Haward Technology Middle East

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COURSE OVERVIEW SS0500-4D
Meeting Skills

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Course Title
Meeting Skills

Course Reference
SS0500-4D

Course Duration/Credits
Four days/2.4 CEUs/24 PDHs

Course Date/Venue

Session(s)	Date	Venue
1	February 05-08, 2024	Ajman Meeting Room, Grand Millennium Al Wahda Hotel, Abu Dhabi, UAE
2	May 13-16, 2024	Business Center, Concorde Hotel Doha, Doha, Qatar
3	August 26-29, 2024	Boardroom 1, Elite Byblos Hotel Al Barsha, Sheikh Zayed Road, Dubai, UAE
4	November 25-28, 2024	Jubail Hall, Signature Al Khobar Hotel, Al Khobar, KSA

Course Description

80% of this course is practical sessions where participants will be engaged in a series of interactive small groups, class workshops and role-plays.

Running effective meetings is one thing every good manager must be able to do. How can a manager ensure that people show up on time? Communicate with each other? Get things done after the meeting? In this course, you will learn how to establish goals for your meetings, set realistic agendas, work with others on meeting etiquette, and create plans to turn decisions into actions.

This course is designed to provide participants with a detailed and up-to-date overview of meeting management/events planning. It covers the impact and cost of meeting including the positive impact of a great meeting; the essentials of a good meeting, meeting purpose and objectives; planning an effecting agenda; using the in-house process for booking facilities and equipment; using the agenda to structure a meeting; carrying out time management techniques and recording minutes easily.

During this interactive course, participants will also learn to Use the meeting-facilitator for repeatable effective meetings; employ personal meeting skills, contribute positively and speak with confidence; implement listening and questioning skills and proper techniques to encourage participation; identify personality types, deliver the message for maximum impact and encourage group ownership.

Course Objectives
Upon the successful completion of this course, each participant will be able to:-

- Apply and gain an effective meeting and achievement skills

- Discuss the impact and cost of meetings including the positive impact of a great meeting

- Plan and prepare for a meeting and identify the essentials of a good meeting, meeting purpose and objectives

- Plan an effect agenda and use the in-house process for booking facilities and equipment

- Apply meeting management and use the agenda to structure a meeting

- Carryout time management techniques and record minutes easily

- Use the meeting-facilitator for repeatable effective meetings

- Employ personal meeting skills, contribute positively and speak with confidence

- Implement listening and questioning skills and proper techniques to encourage participation

- Identify personality types, deliver the message for maximum impact and encourage group ownership

Exclusive Smart Training Kit - H-STK®

*Participants of this course will receive the exclusive "Haward Smart Training Kit" (**H-STK®**). The **H-STK®** consists of a comprehensive set of technical content which includes **electronic version** of the course materials, sample video clips of the instructor's actual lectures & practical sessions during the course conveniently saved in a **Tablet PC**.*

Who Should Attend
This course provides an overview of all significant aspects and considerations of meeting management for those who have to present business meetings and make presentations to individuals, groups or conferences.

Training Methodology

This interactive training course includes the following training methodologies as a percentage of the total tuition hours: -

20%   Lectures
80%   Practical Exercises, Case Studies, Games, Customized Videos, Site Visits, Simulations, Role Play, Group Skill Sessions, Outdoor & Indoor Activities

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Course Fee

Abu Dhabi	**US$ 4,500** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Doha	**US$ 5,500** per Delegate. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Dubai	**US$ 4,500** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
Al Khobar	**US$ 4,500** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

Certificate Accreditations

Certificates are accredited by the following international accreditation organizations:

- **The International Accreditors for Continuing Education and Training (IACET - USA)**

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **2.4 CEUs** (Continuing Education Units) or **24 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

- **British Accreditation Council (BAC)**

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:

Dr. Chris Le Roux, PhD, MSc, BSc, PMI-PMP, PMI-CAPM is a **Senior Project & Management Consultant** with over **45 years** of teaching, training and industrial experience. His expertise lies extensively in the areas of **Project Leadership**, Management & Communications, **Future Leaders** Program, **Transformational Leadership** Qualities, **Emotional Intelligence & Trust** in **Leadership** Workshop, **Performance & Leadership** Potential, **Project & Contracts** Management Skills, **Project & Construction** Management, **Project** Planning, Scheduling & Control, **Project** Management, Project Delivery & Governance Framework, **Project** Management Practices, **Project** Management Disciplines, **Project Risk** Management, **Risk** Identification Tools & Techniques, **Project** Life Cycle, **Project Stakeholder** & Governance, **Project Management** Processes, **Project Integration** Management, **Project** Management Plan, **Project Work** Monitoring & Control, **Project Scope** Management, **Project Time** Management, **Project Cost** Management, **Project Quality** Management, **Quality** Assurance, **Project Human Resource** Management, **Project Communications** Management, **Contract** Management, **Tender** Development, **Contract** Standards & Laws, **Dispute Resolution** & **Risk** Identification, Myers-Briggs Type Indicator (**MBTI**), **Organization** Development Consultation, Advanced Debriefing of **Emotional** Trauma, **Interpersonal Motivation**, **Model Based Interviewing**, **Leadership Orientation** Programme, **Coaching & Motivation**, **Creative Thinking & Problem-Solving** Techniques, **Emotional Intelligence**, **Presentation** Skills, **Communication & Interpersonal** Skills, Effective **Communication & Influencing** Skills, Effective **Business Writing Skills**, **Writing** Business Documents, **Business Writing** (Memo & Report Writing), **Leadership & Team Building**, Psychology of **Leadership**, **Interpersonal Skills & Teamwork**, **Coaching & Mentoring**, **Innovation & Creativity**, **Office Management & Administration** Skills, Controlling Your **Time & Managing Stress**, **Crisis** Management, Strategic **Human Resources** Management, **Change** Management, **Negotiation** Skills, **Strategic Planning**, **Risk** Analysis & Risk Management, Global Diverse & Virtual Teams Operation, Exceeding **Customer** Expectations, **Corporate Governance** Best Practice, **Business Performance** Management & Improvement, Building Environment of **Trust & Commitment**, **Win-Win Negotiation** Strategies, **Quality Improvement & Resource** Optimization, Neuro Linguistic Programming (**NLP**), **Personal Resilience** Developing, Effective Role Modelling & Development, Managing Dynamic Work Environments, Organizational Development, **Career** Management, Situation & Behaviour Analysis, Interpersonal **Motivation** Skills, **Inventory** Management and **Financial** Administration. Further, he is also well-versed in Water Supply System Security, Vulnerability & Terrorism, Integrated Security Systems, Incident Threat Characterization & Analysis, Physical Security Systems, Security Crisis, Security Emergency Plan, Command & Control System, Preventive Actions and Situation Analysis. He was the **Psychologist** & **Project Manager** wherein he was responsible in the project management and private psychology practices.

