

POWER UP YOUR MEETINGS

From Draining to Dynamic!

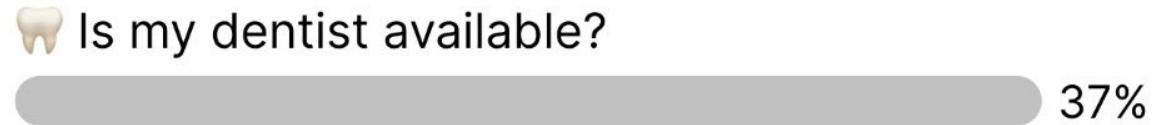
Una McAlinden, Certified Facilitator
WCMA + ICMA Member



Creative
Strategy
Solutions



 **When you see another meeting on your calendar...**

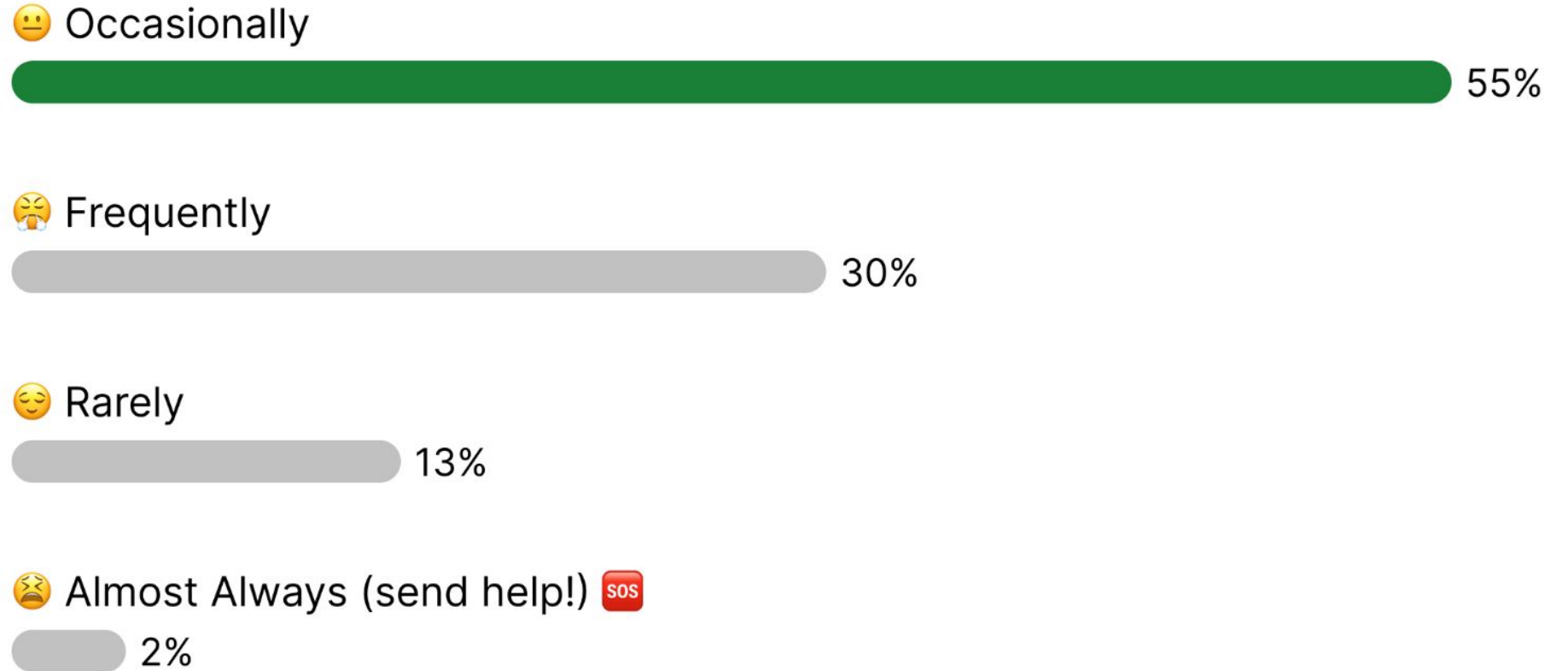


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How often do you feel stressed or frustrated during or after a meeting?



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According to a recent Harvard Business Review survey of over 180 senior managers:



71%

find meetings unproductive and inefficient

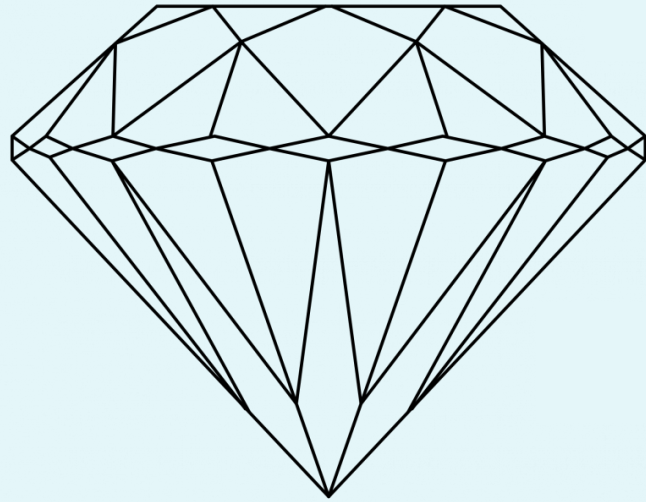




In ONE word, what would you most like to change about your meetings?



