



Seven steps to better meetings

Certain companies manage to have meetings that are both spontaneous and clear – and also lead to action. So what lies behind their success? Careful preparation is one of many critical factors. Here is a practical checklist of seven clear steps that make it easier to create a positive meeting culture.

Our tips for better and more effective meetings apply in many ways to both physical and distance meetings. Of course, the specific concern with distance meetings is the need to bear in mind that not everyone is sitting in the same room. As a consequence, everyone needs to have access to user-friendly technology that works and the meeting's conference phone has to deliver good sound. Poor sound can lead to misunderstandings, create irritation and drain energy from the meeting participants.





1. PIN DOWN THE PURPOSE

Be clear about the purpose of the meeting and what you expect from the participants. Is it a meeting for information, debate or decision-making?



2. INVITE THE RIGHT PEOPLE

Invite people who will bring something to and get something out of the meeting.



3. SEND OUT BACKGROUND INFO

Send background information to the participants along with a personal comment to each one about what is expected from them at the meeting.



4. SET AN AGENDA

Send out a clear agenda and list of participants well ahead of the meeting. If the meeting is going to be longer than 45 minutes, factor in a 10–15 minute break for everyone to stretch their legs before continuing. Point out that you will begin and end the meeting at the appointed time even if someone is missing.



5. MEETING ENVIRONMENT – MAKE SURE THE TECHNOLOGY WORKS

Inform people about any technology that is being used. Describe how you connect to

the meeting (phone number or PIN code) or whether the participants will be called up. If it is an online meeting, add information to the invitation about the required software and hardware, how to use the service and how to ensure a good audio experience. Before you lead your first meeting, it is worth practicing by making a few test calls and trying out different features. How will the meeting be documented? The recording function is a useful option here. Prepare to take notes.



6. DYNAMIC – INCLUDE EVERYONE

Welcome and introduce everyone. This establishes an inclusive atmosphere, including for the people who are not physically present. Manage the dynamic in the group, make sure that everyone gets to have their say, deal with any conflicts. If something happens in the room that maybe raises a laugh, for example, describe this to the remote participants so everyone feels included.



7. FOLLOW UP QUICKLY

Provide rapid feedback after the meetings using notes in bullet form. Set out what needs to be done, when and by whom. Send this all out as soon as possible (preferably the next day).

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Features in our models that make distance meetings easier

Konftel's telephones have a range of features that will take the stress out of your meetings. Sit together with your colleagues for group calls, connect expansion microphones if there are lots of you, save call groups to help with recurring multi-party calls, record meetings with ease and use the memory card to transfer the sound files to your computer so you can save or share them.

The model 300IPx has an accompanying app, Konftel Unite, that you can use to easily control the telephone, switching the operation of the Konftel 300IPx from the usual remote control to the screen of a mobile phone or tablet. You can then start pre-scheduled meetings with one click, call contacts and groups from your personal contact book and control the phone's functions during the meeting. Both the 300IPx and the 300IP are also equipped with a bridging function that allows you to connect five lines to your conference call without contacting an external bridging service.

