



Vehicle servicing and repairing

NTQF Level II

Learning Guide #02

Unit of Competence: Participate In Workplace
Communication

**Module Title: Participating In Workplace
Communication**

LG Code: EIS VSR2 M01 0919 LO2-LG 2
TTLM Code: EIS VSR2 TTLM 0919V1

Lo2- Participate in workplace meetings and discussions



Instruction Sheet	Learning Guide # 02
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This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:–

- Attend team meetings on time.
- Clearly express and listen own opinions Use appropriate medium
- Make meeting and establish protocols
- Conduct Workplace interactions
- Ask and respond questions

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 –

- ❖ Team meetings are attended on time.
- ❖ Own opinions are clearly expressed and those of others are listened to without interruption.
- ❖ Meeting inputs are made consistent with the meeting purpose and protocols established.
- ❖ Workplace interactions are conducted in a courteous manner.
- ❖ Questions about simple routine workplace procedures and matters concerning working conditions of employment are asked and responded.
- ❖ Meetings outcomes are interpreted and implemented.

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below 3 to 4.
3. Read the information written in the information “Sheet 1, Sheet 2, Sheet 3 and Sheet 4 Sheet 5”.
4. Accomplish the “Self-check 1, Self-check 2, Self-check 3 and Self-check 4, check 5, check 6, check 7” **in page -5,8 11,17,and 20** respectively.



Information Sheet-01	Attend team meetings on time
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2.1. Attend team meetings on time.

Efficient and successful meetings

There are good meetings and there are bad meetings. Bad meetings drone on forever, you never seem to get to the point, and you leave wondering why you were even present. Effective ones leave you energized and feeling that you've really accomplished something.

So what makes a meeting effective?

Effective meetings really boil down to three things:

1. They achieve the meeting's objective.
2. They take up a minimum amount of time.
3. They leave participants feeling that a sensible process has been followed.

If you structure your meeting planning, preparation, execution, and follow up around these three basic criteria, the result will be an effective meeting.

Structuring meetings

- ✓ Meetings need a structure. Without structure, the discussion usually takes far too much time without reaching any firm decisions.
- ✓ An agenda is used to give some structure to a group discussion. An agenda lets people know what the meeting will be about so that they can think about it before they come.
- ✓ It makes sure that everything necessary is included for discussion and nothing gets forgotten at the meeting.
- ✓ During the meeting, it keeps the discussion on track.

Formal meetings

- ✓ A typical agenda for a formal meeting includes the following items:
 - Opening
 - Welcome and apologies
 - Minutes from the previous meeting
 - Business arising from the minutes
 - Correspondence, inwards and outwards
 - Business arising from the correspondence



- Reports - financial and subcommittees
- General business
- Other business
- Date, time and place of next meeting
- Close.

Informal meetings

- ✓ Informal meetings also need an agenda, although it might be much simpler than the one shown above. It should include opportunities to discuss:
 - The purpose of the meeting
 - What has happened so far?
 - What problems still need to be addressed?
 - * How the work group will achieve its goals.

Obligations of work group members

As a member of a work group, you have an obligation to:

- attend meetings
- participate to the best of your ability
- behave courteously towards other members of the group
- comply with meeting decisions
- Carry out instructions decided at meetings.
- Keep sensitive matters confidential.



Self-Check -1	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. List the types of Effective meetings really:(10 point)

Note: Satisfactory rating - 5 points Unsatisfactory - below 5 points
You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____
Rating: _____

Name: _____

Date: _____

Short Answer Questions



Information Sheet-02	Clearly express and listen own opinions
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2.2. Clearly express and listen own opinions

Listening is a fundamental communication skill for understanding both the verbal content and the underlying feelings embedded in the message.

Listening is an active, not a passive, activity. It requires the listener to be involved in the communication process. The listener should try to avoid judging the speaker or the message being given. Instead, the listener should focus attention on trying to understand the content of the message.

An active listener indicates both verbally and nonverbally that he or she is engaged in the conversation. When the speaker is communicating a feeling, the listener can restate what the speaker is expressing, asking for confirmation. The speaker will either confirm the impression or clarify it.

In either case, the speaker will be encouraged to continue the conversation. Also, by using nonverbal indicators of listening-making eye contact, nodding the head, and leaning forward

When listening to another person, the speaker's tone of voice often discloses his or her emotional state, which helps the listener understand the feelings behind the words.