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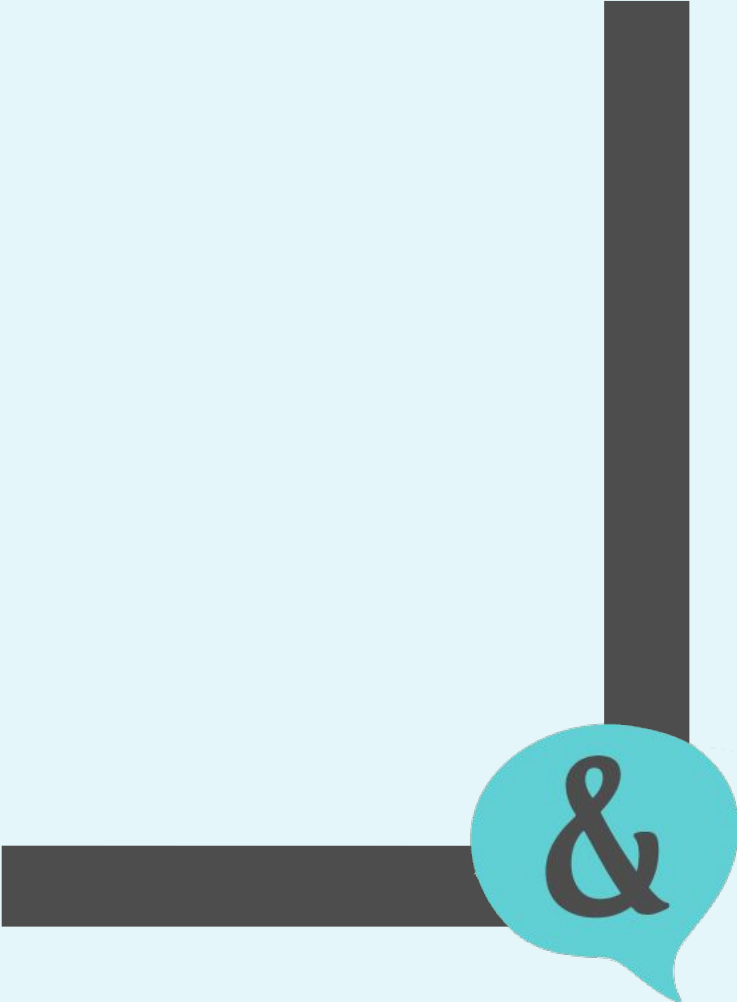
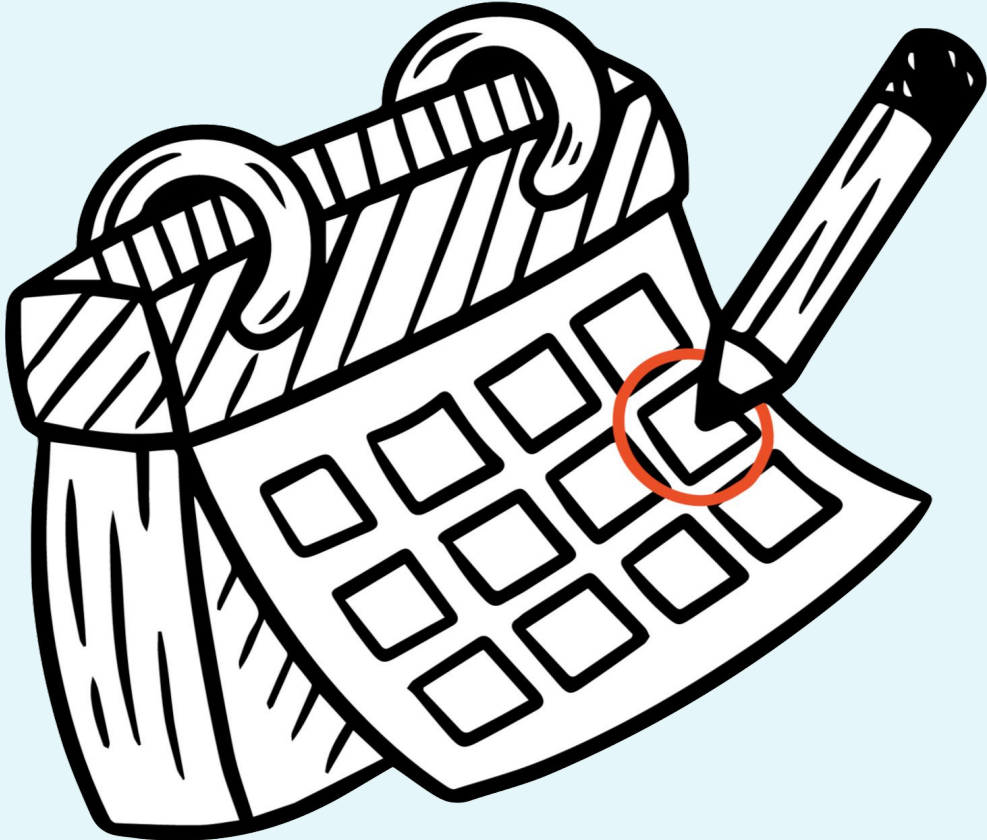


The Power of Collective Wisdom

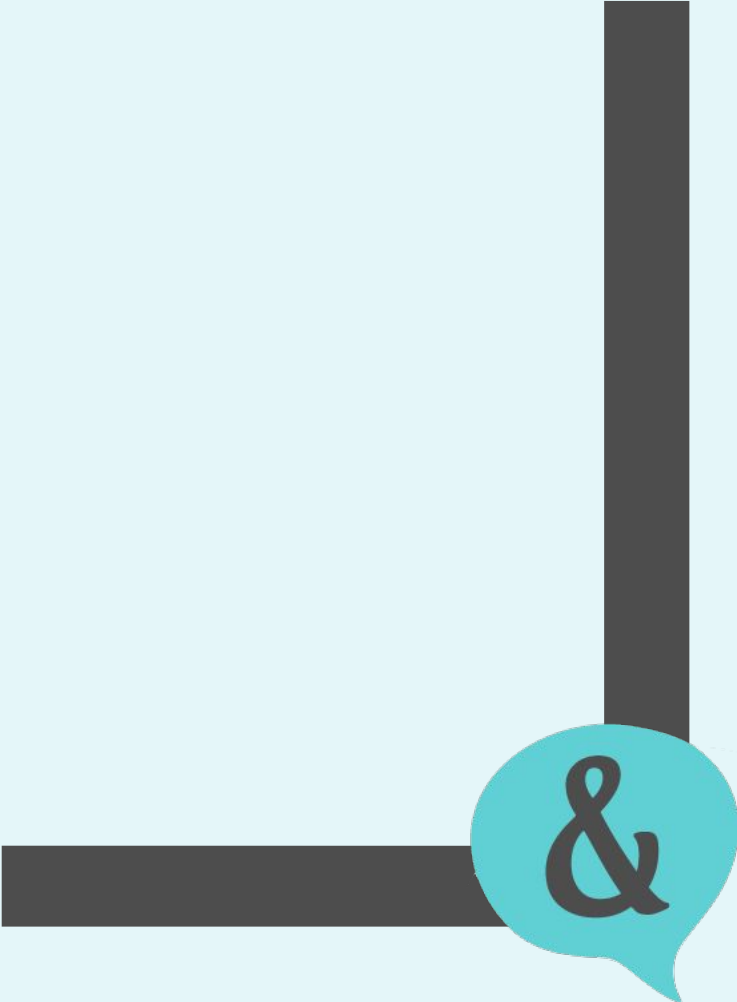
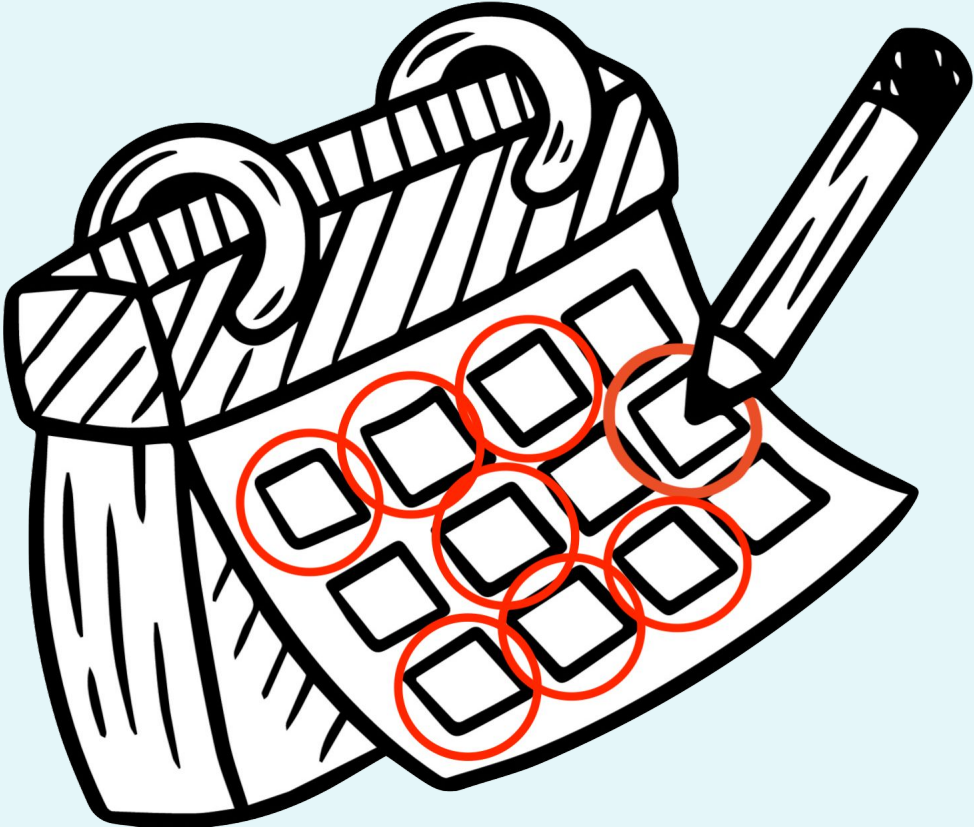
Where diverse perspectives, experiences, and expertise address challenges together



