

311 Plan, organise and support meetings

Summary

Plan and prepare meetings; support meetings and undertake follow-up activities.

You will apply the following skills:

- Negotiating
- Planning
- Organising
- Communicating
- Checking
- Interpersonal skills
- Problem solving
- Writing
- Managing time
- Managing resources
- Evaluating

Performance Indicators

You will:

Prepare for meetings

1. Plan and agree the meeting brief
2. Organise and confirm the venue, equipment and catering requirements
3. Prepare and agree an agenda and meeting papers
4. Invite attendees and confirm attendance
5. Make sure attendees' needs are met
6. Collate and dispatch papers for the meeting within agreed timescales
7. Make sure the chair receives a necessary briefing
8. Produce spare copies of meeting papers
9. Arrange the equipment and layout of the room

At the meeting

10. Make sure attendees have a full set of papers
11. Take accurate notes of the meeting, including attendance
12. Provide information, advice and support when required

After the meeting

13. Produce a record of the meeting
14. Seek approval and amend the meeting record as necessary
15. Circulate the meeting record to agreed timescales
16. Respond to requests for amendments and re-circulate amended copies
17. Follow up action points
18. Evaluate and maintain a record of external services

Knowledge

You will know:

1. The role of the person organising and supporting the meeting
2. How to plan and support meetings effectively and efficiently
3. The types of meetings and their main features
4. Why it is important to plan and agree a brief for the meeting
5. The main points that should be covered by an agenda and meeting papers
6. The types of information that attendees will need
7. How to identify suitable venues for different types of meetings
8. The types of resources that will be needed for different types of meetings
9. Any special requirements that attendees may have and how to meet them
10. Health, safety and security requirements when organising meetings
11. Why it is important to brief the chair in advance of the meeting
12. The types of information and advice and support you may be asked to provide during meetings
13. The types of problems that may occur during meetings and how to solve these
14. What should be included in a record of the meeting
15. Why it is important that you make sure the record is accurate and is approved
16. How to record and follow up actions
17. How to evaluate external services