

6 STEP MEETING PROCESS



1. Intent:

Why are we here? What do you need to get out of the meeting and what do they need to get out of it?. Keep asking until you feel you are clear. And what else? This is a really important part of the process as without this we don't know if the meeting was a success or not and whether it is complete. As we engage with you, you can expect the following from us:

2. Content:

What are the issues you/all agree need to be dealt with or addressed? Be sure to include everyone. Make a list. Ensure that the list of issues/challenges has input from everyone.

3. Impact:

What are the impacts of the issues/challenges being faced? How does the person feel about them and what material and emotional impact are they having? This is what is real for the other person and what they want addressed. This is not about solving problems yet, it is about listening.

4. Support:

This is now about offering them support through the product service that you offer. It should be clear now after listening to the content and the impact, how you can support them/ or not. These are the things we can do to support you. This is the way we can help. These are the products that would help you with that.

5. Next steps:

Who is going to do what and by when? Ensure that you/ all are clear around this. Ensure there is an action list with who will be actioning what. You may also want to include a date to be completed.

6. Close:

Did you both/all get what you want and need from the meeting? If you didn't or they didn't the meeting is not done. You may need to reschedule another meeting or continue on with the one in progress until you have addressed the needs of each person at the table. This ties in directly to setting the intent of the meeting (step 1)

Creating the environment to thrive

What meetings do you need to have with stakeholders (internal and external) that you may not already be having?





Who needs to be in the meeting?

What would be on the agenda of the meeting??

How long for and how often would you meet??