

Characteristics of people who run a great meeting and *really* know what they are doing!

People who chair meetings really well	People who have a bit to learn
Listen a lot and say very little	Constantly give their opinion
Speak after everyone else has spoken	Always speaks first
First words on any issue are " <i>What do you think?</i> "	First words on any issue are " <i>I think we should</i> "
See themselves as a facilitator of the discussion	See themselves as the "boss" of the meeting, the one "in charge"
Gives their opinion <i>last</i>	Gives their opinion <i>first</i>
At the end of every item, asks the minute taker to read out what has been recorded so that there is agreement on what is recorded.	Never asks the minute taker to read out the record
Clarify at every point, the exact meaning and wording of any resolution and clarifies the action required	Always say that he or she will sort out the details later
Allows the minutes to be sent directly to participants	Insists that they "check" the minutes before anyone sees them
Read body language accurately and nearly always know the way the meeting will go before any vote is taken	Don't read body language and fail to see clues to what people are really thinking
Focus on the <i>process</i> of the meeting	Focus on the <i>content</i> of the discussion
Acknowledge and manage conflict	Pretend conflict is not there and makes no effort to manage it
Sensitively draw out the wisdom, experience and knowledge of quieter people	Ignore people who not speak up
Have a sense of humor and run meetings in a friendly atmosphere	Run meetings in a dictatorial style
Understand that the more agreement there is in a meeting, the more successful the resulting action	Does not understand that " <i>their way</i> " will not necessarily work just because they say so or because they are the boss
Manage a skilful blend of people and tasks and results	Tend to focus on the result they want regardless of other issues and consequences

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