**10 Hints and Tips about Managing Meetings**

1 Sort out the Housekeeping , ..... Seating, heating , acoustics , parking , buses , toilets.

2 Agenda /Minute,…..Have a mechanism for generating one and circulate it in advance. Consider putting timings next to each item.

3 Start and finish meetings on time . It is a sign of respect and people's time is "expensive”.

4 Agree Protocols regarding the conduct of meetings in advance. Are participants expected to put their hands up , how do you deal with AOB etc . Periodically review what people think of the meetings and adapt and alter if need be.

5 Resolve differences that may arise during a meeting ASAP, do not let matters/ issues fester.

6 Participation. Make sure your group is representative and ensure you gather everyone's ideas including the quiet people in the group.

7 Summarise at different points during the meeting. Is everyone in agreement with the agreements?

8 When Chairing a meeting check people's body language, ask yourself are they engaged, do they need a break etc

 9 Have a sense of humour

10 Consider concluding  meetings with an action plan of who does what and when , this can form the basis of the next agenda .

**And from the flipcharts**

* Agenda – Purpose
* House Keeping
* Representation – Participation
* Deal with issues
* Agenda
* Focus
* Rebate
* Respect
* Willingness to learn from each other
* Rules – size heating refreshments
* Order – domestic, sound, housekeeping, access, participation
* Purpose - agenda

**and**

* Scrutiny – start with questions but then ask more probing questions – use them as a jumping off point
* What evidence to ask for – depends on the area you are looking into – talk to the tenants as well as the landlord. We represent the tenants all of them
* Questioning – Strong chair helps keep on track
* Evidence gathering – plenty of time to read it
* Be realistic about how many people to interview at any time
* Post interview conversation about their interpretation of the interview
* Second interview is important
* Ask for more evidence
* Open and closed questions = using both – we are trained to help interviewees feel at ease then up questions
* Ask the staff how we can improve it
* Don’t use fuelled emotional question, too much – acknowledge feeling but base decisions of evidence