



Secretarial Studies

LEARNING GUIDE

960-704

IN COMPLIANCE
WITH THE NEW
*Program of
Study*

MEETINGS AND EVENTS

21

SOFAD





Secretarial Studies

LEARNING GUIDE

960-704

IN COMPLIANCE
WITH THE NEW
*Program of
Study*

MEETINGS AND EVENTS

21

SOFAD

MEETINGS AND EVENTS

This learning guide was published by the SOFAD (Société de formation à distance des commissions scolaires du Québec).

Original French Edition

Project Managers

Andrée Thibeault
Brigitte Trudel

Writer

Manon Fortier
Specialist in Communications and Event Management

Teaching Consultants

Nancy Di Muro
Centre de formation professionnelle des Riverains
(Commission scolaire des Affluents)
Anny Thériault
Centre de formation professionnelle Pavillon-de-l'Avenir
(Commission scolaire de Kamouraska — Rivière-du-Loup)
Chantal Toutant
Centre de formation professionnelle Bel-Avenir
(Commission scolaire Chemin-du-Roy)

Copy Editor

Isabelle Rolland

Proofreaders

Jacinthe Caron
Ginette Choinière

Editorial Support

Laëtitia Gagnon

Cover and Book Design

Mylène Choquette

Book Layout

Caterina Palmieri

All rights for translation and adaptation, in whole or in part, reserved for all countries.

Any reproduction by mechanical or electronic means, including microreproduction, is prohibited without the written permission of a duly authorized representative of the SOFAD.

Any use by hire or loan is prohibited without written permission and a corresponding licence from the SOFAD.

Notwithstanding the preceding, reproduction of scored activities is authorized solely for use with the corresponding SOFAD learning guide.

The role of secretary-receptionist is traditionally one that is filled by a woman. For this reason, feminine forms (*she, her*) have been used in the guide where appropriate. This choice was made in the interest of readability and is not intended to reflect any prejudice.

Legal deposit – 2019
Bibliothèque et Archives nationales du Québec
Library and Archives Canada
ISBN: 978-2-89798-138-9 (print guide)
ISBN: 978-2-89798-139-6 (PDF)

May 2019

English Edition

Project Managers

Ali K. Mohamed

Translation

Documens

Proofreader

My-Trang Nguyen

Content Review

Kathy Lozsán
(Accounting and Business Teacher, West Island
Career Centre)

Melodie Caroline Jamison
(Secretarial Teacher, West Island Career Centre)

Susan Oliver
(Pedagogical Consultant, West Island Career Centre)

Table of Contents

This preview contains:

- The Table of Contents;
- The Introduction;
- The First Situation.

INTRODUCTION

Presentation of the Learning Guide

Overview of the Learning Guide

SITUATION 1 Planning and Organizing a Meeting

Task 1.1 Understanding the Concepts to Consider for Meetings

1.1.1 Distinguishing the Different Types of Meetings

Meeting of the Board of Directors

Executive Committee Meeting

Working Committee Meeting

Special Committee Meeting (*ad hoc*)

Social Committee Meeting

Brainstorming Meeting

Information Meeting

Negotiation Meeting

Regular or Statutory Meeting

Decision-Making Meeting

Extraordinary or Closed-Door Meeting

Other Types of Meetings

Use of Technology for Meetings

Audio Conference

Video Conference

Online Presentation (Hosted)

Rules of Etiquette During Meetings

Task 1.2 Organizing the Work

1.2.1 Establishing a Task Schedule

Deadlines for Forwarding Documents

Examples of Schedules

Task 1.3 Producing Documents for a Meeting

1.3.1 Meeting Notice

Rules for Drafting and Issuing a Meeting Notice

1.3.2 Agenda

Layout of an Agenda

Rules for Drafting an Agenda

1.3.3 Taking Notes

1.3.4 Meeting Summaries

Rules for Drafting Meeting Summaries

Layout of a Simple Meeting Summary Document

SCORED ACTIVITY 1

SITUATION 2	Organizing the Annual General Meeting	55
Task 2.1	Applying the Principles Related to Holding an Annual General Meeting	58
	Annual General Meeting	59
	Deliberative Meeting	60
	Role of the President of the Meeting	60
	Role of the Secretary of the Meeting	61
	Quorum Verification	62
	Debates	62
	Motion	62
	Amendment	63
	Question of Privilege	63
	Call to Order	64
2.1.1	Ensuring the Presence of Dignitaries or Guests of Honour	66
	Seating Plan	66
	Introductions	68
	Speaking	69
	Greetings in Speeches	70
Task 2.2	Preparing the Annual General Meeting Documents	72
	Meeting Notice	72
	Agenda	73
	Reading and Approval of the Agenda	78
	Reading and Approval of the Minutes from the Last Meeting	78
	Closing of the Annual General Meeting	78
	Minutes: an Official Document	79
	Drafting Minutes	80
	Layout of the Minutes	82
	Dissemination of a Press Release	94
	Internal Communiqué	95
SCORED ACTIVITY 2		96
SITUATION 3	Planning and Organizing an Event	97
Task 3.1	Studying the Feasibility of an Event	100
	Exploring the Four Stages of Project Management	100
3.1.1	Determining the Essential Resources	103
	Determining the Parties Involved in the Event	103
	Determining Organizational Needs	104
	Determining Specific Technical Needs	104
	Determining Budget Needs	104
	Establishing the Evaluation Criteria	105
Task 3.2	Detailed Planning Before the Event	108
	Using the SMART Method	109
	Setting a Date	110
	Organizing an Eco-Responsible Event	112
3.2.1	Applying the Rules of Protocol, Etiquette and Soft Skills	115
3.2.2	Ordering Tasks for a Successful Event Organization	117
	Anticipating Critical Moments	120

