
Overview

This unit is appropriate for you if your role involves:

1. setting priorities and balancing own workload
2. organising, chairing and servicing union meetings

The activities you are likely to be involved in:

1. deciding on priorities in the light of union policies and guidelines, special campaigns and local circumstances
2. chairing committees and managing debates on topics
3. preparing documents for meetings

The elements are:

1. setting priorities and monitoring the allocation of time
2. chairing formal meetings and conferences
3. organising and servicing meetings
4. presenting information to meetings

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Performance criteria

You must be able to:

Set priorities and monitor the allocation of time

- P1 identify and prioritise key responsibilities and associated activities using agreed criteria
- P2 allocate sufficient time to achieve key responsibilities and associated activities
- P3 maintain a realistic balance between continuous processes and single events and allocate sufficient time to each
- P4 maintain an up-to-date diary which contains realistic allocations of time against activities and which is available to support staff
- P5 make allowances for contingencies and re-allocate or postpone activities to meet changing needs
- P6 inform others of changes to planned activities as soon as possible and offer alternative times and dates
- P7 inform senior officers of the union when there is insufficient time for priority activities and suggest how the problem may be resolved.
- P8 decline to take on activities which are outside the responsibilities of the officer or which can be achieved by other means
- P9 monitor the allocation of time to activities and make modifications to meet new and changing demands

You must be able to:

Chair formal meetings and conferences

- P10 brief guest speakers accurately on their expected roles and contributions
- P11 set timings for agenda items in advance and keep to them unless unanticipated priorities demand otherwise
- P12 welcome new attendees and give guidance on the intended business of the meeting
- P13 encourage participants to make relevant contributions at appropriate times in the agenda
- P14 monitor discussions and accurately summarise key points at appropriate times in a manner which fairly represents all relevant views
- P15 advise participants on the relevance, timing and relative priority of their contributions in a manner which maintains trust and contributes to the successful outcome of the meeting
- P16 chair meetings in a manner which follows the rules of procedure and which ensures that participants follow the correct rules of procedure
- P17 summarise decisions accurately and formally conclude items when sufficient discussion has taken place to fairly represent all relevant views

You must be able to:

Organise and service meetings

- P18 make sure agendas, minutes and papers are clear and circulated to all attendees in sufficient time for them to read and respond to agenda

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items

- P19 agree specific roles with those who have a formal role in the meeting
- P20 make sure that invited guest speakers are given realistic advance notice of meetings and are accurately briefed on their expected roles and the length and format of their contribution
- P21 make sure that the chair is briefed on all relevant agenda items
- P22 monitor discussions and accurately record key points and decisions in a format suitable for subsequent interpretation and transcription
- P23 produce clear and accurate minutes of meetings and circulate them to authorised recipients within accepted time limits
- P24 identify actions arising from the meeting and monitor progress towards achieving them
- P25 evaluate venues to make sure free access and participation for all, and make recommendations for modifications as necessary

You must be able to:

Present information to meetings

- P26 provide clear and accurate information and present it in a manner and style which is appropriate to the needs of the target audience and any special needs of particular groups
- P27 present information to non-union audiences in a manner which communicates union policies to best advantage
- P28 produce legible and accurate visual materials and use them to clarify the information provided
- P29 encourage participants to ask questions, seek clarification and make comments at appropriate stages in the presentation
- P30 provide clear and accurate supplementary information to support key points as necessary

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Knowledge and understanding

You need to know and understand how to:

The nature and role of personal communication and time management

K1 set priorities and balance conflicting needs

Principles and concepts

K2 chair and conduct formal meetings

K3 identify the needs and requirements of different target groups

K4 present information in the correct format and style

K5 identify and apply effective time management systems

K6 follow rules of procedure and standing orders for formal meetings

K7 encourage participation

K8 summarise key points and represent relevant views

K9 handle disruptive behaviour

K10 decide when sufficient discussion has taken place to represent relevant views

K11 identify the roles of participants at meetings

K12 identify and meet the needs of the target groups, including any special needs

K13 prepare and use visual support materials

External factors influencing communication

K14 identify the health and safety requirements of meeting venues

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