Most people take the process of giving and receiving instructions for granted.

It happens all day long, and it's part and parcel of simply being at work and doing your job.

But it still requires concentration from everyone involved to avoid misunderstandings and mistakes.

Here are some hints for giving and receiving verbal instructions.

When you're receiving instructions

- **Listen to the whole message** - don't assume you know what the speaker is going to say before they say it.
- **Use positive body language** - show that you're taking in what they're saying.
- **Ask questions** - clarify any points you don't understand.
- **Give feedback** - restate in your own words what you think the speaker is saying.

Effective listening is an active process. This is because listening isn't the same thing as hearing. And check that they agree with you.

Interference with Effective Listening

- ❖ **Noise** - it is very hard to listen in a noisy environment.
- ❖ **Temperature** - if you are feeling uncomfortably hot it is hard to concentrate on listening.



- ❖ **Closeness** - when a speaker is too close to you, your mind may be on the invasion of your space rather than what is being said.
- ❖ **Time**- When people are tired or hurried they are less able to fully concentrate on what is being said
- ❖ **Impatience** - if you are feeling impatient and want to get away to do other things your mind will not be concentrating on the speaker.
- ❖ **Distractions** - any type of distraction whether it be something going on outside, work or personal worries tends to stop you from paying full attention to what a speaker says.
- ❖ **Attitude** - if you do not like a speaker or do not like what they are saying you may quickly tune out.
- ❖ **Lack of interest**-when you are not interested in a topic it is difficult to pay full attention.
- ❖ **Personal Perception**- often people think they *already know* what is about to be said and so they don't bother to listen.

Ways to improve your listening skills are:

- ✓ always give your full attention to the speaker
- ✓ React by using positive body language such as:
 - › looking at the speaker
 - › sitting up straight
 - › slightly leaning towards the speaker
 - › nodding as the speaker talks
 - › responding with appropriate facial expressions
- ✓ don't think about what you want to say while the speaker is speaking – listen first
- ✓ try not to interrupt the speaker and start talking yourself - concentrate on listening
- ✓ give the speaker feedback so they know that you are listening, for example: you may ask questions to get more information
- ✓ ask questions to check that you have understood
 - › You may repeat back what the speaker has been saying, e.g. “So what you're saying is
- ✓ Keep an open mind about what the speaker is saying – you do not need to agree with everything but it is important to listen first and then make decisions.

Empathize with the speaker – this means trying to see the situation from their point of view.



Self-Check -2	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

- 1. List the Ways to improve your listening skills(5point)**
- 2. list the verbal instructions for giving and receiving(5point)**

Note: Satisfactory rating - 5 points Unsatisfactory - below 5 points
You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____
Rating: _____

Name: _____

Date: _____

Short Answer Questions



Information Sheet-03	Make meeting and establish protocols
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2.3. Make meeting and establish protocols

Meetings are a time to discuss important work issues. To get the most out of meeting time, attendees should abide by meeting procedures and protocols for a smooth, uninterrupted work session

2.3.1. Observing meeting

The chairperson of the meeting should show up a few minutes early and make sure the meeting place is equipped with everything necessary for the meeting (e.g., chairs, flip charts, markers, overhead, etc.)

Each meeting should begin with the following activities:

•**Attendance;** A record of participants and those absent (“regrets”) are recorded in the meeting minutes. Consider making a notation of late comers.

If there is anyone at the meeting who is not familiar with everyone else, quick introductions are in order.

•**Review minutes of previous meeting;** Meeting participants should come to the meeting having read the minutes of the previous meeting. Only items that there is disagreement on whether they have been accurately recorded are to be briefly discussed and updated.

•**Review of the Agenda;** This is the point additional agenda items should be put forward. These items should be included only if they are relevant to the meeting and there is time available, or if the team agrees they should take precedence over another agenda item that can be deferred.

•**Statement of purpose and objectives;** The chairperson should review the purpose of the meeting and the expected outcomes. If necessary, a reminder of meeting policies can be made at this point.

During the meeting:

•**Stick to the agenda;** Stay on the topic of the agenda item and be compliant with the allotted time.

•**Take notes;** One person should be responsible for keeping meeting minutes.

