



EFFECTIVE MEETING

MANAGEMENT

JEN RUSK, NEIGHBORHOOD ASSOCIATION

PROJECT COORDINATOR

APRIL 26, 2016



Introductions:

- Your name and Neighborhood Association
- Neighborhood Association role,
- One thing we wouldn't know about you

Agenda Review

Meeting Agreements



- What are your specific needs & questions around meeting management?
- What would you like to leave with?



Roles & Responsibilities



Oregon Open Meeting Laws: High level look...

- **Open Meetings** (informed, accessible, interpreter if needed)
- **Public Notice** (24 hr. notice, time, place, topics, Executive Session, emergency)
- **Written Minutes** (public record)
- **Executive Session** (litigation, employment)
- **Meeting by phone** (ok because it is live)



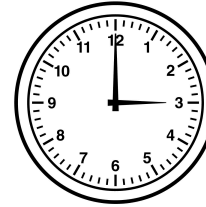
Before the meeting ...

- Set goals, purpose & outcomes
- Plan the agenda
- Determine who needs to attend
- Provide agenda & info in advance, bring copies to the meeting





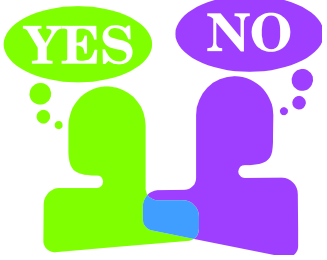
During the meeting ...



- Start & end on time
- Introductions (and sign in sheet)
- Agree on purpose, outcomes & agenda
- Assign roles facilitator, recorder, timekeeper
- Set & agree to a few ground rules



During the meeting ...

- Clarify decision-making processes & the group's authority
- Keep meeting on track / check in
- Provide for varied points of view/manage conflict 
- Track info generated/minutes



At the close ...

- Review actions & responsibilities
- Ensure everyone has signed in
- Confirm next meeting (if appropriate)
- Provide closure & appreciation





Facilitator Role ...



- Typically the Chair
- Neutrality and strong listening skills
- Stick to agenda & help discussion progress
- Ensure all views & voices heard
- Call group back to ground rules, if needed
- Re-cap key points, outcomes and decisions



Time Keeper Role ...

- Manage time neutrally but proactively
- Signal ½ way point, and 5 minute warning
- If time is extended, manage the extension
- Be direct, interrupt firmly but respectfully





Recorder Role ...



- Minutes of meeting
- Who attended and their capacity
- Summarize items presented, discussed, & actions to be taken
- Record all decisions made and any votes
- Capture items which refer to further action or future meetings



Building an Agenda:

- Short meetings (90 min. or less)
- Keep agenda as short as possible
- State purpose, time, goals clearly
- Identify topics, who's responsible, duration, action
- Don't leave most important topics until last
- Send out in advance and bring copies to meeting



*** see pg. in handouts ***



Designing your Meeting

- What challenges do you face in setting agendas?
- What have you found successful?

**** see pg. in handouts ****



Running Effective Meetings



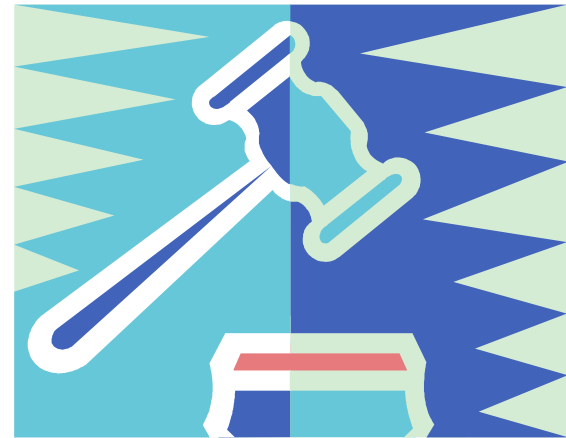
Big Picture: Maintain a Culture of Inquiry

1. Maintain mutual respect, trust & inclusiveness.
2. Capacity to explore divergent views in a respectful rather than an adversarial manner.
3. Gather relevant info to inform decisions.
4. Ensure equal access to information by all.
5. Utilize active feedback mechanisms that encourage continuous improvement.
6. Forge individual and collective commitment to decisions, plans of action, and accountability.



Robert's Rules: The Basics

1. Motion
2. Adopt or accept
3. Postpone Indefinitely
4. Amend
5. Commit
6. Question
7. Vote
8. Table
9. Adjourn



**** see pg. in handouts ****



Robert's Rules: for Small Groups

- Used when formality isn't as necessary.
- For small board meetings (12 or less).
- Allows small boards to operate in a more relaxed way.
- A majority of board must 'opt in' to use these procedures, reflect this in minutes.



Small Group Rules: Key Differences

- Can speak without being called upon.
- No second needed for a motion.
- Cannot motion to close/limit debate
- Discussion can take place without a motion.
- If proposal is clear to all, then vote.
- Chair participates in debate.



Decision-Making Methods:

- Voting:
 - Simple Majority
 - Supermajority
- Consensus
- Advantages & disadvantages of both





Tools to Facilitate Consensus

To generate ideas use:

1. Brainstorming
2. Discussion in pairs & trios

To prioritize ideas:

3. Prioritize by dot (or '✓')

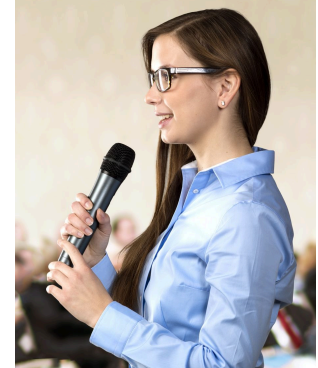
To check for agreement/get feedback:

4. Vote by Thumb



Speaking ...

- Know what you want to say
- Keep it short and speak clearly
- Be concise, emphasize a few key points
- Make eye contact and avoid distractions
- Be honest and respectful





Listening ...

- Listen to understand, not defend
- Listen for the unfamiliar
- Don't interrupt – hear a person out
- Pay attention to details, ask clarifying questions
- Be fair when you disagree
- Avoid endless discussion of unsolvable items



Evaluate your meetings:

Oral Evaluation: Go around the room and ask every one to comment.

Written Questionnaire: Prepare a simple anonymous questionnaire that you pass out and collect at the conclusion of the meeting.

Plus/Delta: Use a white board or flip chart and capture 'what worked' in one column, and 'what we want to change' in another column



In Challenging Situations ...

- Hold the role of facilitator at all times
- Be direct and maintain a neutral attitude
- Listen/watch, acknowledge and respond
- Bring group back to ground rules/consequences
- Have a few strategies to get 'unstuck'
- Maintain safety and respect for all



Scenarios: What would you do?

Talking off the subject: A member's talking is irrelevant to the task or the agenda item.

Dominating the discussion: A person talks too often or too long, blocking others' participation.

Attacking, criticizing or picking an argument: Someone going after others, speaker, facilitator

Constant negativity, 'nothing will work'

**** see pg. in handouts ****



Additional Resources:

- City of Bend, 2007 Neighborhood Association Handbook
- City of Eugene, 2015 Neighborhood Handbook
- Indianapolis Neighborhood Resource Center Organizer's Workbook

Thank you!

**Please take a few minutes to complete
the anonymous evaluation**