



INDUSTRIAL ELECTRICAL MACHIN DRIVE TECHNOLOGY

Level-II

Learning Guide-1

Unit of Competence:	Participate in Workplace Communication
Module Title:	Participating in Workplace Communication
LG Code:	EEL EMD2 07 1019
TTLM Code:	EEL EMD2 07 1019

LO2. Participate in workplace meetings and discussions



This learning guide is developed to provide you the necessary information regarding the following content coverage and topics –

- Conduct Team Meeting
- Expressing Opinions and Listening to Other
- Meeting Protocols
- Asking And Responding Questions
- Interpreting and Implementing Meeting Out Come

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to –

- Attend team meetings on time.
- Express own opinions clearly and listen those of others to without interruption.
- Make meeting inputs consistent with the meeting purpose and established protocols.
- Conduct workplace interactions in a courteous manner.
- Ask and respond to questions about simple routine workplace. procedures and matters concerning working conditions of employment.
- Interpret and implement meetings outcomes.

Learning Activities

1. Read the specific objectives of this Learning Guide.
2. Read the information written in the “Information Sheet ___”. Try to understand what are being discussed. Ask you teacher for assistance if you have hard time understanding them.
3. Accomplish the “Self-check” in page ___.
4. If you earned a satisfactory evaluation proceed to “Operation Sheet” in page ___. However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activity #__.



1. Meeting Process Recommendations

Many employees and community members express dissatisfaction with meetings and complain that time spent in meetings is often nonproductive.

Common concerns about standard meetings are:

- ✓ Holding meetings that are unnecessary
- ✓ Lack of preparation (no agenda, meeting objectives not clear, etc.)
- ✓ Generally weak meeting management/facilitation (inefficient use of time, difficulty handling conflict, unpreparedness, lack of focus, etc.)
- ✓ Timeliness (not starting/ending on time, late arrivals, etc.)
- ✓ Lack of closure/follow up or agreement on action to be taken



- **Guidelines in Holding a Meeting**

Following are some simple, easy-to-follow guidelines that may be helpful each time your group meets.

1. Establish and follow a set of norms for all meetings.

Meeting norms set ground rules or expectations on how people treat each other at a meeting. The norms focus on respecting all participants and are a simple yet powerful statement about the way meetings can be run. You may wish to use these norms as a starting point for a group conversation about expectations of each other, adapt them to fit your situation, and post the norms in each of your meeting rooms as a consistent



reminder of your fundamental

meeting guidelines.

2. Provide tools and guides for participants to make meetings more productive.

We have created some helpful tools and guides that participants can use to run and participate in effective meetings. Following is a list of the helpful information contained in this document:

a. Agenda Template

All meetings should have a written or unwritten agenda. This template provides participants with a template they can use to create a successful meeting agenda. The completed agenda would be shared with all participants in advance of the meeting so they are clear on the purpose and expected outcomes. The latter half of the template allows participants to record key agreements and action steps.

b. Determining the Participant List

This is intended to help meeting conveners determine whom to invite to a meeting, a critical step to a successful meeting.

c. Tips for Meeting Participants

This document outlines the key activities/tasks for participants to ensure they contribute to and get the most out of the meetings they attend.

d. Checklist for Meeting Convener/Facilitator

This checklist gives participants who are convening or leading a meeting a list of suggested steps to follow before, during and after the meeting.

e. Types/Modes of Meetings

This document identifies the different types or modes of meetings and is intended to help participants think through the purpose of a planned meeting and agenda items.

It should be noted that since all meetings are not the same, we would encourage participants to select those meeting practices which fit each specific meeting. For example, a brainstorming session with 15 people should be treated differently than a staff meeting or a one-on-one meeting. However, all meetings should follow the meeting norms (Recommendation #1) and have an agenda (written or not).

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3. Communicate the new process for meetings to all participants.

The meeting culture at your organization or in your community can only change if everyone knows about the new practices. In order to communicate that message efficiently, we recommend organization leaders meet with each group/unit/department to explain the basics and what is expected of them as meeting participants. Key materials should be distributed and an announcement should be made that training will be available

4. Offer training to interested people on how to convene, facilitate, record, write summaries, and effectively participate in meetings.

A training session would explain all of the tools and resources identified in Recommendation #2. It would also prepare participants for the most commonly experienced difficulties in convening, facilitating or participating in meetings.

5. Create a group of trained facilitators that can be called upon to facilitate meetings.

For certain meetings an objective facilitator can be a big advantage. Common Ground can provide customized training on facilitation for people who would be interested in being facilitators.

6. Evaluate the impact of the effort to improve meeting effectiveness.

In order to shape these meeting practices so they are most helpful to a community or organization, we recommend obtaining feedback from participants throughout the process. Evaluation of a meeting may be as simple as asking what worked well and what needed to be changed at the end of each meeting. If you are implementing a meeting process for an entire organization, we recommend a brief baseline survey to benchmark participants' perceptions of current meetings. You could also do a more formal survey approximately six months after implementation to determine how well participants are following the meeting practices and if meeting effectiveness has improved. Specific feedback about the training should be obtained from attendees, and periodic organization-wide or community-wide messages should be distributed with meeting tips and requests for feedback.