These minutes should not detail entire conversations but should record decisions as well as any action items (What needs to be done? Who is responsible? When is it to be done?). Individuals should maintain their own record of actions assigned to them in their logbooks.

•**Defer items that cannot be effectively addressed;** If it is found during the course of a meeting that an item cannot be addressed because of lack of information or the right individuals are not present, don’t waste time on that item. Instead, defer the agenda item to a meeting when it can be adequately addressed. Make sure an action item is in place to prevent the same item from being deferred repeatedly.

Concluding the meeting:

•**Set the agenda for the next meeting.** In the agenda, include the purpose and objectives of the meeting as well as a time to meet. Any unfinished or unaddressed business from the current meeting should be noted.



- Evaluate the meeting. Briefly discuss if the meeting addressed the intended purpose and objectives, and if not, why.

- End on time!

After the meeting:

- Consolidate and distribute the minutes. The minutes of the meeting should be distributed to the team members within a day of the meeting.

- Thank guests. If any guests attended the meeting, such as a customer, accompany a copy of the meeting minutes with a brief note of thanks.

2.3.2. Compliance with meeting decisions

A Decision Making Meeting is used by teams when they need to formally agree on a significant decision and secure commitment to act on that decision.

2.3.3. Obeying meeting instructions

If maximum contribution is to be forthcoming from all participants, the purpose of the meeting should be recognized by all. The most tangible expression of this is the agenda which should be circulated before hand to all those invited to the meeting. The agenda should:

- Give the time and place of the meeting.
- List the topics to be covered, indicating who will introduce them.
- Have any relevant papers attached.
- Give the time the meeting will close.

The Agenda: This is the outline plan for the meeting. In most formal meetings it is drawn up by the secretary in consultation with the chairperson. The secretary must circulate the agenda well in advance of the meeting, including any accompanying papers. The secretary also requests items for inclusion in the agenda.

Regular meetings often start with the minutes from the last meeting followed by 'matters arising' which forms a link with what has happened in the previous meeting.

An example of an agenda might be:

- Apologies for absence.
- Minutes of last meeting.
- Matters arising (from minutes of last meeting).
- Item 1 -Training & Development.
- Item 2 - Report on Funding.
- Item 3 - Finance & Equipment.
- A.O.B. (Any Other Business).
- Time and date of next meeting.



Self-Check -3	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. What is decision Making Meeting? **(5point)**
2. What is agenda? (5point)

Note: Satisfactory rating - 5 points Unsatisfactory - below 5 points
You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____
Rating: _____

Name: _____

Date: _____

Short Answer Questions



Information Sheet-04	Conduct Workplace interactions
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2.1. Conduct Workplace interactions

Communicate effectively with other workers in a construction workplace environment. It includes gathering, conveying and receiving information through verbal and written forms of communication. Communication skills carried out as an integral part of routine work

2.4.1. Face to face

Study of face-to-face interaction is defined as the process of recording and analyzing the reactive pattern of individuals when they are involved in a face-to-face interaction. It is concerned with issues such as its organization, rules, and strategy.

Social media, texting and email are replacing face-to-face conversations, and people are more isolated than ever. This affects our health, our personal lives and our work. We know it, but we've been slow to do anything about it. It's time we got back to using our faces to do business.

2.4.2. TELEPHONE SKILLS

Often the first impression that people get of public officials is on the telephone. Yet we may treat telephone conversations casually. There are ways you can improve your first impressions with the public. Think about how you want your business, office, staff, and yourself to sound when someone calls.

When using spoken language, remember these V A L U E tips:

- ✓ Verify what is being said
- ✓ Acknowledge feelings
- ✓ Listen “actively”
- ✓ Use simple language
- ✓ Eliminate negative words

2.4.3. Electronic and two way radio

Over time, the methods and means used to communicate have expanded greatly. In early records, hieroglyphics and primitive cave paintings were used to communicate information and transmit messages. Oral stories and traditions were also passed down through generations and eventually many of these stories also came to be written down in some cultures.

