

# Course L09: Meeting Behaviour & Dealing with Problem Characters

## COURSE DURATION:

20 minutes

## TARGET AUDIENCE:

- Anyone required to chair meetings in the course of their job role

## AVAILABLE IN:

- Audio
- Non-Audio

## DELIVERED VIA:

- Intranet
- Internet

Having completed this course the learner will be able to:

- Recognise, and deal appropriately with, the various stages of group development
- Recognise, and deal effectively with, the different types of meeting participant

In the workplace today meetings seem to take up much of our working day. This 'pulling together' as a group should result in increased effectiveness whether in decision making, problem solving or information exchange. Sadly, however, this is not always the case thanks to inappropriate behaviour by individuals or groups within the meeting.

Having achieved the learning outcomes of the course the learner will be in a good position to deal with such behaviour by understanding how and why groups and individuals work together.

If we must have meetings, then let's make them work! This would be the attitude of any sensible organisation, and an important step along this road is understand why people behave the way they do in meetings. Once the learner is able to recognise specific behaviour, and is able to deal with it successfully, meetings will become more effective and productive.

## Course Content

- The different types of meeting behaviour
- The various types of problem participants
- Dealing with problem participants
- Group development and group dynamics
- Techniques for handling conflict within groups