Leading Effective Meetings in English

Target audience

Non-English speaking employees and managers who are required to lead meetings in English

Prerequisite

No prerequisite



Objectives

At the end of the training session, participants will have

- · Prepare the meeting with invitations in English
- · Lead the meeting by managing the participants and the agenda
- · Reinforce the speaker's impact and credibility by eliminating the most common mistakes
- Develop an understanding of exchanges and objections in order to be more at ease

Added value

- Conducted by an English-speaking facilitator from the business world
- Teaching method mainly based on oral expression and role plays
- Practical applications in the learner's professional
- Linguistic certification test (in the case of a CPF)

Corporate Training Solutions

Duration: to define. You wish to organise a specific training course ? Contact us !

PROGRAMME OUTLINE

MODULE 1: CROSS-CULTURAL AWARENESS, A KEY FACTOR FOR INTERNATIONAL MEETINGS

1. Acknowledging the cross-cultural impact in business relations

- Understanding how cultures and values are build, why and how they impact meetings
- Clichés and stereotypes: avoiding the prejudice trap
- The real meaning and implications of « English » as a common language
- Culture-free and culture-fair: the two main layers of any good business relations
- How and why different cultures have different perceptions on methods and processes
- When stress arises: assessing and understanding the main communication clashes
- Understanding the different steps in cross-cultural adaptation: from choc to synergy
- Assessing various levels of interaction between cultures: individual, functional, organisational and national

2. How international meetings are affected by cultural bias

- · Identifying each participant's business, professional, and personal expectations
- Establishing trust: relative importance of tasks and relationships (individual and group)
- Managing the agenda: how cultures value and manage time
- Decision making: how individuals view their relations with their team, hierarchy, and risks
- Identifying the bedrocks of a culture thinking and reasoning: adapting one's communication, presentation and argumentation style (empirical, theoretical, importance of facts, explicit or implicit communication, simple vs complex,
- Analysing one's cultural profiler: where one stands culture-wise
- Recognizing, respecting, reconciling, and making the best of cultural

MODULE 2: SUCCEED IN HOSTING INTERNATIONAL MEETINGS

1. Preparing an international meeting

- · Checking each participant's cultural profile (tasks, processes, team work, relationships)
- Fostering a common objective: making sure steps, tools and objectives are culture-free and fair
- Establishing a strong agenda: realistic and culture-fair

2. Conducting and hosting: best practices for an efficient international meeting

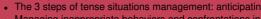
- Cross-cultural communication: integrating the « 4 Pillars »: Preparation, Purpose, Process, People
- Starting the meeting : welcoming, connecting, agenda, objectives, processes
- · Roles: chairman/woman, manager or host?
- Making the most of the verbal and non-verbal communication tools
- · How to use both a common language and a specific cultural communication
- Putting across one's message : how to avoid misunderstandings
- Best practices in speaking turns, discussions, debates, questioning, summarizing, interpretation, decision making and next steps
- The last and lasting impression: how to conclude and international meeting
- Walking the talk: best practices in writing and circulating minutes.

3. How to embrace remote meetings

- · Understanding and managing the impact of remoteness upon international meetings
- · Creating a strong meeting structure
- Fostering a clear and common working framework
- · Telecommunication channels: considering their impact on quality of content and exchanges
- Optimizing remote meetings: how to use the « 4 Pillars »

4. Managing a difficult meeting & sensitive situations

- · Cultural attitudes toward confrontations, tensions and cla
- · Managing international tensions: key causes of tensions defusing techniques



· Managing inappropriate behaviors and confrontations in meetings





- Communicating well in tense moments: best practices
 Closing well: acknowledging the proper value of any tensions/ confrontations