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COMMUNICATION AND WRITING SKILLS | CWS-026

Effective Meeting Communication and Facilitation

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Course content

Why Attend

Meetings consume a large share of working time, yet many end without clear decisions, leave participants frustrated and generate more meetings. The difference between productive and unproductive meetings usually lies in preparation, facilitation and the quality of communication before, during and after the session.

This Effective Meeting Communication and Facilitation training course equips participants to plan and lead meetings that achieve their purpose and make good use of everyone's time. Participants learn how to set objectives and agendas, choose formats, facilitate discussion, encourage participation, manage difficult behaviours, reach decisions and record clear actions.

Course Methodology

• The course is highly practical. Participants plan and facilitate short meetings and workshop segments in rotation, receiving feedback on their facilitation. Exercises cover agenda design, decision techniques, managing challenging participants and minute writing, using realistic meeting scenarios.

Course Objectives

• Decide when a meeting is needed and what it should achieve

• Plan agendas with clear objectives, timings and roles

• Open meetings effectively and set ground rules

• Facilitate discussion and encourage balanced participation

• Use techniques for generating ideas and reaching decisions

• Manage conflict and difficult behaviours constructively

Target Audience

• Managers and team leaders

• Project managers and coordinators

• Committee chairs and secretaries

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Course content

- Executive assistants who organise meetings

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Course outline

Detailed course outline

Day-by-day outline for Effective Meeting Communication and Facilitation.

Day 1 - Purposeful Meetings

• 09:00-09:34 | The cost of unproductive meetings to organisations

• 09:34-10:08 | Deciding whether a meeting is the right tool

• 10:08-10:42 | Types of meetings and their different purposes

• 10:42-11:00 | Setting clear objectives and expected outcomes

• 11:00-11:30 | Coffee break

• 11:30-11:46 | Setting clear objectives and expected outcomes (continued)

• 11:46-12:20 | Choosing the right participants and roles

• 12:20-12:53 | Self-assessment of current meeting practices

• 12:53-14:00 | Exercise: redesigning an unproductive regular meeting

Day 2 - Planning and Opening Meetings

• 09:00-10:00 | Designing agendas with objectives and timings

• 10:00-10:30 | Pre-reading and preparation for participants

• 10:30-11:00 | Room layout and technology preparation

• 11:00-11:30 | Coffee break

• 11:30-12:00 | Opening the meeting and setting ground rules

• 12:00-12:30 | Clarifying roles of chair, facilitator and note taker

• 12:30-13:00 | Keeping to time without cutting off discussion

• 13:00-14:00 | Practice: opening and framing a meeting

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Day 3 - Facilitating Discussion and Decisions

- 09:00-09:34 | Asking questions that open up discussion
- 09:34-10:08 | Encouraging quieter participants to contribute
- 10:08-10:42 | Summarising, paraphrasing and checking understanding
- 10:42-11:00 | Brainstorming and idea generation techniques
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Brainstorming and idea generation techniques (continued)
- 11:46-12:20 | Prioritisation and decision-making methods
- 12:20-12:53 | Reaching consensus or making a clear decision
- 12:53-14:00 | Practice: facilitating a decision-making discussion

Day 4 - Managing Difficult Situations

- 09:00-09:34 | Handling dominant, negative or silent participants
- 09:34-10:08 | Managing disagreement and productive conflict
- 10:08-10:42 | Bringing discussions back to the agenda
- 10:42-11:00 | Dealing with late arrivals and side conversations
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Dealing with late arrivals and side conversations (continued)
- 11:46-12:20 | Staying neutral as a facilitator
- 12:20-12:53 | Handling emotional moments in meetings
- 12:53-14:00 | Role play: a meeting with challenging participants

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Day 5 - Virtual Meetings, Minutes and Follow-Up

- 09:00-09:39 | Running engaging virtual and hybrid meetings
- 09:39-10:18 | Using online tools for collaboration and voting
- 10:18-10:57 | Closing meetings with clear decisions and actions
- 10:57-11:00 | Writing concise minutes and action logs
- 11:00-11:30 | Coffee break
- 11:30-12:06 | Writing concise minutes and action logs (continued)
- 12:06-12:44 | Following up and tracking action completion
- 12:44-13:22 | Evaluating and improving meeting effectiveness
- 13:22-14:00 | Personal action plan for better meetings

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Seminar dates

Available seminar dates

Live dates and pricing for Effective Meeting Communication and Facilitation generated from the course details page.

