
Overview

This standard is about chairing a meeting to make sure the requirements of the meeting are achieved within agreed timescales. It includes ensuring that the required activities are carried out before, during and after the meeting. Meetings may be face-to-face or conducted remotely using appropriate technology. It is for administrators who chair meetings.

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Chair meetings

Performance criteria

Before the meeting

You must be able to:

- P1 agree purpose of the meeting
- P2 agree time of the meeting so that key people can attend
- P3 make sure meeting facilities fulfill requirements
- P4 agree agenda items, time required for each item and meeting papers to achieve purpose of the meeting
- P5 read briefing papers and identify key issues
- P6 instruct minute taker of any specific requirements for the meeting, if necessary

During the meeting

You must be able to:

- P7 greet people attending the meeting
- P8 start meeting on time
- P9 provide details of facilities and arrangements
- P10 chair meeting in line with the agenda
- P11 allow opportunities for attendees to contribute
- P12 keep meeting on track to achieve its purpose
- P13 resolve problems that occur during the meeting
- P14 summarise discussions and agree actions at appropriate times
- P15 observe formal voting and approval procedures, if appropriate
- P16 agree date, time and location of the next meeting
- P17 close the meeting on time

After the meeting

You must be able to:

- P18 approve meeting records and list of actions
- P19 make sure the agreed actions are implemented
- P20 reflect on whether the meeting met its purpose and agree learning points to improve the running of future meetings

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Knowledge and understanding

You need to know and understand:

- K1 the role of the chair before, during and after meetings
- K2 the different types of meetings and how to run them
- K3 how to plan meetings so that their purpose can be achieved
- K4 the purpose of agreeing agenda items and allocating times for agenda items
- K5 the purpose of reading meeting papers and identifying key issues in advance
- K6 the interpersonal skills required when chairing meetings and how to demonstrate these
- K7 how to chair meetings to keep to agreed timings, as required
- K8 how to facilitate discussions so that the purpose of each agenda item is achieved
- K9 the types of problems, including conflict, that may occur during meetings and how to resolve them
- K10 how to summarise discussions and agree actions at appropriate points
- K11 the purpose of approving records of meetings
- K12 the purpose of reflecting on whether the meeting met its purpose and agreeing learning points for the future

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Additional Information

Skills

1. communicating
2. decision making
3. evaluating
4. facilitating
5. interpersonal skills
6. managing time
7. negotiating
8. leading
9. summarising
10. organising
11. planning

Links to other NOS Events and Meetings; Communications

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