

Communication skills for good meetings

<p>Active listening</p>	<ul style="list-style-type: none"> • Focus on the speaker and pay attention. • Reflect back / paraphrase to ensure you have understood. • Promotes discussion, shows understanding, checks for clarity of understanding and helps promote empathy.
<p>Questions</p>	<ul style="list-style-type: none"> • Ask leading questions to get information. • Ask open questions to open up and explore an agenda item, build relationships, identify barriers and clarify understanding. • Ask closed questions to quickly confirm something or move things along. • ‘Why’ questions can make people defensive.
<p>Positive feedback</p>	<ul style="list-style-type: none"> • Acknowledging someone’s point or position. • Assures them that they have been heard. • Allows the meeting to move on.
<p>Summarising and reflecting</p>	<p>Useful when:</p> <ul style="list-style-type: none"> • there is a lot of information being provided • you want to bring a discussion to an end • you need to clarify what the person said • you want to check you understand what was said.
<p>Non-verbal communication</p>	<ul style="list-style-type: none"> • Will help you to monitor how the meeting is going and to create the right environment. • Body language. • Non-verbal cues. • Cultural variations.
<p>Closing a discussion</p>	<ul style="list-style-type: none"> • Closed questions and summarising. • Positive feedback. • Move on to agree an action.
<p>Getting the basics right</p>	<ul style="list-style-type: none"> • Teleconference / skype facilities so people can dial in. • Remind people to speak up so everyone can hear. • Any special needs?