
The Results Register

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QUINTESSENCE
Turning Talent Into Triumph!

How To Have Effective, Productive Meetings

How many times have you heard people say “I spend too much time in meetings to get anything done” or “I just attended another wasteful meeting”? (Maybe you have said something similar yourself?)

Make the most of every meeting for you and your staff by assigning roles and responsibilities for everyone involved.

If everyone knows their role and responsibilities your meetings will become more effective, efficient, focused, and successful.

Leader

The leader is the one who:

- ♦ Set's the agenda
- ♦ Selects the participants
- ♦ Makes the announcements and handles all the preparations
- ♦ Makes sure everyone knows their roles and responsibilities
- ♦ Starts and ends the meeting on time
- ♦ The leader can express opinions and provide information throughout the meeting

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Motivational Quote

***Putting off an easy thing makes it hard.
Putting off a hard thing makes it impossible.***

– Charles E. Wilson



Are Your Meetings Productive?

Leading During Times Of Change

Of the many issues with which we wrestle each day, one certain truth is: the future will not look like the present. Competition, human creativity, and high technology will redefine the future. Yet many leaders continue

to lead, manage, and operate as they have in the past.

There is a story by Price Pritchett in which he recounts his experience of viewing firsthand a life and death struggle that occurred just a few feet away from where he was sitting. He was watching a fly burn out the last of its short life's energies in a futile attempt to fly through the glass of a windowpane. The frenzied effort of the fly gave no hope for survival. Ironically, had the fly just flown in another direction, it could have easily escaped through an open door.

“The future ain't what it used to be!”

–Yogi Berra

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Meeting Attendees

Every person in the meeting has his/her roles and responsibilities and is prepared to participate.

They should:

- ♦ Be attentive
- ♦ Be prepared
- ♦ Contribute ideas
- ♦ Express their opinions
- ♦ Be on time
- ♦ Not be distracted

Facilitator

The role of the facilitator is to conduct the meeting. The facilitator has the responsibility to:

- ♦ Encourage participation
- ♦ Make sure everyone is involved
- ♦ Keep the group focused on the meeting objectives
- ♦ Protect people from personal attacks
- ♦ Not let someone “be a sniper” and shoot down everyone else’s ideas
- ♦ Keep asking questions to see if there are other solutions and/or approaches to suggestions

The facilitator does not give their opinion or contribute ideas. They are strictly there to facilitate the meeting towards a particular outcome.

Recorder

The role of the recorder is not to evaluate ideas or make suggestions.

He/She should:

- ♦ Take copious notes
- ♦ Create minutes
- ♦ Write on flip charts and white boards
- ♦ Distribute the minutes to all participants (or the leader) after they have been approved

Participants should stay in their role and only be in one role at a time. If anyone wants to switch roles they must announce it to the group before they do so.

Try this at your next meeting to see how effective your meetings will become. And remember to only have meetings when they are needed for announcements and information sharing.

– Gary Sorrell, Sorrell Associates, Copyright © 2003.

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All too often, we are like the fly. Instead of trying harder, doing the same things, we need to do different things. We must break the shackles of conformity, challenge the routine, and break out of existing paradigms. At the core of succeeding in today’s competitive environment is the ability to constantly improve, and reinvent the way we do business. The key to working smarter is knowing the difference between motion and direction, between activity and focused action.

To lead, we must be adept at balancing what must stay constant with what must change. Nurture a culture in which people are encouraged to seek new and better methods, while feeling secure in the familiar and in the future success of their organization. Align all resources and strategies toward the realization of the vision and goals.



In our next issue we will discuss how to create ‘Alignment’.

For more information contact:

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POWER WORDS

Perfunctory (pur FUNGK tuh ree) adj. - unenthusiastic; careless

Example: Sandra's lawn mowing was perfunctory at best: she skipped all the difficult parts and didn't rake up any of the clippings.

Propriety (pruh PRYE uh tee) n. - properness; good manners

Example: The old lady viewed the little girl's failure to curtsy as a flagrant breach of propriety.



Proponent (pruh POH nunt) n. - an advocate, a supporter of a position

Example: The proponents of the tax increase will probably not be re-elected next fall.

You can have anything you want – if you want it badly enough. You can be anything you want to be, do anything you set out to accomplish if you hold to that desire with singleness of purpose.

– Abraham Lincoln

Putting off an easy thing makes it hard. Putting off a hard thing makes it impossible.

–Charles E. Wilson

Web Site Of The Month!



WHAT YOU SHOULD KNOW ABOUT THE NATIONAL 'DO NOT CALL' REGISTRY

[Most telemarketers](#) cannot call your telephone number if it is in the National Do Not Call Registry. You can register your home and mobile phone numbers for free. Your registration will be effective for [five years](#).

Register Now At: www.donotcall.gov



ONE MINUTE IDEAS

Communication

Remembering these six words – clear, mean, honest, feel, direct and want – can help you communicate better. Be clear by saying exactly what you mean. Be honest by saying what you feel. And be direct by saying what you want.

– Author unknown

Help - My Back Button Is Broken!

To fix those annoying pages that break your back button, use this tip.

For Netscape, click and hold down the back button.

For Internet Explorer, click the down arrow to the right of the back button.

A list of pages that you visited recently will appear. Select a page that you visited before that annoying bounce page that broke your back button.



Stop Employees From Protecting Their Turf!

Employees who won't share work or information with co-workers can drag down your entire staff. Help territorial employees loosen their "turf" grip with these steps:

- Describe how their behavior affects the organization's goals. Example: "To help process orders within 24 hours-which is our top service priority this year-we periodically will need to see your order-summary reports, Eugene. When you don't share them, we can't monitor our progress."

- Explain the importance of shared responsibility. Today's organizations cannot afford *not* to share information and institutional knowledge. Discuss with territorial employees the need to share information about their work so that someone else could complete simple tasks in their absence.

- Show how sharing information leads to job security. Territorial employees sometimes control critical functions within the organization to make themselves irreplaceable. Let them know that their thinking is dangerously outdated. Show them the traits you really value are versatility, adaptability and the ability to function in diverse environments.



Source permission: Manager's Edge, as adapted from "Resolving Territorial Conflict: Who Took My Parking Space?"

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