

# Communication

- N4
- N6

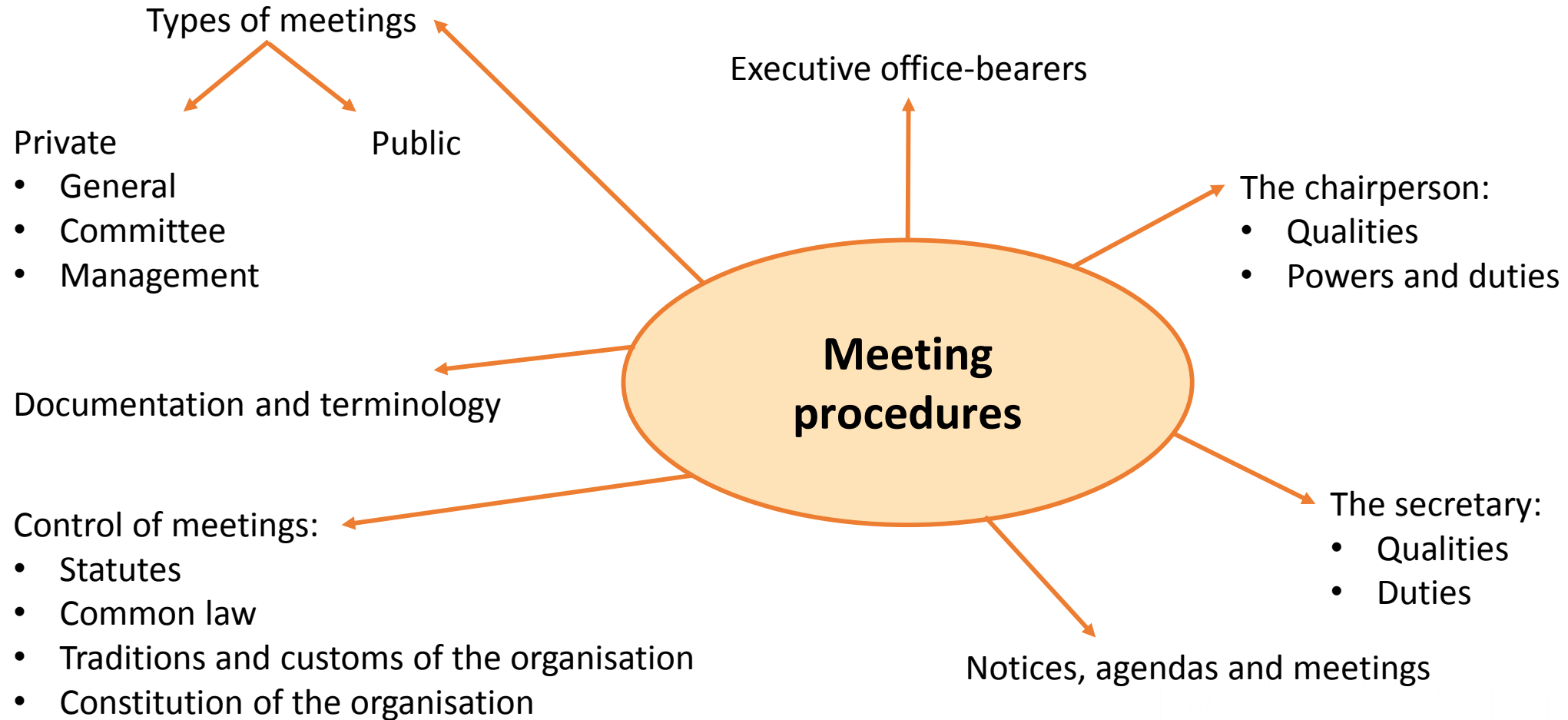
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# Meeting procedures