Local Government = Meetings Central



Local Government = Meetings Central



The Cost of Ineffective Meetings

Spoiler Alert:
It's more than \$\$



#1

Human

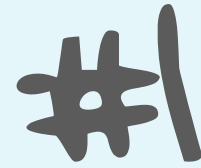
#2

Organizational

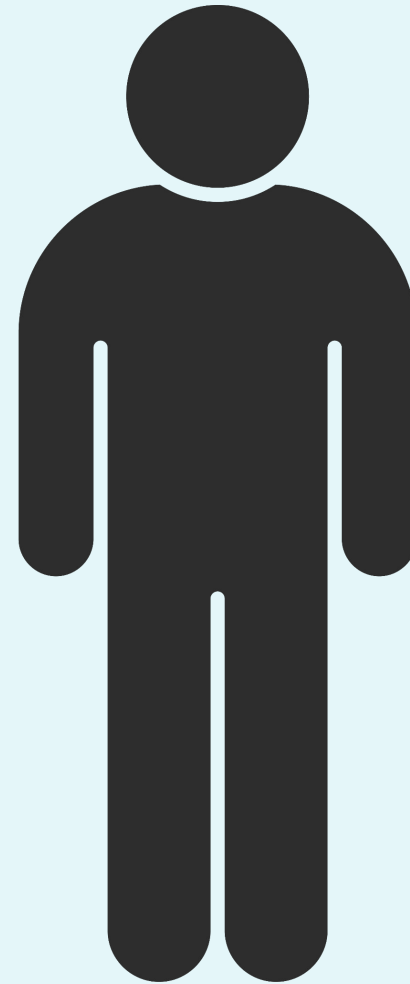
#3

Community

The Cost of Ineffective Meetings



Human





**It was affecting more than my
9-to-5. It was my whole 24
hours.**

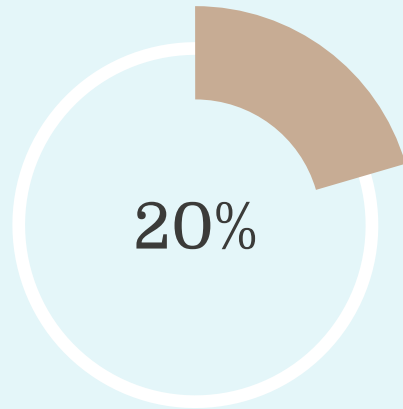


—City Employee, ICMA article: *Clocking Out for Good*

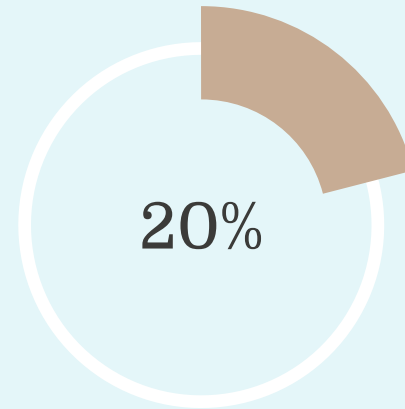


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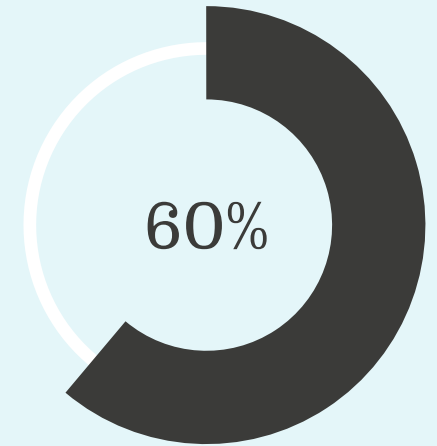
You told us: In an average week...



10-15 hours



15-20 hours



More than 20
hours



The majority of you reported

Only
25-50%

of these meetings are productive



You told us:



