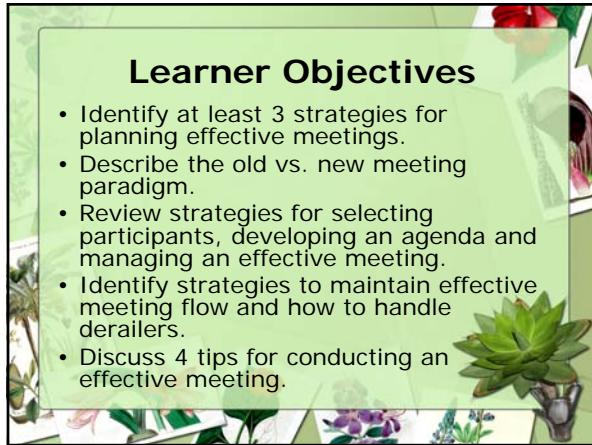


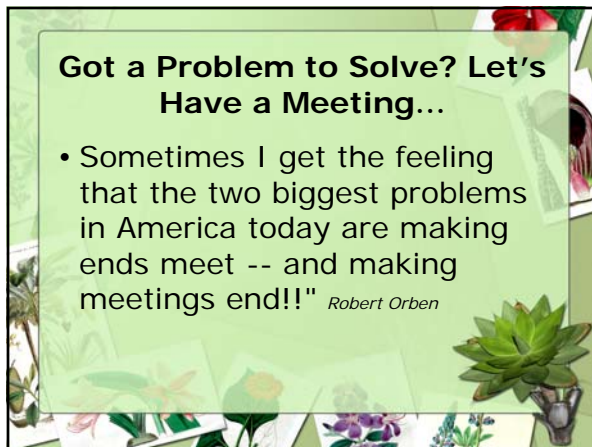
Leading Successful Meetings

Mary M. Gullatte, PhD, APRN, BC, AOCN
Associate Chief Nursing Officer
Emory University Hospital Midtown
Atlanta, Georgia
December, 2010



Learner Objectives

- Identify at least 3 strategies for planning effective meetings.
- Describe the old vs. new meeting paradigm.
- Review strategies for selecting participants, developing an agenda and managing an effective meeting.
- Identify strategies to maintain effective meeting flow and how to handle derailers.
- Discuss 4 tips for conducting an effective meeting.



Got a Problem to Solve? Let's Have a Meeting...


- Sometimes I get the feeling that the two biggest problems in America today are making ends meet -- and making meetings end!!" *Robert Orben*

Successful Meetings

- Some data suggests that 25-50% of meeting time is “wasted”.
- **What do you think?**

Meeting Stats

- **70% time**
 - Sharing information
 - Giving status updates
 - Creating lists of things to do
 - Brainstorming



Meeting Stats

- **20% of time**
 - Consensus building or aligning
 - Lobbying their own agenda
 - Check out and do not contribute
 - Discussions go off on tangents



Meeting Stats

- **5% of time**
 - Trying to find prior work or related materials
- **5% of time**
 - Meaningful dialogue and serious discussion of important issues

www.yorkteam.com retrieved October 6, 2006

Meeting Paradigm

- One person CONTROL
- Unilateral agenda
- Information flow one way
- ...
- ...
- ...



Meetings Too Long?

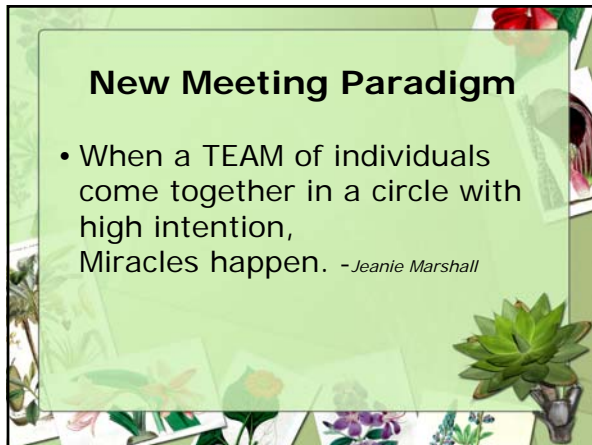
Truly a Clue...

