

LISTEN SHAPE COLLABORATE DELIVER

Steering Group

Practical hints and tips

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Part of the PiC Steering Group Toolkit

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Many Steering Groups are ineffective for reasons that a strong Chair can very often, easily resolve

Aim for the minimum number of people needed to cover the agenda and stick to it

Have clear codes of conduct that the chair can and does enforce. Rudeness, like bullying, is easily addressed

Someone being rude – poor behaviours

Too many attendees – most not contributing

Senior people dominating more junior attendees

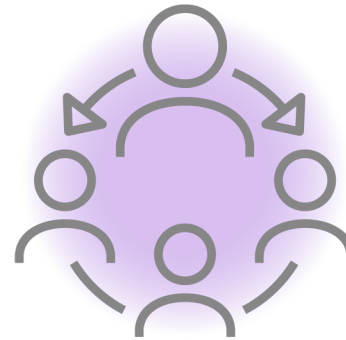
Meet with the senior people before the meeting and explain the problem – junior members need to be allowed to contribute

Try to brief key attendees in advance so that they are 'on-side' in the meeting. At all costs, avoid surprises

Key attendees not being supportive

People not attending – too busy elsewhere

If people really are too busy – then you should consider replacing them. If they are not attending – they're obviously not contributing



Allow some discussion but try to define the issues to be resolved and agree how specialist or sub-groups should get involved

Getting bogged down in unnecessary detail

People distracted - texting – doodling – doing email

Tell them to stop. If they won't then politely ask them to leave. Replace with people that are committed. If they have to be there – they have to be 'in the room'

Move the conversation on to resolution of the issue. If there is blame to be apportioned – the meeting is not the time nor place

Attendees looking to assign blame

Going off on a tangent

The chair should simply stop such discussions, remind everyone why they are there – get the conversation back on track

PARTNERS
IN CHANGE

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