

Start on Time!



B.C. Association of Healthcare Auxiliaries

2018 Leadership Forum

Harrison Hot Springs, B.C.

EASY, EFFECTIVE AND ENJOYABLE MEETINGS

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Meetings should and can be enjoyable!



BASIC PRINCIPLES FOR AN EASY, EFFECTIVE, ENJOYABLE MEETING:

- Start and end on time
- Provide an agenda
- Establish Meeting Protocol at the outset
- Maintain order throughout meeting
- Encourage participation by all members
- Fulfill the agenda
- Establish who is doing what and when

START AND END ON TIME



Publish an Agenda

- Distribute at least a week ahead of meeting
- Should be approved at the beginning of the meeting
- If amended, approve agenda as amended
- Don't fall into trap of adding further items as meeting progresses

Chair's Responsibility to decide on how much time will be spent on an individual item

- Chair to set an appropriate timeline
- Supplementary material should be distributed in advance with agenda
- Members should be given time to research as necessary and think about particular agenda items
- Whatever can be done ahead of time, should be done ahead

Establish Meeting Protocol at the outset

- A President or Chair should start as he or she means to continue.



What is Meeting Protocol?

- Meeting protocol or meeting etiquette goes beyond Robert's Rules of Order
- **FIRST, THE CHAIR SHOULD ASK FOR ALL CELL PHONES TO BE TURNED OFF**



“TO BAN OR NOT TO BAN..... THAT IS THE QUESTION!”

- The use of iPads, electronic notebooks or laptops for business meetings can save time and ‘trees’
- The temptation to answer personal emails and surf the net should be recognized
- In the end, it is up to the individual to pay attention to the meeting

Raise your hand to obtain the floor

- Chair's responsibility to inform meeting participants that in order to speak, they must raise their hand and wait until given permission to speak
- Chair can maintain a speaker's list of multiple members wish to speak on some issue
- A meeting is not a 'coffee clutch' or a social affair



Basic Meeting Protocols in a Nutshell

Apply to both Chair and participants

- Disagree but don't be disagreeable
- Participate but don't pontificate
- No interrupting or talking over each other
- Say it in the room or don't say it
- Phones turned off
- Respect Speaker
- Start and End on Time

Further Responsibilities of the Chair

- * Encourage all members to voice their opinions
- * Encourage the quiet ones
- * Keep track of body language
- * Maintain order but not be a dictator
- * Preside with fairness, impartiality and patience

Responsibilities of Meeting Participants

- Plan to arrive on time, preferably 5 – 10 minutes early
- Come prepared
- Your opinions should be welcomed even if you are a new member, so speak up
- Respect meeting etiquette
- No side chats during meeting
- Discuss issues and ideas, not individuals
- Don't participate in 'parking lot' meetings

Meeting Minutes

- All meetings require a recorder (secretary)
- Excellent minutes are the foundation of future productive meetings
- Serve as a reminder as to what was discussed
- Approved minutes are 'written in stone' and a permanent record
- Be careful what is included in the minutes
- Publish promptly



Meetings must serve a useful purpose

- Any meeting should achieve a mutually desired outcome
- A meeting should have outlined objectives
- Results of objectives should be measured

Example of an Objective

A Golf Tournament Fundraiser

- Appoint a Special or Ad Hoc Committee to oversee the planning and implementation
- In order for the objective to be successful, the committee will set the parameters
- The committee will provide regular status reports to the main governing body
- Meetings of the Golf Tournament Fundraiser Committee will conduct meetings that serve a useful purpose, thus ensuring a successful event
- Committee will measure the success, make any recommendations for a future event and report results to the main governing body

Different Types of Meetings

1. Annual General Meeting

- * Meeting of the general membership
- * May be required by organization's constitution, charter or by-laws
- * Business includes reports by various officers, the election of officers for the coming year, decisions that impact the organization as a whole

2. General Meeting

- Includes the broader membership
- Every member in good standing is entitled to vote
- Organization's By-laws allow or disallow proxy votes
- Usually no special notice to the membership is required but the By-laws of the organization rule in this case

3. Extraordinary or Special Meeting

Two Meanings possible

- Could be a meeting scheduled at a different time than the usual meeting schedule
- Could be a meeting that is particularly defined in our organization's By-laws – this type of meeting requires special notice of the meeting being sent to all members – may also specify a quorum

Board or Executive Meeting

- A meeting of a group that jointly oversees the activities of the organization
- Individuals in this case are usually elected by the entire body
- Meet monthly or as required to conduct necessary business and to ensure proper governance and adequate communication opportunities

In-Camera Meeting

- Name literally means 'in the room'
- Only board or executive members are present
- Sensitive issues are discussed in this meeting
- This kind of meeting protects individuals when the release or open discussion of certain information would interfere with privacy
- Confidential items should never be included in an open or general meeting

