
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:

3. Deciding on priorities in the light of union policies and guidelines, special campaigns and local circumstances.
4. Chairing committees and managing debates on topics.
5. Preparing documents for meetings.

What the unit covers:

6. Setting priorities and monitoring the allocation of time.
7. Chairing formal meetings and conferences.
8. Organising and servicing meetings.
9. Presenting information to meetings.

**Performance
criteria**

Set priorities and monitor the allocation of time

- You must be able to:*
- P1 Identify and prioritise key responsibilities and associated activities using agreed criteria.
 - P2 Allocate 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 Evaluate 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.
 - P10 Choose appropriate communication technology.

Chair formal meetings and conferences

- You must be able to:*
- P11 Brief guest speakers on their expected roles and contributions.
 - P12 Set timings for agenda items in advance and keep to them unless unanticipated priorities demand otherwise.
 - P13 Welcome new attendees and give guidance on the intended business of the meeting.
 - P14 Encourage participants to make relevant contributions at appropriate times in the agenda.
 - P15 Monitor discussions and summarise key points at appropriate times in a manner which fairly represents all relevant views.

- P16 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.
- P17 Chair meetings in a manner which follows the rules of procedure and good practice.
- P18 Summarise decisions accurately and formally conclude items when sufficient discussion has taken place to fairly represent all relevant views.

Organise and service meetings

You must be able to:

- P19 Evaluate venues to make sure access and participation for all, and make recommendations for modifications as necessary.
- P20 Make sure agendas, minutes and papers are clear, in an appropriate format, and circulated to all attendees in sufficient time for them to read and respond to agenda items.
- P21 Agree specific roles with those who have a formal role in the meeting.
- P22 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.
- P23 Make sure that the chair is briefed on all relevant agenda items.
- P24 Monitor discussions and accurately record key points and decisions in a format suitable for subsequent interpretation and transcription.
- P25 Produce clear and accurate minutes of meetings and circulate them to authorised recipients within accepted time limits.
- P26 Identify actions arising from the meeting and monitor progress towards achieving them.

Present information to meetings

You must be able to:

- P27 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.
- P28 Present information to non-union audiences in a manner which communicates union policies to best advantage.
- P29 Use appropriate presentation technology.

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- P30 Encourage participants to ask questions, seek clarification and make comments at appropriate stages in the presentation.
- P31 Provide clear and accurate supplementary information to support key points as necessary.

Knowledge and understanding

The nature and role of personal communication and time management

You need to know and understand:

K1 Priorities and balance of conflicting needs.

Principles and concepts

You need to know and understand:

K2 Procedures for formal meetings.

K3 The needs of different target groups, including any special needs.

K4 Appropriate format for documents.

K5 Effective time management systems.

K6 Methods of encouraging participation.

K7 How to handle disruptive behaviour.

K8 The various roles of participants at meetings.

K9 Appropriate presentation technology.

External factors influencing communication

You need to know and understand:

K10 Health and safety and access requirements of meeting venues.

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