



We make your data sing

How to Stand Out in Meetings

What Makes a Good Meeting?

Leaving the room feeling energized, focussed & motivated

Meeting Hell

1. Drifting off topic (67%)
2. Lack of Leadership (63%)
3. No natural daylight (51%)
4. Meeting for meeting's sake (44%)
5. The broken record (42%)
6. Running over time (40%)
7. Meeting with no purpose (39%)
8. Interruptions from phones (35%)
9. No refreshed refreshments (30%)
10. The cynical attendee (28%)



Meeting Heaven

1. A tight, clear agenda
2. A realistic duration
3. Prompt start and finish
4. A fair but firm moderator
5. A concise and accurate note taker
6. Balanced contributions
7. Good camaraderie and co-operation
8. Pleasant surroundings / refreshments
9. Clear actions
10. An energising discussion



Every attendee is accountable for their behavior in a meeting, not just the facilitator

Personality Types

DOMINANT

*Prone to hijacking a meeting
Need to know they have been heard but do need controlling*

EXPRESSIVE

Prone to being wordy and thinking out loud. Need to be reminded to stay on track and also need controlling

ANALYTICAL

*Formal in tone, measured not always willing to speak out.
Need an agenda and time to plan & enough time to speak.*

AMIABLE

Hate conflict and rejection and prefer not to take sides. Find it difficult to express ideas. Need to be asked by name to contribute to a discussion.

Personality Types

EXTROVERT

Tend to think and speak quickly – they are good at fast responses and will be the first to speak up in a room of people.

INTROVERT

Tend to need time to process an idea and are slower to conclude a thought process. Their ideas are as valid, they will simply take longer to speak up.

Why Bother?

Diverse but inclusive organisations where everybody is heard grow 45% more and are 70% more likely to grow into new markets.

A diverse group achieves COGNITIVE DIVERSITY. Varied perspectives = better solutions. A culture of inclusion is a competitive advantage. An inclusive leader creates a safe space for new ideas.

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Tactics

Solutions to Create Inclusion

EXTROVERTS: Dominant / Expressive Participants

- Capture discussion points on a wall – a visible cue that contributions have been noted
- Politely interrupt by acknowledging the point and then diverting discussion to another individual or topic
- Use hand signals to interrupt – the group will notice and peer pressure can help someone else to break in to a discussion
- Extroverts thrive on idea generation and solutions – they don't always know when to stop! Control this by asking for a defined number of ideas or solutions from each attendee
- If someone gets louder to make a point, respond calmly in a normal tone
- If someone is frequently combative – sit next to them not opposite them
- Take it offline, set up a separate meeting if someone is refusing to move on

Solutions to Create Inclusion

INTROVERTS: Analytical / Amiable Participants

- Invite introverts to participate by using their name
- If a meeting is for idea generation, give everyone 5 minutes for a silent brainstorm – create parity for introverts with equal thinking time.
- Break a larger meeting into smaller groups for idea generation – introverts will be more likely to participate in 2 or 3 person discussions
- If pre meeting preparation is needed, ask an introvert (esp Analyst) to do it so they have time to consider the topic and formulate an opinion
- If work is required post meeting, consider asking the introverts to own the action
- Issue good briefing materials prior to a meeting so that the introverts have time and enough information to fully prepare

Solutions to Create Inclusion

All Participants

- Profile a team – if everyone understands their personality type it is much easier to highlight behaviour in a non judgemental way
- Stick to an agenda – it is a useful tool to keep people on track
- Watch the clock – staying focussed on time keeps people on point
- Be aware of remote participants – if one person has to dial in consider making everyone dial-in, it is difficult to participate as the only person not in the room
- Summarise actions – it makes everyone feel heard
- Ask everyone for final comments – it ensures everyone has contributed
- Ask everyone to come prepared – it means time is allocated for pre-thinking

Thank You

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