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Berlitz Practical Experience

Meetings Session 1: Kicking off the meeting

Objectives

In today’s session …

- ☐ Opening a meeting
- ☐ Following an agenda

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Pre-video instructions



Watch the video featuring Hidetaka Matsumoto talking about problems at Silk Motors.

What is the main issue that Mr. Matsumoto is describing in the video?

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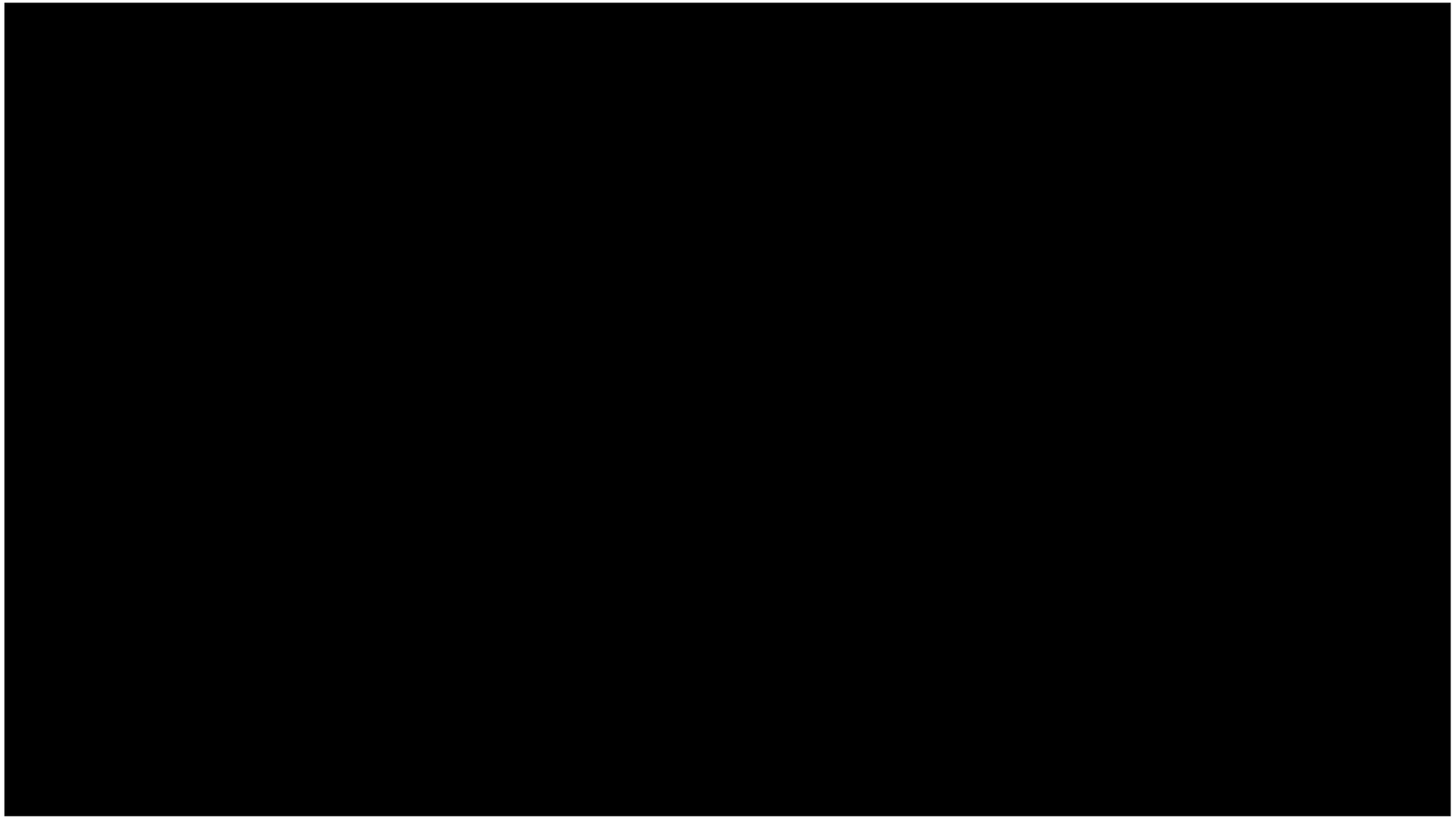
Video

What is the main issue that Mr. Matsumoto is describing in the video?



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Icebreaker Simulation

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Role:

- Silk Motors manager

Objective:

- To have a meeting and list ideas on how to keep motivation high at Silk Motors

Time:

- 5 minutes

Silk Motors

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Debrief

- *What could have been done better in the meeting?*
- *How effective was it?*



Language



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Opening a meeting



What was the agenda in your first meeting?

Can you improve how you communicate the objective and agenda?

What roles can we assign to help the meeting flow?

