



ReSPA
Regional School
of Public Administration



British Embassy
Podgorica

Workshop on

EFFECTIVE MEETINGS

Professional skills module 2

15-18 December 2015

PROVISIONAL PROGRAMME



Module 2: Effective meetings

- Networking, social English;
- Working across cultures, different perceptions, role play;
- Focus on writing agendas/invitations/minutes;
- Expressing your opinion (agreeing and disagreeing diplomatically);
- Debating a hot topic;
- Role of chair, language of chair, meeting task;
- Meeting simulation (filmed);
- Exchange of positions and initial informal negotiation.

Objectives

The purpose of this course is to help you improve your performance in international meetings and networking both in terms of language and skills. You will be led through the process from beginning to end and given opportunities to practise each point in various formats e.g. writing tasks, discussions, presentations and role-plays. An important element of this course is also to examine the role culture has to play in how we communicate and behave in an international context. Your own knowledge and experience of the subject will also be of utmost value in group discussions and exchanging best practices.

Content

You will be introduced to the varying stages of a meeting and develop techniques and language to respond to these stages effectively. In some situations you will be asked to improve your own awareness of your communication style through a series of role-plays. Each role play will have an observer, either the trainer or trainee, who has a list of criteria to observe and comment at the end of the activity. The debriefing process is of great importance and you will be given advice on how to do this constructively in order to support each other in the learning process. As well as speaking activities there will be a number of writing tasks connected to meetings with models to work from. The final task will combine all the modules of the workshop into one European Working Group meeting simulation.

Target group

Target group of the workshop are civil servants from the ReSPA Members and Kosovo^{*} who in their work need to, or will need to, attend meetings in English on a daily basis with the European Union and other international organizations. Participants are required to have a good command of written and spoken English.

The role of the trainer and the learner

This workshop is based on a “hands on” approach to learning. This means that you will be given various tasks to help you perform effectively at a European or international level. You will be given various situations to role play.

*This designation is without prejudice to positions on status, and is in line with UNSCR 1244 and ICJ Advisory opinion on the Kosovo Declaration of independence.

Therefore, the trainer will:

- introduce relevant language
- provide practical tasks for you to try out language and communication skills for participating in meetings
- highlight the differences between formal and informal language
- call on your experience and provide additional tips on preparing and executing a successful meeting
- highlight the importance of intercultural competency in working in a cross-cultural environment
- help you to evaluate your own performance

You, the learner, will need to:

- take responsibility for your own learning
- be prepared to work in groups and actively share your opinions
- complete the assignments and learn from the trainer's feedback
- undertake any classroom activities

We want to maintain a relaxed atmosphere on the course - if you have any problems or special requests please feel free to talk to the trainer.

Methodology

We believe that teaching should be learner-centred and should help participants develop strategies that work both inside and outside the classroom. We recognise that learners have different aims, world knowledge, learning styles and experiences and that motivation is crucial to successful learning.

We seek to create an enjoyable learning environment in which participants develop their language, learning and study skills in order to enable them to use English in as wide a variety of situations as possible. At the same time, we work to provide opportunities for personal and professional development.

We value the different approaches, styles, techniques and personalities that each teacher brings to the classroom and encourage teachers to innovate, experimenting with new ideas and activities.

Workshop trainer

Louise Chamberlain has been an English language and communication skills trainer since 1992, with experience in Turkey, Italy, Poland, Belgium, Montenegro and Bosnia. She is currently based in Brussels as a freelance trainer working largely for the British Council and the Belgian Institute for the Federal Administration designing and delivering a variety of courses to civil servants and other English language trainers both within Belgium and abroad. She is particularly interested in the area of intercultural communication and actively keeps up-to-date with training developments to enhance her own training courses.

DRAFT TRAINING PROGRAMME

Time/Day	Day 1 (15 Dec)	Day 2 (16 Dec)	Day 3 (17 Dec)	Day 4 (18 Dec)
09:00 - 10:30	<p>Introductions</p> <p>Course aims and objectives</p> <p>Defining networking</p> <p>Peaches and Coconuts</p> <p>Introverts and Extroverts</p>	<p>Feedback on writing task</p> <p>Defining an effective meeting</p> <p>Culture and meetings</p>	<p>Debate</p> <p>Language and role of chair</p>	<p>Recap of day 3</p> <p>Meeting preparation</p>
10:30 – 10:45	Break			
10:45-12:30	<p>Tips on networking</p> <p>Networking - Role play</p> <p>Feedback</p>	<p>Culture and meetings cont.</p> <p>Meeting role play 1</p>	<p>Meeting role play 2</p>	<p>EU WG meeting simulation filmed</p>
12:30 – 13:30	Lunch			
13:30 – 15:00	<p>Politeness</p> <p>Dealing with difficult social situations</p> <p>Diplomatic language</p>	<p>Focus on writing 2: Writing minutes</p>	<p>Preparation for EU WG meeting</p> <p>Focus on Writing 3: Writing position papers</p>	<p>Video feedback</p>
15:00– 15:15	Break			
15:15 – 17:00	<p>Focus on Writing 1: Meeting invitations / agendas</p>	<p>Expressing your opinion (agreeing and disagreeing diplomatically)</p> <p>Being persuasive</p> <p>Putting forward an argument</p>	<p>Exchange of positions and initial informal negotiation</p>	<p>Course feedback</p> <p>Certificates</p>