

# *Switching Roles: Acting as a Meeting Leader and Facilitator*

## **Description**

Too many staff meetings, task forces, committees, and quality improvement teams rehash the same old issues and fail to produce tangible results. For example, research indicates that **30% to 60% of the time spent in meetings is wasted.**

Learn the tools and techniques that help **individuals who run meetings to act as a leader and a facilitator.** By doing so, one can enhance participation; clarify content, set ground rules and codes of conduct; deal with conflict; evolve groups into teams; expedite consensus; map out tasks, define roles and responsibilities; and play the communication roles that facilitate action.

## **Goals & Objectives**

- Three critical meeting processes to master.
- Estimate the hours and dollars lost in meetings.
- Assess what's going wrong during meetings and what to do about it.
- Standardize meetings using a seven step process.
- 9 task roles that insure the job gets done and prevents wasted time during meetings
- How to play 5 relationship roles to build bonds between individuals
- Recognize and control 12 types of dysfunctional behavior
- Practice using questions as interventions
- Reading nonverbal expression—what to look for on the face of participants

## **Detailed Topic Outline**

- Understanding Meeting Processes
  - The problem solving
  - Communication roles
  - A sound meeting process
- Meeting Tune-up
  - Determining Time Lost
  - Meeting Effectiveness Assessment
  - The Seven Step Meeting Process
- Facilitation Roles
  - 9 Task and 5 relationship roles
- Facilitator Observation skills
  - Reading nonverbal behaviors
- Facilitator Intervention
  - Using questions & pattern interrupts