7. Encourage participants to help make meetings effective.

If participants attend meetings that do not follow the model in this recommendation, we encourage them to take steps to improve it. Specifically:

- ✓ Ask for an agenda prior to the meeting (or ask that one be created at the

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start of the meeting).

- ✓ If someone is not following the norms, raise the issue immediately and refer to the norms (posted on the wall).
- ✓ If a meeting does not go well, talk to the convener/facilitator afterwards to express your viewpoint. Use tact and be professional in expressing your concerns.

- ✓ If he/she continues to run ineffective meetings even after you have clearly expressed your concerns, discuss the issue with the meeting convener. The individual may need some coaching.
- ✓ Discuss with other attendees any regular meetings participants feel are not productive and discuss strategies for improving them.

The focus of commentary should be on the process of the meeting and not the content.

• **Types/Modes of Meetings**

In order to better utilize the various guidelines for meetings which are available, it is of value to define more clearly the major types of meetings. This will allow for a more meaningful matching of checklist items and other materials to actual needs. Although there are a number of meeting classifications, the four basic types are:

- ✓ Informational
- ✓ Discussion
- ✓ Motivational
- ✓ Creative Brainstorming



It should be noted that meetings often have agenda items that encompass more than one of these classifications. The facilitator needs to keep in mind what type of item each is and how to facilitate each portion of the meeting.

• **Informational**

In this type of meeting the primary purpose is to disseminate information to a generally passive audience. The convener has communicated the objective ahead of time and has made an effort to select one or more times which will allow for the maximum attendance of those who will be affected by the information. If there is more than one item of sufficient independence, an agenda may be distributed at the time of the meeting or ahead of time if feasible.



- **Discussion**

In this type of meeting input is desired from the attendees regarding a problem or issue, and the input may be used in making a decision. Agendas for this type of meeting should be distributed in advance of the meeting. Effort should be made to insure active participation by all attendees.

- **Motivational**

The primary purpose of this type of meeting is to motivate the attendees to reinforce change and attitudes or take a particular action. It may be a relatively immediate and simple action or a more long term alteration in behavior and can include presentation of information and discussion of relevant issues. An example of this type of meeting could be a meeting called by a department chair to announce a change in strategy.

- **Creative/Brainstorming**

The primary purpose of a creative/brainstorming meeting is to generate new ideas. Generally, participants generate a large volume of new ideas without any criticism or judgment of the ideas. Such a meeting can be followed up by a process in which ideas are evaluated against pre-selected criteria.

An example of this type of meeting might be the generation of new product ideas or design options for a community playground

- **Vocabulary for Meetings**

The list below is intended to ensure that your community or organization uses the same terminology with regard to meetings.

Action Item . A specific task taken on by a person or persons.

Ad Hoc . As needed, not consistent or regular.

Agenda . A list of items/topics to be discussed at a meeting.

Brainstorm .To generate many ideas (usually in a group) quickly, without criticizing any of the ideas.

Consensus . A generally accepted opinion or decision among a group of people.

Convener . A person who gathers people for a meeting.

Facilitator . A person who manages a meeting to help the group to accomplish its objectives most efficiently.

Goal . An aim or purpose.

Ground rules . Agreed upon principles/rules for a meeting.

Icebreaker Activity . An activity that relaxes and familiarizes participants.

Minutes . The written record of what was said and decided at a meeting.

Norms . See .Ground rules..

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Objective . Something which

you plan to do or achieve.

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assumption of best intentions.

Systemic Solution . A solution that addresses root problems and utilizes the established organizational system to prevent future manifestations of the problems.

Table . To delay discussion of a specific subject/topic (Usually, the subject/topic is moved to the end of the agenda or delayed for a subsequent meeting).

Name: _____

Date: _____

I. Directions: Match Column A with Column B.

Column A	Column B		
<p>_____ 1. aim or purpose</p> <p>_____ 2. written record of what was said and decided at a meeting</p> <p>_____ 3. recurring meeting with a regular schedule</p> <p>_____ 4. list of items/topics to be discussed at a meeting</p> <p>_____ 5. accepted opinion or decision among a group of people</p> <p>_____ 6. generate new ideas</p> <p>_____ 7. motivate the attendees to reinforce change and attitudes or take a particular action</p> <p>_____ 8. agreed upon principles/rules for a meeting</p> <p>_____ 9. something which you plan to do or achieve</p> <p>_____ 10. to delay discussion of a specific subject/topic</p> <p>_____ 11. person who manages a meeting to help the group to accomplish its objectives most efficiently</p> <p>_____ 12. person who gathers people for a meeting</p> <p>_____ 13. input is desired from the attendees regarding a problem or issue, and the input may be used in making a</p>	<p>A. Action Item</p> <p>B. Ad Hoc</p> <p>C. Agenda</p> <p>D. Brainstorming</p> <p>E. Consensus</p> <p>F. Convener</p> <p>G. Discussion</p> <p>H. Facilitator</p> <p>I. Goal</p> <p>J. Ground Rule</p> <p>K. Icebreaker</p> <p>L. Informal</p> <p>M. Minutes</p> <p>N. Motivation</p> <p>O. Objective</p> <p>P. Regular Meeting</p> <p>Q. Respect</p> <p>R. Table</p>		
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decision

