

TIPS FOR FACE-TO-FACE MEETINGS

BEFORE THE MEETING:

Decide who the “RIGHT PERSON” is to talk to – who can help to fix the problem?

Think about what you want to say at the meeting and write down the important points.

Arrange a time & place that is good for both you and the other person – never discuss an important issue when someone is busy!

Decide who you want to take with you to the meeting for support.

Practice in front of the mirror or with a friend.

IMPORTANT TIPS:

- Dress for the meeting (make the best impression you can).
- Be on time to the meeting and take your notes along.
- Greet people with a handshake and introduce yourself to people you don't know. Call people by name.
 - If he says, “Hi, I’m Senator Joe Blow.” You would call him Senator Blow for the rest of the meeting.
 - If he says, “Hi, I’m Senator Joe Blow, but everyone calls me Joe.” You would call him Joe.
 - If he says, “Hey – come on back.” You might say, “Do you prefer that we call you Senator Blow or Joe?”
- Stay calm, cool, and collected.

AT THE MEETING:

Always show enthusiasm with your voice, and smile when you talk!

Thank the person for meeting with you.

Tell them about the problem, clearly and simply.

Tell them how the problem affects you, and/or how you feel about it.

Tell them what you want done about the problem – give your solution.
(What would make your situation better?).

Listen carefully to what the other person says – make sure you understand.
It is OK to ask questions.

Write down who agreed to do what.

If you disagree, ask how you can take it to the next level.

Thank the person for listening to you or agreeing to help.

MORE IMPORTANT TIPS:

- A good leader does **NOT** talk over the heads of meeting participants and does **NOT** “talk down to” meeting participants
- A good leader does **NOT** try to impress meeting participants with his/her knowledge
- A good leader **NEVER** tells racy or off-color jokes
- A good leader **NEVER** gets in a debate or argument with a meeting participant
- A good leader **NEVER** uses the group’s meetings as a forum for his/her own ideas
- A good leader **NEVER** uses the group’s meetings as a way to recruit people to his/her **PERSONAL** causes
- A good leader **NEVER** uses the group’s meetings as a mechanism to air his/her complaints
- A good leader **NEVER** uses the group’s meetings for political or religious commentary

AFTER THE MEETING:

Always follow up with a thank-you note or email where you lay out exactly what you and the other person committed to doing so there is a record.

Do everything that you agreed to do – if the other person doesn't do what s/he promised, send a reminder.

Remember – you don't always get what you want during a meeting!!



(Cartoon graphic of 9 people around a table clearly at a meeting not available in Braille. These people all seem to be having a good time at the meeting and are looking at one seems to be the leader of the group.)