



## Welcome to the 2018 FRPA Conference!

### Learning Objectives

- Answer 7 crucial questions to prepare for the meeting
- Develop a thorough agenda
- Use 9 key tips to lead a meeting
- Keep the group focused



# WELCOME!

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**Your Communication Connection**  
**@JanLaugh**

## Meetings that Produce Results!

### So much time spent in meetings

- ☐ Most professionals attend a total of 61.8 meetings per month
- ☐ Research indicates that over 50 percent of this meeting time is wasted
- ☐ Professionals lose 31 hours per month—or approximately four work days—in unproductive meetings

46% of American workers admit to texting, checking email or social media, browsing the web, or even falling asleep during a coworker's presentation.

—Survey conducted by Prezi, Harris Poll

### Meetings that produce results!

- ☐ Communicate
- ☐ Prepare
- ☐ Lead
- ☐ Document
- ☐ Follow-up

**"The greatest problem with communication is the assumption that it has taken place."**

**—George Bernard Shaw**

### Communicating effectively

- ☐ Intent
- ☐ Criteria, Expectations or Needs
- ☐ Content
- ☐ Process



### Process

How we look	<b>55%</b>
How we sound	<b>38%</b>
Words we choose	<b>7%</b>

**IF our message is incongruent!**

### Common deviations from our intent

- ☐ Defending ourselves
- ☐ Saving face
- ☐ Seeking revenge
- ☐ Avoiding embarrassment
- ☐ Wanting to win

*From Crucial Conversations*



**What about you? What do you do when you deviate from your intent—react to the other person or get caught up in the content?**



**What's my intent?**

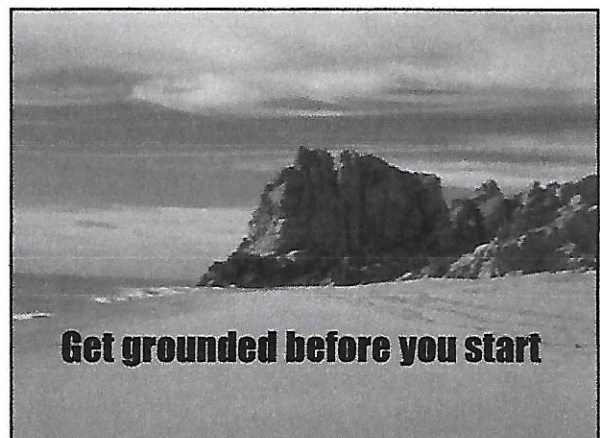


**"What you are thunders so  
loudly that I cannot hear  
what you say to the  
contrary."**

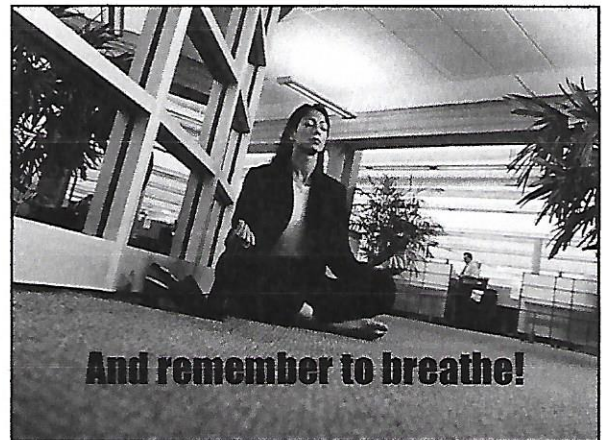
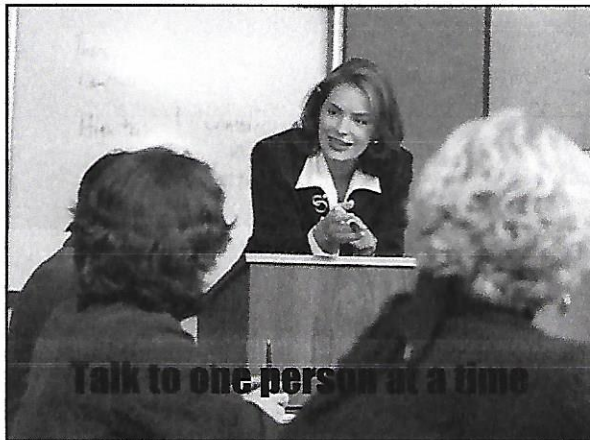
**—Ralph Waldo Emerson**

