

My Meeting Attitude

What is your attitude toward meetings? Does it need adjusted or do the meetings need adjusted? Find out below! Answer the following questions during your departmental team learning session and discuss your thoughts with the rest of the group.

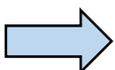
PART ONE: SELF-ASSESSMENT

Take a moment to complete the meeting attitude assessment below. It is designed to get you thinking about the way you feel and think about meetings, so take an honest look at your contributions to them. Rate each question using the following scale:

- 5 = ALWAYS
- 4 = FREQUENTLY, BUT NOT ALL THE TIME
- 3 = SOME OF THE TIME
- 2 = NOT VERY OFTEN
- 1 = ALMOST NEVER

Self-Rating:					Questions:
1	2	3	4	5	1. I attend team meetings and I am on time.
1	2	3	4	5	2. When I attend a meeting, I feel positive about being there.
1	2	3	4	5	3. I offer options and information – I speak my mind.
1	2	3	4	5	4. I encourage other participants to contribute their ideas.
1	2	3	4	5	5. I speak to the issues rather than to people.
1	2	3	4	5	6. I volunteer to help out or follow up on action items.
1	2	3	4	5	7. I listen carefully to what is being said.
1	2	3	4	5	8. I see meetings as a positive way to strengthen our team.
1	2	3	4	5	9. I ask others questions to get them to expand on their ideas.
1	2	3	4	5	10. I participate in meetings as a problem solver.

Adapted from <http://www.workshopexercises.com/Meetings.htm>



Moving forward, strive for 5's!

PART THREE: DISCUSSION SCENARIOS

1. Sally periodically skips meetings, and when she does attend, she is often late. What do Sally’s actions say to the rest of the Crew – and why?

2. Fred typically enters into meetings thinking “Nothing is going to change, so why bring it up?” Have you ever felt this way about certain topics? Were you able to overcome it? Why or why not?

3. Whitney noticed that sometimes during meetings, attendees cannot get past the “fluff” or surface information to “drill down” into the issues, challenges, and conversations they need to be having. To help remedy this, Timothy suggested that asking open-ended questions versus close-ended questions is a very effective way to get meeting attendees to participate and drill down past surface information. Below are examples of close-ended questions. Take this opportunity to change them to open-ended questions.

CLOSE-ENDED:	OPEN-ENDED:
Do you like tacos?	<i>What is it that you like about tacos?</i>
Is the report done?	
Have you contacted Leonard?	
Do you think that’s a good idea?	
Was the project successful?	
Is the customer happy?	

4. Roberta believes her coworkers don’t really listen to her during meetings. She thinks she brings up relevant points but she’s often met with blank stares – or even worse, her coworkers are texting and e-mailing while she’s talking. What can her coworkers do to show Roberta they are **ACTIVELY LISTENING** to her?

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MORE QUESTIONS TO PONDER...

5. What are some reasons people may be hesitant to speak their minds at meetings? How do you encourage your fellow Crew Members to have the strength to say what they need to say or to make the points they need to make?

6. It's important to speak to issues rather than to people. What does this mean to you and how do you do it? Provide 3 concrete examples:
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PART FOUR: ACTION PLANNING

How could you increase your contributions to meetings to make them more effective? From the following list (adapted from <http://www.workshopexercises.com/Meetings.htm>), check the attitudes and behaviors you'll implement at your next meeting:

- Commit to participation
- Start the meeting positively
- When I am unsure about something, ask for clarification
- Probe for more information
- Accept and welcome different points of view
- Encourage brainstorming
- Ask open-ended questions
- Volunteer to help out or follow up on action items
- Be sincere and honest
- Encourage the input of other participants
- Focus on the topic, not on the speaker
- Stick to the agenda
- Maintain a sense of timing
- Use meaningful examples
- Work to solve problems
- Be enthusiastic and animated
- Let speakers know I understand what they mean
- Be aware of what my body language is telling the group
- Avoid sarcasm, condescension, or other put downs
- Be aware of how I sound to others
- Expect to have a successful meeting
- Don't interrupt others
- Listen, listen, listen