3.2.3	Planning the Logistics Scenario	123
3.2.4	Getting Sponsorships	126
3.2.5	Planning the Event Schedule	130
	Installing and Setting Up the Site	130
	Welcoming the Participants	131
	Setting Up the Stage and the Grand Hall	131
	Arranging Each Room for Conferences	132
SITUATION 4	Reserving Resources, Sending Invitations and Managing Registrations	135
Task 4.1	Finding a Venue, Negotiating the Rental and Making the Reservation.....	138
4.1.1	Following the Process for Selecting the Event Venue	139
	Nature of the Event	140
	Reception Capacity	140
	Accessibility	141
	Space for Reception	141
	Space for Ticketing	141
	Space for Headquarters	141
	Space for the Event	142
	Technical Needs	142
	Decoration Services or Atmosphere Sought	142
	Meal and Drink Service	142
4.1.2	Searching for a Room to Hold a Meeting or Conference	150
	Before Booking a Room	151
	Equipment and Supply Needs	154
	Choosing an Eco-Responsible Supplier	155
Task 4.2	Sending Invitations and Recording Participation	164
	Announcement	164
	Invitation	166
	Sending the Invitation	167
	Reply Card	168
	Reminder	170
	Participation Register	170
	Registration Form	172
SCORED ACTIVITY 3	176
ANSWER KEY	Situation 1	178
	Situation 2	184
	Situation 3	188
	Situation 4	193
PHOTO CREDITS	201
COMMENTS FORM	203

INTRODUCTION

The competency *Meetings and Events* is part of the program of study for a DVS (diploma of vocational studies) in Secretarial Studies. The program is divided into 25 competencies representing a total of 1485 hours of training.

Code	Number	Competency	Length (h)	Credits
960-501	01	The Occupation and the Training Process	15	1
960-515	02	Proofreading	75	5
960-526	03	Word Processing	90	6
960-534	04	Quality of Written English	60	4
960-544	05	Customer Service	60	4
960-554	06	Document Management	60	4
960-562	07	Producing Spreadsheets	30	2
960-572	08	Designing Presentations	30	2
960-584	09	Business Texts in English	60	4
960-596	10	Accounting Operations	90	6
960-605	11	Business Correspondence	75	5
960-613	12	Creating Databases	45	3
960-623	13	Handling Cash	45	3
960-635	14	Translation	75	5
960-644	15	Producing Tables and Charts	60	4
960-656	16	Visual Design of Documents	90	6
960-666	17	Business Texts in French	90	6
960-672	18	Digital Media	30	2
960-833	19	Interacting in French	45	3
960-695	20	Following Up on Business Correspondence	75	5
960-704	21	Meetings and Events	60	4
960-714	22	Producing Reports	60	4
960-722	23	Technical Support	30	2
960-733	24	Coordinating Multiple Tasks	45	3
960-746	25	Entering the Workforce	90	6

One credit corresponds to 15 hours of training.

PRESENTATION OF THE LEARNING GUIDE

The specific competency *Meetings and Events* is one of the 25 competencies covered in the Secretarial Studies vocational program. The educational aims of the program are to maintain and promote the quality of English, improve the quality of customer service, develop learners' desire to improve their knowledge of technological tools, and develop their sense of autonomy and initiative.

Secretaries today are trained to work independently yet play an integral role in any management team. They are indispensable assistants to managers and professionals, handling a variety of files and assuming multiple responsibilities. The competencies required to meet the needs of modern organizations are numerous and increasingly varied.

This learning guide will help you develop your competencies in planning and organizing meetings and events. You will learn how to organize your work, make and confirm bookings, prepare meeting notices, agendas, meeting summaries, minutes, reports, communiqués and invitations. You will also familiarize yourself with the standards to be followed when sending these documents.

The guide contains everything you need to progress toward your occupational goal: learning situations that are representative of the real-life work of a secretary and clear explanations so that you can complete different secretarial tasks efficiently. You will play the roles of receptionist, secretary and assistant in different organizations. The way you plan and organize meetings and events according to the needs and expectations of your boss, produce the various documents meticulously and according to a schedule and manage the various communications while respecting the requirements and rules of professional communication will have an impact on the image of the company.

WORK SITUATIONS

This guide consists of four work situations that will not only lead you to acquire new knowledge but teach you to apply it with ease and use it skillfully. Each situation follows the same structure. First, you read about the work context and the assignment you must carry out.

Next, you embark on a series of engaging and motivating tasks. You will be guided step by step through each task. The ideas, techniques, rules and concepts will be explained in detail and supported with multiple exercises to ensure that you acquire this new learning. All the answers to the exercises are in the answer key, at the end of the guide.

EVALUATION OF LEARNING

This guide includes three scored activities, presented in separate booklets that have been provided with the guide. You can also download them from the portailsofad.com website. You will find all the information you need in your guide when you reach the appropriate stage for evaluation.

Scored activities must be submitted for correction and grading. You will hand them in to your teacher if you are taking the course in an education centre, or you will send them to your tutor if you are registered for distance learning. In either case, the corrected document will be returned to you.

