

S411: Chair meetings

Overview: Chair a meeting to make sure the requirements of the meeting are achieved within agreed timescales.

Links: Events and Meetings; Communications

Specific skills:

- Communicating
- Interpersonal skills
- Organising
- Decision-making
- Leading
- Planning
- Evaluating
- Managing time
- Summarising
- Facilitating
- Negotiating

Performance Indicators

Before the meeting

1. Agree purpose of the meeting
2. Agree time of the meeting so that key people can attend
3. Make sure meeting facilities fulfil requirements
4. Agree agenda items, time required for each item and meeting papers to achieve purpose of the meeting
5. Read briefing papers and identify key issues
6. Instruct minute taker of any specific requirements for the meeting, if necessary

During the meeting

7. Greet people attending the meeting
8. Start meeting on time
9. Provide details of facilities and arrangements
10. Chair meeting in line with the agenda
11. Allow opportunities for attendees to contribute
12. Keep meeting on track to achieve its purpose
13. Resolve problems that occur during the meeting
14. Summarise discussions and agree actions at appropriate times
15. Observe formal voting and approval procedures, if appropriate
16. Agree date, time and location of the next meeting
17. Close the meeting on time

After the meeting

18. Approve meeting records and list of actions
19. Make sure the agreed actions are implemented
20. Reflect on whether the meeting met its purpose and agree learning points to improve the running of future meetings

Knowledge & Understanding

- A. The role of the chair before, during and after meetings
- B. The different types of meetings and how to run them
- C. The reasons for agreeing the purpose of meetings
- D. How to plan meetings so that their purpose can be achieved
- E. The reasons for agreeing the timing of the meeting to make sure key people can attend or be represented
- F. The benefits of liaising with the person organising and keeping a record of the meeting
- G. The purpose of agreeing agenda items and allocating times for agenda items
- H. The purpose of reading meeting papers and identifying key issues in advance
- I. The interpersonal skills required when chairing meetings and how to demonstrate these
- J. How to chair meetings to keep to agreed timings, as required
- K. The reasons for giving people information about facilities and arrangements, including health and safety procedures
- L. How to facilitate discussions so that the purpose of each agenda item is achieved
- M. The types of problems, including conflict, that may occur during meetings and how to resolve them
- N. How to summarise discussions and agree actions at appropriate points
- O. The purpose of approving records of meetings
- P. The purpose of reflecting on whether the meeting met its purpose and agreeing learning points for the future