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# Towards better management and leadership of meetings

## Overview

Meetings are at the heart of activities to address the challenges that organizations and businesses face. They promote collaboration and cohesion within teams, while contributing to the organization of work, decision-making and problem-solving.

However, several studies have shown that meetings are often poorly managed and ineffective, a situation which generates feelings of frustration for those taking part. In addition to having a negative impact on the proper functioning of the company or organization, badly managed meetings hinder the attainment of objectives and harm the work environment.

Working remotely is now a reality that managers and staff must deal with, and efficient meetings are indispensable in facilitating remote teamworking.

Managing and leading meetings can be learned, which allows one to save time, exercise their leadership, increase their credibility, and be generally more effective and efficient.

## Learning Outcomes

This course allows you to develop the necessary skills to prepare, organize and lead effective and stimulating meetings. This course will enable you to:

- prepare and manage in-person or remote meetings that foster participation and engagement,
- optimise the flow of meetings through better communication, exercising leadership, and using decision-making and problem-solving techniques,
- deal with behaviours and attitudes that spoil the vibe and inhibit the smooth-running of the meeting,
- adapt your leadership technique according to the objectives, people and situations,
- understand the roles and responsibilities of the person leading the meeting, as well as those of the participants,
- clarify the expected results ensuing from the meeting, such as deliverables, roles and responsibilities, deadlines, etc.

## Topics Covered

- Types of meetings and their objectives: information, consultation, training, decision-making, problem-solving
- Preparing for a meeting: key factors for success and different elements to take into consideration (context, objectives, strategies, people taking part, needs and concerns, etc.)
- Leading a meeting in-person and remotely: various interventions and leadership techniques, technological tools
- Managing the people taking part in the meeting and the group dynamic
- Problematic situations, strategies and behaviours to adopt
- Roles and responsibilities of the meeting lead and participants
- Conclusion and follow-ups: winning practices to attain targeted objectives

## Educational Approach

This experiential educational approach promotes the development of management and leadership skills through a variety of techniques: presentations, practical exercises and analyses of meetings attended by the participants.

## Audience

This course is directed towards any person who wishes to develop the skills necessary to prepare, organize and lead effective and stimulating meetings.

## Duration and Continuing Education Units (UFC-UQO)

This is a training course of 7 hours, equivalent to 0.7 UFC-UQO.

## Instructor

**Catherine-Julie Charette** is a pioneer in the fields of organizational agility and management innovation. With over 20 years of multi-sector experience in management, coaching, conception and broadcasting of training and conferences in Canada and internationally, Catherine has worked for large companies such as Bell Canada, France Télécoms, Cirque du Soleil, Banque Nationale, Clarins, KPMG, and Bombardier, as well as for several public sector organizations and OSBL.

Ms. Charette holds a Master's degree in organizational development and the following certifications:

- PCC from the International Coach Federation
- PCM Trainer of the Process Communication Model
- TPLC Transformational Presence Leadership and Coach Training from the Centre for Transformational Presence
- ICP-LEA Leading with Agility from the Agile Leader Academy

In 2011, Ms. Charette founded her company, with the goal of training, coaching and advising individuals, teams and organizations seeking to prosper in the BANI<sup>[1]</sup> world, which is geared towards job satisfaction, leadership development, resilience, collective and emotional intelligence, communication, and agility. Catherine's coaching clients, along with the thousands of people who have attended her conferences and training sessions, appreciate her enthusiasm for building relationships, her competence and her pragmatism.

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