

TIPS FOR RUNNING AN EFFECTIVE MEETING

Before the meeting:

- Determine the purpose of the meeting. Are you planning an event? Putting together the newsletter? Providing training or hosting a speaker?
- What resources will you need? Childcare? Refreshments? Audio-visual equipment? Tables and chairs? What size room?
- Set the agenda and distribute it prior to the meeting so that everyone will know what to expect. Ask for input if possible before setting the agenda or set at least part of the next meeting's agenda as a closing activity at each meeting.
- Include a starting and ending time with the agenda.
- Prepare any visual aids you will need.

At the meeting

- Greet people as they arrive. If the group is small, you can do introductions as people come in. Otherwise, do introductions as the first part of the meeting. Consider nametags if you will have new people or have only met together a few times.
- Review the agenda and set any ground rules.
- Encourage discussion and participation. This may mean drawing people out who are not sharing, and tactfully bringing others to a close.
- Take minutes.
- Summarize what has been accomplished or resolved for each agenda item.
- Recognize success and achievement.

After the meeting:

- Send out the minutes.
- Follow up on action items.
- Start the agenda for the next meeting.
- Do all of the above in a timely manner.

Special tips for teleconference or virtual meetings:

- Always check equipment before every meeting.
- Send out the agenda early.
- Have participants log on five to ten minutes before starting the meeting.
- Avoid background noise.
- Have participants state their name before speaking.
- Don't multi-task.
- Describe or explain pauses for those who can't see.
- Sequence responses in a set order to avoid everyone talking at once.

STEPS FOR UTILIZING VIDEO TELECONFERENCING AT FRG MEETINGS

There are many facilities equipped with Video Teleconferencing (VTC) capabilities. This is a secure way for families to attend their unit's Family Readiness Group (FRG) meeting without having to travel long distances.

Setting Up a VTC

Before the FRG meeting date, FRG Leaders interested in setting up a VTC should contact their Family Readiness Support Assistant (FRSA) or Rear Detachment Staff. Once the locations are chosen, a reservation must be made through the a *minimum* of one week in advance, unless there is an emergency.

Attending a VTC

The FRG Leader should have the phone numbers for all o representatives for the locations being used that day. They should also have the VTC number in case of any technical issues. Once the VTC is scheduled to start, a camera in the room will turn on to start the call. Representatives can help with any questions about microphones and remotes. FRGs are expected to follow the building rules regarding food and beverages and to clean up after themselves.

Cancelling a VTC

Occasionally, a VTC satellite location or entire meeting must be cancelled due to low attendance or weather. Please provide family members and representatives with a *minimum* notice of 24 hours of this cancelation due to weather or low attendance. If the minimum notice cannot be met and the VTC is still cancelled, please still call.

VTC Best Practice

Send out reminders/flyers and have family members RSVP a week in advance for the VTC to have an estimate head count of participants. Also, select a FRG team member or family member to be a host/hostess and greet family members as they arrive for the VTC.