

# Meeting Management Principles

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*Of all the people we've studied at work, we have found that  
90 percent of high performers are also high in EQ.  
On the flip side, just 20 percent of low performers are high in EQ.  
... Travis Bradberry & Jean Greaves, 2009, p. 21*

*Frustration and uncertainty are the nursery for new understanding and breakthrough change.  
View frustration and uncertainty as the gateway to progress.  
... William Now*

*Anybody can become angry – that is easy; but to be angry with the right person  
to the right degree, and at the right time, and for the right purpose, and in the right way  
– that is not within everybody's power and it is not easy.  
... Aristotle*

## **Safe Space** .....

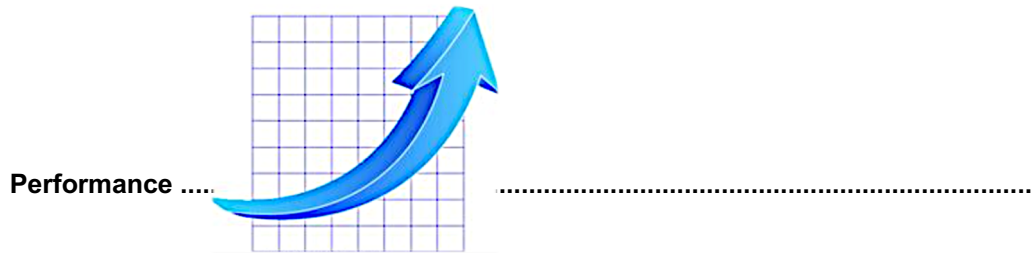
- Mutually accepted ground rules.
- Attendee agreement to ground rules.
- Always a meeting manager to enforce the rules.
- Attendees have the right to "pass" on expressing their opinion in the meeting, and are allowed to request an off-line opportunity to express their thoughts to the meeting manager.

## **Self Management** .....

- Feelings are just as valid as information. Honesty with ourselves and each other in this arena will circumvent the underlying resentments that often sabotage the really deep and important work.
- "Ask" questions before you judge -- "Examine" your predetermined beliefs before you conclude -- and "Act" from a place of kindness whenever you proceed -- in that order.

## **Collaboration & Creativity** .....

- All attendees and every kind of contribution are valued equally.
- Everyone gets equal time at the mike.
- No idea is too outrageous.



- Each meeting has an agenda, preparation requirements, and specific objectives.
- All persons enter the meeting personally prepared.
- Meeting closure time is strictly maintained to encourage focused attention and respect for attendee's time.
- Immediate progress is constantly monitored. If progress is stalled . . .
  - Try a new approach.
  - Reframe the question.
  - Table for the future.
- For all decisions and conclusions, always identify "next steps".
- Maintain ongoing progress monitoring for the entire life-cycle of the topic.

**Pacing** .....

Always have a playbreak every few hours.

- Frisbees.
- Nurf balls and Nurf sticks.
- Dance music.
- Play "Sound-Catch" to foster creativity and sharing of experience and ideas  
Create a sound → toss to someone → mimicking the sound → toss again

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— Specific Tools & Processes Are Available For All of the Above —