


MASTERING MEETING SKILLS

ROLES, RESPONSIBILITY AND EFFECTIVE PARTICIPATION



NURUL HUDA ABDUL RAZAK



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Politeknik Seberang Perai

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Politeknik Seberang Perai
Jalan Permatang Pauh, 13500 Permatang Pauh
Pulau Pinang

04-538 3322



04-538 9266

webmaster@psp.edu.my



www.psp.edu.my

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Alhamdulillah, all praise to Allah for the strength, guidance, and inspiration to complete this eBook on meeting skills. This work is prepared with the intention of supporting students in developing strong communication skills, leadership qualities, and professional meeting etiquette.

Special appreciation is extended to Politeknik Seberang Perai for the continuous support in promoting innovative and engaging teaching resources. Heartfelt thanks to all students who inspire the creation of meaningful educational materials through your enthusiasm, curiosity, and commitment to learning.

May this eBook serve as a useful guide and contribute to improving confidence, teamwork, and professionalism in every learner. Thank you to everyone who played a part, directly or indirectly, in making this resource possible.



PREFACE

This eBook has been developed as a practical guide to help learners build confidence and competence in conducting and participating in meetings. In today's academic and professional environments, effective communication and meeting skills are essential. Understanding roles, responsibilities, structure, and etiquette during meetings enables individuals to collaborate efficiently, express ideas clearly, and contribute to successful outcomes.

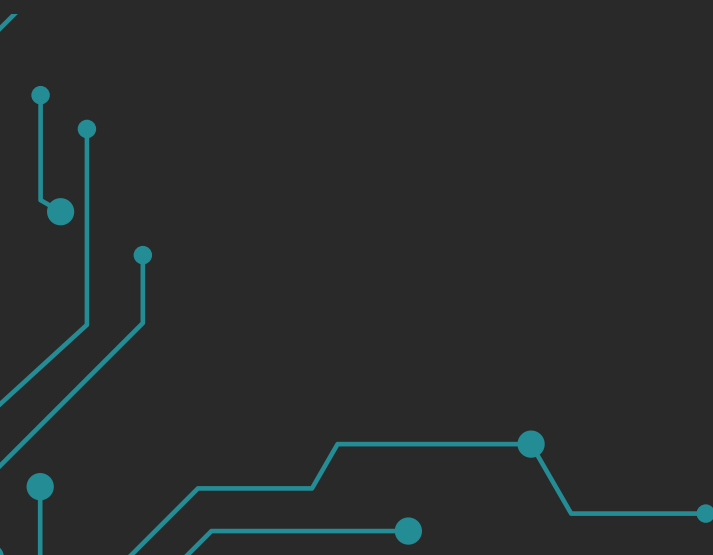
The contents are designed to be simple, engaging, and student-friendly, with explanations, examples, and quick activities to support real-world application. Whether used in the classroom or for self-learning, this eBook aims to equip students with the fundamental skills needed to participate professionally in discussions, presentations, and decision-making processes.

I hope this resource inspires active learning and prepares learners to communicate confidently and responsibly in future academic and workplace settings.



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1. INTRODUCTION TO MEETINGS

What is a Meeting?

A meeting is a planned gathering where individuals come together to discuss ideas, make decisions, solve problems, and coordinate actions. It serves as a platform for communication and cooperation within a team or organisation.

Why Meetings Matter?

Meetings are crucial in academic and professional settings because they ensure that everyone understands the goals, expectations, and tasks. They help team members stay aligned, informed, and motivated to work towards shared objectives.

