



CONTINUING EDUCATION

Course Outline

Getting the Most from Your Meetings

Discover why some meetings fail and learn proven techniques for making meetings more productive. Gain tips related to the four essentials of productive meetings: planning, participating, presenting and producing. Other topics include meeting formats and when to vary them, responding to conflict in a meeting and meeting follow-through. A key component of this course is utilizing effective communication strategies before, during and after your meetings.

Who Should Take This Course?

This course is designed for those who conduct or participate in meetings, including supervisors, team leads, managers, project managers, teachers and business owners.

Course Objectives

- Utilize communication strategies for meeting success
- Improve meeting success and reduce failures
- Identify different meeting designs/structures and evaluate use
- Manage difficult situations in meetings and reduce conflicts

Course Info

- Length: 6 hours
- Format: Classroom instruction and demonstration
- Prerequisite: None

Course Content

Utilize communication strategies for meeting success

- Learn and use the four main communication styles through a self-assessment
- Understand the four-steps to successful communication
- Learn tips for planning and presenting information at meetings

Improve meeting success and reduce failures

- Understand the causes for meeting failure and how to prevent them
- Encourage participation toward achieving meeting objectives
- Learn tools and techniques to evaluate meeting success and focus on goal achievement

Identify different meeting designs/structures and evaluate use

- Understand different meeting formats and success strategies
- Learn a meeting structure designed for interactive meetings

Manage difficult situations in meetings and reduce conflicts

- Reinforce conflict management skills and apply to a meeting scenario
- Utilize different methods for introducing a potentially controversial meeting topic and achieving a successful resolution of that topic

Assessment /Evaluation

This course is not assigned a letter or numerical grade. However, in some cases, skill assessments may be administered during the course to gauge progress and comprehension.

Course Completion/Continuing Education Unit (CEU) Letter

If your company requires proof of course completion, or if you would like to have proof for your own records, you may request a Course Completion/Continuing Education Unit (CEU) letter **after the final session of your course**. You must attend* 80 percent of the course (or 100 percent of a single-day course) to qualify for the letter. You can [request a Course Completion/CEU letter online](#).

Certificates of Completion for Certificate Programs

To receive a Certificate of Completion for the Supervision Certificate, you must take all six required courses and attend* 80 percent of the entire certificate (calculated by total number of sessions). If you complete a certificate program by taking courses individually (not through a series), you can

[request a Certificate of Completion online](#).

*Attendance for CEU letters and certificate programs is verified via the sign-in sheets provided at each class session. It is your responsibility to sign-in.

Green River College is committed to providing access to all who visit, work and study on campus. The College will provide reasonable accommodations for individuals with disabilities, with advance notice of need. If you require accommodations, please contact Disability Support Services as soon as possible to determine eligibility and/or request accommodations. Accommodations are determined on a case-by-case basis. Please contact Disability Support by email at dss@greenriver.edu; by phone at 253-833-9111, ext. 2631; TTY 253-288-3359; or in person at the Student Affairs and Success Center, Room 210, to request accommodations. For additional information, please visit www.greenriver.edu/dss.

The accommodations authorized on your forms should be discussed with your instructor. All discussions will remain confidential. Accommodations are not provided retroactively, so it is essential to discuss your needs at the beginning of the quarter. Additionally, only accommodations approved by Disability Support Services will be provided. This syllabus is available in alternate formats upon request. Green River College is an equal opportunity educator and employer. Learn more at www.greenriver.edu/accessibility.