Date	Location	Format	Fee
14 - 18 December 2026	London	Classroom	**€2,915**
21 - 25 December 2026	Barcelona	Classroom	**€2,275**
7 - 11 December 2026	Frankfurt	Classroom	**€2,175**
25 - 29 January 2027	London	Classroom	**€2,915**
4 - 8 January 2027	Barcelona	Classroom	**€2,275**
11 - 15 January 2027	Frankfurt	Classroom	**€2,175**
18 - 22 January 2027	Munich	Classroom	**€2,425**
1 - 5 February 2027	London	Classroom	**€2,915**
8 - 12 February 2027	Barcelona	Classroom	**€2,275**
15 - 19 February 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

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Live dates and pricing for Effective Meeting Communication and Facilitation generated from the course details page.

Date	Location	Format	Fee
22 - 26 February 2027	Paris	Classroom	**€2,810**
8 - 12 March 2027	London	Classroom	**€2,915**
15 - 19 March 2027	Barcelona	Classroom	**€2,275**
22 - 26 March 2027	Frankfurt	Classroom	**€2,175**
1 - 5 March 2027	Rome	Classroom	**€2,830**
19 - 23 April 2027	London	Classroom	**€2,915**
26 - 30 April 2027	Barcelona	Classroom	**€2,275**
5 - 9 April 2027	Frankfurt	Classroom	**€2,175**
12 - 16 April 2027	Vienna	Classroom	**€3,425**
24 - 28 May 2027	London	Classroom	**€2,915**

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Seminar dates

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Live dates and pricing for Effective Meeting Communication and Facilitation generated from the course details page.

Date	Location	Format	Fee
3 - 7 May 2027	Barcelona	Classroom	**€2,275**
10 - 14 May 2027	Frankfurt	Classroom	**€2,175**
17 - 21 May 2027	Amsterdam	Classroom	**€3,215**
14 - 18 June 2027	London	Classroom	**€2,915**
21 - 25 June 2027	Barcelona	Classroom	**€2,275**
7 - 11 June 2027	Frankfurt	Classroom	**€2,175**
12 - 16 July 2027	London	Classroom	**€2,915**
19 - 23 July 2027	Barcelona	Classroom	**€2,275**
26 - 30 July 2027	Frankfurt	Classroom	**€2,175**
5 - 9 July 2027	Dubai	Classroom	**€2,845**

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Seminar dates

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Date	Location	Format	Fee
16 - 20 August 2027	London	Classroom	**€2,915**
23 - 27 August 2027	Barcelona	Classroom	**€2,275**
2 - 6 August 2027	Frankfurt	Classroom	**€2,175**
9 - 13 August 2027	Geneva	Classroom	**€3,315**
13 - 17 September 2027	London	Classroom	**€2,915**
20 - 24 September 2027	Barcelona	Classroom	**€2,275**
6 - 10 September 2027	Frankfurt	Classroom	**€2,175**
4 - 8 October 2027	London	Classroom	**€2,915**
11 - 15 October 2027	Barcelona	Classroom	**€2,275**
18 - 22 October 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

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Live dates and pricing for Effective Meeting Communication and Facilitation generated from the course details page.

