

**Meeting Management Café Overview**

The Meeting Management Café is a short blended learning experience oriented around the concepts and skills found in the Harvard ManageMentor Meeting Management topic. The Meeting Management topic will help managers:

* *Complete the necessary preparation for a meeting*
* *Run a productive meeting*
* *Use intervention techniques to address meeting obstacles*
* *End a meeting appropriately and ensure action is taken*

The learning experience has three components:

*60 to 90 minutes 60 minutes Ongoing*

Part 1: Pre-work (self-paced, individual)

Before the live Café session, participants are expected to complete the following assignments:

* Review the following online lessons from the Harvard ManageMentor Meeting Management topic:
  + Prepare for a Meeting
  + Conduct a Meeting
  + Manage Meeting Problems
  + Wrap Up a Meeting
* Complete the practice exercise “Ensure an Effective Meeting” from the lesson “Conduct a Meeting” in the Harvard ManageMentor Meeting Management topic
* Complete the practice exercise “Address a Problem” from the lesson “Manage Meeting Problems” in the Harvard ManageMentor Meeting Management topic
* Complete the online assessment from the Harvard ManageMentor Meeting Management topic

Part 2: Café session (live, group)

The Café session represents the core element of the learning experience. The session provides an opportunity for managers to:

* Exchange ideas and questions with others
* Discuss the context of how concepts and skills apply in the workplace
* Practice and begin application of those concepts and skills
* Build momentum and support for applying the concepts and skills in the workplace

The Café session focuses specifically on the following concepts and tasks from the Meeting Management topic:

* Prepare effectively for a meeting
* Encourage participation during a meeting
* Develop skills and techniques to deal effectively with common meeting problems

Facilitating the Café session as outlined should take approximately 60 minutes. If the facilitator prefers a shorter session or wishes to spend more time on a specific concept or activity, he or she may want to cover only those concepts and activities that are most relevant to the group.

| SECTION | ACTIVITY | TIME |
| --- | --- | --- |
| **Introduction** | * Show icebreaker question while participants are arriving to the session (WHAT’S THE BIGGEST CHALLENGE TO SUCCESSFUL MEETINGS IN OUR ORGANIZATION?) * Introduce facilitators. * Review tips for using technology during the session. * Debrief icebreaker question. * Set context: Given the meeting challenges the group has mentioned, it’s clear that our organization will benefit when we take steps to make our meetings more effective. * Review session objectives. | 10 minutes |
| **Skill focus:**  **Plan a meeting** | * Facilitate practice activity: Identify when a meeting is necessary. Participants:   + Review two brief scenarios. Decide whether a meeting is necessary (Y/N)   + Discuss their responses   + State their most important criteria for determining whether or not a meeting is necessary   + Discuss situations when a meeting is useful and when it is not * Facilitate practice activity: Creating an agenda. Participants:   + Review one of the previous scenarios that resulted in an appropriate decision to hold a meeting   + Critique a draft agenda for the meeting, identifying any areas for improvement   + Reflect on how the points discussed apply to an upcoming meeting, and draft a rough agenda | 22 minutes |
| **Skill focus:**  **Encourage participation** | * Facilitate practice activity: Encourage participation. Participants:   + Review the following practices that encourage participation:  1. Do you always solicit input and ask general questions? 2. Do you make sure that quiet participants have a chance to speak up? 3. Do you pay attention to body language? 4. Do you encourage debate? 5. If you’re running a large meeting, do you break the participants into smaller discussion groups, then have them report back? 6. Do you monitor your own level of participation to make sure you’re not dominating the discussion?    * Share the practice that they find most challenging    * For the most common one or two practices, share tips and techniques regarding how to do it well  * Facilitate reflection activity: Participation challenges in virtual meetings. Participants:   + Review a short “What would you do?” scenario focusing on the challenges of participation in a virtual meeting   + Share one technique they use to encourage participation in virtual meetings | 16 minutes |
| **Skill focus:**  **Manage meeting obstacles** | * Facilitate practice activity: Address meeting challenges. Participants:   + Review a list of common meeting challenges and identify which one they deal with most frequently   + Individually consider which strategies they have used to address the challenges   + Share any other helpful strategies that they have used, or have seen others use, to address common meeting challenges | 9 minutes |
| **Applying what you’ve learned** | * Review session objectives and skill areas discussed. * Review directions for completing the On-the-Job section of the online Harvard ManageMentor topic, including the action plan. * Close the session. | 3 minutes |

Part 3: Application (self-paced, individual)

After the live Café session, participants are expected to complete the following assignments:

* Complete the online On-the-Job section in the Harvard ManageMentor Meeting Management topic. The section provides learners with an opportunity to choose a skill to focus on and create an action plan for applying and developing the skill. Note: If your organization does not include the On-the-Job section in your configuration of Harvard ManageMentor, ask participants to think of two things they can do over the next 90 days to further apply and develop their skills in this area.
* Execute their action plan over a specified time frame (e.g., 60 or 90 days).
* After the specified time frame (e.g., 60 or 90 days), access the online On-the-Job section in the Harvard ManageMentor Meeting Management topic to update the action plan and reflect on the experience.