80%
of you

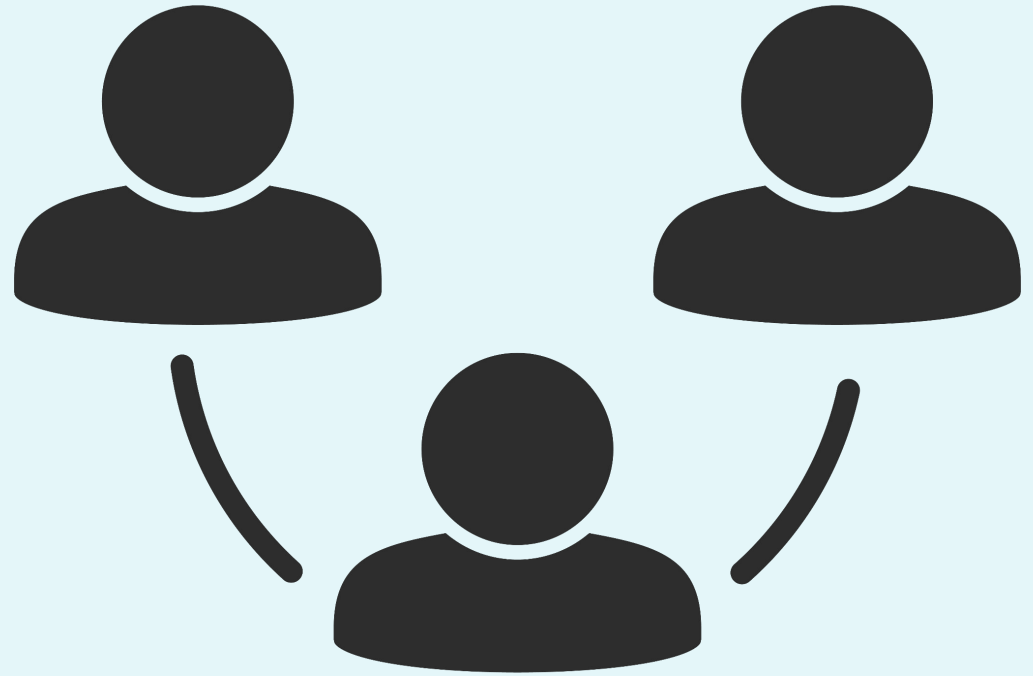


don't have enough time for your *actual* work

The Cost of Ineffective Meetings



#2 Organizational



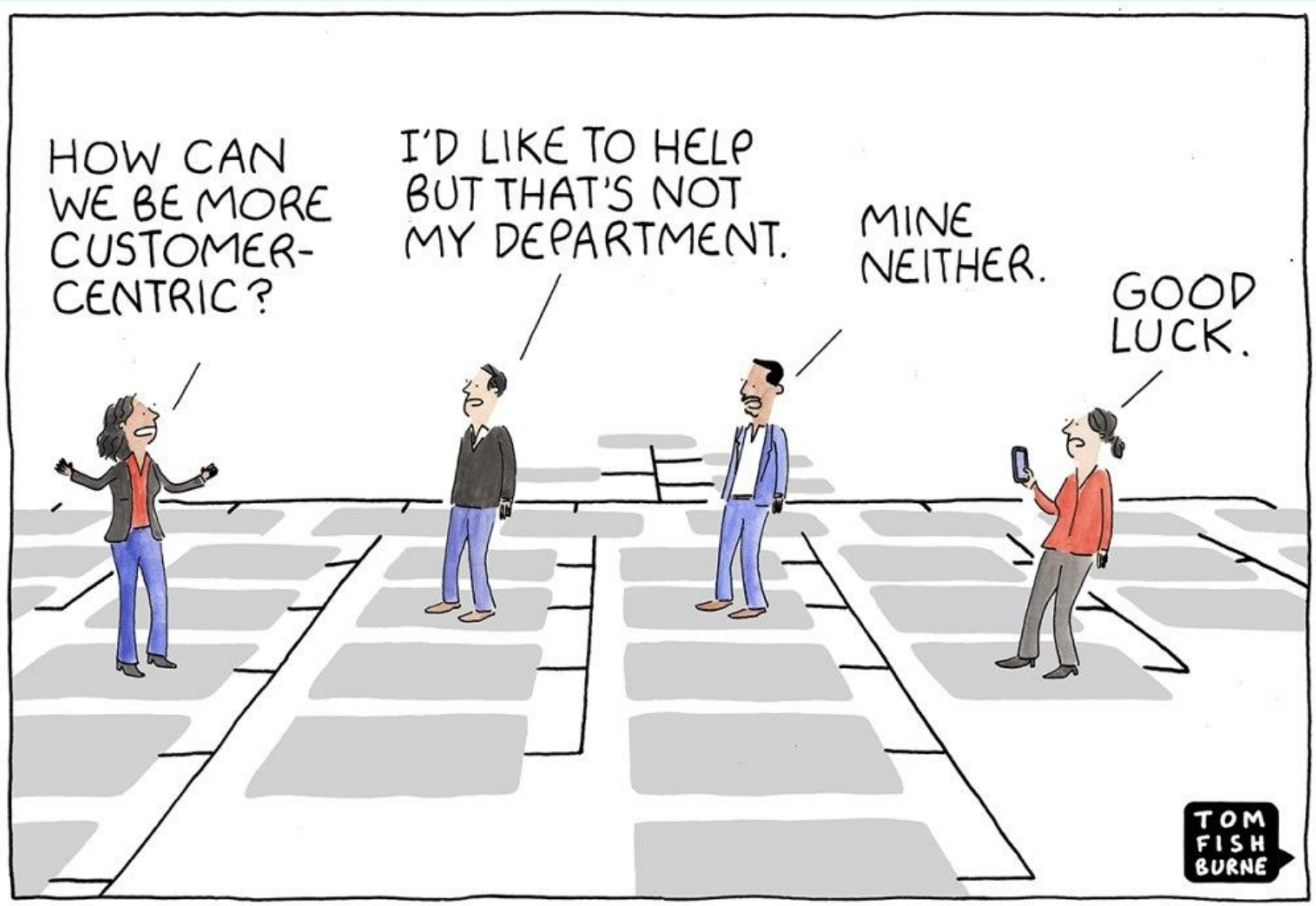
Hours Wasted in Bad Meetings

(1 hour per week) x (100 employees)

x (52 weeks)

