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## HOW TO MANAGE AN EFFECTIVE MEETING

Productive, valuable, and engaging meetings require a clear goal, an open dialog, and a strong leader. This will ensure that each meeting runs smoothly and effectively - saving you and your team member's time and money.

### SCOPE OF TRAINING

The following basic foundation and skills, for leading meetings, will be reviewed with attendees:

- Proper Meeting Etiquette
- Not every topic needs to have a meeting scheduled
- How to handle the constant distractions of the day while being respectful of everyone's time
- Goal Setting/ Time Management
- Using technology to your advantage vs. disadvantage (too many emails/text vs. email vs. face to face)
- Determining who really needs to attend meetings
- The "leader's" role in moving the meeting forward and accomplishing agenda topics/goals
- Tools for engaging meeting participants in decision making and idea generation
- Getting your message across diplomatically so your team feels a part of something great and your customers feel like "they are always right"
- When is it ok to say "no" and when should you say "yes"
- Rules for what should be shared/reviewed during meetings
- Closing the meeting effectively, wrap up notes, minutes and follow up action items
- Who is accountable for what and who holds each other accountable

### TRAINING FORMAT

- **Length of session:** 1.50-2.00 hours
- **Location of training:** At client location or On Demand Webinar