



The Business of General Practice

Administrative Skills for Managers: Recording Minutes & Chairing meetings

Web Workshop

Dates available

Date	Timings	Registration link
12th January 2023	Session 1: 10am – 12pm <i>Break</i> Session 2: 1pm – 3pm	Click here to register
14th February 2023	Session 1: 10am – 12pm <i>Break</i> Session 2: 1pm – 3pm	Click here to register

Overview

Chairing and recording meeting minutes effectively at boardroom level is an essential skill for today's Managers and Senior Leaders. Successful meetings provide an essential forum for planning, debate, sharing information, collaboration and decision-making.

This web workshop provides attendees with the vital skills and techniques for creating the right agenda and leading concise, structured and productive meetings with meaningful outcomes and clear actions. Taking board meeting minutes is time-consuming and requires attention to detail, they are a log of key decisions that future board members can reference.

This second part of the session will explore the role of the Chair in leading meetings and ensuring the best outcomes. It will provide guidance on carrying through the role of chair and how to ensure full participation and commitment from everyone present. The session will explore the importance of time management and will consider some of the difficulties that can confront the Chair.

Programme

Session one

Welcome, Introduction, Objectives and Why are we here?

The Fundamentals of Effective meetings

- Understanding the structure of effective meetings
- Understanding the responsibilities of the Chair, and the role of others
- Setting clear objectives and communicating these effectively
- Gathering information, and planning and developing an effective agenda

Different types of meeting and minutes

- Verbatim/ Narrative/ Resolution
- Action

During the meeting

- Tools
- Seating – and or Virtual meetings
- Who's who
- Understanding content / Abbreviations
- Detailed Note taking

After the meeting

- Accurately recording notes and remarks
- Layout of minutes
- Distribution of draft/ Distribution of final
- Follow up of actions

Session Two

Chairing a meeting

- Opening for impact and commitment
- Different tactics for different types of meetings
- Keeping the climate right
- Creating ground rules for success
- Managing the flow of a meeting, and leading them more effectively by:
 - Managing time and overtime
 - Keeping a conversation focused
 - Structuring discussions to build group consensus and gain clear decisions

Dealing with Challenging People and Situations

- Understanding what challenging situations you might face

- Being calm, objective and keeping an open mind
- Dealing with aggression and other difficult, emotional reactions
- Tackling conflict-driven behaviour by choosing a different perspective

Bringing the Meeting to a close

- How to turn negative situations into positive outcomes
- Bringing the situation to a conclusion and moving on
- Summarising and reviewing outcomes
- Identifying and clarifying the decisions
- Managing action points / plans following the meeting
- Holding participants accountable

Q&A

Close

The Facilitator - Colin Murray



Colin is a leadership and team coach. He provides expert knowledge, experience, and qualifications to support and challenge individuals and teams towards their potential.

Colin has over two decades of operational experience, 10 years of coaching experience, and MSc level coaching expertise, helping him understand the challenges that leaders face and what's needed to overcome them and move forward. With a mixture of skill, curiosity, intuition, and humour, you'll find that Colin's ability to get straight to the heart of things is always focused on adding value to you, and your potential.

Professional Credentials – Coaching and Facilitation Specialties...

Colin specialises in Leadership coaching and facilitation for individuals and teams. His passion is behavioural development to improve leadership capability and confidence that enhance levels of trust, engagement, and productivity.

He has worked with individuals and teams at all levels of seniority across a range of sectors, with a specialism for working across primary and secondary care in the NHS. In addition, he has worked extensively with Barclays, NatWest, Lloyds, Toyota, and Robert Walter global recruitment.

Commercial Experience Business Background and a life in the real world...

Having held senior leadership positions with several Global blue-chip retailers, Colin amassed extensive experience in start-up and rapid-growth businesses and developed a reputation for building high-performing teams and delivering results through people.

He has since coached and facilitated leadership development across a wide range of organisations in the UK, USA, and India, many from the financial sector (Barclays, NatWest, and Lloyds). His core focus and success over the past 5 years has been across the NHS; working with over 425 Medical practices, multiple CCG's and PCNs, and supporting over 500 junior doctors and consultants on their leadership journey. Colin's extensive knowledge of NHS challenges is particularly attractive to the healthcare profession.