

Purpose

The course is intended for those employees who often have to organize and chair meetings and who have to communicate in a business environment. Meetings are time-consuming, and we have less and less time. That is why it is necessary to master the technique of chairing meetings. The secret of a good meeting is in preparing good mental framework within which the participants can easily analyze the problems, reach decisions and plan their realization.

Aims

During the course the participants will learn about:

- ...> the different kinds of communication (intrapersonal, interpersonal and public)
- ...> the ways of communicating
- ...> the business communication (informal) and meetings (formal)
- ...> meetings (informative, decision making, explorative)

- ...> planning, preparing and calling a meeting
 - ...> preparing a meeting – idea, technical support, personal input, etc.
 - ...> chairing a meeting
 - ...> participants in a meeting
 - ...> advice to a chairperson and participants
 - ...> discussion and the ways of stimulating a discussion
 - ...> conclusion

- ...> written communication
 - ...> a business letter
 - ...> style and language of a business letter

- ...> business written communication

Duration

2 days

Methods

Theoretical lectures, exercises (group and individual).

Required foreknowledge

None required.

Number of participants

Up to 12