

Be on time

End on time

Be respectful of others

Stay focused on the topic

Everyone should participate

Affirm positive contributions

Bring meeting to closure

Reiterate action items

MEETING BEST PRACTICES

BEFORE *THE MEETING*

Send out any materials needed for review

Develop and distribute the agenda

Create a "Road Map" for the meeting

Define clear goals for the meeting

Set time frames for agenda topics

DURING *THE MEETING*

Follow up on previous action items

Encourage discussion from everyone

Record new action items, decisions and agreements

Capture points and ideas for the next meeting

AFTER *THE MEETING*

Send a summary of the meeting to the participants including:

Decisions made

Agreements made

Action Items – **what** will be done

who will do it

when it will be done

"The quality of the outcome is directly related to the quality of the process used."

CONVERSATION

adds to the quality of a meeting

Exploring points of view

Building on others' ideas

Let me offer another perspective

Inquire, tell me more

Collaborative

CONFLICT

subtracts from the quality of a meeting

Advocating your point of view

Finding weakness in others' positions

Challenge the view

I disagree

Combative