Workplace Project

At your place of work, you have to prepare for a meeting, conduct a meeting, deal with differing views and distribute records of the meeting. All these activities have to be carried out according to the standard operating procedures of your organisation. If you are not employed, complete these activities for a meeting at a local club that you are a member of. Do the following:

1. Identify the physical arrangements for the meeting, as well as the attendees to the meeting.
2. Prepare the documents for the meeting. Also check these documents for accuracy and completeness. Attach at least the following documents: agenda, attendance register, minutes and a distribution list.
3. Make sure that the venue is prepared and all the arrangements for the meeting are in place. Attach the necessary documents to your assessment, e.g. confirmation of the booking of the venue, a checklist of the suitability of the venue, etc.
4. Check the minutes of the previous meeting for accuracy and completeness and, if necessary, make required changes. Attach a copy of the minutes to your assessment.
5. Conduct the meeting according to the agenda and the standard operating procedures.
6. Create opportunities for effective participation by people attending the meeting. The minutes of the meeting should reflect this.
7. Make sure that discussions are summarised and recorded as action minutes. The action minutes must reflect the proposed action, completion date and person responsible.
8. Arrange for the minutes of the meeting to be distributed after the meeting has taken place. Attach the minutes and the distribution list to your assessment. Make sure that you check the minutes for correctness and completeness.
9. Reflect on the meeting and make suggestions to enhance the effectiveness of future meetings.
10. Explain the purpose of an agenda, the expected outcomes of the meeting, the process of placing items on the agenda and the roles of participants in terms of Standard Operating Procedures of your organisation.
11. Explain the purpose of recording a meeting according to the Standard Operating Procedures of your organisation.
12. Describe techniques that can be used to overcome potential lack of progress due to differing opinions during a meeting.

#### Reflection questions

1. Compare what you learnt about meetings and how meetings actually take place at work (or at a club). Make a list of things that are done differently to what you learnt. You have to list at least one difference.
2. Give your thoughts about why these differences exist
3. What could you suggest to improve the meetings that you have to attend. You may use any aspect of meetings, e.g. voting or making sure that the meeting finishes on time.

Observation

At the end of the meeting, request the attendees to complete the observation sheet. Make copies of the observation sheet and make sure that at least five attendees as well as your supervisor complete the form.

**Meeting observation sheet**

|  |  |  |  |
| --- | --- | --- | --- |
| Activity: did the chairman demonstrate the following techniques to deal with differing views during the meeting: | Yes | No | Example |
| Summarising |  |  |  |
| Redirecting |  |  |  |
| Paraphrasing |  |  |  |
| Rephrasing |  |  |  |
| Gate-keeping |  |  |  |
| Repeating |  |  |  |
|  | |  | |
| Learner signature | | Attendee/supervisor signature | |
|  | |  | |
| Date | | Date | |