Information Sheet-2

Expressing Opinions and Listening to Other

_____ 15. not consistent or regular

II. Give what is being asked for:

16. What are the guidelines in conducting a meeting? (7 pts.)

17. Give at least three (3) problems in conducting a meeting. (3 pts.)

Note: Satisfactory rating -25 points

Unsatisfactory - below 25 points

You can ask you teacher for the copy of the correct answers

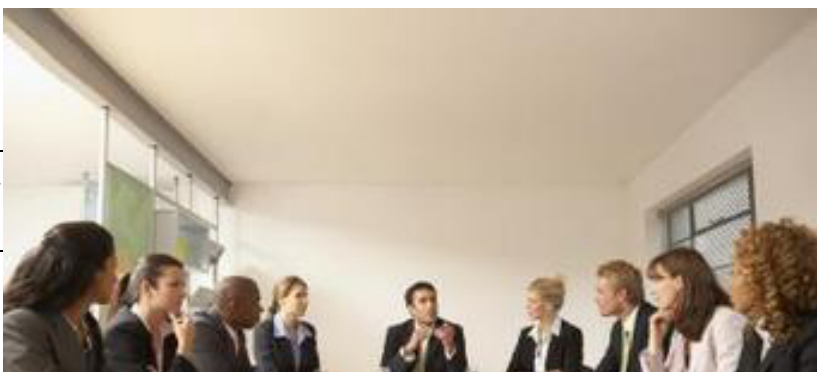
2.1 Expressing Opinions and Listening to Other

Like it or not, there will always be meetings. While not all meetings are useful, we can always communicate more effectively at them. Getting your point across and accomplishing the objectives of the meeting are vital and are also important to the overall success of your company. Effective meeting communication skills can be learned, and using these skills at your next meeting will increase both the effectiveness of the meeting and your personal success as well. Meetings will never go away and neither will outstanding communication skills.

- **How to Communicate Within a Group Meeting at Work**

In general, people tend to enjoy group meetings at work or dread them, even if they like their co-workers. The laws of group dynamics are such that people often feel frustrated that their views aren't heard and, in the process, that they aren't exactly making the greatest impression on their co-workers -- and especially the boss. This frustration could be spawned by people who dominate group meetings or your own natural reticence. Either way, you can make valuable contributions at your next group meeting by taking some sensible and proactive steps.

1. Listen attentively during the meeting. Ask questions of clarification, when





necessary, but don't steer the conversation off the subject.

2. Take notes during the meeting and write down your observations and thoughts. Refer to these notes so that you can organize your ideas before speaking up.

3. Choose your entry into the conversation at an appropriate time, either when the group quiets down or when you are directly asked to respond. If you're unsure if the moderator is willing to open the floor, just ask.

4. Speak calmly but assertively to show that you know what you're talking about -- and can prove it. Support your ideas and opinions with illustrations and examples. Remember that you will make a stronger point -- and enhance your credibility -- if you can be specific and precise rather than vague and nebulous.

5. Answer questions in an equally even-handed manner. If you don't know the answer, don't fudge; acknowledge the worthiness of the question and promise to gather the appropriate information and follow up promptly.

6. Show some emotion, but keep your cool, especially if you are challenged or provoked. Take a breath before you respond to challenges.

- **How to Join the Discussion**

Good participants of business meetings know when and how to join the discussion. Participants of a meeting are expected to give their ideas and make contributions to help achieve the goal of the meeting. Active participants do this very easily, but others find it





very hard to effectively join the discussion and express their ideas with everyone in the meeting. First, participants need to know when the right time comes to join the discussion. They then need to know how to present their ideas in a favorable fashion. There is a five-step formula to help in doing this. Also the bottom-line technique and politics need to be understood (Schilling 1999).

- **When to Join the Discussion**

Good participants only join the discussion when they have something to say that adds to the value of the discussion. Participants should not be counterproductive by presenting information that is not relevant to the topic. Members should always give short pointed statements that waste no time. Long speeches and wordy phrases are unnecessary.

Avoid hanging over unimportant details. Knowing when to pick your battles is important. All participants need to know when the issue needs to be debated and when it should be let go Never interrupt a speaker in the middle of the sentence or an idea. This is just common

courtesy but it also hurts the flow of the idea.

Always ask questions when appropriate to help clarify and understand the speakers meaning. If done correctly, everyone at the meeting will appreciate good well-placed questions.

