# TAMARA K FAY TRAINING LLC

*Management Development Training Series*

## Planning & Conducting Effective Meetings

The Planning & Conducting Effective Meetings Workshop is designed to give participants a thorough understanding of the process behind running an effective meeting. Participants will acquire skills and techniques that will allow them to select the appropriate meeting format, set an agenda, establish ground rules, and properly manage difficult situations and disruptive behaviors.

This six-hour program is divided into two 3-hour modules, with emphasis on the development of the interpersonal communication skills required to effectively execute a meeting.

This workshop is interactive with individual and group exercises that allow participants to practice their new skills using real-life situations.

### Workshop Outline:

- Review the characteristics of effective meetings.
- Study the "Effective Meeting Checklist" for meeting planning.
- Use the checklist to create a meeting plan for role-play.
- Practice leading a small group meeting.
- Discuss ways to follow up in order to ensure action steps outlined in a meeting are completed.
- Using the "Effective Meeting Checklist," begin developing a plan for the next real workplace meeting.

### Facilitation and Customization

- Participants receive a workbook which is used throughout the workshop.
- Principles and skills are presented in an interactive lecture format.
- Small group exercises are used to help reinforce and demonstrate the material.
- Real workplace situations are used to practice skills presented.

This workshop can be adapted to meet the specific needs of any organization. The process starts with a needs analysis. The program is then tailored so that participants have an understanding of the company's mission statement and management policies. A pilot program to senior management is then recommended to ensure that all the necessary components are in place prior to introducing these concepts and standards to trainees. Pricing depends on the amount of customization. Travel expenses, the needs analysis and the pilot program are not included in this pricing.

## Management Development Training Series

Workshops available as part of this series include:

*Basic Supervisory Skills Series*
Seven 3-hour modules

*Leadership Training Series*
Four 2-hour modules

*Performance Management Series*
Four 2-hour modules

*Selection Interviewing Skills*
Two 3-hour modules

*Planning and Conducting Effective Meetings*
Two 3-hour modules

*Team Building Series*
Four 2-hour modules

Most workshop modules are customizable and can be taken in sequence or independent of the rest of the series.

## Assessment Tools

This series utilizes the DiSC® Classic personality assessment tool by Inscape Publishing. Participants are responsible for taking a short self-assessment online before attending the workshop. A detailed report of the results will be given to the participants during their session.

The report offers personalized feedback that will assist the participants in understanding the strengths and challenges of their behavioral style, as well as how and why other people may have different but equally valid preferences.

Discussions of results are tailored to fit the subject matter of the specific workshop.

## About Tamara Fay

Tamara Fay specializes in providing solutions for companies dealing with organizational and training issues. Numerous corporations and small businesses have experienced tangible results from utilizing her training and consulting services.

Tamara's career is built on a solid foundation of service industry management, spans over twenty years, and continues to evolve and expand with the needs of the marketplace and her clientele.

Tamara's strength is in creating a positive, interactive and highly effective learning environment. She has been described as knowledgeable, thorough and energetic. As a facilitator, she empowers people to realize their potential and take responsibility for their own career development and growth. She helps workshop participants recognize the worth of their experiences, values, interests, and skills in the workplace, and she equips them with the tools to achieve success by choice rather than chance.

Workshop attendees can expect to be actively involved in the learning experience. Tamara utilizes her training expertise and management experience to create real-life scenarios for discussion and role play in each workshop. She engages her audience in enthusiastic participation.

Tamara K Fay Training LLC currently offers training and consulting services in Management Development, Customer Service, and Career Services in business and academic settings. Tamara works with a variety of audiences—from line supervisors and support staff to senior management, and industries—in manufacturing, municipalities, healthcare, entertainment, and more.

Clients include McDonald's Corporation, 3M Corporation, American Academy of Pediatrics, Kraft Foods, Clear Channel Outdoors, Calamos Investments, The Morton Arboretum, METT Therapy Services, Inc., College of DuPage, North Central College, and DePaul University, among others.

Tamara holds a Bachelor of Science in Liberal Arts from Bradley University.

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