- ☐ Handing out
- ☐ Juggling chairs
- ☐ Clinging for air
- ☐ Fig leaf
- ☐ Reverse fig leaf

**Focus on 3 key practices**



**Get grounded before you start**



### Listen to your voice

1. Listen to your voice mail message
2. Rerecord your message
  - a. When you're not smiling
  - b. And when you are smiling!
3. The next few times you leave a message—and have the option—play it back



**“The right word may be effective;  
but no word was ever as effective  
as a rightly timed pause.”**

**—Mark Twain**

### Turn to someone near you

- ☐ On page three, determine together:  
One aspect of body language and  
one of your voice—
- ☐ to **project** when leading a meeting
- ☐ that you'd want to **avoid**
- ☐ You will have **four minutes** to discuss



### What about you?

When you lead a meeting,  
how might the way you look  
or sound affect your ability  
to lead effectively?



What might you  
need to adjust when  
leading a meeting?



### Prepare for the meeting



### Prepare for the meeting

- ☐ What's the purpose / objective?
- ☐ Who will be attending? Who should be?
- ☐ What do I need to accomplish? Goals?
- ☐ What materials will I need to bring?
- ☐ Any push back? Their criteria?
- ☐ Who to talk with before the meeting?
- ☐ Are there any "what ifs..." to plan for?



### Focus on purpose/objective or goals



### Guidelines for small group discussion

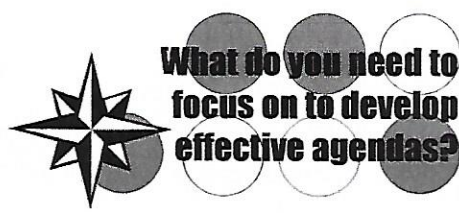
- ☐ Quickly select a leader
- ☐ Designate note-taker/presenter—same person
- ☐ Discuss **purpose / objective OR goals**
- ☐ Hear from each person—1 minute each
- ☐ You'll have **ten minutes** for discussion
- ☐ Group pick **top one** you heard (have several in case yours is taken!)
- ☐ Presenter share with entire group

### Agenda







**Develop your agenda**



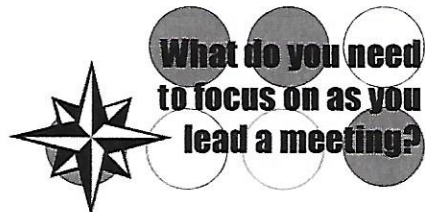
**What do you need to focus on to develop effective agendas?**




