*Helpful Strategies*

Gracefully ending a conversation

When the conversation is going on too long, steer it towards a close --

1. recap what you and the other person gained from the exchange
2. set up any next steps
3. disengage (you may need to physically move)

Saying No

Practice saying No firmly and gently using these four steps --

1. acknowledge the issue

2. say No, unequivocally and up front

3. assist, but don’t get involved

4. let them know your availability on your terms

# Meetings

Form Agenda: have an agenda in advance with time frames

 Goals: beyond action/decision items, goals may include getting to know a new participant or reconciling after a difficult episode

 Check-ins: periodic check-ins during the course of the meeting keep it on track

Functions The Facilitator moves the agenda along and ensures that everyone contributes

 The Timekeeper gives a heads-up when the agreed-upon end-time is near

 The Recorder posts decisions/action items, etc. and prepares minutes

Points-of-View Different points-of-view in the meeting often strengthen the outcome

 Devil's Advocate/Cheerleader

 Big Picture/Details

 Stand Pat/Move Ahead

Everyone has power in a meeting, not just the chair, and everyone benefits when power is well used. Start and end on time, or set up a timely start/end for the next meeting. Speak up if time goes over or folks stray from the agenda. Renegotiate the end time and/or the agenda as needed.