

## MEETING ETIQUETTE

### Program overview:

The arena of the board room requires professionals to display a thoroughly confident, polished and a consistent presence; since brand image, relationship building and networking skills are critical to creating and leaving a good business impression. 'Good Meeting Manners' training will equip you with the tools you need to win in today's challenging corporate markets.

### Aims:

Employees will learn the immeasurable value of image and etiquette in business – from handshakes, introductions, presenting a business card, body language, gestures, and the impact of words. The protocol of business meetings, the importance and relevance of 'meeting agendas', 'meeting minutes' and board room courtesies are driven home using a combination of activities, role plays and mock boardroom sessions. This session will transform the trainees into skilled professionals who can represent any business with style and precision.

### Discussion points

- The relevance of meetings
- Difference between a group discussion and a meeting
- Meeting preliminaries
- Practical tools for effective meetings
  - a) Purpose of agenda b) Meeting minutes c) Role of the 'Chair'
- Good meeting protocol
- How to handle meeting detractors and other distractions
- Concluding a meeting

\* Sessions are augmented by audio and video –taped feedback of mock meetings.