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## CONSTRUCTION

“We can’t keep meeting like this...it’s not much fun anymore”

### CASE STUDY

#### The Challenge

This organisation is one of NZ’s largest construction and property development companies working primarily in the commercial sector. They strategically purchase land and offer commercial friendly ‘land and build’ options to the business community.

They have over 500 office and construction site staff spread out through New Zealand who need to meet regularly in internal meetings and in external meetings with clients. There was agreement that the quality of these meetings was no longer of a standard that was acceptable. There were too many meetings being held; many were scheduled at the wrong time of the day; they never stuck to the start or finishing times; had too many unnecessary attendees and there appeared to be no clear outcomes or agreements made or followed up.

#### The Solution

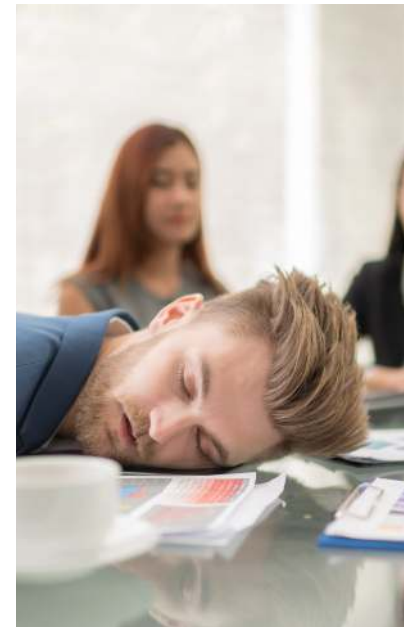
Nonsuch Training were approached to run a series of 2-hr ‘Running Effective Meetings’ workshops to address the issues related to their meeting cultures. These sessions were regularly scheduled over a two year period and were targeted at all staff at any level and in any part of the organisation.

These workshops helped address and develop approaches to raising the quality of meetings. These included careful pre-meeting preparation including sending out any pre-reading, the creation of clear and effective agendas and ensuring careful attention was focused on who should attend and identifying the key three roles in any meeting. Also covered are strategies to deal with the meeting including careful and strict timekeeping, choosing the right time of the day to ensure greater productivity, different approaches as to how meetings should be run, how to avoid passive-aggressive behaviour in meetings, and how to allow different personality types to engage and get value from meetings.

The management team led by example and the adoption of a ‘meeting by exception’ approach ensures the organisation’s meetings are now as efficient and effective as possible.

#### Key Objectives

- Refresh and revitalise the organisation’s meeting culture
- Help create a common sense and united approach to how meetings are organised and delivered
- How to accommodate different personality types in all meetings to ensure greater inclusion and participation



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#### The Outcome

It would be impossible to say that any organisation gets its meeting culture absolutely perfect, it’s fair to say that in this organisation the quality and culture of meetings has been raised. The number of meetings has dropped and they are being held at the right of time of the day where practicable. The level of awareness of what constitutes a good or a not great meeting has been raised.

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