- **Formula for Presenting Ideas**

1. Think the Idea through before presenting it.
2. Think about the best, crisp way to present the idea



3. Show benefits of the idea
4. Be prepared to defend the idea
5. Lay out how to accomplish and action need to complete your idea

Following this formula will help in clear thinking. This mental process should be done before an idea is brought up at a meeting. Presenting ideas in this fashion helps ideas to become more logical and clear for everyone at the meeting.

- **The Bottom Line Technique**

The bottom line technique is the best way to present an idea at a meeting. First the main idea is presented in the first two or three sentences and then supported. It is a direct method where the listeners get the idea first, then gets clarification and support to solidify the idea. With this technique, ideas are brought out quicker and the discussion is able to move at a much faster pace (Lee 2005).

- **Politics of Presenting an Idea**

All organizations have a hierarchy where some individuals have more or less authority and responsibility than others. When a boss offers an idea, it holds more clout, and usually inherits more consideration. However, lower ranking members usually need to present their ideas more carefully and accurately for the idea to be considered. Lower ranked positions should also discuss the idea with their superior before the meeting, so there are no surprises. Again, all ideas should be well developed before the meeting. Finally ideas must be clearly stated so everyone understands.

There are two things that a participant in a meeting should never do. First, Don't take ideas or credits that are not yours. This will cause displeasure of the person who initially came up with the idea, and may cause a conflict at, or after the meeting. Also, Don't criticize others ideas. This might also cause conflict. Use a positive tone to introduce alternatives to others.

- **Tips for Joining the Discussion**

- ✓ Question your need for attendance

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- ✓ Do your homework
- ✓ Speak Up when appropriate
- ✓ Emphasis should be on the problem
- ✓ No surprises

before meeting

- **Listening In a Meeting**

Did you know that most of us spend 70% to 80% of our waking hours in some type of communication? Of that time 45% of that time is dedicated to listening. Other studies have found that most of us are poor listeners. One study shows that after a 10-minute presentation only 50% of the information was retained. The ability to listen well in-group meetings is vital to be an effective participant and a good employee. Good listening is important not only in the business world but also in life. First you need to know what listening is and how it differs from hearing. Next we will go over guidelines and a 10-step formula to good listening. Finally, some barriers to effective listening and three ways to improve your listening will be discussed (Lee 2005).



Listening vs. Hearing

There is one basic difference between listening and hearing. Hearing is a physical act while listening is the act of hearing while also retaining and comprehending the information. Good listening can be hard at times but it can be achieved by practice and hard work. Good listeners can block outside distractions and focus on the subject matter at hand. There are three basic ideas about what listening is.

First, listening is focusing on the person speaking; then taking in the meaning of the words, and absorbing the emotional content of the words. Listening is a skill that with time can be mastered. There are six basic guidelines to better listening (Schilling 1999).

Listening in a business meeting is essential to good performance. However, inattentiveness can become a barrier. These 6 guidelines can help in becoming better

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listener.

6 Guidelines

1. Establish frequent eye contact with the speaker.
2. Always try to hear ideas and not just the words that are being spoken.
3. Block out thoughts that are not part of the meeting.
4. Increase your attention span.
5. Take notes at the meeting
6. Ignore faults in speakers logic or delivery (Schilling 1999).

With these guidelines also comes a 10-step formula to follow when listening. This helps in achieving those 6 guidelines.

10 Step Formula to Better Listening

1. Face the speaker
2. Keep an open mind
3. Listen to ideas not words
4. Don't interrupt
5. Wait for pause for questions
6. Ask questions
7. Be attentive
8. Feel speakers feelings
9. Give feedback
10. Pay attention to what is not said.

- **Barriers to Listening**

There are many barriers to listening attentively and comprehending verbal communication. First unchecked emotions can play a large role. Anger, fear, and depression can affect how one might listen to the speaker. Also called emotional noise, this might cause listener apprehension. For example, talking with a professor can be frightening, which might cause poor listening. Being self-absorbed can also affect listening. Thinking about yourself or your next comment stops your focus on the speaker. Language differences will cause a strain on listening and comprehension. Also, external noise and verbal clutter can be very distracting and will cause attention shifts among the listener. If the listener is not interested or the information is not wanted, boredom can occur. Information Overload can cause the listener to remove him/herself mentally from the discussion. Also, Information rate will cause boredom or attention shifts. The average speaking rate is about 125 words per minute while the brain has the capacity to understand 400 words or more. This means that only 25% of our brain capacity is being used. The other 75% of our brain has nothing to do, so our

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minds will want to wander.

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1. Information overload
2. Unchecked emotions
3. Semantics
4. Noise and verbal clutter
5. Boredom
6. Information rate
7. Attention shifts
8. Listener apprehension

3 Ways to improve listening skills

1. Anticipate the speaker's next point
2. Identify supporting elements
3. Make mental summaries

These three ideas can help in practicing to become a better speaker. By anticipating the Speaker's next point, the listener will improve his/her attention span. Identifying main points will help in understanding the ideas and meaning of the discussion. Finally making mental summaries will help in reinforcing learning.

