



Institut Luxembourgeois  
des Administrateurs



Luxembourg Institute of Directors (ILA) - Company Secretary Committee proudly announces:

## “Effective chairing skills”

Monday, 06 February 2012

9.15am – 4.30pm

Luxembourg Stock Exchange  
(11, avenue de la Porte-Neuve, Luxembourg)

The skills needed to chair an effective meeting are many and varied. To lead a group of different personalities to make the right decisions requires effective leadership from the chair.

This new one-day course looks at the skills chairs need for delivering a successful meeting. Designed for a non-specialist audience, the course considers strategies to tackle common problems which can derail a meeting and impair the decision-making process – among them disruptive elements or difficult personalities, non-participation, conflict, poor communication, a lack of focus or inappropriate group sizes. It is suitable for people chairing meetings at all levels of the organisation.

Using a combination of classroom teaching and experiential learning, the course will provide delegates valuable lessons on maximising their communication methods and skills, facilitating group participation, recognising body language, active listening and feedback skills.

**Speaker; Garry Mitchell** is an experienced and motivated business professional with a background in training, development and contract management. For ten years he was Managing Director of a large training organisation that delivered training and solutions packages for some of Britain’s top blue chip companies.

### Programme:

- 09.15 Registration & Tea or Coffee
- 09.30 Welcome and introductions
- 09.45 Workshop aims, objectives and agenda
- 10.00 Key skills & attributes of an effective chairperson
- 11.00 *Break Tea/Coffee*
- 11.15 Gathering information and planning the meeting
- 12.15 Listening/questioning/summarising techniques
- 13.00 Lunch
- 13.45 Understanding group behaviour and non-verbal communication
- 14.30 Time management & assertiveness skills
- 15.00 *Break Tea/Coffee*
- 15.15 Role play – putting it all together
- 16.15 Feedback & questions
- 16.30 Close