Scored activities are an excellent way for you to identify areas of difficulty so that you can work to overcome them. The last scored activity in the guide was developed following the same criteria as those of the final evaluation for the course. It therefore serves as a realistic practice test for the official final examination, which will take place under supervision in an adult education centre.

REQUIRED MATERIALS

The materials for this course include the following:

- the *Meetings and Events* learning guide and answer key
- three scored activities
- access to the portailsofad.com website
- audio files pertaining to Situations 1 and 2 (available on the portailsofad.com website)

RECOMMENDATIONS FOR SUCCESS

We recommend that you do all the exercises in the learning guide as well as the three scored activities provided. Carefully compare your answers with the answer key and, if necessary, review content to make sure you fully understand it before going on to the next task.

If you have questions, do not hesitate to ask your teacher or tutor for explanations.

The course is estimated to take approximately 60 hours to complete.

Set up a study schedule that takes into account your needs as well as your obligations: family, work or other responsibilities. Follow the schedule you have set as closely as possible.

Opening Pages

The Your Assignment section summarizes and lists the tasks you will perform during the work situation.

The total length of all the situation tasks includes the scored activity, if applicable.



Planning *and* Organizing a Meeting

TOTAL DURATION
15 h

1

The 0-99 On the Move! organization brings together 1350 members from five regions of Québec and has set itself the mission of promoting the practice of inexpensive sports and healthy lifestyle habits. It has four employees in Montréal and two employees in each of the regional offices. You have never worked in an organization, but the promotion of sports activities is very important to you. This job promises to be an exciting challenge!

These sports activities are complemented by monthly conferences on health and outdoor activities, as well as information sessions aimed at organizing group walking tours in Québec and elsewhere in Canada.

During your interview, Mr. Hamelin informed you that at the last annual general meeting, the members of 0-99 On the Move! voted for the implementation of a sustainable development plan within three years. He therefore wants you to become familiar with the principles underlying the organization of meetings and eco-responsible events.

Non-profit organization (NPO)
An organization constituted exclusively for social, educational, religious or philanthropic purposes, without objectives or activities designed to provide its members with any economic advantage or profit

Your Assignment

Throughout this work situation, you will be asked to organize various meetings and produce the documents required for these meetings, such as the meeting notice, the agenda and the meeting minutes.

Your assignment consists of the following:

1. understanding the concepts to consider for meetings
2. organizing the work
3. producing documents for a meeting

Situation Highlights

The task number is clearly indicated.

Relevant examples illustrate and support the content.

TASK 1.1

Understanding the Concepts to Consider for Meetings

As secretary, you will assist the managing director in organizing meetings with directors, meetings with the board of directors, and monthly meetings with regional offices. You will also need to produce the relevant documents for these meetings. To become an indispensable resource in organizing meetings, you take the time to review the essential concepts.

The organization 0-99 On the Move! shares office space with other organizations, all located in the Olympic Stadium plaza at 4141, avenue Pierre-de-Coubertin, Montréal. The workspaces are simply furnished, but are bright and fitted with excellent office equipment. The offices of 0-99 On the Move! accommodate five people, including the managing director and you, who occupy the workspaces near the windows. Three other people complete the Montréal team, Meaghan Boutin, Director of Communications, Samuel Toutant, Director of Member Services, and Alex D. Lapointe, Director of Accounting. Directors must provide support to regional offices, namely newsletters and a calendar of activities, and prepare monthly budgets. Each activity is planned in advance, and while the managing director is responsible for the overall management, you are responsible for the day-to-day operations.

Social Committee Meeting

This type of committee is composed of employees who meet according to the needs of the organization. Its mandate is to organize social, sporting, cultural and tourist activities or fundraisers.

Example: The social committee of 0-99 On the Move! organizes various annual events (end-of-year party, retirement party, Christmas party, etc.) that take place on specific dates.

Brainstorming Meeting

It consists of a meeting during which the participants discuss a given subject in order to share their ideas.

Information Meeting

Its purpose is to communicate information to a group of people. This meeting is quite effective because it saves time, compared to the dissemination of individual pieces of information.

Example: Mr. Hamelin asks you to bring employees and volunteers together to inform them of the new Occupational Health and Safety policy.

Negotiation Meeting

This type of meeting is held when opposing parties want to reach an agreement.

Example: Accounting Director, Alex D. Lapointe meets with a supplier who has not complied with the terms of its contract in order to negotiate an agreement.

Regular or Statutory Meeting

This is a meeting that is held on a recurring basis – once a week or once a month, on a fixed date – between your boss and the directors. Together, they set weekly, monthly or annual objectives to support and monitor the organization's operations. In addition, they solve certain problems that occurred during the week or the month, depending on the frequency of the meetings.

Example: Mr. Hamelin and the directors meet once a month to discuss the progress of activities in their department.

This pictogram tells you that you must use the Internet to complete the task.

24

At the request of Mr. Hamelin, write the summary of the previous meeting. Refer to the notes taken on the agenda below. Write your rough draft and format the meeting notes in Microsoft Word. Use the layout of a simple meeting summary.

AGENDA

Management Committee Meeting 0-99 On the Move!

September 25, 20XX, at 9 a.m., in the conference room

Present: 3 directors + managing director 0 guests

1. Call to order: At 9 a.m., PH wishes to welcome MB attending for 1st time the manag. comm. meeting.

2. Reading and approval of the agenda: 0 amend.

3. Reading and approval of the summary of the meeting on August 31, 20XX: 0 amend.

4. Annual subscription campaign:

PH wishes to prepare a subscr. camp. which would allow to ↑ the number of members in regions.

