

Meeting Behaviour And Dealing With Problem Characters

Course length: 45 mins*

Course Code: 103080BT035

This course gives you the skills to encourage positive and constructive behaviour from all participants at a meeting.

Benefits for the Learner

We've all attended meetings where one person dominates the discussions, another becomes overly aggressive and yet another responds negatively to every new idea on the table.

This course tackles the thorny issue of problem participants at a meeting. It outlines the most common causes of disruption you are likely to encounter and gives you the skills you need to counteract inappropriate behaviour in a meeting.

Benefits for the Business

"Meeting wreckers" often seem to take great pleasure in disrupting the smooth progress of a meeting. We've all come across them – they talk across other people, they bicker, they ramble, they contribute nothing to discussions, they simply don't turn up!

The best way to limit the damage "meeting wreckers" inflict on the effectiveness of meetings is to give your managers a range of conflict resolution tactics that they can call upon when meetings get out of control.

What Does the Course Cover?

- The different types of meeting behaviour
- The various types of problem participants
- Dealing with problem participants
- Group development and group dynamics
- Techniques for handling conflict within groups

How Long Does the Course Take?

You can work through this course at your own pace. It should take you around 45 minutes to complete.

*Courses are accessible for six months from the date of purchase.