Committee of the whole Meeting

- A committee meeting of a deliberative assembly
- More relaxed procedural rules are in place for this kind of meeting
- Includes all members of the body or assembly
- Activities limited to consideration and recommendations on matters that the assembly has referred to it
- It cannot take up other matters nor vote on the assembly's business

Committee Meetings

- Usually confined to members of a particular group who are focusing on an event, or who are completing a task such as updating Auxiliary Policies and Procedures Manual or a group in charge of the Communications portfolio for instance
- Two types of committees = Standing or Special/Ad Hoc Committees
- A committee focusing on a one-time event would be a Special or Ad Hoc Committee, for example, the golf tournament fundraiser
- A committee overseeing a portfolio on a yearly basis would be a Standing Committee
- Minutes should be kept in both types of committee meetings

Conflict of Interest

- If a member has a perceived conflict of interest, he or she should leave the meeting, both for the discussion and the vote
- A member could be reticent about voicing an opinion
- However, according to Robert's Rules of Order, it is important to note that no member can be compelled not to take part in the discussion or the vote

Do you need a meeting?

Are You Lonely??

Don't like working on your own?
Hate making decisions?

Then call A **MEETING!!**

You can...

- ✦ SEE people
- ✦ DRAW flowcharts
- ✦ FEEL important
- ✦ IMPRESS your colleagues



....all on **COMPANY TIME!!!**

MEETINGS

The practical alternative to work.

Offering Light Refreshment can encourage attendance



Robert's Rules of Order

- Simply put, Robert's Rules of Order are strictly a guide for fair and orderly meetings
- Provides common rules for deliberation and debate
- Places the whole membership on equal footing
- Provides for constructive and democratic meetings
- Helps not hinders the business of the assembly
- Assembly rules – they have final consent
- Silence means consent

Some of the Key Points in Robert's Rules

- A member must be recognized by the chair before speaking
- Debate cannot begin before resolution is stated
- Before motion is suggested by the chair, members may suggest modification, the mover can modify as he or she pleases or even withdraw motion without consent of the seconder; if the mover modifies, the seconder can withdraw the second
- The immediately pending question is the last question stated by the chair
- The member moving the immediately pending question is entitled to preference to the floor

Key Points to Robert's Rules Cont'd:

- No member can speak twice to the same issue until everyone else wishing to speak has spoken to it once
- All remarks must be directed to the chair – remarks must be courteous in language and deportment – never allude to others by name or to motives
- Agenda and all committee reports are merely recommendations

The Rules



Rules

Most Frequently Asked Questions

- Do abstention votes count? The phrase “abstention votes” is an oxymoron, an abstention being a refusal to vote. To abstain means to refrain from voting, and as a consequence, there can be no such thing as an “abstention vote.”

Most Frequently Asked Questions

- How do you deal with a “friendly amendment?” On occasion, while a motion is being debated, someone will get up and offer what he or she terms a “friendly amendment” to the motion, the maker of the original motion will “accept” the amendment, and the chair will treat the motion as amended. This is wrong. Once a motion has been stated by the chair, it is no longer the property of the mover, but of the assembly. Any amendment, friendly or otherwise, must be adopted by the full body, either by vote or by unanimous consent.

Most Frequently Asked Questions

- Should proxy votes be counted? A “proxy” vote is a means by which a member who expects to be absent from a meeting authorizes someone else to act in his or her place. Proxy voting is not permitted in ordinary deliberative assemblies unless federal, state, or other laws applicable to the society require it, or the bylaws of the organization otherwise it, since proxy voting is incompatible with the essential characteristics of a deliberative assembly. As a consequence the answers to any questions concerning the correct use of proxies, must be found in the provisions of the law or bylaws which require or authorize their use.

Most Frequently Asked Questions

- How can I get an item on the agenda for a meeting? For a proposed agenda to become the official agenda for a meeting, it must be adopted by the assembly at the outset of the meeting. At the time that an agenda is presented for adoption, it is in order for any member to move to amend the proposed agenda by adding any item that the member desires to add, or by proposing any other change.

Most Frequently Asked Questions

- How can we get rid of officers we don't like before their term is up? The answer is "it depends." If the bylaws just state a fixed term for the officer, such as "two years," or if they say the officer serves for a specified term "and until (the officer's) successor is elected" (or words to that effect), then the group must use formal disciplinary proceedings, which involve the appointment of an investigating committee, preferral of charges, and the conduct of a formal trial. The procedure is complex and should only be undertaken after a careful review of Chapter 20 of Robert's Rules.
- On the other hand, if the bylaws state a term for the office but add "or until (the officer's) successor is elected," or contain other wording explicitly indicating that the officer may be removed before the term expires, then the officer can be removed from office by a two-thirds vote, by a majority vote when previous notice has been given, or by a vote of the entire membership – anyone of which will suffice. A successor may thereafter be elected for the remainder of the term. If the by-laws establish a procedure for removal, they must be followed.

IMPORTANT POINT TO REMEMBER

- “The quality of an organization’s meetings often suggests the quality of an organization’s overall work.”

