

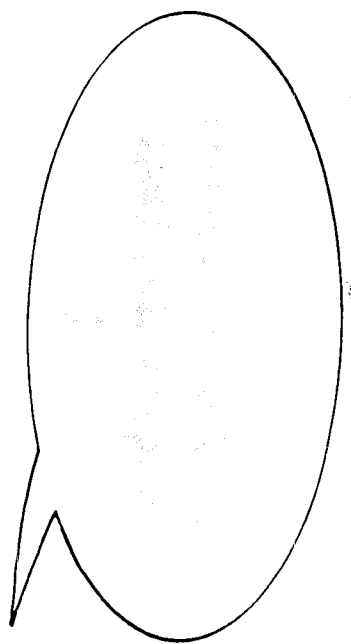
It takes a team of people who **ACTIVELY EXCHANGE IDEAS** to **ACCOMPLISH GOALS.**



**To help ensure success, group members should:**

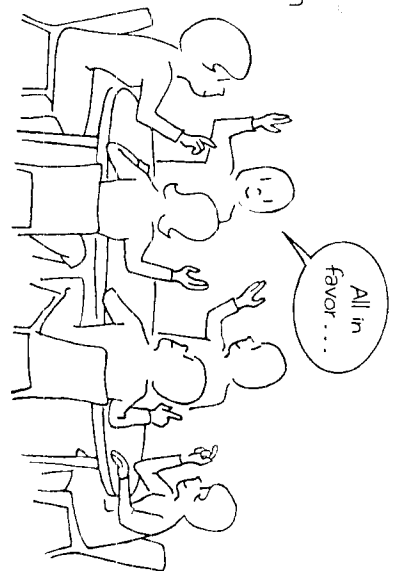
- A lot can be accomplished when people have a clear sense of direction. Some of the common goals of meetings are to:
  - EXCHANGE information
  - SOLVE problems
  - MAKE decisions
  - SHARE concerns
  - EXPLAIN issues.

- Meetings bring together people with different ideas and experiences. Members have an opportunity and a responsibility to:
  - EXPRESS thoughts
  - REACT to others' ideas
  - COMBINE their skills to reach solutions.



**Because your IDEAS, COMMENTS and SUGGESTIONS can benefit:**

- Active and positive participation helps to:
  - ACHIEVE the goals of the meeting
  - PROMOTE the group's objectives
  - IMPROVE teamwork and morale.



- Your involvement can help you polish your skills in:
  - COMMUNICATION, because meetings allow you to gain experience in expressing yourself.
  - LEADERSHIP, since you can learn a great deal by observing and following the examples of successful group leaders.

Learn how you can become a more effective participant

**You can help the meeting run smoothly if you DO YOUR HOMEWORK!**

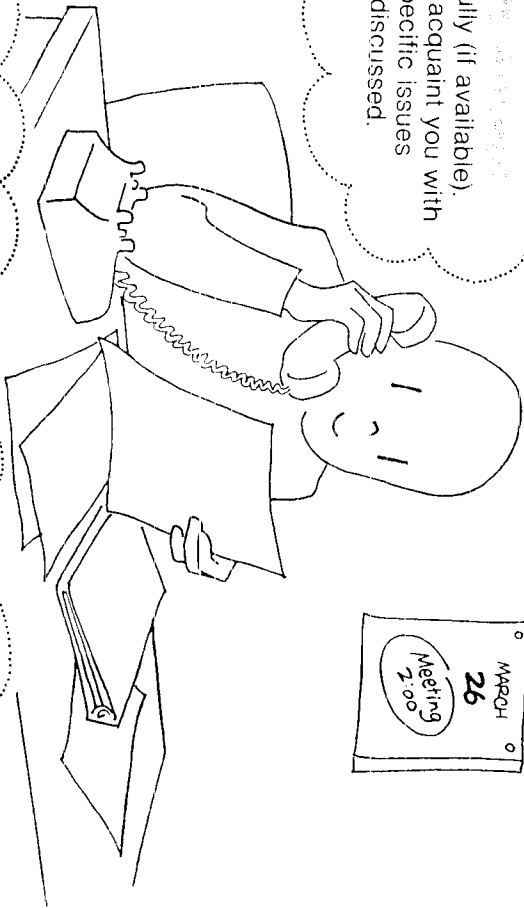
of the meeting so you can determine how you can contribute to the meeting's success.

any available background information before the meeting so you can be a more knowledgeable, valuable meeting member.