Listening is the most important tool in communication. Business meetings revolve around communication; therefore good listening is an essential building block to having an effective meeting.

Name: _____

Date: _____

Directions: Answer all the questions listed below. Illustrations may be necessary to aid some explanations/answers.

1. What are the five (5) formula for presenting own's ideas ? (5 pts)
2. In your own words, explain the Bottom Line Technique. (5 pts)
3. Explain the politics in presenting ideas? (5 pts)

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4. Differentiate Listening from Hearing. (4 pts)
5. What are the six (6) guidelines of becoming a good listener? (6 pts)
6. Give at least seven (7) barriers to listening. (7 pts)
7. Give the three (3) ways on how to improve listening skills. (3 pts)

Note: Satisfactory rating -35 points

Unsatisfactory - below 35 points

You can ask you teacher for the copy of the correct answer



Operation Sheet 1

Expressing Owns Opinion in a Meeting

PURPOSE:

To practice on how to owns opinion in a group.

CONDITIONS OR SITUATIONS FOR THE OPERATIONS:

Can be done in the learning station/area.

EQUIPMENT TOOLS AND MATERIALS :

A-4 sized paper, pen

PROCEDURE:

1. Read the following guidelines below.
2. After reading, form a group and plan for a role-play in conducting a meeting.
3. Present your role play in front of the class.

A. Speaking

1 Clarify your goal. Before speaking, think critically about what response you would like and what you seek to change. If you're expressing your opinion because you want to be right or because you're angry, let it go or wait until you can articulate a clear reason for speaking up.

2 Choose the right time to speak. Express a sensitive or controversial opinion when others are relaxed, comfortable and not distracted. At work, this may be first thing in the morning or on a quiet day. If you express an opinion when others are tired, busy or stressed out, they are less likely to listen and more likely to argue.

3 Focus on actions. If you're voicing an opinion in support of a certain course of action, state it simply and clearly. Don't be vague about what you want, and don't veer off topic into related issues or conflicts.

4 Avoid inflammatory language. Don't insult, blame, ridicule, moralize or dismiss individuals or groups. This will prompt others to argue with you.

5 Speak neutrally, use "I" language and give specific details. For instance, you might say, "MP Mulugeta promised to fight the bill in his Labor Day



speech, but he
later. I feel that this is

voted in favor of the bill a month

hypocritical," rather than, "MP Mulugeta is a two-faced liar and a hypocrite."

B. Responding

6 Shut down rebuttals. If someone is attempting to argue unproductively, say, "We'll have to agree to disagree" or "That's how I feel about it, but I don't expect you to agree with me."

7 Make a joke. Humor can defuse a tense debate and re-establish goodwill. Stick to lighthearted jokes and avoid speaking sharply or sarcastically.

8 Change the subject in a friendly way. For instance, say, "We could argue about this all day, Yohannes, but I'd rather hear about the movie you saw last weekend. Was it any good?"

9 Excuse yourself. If you express an opinion to someone very talkative and they embark upon a long-winded rebuttal, listen politely for a minute or two. When the speaker pauses for breath, express regret, excuse yourself and explain why you must step away. For instance, "I'd like to chat more, but I need to speak with Yohannes before he leaves. Please excuse me."

- **PRECAUTIONS:**

- ✓ If you get involved in an unwanted debate, listen actively to the other person's points and ask clarifying questions. If he feels respected and heard, he may not feel the need to prolong the debate.
- ✓ Practice assertive communication skills. Remain relaxed, speak honestly, show concern for others and make compromise your goal. Others will be less likely to bicker and argue if you show them a better way to handle conflict

- **QUALITY CRITERIA:**

- ✓ Clear and legible information
- ✓ Follow the qualities of a good speaker



3. Introduction

A meeting provides an opportunity for participants to discuss topics of mutual interest, reach decisions or work towards common goals. The meeting will be more efficient and productive if commonly accepted procedures are followed.

a. Meeting Tasks

The tasks can be done by a person or group of people who are delegated or can be asked to volunteer. The tasks include:

- ✓ Call and schedule the meeting
- ✓ Develop the Agenda
- ✓ Chair the meeting
- ✓ Record the Minutes

b. Select the Participants

People who can contribute to the purpose to the meeting should be invited to attend. For example, you may wish to invite a presenter to speak on a particular subject of interest to participants.

c. Make Sure Everyone Attends

To increase the likelihood that everyone invited will attend, consider these steps.

- ✓ Send a notice in advance. Include the purpose of the meeting, where and when it will be held, the list of participants and whom to contact if there are questions.
- ✓ Individuals will have other time commitments. You can therefore minimize schedule conflicts.
- ✓ Provide an agenda in advance.
- ✓ Schedule a meeting on a day and time that is convenient to participants.



d. Agenda

The agenda outlines the items to be considered or accomplished. It states the overall outcome to be achieved at the meeting and lists the major topics to be discussed.

