

Effective Meetings

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Bottom Line – Meetings are Expensive



Today's Agenda

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



Today's Objectives

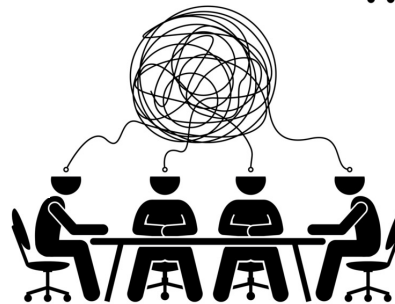
- > Improve the effectiveness of meetings by building 5 personal Katas
- > Provide tools & processes that supports effective meetings



Ineffective Meetings



Boring Meeting



Messy Communication



Missing in Action



Everyone Else is Late



Argument

Contingency Diagram

Moving from the worst meetings to the best



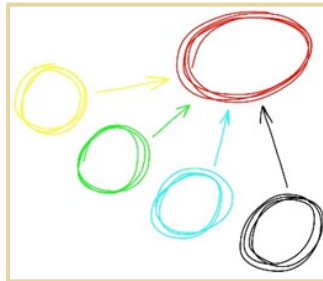
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When do we have meetings?



**Communicate
Information**

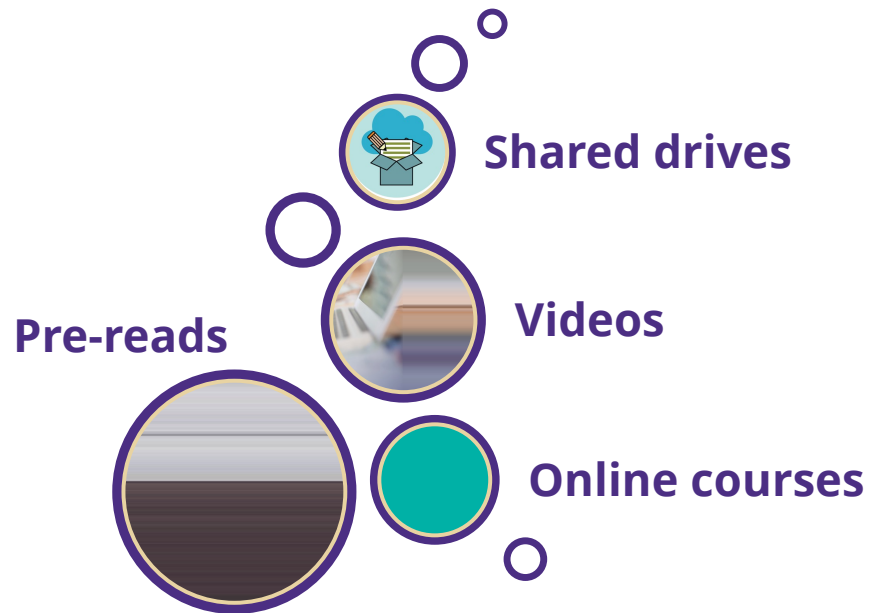


**Gather
Input**