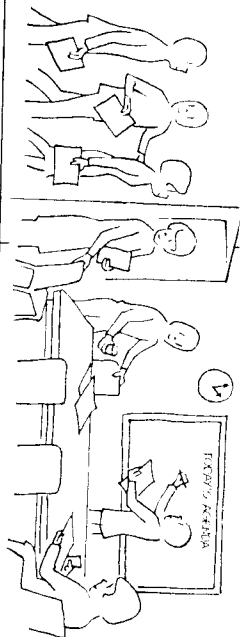
carefully (if available), it will acquaint you with the specific issues to be discussed.

before the meeting about anything you don't understand. Questions show your concern for the meeting's success.

why you've been invited. You're more likely to participate actively if you know what's expected of you.

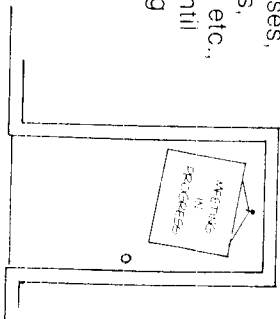


**Proper etiquette can help ensure that goals are met according to schedule.**

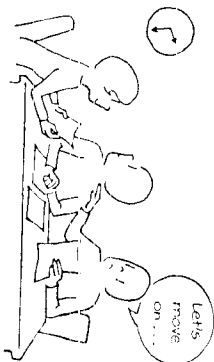


Latecomers may delay the meeting, create confusion or break the flow of progress.

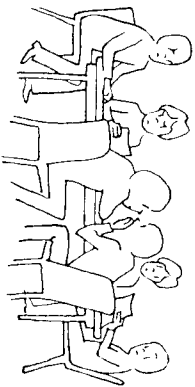
In most cases, phone calls, messages, etc., can wait until the meeting is over.



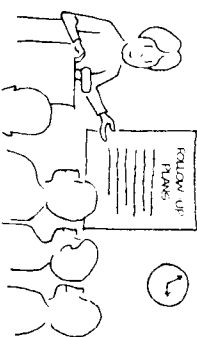
This will allow others a chance to speak and helps ensure that all issues on the agenda are covered.



This includes whispering to your neighbor, doodling, shuffling papers, etc.



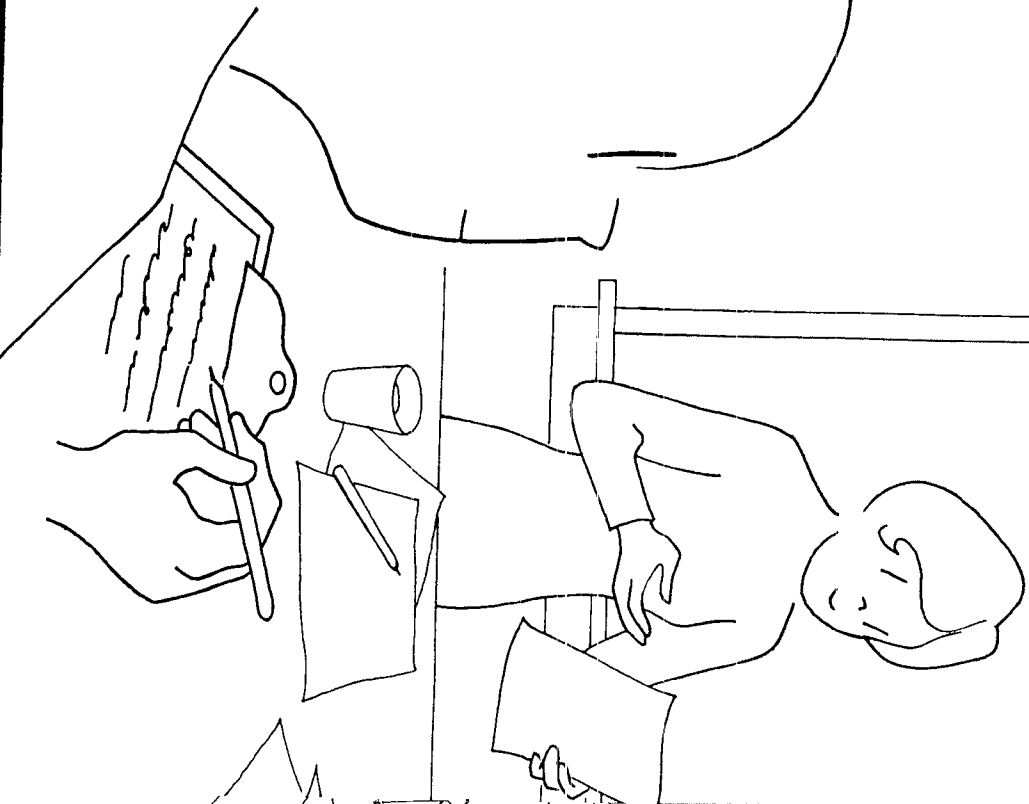
Important follow-up plans are often made during the final minutes of a meeting.