After discussion, ST proposes an ad. camp. in local newspapers. MB agrees, + on the website and social media. MB works with graphic designer for ad, submitted next meeting.

PH agrees + suggests to invite pres. of BoD for whom subj. is priority. Will be postpd. to next meeting.

5. Task distribution for winter activities:

5.1 Outdoor activities: ST presents schedule; appr. Task distribution for presence of volunteer guides: AL recruits volun. for Mt. ST writes txt for newsletter in regions MB writes txt for Web and FB.

5.2 Indoor activities: None in sched.

6. Miscellaneous: N/A

7. Date and location of the next meeting: PH needs to check. Poss. meeting in Québec.

8. Closing of the meeting: Aim for last Wed. in Oct. At 11:30 a.m.

1 Planning

The **NB** feature draws your attention to an important observation.

The **Tip** feature presents practical advice to help you do an exercise.

The **Reminder** feature refers to concepts which you have already studied and may contain exercises.

1.3.3 Taking Notes

The secretary is usually responsible for recording information, which consists of recording the remarks of a discussion by means of quick code, shorthand or note-taking. To be effective, record the important points of the meeting and the decisions that were made on the agenda. What is important is the accuracy of the information that will appear in the meeting summary you give to your superior.

A minutes document should mention who makes the motions, who seconds them, the votes for, against and abstentions, in addition to the majority or unanimous adoptions.

While writing a meeting summary, record the essence of the discussions and decisions made during the meeting. In both types of documents, do not transcribe word for word what was said.

Taking notes on a laptop

If you do not need to present the full transcript of what was said during the meeting, you can simply take notes. To speed up note-taking, take the time before the meeting to reproduce the agenda by customizing it according to your needs. You could insert several lines between the various elements in order to note the important points that emerge from discussions and the essential elements from the decisions made during the meeting.

Once people are sitting around the table, make a note of any absences. If someone leaves the meeting before the end, record it. If people submit documents, be sure to mention them next to their name.

Note-taking does not follow any standard. The remarks quickly by using abbreviations, symbols easily decipher when the time comes to write the

NB Only official meetings, the conduct of which is subject to a rigorous process and the legal aspects of the company, require minutes to be drawn up.

Determining Organizational Needs

You must provide an overview of the event, that is, an overview of how the event will unfold in order to identify organizational needs.

Think about the location of the event: number of conference rooms, ease of access, catering included or to be reserved, required furniture included or rented, required technical equipment included or rented, required signage (internal and external), required liquor license, etc.

Think of the eco-responsible aspect: eco-responsible suppliers, communication equipment already on site, training for a "green" team of volunteers, etc.

Think about the material to be produced: documents given to participants, invitations, speeches, promotional cards, etc.

Think about the schedule: number of days, weeks or months required to plan and organize, based on the planned date of the event.

Determining Specific Technical Needs

Think about the different technical needs according to the type of event (sound, action, video recording, multimedia, animation, translation, number of rooms required, meals, etc.) and according to the various roles required (reception, headquarters of the organizing committee, etc.).

Tip **Provisional budget** When preparing a provisional budget, we recommend you round up amounts; for example, replace \$1875 by \$2000 rather than \$1500.

Financing Budget Needs

the sources of income: ticket sales, budget allocation from sponsorships.

other cost items: room rental, meals and breaks, poster print, speaker and facilitator fees, promotional items, technical (projection), etc.

Sponsorship Can represent a sum of money or the value of goods or services rendered by a company or an institution related to the organization of an activity or event. Partnership in exchange for an institutional or commercial benefit in the form of various means of communication (advertising, promotion, press relations, etc.) offering an attractive visibility to a target audience for the sponsor.

Reminder PLANNING TASKS

1 The managing director and three directors of 0-99 On the Move! meet every month for a day to discuss the progress of various issues. This statutory meeting is scheduled in the directors' calendar. This month, however, Mr. Hamelin wishes to invite regional office managers. He informs you five days in advance.

In the "Priority" column in the table below, indicate the order in which the tasks should be performed. Then estimate the number of days required before the meeting to complete each of these tasks and the time required to complete them.

TASK	PRIORITY	NUMBER OF DAYS BEFORE THE MEETING			TIME TO COMPLETE		
		1 d	3 d	5 d	0-30 min	30-60 min	+ 60 min
Prepare the agenda.							
Send a reminder email.							
Fine-tune the summary from the previous meeting.							
Email the meeting notice to regional office managers.							

2 Identify three other tasks for this meeting.

>> Compare your answers with the ANSWER KEY

Terms that may be difficult to understand are defined in the page margins. The definitions used in this guide are largely inspired by the *Antidote* software.

Content is often presented in tables to make it easier to understand.

This pictogram, accompanied by an instruction, tells you which file, document or tool you need to download from the SOFAD website, at portailsofad.com, in order to perform the task.

2.1.1 Ensuring the Presence of Dignitaries or Guests of Honour

An annual general meeting or an event that is part of an AGM may include the presence of dignitaries. An item will need to be included in the task schedule for creating a seating plan for the table of honour and the room, in order to conform to certain standards of decorum. You must also respect the protocol when establishing the order of the speeches or the compulsory formal greetings at the beginning of your boss' speech.

Compliance with the protocol requires a good knowledge of the principles to be observed in the presence of dignitaries from various countries. To avoid blunders, refer to the official order of **precedence** observed at an event hosted by federal and provincial government authorities. This is an excellent reference that can guide you in a private activity. Some institutions and companies may even have regulatory and placement orders; do not hesitate to refer to it.



