



BEST PRACTICE Controlling Meetings

The most vital process of any negotiation is to understand what goes wrong in meetings and to identify problem areas. Individuals must know the difference between the content and process of the meeting.

Meetings should be conducted by consensus, with each attendee interacting and contributing to its overall success. The following steps help ensure the success of meetings:

1. Prepare for the meeting. Plan the agenda, noting the time to be spent on each item.
2. Ensure attendees know their roles and are encouraged to carry them out at the meeting.
3. Identify issues. Use intervention techniques to handle difficult people.
4. Create a stimulating environment so that the participants do not feel threatened to voice their opinions.
5. Encourage attendees to contribute fully, asking questions to help.
6. Repeat and note suggestions so that everyone understands what is said.
7. Help reach clear agreement on the issues.
8. Repeat decisions so that there is no miscommunication.
9. Set a time to implement the decisions that are reached.
10. Identify responsibilities of who will do what, by when, to accomplish the tasks. Establish a time for a follow-up meeting.

References

Guide – CSTE Common Body Of Knowledge, V6.1