**Lead the meeting effectively**



**Keep the group focused and on track**

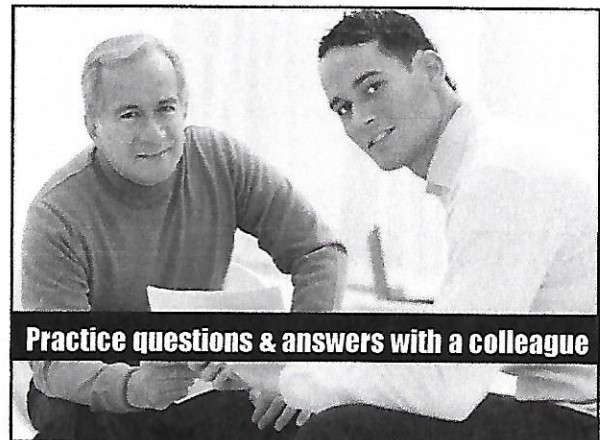


**What do you need to focus on as you lead a meeting?**

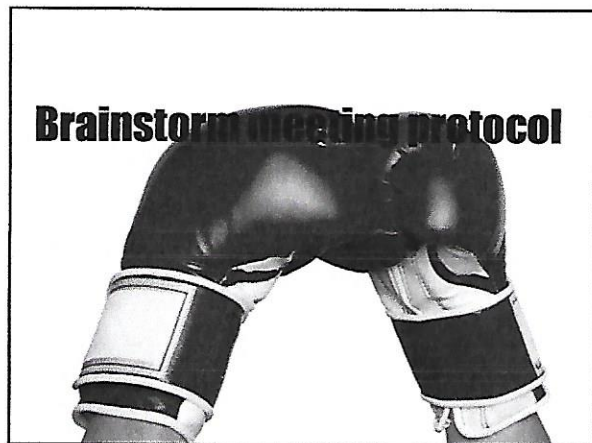


**Field questions effectively**





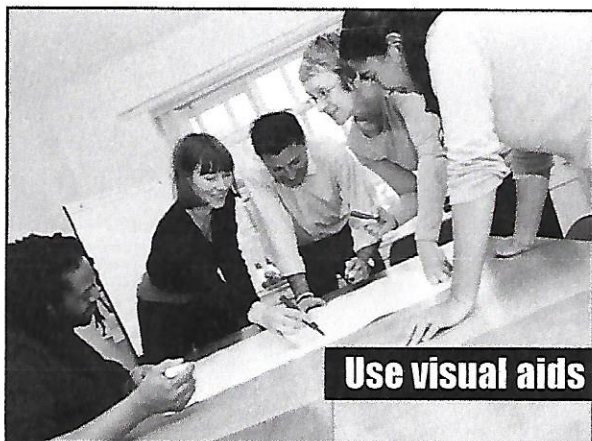
**Practice questions & answers with a colleague**



**Brainstorm meeting protocol**

### **Guidelines for small group discussion**

- ☐ Quickly select a **leader**
- ☐ Designate note-taker/presenter—same person
- ☐ Decide group focus: **Questions or Protocol**
- ☐ Brainstorm—don't critique!
- ☐ You will have **five minutes** for discussion
- ☐ Then pick your **top three**
- ☐ May share with the entire group – have more in case yours are used!



**Use visual aids**

**"If all you want to do is create a file of facts and figures, then cancel the meeting and send in a report."**

**—Seth Godin**

### When visual aids are used:

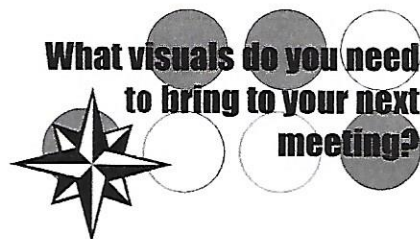
- ☐ Meetings conducted in 28% less time
- ☐ Time required reduced up to 40%
- ☐ Retention increases up to 5 times
- ☐ Proposals approved twice as often
- ☐ Group consensus 21% more often

**63% of American workers know that slideshow presentations can be ineffective and boring, yet they continue to throw together slide decks.**

—Survey conducted by Prezi, Harris Poll

**“If your goal is to irritate your audience during your next presentation, read your PowerPoint slides to them.”**

**—George Torok**



**Document and follow up**



### Meeting Evaluation Survey

Rate today's meeting on a scale of 1 to 5 with 1 being "Needs Work" and 5 being "Just Right"

1. Meeting pace	1	2	3	4	5
2. Participation of all members	1	2	3	4	5
3. Clear purpose for the meeting	1	2	3	4	5
4. We followed our groundrules	1	2	3	4	5
5. We stayed focused on the topic of our discussions	1	2	3	4	5
6. We were courteous/civil in our deliberations	1	2	3	4	5
7. Other: _____	1	2	3	4	5
8. Strengths of the meeting					
9. Weaknesses of the meeting					
10. Ideas to improve our meetings					



## Meetings that produce results!

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## Your action plan

When it comes to meetings, what I...

- ☐ would do well to STOP doing?
- ☐ want to KEEP doing?
- ☐ would do well to START doing?



## Thank you!

Check out my blog for support

[JanMcLaughlin.blogspot.com](http://JanMcLaughlin.blogspot.com)



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# FRPA

FLORIDA RECREATION  
& PARK ASSOCIATION

For more information about the FRPA visit [www.frpa.org](http://www.frpa.org)

## Parking Lot