There are various ways through which we communicate with each other. These may be called as the *means/methods/ of communication*. In face-to-face contact we use different parts of our body or we directly talk to others while communicating our message. Where face-to-face communication is not possible, we take the help of some other means through which we usually convey our messages. For example, we may use letters to convey written messages; talk to others over telephones; send telegrams and use various other modern machines like computers, fax machine, etc. to communicate our messages. The means to be used in our communication process depend upon the purpose of communication. For example, to send any urgent message



we generally use telephone; for any important matter for which a written document is required, we use letter, telegram, fax, etc. Now-a-days modern technology has given us a wide option to choose the means according to our requirement and liking. Let us discuss some of the important means of communication commonly used in business.

Letters:

Letters are a written form of communication. These can be sent or received by individuals or organizations. Written messages in the form of letters can be delivered to the receivers through special messenger, post offices or private couriers. This method is mostly used where face-to-face communication is difficult or other means are not easily available. It helps in keeping a record of the communication. The cost involved is low in this means of communication.

Telegram:

It is also a form of written communication by which messages can be sent quickly to distant places. It is generally used when there is an urgency of communicating any important message. It transmits message much faster than ordinary postal mail. This facility is available in all telegraph offices, where on payment of specific fee, we send our message. Charges are payable on the basis of number of words used in writing the message including the address of the receiver and sender's name. Hence, telegraphic messages are written in brief. Telegrams can be sent as ordinary or express. Express telegrams travel faster than ordinary telegram, for which extra charge is to be paid. To send telegrams to foreign countries cablegrams are used. Telegrams can also be sent by using telephone, which is called as phonogram. Here by ringing up the telegraph office through a telephone, the message can be recorded and later the telegraph office transmits the message to the receiver.

Phones:

Telephone is a very popular form of oral communication. It is widely used for internal and external business communications. Long distance communication is facilitated by STD (Subscriber Trunk Dialing) while international communication can be made through ISD (International Subscriber Dialing) facilities. Both government and private agencies provide telecom services. Telephone is mostly preferred as it helps in establishing instant communication.

In business firms as well as government and private offices automatic switchboards known as private automatic branch exchange (PABX) are installed to facilitate internal as well as external communication.

Now-a-days mobile phones are very popular as they give an access to the receiver at any time, anywhere. This is an improvement over the fixed line telephone. It possesses many modern features like Short Messaging Services (SMS), Multi Media Messaging Services (MMS) etc., by using which written messages can be sent to the receivers.

Telex:

Telex provides a means of printed communication using teleprinter. Teleprinters consist of machines installed at different places which are connected to a central exchange through cable. In each machine a standard keyboard is fitted. Any message typed by using those keyboards at one end is automatically typed at the other end. Hence instant transmission is possible.

Fax:

Fax or facsimile is an electronic device that enables instant transmission of any matter, which may be handwritten or printed like letters, diagrams, graphs, sketches, etc. By using telephone lines this machine sends the exact copy of the document to another fax machine at the receiving



end. For sending any message the documents on which message, diagram or drawing is typed or drawn has to be put in the fax machine and the fax number (a telephone number) of the other party has to be dialed. Then the fax machine at the receiving end will instantly produce the replica of the matter. This is the most commonly used means of written communication in business. The main advantages of Fax system are easy operation, instant transmission of handwritten or printed matters over any distance, simultaneous transmission to two or more receivers, etc. The machine also records each transaction of communication. The only limitation is that fax machines accept document up to a standard size. Again, as a usual practice, a copy of the same document is sent to the receiver through post for their record. The receiver at the other end also makes a photocopy of the document immediately after receiving the message through fax machine, because there may be chances that the ink used by the machine may fade away after some time.

E-mail:

Electronic mail, popularly known as e-mail is a modern means of communication. The system makes use of electronic methods of transmitting and receiving information. In this case individuals, through the internet, open an e-mail account in their name from any ISP (Internet Service Provider). Then letters, messages, pictures or sounds can be sent through their computer to the e-mail accounts of other individuals. Whenever the other person will access his e-mail account he receives the message. The information is communicated audio visually and the process is extremely fast. This method is gaining popularity with increased use of internet among the users.

Voice Mail:

It is a computer-based system for receiving and responding to incoming telephone calls. It records and stores telephone messages through computer memory. The caller can get the required information by dialing the voice mail number and then following the instructions of the computer. The individuals can also record their messages through voice mail. The receivers at their own convenience can get the message from the machines and take action accordingly.