= **5200** wasted hours per year





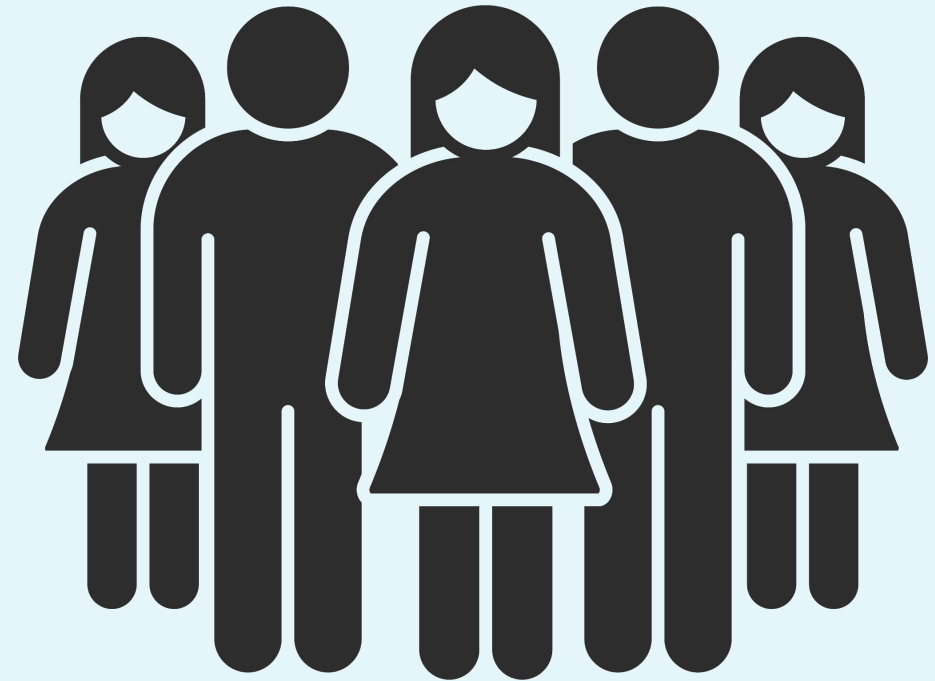
© marketoonist.com



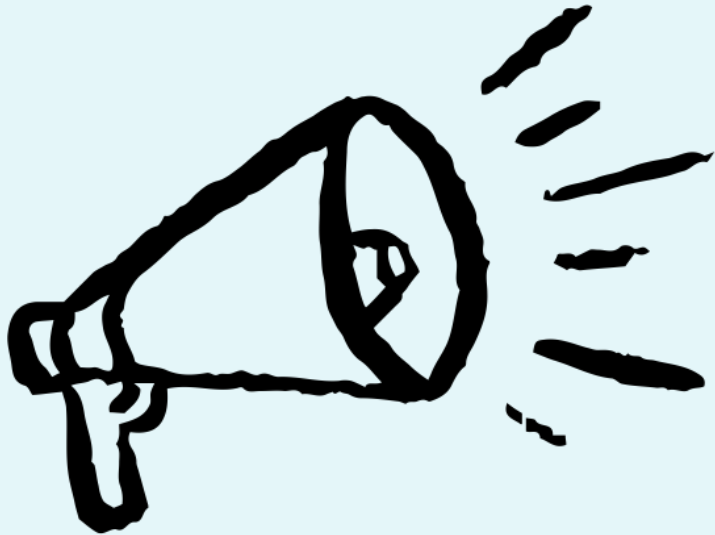
The Cost of Ineffective Meetings



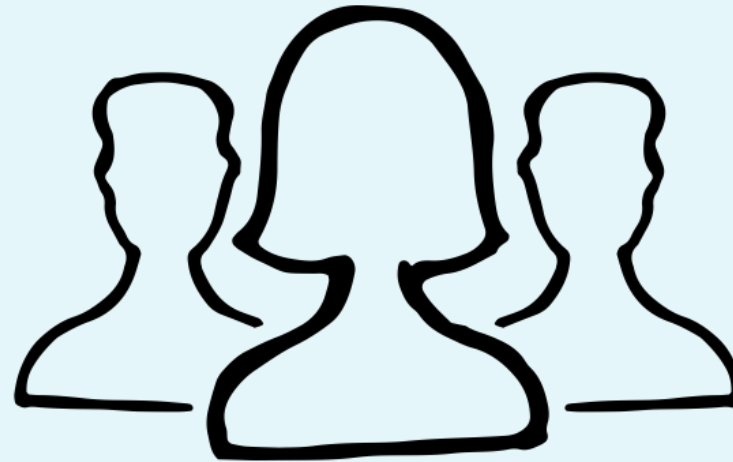
#3 Community



Productive Community Engagement

