

How to Conduct an Effective Team Meeting



By The HR Booth

HOW TO...

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About the author:



I am the Managing Director of The HR Booth, a Human Resources Consultancy. I work hard to help business owners and managers throughout Scotland to manage their employees in a more effective way. I have over 20 years HR experience, having worked for several companies as an HR Manager, and I have significant experience in helping businesses conduct effective meetings with their team.

Team meetings are important for the development and confidence of your team, and if you follow the suggested steps provided in this e-book, it will make the process a positive experience.. I appreciate there's a lot more to team management than I've provided in this E-Book, and if you would like to discuss any particular challenge further, please get in touch. You can email me at alistair.booth@thehrbooth.co.uk or call me on 01383 427325. I hope you enjoy the E-book and I'd welcome your feedback.

As a Manager, you have a responsibility to keep in touch with your employees. Encouraging regular meetings can make your staff feel supported and a valued member of the team.

Effective meetings are not only integral to achieve team goals and successful completion of tasks, but also are reflective overall of team functioning. They also allow for open conversation that draws upon each employee's knowledge, skills, and perspectives to solve problems and to support one another in achieving the team's collective goals.

It can be difficult to organise regular meetings in a busy working environment, but It is important that you maintain regular meetings so your staff are prepared, and have an opportunity to express themselves.

We would like to share the following steps with you to help you to allocate time for team meetings, and make it enjoyable for your staff members.

Purpose:



The first thing to consider is, what is the purpose of this meeting? This could be that you hold monthly team meetings to determine where everyone in the team is, or these could be quarterly meetings that are held to discuss the business, goals and tasks.

A team meeting is a perfect opportunity to achieve a lot of things. It is a chance to catch everybody up on what is going on in the overall scheme of things. It is an opportunity to gauge how each individual is traveling and to identify potential problems. It's also a chance to reinforce your mission statement and refocus everyone on the team goals.

Team goals should actually be at the heart of every team meeting. If your goal is to make more sales, then everything discussed at the meeting should reflect this in some way.

Set Time & Date:



Plan ahead and choose a time that suits all of your team. It is important that you consider your customers when organising times and dates. Make sure you organise it around a time that you know your business is likely to be more quiet.

Using shared calendar in the office can make it much easier to know what the team are up to and when – this is great for planning as you can book meetings at a time you know everyone is available.

If you have large teams, or work shift patterns, not everyone will be able to attend so ensure you think about how you can share this message with all your team. In these cases, you might want to vary when you hold the meetings to ensure everyone has a fair opportunity to attend. For example, setting a day of the last Friday of the month will not work if you have staff who never work a Friday.

It is good practice to allow as much notice as possible for your meeting to allow your employees time to schedule their work load around this.

Agenda:



The HR Booth has the pleasure to regularly witness good practice with some of our clients, where they send everyone an agenda along with the date the meeting is to be held. This allows everyone to know what will be discussed, and you can also invite agenda items prior to sending this out.

You can also let your employees know that following the meeting, there will be some action points, which you can share with the team – this gets them involved and allows you to implement some actions!

When you have a big team with various job roles, it can be hard to get them all in one room. A great way to solve this problem is to host a video conference for all of the staff members who are unable to be there in person.

Consistency:

It is important to be consistent and stick to the date and time. The last thing you want is your employees to rearrange their work schedules, make plans for the meeting, only for it to be cancelled at the last minute.

We understand that sometimes things can happen operationally, but cancelling team meetings sends out a message that your staff are not important which can lead to poor engagement.

Assign a Note Taker:



A common mistake committed during team meetings is that no one takes note of the discussions and agreed actions. When this happens, no one remembers what he or she is supposed to do and nothing is accomplished.

To avoid this, why not nominate someone from the team to take minutes or notes of the key points.

The written notes should be sent to all team members to remind them of their tasks and responsibilities. This also helps you share the messages with those that couldn't attend the meeting and gives you a tool to follow up with people.

Share:

A team meeting allows you time to discuss what's going on within the business, and allows you to share all key operational things that are occurring.

No matter how trivial you think it is, it is important to share all information about the business with your employees – this could include any planned recruitment, people who are leaving, special offers – involve your team and don't allow a culture of "no one told me" to creep into your business.