Even the Leader
went to sleep...



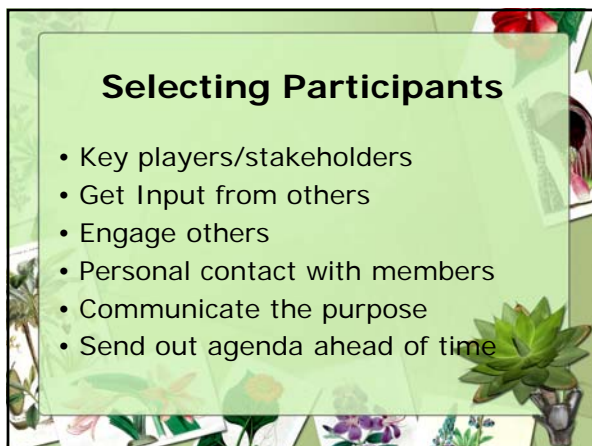
New Meeting Paradigm

- When a TEAM of individuals come together in a circle with high intention, Miracles happen. - *Jeanie Marshall*



Selecting Participants

- Key players/stakeholders
- Get Input from others
- Engage others
- Personal contact with members
- Communicate the purpose
- Send out agenda ahead of time



Developing Agenda

- Get input from members to develop the agenda
- State the outcome you want for the meeting
- Prioritize the agenda
- Distribute agenda at the meeting
- Format the agenda for: discussion/action/outcome/person responsible

Agenda Template I (EXAMPLE)

Agenda Item	Discussion	Action/Follow-up

Agenda Template II (EXAMPLE)

Agenda	Discussion/Outcomes/Actions
Quality and Safety <ul style="list-style-type: none"> • Chemotherapy safety • Time to first dose of chemotx • TJC pt. safety goals • Transfusion safety • Central Line Infection Rate 	
People & Workplace <ul style="list-style-type: none"> • Employee satisfaction • Patient satisfaction 	

Starting the Meeting

- Always start on time – you will set the tone...
- Welcome/introductions/thanks
- Clarify member roles
- Review Agenda at the beginning of each meeting
- Identify Recorder
- Model the energy for the meeting

Setting the Tone

- Set meeting goals in the beginning
- Create a positive feeling
- Share some good news
- Elicit comments from others
- Stay focused
- Engage others
- End the meeting on time

Expect some Conflict

- Allow some discussion
- Set limits on discussion for agenda items
- Create a parking lot list for future meeting and discussion
- Appoint sub-committees as needed
- Maintain control of the meeting flow

SHARE the POWER

- Appoint a co-leader of the meeting
- Gain consensus whenever possible
- Involve the group in decision making (Shared Decision Making)
- Shared Accountability
- Shared Risk
 - Ownership of the Process

Effective Management

- ⇒ Improve Decision Quality
- ⇨ Decrease unproductive time
- ⇨ Minimize reworking decisions
- ⇒ Increase member buy-in

Effectiveness Tips

- Allow time near the end for wrap-up
- Design a realistic agenda for the allotted time (get input from the group/team)
- Always follow through
- Provide timely minutes
- Set realistic frequency to accomplish meeting outcome
- Begin and end on time

New Meeting Paradigm...

There is Collaboration, and members
Experience abundance and creativity
and energy; respect one another;
Let every situation be an opportunity
for empowerment; relate to others
honestly and compassionately;
Trust intuitive insights;
know what is worthy of our attention;
Recognize that we are part of an
interconnected whole. Jeanie Marshall

Pearls for Success

- Handling derailers and disruptive behavior during meetings
- Assigning follow-up
- Making meetings fun



Leading Successful Meetings



- **Closing Discussion**

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From Me to YOU

"I shall pass through this world but once. If therefore, there be any kindness I can show or any good thing I can do, let me do it now...For I shall not pass this way again..." Etienne de Grollet

Thanks for your Attention