

Unit Title: Business Meeting Techniques	
Level:	One
Credit Value:	3
GLH:	27
OCNLR Unit Code:	AF6/1/LQ/002
Ofqual Unit Reference Number:	J/505/8792

*This unit has 5 learning outcomes*

LEARNING OUTCOMES	ASSESSMENT CRITERIA
<b>The learner will:</b>	<b>The learner can:</b>
1. Know about business meetings.	1.1. Identify why meetings need to be held. 1.2. Identify how meetings will differ depending on their: <ul style="list-style-type: none"> <li>• purpose,</li> <li>• size,</li> <li>• people involved,</li> <li>• organisational culture.</li> </ul> 1.3. Identify good meeting behaviours. 1.4. Outline possible consequences of holding ineffective meetings.
2. Know about planning business meetings.	2.1. Outline how to define: <ul style="list-style-type: none"> <li>• The purpose;</li> <li>• Objectives;</li> <li>• Outcomes;</li> </ul> Of a meeting. 2.2. State what points should be included in a meeting agenda. 2.3. Outline: <ul style="list-style-type: none"> <li>• Information to be sent out before a specific meeting;</li> <li>• Who it needs to be sent to.</li> </ul> 2.4. Outline the importance of planning room layout.
3. Know how to run a meeting.	3.1. Outline the role of a chairperson. 3.2. Identify ways to start a meeting effectively. 3.3. Outline the benefits of taking meeting minutes.

<p>4. Know how to follow up after a meeting.</p>	<p>4.1. Outline:</p> <ul style="list-style-type: none"> <li>• Information to be sent out before a specific meeting;</li> <li>• Who it needs to be sent to.</li> </ul> <p>4.2. Identify ways of obtaining feedback on a meeting.</p>
<p>5. Know how to deal with difficult issues in meetings.</p>	<p>5.1. Identify techniques to ensure that all attendees have the opportunity to speak in meetings.</p> <p>5.2. Give examples of situations where disagreements can arise in meetings.</p> <p>5.3. Identify ways to deal with disagreement or conflict in a meeting.</p>

## Assessment

The grid below gives details of the assessment activities to be used with the unit attached. Please refer to the OCN London Assessment Definitions document for definitions of each activity and the expectations for assessment practice and evidence for verification.

**P = Prescribed**      This assessment method *must* be used to assess all or part of the unit.

**O = Optional**      This assessment method *could* be used to assess all or part of the unit.

Case Study	O	Project	
Written question & answer/test/exam	O	Role play/simulation	O
Essay		Practical demonstration	
Report	O	Group discussion	
Oral question and answer	O	Performance/exhibition	
Written description	O	Production of artefact	