## Module 6

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# Overview



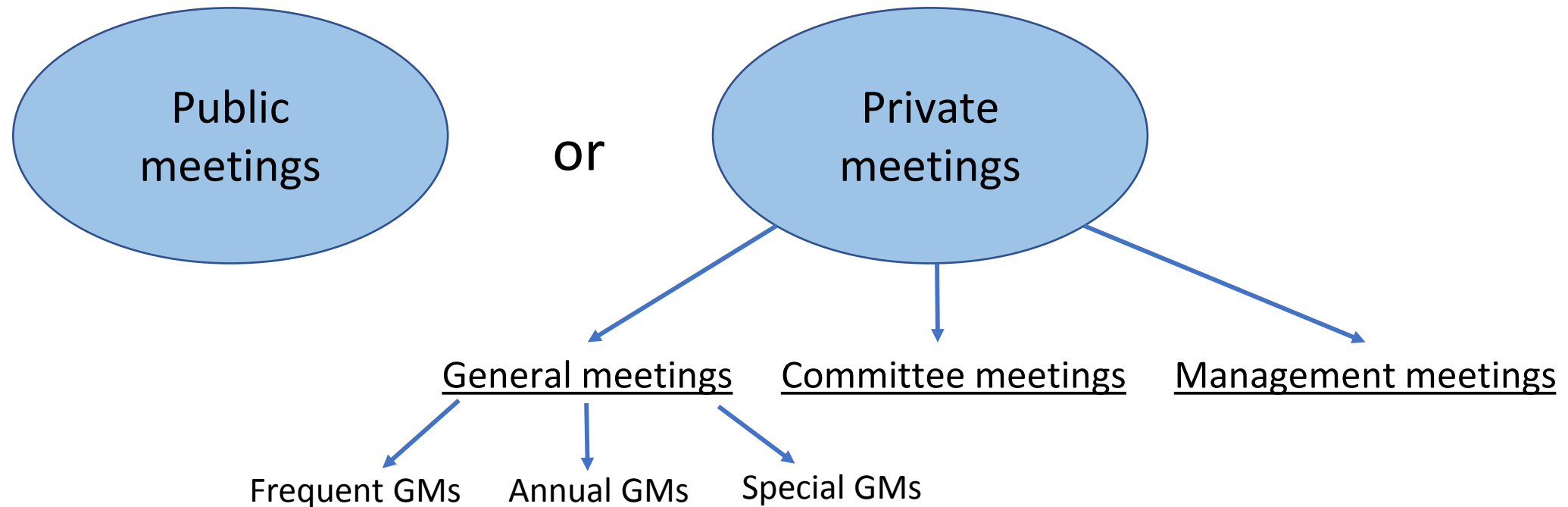
# Attending and conducting meetings

## Unit 6.1

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# Types of meetings

Diagram illustrating different types of meetings



# Types of meetings

## General meetings

- **General meetings are attended by all employees and are held:**
  - Often
  - Specially
  - Every year



General meetings are attended by all employees of a business, etc.

# Types of meetings

## Committee meetings

- An ***ad hoc*** committee meeting is formed to deal with a specific task.
- A ***standing*** continues to do its work year after year.
- An ***advisory*** committee is established by the president to give support.
- A ***steering*** committee gives high-level expert advice.
- An ***executive*** committee is a group of directors or managers.

# Types of meetings

## Management meetings (command meetings)

- These meetings are held by top management such as:
  - Directors
  - Managers
  - Heads of department





# Required documentation for a meeting

- At *informal meetings*, documents such as a timetable or training manual will sometimes be distributed.
- At *formal meetings*, documents such as agendas and financial statements might be required during, before and after the meeting.



An executive committee meeting to discuss the decision made at a recent meeting

# Basic meeting terminology

**Formal meetings use certain terminology. Some examples include:**

- Additional members
- Adjourn
- Consensus
- Honorarium
- Quorum, etc.





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# Activity 6.1

Refer to page 108 of your Student's Book to complete Activity 6.1.

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# **The control and executive of meetings**

Unit 6.2

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# Control of meetings

**It is important to note that a meeting is legitimate only if:**

- Members have been notified in advance
- The rules in the organisation's constitution have not been broken
- A quorum is present
- The meeting is chaired by an authority figure

# Control of meetings

## Statutes

- An organisation's statutes are regulations.
- A country also has statutes, legislation and Acts.



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# Control of meetings

## Common law

- Common law develops gradually over many years.
- Common laws are unofficial and unpublished.



The outcomes of previous court cases have a large influence on current practices

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# Control of meetings

## Traditions and customs of the organisation

- These are practices that aren't prescribed in a statute or constitution, but are entrenched in the company's culture.
- For example, a monthly staff meeting might always end with a discussion of creative ideas.

# Control of meetings

## The organisation's constitution

- **Typical contents of an organisation's constitution include:**
  - Background
  - Membership
  - Leadership/executive
  - Meetings
  - Finances
  - Amendments and dissolution



Companies are required by law to draw up a constitution

# Executive office-bearers

## Qualities of a chairperson and vice-chairperson:

- Good communication skills
- Good leadership
- Good judgement
- Good knowledge
- Good work ethics



A good chairperson must have insight and make fair decisions

# Executive office-bearers

## The treasurer:

- **Oversees financial matters such as:**
  - The committee or meeting's transactions
  - Financial controls
  - Financial records and reporting
  - Control of assets and stock, etc.



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# Executive office-bearers

## Qualities of a secretary:

- Organised, efficient and trustworthy
- Conscious of details
- Punctual, disciplined and calm
- Good at writing and speaking clearly



For long meetings it is easier for the secretary to take rough notes on a computer

## Activity 6.2

Refer to page 115 of your Student's Book to complete Activity 6.2.

# Meeting documentation

## Unit 6.3

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# Notices

**A notice is sent as an invitation to a meeting and can be formal or informal:**

- A *circular* is formal and is distributed among a larger group.
- A *memo* is more informal and is sent to fewer recipients.



A notice indicates the date, time and venue



# Agenda

**An agenda is a numbered list of items for discussion.  
A typical structure of an agenda includes:**

- The attendance register
- Apologies
- Opening and welcome
- Minutes of the previous meeting
- Matters arising
- New business
- General (or “Other business”)
- Date of the next meeting
- Closure



# Minutes

**Minutes are the formal record of the proceedings of a meeting and usually follow a particular style:**

- They are structured according to the items on the agenda.
- Good language is used, giving essential information.
- The third person and past tense are used.
- Often indirect speech is used.
- The tone is neutral and formal.

# Notices, agendas and minutes of various meetings

Meetings may be held weekly, fortnightly, monthly, quarterly, bi-annually or annually. Various meetings include:

- Regular (frequent) meetings
- Annual general meetings
- Special general meetings
- Committee meetings
- Management meetings



## Activity 6.3

Refer to page 129 of your Student's Book to complete Activity 6.3.

# Summative assessment

Test your knowledge of this module by completing the summative assessment on page 130 of your textbook.

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