# 242816 SUMMATIVE ASSESSMENTS

## Questionnaire and Practical Assignment

1. In a group, arrange a follow-up meeting to discuss the subject of managing meetings. During this meeting, you want to discuss ways of improving the effectiveness of your meetings. Draw up a list of the physical requirements for the meeting. Attach the list to your assessment. (1)
2. Draw up a list of which group member will be responsible for what. Attach the list to your assessment. (1)
3. Draw up a checklist in order to check the physical arrangements. Attach the list to your assessment. (1)
4. Why should you check that the physical arrangements are in order? (1)
5. Still in a group, prepare the documents that are required for the meeting. Circulate the documents to all the members as well as the course facilitator. Attach copies of everything, except the minutes to your assessment. (5)
6. What is the purpose of an agenda? (1)
7. What is the purpose of minutes of a meeting? (1)
8. If there is an error in the minutes of a meeting, how can it be corrected so that all the attendees of the meeting agree with the changes? (1)
9. During one of the formative assessments you were requested to redraft the minutes of the meeting held in exercise 2. Attach a copy of the revised minutes to your assessment. (1)
10. Once you have completed the documents required for the meeting, look at the agenda and identify potential causes of conflict. (1)
11. Hold the meeting. The position of chairman must be rotated amongst all the members of the group during the meeting. (1)
12. Make a note of procedures that are not followed correctly during the meeting. (1)
13. When it is your turn to be chairman, encourage all the attendees to participate in the meeting. (1)
14. Summarise the points under discussion while you are chairman. (1)
15. While the meeting is in progress, make a note of situations that could lead to conflict. Specific reference must be made to: attitude of member, the topic under discussion, language, tone, positions adopted by people. (4)
16. After the meeting, discuss conflict that did occur during the meeting. How did the chairman handle the conflict? (1) What could have been done differently? (1)
17. Check the minutes of the meeting for errors. Identify the errors and attach the minutes to your assessment. (1)
18. Compile an action list of tasks that have to be performed. (1) On the action list indicate how you will follow up that the tasks are performed(1) Attach the action list to your assessment.
19. Make at least two suggestions about how to improve the effectiveness of future meetings. (2)
20. Explain the following techniques to create progress in a meeting: gatekeeping, repeat, summarise, rephrase. (8)

**TOTAL: 37**