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Assigning Meeting Roles



Facilitator

- Process focused
- Empowers others
- Fair orientation



Time manager

- Agenda focused
- Vocal time checks
- Fixed orientation



Minute taker

- Detail-focused
- Clear and to the point
- Confirms information

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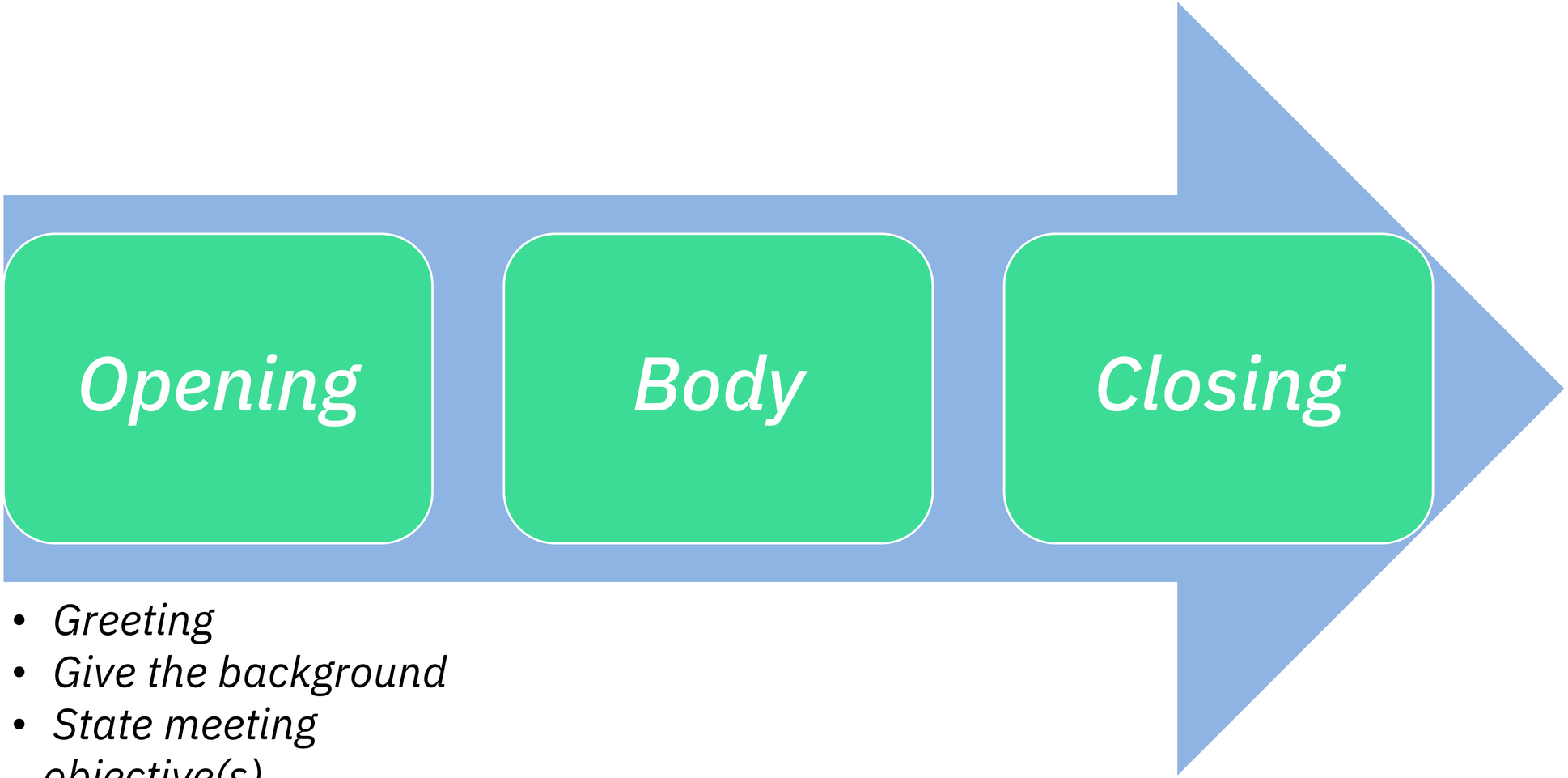
Opening a Meeting



- *Greeting*
- *Give the background*
- *State meeting objective(s)*
- *Give the agenda*
- *Assign meeting roles*
- *Give the start signal*

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Skills

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Video conference best practices



What makes a video conference successful?

- Clear agenda
- Meeting focus
- Quiet location
- Participation

In your group brainstorm a list of dos and don’ts for successful video conferences

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Video conference best practices

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What are some “best practices” for a video conference?

- Call in early
- Know the technology
- Don’t ignore the quiet people, ask questions
- Announce yourself before speaking
- Repeat all important figures
  (Example: 20%, 1:5)
- Finish your statements with a clarifying question
  (Example: Does that make sense?)
- Listen for the handoff
- Ask questions at the end of statements.

(Example: Suzuki-san, do you agree with this?)

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Final Simulation



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Final Simulation



Role:

- Managers at Silk Motors assigned to the task force

Objective:

- To open a meeting and assign roles
- To list ideas on how to keep motivation high at Silk Motors

Time:

- 10 minutes

Silk Motors

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Debrief



Objectives Review

- ☐ Opening a meeting
- ☐ Following an agenda

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