

# MEETING MANAGEMENT - THE ART OF MAKING MEETINGS WORK

Administration  
and Customer  
Service  
Series

## OVERVIEW

A group of friends spent the last few hours on a conversation. No one remembers how they ended up talking about animals and nature when they started out discussing about computers. Many a times business meetings can take resemblance of such gathering of friends, ie when few decisions are made and much time is wasted. This programme is designed for those with little or no experience in organizing or conducting meetings. It requires skills and follow through to conduct meetings successfully.

## WORKSHOP OBJECTIVES

- Plan conduct and conclude meetings in a successful way.
- Preparing an impeccable meeting agenda for an effective and efficient meeting process
- Chairing a meeting to attain the objectives
- Facilitating discussion process to achieve common goals.
- Resolve issues and relevant matters brought up to meetings.
- Evaluate performance of meetings and settings improvement standards for future meetings or actions needed.
- Apply lessons learned in this course to most types of meetings.

## WHO SHOULD ATTEND?

- Manager
- Executive
- Secretary
- Personal assistants
- Administrator



If you have any enquiries, please contact  
+60 (3) 56213630 or  
email: [info@comfori.com](mailto:info@comfori.com)



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