

**Unit Title:** Understanding Business Meeting Techniques  
**Unit Level:** Level 1  
**Unit Credit Value:** 3  
**GLH:** 27  
**LASER Unit Code:** WJC408  
**Ofqual Unit Code:** H/506/0551

This unit has 7 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Understand business meetings.	1.1	Identify why meetings need to be held.
		1.2	Identify how meetings will differ depending on their purpose, size, the type of people involved and the culture.
		1.3	Identify the consequences of holding ineffective meetings.
2.	Understand different meeting techniques.	2.1	Identify different communication methods in meetings.
		2.2	Identify different problem solving methods used in meetings.
3.	Understand how to plan a meeting.	3.1	Identify how to define the purpose, objectives, and outcomes of a meeting.
		3.2	Identify what points should be included in a 'blueprint agenda'.
		3.3	Outline the importance of planning room layout.
4.	Understand how to run a meeting.	4.1	Identify the different roles of a meeting chair.
		4.2	Outline ways to start a meeting effectively.
		4.3	Identify the benefits of taking meeting minutes.
5.	Understand good meeting behaviours.	5.1	Identify good meeting behaviours.
6.	Understand how to deal with difficult issues in meetings.	6.1	Identify how different 'characters' may behave in a meeting, for example, shy, domineering.
		6.2	Identify techniques to deal with the above characteristics in a meeting.
		6.3	Identify ways to deal with conflict in a meeting.
		6.4	Identify different organisational problems that may occur and recognise ways to overcome them.
7.	Understand how to evaluate a meeting.	7.1	Identify ways of obtaining feedback on a meeting.

**Unit Title:** Understanding Business Meeting  
Techniques  
**Unit Level:** Level 1  
**Unit Credit Value:** 3  
**GLH:** 27  
**LASER Unit Code:** WJC408  
**Ofqual Unit Code:** H/506/0551

<b>Assessment Guidance:</b>
-----------------------------

NA
----

<b>Additional Information:</b>
--------------------------------

NA
----