The meeting process

There are a variety of processes that can be used to run meetings. What follows is a core process that can be adapted with different techniques and in different situations.

Making contact

Your first step is to make contact with all the parties in order to –

- Find out how they are experiencing the issue
- Explain the meeting process to them
- Explore the outcomes they are seeking
- Ask if there is anyone else that needs to be involved
- Check availability and factors that may affect attendance. For example, caring needs or accessibility issues.

Running the meeting - a sample agenda:

STEP 1: Introduction:
❒ *Who you are and your role as facilitator/chair.*
❒ *Who everyone else is in the room and who they represent.*
❒ *Agreed ground rules for the meeting.*
❒ *The agenda for the meeting.*

STEP 2: Issues generation
❍ *Using ideastorming or post-it notes (or some other method) get the participants to write up the issues they'd like to talk about in the meeting.*
❍ *Group these with the consent of the participants.*
❍ *Clarify the meaning of any issues that any of the participants do not understand.*
❍ *Check that all the issues have been raised.*
❍ *You may need to split the group into smaller groups to generate the issues.*

STEP 3: Issue exploration

❏ *Either in the large group or in smaller groups get the participants to explain how these issues are affecting them and the impact on their work/lives.*

❏ *Clarify misunderstandings and avoid problem solving at this stage.*

STEP 4: Ways forward

❍ *In the large group or small groups get the participants to come up with ideas to resolve the issues presented.*

❍ *Get the groups to report back on their ideas for resolution.*

❍ *Explore the misunderstandings, impacts and possibility of implementation for each idea presented.*

❍ *Record any emerging agreements.*

STEP 5: Review and next steps

❏ *Check that the participants are happy with the agreements..*

❏ *Examine the agreements to check that they can be implemented. Identify the timescale for implementation, who will be active in implementing, whether the resources are available and any monitoring arrangements.*

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