

## Facilitating Successful Meetings

In most organizations, people spend a significant part of their time in meetings, working with others. Meetings are where members of the organization deliberate on issues from the strategic to the trivial and everywhere between. When meetings are productive, the members of the organization are effective. When meetings waste time, create conflict, or are off task, people feel ineffective and frustrated.

### What

The purpose of a meeting is to accomplish a *product*: a decision, a problem solved, or information shared. Some examples of products we can expect from group interactions are decisions, goals, outcomes, and agreements.

Supporting the product is the *process* of a meeting -- the way it is conducted. The process should be efficient in reaching the product or outcome, and effective in involving people. Some examples of processes are design, evaluate, manage, measure, and monitor.

The foundation for it all, the *people* need to feel good about their involvement and the value of their contribution, and to have their expectations met. Examples of people in group interactions include customers, team members, and key decision makers.

### Why

Meetings are successful when they are planned and led with a balance of *product, process, and people*.

### How

Cornerstone's services focus on effective meeting management, problem-solving strategies, opportunity selection, decision-making, planning, conflict management, and neutral facilitation.

## Consulting Services that Enhance Successful Meetings

Topic	Snapshot
Facilitating Successful Meetings©	1-day session on planning and leading effective group interactions with pre- and post-session support
Facilitating Successful Solutions©	1-day session for problem solving in any group with pre- and post-session support
Conflict Management	practical skills for managing workplace conflict
Neutral Facilitation	managing group processes to achieve the group's outcomes