
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

On completion of this course you will be able to:

1. Plan and organise business meetings effectively.
2. Prepare for meetings.
3. Open a meeting effectively.
4. Manage meetings.
5. Close a meeting effectively.
6. Manage formal meetings.

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 (additional fee applies). 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

Preparation phase

- Plan the meeting in advance
- Prepare a draft agenda
- Circulate the draft agenda
- Ask for feedback on the draft
- Don't include too much detail

Open phase

- Open the meeting with clarity and purpose
- Assess the people in the meeting

Controlling phase

- Structure and manage the meeting
- Find 'win/win' solutions

Closing phase

- Summarise and record decisions
- Close the meeting strongly
- Post-audit the success of each meeting

Appendix: Managing formal meetings

- The Constitution
- Motions and Points of Order
- Roles – Chairperson, Secretary, Treasurer
- The conduct of formal meetings