Pager:

This is an instrument which can be used to receive any short messages from the sender at any time. Within a limited area if anybody wants to send any message to a person who does not have any fixed work place or he/she is in motion, then the message can be sent through pager. The sender dials a telephone number and gives his message orally to the company operating the pager service. This message is transmitted by the company to the person possessing the pager. The message travels through air in the form of electronic signal, which is converted into written message through pager. By reading that message the receiver will take action immediately. It is a system of one-way communication, which means; the receiver can only receive the message but cannot send any message through this machine.

Teleconferencing:

Conference generally refers to a meeting of people for consultation or discussion regarding Business Studies any common issues. Here people sit together and interact face to face with each other. But, teleconferencing is a system through which people interact with each other without physically sitting in front of others. People can hear the voice and see the picture of others and also respond to their queries even if sitting in different countries. It requires the use of modern electronic devices like telephone, computers, television etc. For every teleconferencing a central controlling unit is required that facilitate the entire process of communication. There are two different types of teleconferencing, one, audio-conferencing and other, videoconferencing.



Let us know more about them.

Audio-conferencing - It is a two-way audio communication system in which the participants listen to the voice and respond immediately sitting at different places. People may listen to the voice through radio or television and put their queries by using telephone.

Video-conferencing - Besides listening to the voice, the participants of the conference can also see the picture of each other while talking themselves. This is called video-conferencing. There are two different types of video conferencing process.

i. One-way video and two-way audio: In this system, the participants can listen to the voice and see the picture of the persons sitting at the studio. The audience maintains a contact with the studio through telephone and the persons at the studio listen to the voice of the participants.

ii. Both way audio and video: Here participants at both the end i.e., studio as well as audience end, are able to listen to the voice and see the picture of each other while talking amongst themselves.

2.4.4. Written electronic, memos, instruction and forms, non-verbal including gestures, signals, signs and diagrams.

Listen. Active listening is one of the most important communication skills you can acquire. By listening intently and not allowing your mind to drift off during meetings and discussions with co-workers, you can ensure that you are retaining the important information being discussed. Take notes during meetings and ask pertinent questions about the subject matter--repeating what the speaker has said will also help to keep the information in your brain.

Accept constructive criticism. Taking on a defensive posture is not the way to communicate in the workplace. If someone offers you some constructive criticism, talk with her on how to improve things. When critiquing others, do it in a professional way.

Be aware of your body language. Your body language communicates for you before you even open your mouth to speak--in fact, your body language often says more about you than the words that you say! Avoid crossing your arms, which may indicate boredom, and try to maintain eye contact when having a business discussion. Yawning, fidgeting and rolling your eyes will not impress your co-workers--or your boss--either.

Answer your phone. Making yourself available is a big part of maintaining effective communication. If you're at your desk, try to answer your phone. Check your voicemails often and respond in a timely manner. Remember that others are relying on you in order to get their own jobs done, so responding quickly to messages is extremely important.

Use e-mail correctly. Your e-mail skills can help to make or break your business communications. Because e-mails can be misconstrued (you can't hear the sender's tone as you can in a conversation), it is imperative that you word e-mails carefully. Also, check for typos and reread the e-mail to yourself before you send it. Be careful about whom you copy and blind-copy on e-mails--be sure that you are sending workplace communications only to the people that need to be included. Also, be careful with blind copying (bcc) on e-mails--this practice, of copying someone on an e-mail without the knowledge of others in the e-mail loop, should be reserved for unique situations only.



Practice effective writing skills. Your writing skills are one of your most important communication skills. If you have problems in this area, brush up on your writing skills by taking a business writing or English class. Always check for typos before sending out any written communication. If it's an important memo or presentation, have a co-worker read it over for you to make sure your message is clear.

Speak with confidence. If you have to give a formal presentation, make sure you are confident and have a thorough knowledge of the subject matter--any nervousness will show through. Many people have a fear of speaking in public--if this is a problem for you, consider taking a public speaking class. When giving presentations, practice beforehand in front of a friend or co-worker. Make sure you are armed with detailed notes and practice your spiel over and over until you have it memorized. Visual aids, like a PowerPoint presentation, can also help you to get through a presentation. Allow your audience to ask you questions at the end to make sure that everyone understands what you have said.

By following these basic guidelines, you should find an improvement in your workplace communication skills, which in turn will enable you and your co-workers to get your jobs done more efficiently.



