



Personal Effectiveness Skills Series Making Meetings Work

When: <As Required>

Time: 9.00-12.30 or 13.00-16.30

Where: <Venue of your Choice>

Meetings are an inevitable part of most people's working day. They should be an opportunity to communicate, solve problems, share ideas and plan or review important projects. However, if not done well, meetings can be a costly source of frustration, boredom and can even delay progress. This session will show you how to structure meetings effectively and facilitate them in a way that keeps people interested and participating.



Who should attend?

People who would like to learn how to plan and run meetings effectively to gain respect as the chairperson and achieve results from meetings.

Learning Outcomes

- * Draw up objectives and set realistic agendas.
- * Decide with whom, when and where to meet.
- * Chair effectively –encouraging discussion, creativity and sound decision making.
- * Sharpen skills of observation, listening and questioning to get across your points.
- * Deal with problem participants.
- * Handle the follow-up –turn decisions into action.
- * Use Edward De Bono's 6 Thinking Hats for effective facilitation.

About Real Results Training and Carolyn Blunt

Real Results Training is a North West learning and development consultancy that specialise in people skills. Carolyn Blunt is the lead consultant and founder. Carolyn has worked in strategic positions for Tesco HQ and Fujitsu Services Ltd, the world's third largest IT company with geographical responsibility for the Call Centre Division in Northern England and Ireland.

Carolyn was responsible for people development strategy, analysing training needs, designing programmes, delivering training, evaluating programmes for the 1000 Call Centre employees and management. Fujitsu Services Call Centre Division was Highly commended by National Training Awards 2002, Winner of European Call Centre Awards for Best People Development Programme, 2002. Real Results is a preferred supplier for the University of Central Lancashire. Carolyn has most recently worked with clients such as The University of Manchester, Vertex, Woolworths and United Utilities. Carolyn's operational experience, people development knowledge and engaging delivery style ensure a unique learning event.

Testimonials

"We have never had such positive feedback. I will have no hesitation in recommending Real Results to my colleagues and contacts in the future."

Mike Taylor, United Utilities

"Thoroughly enjoyable and useful. Hard to improve the format" **SMART Telesales**

"Excellent trainer delivery" **Carphone Warehouse**

Register now!

Tel: 0161 408 2003 • Fax: 0161 338 8099 • Email: hello@real-results.co.uk

Fees

To attend this one day workshop

In-house (on your premises) £POA + VAT for up to 12 participants (for one 3.5 hour session)
Price reductions available where two sessions are run in one day.

Contact Real Results Training

Carolyn Blunt BSc (Hons) MCIPD

Results House, 3 Bowercup Fold, Stalybridge, Cheshire SK15 3RN
Mob: 07775 734858 • Tel: 0161 408 2003 • Fax: 0161 338 8099
Email: Carolyn@real-results.co.uk • Web: www.real-results.co.uk