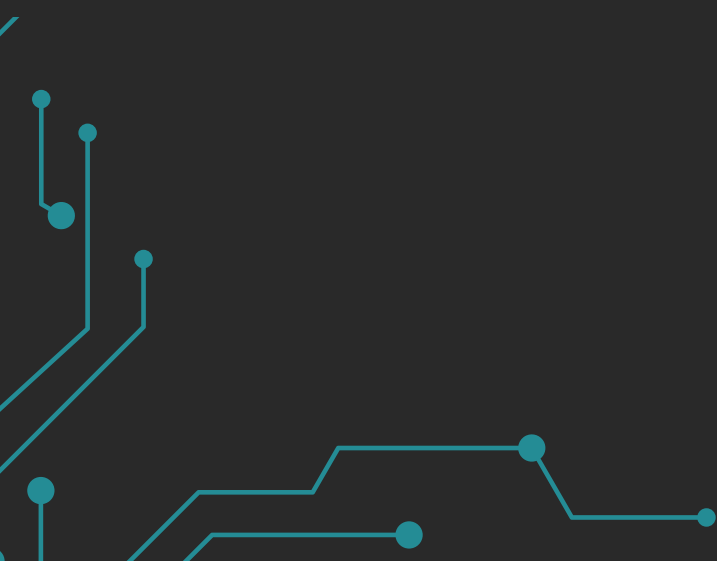


Simple Explanation






Through meetings, participants can:

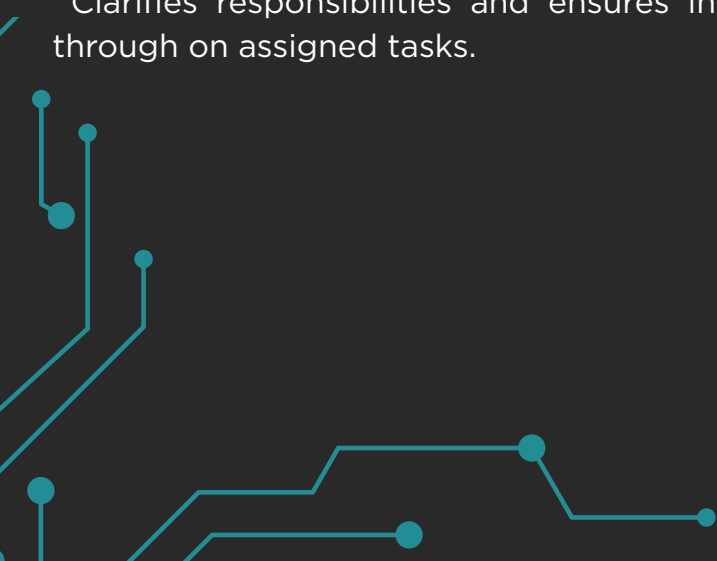
- Plan strategically
- Share updates clearly
- Work together effectively
- Solve issues immediately
- Maintain teamwork and unity

In short, meetings help organisations operate smoothly and ensure success through effective communication and collaboration.



2. KEY BENEFITS OF MEETINGS

-  Encourage teamwork and cooperation
Brings group members together, strengthens unity, and promotes working towards shared goals.
-  Improve clarity and reduce misunderstandings
Ensures everyone receives the same information and understands expectations correctly.
-  Support informed decision-making
Allows members to share ideas, discuss options, and choose the best solution collectively.
-  Develop communication & leadership skills
Helps participants practice speaking confidently, listening actively, and taking leadership roles.
-  Strengthen accountability
Clarifies responsibilities and ensures individuals follow through on assigned tasks.