- The agenda is consist of three categories:
 - ✓ Review of the previous Minutes
 - ✓ Business arising from the previous Minutes
 - ✓ New business
- Next to each major topic, include the action expected (for example, an action assigned to someone, a decision) and the time allotted for that topic.
- Meetings do not proceed as planned, so keep the agenda as simple as possible and be willing to be flexible during the course of a meeting.
- Use terminology that will be understood by all participants. This is especially important if some individuals come from different professions, cultures, etc.

e. Opening the Meeting

- The chair should start on time to respect those who show up on time.
- Welcome the participants and review the agenda. This provides them an opportunity to understand the major topics, change them if necessary and then accept the agenda.

f. Time Management

- Establish ground rules to make sure the meeting is effective:
 - ✓ Ask attendees to actively participate
 - ✓ To stay focused
 - ✓ To look for closure on discussion whenever possible. This provides them an opportunity to understand the major topics, change them if necessary and then accept the agenda.
- If the allocated time for topics is being consistently exceeded, the Chair should ask the group for input as to how to resolve the problem.

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g. Evaluating the Meeting

- The Chair should make it clear in the first meeting that during the meeting participants can provide feedback on the process. That way, the meeting process can be improved right away.
- Leave a bit of time at the end of each meeting for all to evaluate the meeting.

h. Minutes

- Minutes are a record of the agenda items discussed and any actions identified or decision made during the meeting.
- The Minutes should be provided to each participant shortly after the meeting. A good rule of thumb is to do so within a week. This not only keeps the group momentum going, but it also gives participants time to prepare for the next meeting.

i. Closing the Meeting

- ✓ The Chair should try to end the meeting on time and on a positive note.
- ✓ Any action to be taken and assignments resulting from the meeting should be reviewed
- ✓ If there is to be another meeting, the group should agree on the date and time.
- ✓ The Chair should reinforce that the Minutes will be provided to participants as soon as possible.

- **Meeting Norms**

Because many organizations and community members spend a lot of time in meetings, the following norms or ground rules are intended to make the meetings more pleasant, productive, efficient, and effective.

Meeting participants and leaders commit to:

Treat everyone with respect: We will express our opinions responsibly, focusing on the issues and not on personal differences, and speak both honestly and kindly. The rest of the norms are related to this one.

Prepare adequately for the meeting and participate fully. We will have read, reviewed or examined pertinent documents, gathered information or input, or simply

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assessed our own thoughts

and ideas prior to the meeting.

Not interrupt each other. We recognize that we all interrupt at times by mistake or to build on others' statements. However, we will strive to allow each person the space to finish his or her thoughts.

Express ourselves completely and concisely. This norm recognizes the value of each other's input and time.

Engage each other's thoughts, ideas and opinions. We recognize the value and richness of a meeting when everyone has a chance to participate. This norm also includes gracious acceptance of opinions different from our own.

Stay focused on the topic under discussion. We will stay focused on the agreed upon topics unless the group makes a conscious decision to alter the agenda.

Start and end meetings on time and arrive at meetings punctually. We need to respect each other's time. The people who are present at the announced time should start without waiting for anyone not yet present.

Tips for Meeting Attendees

The best-planned meeting, led by the most able facilitator, will be successful only if those attending are prepared to fulfill their role. While some meetings may require only that you

show up and pay attention, others require careful preparation and participation. Here are some tips for meeting attendees:

- ✓ Respond in a timely manner to requests for agenda items.
- ✓ Be on time.
- ✓ Be well prepared:
- ✓ Be familiar with the agenda and objectives.
- ✓ If uncertain about the purpose or your role, ask beforehand.
- ✓ Review minutes of previous meeting, if any.
- ✓ Read or gather background information ahead of time.
- ✓ Have action items assigned to you at prior meetings completed.
- ✓ Bring a copy for yourself (and others if appropriate) of the agenda and other materials distributed in advance.
- ✓ Be concise and to the point.
- ✓ Participate in a constructive manner.
- ✓ Stay on topic.



- ✓ Volunteer your time, talent and expertise to get things done.
- ✓ Be realistic in your availability and ability to carry out action items.
- ✓ Bring your calendar for scheduling future meetings.

Checklist for Meeting Convener/Facilitator

Before initiating a meeting, think about your need or goal and how best to achieve it (e-mail, memo, conference call, individual calls, meeting, etc.). If the most appropriate method is a meeting, then consider the type of meeting and participants and use the following checklist as appropriate to ensure it is successful.

Checklist items with an asterisk (*) apply to all meetings.

