

Business Meeting Skills - Teleconference (Open Seminar)

Training Objectives

The overall objective of this seminar is to ensure that all participants can effectively facilitate and participate in teleconference meetings conducted in English. There are two main objectives for this one day seminar:

1. Ensure that all participants can effectively participate in a teleconference meeting.
2. All participants understand how to plan, prepare and conduct teleconference meetings.

Training Theory

Meeting skills and techniques are practiced and developed through interactive lectures, meeting role-play simulations, and critical analysis of participant's communication style, application of participation techniques, and use of facilitation processes and skills.



Lecture Overview

Lecture One: Communication Techniques

Practical communication skills and techniques to help participants actively participate in business meetings.

Key skill areas include:

- Active Listening: Techniques that are comfortable for native speakers and avoid misunderstandings.
- Asking Questions: Appropriate questions for requesting and understanding information.
- Communicating Assertively: Skills and techniques for communicating clearly, directly, and appropriately.

Lecture Two: Preparing and Participating

Participants learn how to prepare for business meetings, techniques to actively participate, and how to make a positive contribution to various kinds of business meetings. Key skill areas include:

- Preparing appropriate presentation material and handouts.
- Preparing questions, opinions, notes, and ideas.
- Techniques for participating and making positive contributions.

Lecture Three: Planning, Preparing and Facilitating

Participants learn how to plan business meetings, and special considerations for planning and preparing international teleconference meetings. Key skill areas include:

- Planning the appropriate style of meeting and setting SMART meeting objectives.
- Preparing agendas, assignments and attachments.
- Process techniques and communication skills to effectively facilitate and lead group meetings.

Seminar Schedule - 12th March 2010

AM

Seminar Introduction and Overview

Lecture 1 - Communication Techniques

- Opening Statements
- Active Listening
- Assertive Communication Techniques
- Avoiding Dangerous Words
- Confirming agreements

Role-Play

- Practice Communication Skills
- Video Recording
- Review and Feedback

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Lecture 2 - Preparing and Participating

- Presentations and Handouts
- Questions, Opinions, Notes, and Ideas
- Participation Techniques

Lecture 3 - Planning, Preparing, and Facilitating

- Style and Objectives
- Agenda, Assignments, and Attachments
- Process Techniques and Communication Skills

Role-Play

- Practice Facilitation and Participation Skills
- Video Recording
- Review and Feedback

Seminar Review and Lessons Learned