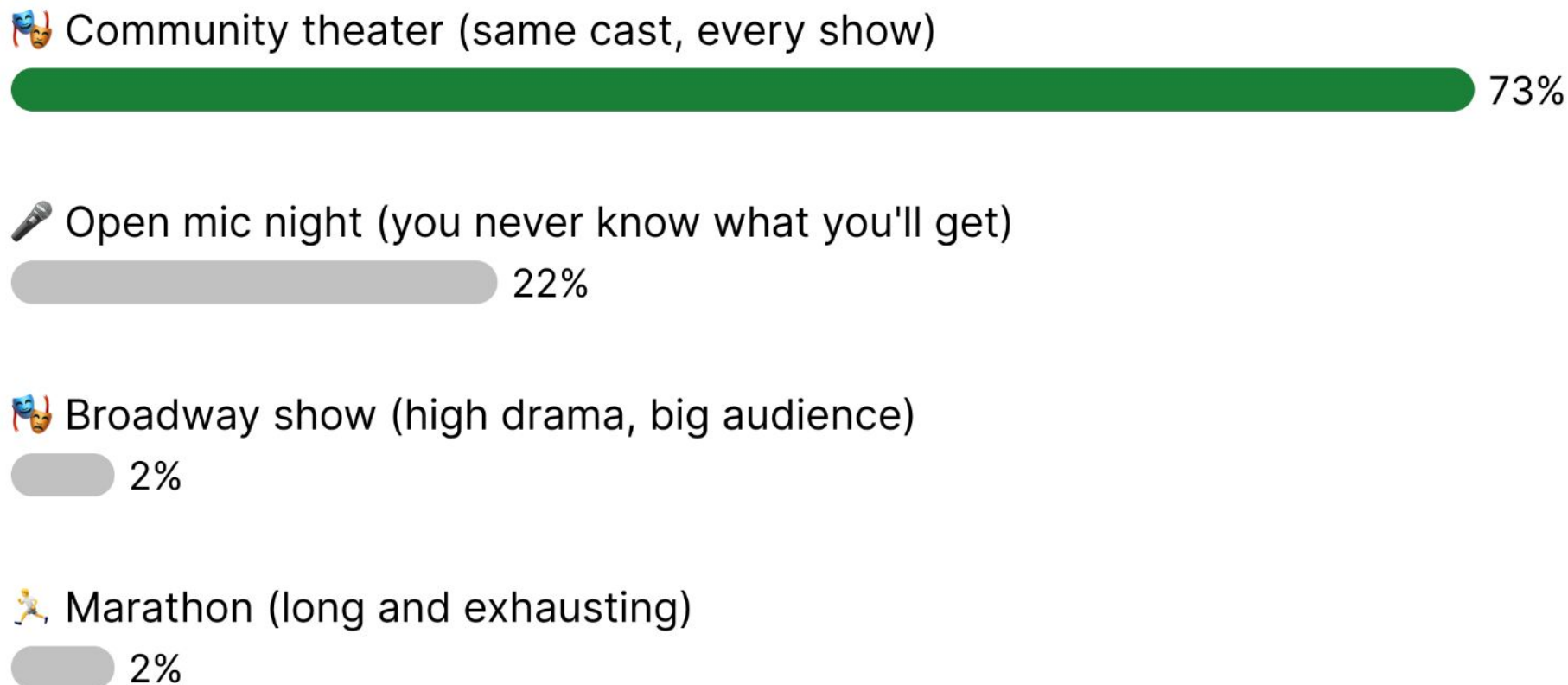


OR





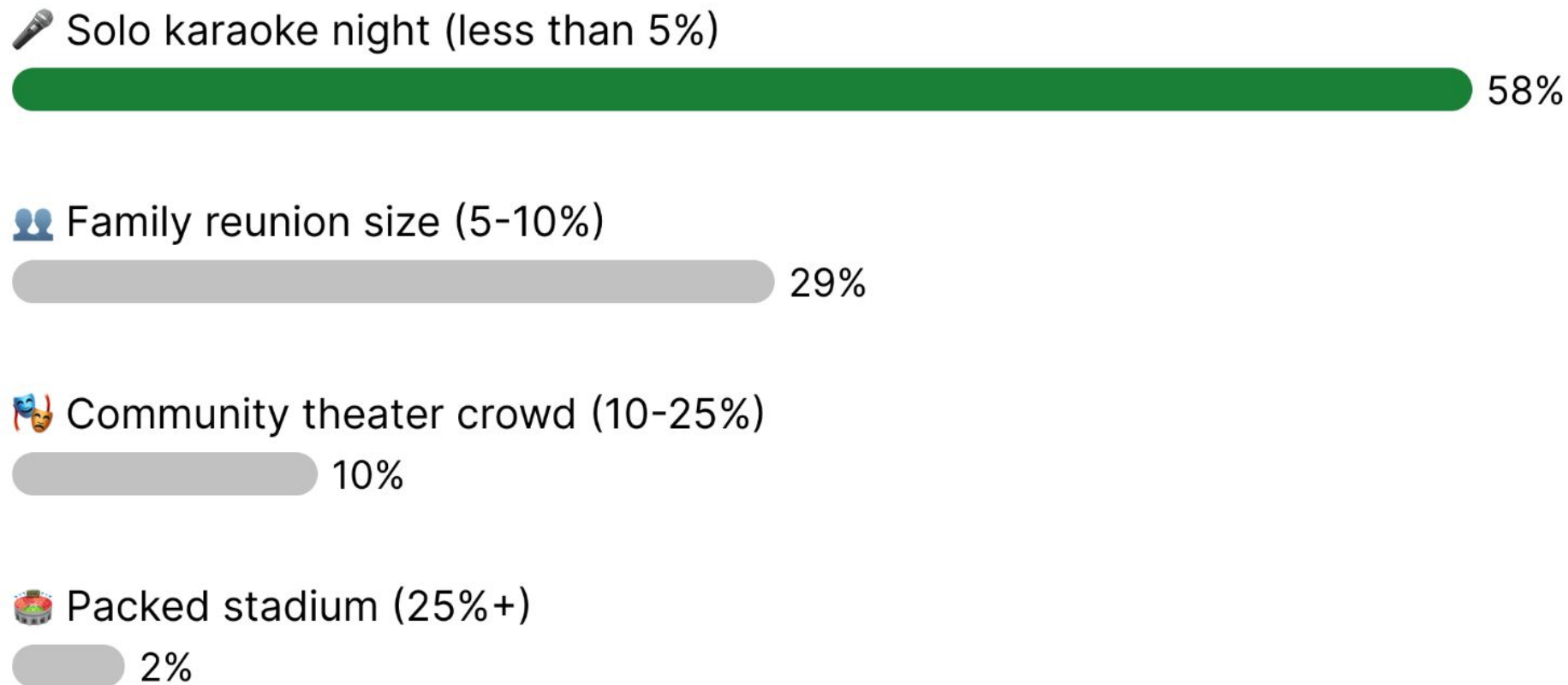
Your community meetings are most like...



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What percentage of your community is truly engaged?