Encourage Feedback:



We've seen some team meetings where it's the manager or Director sharing information, which is great, but there's no scope to get feedback.

Meetings do not only need to be a download of information; you should allow your employees the chance to give feedback. You could also ask for feedback on the formats of the meeting, for instance what could be changed – time, frequency content etc. If you give people the opportunity to contribute, you'll get more out of it.

Many managers make the mistake of assuming that the way they conduct team meetings is effective but it never hurts to ask people what they think.

Key Actions:



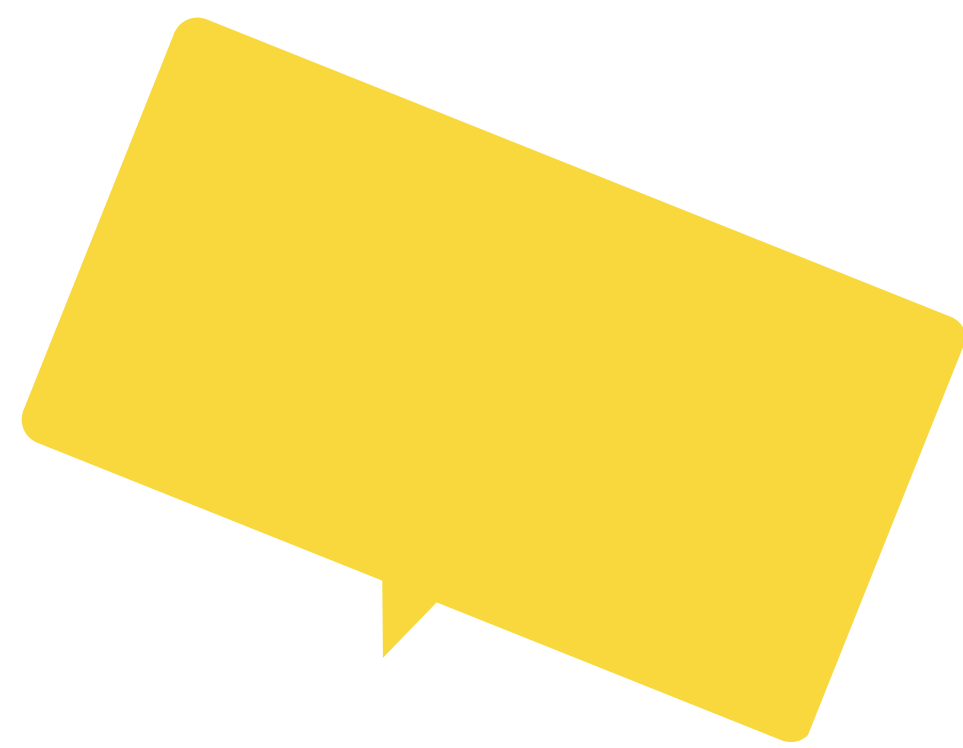
Team meetings are nothing if employees don't know their key actions. Before you close a meeting, it is important to assign all the key actions that are required to be completed by the next meeting and each employee should know the role they have to play to ensure these actions are completed and when. Every employee must have a clear understanding of what he or she must do.

You should conduct periodic checks with your people to see where they are at with things, rather than leave this to the next meeting. This ensures that the team stays on track and if there are delays, these can be addressed immediately. It's also another opportunity to open up communication channels with your staff.

1-1 Meetings:

You can also follow up by arranging 1-1s with your team. this method allow you the opportunity to ask what they thought of the team meeting and also to obtain specific concerns they have that they feel they could not discuss during the team meeting. This also makes your employees feel that you are interested in their opinions and see them as a valued member of the team.

What Others Say:



'We outsourced our HR to Alistair and his great team in December. Everything has run as smoothly as we hoped it would. Great price, fantastic service and takes a bit of the pressure associated with managing staff away from our senior management.

Would not hesitate to recommend their services.'

Scott Paterson - Moorelands Travel

'We utilise The HR Booth as an external resource for personnel support within the business. Working with Alistair and the team is a very positive experience and their continued support is key to the development of both the DPS Group and staff.'

Colin Burnett - DPS Group

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