3. TYPES OF MEETINGS

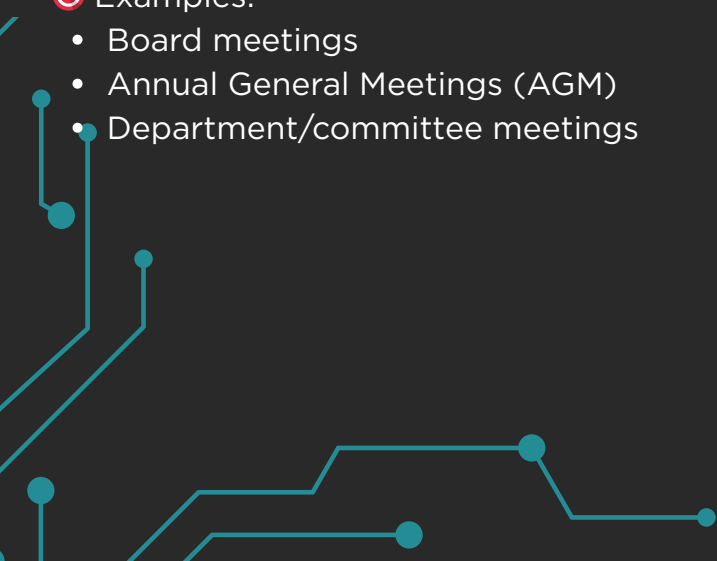
Meetings can take place in different formats depending on the purpose, setting, and participants involved. By understanding the types of meetings, individuals can adjust their behaviour, communication style, and level of preparation accordingly. Each type of meeting serves a specific function and choosing the right format helps ensure the discussion runs smoothly and achieves its objectives.

Formal Meetings

Description:

Meetings that follow a structured format, with a proper agenda, documentation, and official procedures. These meetings often involve decision-making and formal records.

Examples:

- Board meetings
 - Annual General Meetings (AGM)
 - Department/committee meetings
- 

Informal Meetings

Description:

Casual discussions without strict rules or format. These meetings are flexible and usually focus on exchanging ideas and exploring possibilities.

Examples:

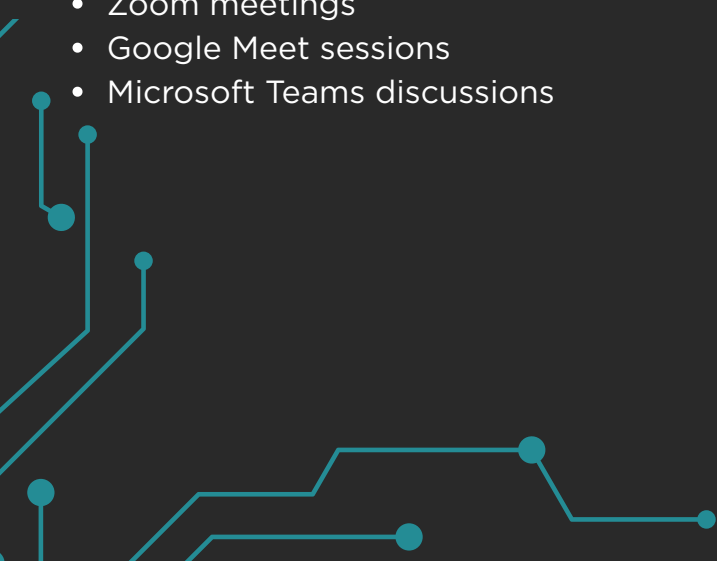
- Brainstorming discussions
- Planning sessions with classmates or colleagues
- Casual project catch-ups

Virtual Meetings

Description:

Meetings conducted online using digital platforms. Participants join using laptops or mobile devices, making it convenient for remote collaboration.

Examples:

- Zoom meetings
 - Google Meet sessions
 - Microsoft Teams discussions
- 

Hybrid Meetings

Description:

A combination of in-person and virtual attendance. Some participants join physically while others connect online.

Examples:

- Staff meetings with remote members
- University or workplace briefings with online participants

"Different meetings require different approaches – knowing the format helps you communicate more effectively."



4. KEY MEETING ROLES AND RESPONSIBILITIES

Each meeting role plays an important part in ensuring that the discussion runs smoothly and that outcomes are achieved effectively.


Chairperson

The chairperson is the leader of the meeting. They guide the discussion, ensure everyone participates, and maintain order.