As part of a team  
working to reach  
carefully planned goals,  
it's up to you to:

**SUPPORT THE GROUP'S EFFORTS**

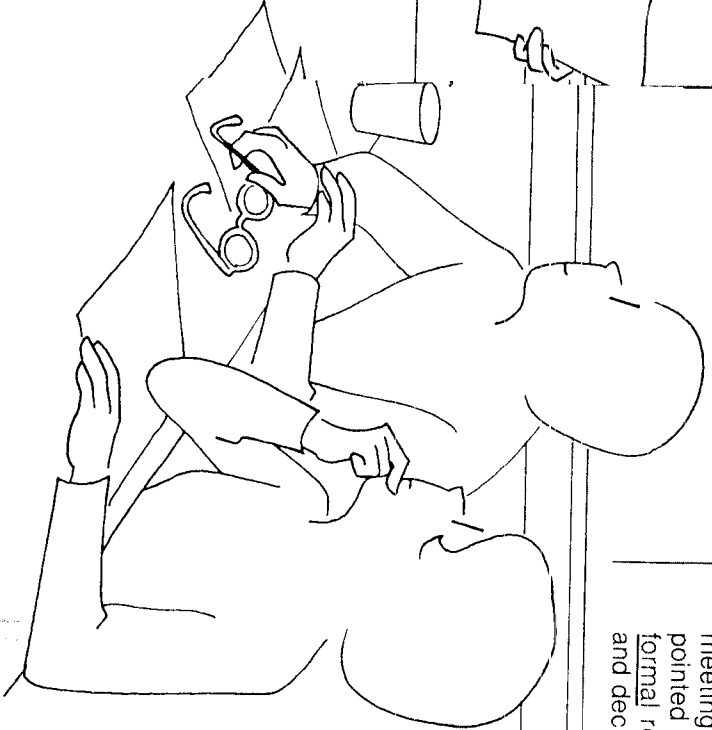
Commitment to the goals of the group is the most important ingredient for a successful meeting. Combine your talents and energy on the issues at hand.



**BE CREATIVE**

- You really can influence the direction the meeting will take.
- Speak when you have something worthwhile to say (but keep your remarks to the point and as brief as possible).
  - Encourage others to stick to the issues.

Group members usually welcome innovative ideas that are supported by sound reasoning. To help promote an imaginative plan, try to think of answers to possible criticisms before you present your ideas.



**SHAPE YOUR THOUGHTS**

Differences of opinion expose people to other points of view. Let others know how you feel about their ideas. But be careful that your remarks do not become a personal attack.

Holding back when you have an idea robs the group of your knowledge. It also prevents you from further developing your idea. Have confidence in yourself, and speak up!

**TAKE NOTES**

Brief, accurate notes can be helpful during and after a meeting. Someone may be appointed to keep the minutes, a formal record of discussion and decisions.

**TAKE A POSITIVE APPROACH**

Keep an open mind. When a group member shares an idea, look for the value in that idea. Above all, be enthusiastic. Enthusiasm can be contagious!

Ideas can be shared more effectively if you keep these basics in mind.

## WHEN OTHERS SPEAK

## WHEN YOU SPEAK

Each speaker deserves your full attention. But being attentive isn't just a matter of politeness. Careful listening prevents you from missing valuable information and allows you to take accurate notes.

Everyone has the right to express an opinion. Avoid making hasty judgments of others' ideas. Allow others to express their ideas completely before you offer comments.

Good pronunciation (saying sounds correctly) and enunciation (saying sounds distinctly) will be appreciated by your listeners. Proper volume and tone also enhance delivery. Be sure that you face the group (don't speak when drawing on board, etc.).

