Managing Meetings and Building Consensus
Robert K. Bitting, Ph.D., L.M.H.C.

I. So What? - The Outcomes Framework
   A. Products and Processes vs. Results
   B. Performance Targets: How Do You Define Success?
   C. Five More Important Questions, and a Few Basic Concepts
   D. A Thirty-Minute Strategic Plan

II. How Well Are You Communicating?
   A. Transactional Styles – Parent, Adult, Child
   B. Bottom-Up vs. Top-Down Communication
   C. Barriers to Effective Communications
   D. Reaching Agreement: Consensus, Consultation, Command, Convenience
   E. What’s Your Participative Management Style?
   F. What Do Employees Want?

III. Oh, No, Not Another Meeting!
   A. Tied Up In Knots
   B. Why People Hate Meetings
   C. Rules? What Rules?
   D. Key Elements of Effective Meetings
   E. Using an Effective Agenda Plan

IV. Taking Meetings to the Next Level
   A. I’m not in Charge – What Can I Do?
   B. Focusing on Issue Identification
   C. Pass Me a Role
   D. The Right People for the Right Job
   E. Getting Cooperation to Get Things Done

V. Groups, Teams, and Meetings
   A. Your Company and Teams
   B. Four Phases of Team Development
   C. What is Your Team’s Purpose
   D. Eight Edicts for Effective Groups
   E. Teams and Effective Meetings
   F. 10 Pitfalls to Avoid

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G. Delegating More Effectively

VII. Other Activities

A. Face Me on the Newspaper
B. Can This Supervisor Be Saved?
C. Lost in the Amazon
D. Time Management: More Time, Less Stress
E. A Case Study or Two
F. No Time for Conflict

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