Main Responsibilities:

- Set and share the meeting agenda
- Start, lead, and end the meeting
- Encourage fairness and equal participation
- Control time and moderate discussions
- Summarise key points and decisions

Qualities Needed:

- Leadership
 - Confidence
 - Fairness
 - Good time management
- 

Secretary

The secretary manages documents and information before, during, and after meetings.

Main Responsibilities:

- Prepare and circulate agenda before meeting
- Record attendance and key discussion points
- Write and distribute minutes
- Track action items and deadlines

Key Skill: Clear and accurate note-taking

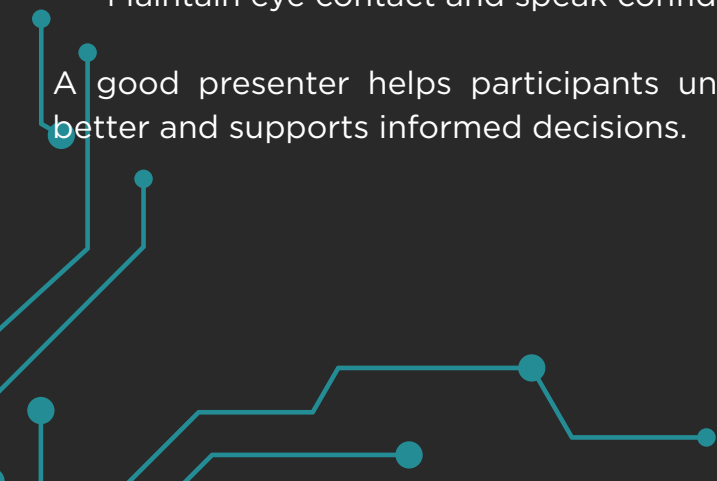
Presenter

The presenter delivers information, proposals, or reports during meetings.

Main Responsibilities:

- Explain ideas clearly
- Use slides or visuals to support information
- Answer questions and encourage engagement
- Maintain eye contact and speak confidently

A good presenter helps participants understand issues better and supports informed decisions.



Participant

Participants play an active role in contributing to the meeting's success.

Main Responsibilities:

- Attend punctually
- Read the agenda beforehand
- Listen actively and respectfully
- Share ideas politely
- Complete assigned tasks or action items
-

Effective participants create a positive and productive meeting environment.



Instructions for Activity

List down the four main roles in a meeting (Chairperson, Secretary, Presenter, Participant) and write one simple responsibility for each role in your own words.



5. BEFORE, DURING & AFTER MEETINGS

✓ Before the Meeting

Participants should prepare well to ensure effective contribution. This includes:

- Reading and understanding the agenda
- Preparing notes or talking points
- Gathering any necessary documents
- Ensuring technical tools (laptop/mic/slides) are ready

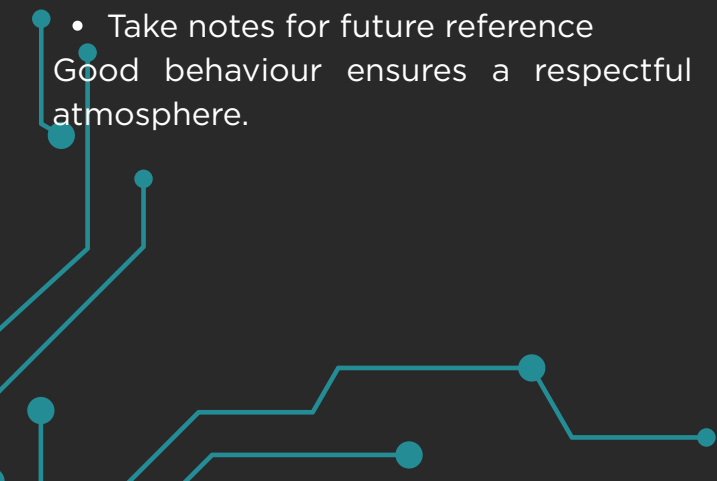
Preparation builds confidence and shows professionalism.

✓ During the Meeting

Maintaining professionalism during the meeting is important for smooth communication.