Date	Location	Format	Fee
25 - 29 October 2027	Kuala lumpur	Classroom	**€2,425**
8 - 12 November 2027	London	Classroom	**€2,915**
15 - 19 November 2027	Barcelona	Classroom	**€2,275**
22 - 26 November 2027	Frankfurt	Classroom	**€2,175**
1 - 5 November 2027	Madrid	Classroom	**€3,400**
20 - 24 December 2027	London	Classroom	**€2,915**
27 - 31 December 2027	Barcelona	Classroom	**€2,275**
6 - 10 December 2027	Frankfurt	Classroom	**€2,175**
13 - 17 December 2027	Munich	Classroom	**€2,425**
14 - 18 December 2026	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
21 - 25 December 2026	Online / Live	Online / Live	**€1,625**
7 - 11 December 2026	Online / Live	Online / Live	**€1,625**
25 - 29 January 2027	Online / Live	Online / Live	**€1,625**
4 - 8 January 2027	Online / Live	Online / Live	**€1,625**
11 - 15 January 2027	Online / Live	Online / Live	**€1,625**
18 - 22 January 2027	Online / Live	Online / Live	**€1,625**
1 - 5 February 2027	Online / Live	Online / Live	**€1,625**
8 - 12 February 2027	Online / Live	Online / Live	**€1,625**
15 - 19 February 2027	Online / Live	Online / Live	**€1,625**
22 - 26 February 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
8 - 12 March 2027	Online / Live	Online / Live	**€1,625**
15 - 19 March 2027	Online / Live	Online / Live	**€1,625**
22 - 26 March 2027	Online / Live	Online / Live	**€1,625**
1 - 5 March 2027	Online / Live	Online / Live	**€1,625**
19 - 23 April 2027	Online / Live	Online / Live	**€1,625**
26 - 30 April 2027	Online / Live	Online / Live	**€1,625**
5 - 9 April 2027	Online / Live	Online / Live	**€1,625**
12 - 16 April 2027	Online / Live	Online / Live	**€1,625**
24 - 28 May 2027	Online / Live	Online / Live	**€1,625**
3 - 7 May 2027	Online / Live	Online / Live	**€1,625**

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10 - 14 May 2027	Online / Live	Online / Live	**€1,625**
17 - 21 May 2027	Online / Live	Online / Live	**€1,625**
14 - 18 June 2027	Online / Live	Online / Live	**€1,625**
21 - 25 June 2027	Online / Live	Online / Live	**€1,625**
7 - 11 June 2027	Online / Live	Online / Live	**€1,625**
12 - 16 July 2027	Online / Live	Online / Live	**€1,625**
19 - 23 July 2027	Online / Live	Online / Live	**€1,625**
26 - 30 July 2027	Online / Live	Online / Live	**€1,625**
5 - 9 July 2027	Online / Live	Online / Live	**€1,625**
16 - 20 August 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
23 - 27 August 2027	Online / Live	Online / Live	**€1,625**
2 - 6 August 2027	Online / Live	Online / Live	**€1,625**
9 - 13 August 2027	Online / Live	Online / Live	**€1,625**
13 - 17 September 2027	Online / Live	Online / Live	**€1,625**
20 - 24 September 2027	Online / Live	Online / Live	**€1,625**
6 - 10 September 2027	Online / Live	Online / Live	**€1,625**
4 - 8 October 2027	Online / Live	Online / Live	**€1,625**
11 - 15 October 2027	Online / Live	Online / Live	**€1,625**
18 - 22 October 2027	Online / Live	Online / Live	**€1,625**
25 - 29 October 2027	Online / Live	Online / Live	**€1,625**

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8 - 12 November 2027	Online / Live	Online / Live	**€1,625**
15 - 19 November 2027	Online / Live	Online / Live	**€1,625**
22 - 26 November 2027	Online / Live	Online / Live	**€1,625**
1 - 5 November 2027	Online / Live	Online / Live	**€1,625**
20 - 24 December 2027	Online / Live	Online / Live	**€1,625**
27 - 31 December 2027	Online / Live	Online / Live	**€1,625**
6 - 10 December 2027	Online / Live	Online / Live	**€1,625**
13 - 17 December 2027	Online / Live	Online / Live	**€1,625**