See the competency webography at portailsofad.com to obtain more information about the protocols to follow when conducting public business.

Seating Plan

When a meeting or event provides for a meal and the group is composed of foreign and local guests, a seating plan is essential to promote foreign and interpersonal relations. A "foreign guest" is not just a visitor from another region or country. When you bring together guests from different regions or city councils, representatives of various associations or member organizations, you must create a seating plan.

A note is also used for internal meeting notices. It usually contains the proposed agenda and is often sent by email.

The following are some rules for composing a note for this purpose.

TEMPLATE FOR WRITING A MEETING NOTICE IN THE FORM OF A SIMPLE NOTE	
Document Title	Note
Recipient(s)	Enter the name and position of the person(s) to whom the note will be sent.
Sender	Enter the name and position of the person sending the note.
Date	Enter the date on which the notice must be sent.
Subject	Indicate the type of meeting.
Introduction	Write a text that invites or summons the person: • to what meeting • date, time and location
Body of text	Describe the items on the agenda (if only a few) or indicate that the agenda is attached to the note.
	Write a sentence to encourage the person to attend the meeting.
Signature	Signature of sender
Initials	Initials of signatory and secretary
Comments	Any further details to be added, if applicable.



25 Go to portailsofad.com. Listen to the audio clip entitled "Planning Session" and write the text that would be included in the summary of a meeting.

The person speaking is Mrs. Ginette Bergeron, manager of the Montérégie office and specially invited to join the management committee meeting of 0-99 On the Move! to present an idea.

>> Compare your answers with the ANSWER KEY. ✓

Scored Activity 1

You must now submit Scored Activity 1.

Go to the SOFAD website at portailsofad.com and download the document titled Scored Activity 1. Complete the activity and hand it in to your teacher, or send it to your tutor according to the terms provided when you registered.



54

MEETINGS AND EVENTS

10 months	Establish a preliminary schedule for the day of the event: welcome, conferences, discussion table, animation, exhibitor room, cocktail party. Examples of documents to be produced: emails/letters inviting speakers, list of potential experts for the discussion table and facilitators, event description, preliminary schedule of activities.
10 months	Approve the preliminary schedule. Examples of documents to be produced: meeting notice and agenda, summary of the meeting of the organizing committee.
10 months	Choose the location that meets the needs defined in the feasibility study. Examples of documents to be produced: comparative table, progress report for the organizing committee, letters to unsuccessful suppliers, letters to selected suppliers.
10 months	Prepare a provisional budget. Examples of documents to be produced: requests for proposals including eco-responsible clauses for major suppliers (hotel, caterer), follow-up emails/letters, budget in Excel with break-even forecasting, loss forecasting, profit forecasting.

This pictogram tells you to watch a video or listen to an audio clip on the SOFAD website, at portailsofad.com.

At the end of situations 1, 2 and 4, this pictogram tells you to complete a scored activity.

A regularly repeated instruction points out the best time to compare your answers with the Answer Key (at the end of the guide).

These arrows tell you that the information continues on the next page.



Planning *and* *Organizing* *a* Meeting



Planning *and* *Organizing a Meeting*

TOTAL
DURATION

15 h

1

You are very happy because your application has been selected for the position of secretary within the non-profit organization (NPO) 0-99 On the Move! You will have to assist the Managing Director, Pascal Hamelin, in organizing activities and conferences offered to members of the Greater Montréal area as well as meetings with members of regional offices.

The 0-99 On the Move! organization brings together 1350 members from five regions of Québec and has set itself the mission of promoting the practice of inexpensive sports and healthy lifestyle habits. It has four employees in Montréal and two employees in each of the regional offices. You have never worked in an organization, but the promotion of sports activities is very important to you. This job promises to be an exciting challenge!

Whether for family walks, hiking, trekking or long excursions, the organization offers members a year-round calendar of activities for each region in which it is present, namely the Outaouais, Laurentides, Estrie, Montérégie and Québec City.

These sports activities are complemented by monthly conferences on health and outdoor activities, as well as information sessions aimed at organizing group walking tours in Québec and elsewhere in Canada.

During your interview, Mr. Hamelin informed you that at the last annual general meeting, the members of 0-99 On the Move! voted for the implementation of a sustainable development plan within three years. He therefore wants you to become familiar with the principles underlying the organization of meetings and eco-responsible events.



Non-profit organization (NPO)

An organization constituted exclusively for social, educational, religious or philanthropic purposes, without objectives or activities designed to provide its members with any economic advantage or profit.

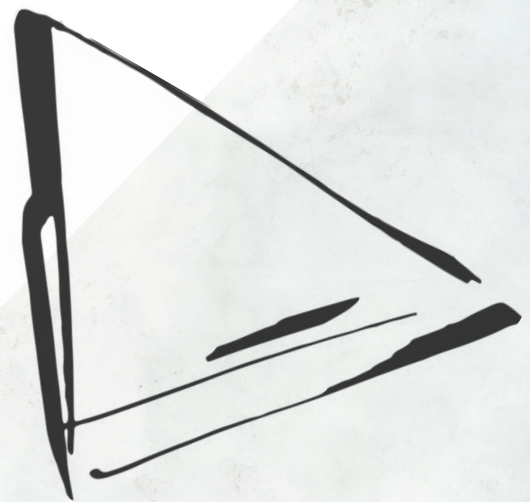
A smiling woman with dark hair and glasses, wearing a white shirt, is looking towards the camera. In the background, other people are blurred, suggesting a meeting or office environment.