Self-Check -4	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

- 1. What is the meaning of audio-conference (5point)**
- 2. What is telegram communication? (5 point)**

Note: Satisfactory rating - 5 points Unsatisfactory - below 5 points
You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____
Rating: _____

Name: _____

Date: _____

Short Answer Questions



Information Sheet-05	Ask and respond questions
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Asking questions is a fundamental part of finding information and for subtle (and otherwise) persuasion. Here are various pages on questioning:

For more description on questioning techniques read the module available at the library (leading work place communication)

Using questioning techniques

You have probably used all of these questioning techniques before in your everyday life, at work and at home. But by consciously applying the appropriate kind of questioning, you can gain the information, response or outcome that you want even more effectively.

Questions are a powerful way of:

- **Learning:** Ask open and closed questions, and use probing questioning.
- **Relationship building:** People generally respond positively if you ask about what they do or enquire about their opinions. If you do this in an affirmative way "Tell me what you like best about working here", you will help to build and maintain an open dialogue.
- **Managing and coaching:** Here, rhetorical and leading questions are useful too. They can help get people to reflect and to commit to courses of action that you've suggested: "Wouldn't it be great to gain some further qualifications?"
- **Avoiding misunderstandings:** Use probing questions to seek clarification, particularly when the consequences are significant. And to make sure you avoid jumping to conclusions, The Ladder of Inference tool can help too.
- **De-fusing a heated situation:** You can calm an angry customer or colleague by using funnel questions to get them to go into more detail about their grievance. This will not only distract them from their emotions, but will often help you to identify a small practical thing that you can do, which is often enough to make them feel that they have "won" something, and no longer need to be angry.
- **Persuading people:** No one likes to be lectured, but asking a series of open questions will help others to embrace the reasons behind your point of view. "What do you think about bringing the sales force in for half a day to have their laptops upgraded?"

More Tips:

- Make sure that you give the person you're questioning enough time to respond. This may need to include thinking time before they answer, so don't just interpret a pause as a "No comment" and plow on.
- Skilful questioning needs to be matched by careful listening so that you understand what people really mean with their answers.
- Your body language and tone of voice can also play a part in the answers you get when you ask questions.



2.4.5. Interpret and implement meeting outcomes

Every workplace will have staff meetings/team meetings, formal and informal discussions. When a business places a proper value on the time spent by people preparing for and attending meetings, it is quickly seen that they are a very expensive exercise.

Have you ever been to one of those meetings where no objectives were met, no actions were agreed upon and generally it was a complete waste of your time? Effective meeting procedures are essential to ensure that the maximum output is gained from a meeting.

Some basic expectations are:

A clearly defined purpose to your meeting

Ask questions such as; why are we meeting? What are we trying to achieve? Are we meeting for meetings sake? However, consider that at times the purpose of bringing people together for a meeting may be to achieve other important interpersonal objectives like team building, brain storming or group problem solving. Make sure that you clearly communicate the meeting purpose well before hand, this gives attendees time to gather ideas or research issues prior to attending the meeting.

Advise people of the meeting in time for them to be able to attend

It is amazing how often key people are left out of meetings or are not able to attend simply due to a lack of planning and sufficient notice.

Set an agenda

An agenda aims to keep discussions on track and to keep everyone focussed on the issues. The agenda should be distributed to attendees before the meeting.

Start and finish on time

Make sure the meeting starts and finishes on time so participants feel that their time is valued and that they can plan for effective meeting participation to fit within their work load.

Manage the participants

It is important that every person feels their attendance and to others without interruption. Clear conflict management strategies must be in place. Contribution is valued. People must be given the opportunity to express their opinion as well as recognizing they must also listen

Follow up on agreed actions

The efficiency and value of meetings can be measured by the meetings output and its effectiveness in reaching agreed objectives. By ensuring agreed outcomes and actions are properly followed, a clear message is sent showing that the meeting has been productive and not a waste of time.

Take and distribute minutes

Minute taking is an effective way of tracking the discussions that take place in the meeting. It can also help to monitor agreed actions and their due dates. It is important that following the meeting, the minutes are distributed to those that attended as well as any people who were absent on the day.



Self-Check -5	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. Questions are a powerful way of:(10 point)

Note: Satisfactory rating - 5 points Unsatisfactory - below 5 points
You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____
Rating: _____

Name: _____

Date: _____

Short Answer Questions



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