

Making Meetings More Productive

Using Microsoft® Teams®

1:1 leader coaching in two hours
Virtual group course in two hours



This course focuses on the elements of more productive meetings, including the decision-making model for whether or not to attend meetings, the keys for setting up productive meetings, using Microsoft Teams to seamlessly track recurring meetings, and aligning on meeting governance and guidelines. Can be offered with an intact team or individual open enrollment to take back key learnings. When done for an intact team, we recommend 1:1 coaching session with the team leader, before the group course, to teach the key concepts, get alignment, and setup the recommended systems in Microsoft Teams. This 1:1 session will support the key leader in modeling best practices and improve the group's engagement and buy-in in the course.

Course Outline

Teams Features and Functions

- Creating meetings
- Tips for screen sharing
- Chat in meetings vs. Teams chat
- Camera and backgrounds
- Options for taking meeting notes
- Leaving and muting chats
- Teams status when in meetings and when presenting
- Resolving connection issues
- Options for tracking 1:1 meetings in Teams
- Capturing actions and decisions generated in meetings

Meeting Decision Model

- Challenging the meeting culture, habits around saying yes, and doing back-to-back meetings
- Trusting it's OK to say no, but seeking clarity first
- Asking to inviter clarification questions to make a good decision
- Aligning decisions to key objectives and priorities

Keys for Productive Meetings

- Defining purpose
- Deciding who should attend
- Drafting agenda
- Including supporting information, including what participants should prepare for
- Setting up a meeting template

Governance and Guidelines

- Creating focused vs. general meetings
- When to call a meeting vs. email vs. phone call
- Breaking the cycle of recurring meetings
- Required vs. optional participants
- Agreeing to start/stop times
- Fully participating and getting alignment on not multi-tasking