Your Assignment

Throughout this work situation, you will be asked to organize various meetings and produce the documents required for these meetings, such as the meeting notice, the agenda and the meeting minutes.

Your assignment consists of the following:

1. understanding the concepts to consider for meetings
2. organizing the work
3. producing documents for a meeting



TASK 1.1

Understanding the Concepts to Consider for Meetings

As secretary, you will assist the managing director in organizing meetings with directors, meetings with the board of directors, and monthly meetings with regional offices. You will also need to produce the relevant documents for these meetings. To become an indispensable resource in organizing meetings, you take the time to review the essential concepts.

The organization 0-99 On the Move! shares office space with other organizations, all located in the Olympic Stadium plaza at 4141, avenue Pierre-de-Coubertin, Montréal. The workspaces are simply furnished, but are bright and fitted with excellent office equipment. The offices of 0-99 On the Move! accommodate five people, including the managing director and you, who occupy the workspaces near the windows. Three other people complete the Montréal team, Meaghan Boutin, Director of Communications, Samuel Toutant, Director of Member Services, and Alex D. Lapointe, Director of Accounting.

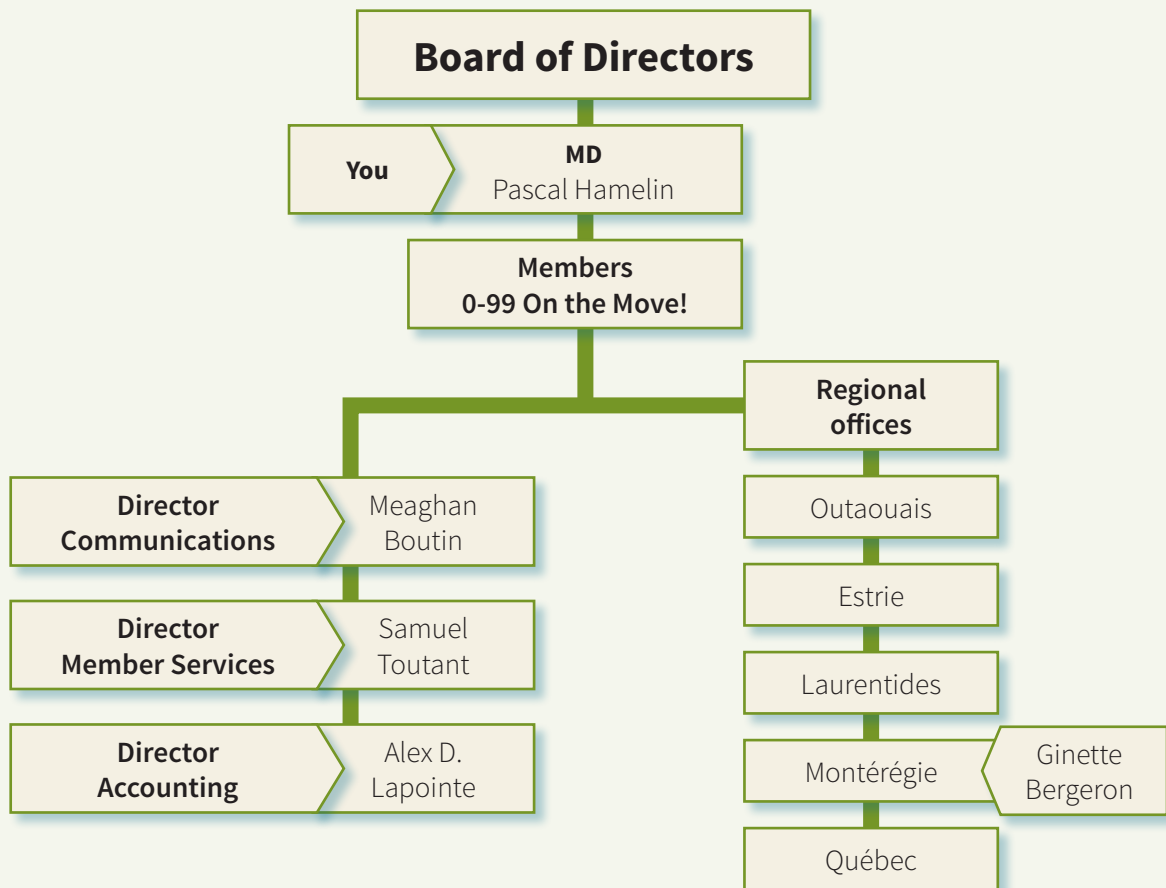
Directors must provide support to regional offices, namely, producing monthly newsletters and a calendar of activities, organizing conferences and controlling budgets. Each activity is planned and organized by the general management, while the regional staff sees to the smooth running of these activities when the time comes.

Because there are only a few employees, the support and the presence of volunteers are necessary during the activities, both in Montréal and in the regions.



O R G A N I Z A T I O N A L C H A R T

0-99 ON THE MOVE! (NPO)



1.1.1 *Distinguishing the Different Types of Meetings*

Your secretarial training has allowed you to understand the importance of good planning. Moreover, your boss, Mr. Hamelin, continues to quote the expression of the philosopher Friedrich Nietzsche, “The devil is in the details.” You know that one poorly planned or managed detail is enough to derail an entire task. You decide to review the different types of meetings according to their purpose.