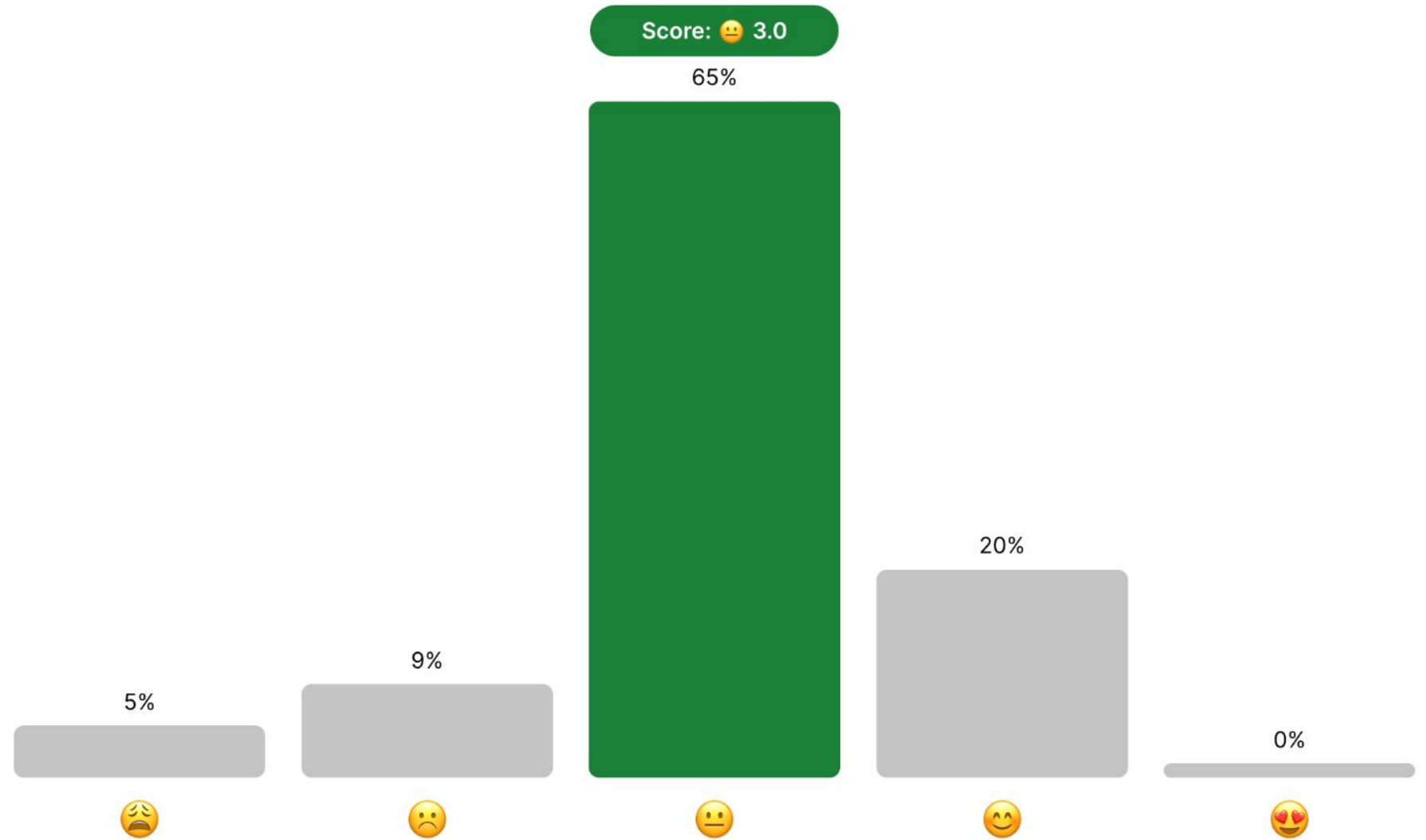


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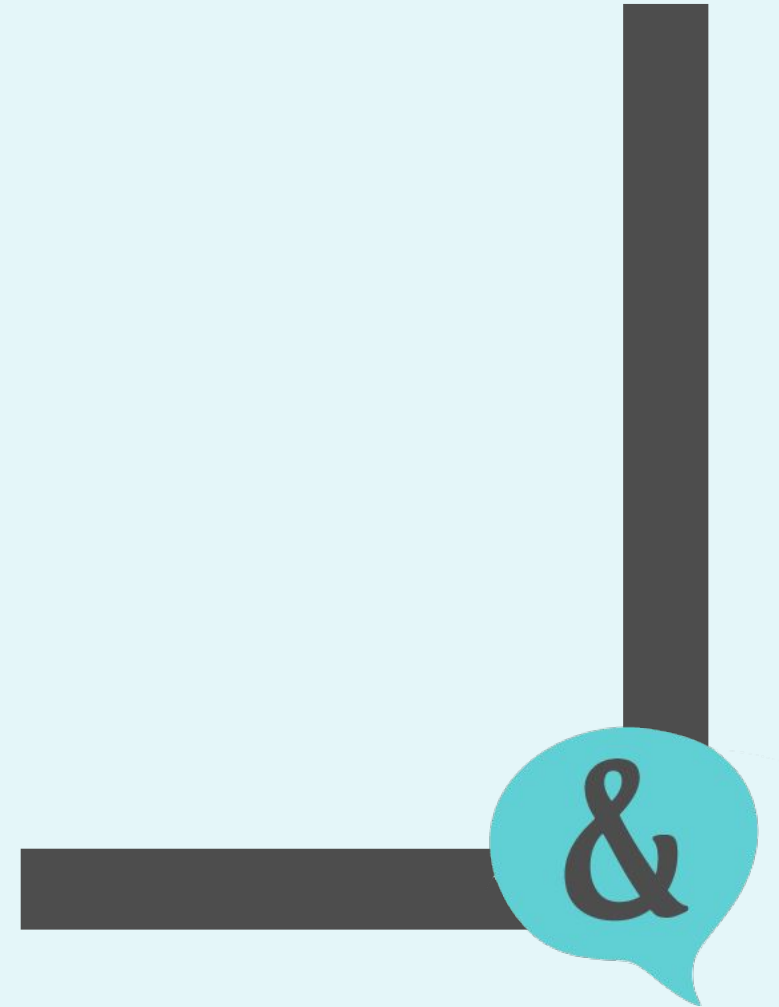
How would you rate the effectiveness of your community engagement?



We're pre-programmed...



CreativeStrategySolutions.com



Beneath the Surface...

You're in the park and look up to spot this dog moving towards you.



**What catches your attention?
What do you see, hear, smell, taste, or physically feel?**

**What is your gut reaction?
What past memories are triggered?
What do you feel or experience?**


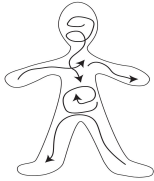

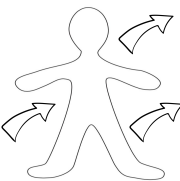
**What questions do you ask yourself?
What conclusions would you draw?
What *could* you do?**

What would you ACTUALLY do?



Engaging with the World

How do we individually move through this process?

Level	What's happening?		Examples
Objective <i>What?</i>		Senses	Colors Sounds Movement
Reflective <i>Gut?</i>		Heart	Memories Experiences Associations
Interpretive <i>So What?</i>		Head	Questions Analysis Evaluation
Decisional <i>Now What?</i>		Action	Intentions Actions Conclusions








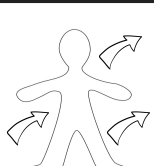
&

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Facilitate

To make things eas(ier)

Focused Conversation

Level	What needs to be engaged?		By asking questions about...
Objective		<i>What?</i>	Data? Facts? Numbers? Sights? Sounds? Words?
Reflective		<i>Gut?</i>	Emotions? Memories? Associations? Alternative perspectives and reactions?
Interpretive		<i>So What?</i>	Meaning? Value? Significance? Options? Insights? Analysis? Root causes? Implications?
Decisional		<i>Now What?</i>	Shared agreement? Resolution? Commitment? Future actions?




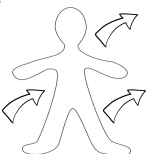


Let's Watch...





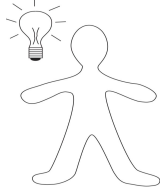
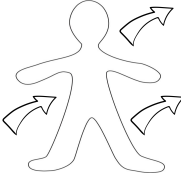
Focused Conversation Experience

15:00

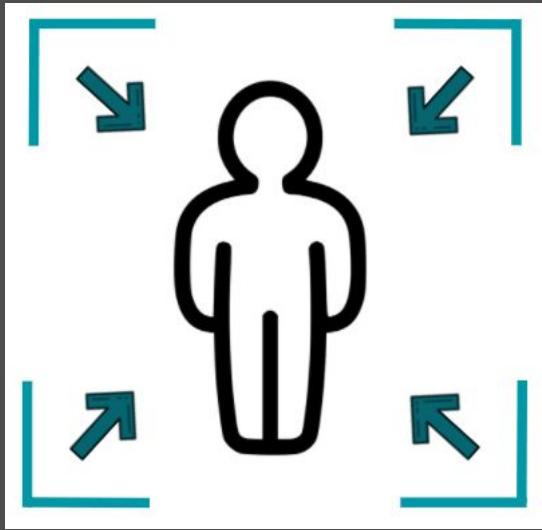
Level	Questions	Tips	
Opening: Please join me in a short conversation to see what we might learn from that film:			
Objective		What images, scenes, or colors stood out for you? What words or phrases did you hear?	Go around table, everyone answers first question. After that, anyone may answer.
Reflective		What did you appreciate about the film? Where did you find yourself concerned?	Ask one question, get responses, then ask the other.
Interpretive		What are lessons we can learn from this story? How might the lessons translate into your work or personal life?	Allow extra thinking time here as the group gets deeper into the topic.
Decisional		What's one thing you will take away from this film?	
Closing: Thank you for participating in our conversation. Your insights have given me some things to think about.			



