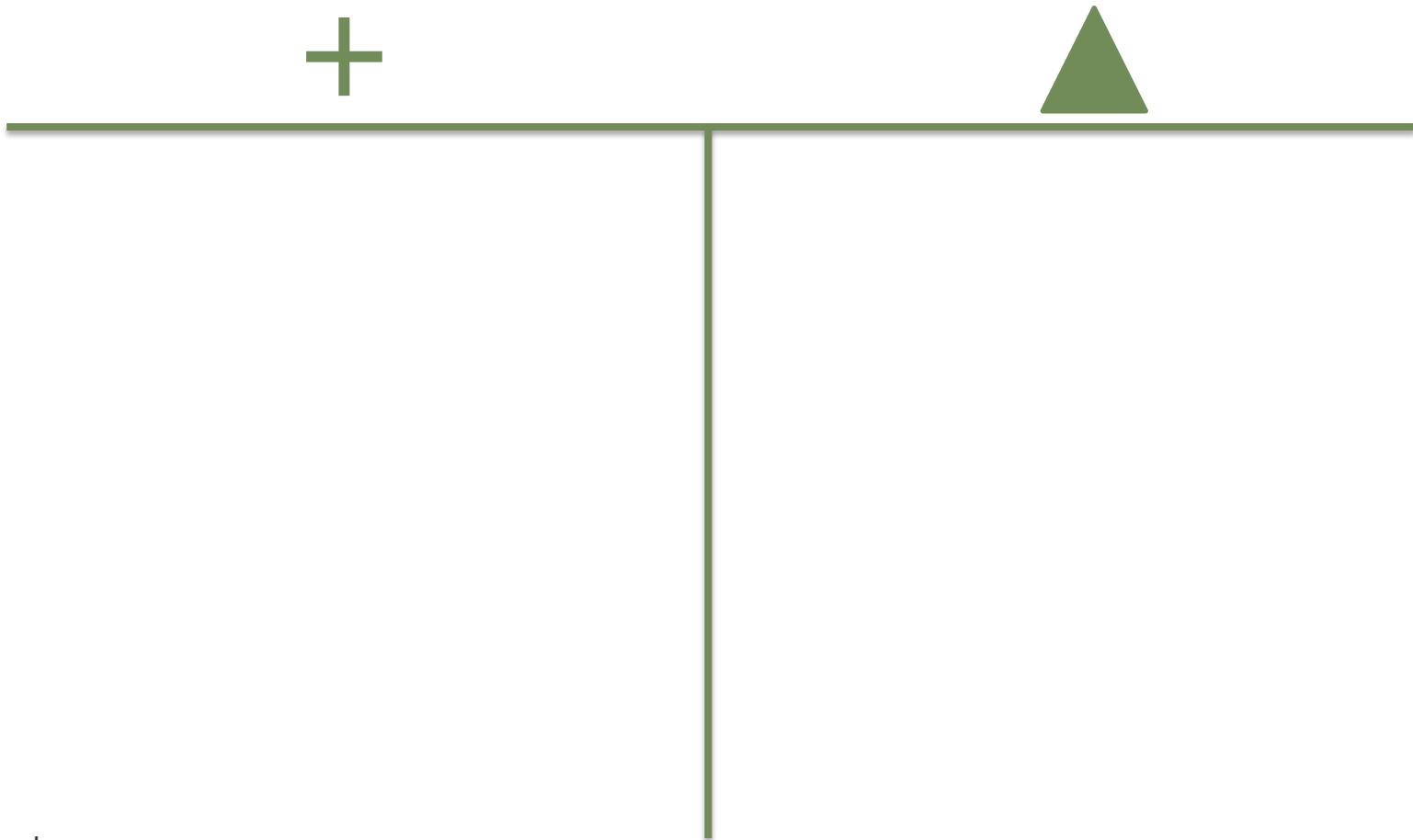
- ▶ Listen, question, clarify
- ▶ Listen for meaning behind the words
- ▶ Summarize
- ▶ Acknowledge & verify
- ▶ Move from emotion to problem solving
- ▶ Appreciative inquiry
- ▶ Stay balanced
- ▶ Restate
- ▶ Repeat

# Continuous Improvement

- ▶ Group effectiveness scale
- ▶ Plus delta
- ▶ Meeting mentor
- ▶ Fist of five



# Plus/Delta



# 5 Katas to Improve Meeting Effectiveness

1. Meeting agreements
2. Meaningful agendas
3. Balanced input
4. Use Empathetic listening skills
5. Meeting evaluation



# Team Time

- ▶ Discuss which katas you would like to implement for your team meetings?
  - How will you do that?
  - Who will take responsibility for this?
  - How will you help to make these katas reality?
- ▶ Continue working on your Charter
- ▶ Discuss how to bring other team members (not in attendance) up to speed?

# Team Numbers (Room #) By Site

Team & Room #	Team Name	Team & Room #	Team Name
1	South Central Foundation #1 (Shaw, Williams, Woodbury, Freeman)	11	U of Alaska Anchorage HS
2	South Central Foundation #2 (Avey, Shane, Schaeffer, LaBrie, Mills)	12	SCH – Research Institute #2 (Yi-Frazier, Shipman, Barton, Hurtado, Comiskey, Junkins, O'Donnel, O'Daffer)
3	UW Global WACH-GUT #1 (Goodman, Schaefer, Galagan, Means, Morozoff, Roll, Pearman)	13	UW, Oregon State & Grand Valley
4	UW Global WACH-Gut #2 (Shumays, Atlas, Pavlinac, Sherry, Yoshioka, Diakhate, Carreon, McGrath, Tesgaye, Ara)	14	WSU Institute for Research & Ed.
5	Montana State #1 (McCrary, Ma, Sridhar)	15	Idaho State U – Center for HS
6	UW Medicine-Urology	16	Harborview Injury & Prevention
7	Boise State –Institute for the Study	17	UW Family Medicine
8	SCH – Research Institute #1 (Goosey, Gonzalez, Olsen, Guzman, Zoarski, Mendoza, Colburn)	18	SCH Pediatrics
9	UW Center for AIDS Research	19	U of Alaska Fairbanks Center
10	Montana State #2 (Miles, Schure, Downey, Becker, Johnson)		