Before the Meeting

Planning

- ❑ Identify the meeting purpose and desired outcome (*By end of meeting, I want the group to.*)*
- ❑ Identify appropriate participants*
- ❑ Prepare and distribute agenda in advance; ask for input and revise as necessary*
- ❑ For each agenda item, identify action to be taken (discuss, decide, for information) and assign appropriate leader and time limit
- ❑ Determine strategies to achieve purpose (brainstorming, small group discussions, voting, etc.)
- ❑ Identify a facilitator, recorder, minutes taker and timer as needed
- ❑ Reserve room, equipment and refreshments as needed
- ❑ Set-up
- ❑ Arrange tables, chairs, visuals and refreshments
- ❑ Bring copies of agenda and supplemental materials (markers, paper, tape, etc.)
- ❑ Set up and test equipment

Facilitating the Meeting

At the Beginning of the Meeting

- ❑ Start on time*
- ❑ Discuss the purpose of the meeting and outcomes expected*
- ❑ Review the agenda, time frame and format for meeting*
- ❑ Have individuals introduce themselves; Consider an icebreaker activity
- ❑ Develop or review ground rules; revise if necessary



❑ Address facility logistics (restrooms, smoking, refreshments, parking, etc.) as needed

(restrooms, smoking,

During the Meeting

- ❑ Keep the group on track and on time*
- ❑ Encourage participation and protect minority opinions*
- ❑ Demonstrate respectful behavior*
- ❑ Confirm group's decisions or agreements*
- ❑ Respectfully enforce ground rules*

Self-Check 3	Written Test
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At the End of the Meeting

- ❑ Clarify next steps*
- ❑ Confirm action items, person responsible and due dates
- ❑ Set next meeting
- ❑ Evaluate the meeting process (what worked well, what to do differently)
- ❑ Thank the group
- ❑ End on time*

Follow-Up

- ❑ Engage in appropriate follow up*
- ❑ Distribute minutes of meeting soon afterwards including action items and responsibilities
- ❑ Check in with those responsible for action items to keep process moving

Name: _____

Date: _____

Directions: Answer all the questions listed below.

1. What are tasks in conducting a meeting? (4 pts)
2. What are the criteria in selecting the participants of the meeting? (2 pts)
3. How can we assure that everyone can attend the meeting? (3 pts)
4. What are the three (3) categories of the meeting agenda? (3 pts)
5. What are the reasons why there should be a time management in a meeting? (2 pts)



6. Why is it necessary to

evaluate the meeting? (2 pts)

7. What are reasons why each participant should be given a copy of the

Operation Sheet 2

How to Prepare Meeting Notice

8. What are the seven (7) meeting norms? (7 pts)

Note: Satisfactory rating -25 points

Unsatisfactory - below 25 points

You can ask you teacher for the copy of the correct answers

PURPOSE:

To prepare a meeting notice.

CONDITIONS OR SITUATIONS FOR THE OPERATIONS:

Can be done in the learning station/area.

EQUIPMENT TOOLS AND MATERIALS :

A-4 sized paper, pen, computer with Microsoft Office

PROCEDURE:

1. On an A4-sized paper, write down the word “NOTICE” as its heading. You can also add the name of your organization on the heading before the word “NOTICE”.

2. Include the following information:

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- a. type of meeting
- b. date, time and place of meeting
- c. nature of business to be discussed at meeting
- d. date of notice
- e. directions to the meeting venue
- f. the secretary's contact details
- g. notice "authorized by xx" (the name of the authorized person)

- **PRECAUTIONS:**

Avoid unnecessary activities.

- **QUALITY CRITERIA:**

- ✓ Clear and legible information
- ✓ Correct format



Operation Sheet 3

How to Prepare Meeting Agenda

PURPOSE:

To prepare meeting agenda.

CONDITIONS OR SITUATIONS FOR THE OPERATIONS:

Can be done in the learning station/area.

EQUIPMENT TOOLS AND MATERIALS :

A-4 sized paper, pen, computer with Microsoft Office (optional)

PROCEDURE:

1. On an a given format, write the name of the group/organization, date of meeting, time of meeting, type/mode of meeting, title of meeting, the person who called the meeting, participants, location and the objectives of the meeting.
2. List down the agenda item on the provided format. Make it sure that the items are related to the objective(s) of the meeting. Be specific and concise.
3. Use the format below.

• PRECAUTIONS:

- ✓ Avoid unnecessary activities.

QUALITY CRITERIA:

- ✓ Clear and legible information
- ✓ Correct format



Agenda Template

Name of Group:			
Date of Meeting:	Time of Meeting:	Type/Mode of Meeting:	
Title of Meeting:			
Meeting Called By:		Location:	
Participants:			
Meeting Objective(s):			
Agenda Item	Lead	Purpose/Action	Time Frame

KEY AGREEMENTS

Item	Person Taking Action	Due Date



AC

Information Sheet-4**Asking and responding questions about workplace procedures**

4. Asking and Responding Questions

During the meeting, there are some ideas or concerns which are not clearly understood by the members, often, these vague ideas result to misunderstanding and miscommunication. To prevent such things, one should have the courage to clarify those unclear issues by asking questions and clarifications.

4.1 Guidelines in Asking Questions

1. Be prepared. Jot some notes about the issue that is on the table. Write down the points that you want to clarify.
2. Do not interrupt someone while they are speaking, let them finish talking.
3. Raise your hand to be recognized by the chair.
4. Be courteous. Address the chair politely and the person whom who are asking.
5. Speak clearly and concisely. Ask your question direct to the point. Make sure that the question is still in line with the topic being discussed on the table.
6. Avoid nervous habits such as tapping a pen on the table, making audible noises with your mouth, rustling papers or tapping your feet on the floor.
7. Give a polite closing statement after asking your questions.