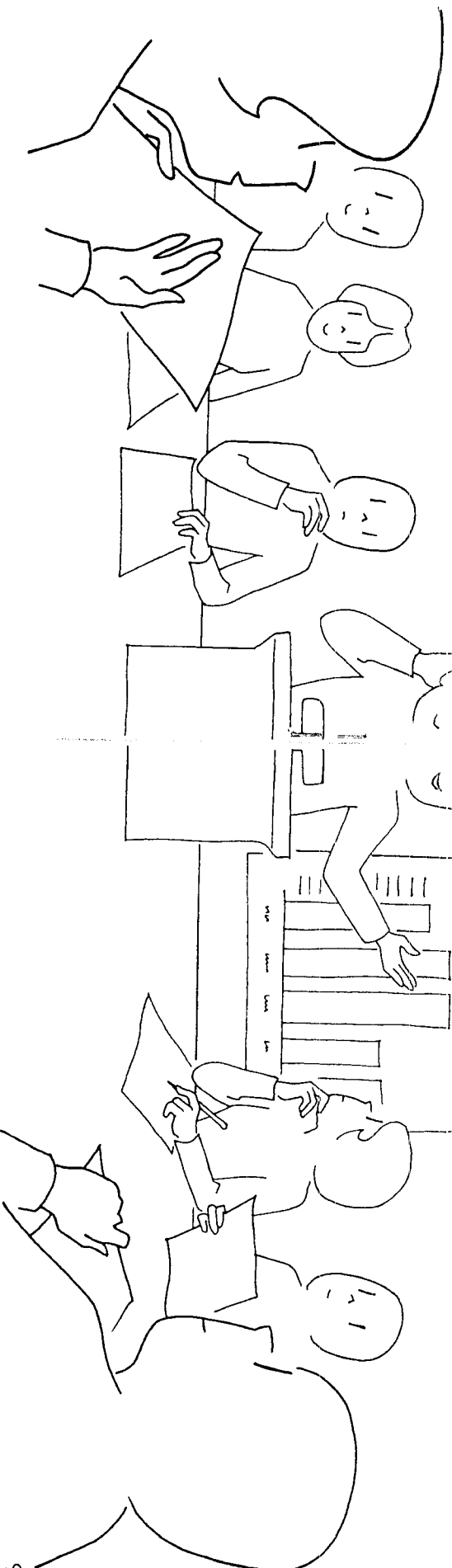
Make all group members feel that you're speaking to each of them. Never direct your comments only to the person beside or opposite you.

Treat all members in the same way you'd like them to treat you. Don't interrupt speakers. Never distract others with inappropriate remarks or actions.

Don't become defensive when others express ideas that conflict with yours. Instead, use their suggestions to refine and develop your own ideas.

Sometimes your remarks may be long and complex because of the topic of discussion. In such cases, you can help your listeners by summarizing your main points before you finish speaking.

Most people welcome good advice. Don't hesitate to make suggestions, but offer them at an appropriate time and in a positive manner.



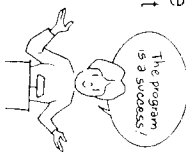
This is your special chance to share your knowledge on a subject of importance to the group.

## PREPARATION

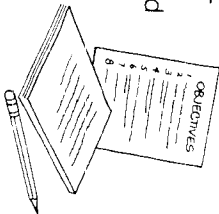
must be considered when you prepare your speech. What they need to know, how much they already know, etc. are important factors.



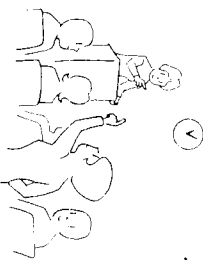
set the tone and state the purpose of all that follows. Capture the attention of your audience with an interesting beginning.



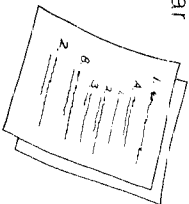
establish what information you'd like to convey and how you'd like to convey it.



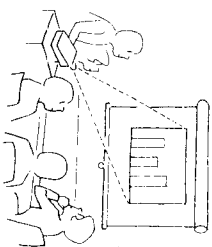
must be considered when preparing a presentation. Reserve time for questions.



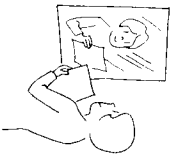
is essential to clear understanding of any subject. An outline of key topics may be helpful.



such as flip charts, slides and videotapes help reinforce remarks and add interest to presentations.



your speech helps build confidence and ensure success. Practice alone or in front of others, or tape-record your presentation.



## DELIVERY

from your notes. Avoid reading or memorizing your speech.

-- a speech that can't be heard loses the audience's interest. If people in the back of the room must strain to hear you, speak louder.

to help your audience feel involved in what you're saying. Starting at the floor or back wall detracts from your speech.