During his career life, Dr. Le Roux has gained his academic and field experience through his various significant positions and dedication as the **Director**, **Medico Legal Assessor Psychologist**, **Training & Development General Manager**, **Project Manager**, **Account Manager**, **Commercial Sales Manager**, **Manager**, **Sales Engineer**, **Project Specialist**, **Psychology Practitioner**, **Senior HR Consultant**, **Senior Lecturer**, **Senior Consultant/Trainer**, **Business Consultant**, **Assistant Chief Education Specialist**, **ASI Coordinator**, **Part-time Lecturer/Trainer**, **PMP & Scrum Trainer**, **Assessor & Moderator**, **Team Leader**, **Departmental Head**, **Technical Instructor/Qualifying Technician**, **Apprentice Electrician: Signals** and **Part-Time Electrician** from various companies and universities such as the South African Railway (SAR), Department of Education & Culture, **ESKOM**, Logistic Technologies (Pty. Ltd), Human Development: Consulting Psychologies (HDCP) & IFS, Mincon, Eagle Support Africa, Sprout Consulting, UKZN, Grey Campus, Classis Seminars, CBM Training, just to name a few.

Dr. Le Roux has a **PhD** in **Commerce Major** in **Leadership** in **Performance & Change**, a **Master's** degree in **Human Resource Management**, a **Bachelor's** degree (with Honours) in **Industrial Psychology**, a National Higher Diploma and a National Technical Diploma in **Electrical & Mechanical Engineering**. Further, he is a **Certified Project Management Professional** (**PMI-PMP**), a **Certified Associate** in **Project Management** (**PMI-CAPM**), a **Certified Scrum Master Trainer** by the VMEdu, a **Certified Instructor/Trainer** and a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management** (**ILM**). Moreover, he is a **Registered Industrial Psychologist** by the Health Professions Council of South Africa (HPCSA), a **Registered Educator** by the South African Council for Educators (SACE) and a **Registered Facilitator**, **Assessor & Moderator** with Education, Training and Development Practices (ETDP) SETA. He has further delivered numerous trainings, courses, seminars, conferences and workshops globally.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1

0730 – 0800	*Registration & Coffee*
0800 – 0815	*Welcome & Introduction*
0815 – 0830	**PRE-TEST**
0830 – 0930	**The Impact of Meetings**
0930 – 0945	*Break*
0945 – 1100	**The Cost of Meetings (Financial/Morale)**
1100 – 1230	**Why Meetings Can Cause Stress**
1230 – 1245	*Break*
1245 – 1330	**The Positive Impact of a Great Meeting**
1330 – 1420	**Planning & Preparing for a Meeting**
1420 - 1430	**Recap**
1430	*Lunch & End of Day One*

Day 2

0730 – 0830	**The Essentials of a Good Meeting**
0830 – 0930	**The Meeting Purpose & Objectives**
0930 – 0945	*Break*
0945 – 1100	**Planning an Effect Agenda**
1100 – 1230	**Using the In-house Process for Booking Facilities & Equipment**
1230 – 1245	*Break*
1245 – 1420	**Meeting Management**
1420 - 1430	**Recap**
1430	*Lunch & End of Day Two*

Day 3

0730 – 0830	**Using the Agenda to Structure a Meeting**
0830 – 0930	**Meeting –Time Management Techniques**
0930 – 0945	*Break*
0945 – 1100	**How to Record Minutes Easily**
1100 – 1230	**How to Use the Meeting – Facilitator for Repeatable Effective Meetings**
1230 – 1245	*Break*
1245 – 1330	**Personal Meeting Skills**
1330 – 1420	**Contributing Positively**
1420 - 1430	**Recap**
1430	*Lunch & End of Day Three*

Day 4

0730 – 0830	**Speaking with Confidence**
0830 – 0930	**Listening & Questioning Skills**
0930 – 0945	*Break*

0945 – 1100	*Techniques to Encourage Participation*
1100 – 1215	*How to Identify Personality Types & Deliver Your Message for Maximum Impact*
1215 – 1230	*Break*
1230 – 1345	*How to Encourage Group Ownership*
1345 - 1400	*Course Conclusion*
1400 – 1415	*POST-TEST*
1415 – 1430	*Presentation of Course Certificates*
1430	*Lunch & End of Course*

Practical Sessions

80% of this highly-interactive course is practical sessions. Theory learnt (20%) will be applied using various role-plays, case studies and practical sessions.

Course Coordinator

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