Focused Conversation: At a glance

Level	What's happening?	Focus on:
Objective		Observations
Reflective		Reactions
Interpretive		Insights & Meaning
Decisional		Action

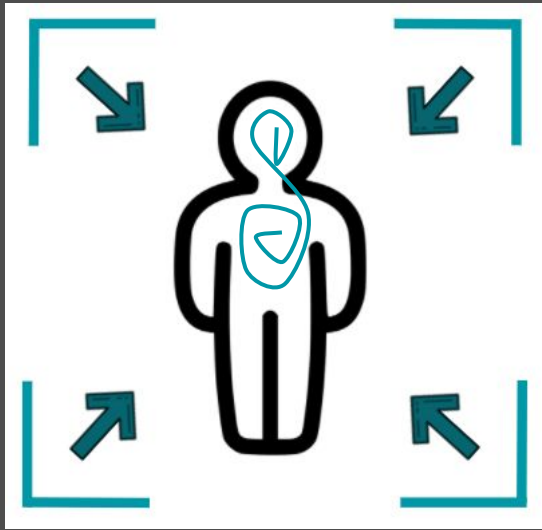




Objective



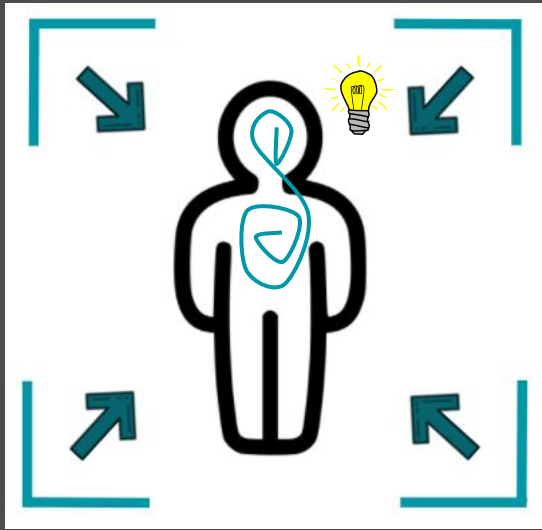
Focus	Observation, without judgment
Purpose	Begin with data, facts, external reality
Example	What did you see, hear, read?
Outcome	Shared understanding of observations Appreciation of different perspectives
If Skipped	There's no shared understanding of what the group is discussing, comments seem unrelated



Reflective



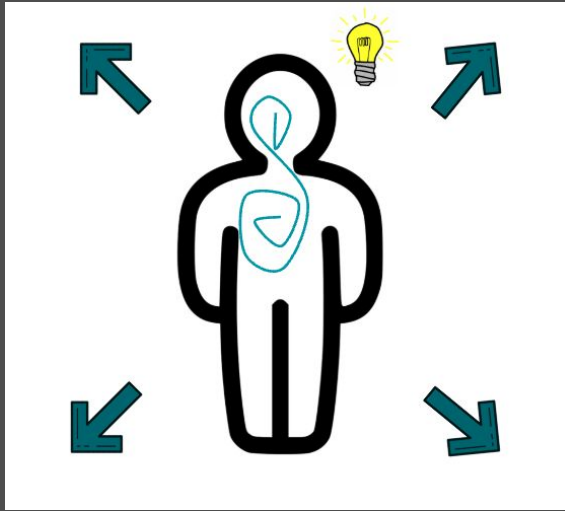
Focus	Emotion or Reaction
Purpose	To evoke personal reaction, internal response, associations
Example	What was your gut reaction to this?
Outcome	Awareness of your own and others' reaction to the observable data Appreciation of the commonalities + differences
If Skipped	Intuition, memory, emotion are ignored



Interpretive



Focus	Making Meaning
Purpose	To draw out meaning, implications, significance, weigh options
Example	'What new insight did you get from this?'
Outcome	Making sense of the data or observable information Understanding of the contextual implications
If Skipped	No higher order thinking goes into the decision making



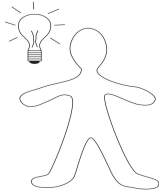
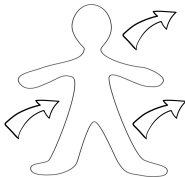


Decisional



Focus	Reaching Resolution
Purpose	To bring discussion to a close and make a decision as a group
Example	'What do you think we should do?'
Outcome	Consensus on planned response and next steps
If Skipped	No action-focused outcome from the discussion

Focused Conversation: At a glance

Level	What's happening?	Focus on:	In Short!
Objective		Observations	<i>What?</i>
Reflective		Reactions	<i>Gut?</i>
Interpretive		Insights & Meaning	<i>So What?</i>
Decisional		Action	<i>Now What?</i>

FACTS

REACTIONS


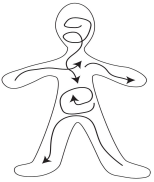

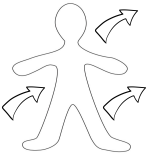
EXPLORING
MEANING

DECIDING



Reflecting on the Focused Conversation

10:00

Level	Questions	Tips
Opening: Let's take a minute to think about what we saw, heard, and learned in our time together this morning.		
Objective	 What is one piece of information that was shared in this session?	Go around table, everyone answers first question. After that, anyone may answer.
Reflective	 What part of the Focused Conversation process particularly appeals to you? What part does not appeal to you?	Ask both questions, one at a time.
Interpretive	 What might be the impact of using the Focused Conversation with groups you work with?	Allow extra thinking time here as the group gets deeper into the topic.
Decisional	 When do you see yourself using this approach?	
Closing: Thanks for sharing your observations and insights. We learn more when we take time to reflect on our collective experience.		





💡 **Where might you try this approach in an upcoming meeting?**

Meeting 7

Leadership meeting 6

Executive Team

Department head meetings

Staff meetings

Any meeting where we are trying to get to a final decision

Public Discussion on Adult Businesses

Director's meeting

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💡 **Where might you try this approach in an upcoming meeting?**

Meeting 7

Leadership meeting 6

Team meeting

When introducing a new project

In director's meeting

Executive Leadership Team Meetings

Leadership Team Meeting

Team retreat



💡 **Where might you try this approach in an upcoming meeting?**

Meeting 7

Leadership meeting 6

Public outreach process

ELT Meetings.

Management meetings

Staff meetings

Recurring weekly leadership meetings

Leadership team meetings

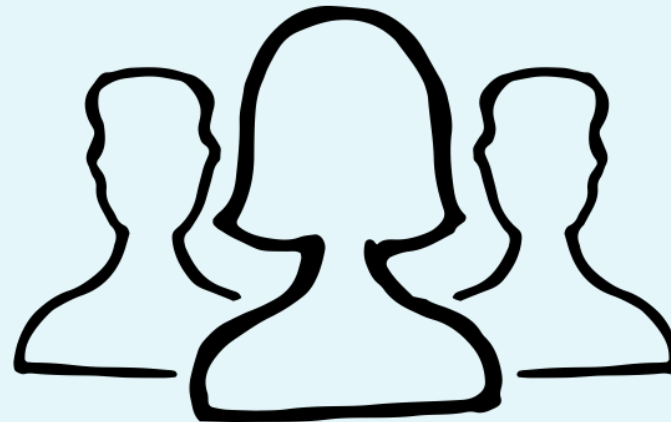
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Scan the QR code to get my
Focused Conversation bundle



PLUS Drawing for “The Art of
Focused Conversation” book



Una McAlinden Creative Strategy Solutions

una@unamcalinden.com
425-802-1399

