Slide 1

Running Effective Meetings:
A First Fridays Discussion

Prepared by Eric K. Kaufman
June 1, 2018

Virginia Cooperative Extension
Virginia Tech • Virginia State University
www.ext.vt.edu

Slide 2

Guiding Question:
What strategies are most effective for keeping a meeting on-track and productive?

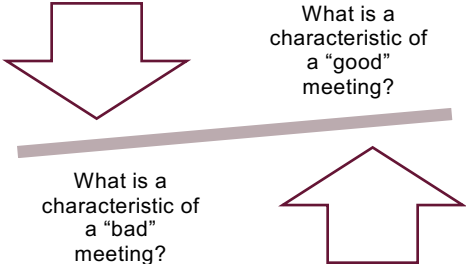"NOW THAT YOU'RE ALL HERE, LET'S GO OVER THE AGENDA FOR THE MEETING."

Discussion Outline:
• Opportunity for Better Meetings
• Actionable Meeting Agendas
• Guerilla Facilitation
• Design Thinking & Other Ideas Worth Trying

Virginia Cooperative Extension
Virginia Tech • Virginia State University
www.ext.vt.edu

Slide 3

Based on Your Experience…

What is a characteristic of a "good" meeting?

What is a characteristic of a "bad" meeting?

Virginia Cooperative Extension
Virginia Tech • Virginia State University
www.ext.vt.edu

Slide 4

Citrix Better Meetings Survey (2013)

COMMON CHARACTERISTICS OF A **BAD** MEETING

69.9%	**No clear goal** has been set
56.1%	The meeting goes **off topic**
55.1%	There is a **lack of structure**
49.5%	Attendees are **inattentive**
48.6%	**No decisions** are made

Virginia Cooperative Extension
Virginia Tech • Virginia State University
www.ext.vt.edu

Slide 5

Citrix Better Meetings Survey (2013)
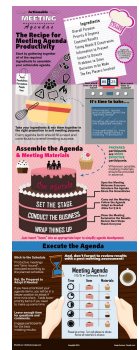
COMMON CHARACTERISTICS OF A **GOOD** MEETING

79.9%	**The goal** of the meeting **is clear**
69.2%	**Clear actions** are assigned
68.2%	Action items are **followed up** on
56.5%	**Decisions** get made
55.1%	An **agenda is distributed** before

Virginia Cooperative Extension
Virginia Tech • Virginia State University
www.ext.vt.edu

Slide 6

Actionable Meeting Agenda

"Frankly, I don't remember why I called this meeting."

Virginia Cooperative Extension
Virginia Tech • Virginia State University
www.ext.vt.edu

Slide 1

Start With Ingredients

- Plan ahead
- Solicit input
  - Google Doc?

- What is the purpose?
- Issues to discuss?
- Decisions needed?
- Resource people?

Virginia Cooperative Extension
Virginia Tech • Virginia State University
www.ext.vt.edu

Slide 2

Organization & Presentation Matter

Virginia Cooperative Extension
Virginia Tech • Virginia State University
www.ext.vt.edu

Slide 3

A Personal Example…

Virginia Cooperative Extension
Virginia Tech • Virginia State University
www.ext.vt.edu

Slide 4

Virginia Cooperative Extension
Virginia Tech • Virginia State University
www.ext.vt.edu

Slide 5

A Good Leader Can Work Miracles

Virginia Cooperative Extension
Virginia Tech • Virginia State University
www.ext.vt.edu

Slide 6

Empowering Others

"A leader is someone who can get things done *through* other people."
-Warren Buffet

"If your actions inspire others to dream more, learn more, do more and become more, you are a leader."
- *John Quincy Adams*

Virginia Cooperative Extension
Virginia Tech • Virginia State University
www.ext.vt.edu

"Part of the problem is the number of employees who think they know the solution."

Virginia Cooperative Extension
Virginia Tech • Virginia State University
www.ext.vt.edu

Guerrilla Facilitation

"Guerrilla Facilitation" is a set of techniques designed to help manage a meeting when you are not the meeting leader. The key to Guerrilla Facilitation is to ask questions that lead the group to take the action that is needed.

Gottesdiener (2010) proposes "CARES from Your Chair":

- Clarify,
- Ask,
- Reflect,
- Explore,
- Summarize.

Virginia Cooperative Extension
Virginia Tech • Virginia State University
www.ext.vt.edu

HBR: "Plan a Better Meeting with Design Thinking"

1) Develop empathy:
   - Who is going to be in the room and what are their needs?
   - Who *won't* be in the room but will nevertheless be affected by the meeting and what are their needs?
   - In what broader culture and environment are you operating and what are some of the overarching challenges and opportunities?
2) Set a frame
   - If this meeting is wildly successful, what will people *feel*, *know*, and *do* as a result?
3) Creatively design
4) Test-drive your plan

Virginia Cooperative Extension
Virginia Tech • Virginia State University
www.ext.vt.edu

HBR: "How to Have a Good Debate in a Meeting"

- Ask questions
- Value opinions
  - All
  - Ask
- No personal attacks
- Question assumptions
- Devil's advocate

Virginia Cooperative Extension
Virginia Tech • Virginia State University
www.ext.vt.edu

HBR: "Meetings Would Go Faster If People Took the Time to Listen"

- Clear/shared understanding
- Being fully present/ focused on meeting
- Open to opinion shift when considering other viewpoints
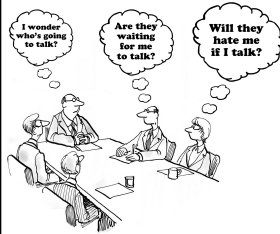- Listen to what's being said

"I had a miraculous dream in which our list of questions all had answers."

Virginia Cooperative Extension
Virginia Tech • Virginia State University
www.ext.vt.edu

Tools for Consideration

- Facilitator's Meeting Checklist:
  http://stproject.org/resources/tools-for-transformation/
- Facilitation Planning and Observation Tool:
  http://www.frcnca.org/wp-content/uploads/2017/12/Meeting-Facilitation-Planning-Observation-Tool.pdf
- Sample Meeting Evaluation:
  https://www.lmpartnership.org/sites/default/files/sample_meeting_evaluation_2017.pdf

Virginia Cooperative Extension
Virginia Tech • Virginia State University
www.ext.vt.edu

Implications for You and Others?

Virginia Cooperative Extension
Virginia Tech • Virginia State University
www.ext.vt.edu

Other Ideas or Consideration

"Well, the boss did say we would be given a Forum."

Virginia Cooperative Extension
Virginia Tech • Virginia State University
www.ext.vt.edu

Wrap-Up & Contact Info

Pluses and Deltas
EKK@VT.Edu

"I'm feeling a sense of conclusion here, so let's draw things to a close."

Virginia Cooperative Extension
Virginia Tech • Virginia State University
www.ext.vt.edu