- Be punctual and attentive
- Follow the agenda
- Speak clearly and politely
- Avoid interrupting others
- Take notes for future reference

Good behaviour ensures a respectful and productive atmosphere.



✓ After the Meeting

Actions after the meeting show responsibility and commitment.

- Review meeting minutes
- Carry out assigned tasks immediately
- Clarify responsibilities if unsure
- Provide feedback if requested

Completing follow-up tasks ensures progress continues efficiently.

“Come prepared, listen and speak politely, and complete your tasks afterwards.”



6. MEETING ETIQUETTE & BODY LANGUAGE

Professional behaviour and positive body language help create a respectful and productive meeting environment. Showing courtesy, staying attentive, and demonstrating confident non-verbal cues not only reflect good manners but also influence how others perceive your attitude and credibility. Practicing proper etiquette helps meetings run smoothly, encourages effective communication, and builds a positive impression as a responsible and collaborative participant.

Etiquette Tips

How to behave professionally during meetings

Maintain professionalism

- Dress appropriately, behave respectfully, and communicate in a formal manner to show seriousness and responsibility.

Speak politely and avoid interrupting

- Wait for your turn to talk. Use polite phrases and acknowledge others' opinions even when you disagree.

📵 Stay focused — silence mobile devices

- Keep your phone on silent mode and avoid distractions like scrolling or chatting. Give full attention to the discussion.

👉 Participate actively, not passively

- Nod, respond, ask questions, and contribute ideas. Active participation shows engagement and respect for the discussion.

👁️💬 Positive Body Language

Communicate confidence without saying a word

👁️ Maintain eye contact

- Shows attentiveness, confidence, and respect toward the speaker.

🪑 Sit upright

- Good posture reflects alertness and professionalism. Avoid slouching or leaning excessively on the table.



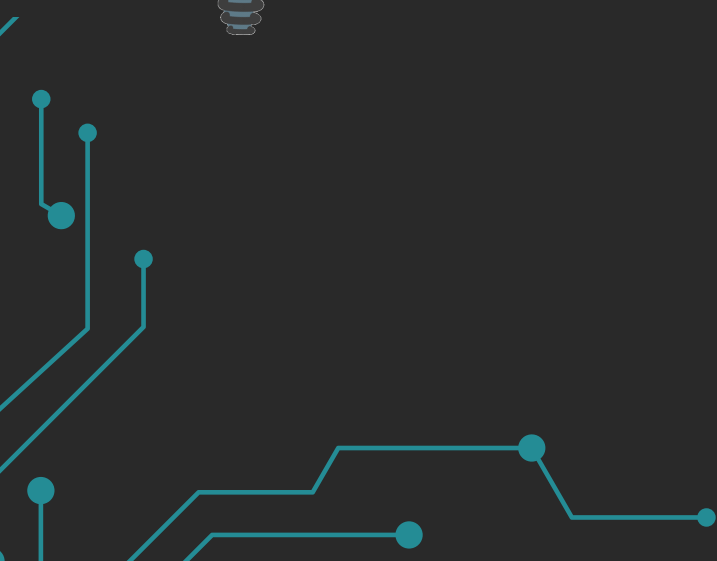
👍 Nod to show understanding

- Small gestures like nodding show that you are listening and processing information.

😊 Smile and keep open posture

- A friendly expression and relaxed shoulders help you appear approachable, confident, and positive.

**Body language and etiquette
speak louder than words – your
behaviour reflects your
professionalism and attitude.**



7. USEFUL MEETING PHRASES


During meetings, using the right expressions helps ensure smooth, professional, and respectful communication. These phrases allow participants to start discussions politely, share opinions confidently, agree or disagree respectfully, and summarise key points clearly. Mastering these expressions will help you sound more confident and effective during academic or workplace meetings.