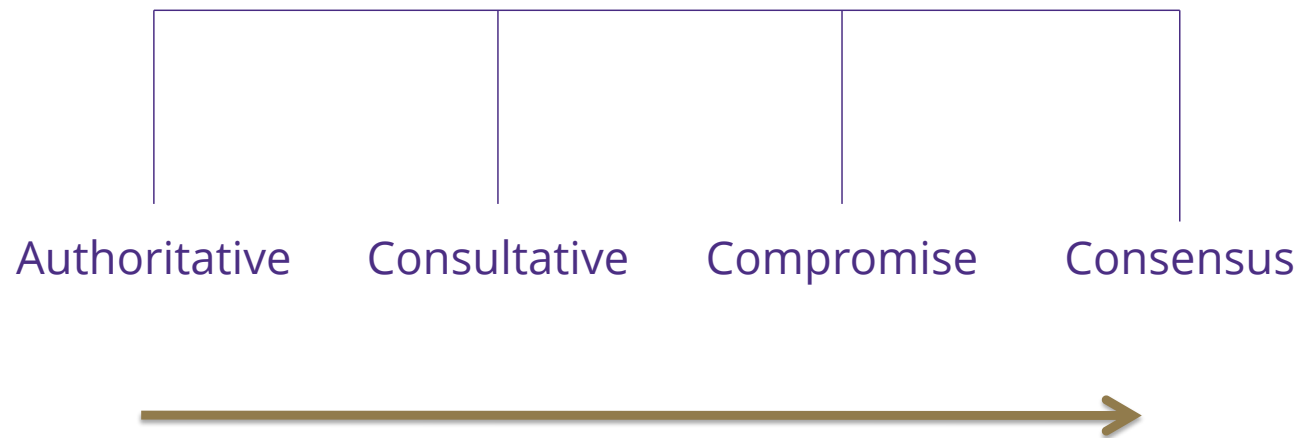


**Make
Decisions**

Other Methods to Communicate Information



Decision Making



Sample Agenda

Name Meeting Agenda

Date/ Time:
Objective:
Invitees

Name	Who is invited	Attend	Attendance	Attend

Agenda

Time	Topic	S/D/G	Desired Outcome

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

Meeting Evaluation

What went well	Could do better

Meeting Minutes

Action Items from Meeting date:

What	Who	When	Comments

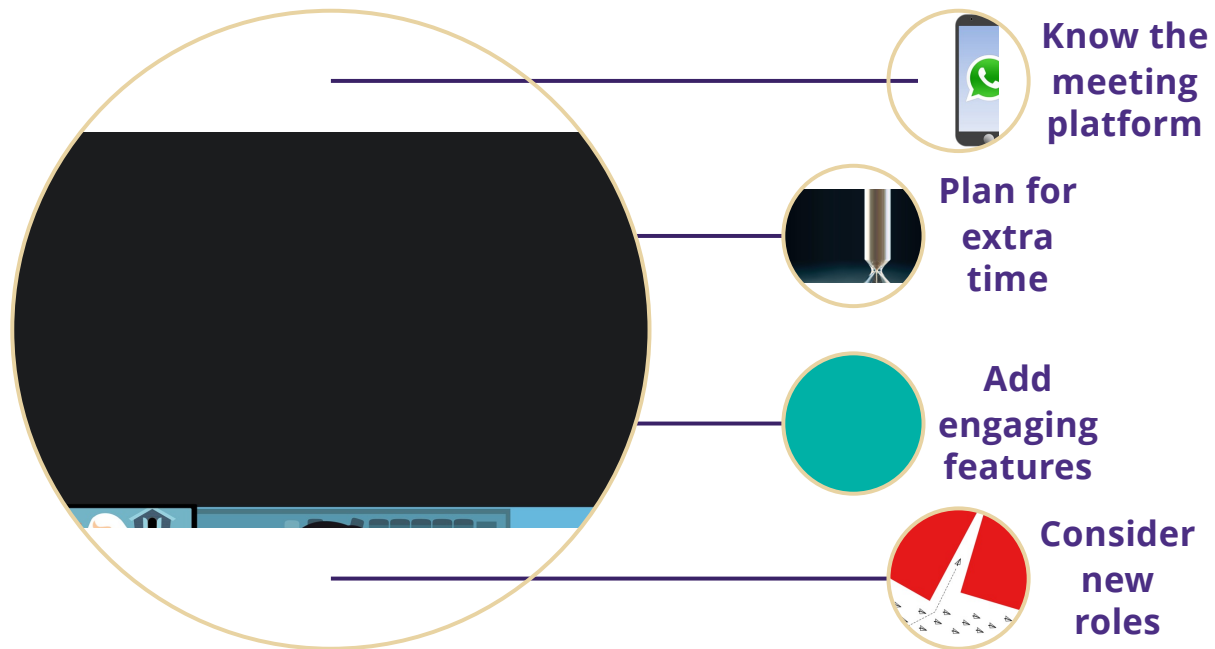
Decisions and Discussion

Topic	Decision/ Discussion

Roles



Virtual Meetings/Webinars



Empathetic Listening

- > **Seek first to understand**
- > **Get the full message**

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. Empathetic listening
5. Meeting evaluation

