

ASTH317

Arrange and conduct meetings with customers and others



Overview

This standard covers the competencies required to arrange and conduct meetings with customers and others, either as individuals or in groups.

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Performance criteria

- You must be able to:*
- P1 clearly communicate the purpose and objectives of the meeting to the relevant people
 - P2 obtain any necessary information required for the meeting to take place
 - P3 decide on the venue and time which is appropriate for the meeting and the needs of the participants
 - P4 provide participants with any necessary advance information in a timely fashion
 - P5 have all the necessary information and tools available to achieve the objectives of the meeting
 - P6 agree any revisions to the objectives of the meeting if circumstances indicate a need
 - P7 manage disputes and differences of opinion in ways which minimise offence and maintain respect
 - P8 encourage others to ask questions and seek further clarification where this is necessary
 - P9 ensure that sufficient opportunity is given for contributions to be made by all parties
 - P10 avoid being distracted by issues that are not related to the objectives
 - P11 start punctually, manage the timing of the meeting and close as agreed
 - P12 evaluate the effectiveness of the meeting in achieving its objectives
 - P13 keep accurate, legible and complete records

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Knowledge and understanding

You need to know and understand:

- K1 the reasons why meetings may be necessary and possible alternatives
- K2 how to arrange the meeting and make the best use of time and resources
- K3 the importance of ensuring that attendees receive sufficient notice of, and documentation for, proposed meetings
- K4 how timing, venue, access and facilities may affect participation
- K5 how to set clear objectives for the meeting
- K6 the ways in which different types of information can be used and presented to support informed discussion and decision making
- K7 how to communicate effectively
- K8 the effect of group dynamics in a meeting, and ways to encourage participation
- K9 how to manage conflicting opinions in ways which minimise offence and maintain respect
- K10 the role of expert opinion in guiding decision making
- K11 the types of tools which may be required during the meeting and how to use them correctly
- K12 how to use various questioning styles to ensure clear, focused discussion and establish a common understanding of agreed outcomes and actions
- K13 the need for feedback to participants and those affected by the decisions taken
- K14 barriers to effective decision making in meetings and how these can be managed
- K15 the importance of keeping meetings to time
- K16 organisational and legal requirements, including health and safety considerations
- K17 the records which must be produced and kept for the meeting

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