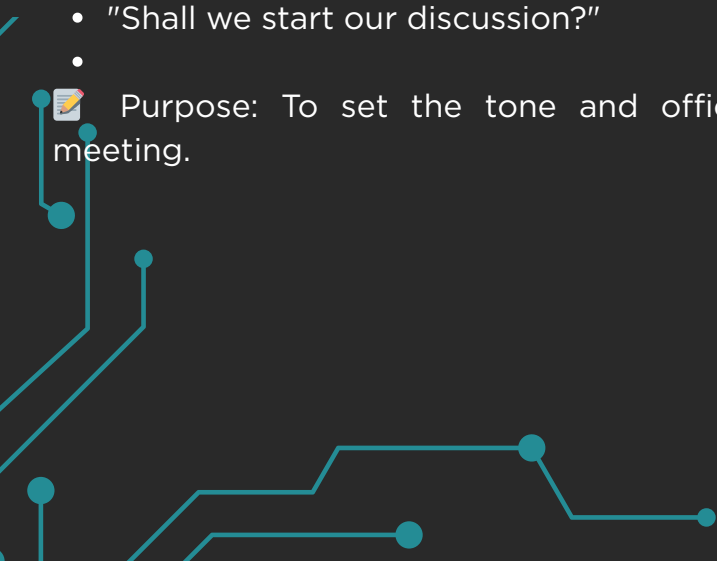
Here are useful phrases you can apply depending on the situation:

Starting the Meeting

Use these phrases to begin or introduce the meeting in a polite and organised way.

- "Let's begin the meeting."
- "Thank you for attending. Let's get started."
- "Shall we start our discussion?"
-

 Purpose: To set the tone and officially open the meeting.



Sharing Opinions

These sentences help you express your thoughts confidently and respectfully.

- "In my opinion..."
- "I would like to suggest that..."
- "From my perspective..."

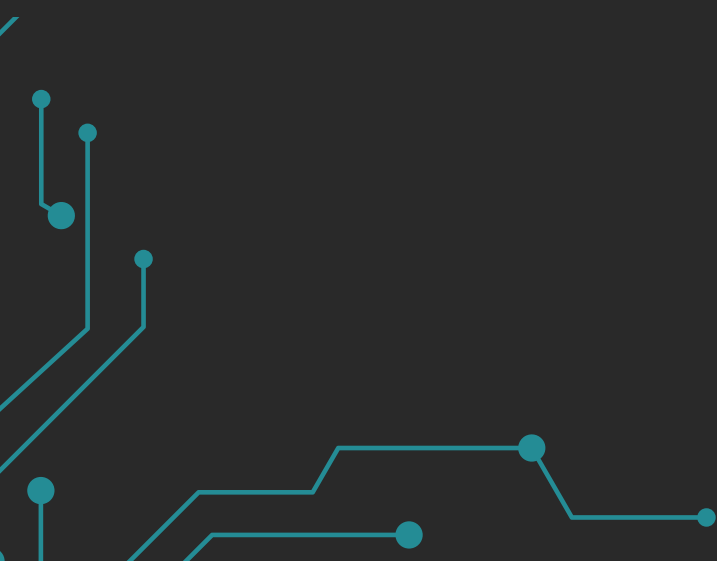
 Purpose: To contribute ideas clearly and professionally.

Agreeing Politely

When you agree with someone's point, use phrases like:

- "I agree with that point because..."
- "I think you're absolutely right."
- "That's a great suggestion."


 Purpose: To show support and strengthen teamwork.



Disagreeing Respectfully

Disagreement should always sound polite and constructive.

- "I understand your point, however..."
- "That's interesting, but I have a different opinion."
- "I see what you mean, but perhaps we should also consider..."

