

# Meeting Etiquettes

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Part of Soft Skills Training Program



# Why Meeting Etiquette is important?

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- Meetings are an important part of corporates where employees sit together on a common platform, exchange their views and opinions and reach to a solution benefitting the organization and mutually acceptable to all.
- **Meeting Etiquette refers to codes of behaviour an individual ought to follow while attending meetings and discussions at the workplace.**

# 1. Try to find out what the meeting is all about

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- Understand the importance of the meeting.
- Never go blank.
- Employees should do all the ground work\* before attending meetings to ensure maximum participation from their end.
- Prepare notes in advance.

\*Ground work includes get information about the company, its turnover, R&D about the person you're going to meet (e.g. via LinkedIn), product based research etc.

## 2. Be on time

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- Make sure you come on time and prepare for the meeting ahead of time.
- You don't want to waste anyone else's time by not being punctual.

### 3. Never attend meetings without a notepad and pen

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- It is practically not possible for an individual to remember each and every thing discussed at the time of meeting.
- A notepad helps in jotting down the important points for future reference.
- **Fiddling with pen or notepad is one of the major distractions in meetings.**

## 4. Make Introductions

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- If everyone doesn't know one another in the meeting room, you need to make introductions. You should do this by starting with the person of the highest rank first.
- Shake hands with everyone sitting in the room
- Distribute your visiting card if required (can be distributed in the start or finish of the meeting)
- Don't ever give a business card with your fingers covering the details. Hold at the top corners of the card with the card facing the recipient so that he or she can read it. Look the person in the eye and smile.
- Make sure your business card is presentable. Further along, make sure that your business card is not crumpled or dirty in any way. This makes for a really bad impression. Cards should be professional-looking. The same applies to giving a card where you crossed off an old contact info and written the new one
- Give and receive visiting cards with both hands



## 5. Have a strong agenda

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- Don't get distracted from your core agenda, stick to that while attending queries from respondents.
- This is part of being prepared, but you should have a good, strong agenda and a time frame so that you can stay on track.

## 6. Sit Appropriately.

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- If it's a sit-down meeting, you need to adjust your chair so that you're at equal height with everyone else at the table.
- Don't move much if your chair is making noises.

## 7. Don't have your phone out.

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- A lot of people keep their phones on the table during meetings.
- Don't do this. Even if you aren't looking at your phone, it can get distracting if it starts lighting up or making noises.

## 8. The one chairing the meeting must speak loud and clear

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- A question answer round must be kept at the end for members to clear their doubts.
- Once the meeting is over, minutes of the meeting must be prepared and circulated across all departments for them to take necessary action
- Do not convert the meeting room into a battle ground. Speak politely and do respect your colleagues.

## 9. How to create and Impact

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- **Dress appropriately** i.e. office formals, polished shoes , clean and tidy attire.
- **Make** eye contact.
- **Give a nice**, warm smile.
- Open with a sincere, friendly greeting.
- Pay attention to the customer - not to the product, your stock or a colleague.
- Greet the customer and ask a useful opening question. ...
- Never ignore the customer.
- Show the customer that they **have** your willing, undivided attention.

## 10. Speak up

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- Start with Small talks
- Build reputation with the customer (suggest common topics like current affairs, industry situation etc. )
- Understand the problem
- Explain the products & solutions
- Presentation if required.
- Share our case studies.
- Build trust

# Most Important

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- **Never Miss MOM**
  - Minutes of Meeting for the reference of meeting discussion.

