



Effective Workplace Meeting Skills Training Course

25 – 29 October 2026
Cape town

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Ref: 728_155558 **Date:** 25 – 29 October 2026 **Location:** Cape town **Fees:** 4500 Euro

Overview

Effective Workplace Meeting Skills Training Course is a five-day foundation course for professionals, team leaders, coordinators, executive assistants, and employees who leave with a Meeting Planning, Facilitation and Follow-Up Toolkit. Participants define purpose, select participants, build timed agendas, assign roles, guide discussion, manage time and difficult dynamics, clarify decisions, write minutes, and track actions. The course turns routine gatherings into structured workplace decisions. Agile Leaders Training Center develops effective workplace meeting skills.

Who Should Attend

- Teams responsible for planning and organizing workplace meetings
- Teams responsible for facilitating discussion and participation
- Teams responsible for recording decisions and meeting minutes
- Teams responsible for tracking actions and follow-up
- Teams responsible for virtual and hybrid collaboration

The course assumes participants attend or organize workplace meetings and leaves out board governance, formal parliamentary procedure, and specialized legal minute requirements.

Departments and Industries

The course supports departments and industries where meetings coordinate decisions, work, and accountability.

- Administration, executive support, and shared services
- Projects, operations, and cross-functional teams
- Banking, professional services, and technology
- Healthcare, education, and public-facing services
- Manufacturing, logistics, and utilities

Learning Objectives

By the end of this course, participants will be able to:



- Analyze meeting purpose and required outcomes
- Build timed agendas and preparation plans
- Apply facilitation and participation methods
- Use time, scope, and difficult-dynamics controls
- Evaluate decisions, minutes, and action records
- Prioritize follow-up and meeting improvements

Course Agenda

Day 1: Meeting Purpose and Preparation

- Meeting Necessity Decision Check
- Purpose and Outcome Definition Canvas
- Participant Selection Matrix
- Preparation Material Checklist
- Meeting Format and Channel Decision

Day 2: Agendas and Meeting Roles

- Timed Agenda Design Template
- Agenda Item Outcome Label
- Facilitator and Chair Role Guide
- Recorder and Timekeeper Responsibility Card
- Participant Preparation Brief

Day 3: Facilitation and Group Dynamics

- Opening and Ground-Rule Sequence
- Balanced Participation Method
- Discussion Focus and Parking-Lot Tool
- Disagreement and Difficult-Behavior Response Map
- Virtual and Hybrid Inclusion Checklist

Day 4: Decisions, Minutes, and Actions

- Decision Clarification Statement
- Meeting Minutes Structure
- Action Item Owner-Scope-Date Record
- Decision and Action Confirmation Check
- Follow-Up Status Tracker



Day 5: Meeting Skills Practice

- Exercise: Diagnose an Ineffective Meeting
- Exercise: Build and Facilitate a Timed Agenda
- Exercise: Manage Difficult Group Dynamics
- Exercise: Record Decisions and Actions
- Capstone: Meeting Planning, Facilitation and Follow-Up Toolkit

Practical Exercises

The course uses suggested activities drawn from projects, operations, healthcare, and professional services.

- Suggested activity: decide whether a scenario needs a meeting and define its purpose, participants, and expected outcome.
- Suggested activity: facilitate a discussion involving digression, silence, dominance, and disagreement.
- Suggested activity: turn notes into concise decisions, minutes, and action items with accountable owners.
- Suggested activity: review a completed meeting and identify one process improvement.

FAQs

Who suits effective workplace meeting skills training, and what does it assume?

Professionals, team leaders, coordinators, executive assistants, and employees suit the training; it assumes regular participation in or responsibility for workplace meetings.

How do workplace meeting skills differ from formal board meeting governance?

Workplace meeting skills focus on practical purpose, agendas, facilitation, participation, decisions, minutes, and actions, while board governance involves formal authority, statutory duties, and organization-specific rules.

What makes a workplace meeting effective?

An effective meeting has a necessary purpose, prepared participants, a timed agenda, clear roles, focused participation, documented decisions, accountable actions, and follow-up.

How should meeting action items be written?

Meeting action items should state one accountable owner, an active-verb task, sufficient scope, and a target date, then be reviewed until closed.



Conclusion

Participants take back a Meeting Planning, Facilitation and Follow-Up Toolkit containing purpose checks, agenda templates, role guides, facilitation controls, minute structures, action records, and trackers. It changes meetings from loosely managed conversations into traceable workplace coordination. The toolkit supports in-person, virtual, and hybrid meetings.