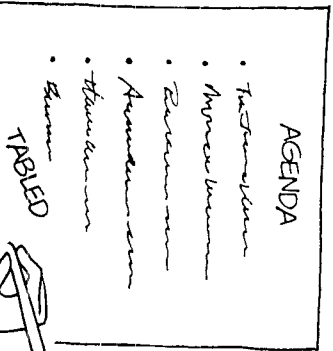
if appropriate, and make sure everyone can see them. Avoid displaying too much information at one time.

that can be distracting, such as repetition of certain words, pacing, and long pauses.



People appreciate meetings that end on time, but no meeting should adjourn without:

Sometimes it's impossible to cover every item on the agenda. However, avoid hasty decisions that may be regretted later. Instead, table unresolved issues until the next meeting.



- To help guarantee that action is taken on decisions, it's important to know:
- WHO is responsible for carrying out the decision
  - WHAT is to be done
  - HOW action is to be carried out
  - WHEN the work should be completed.

To help refresh the memories of group members, a quick recap of decisions made and actions to be taken can be helpful. This review can also help prevent confusion later.

- To get a head start on the next meeting, plan now.
- Set the date.
  - Select the place.
  - Develop a preliminary agenda.

Meetings that end on a positive note are more likely to result in successful follow-up action.

**AFTER THE MEETING ENDS,**  
plans must be put into action.

- REVIEW MINUTES**  
or memos of the meeting, if they're available.

- COMPLETE ANY ASSIGNMENT**  
you've been given. Unless you take your responsibility seriously, the time everyone has invested may be wasted.

- ASK QUESTIONS**  
about anything in the memos or minutes that confuses you. Seek help if you don't understand your assignment.

**HOW IS THE TIME**  
to put ideas to work!

Some questions  
and answers about

**500--**

Meetings can be the

-- for you and your organization!

It's a set of rules governing conduct at meetings. The rules protect everyone's right to be heard and allow decisions to be made without confusion.

Parliamentary procedure can be adapted to meet the needs of any group or organization. However, it's most useful when a large group meets or when formal debate is required.

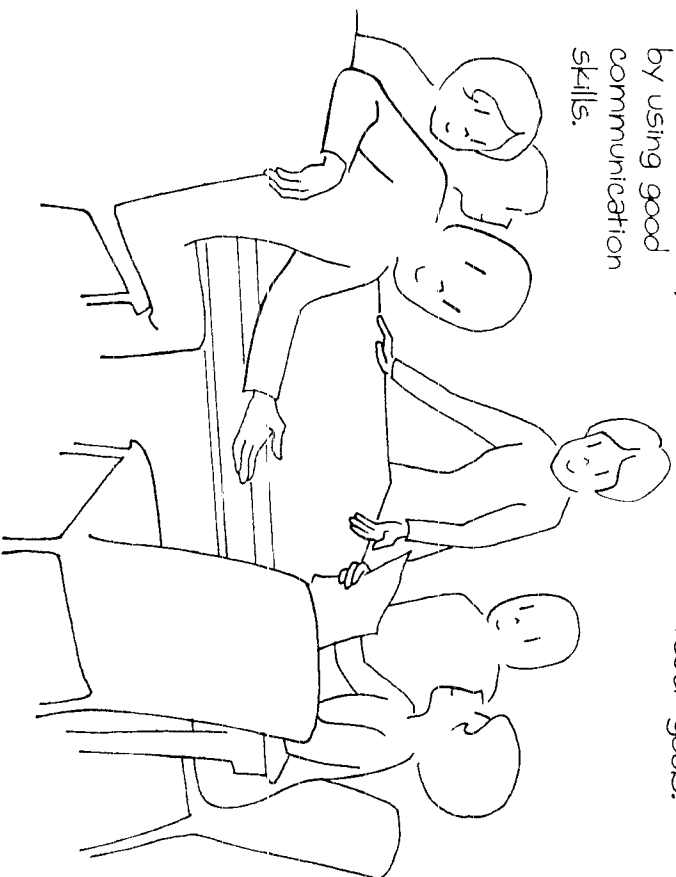
It's the basic handbook of parliamentary procedure used by clubs, organizations and other groups.



**BE PREPARED**  
to do your part.

**BE EFFECTIVE,**  
by using good communication skills.

**BE SUPPORTIVE**  
of your group's efforts to reach goals.



REMEMBER THE KIND OF  
MEETINGS YOU WANT. OTHERS  
CAN COUNT ON!