

Running an Effective Meeting



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Carmichael.

Welcome!

- Feel free to turn on video
- Introduce yourself and your organisation.
- You can also use the chatbox to ask questions or make comments
- Turn on audio if you want to speak



Carmichael.

- Carmichael is a registered charity that provides training and support for nonprofits in Ireland
- Scheduled workshops year round – currently online
- Customised training, consultancy and elearning
- Office space for over 40 nonprofits
- Community employment and community services programmes

www.carmichaelireland.ie

Content

- Best practice
- Individual and collective roles
- Challenging behaviour at meetings
- Keep meetings focused and productive
- Produce effective agendas
- Produce accurate, brief and clear minutes
- Online meetings

Your Constitution

- Your Constitution outlines proceedings for committee (board) meetings, AGMs and EGMs
- It should include a quorum for committee meetings
- Chairing the meetings
- Management of sub-committees
- Management of voting
- Rotation of committee members

What makes a good committee member?

- Understands the organisation's mission
- Commits to achieving the organisation's aims and objectives
- Actively engages in making decisions on behalf of the organisation
- A positive and constructive member of the committee
- An active listener

What makes a Good Chair?

- Motivation
- Understands the role
- Encourages participation
- Time control
- Accepts feedback

Role of the Chair at meetings

- Keep order at meetings
- Encourage contributions
- Ensure decisions are made
- Summarise decision at the end of agenda item
- Manage voting if needed

Positive Conflict

- Conflict is not uncommon. Minor disagreements or heated discussion are inevitable in most organisations.
- Conflict can be a sign of a healthy organisation.
- Disagreements should be brought out into the open and discussed.

Negative Conflict

- Ego: “I am right and you are wrong!”
- Lack of respect
- Inability to LISTEN
- The blame game
- Hidden agendas

Breakout Session

- Consider challenging behaviour you have encountered at meetings
- How did you deal with it?
- Solutions?



Agendas

Your agendas should include these items:

- conflicts of interests and loyalties
- reporting on activities
- review of finances

What else would you include?

1. Approval
2. Information
3. Discussion

Effective Communication at Meetings

- Words 7%
- Voice 40%
- Body Language 53%
- Developing good communications skills helps to promote effective working relationships.
- What are the barriers to effective listening?

Effective Communication at Meetings

Excessive Talking

Prejudice

Distractions

Expecting Others to Share Your Personal Beliefs and Values

Misunderstanding

Interrupting

Faking Attention

Bringing in Emotions

Noise

Fear

Principles of a Good Meeting

1. MOTIVATION OF COMMITTEE MEMBERS

- People like a good, positive atmosphere
- People like to get things done and to feel involved
- New people need to feel motivated to join in
- People need to be able to share ideas and remain active within the group

Principles of a Good Meeting

2. INFORMATION

- Exchange of information is a two-way process
- The exchange should be short and clear
- Information should be relevant and sufficient

Principles of a Good Meeting

3. TIMING

- Latecomers cause disruptions
- An agreed location or online format
- People are generally tired and lack concentration late in the day/evening
- An agreed meeting duration – time content
- Productivity drops when people get hungry!

Principles of a Good Meeting

4. DECISIONS

- Remember arguments are not important
- The decision is important, not the ego!
- Use a process for decision-making
- Let the agenda and minutes facilitate the decision-making process

What are minutes for?

- Accuracy
- Record
- Resolve misunderstandings
- Legal
- Actions
- Accountability



Role of the Minute-taker

- Understand the agenda
- Record date (including year) and time
- Record apologies, committee members present, Chair
- Record if other people are “in attendance” and in what capacity they attend
- Be prepared to listen and ask for clarification
- Take accurate notes during the meeting

Role of the Minute-taker

- Ensure DECISIONS and ACTIONS are recorded
- Note if/when a meeting becomes **inquorate**
- Note declarations of conflicts of interest and what action taken
- Note proposals put to vote and results
- Write up minutes ASAP after the meeting
- Get the Chair to approve minutes before circulation

Minutes layout

- Date, time
- Present
- In attendance
- Apologies
- Decisions
- Actions
- Date, time of next meeting



Common Mistakes

- Quorum or decisions not documented properly
- Failure to record declared conflicts of interest
- Emphasis on subjective opinions rather than objective decisions
- Ambiguous record of decisions that are open to different interpretations
- Mistakes in the final draft of the minutes.

Online meetings

- Encourage the use of video as it helps the dynamics of the meetings and allows for increased engagement
- Avoid distracting backgrounds
- When not speaking, put your audio on mute, it cuts down on background noise
- Vary the format: use polls, breakout rooms
- Any other advice?

Checklist for effective meetings (1)

- Committee meetings are well attended
- Committee members come to meetings well prepared
- Issues and concerns can be raised and openly discussed
- The committee works well as a team
- The current size of the committee is about right

Checklist for effective meetings (2)

- Committee members make decisions collaboratively and objectively
- No individual voice or voices dominate discussions and decisions
- Sufficient time is spent on significant or emerging issues
- Conflict is handled constructively

Useful resources

- <https://www.charitiesregulator.ie/en/information-for-charities/guidance-for-charities>
- <https://www.carmichaelireland.ie/resources/>

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And finally...

- Please complete our evaluation online:

<https://forms.office.com/pages/responsepage.aspx?id=aYqBqr-CxEiwnY4SCtH6CWju3iCN8Q9EktIMjAZyoQ5UOEQ4NFpXTjFTSIRXU1dFQVJOSUwzVEQ2Vi4u>

