



## COURSE OVERVIEW SS0500 Managing Effective Meetings

### Course Title

Managing Effective Meetings

### Course Date/Venue

Session 1: February 16-20, 2025/Meeting Plus 8, City Centre Rotana Doha Hotel, Doha, Qatar

Session 2: August 24-28, 2025/Meeting Plus 8, City Centre Rotana Doha Hotel, Doha, Qatar



### Course Reference

SS0500

### Course Duration/Credits

Five days/3.0 CEUs/30 PDHs



### Course Description



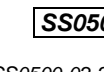
**80% of this course is practical sessions where participants will be engaged in a series of interactive small groups, class workshops and role-plays.**



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 conveniently saved in a **Tablet PC**.*

### **Who Should Attend**

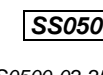
This course provides an overview of all significant aspects and considerations of meeting management for those who have to present business meetings and make presentations to individuals, groups or conferences.

### **Course Fee**

**US\$ 6,000** per Delegate. 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:

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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 **3.0 CEUs** (Continuing Education Units) or **30 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.

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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.

**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 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:



**Ms. Sarah Henley Du Plessis, MEd, BTEC, BSc (Hons), BA (Hons),** is a **Senior Management Consultant** with over **20 years** of extensive experience specializing in **Meeting Skills, Effective Meetings, Performance Management, Strategy Mapping, Balance Scorecard, Key Performance Indicator (KPI), Business Writing Skills, Writing Business Correspondence & Document Control, Writing Memos & Business Letters, Business & Technical Report Writing, Communication Skills, Business Communication Etiquette, Interpersonal Skills, Presentation Skills, Organisational & Leadership Skills, Coaching & Mentoring, Self & Personal Development, Creative Problem Solving, Performance Management, Conflict Management, Talent Management, Risk Management, Resource Management, Emotional Intelligence, Customer Service, Persuasion Techniques, Supervisory Skills, Public Relations & Corporate Communication, Strategic Planning & Creative Thinking, Human Resource Management, Performance Assessment & Appraisal, Contract Management, Negotiation Skills, Tendering & Bidding, Sourcing & Vendor Management, Service Level Agreements, Purchasing Skills, Supply Chain Management and Logistics & Transportation.** She is currently the **Business Skills Trainer** working internationally across **Europe, Middle East, America and Asia.**

During her career, Ms. Sarah has held various significant positions and dedication both in academic and industrial as the **Divisional Purchasing Manager, Services Buyer Manager, Category Manager, Senior Consultant/Lecturer, Business Skills Instructor, English Teacher, Business English Trainer, English Tutor,** Assistant National Park Ranger, Production & Project Buyer, Call Centre Agent, Customer Services Agent and Accounts Assistant from various companies and institutions like the **University of York, Melton College, Inlingua, Field First Cartons, Schneider Electric Ltd, Armitage Bros. Plc, Ryder Systemcare, Denby Pottery and Torrington.**

Ms. Sarah has a **Master's** degree in **Education (Applied Linguistics), Bachelor's** degree (with **Honours**) in **Natural Sciences** and in **Business Administration & Enterprise** from the **Open University** and the **University of Central England, UK,** respectively. Further, she holds a **Professional Graduate Certificate in Education (PGCE)** from the **University of Northumbria,** a **Graduate Diploma** from the **Chartered Institute of Purchasing and Supply (CIPS)** and a **BTEC Advanced Certificate** in Supervision of Biological Surveys from the GUI. Moreover, she is a **Certified Instructor/Trainer,** a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management (ILM)** and a **Certified CELTA Level 4 Instructor.** She also delivered numerous trainings, courses, seminars and conferences internationally.



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

**Day 2**

0730 – 0930	<b><i>The Essentials of a Good Meeting</i></b>
0930 – 0945	<i>Break</i>
0945 – 1100	<b><i>The Meeting Purpose &amp; Objectives</i></b>
1100 – 1230	<b><i>Planning an Effect Agenda</i></b>
1230 – 1245	<i>Break</i>
1245 – 1420	<b><i>Using the In-house Process for Booking Facilities &amp; Equipment</i></b>
1420 - 1430	<b>Recap</b>
1430	<i>Lunch &amp; End of Day Two</i>

**Day 3**

0730 – 0930	<b><i>Meeting Management</i></b>
0930 – 0945	<i>Break</i>
0945 – 1100	<b><i>Using the Agenda to Structure a Meeting</i></b>
1100 – 1230	<b><i>Meeting -Time Management Techniques</i></b>
1230 – 1245	<i>Break</i>
1245 – 1420	<b><i>How to Record Minutes Easily</i></b>
1420 - 1430	<b>Recap</b>
1430	<i>Lunch &amp; End of Day Three</i>

**Day 4**

0730 – 0930	<b><i>How to Use the Meeting – Facilitator for Repeatable Effective Meetings</i></b>
0930 – 0945	<i>Break</i>
0945 – 1100	<b><i>Personal Meeting Skills</i></b>
1100 – 1230	<b><i>Contributing Positively</i></b>
1230 – 1245	<i>Break</i>
1245 – 1420	<b><i>Speaking with Confidence</i></b>
1420 - 1430	<b>Recap</b>
1430	<i>Lunch &amp; End of Day Four</i>



**Day 5:**

0730 – 0930	<i>Listening &amp; Questioning Skills</i>
0930 – 0945	<i>Break</i>
0945 – 1100	<i>Techniques to Encourage Participation</i>
1100 – 1215	<i>How to Identify Personality Types &amp; Deliver Your Message for Maximum Impact</i>
1215 – 1230	<i>Break</i>
1230 – 1345	<i>How to Encourage Group Ownership</i>
1345 – 1400	<i>Course Conclusion</i>
1400 – 1415	<b>POST-TEST</b>
1415 – 1430	<i>Presentation of Course Certificates</i>
1430	<i>Lunch &amp; End of Course</i>

**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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