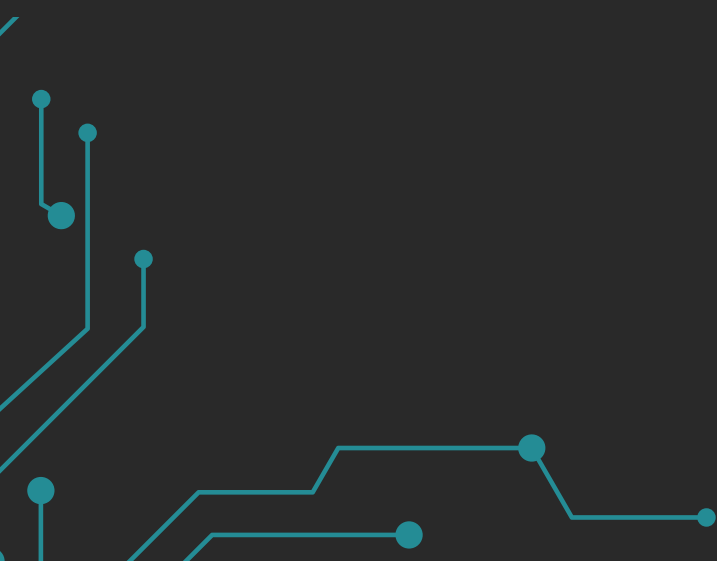
 Purpose: To share differing views without sounding rude.

Asking for Clarification

If something is unclear, ask politely:

- "Could you please explain that further?"
- "Sorry, I didn't quite catch that. Could you repeat it?"
- "What do you mean by...?"


 Purpose: To ensure understanding and avoid confusion.



✓ Summarising / Closing

End discussions clearly by summarising key points.


- "To conclude, we have decided..."
- "In summary, our action plan is..."
- "So the next steps are..."

 Purpose: To confirm decisions and provide clarity before closing.

Instruction for Activity


Conduct a short role-play meeting in your group. During the role-play, each member must use at least one phrase from each category (starting, sharing opinion, agreeing, disagreeing, clarifying, and summarising). Make sure your communication is clear, polite, and professional.

8. TIPS FOR SUCCESSFUL MEETINGS

 Review the agenda beforehand so you know what will be discussed


 Prepare your points or questions in advance


 Arrive on time or join early if online


 Stay focused and avoid distractions (silence phone, close unrelated tabs)

 Listen actively and respect others' ideas

 Speak clearly and politely, take turns when sharing

 Take notes on important decisions and action items


 Complete assigned tasks after the meeting to show responsibility



“Good meetings depend on preparation, respectful communication, and responsible follow-up.”

9. CONCLUSION

Mastering meeting skills is essential for both academic and workplace success. By understanding roles, practising good communication, and demonstrating professionalism, you will become a confident and effective meeting participant. Strong meeting skills help develop leadership qualities, improve teamwork, and ensure tasks are completed efficiently.



“Effective meetings create effective teams.”



10. ACTIVITIES



✓ **Activity 1: Meeting Phrase Practice**

Instruction:

Write one sentence for each meeting phrase category:

- Starting
- Sharing opinion
- Agreeing
- Disagreeing politely
- Clarifying
- Summarising



+

✓ **Activity 2: Body Language Mirror Practice**

Instruction:

Practise positive body language by recording a short 30-second video showing:

- Good posture
- Eye contact
- Nodding
- Smiling professionally




Activity 3: Agenda Design

Instruction:

Create a simple agenda for a student-based meeting (e.g., club meeting, group project, class event).

Include:

- Meeting title
 - Date & time
 - List of agenda items
 - Time allocation
- 




Activity 4: Mini Meeting Simulation

Instruction:

In groups of 4, conduct a 5-minute mock meeting.

Each student plays a role (Chairperson, Secretary, etc.).

Must use:

- ✓ at least three meeting phrases
 - ✓ positive body language
 - ✓ proper turn-taking
- 



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POLITEKNIK SEBERANG PERAI
JALAN PERMATANG PAUH
13500 PERMATANG PAUH
PULAU PINANG
www.psp.edu.my
+6014-5383322