



Colleen Kettenhofen

International Speaker, Trainer, Author

1-800-323-0683
www.ColleenSpeaks.com

Contact Colleen today!
Get results now!

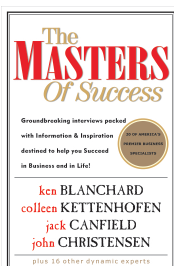
Making Meetings Work: 9 Tips

written by Colleen Kettenhofen

Colleen Kettenhofen is a Portland, Oregon-based international speaker, author, and trainer specializing in improving communication skills, presentation skills, public speaking, conflict management, motivation and success, leadership development, team building, diversity, management skills, wellness and life balance.

"I have noticed that the people who are late are often so much jollier than the people who have to wait for them."

E.V. Lucas



Colleen Kettenhofen

International speaker, author and motivator is to be featured in a new book called

The Masters of Success.

It features **Kettenhofen** along with best selling authors **Ken Blanchard** (*One Minute Manager*) and **Jack Canfield** (*Chicken Soup for the Soul*). Each of these well-known speakers and authors share their strategies for success in frank and intimate interviews.

Call today & make **Colleen Kettenhofen** your next keynote, breakout session or seminar speaker!

1-800-323-0683

Colleen specializes in:

- communication
- presentation skills
- conflict management
- wellness & life balance
- motivation & success
- leadership development
- management skills

design & layout by Stacey Taft
www.DesignBinStudios.com

1. Have an agenda. Start out with an agenda handed out to the appropriate people at least 72 hours in advance, listing time, date, and place of meeting.
2. Set ground rules. Let everyone know at the beginning of the meeting that you specifically plan to stick with the allotted time frames and topics in the agenda. This is the key.
3. Appoint a timekeeper. Make an announcement ahead of time stating exactly how many minutes each person is given to speak or share ideas. Appoint an individual as timekeeper and literally give that person a "timer" that goes off if someone runs overtime. This is beneficial in brainstorming sessions if someone goes off on tangents, or monopolizes the meeting.
4. Appoint a secretary. Appoint a secretary who will write down the minutes, what was discussed in the meeting, and distribute this to everyone within 48 hours of the meeting ending.
5. List assignments. In the agenda, state exactly "who" is doing what. For instance, "John Smith, Customer Satisfaction Report, 9:00 a.m. - 9:15 a.m." List it as such in the agenda. Again, announce at the beginning of the meeting that you plan to stick specifically within the given time frames. This will set the tone for the entire meeting.

6. Coffee and refreshments. If certain individuals are responsible for bringing refreshments to the meeting, list their names in the agenda as well. This will serve as a reminder to them in addition to letting everyone know that food will be served. In my workshops, managers often tell me that "nothing boosts morale or team building better than free food in a meeting."

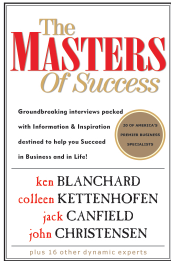
7. Begin and end on time. Nothing reduces morale like a one hour meeting that ends up lasting two hours. The biggest complaint I

(continued on next page)

www.ColleenSpeaks.com

Colleen Kettenhofen

International Speaker, Trainer, Author



Colleen Kettenhofen

International speaker, author and motivator is to be featured in a new book called

The Masters of Success.

It features **Kettenhofen** along with best selling authors **Ken Blanchard** (*One Minute Manager*) and **Jack Canfield** (*Chicken Soup for the Soul*). Each of these well-known speakers and authors share their strategies for success in frank and intimate interviews.

Call today & make **Colleen Kettenhofen** your next keynote, breakout session or seminar speaker!

1-800-323-0683

Colleen specializes in:

- communication
- presentation skills
- conflict management
- wellness & life balance
- motivation & success
- leadership development
- management skills

hear from my participants about their organization's meetings is that their meetings "start late, and usually run way over time." When I'm about to begin training at a company, one thing I often hear is, "In our organization, meetings start late, so don't be surprised if people aren't on time." Employees become conditioned to think it's acceptable not to be punctual. Also, end the meeting on time. Better yet, end early. People's attitudes will change if they start attending meetings that are short, productive and get results.

8. Assist each presenter with their audio-visual equipment. To reduce nervousness, arrange to arrive early and help any speakers ahead of time with their equipment. Nothing minimizes nervousness about public speaking like being prepared. One central skill to effective leadership development is to ensure a smooth running meeting. You want to look professional and in control.
9. Summarize. As stated earlier, when the meeting adjourns, follow up with a summary and send to all appropriate people within 48 hours. This serves as a reminder of what was discussed, and it's also beneficial if you have "difficult" people who frequently say, "I don't remember that being talked about in the meeting." This way you can refer back to the minutes.

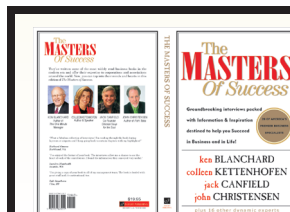
Lastly, lots of managers and team leaders tell me if you really want an effective 15 minute meeting, consider taking the chairs out of the room. Give everyone clip boards to write on, along with paper and pens. Standing for long periods of time is uncomfortable. This helps the meeting stay on track...fast!

"The speed of the leader determines the rate of the pack."

Robert Orben

November 27, 2005

Please let us know if you would like Colleen to customize an article for your organization. You are **FREE** to reprint or repost this article provided Colleen's contact information (website, email and phone) are included at the end of the article. Colleen Kettenhofen is a Portland, Oregon-based international speaker, author, and trainer specializing in the areas of improving communication skills, presentation skills, public speaking, conflict management, motivation and success, leadership development, team building, diversity, management skills, wellness and life balance. She can be reached toll free at 1-800-323-0683, or locally 971-212-2412. www.ColleenSpeaks.com colleen@colleenspeaks.com Colleen is available for keynotes, breakout sessions and seminars.



Colleen Kettenhofen, professional speaker and motivational expert, has been selected from a nationwide search to be featured in a new book from Insight Publishing called *The Masters of Success*. The book features Kettenhofen along with best-selling authors Ken Blanchard (*One Minute Manager*), John Christensen (*Fish! Tales*), and Jack Canfield (*Chicken Soup for the Soul*). Each of these well-known speakers and authors shares their strategies for success in frank and intimate interviews.