

TEETCH

How to run a Meeting

Every meeting should have a POST!

P is for PURPOSE

Who is being invited and why? 'Why' should be one sentence describing why there is a need for a meeting. 'Who' breaks down further into three roles: Decision Makers (DM), Subject Matter Experts (SME) and Stakeholders (SH). Where possible, everyone invited should be advised of which role they're expected to play.

O is for OUTCOMES

Outcomes are deliverables from the meeting. You could also use 'Objectives' if the purpose of the meeting is the meeting itself (relationship building, social or perhaps a workshop where real work gets done - in this case the outcome is the completion of the work as defined beforehand, and the objective is the work itself). Use Outcome as a default as it is more results oriented than Objectives. 'Outcomes' breaks down further into three motives:

1. what do you want people to **think**,
2. **feel** or
3. **do** as a result of the meeting.

We capture outcomes by having three flipcharts on the wall: Decisions Made, Actions Agreed and Issues Outstanding.

- **Decisions Made:** this is what we agreed in the meeting that goes on to become the minutes for those that could not attend.
- **Actions Agreed:** for each action we note what it is, who will be taking it away and when we'll hear from them about progress. We DO NOT expect estimates for completion of a task inside a meeting, only an estimate of when we'll hear about progress, complete or not.
- **Issues Outstanding:** these are the items yet to be handled as we ran out of time, people or data on the day. They form part of the agenda for the next meeting.

S is for STRUCTURE; the big one!

Structure defines how the meeting is organized. At larger meetings it can be more granular or vice versa:

1. Meetings should have an Opening section, Topic section and a Closing Section:
 - a. The opening section should take about 10-15% of the meeting time: there are three ingredients to a successful opening to a meeting:
 - i. It should break preoccupation – get their heads in the room and on task
 - ii. It should facilitate networking – get them talking to each other and
 - iii. It should be relevant to the content – get them focused on the meeting
 - b. The topic section should take 75% of the time. Presenters should use the TPA 20 rule:
 - i. Introduce the Topic (what and why)
 - ii. Get the attendees Participating in the topic in some way to help them 'uncover' the action for themselves
 - iii. Finish by having the attendees note down any topic-related Action.
 - c. TPA must change every 20 minutes (maximum) as it is difficult for people to focus on the same topic for longer than that.
 - d. The closing section should take about 10% and should summarise what has been written in the three columns of notes or on the three flipcharts.
2. Effective meetings have a Timekeeper. The Timekeeper says the word 'Rolex' to let the current speaker know that they've got 30 seconds left to finish their section of the meeting.

T is for TIMING

When does the meeting start and finish? Meetings start at 5 past the hour and end at 5 to the hour (or 25 past if a 30 min meeting). Most meetings can achieve the same amount in 50 or 20 mins as they could in 60 or 30 mins. Starting them 5 mins late allows time for people to travel from their last meeting that ended on the hour or half hour. It also gives them time if they're early for a few minutes extra preparation.

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