A meeting is a gathering of several people in the same physical place and for a specific purpose. These people share the same interests, but not necessarily the same ideas. They meet to discuss and reach a common decision or to know their respective positions on a subject of decision.

Each meeting will have a specific objective, bring together well-chosen participants, be facilitated by the person who called the meeting (your boss, a colleague, yourself) according to a well-established plan (the agenda) so that the discussions lead to solutions, decisions or an action plan. A meeting summary will be drawn up and will serve as a reminder for the participants or will inform those invited who were not able to attend.

Meeting of the Board of Directors

Considered as the highest decision-making body, a board of directors or a governing body is a group of officers responsible for the administration of an institution such as an association, a company or a public institution. It can be made up of several members working within the company or from the community. It is usually composed of a designated or elected president, a secretary, a vice-president and a treasurer. The other members will often have the title of “administrators.” Together, they will reach irrevocable administrative decisions in the form of resolutions.

Executive Committee Meeting

Under the direction of the board of directors, the members of the executive committee, usually composed of the managing director and employees of a company, are responsible for evaluating, planning and ensuring the optimal application and implementation of the company’s laws, policies and regulations. Through their functions, they can also express their opinion as well as recommendations to the board of company’s managing directors or the director.

Working Committee Meeting

This type of meeting is intended to allow the members of a working group to exchange and pool their ideas around a subject and to propose them to the board of directors for adoption thereafter.

Example: A meeting is organized to complete the feasibility study of a new activity for members.

Special Committee Meeting (ad hoc)

This type of committee is created spontaneously for the study of a particular subject and is dismantled once its mandate is completed and its report is submitted.

Example: The organizing committee of the 3rd annual conference of 0-99 On the Move!



© SOFAD - Reproduction prohibited.



NB

The expression “ad hoc” refers to a situation (or committee) that is specifically designed for a particular task or mandate.

Social Committee Meeting

This type of committee is composed of employees who meet according to the needs of the organization. Its mandate is to organize social, sporting, cultural and tourist activities or fundraisers.

Example: The social committee of 0-99 On the Move! organizes various annual events (end-of-year party, retirement party, Christmas party, etc.) that take place on specific dates.

Brainstorming Meeting

It consists of a meeting during which the participants discuss a given subject in order to share their ideas.

Information Meeting

Its purpose is to communicate information to a group of people. This meeting is quite effective because it saves time, compared to the dissemination of individual pieces of information.

Example: Mr. Hamelin asks you to bring employees and volunteers together to inform them of the new Occupational Health and Safety policy.

Negotiation Meeting

This type of meeting is held when opposing parties want to reach an agreement.

Example: Accounting Director, Alex D. Lapointe meets with a supplier who has not complied with the terms of its contract in order to negotiate an agreement.

Regular or Statutory Meeting

This is a meeting that is held on a recurring basis – once a week or once a month on a fixed date – between your boss and the directors. Together, they set weekly, monthly or annual objectives to support and monitor the organization's operations. In addition, they solve certain problems that occurred during the week or the month, depending on the frequency of the meetings.

Example: Mr. Hamelin and the directors meet once a month to discuss the progress of activities in their department.



Decision-Making Meeting

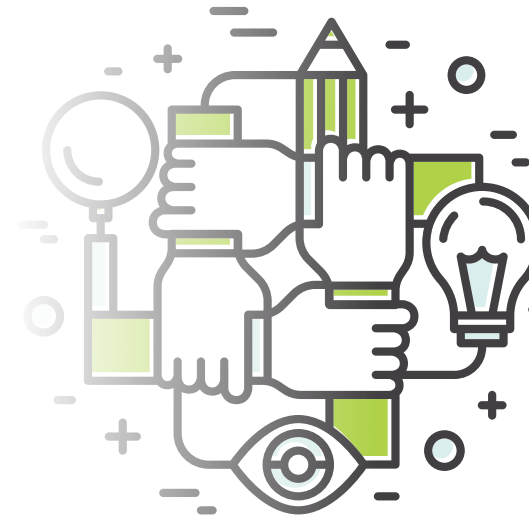
This type of meeting is intended to study proposals, decide on actions to be taken and reach final decisions.

Extraordinary or Closed-Door Meeting

This meeting takes place when the study of a subject or a decision to be taken is deemed so urgent that it cannot wait for the next regular meeting. A single topic is discussed during this meeting.

Examples: The managing director calls a meeting of all managers to decide whether or not to cancel the launch of the summer program for budgetary reasons.

The president of the board of directors calls a closed-door meeting with the vice-chairman and two administrators to accept the resignation of a manager and appoint the interim replacement.



Other Types of Meetings

There are many other types of meetings, including seminars, study days, strategic retreats (commonly known as planning sessions), conferences, symposiums and conventions. These meetings are generally held outside the company and the responsibility is usually assigned to an organizing committee or an external consultant.

Use of Technology for Meetings

During traditional meetings, participants gather in the same physical location. However, when this is not possible, especially due to distance, the participants can benefit from technological means that facilitate interventions and discussions.

This meeting takes the form of an audio conference or an online meeting through video-conferencing.

Interactive whiteboards, touch screens, tablet computers and Internet access add flair to visual presentations.



Audio Conference

When a small number of people want to discuss together for a short time, the audio conference, commonly called a "conference call," is very useful and saves time and money.

Example: A regional office manager must report on the progress of an activity to the managing director, Pascal Hamelin.

