

---

# Conducting Successful Meetings

---

National Competency Standard (BSB07)  
BSBADM405A – Organise meetings



## Aim

This course teaches the fundamental principles and steps in organising and conducting successful meetings with clear objectives and outcomes.

## Audience

This course is aimed at staff responsible for organising and chairing meetings.

## Duration

One day.

## Course Outcomes

1. Fundamentals of conducting meetings.
2. Managing meetings.
3. Conflicts and difficult personalities.
4. Communicating effectively as meeting leaders.
5. Listening effectively and asking questions effectively.
6. The significance of nonverbal communication.

## Optional Assessment

**This is a nationally recognised training program.** Participants who successfully complete the optional assessment component of this course will receive a Statement of Attainment for the unit of competency outlined above. The assessment comprises a case study assignment designed to demonstrate competence. Participants who choose not to be assessed will receive a Certificate of Attendance. The case study assignment is completed in the participant's own time.

## Course Content

---

### Fundamentals of conducting meetings

- The purpose of meetings
- Planning meetings
- Participating effectively in meetings
- Closing meetings

### Managing meetings

- The role of leaders
- Decisions and ideas
- Eliminating groupthink

### Conflicts, climates and difficult personalities

- Resolving conflicts
- Meeting climates

### Communicating as meeting leaders

- Communicating clearly
- Using effective language

### Listening effectively and asking questions

- Improving listening skills
- Asking effective questions

### Communicating nonverbally

- Nonverbal communication
- Interpreting nonverbal communication