4.2 Guidelines in Responding to Questions

1. Do not interrupt the person who is asking questions. Let them finish all the questions before saying anything.
2. As much as possible, jot down the questions that are being asked. This will help you to give appropriate answers to the questions.
3. Listen attentively to the person who is asking questions.
4. Be courteous. Address the person politely when you begin to answer the questions.
5. Speak clearly and concisely. Answer the questions point by point based on the asked questions. If it is possible, show some diagrams, illustration or support documents to answer the questions.
6. If you don't know the answer, don't fudge; acknowledge the worthiness of the



question and promise to follow up promptly.

gather the appropriate information and

Information Sheet-5

Interpreting and Implementing Meeting Outcome

8. Give a polite closing statement after answering the questions.

5. After the Meeting to Ensure Effective Meetings

Actions and planning before and during the meeting play a big role in helping you achieve expected, positive, and constructive outcomes. Your actions following the meeting are just as crucial. Follow-up at the next scheduled meeting is never enough of an investment to ensure results.

5.2 Publish Meeting Minutes

Begin by publishing your minutes and action plan within 24 hours. People will most effectively contribute to results if they get started on action items right away. They still have a fresh memory of the meeting, the discussion and the rationale for the chosen direction. They remain enthusiastic and ready to get started. A delay in the distribution of minutes will hurt your results since most people wait for the minutes to arrive before they begin to tackle their commitments.

5.3 Effective Meeting Follow-up

Respecting and observing deadlines and follow-up will help you achieve results from your meetings. The deadline was established during the meeting. Following the meeting, each person with an action item should also make a plan for their personal accomplishment of their commitment. Whether they write the steps in their planner, delegate the tasks to another staff person, or just complete the task, the individual is responsible for follow-up.

So is the meeting planner. You can improve meeting results by following up with each person who has an action item mid-way between meetings. Your goal is to check progress and ensure that tasks are underway. Remember that what you ask about gets



accomplished.

5.4 Accountability for Follow-up during the Next Meeting

Have you ever sat in a follow-up meeting that consisted of each participant telling the group why they were unable to accomplish their commitment? Establishing the norm or custom of accountability for results begins early in your meeting cycle.

Follow-up by the facilitator mid-way between meetings helps, but the group must make failure to keep commitments unacceptable. Report on progress and outcomes at the next meeting and expect that all will have been accomplished. Alternatively, check

progress at the next meeting and if there is a real roadblock to progress, determine how to proceed.

5.5 Debrief the Meeting Process for Continuous Improvement

The practice of debriefing each meeting is a powerful tool for continuous improvement. Participants take turns discussing what was effective or ineffective about the current meeting process. They also discuss the progress they feel the group is making on the topic of the meeting.

Taking continuous improvement to another level, successful teams debrief their entire project as well as the process to determine how effectively they managed to create results. Future meetings reflect the evaluation. Meetings evolve as an even more effective tool for creating organization results.



Self-Check 4	Written Test
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Name: _____

Date: _____

I. *TRUE or FALSE*: Write **AWE** if the statement is true and **AYE** if the statement is false. Then **BOX** the word/s that makes the statement wrong.

- _____ 1. Jotting notes while having a discussion during a meeting will help to stress some important points.
- _____ 2. Interrupting someone while talking will make unclear points to be settled.
- _____ 3. Politely address the chair whenever you want to speak.
- _____ 4. Arguing with someone will clear all the ideas on the table.
- _____ 5. Unnecessary bodily movements should be avoided while talking.
- _____ 6. Publish the minutes after one week to ensure that all the important details are included.
- _____ 7. Being polite and courteous while asking a question will poster good result.
- _____ 8. Fabricating answers will stop people for asking questions during a meeting.
- _____ 9. Meeting results will improve if there is a follow up in every task and action given.
- _____ 10. Checking the progress of assigned tasks during the next meeting will give a good outcome.

II. Give what is being asked:

- 11. Write at least five (5) guidelines in asking questions. (5 pts.)
- 12. Give at least five (5) guidelines in answering questions. (5 pts.)
- 13. What are the ways on how to achieve a successful implementation of meeting outcomes? (5 pts.)



LAP Test _

Practical Demonstration

Note: Satisfactory rating -25 points Unsatisfactory - below 25 points
You can ask you teacher for the copy of the correct answers.

Name: _____ Date: _____

Time started: _____ Time finished: _____

Instructions:

You are required to perform the following:

1. Assume that you are the secretary of a construction firm that will held a management meeting. You are tasked to:
 - a. Make a notice of the meeting.
 - b. Prepare meeting agenda.
2. Form a group of five. Conduct a meeting on Waste Management.
3. Request your teacher for evaluation and feedback



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Industrial electrical machine drive technology
Level - II.

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The coordinator (during developing this *outcome based* curriculum & TTLM)

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