Video Conference

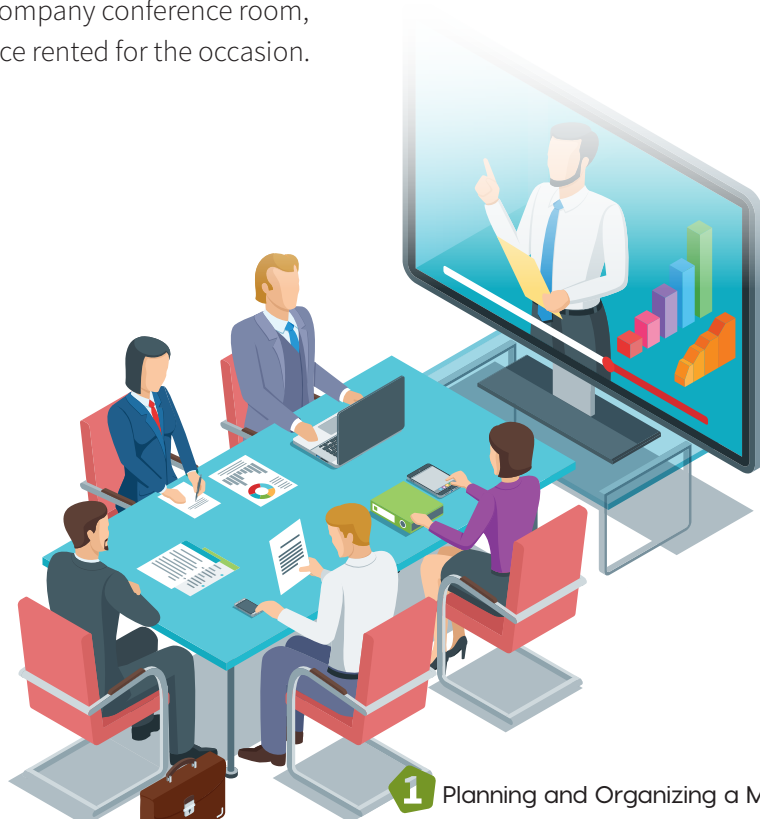
A video conference is organized when meeting participants want to see each other and discuss without having to travel. Because video-conferencing is very easy to access, it is a practical way not only to allow participants to discuss with each other, but also to share presentations, exchange files, etc. In short, it answers several needs, virtually.

If you need to schedule a meeting by video conference, consider reserving the room one hour before the start of the meeting to test the sound and image.

New technologies make it easy to hold online meetings, including applications or software such as Office 365, Skype and the Zoom platform.

Example: At a board of directors meeting of 0-99 On the Move!, regional directors present a summary of their activities. Because a single item on the agenda requires the intervention of regional administrations, video-conferencing is the most effective solution for everyone.

Video conferences can be conducted from the individual computers of each participant, if they are equipped with a camera and a microphone. Otherwise, participants can use a company conference room, equipped for this purpose, or a space rented for the occasion.



Online Presentation (Hosted)

Technology now makes it possible to submit a presentation to a website whose address will be revealed to participants when they join the online meeting. They can follow live, comment or discuss with colleagues more easily, and they automatically receive an electronic copy of the presentation. This will save you a lot of paper and time because you will not need to send the documents to each participant.

Remember, however, that these tools are used to make a meeting effective. All participants must have access to a wireless Internet connection. The support of a technician or a person with adequate training is highly recommended to facilitate the smooth running of the meeting and to respect the schedule.

Rules of Etiquette During Meetings

Respecting the rules of etiquette during a meeting or demonstrating soft skills involves:

- being discreet and demonstrating professionalism
- putting your phone on vibration mode and out of sight of the participants
- refraining from consulting social networks, even if it is the corporate account
- intervening only if the president requests it and if the opportunity arises, speaking clearly, in a voice loud enough and appropriately audible to the participants
- avoiding surrounding noises (whispers, rustling of paper, clicking of pens, etc.) that can interfere with communication, especially during an online meeting



1 Define the following terms in your own words:

a) a meeting

b) an assembly

c) a working group

2



4

5

6 In your own words, describe a hosted presentation.

7 Name three other pieces of equipment that can be used in visual presentations that will have an impact on the effectiveness of the meeting.

8 Specify two ways of using technologies respecting Internet etiquette.

>> Compare your answers with the ANSWER KEY. 



MEETINGS AND EVENTS

A LEARNING GUIDE
FROM THE COLLECTION

HeadUp
*Secretarial
Studies*

With the HeadUp learning guides, students acquire competency through authentic work situations so that they are ready to deal with the demands and needs of the labour market.

The learning guide **Meetings and Events** is fully compliant with the vocational program in secretarial studies (DVS 5857) in the training sector of administration, commerce and computer technology.

As students perform the assigned tasks, they acquire elements of the competency *Performing activities related to the organization of meetings and events*:

- organizing the work
- making reservations and following up
- preparing meeting notices, press releases, invitations and accompanying documents
- sending the necessary documents
- producing a summary, minutes or a report of the event
- distributing the documents

The learning guide **Meetings and Events** consists of four work situations:

- 1 Planning and organizing a meeting
- 2 Organizing the annual general meeting
- 3 Planning and organizing an event
- 4 Reserving resources, sending invitations and managing registrations

Discover our new HeadUp series: stimulating learning resources for contextualized training that promotes success both at school and in the workplace.

The learning guide and the answer key (PDF), as well as complementary digital resources, are available online at portailsofad.com.

