

# UNIT

## 14

## Meetings, Conferences, and Teleconferences

### REVIEW QUESTIONS

#### PART A

Complete the following sentences by filling in the blanks.

1. A/An \_\_\_\_\_ exists when the minimum number of voting members is present at a meeting.
2. The document that is sent to participants to announce a meeting is called a/an \_\_\_\_\_.
3. The rules of debate at a formal meeting are referred to as \_\_\_\_\_ procedure.
4. If a person cannot attend a meeting, he or she may, in certain circumstances, be represented by a/an \_\_\_\_\_.
5. The \_\_\_\_\_ are a written record of who was present at a meeting and what took place.
6. The correct name for a plan of a meeting is \_\_\_\_\_.
7. A proposal presented at a formal meeting is called a/an \_\_\_\_\_.
8. The procedure to hold a motion over to the next meeting or indefinitely is known as \_\_\_\_\_ a motion.
9. The wording of a motion must be recorded exactly as presented; i.e., \_\_\_\_\_.
10. A motion must have the support of another person, who is called the \_\_\_\_\_.

#### PART B

Indicate your answer by circling True or False in each of the following.

1. A book entitled *Richard's Rules of Order* is the main authority on parliamentary procedures. True or false?
2. A motion is carried unanimously when every member votes in favour of it. True or false?
3. Points of order may be made at any time. True or false?

4. Once you know the approximate number of attendees, reservation of the meeting room is the most important arrangement that needs to be made once a meeting date has been scheduled. True or false?
5. Amendments to a motion are voted on after voting on the original motion has taken place. True or false?
6. It is customary to start a formal meeting with a call for adjournment. True or false?
7. When planning a conference it is wise not to promote it too far in advance. True or false?
8. Members who can see each other and communicate from remote locations are participants in a video conference. True or false?
9. Several people can communicate without being face to face. True or false?
10. Using a tape recorder is the best way to document a meeting. True or false?

**PART C**

Answer the following questions in the space provided.

1. List the last-minute preparations prior to a meeting.

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2. List the duties of a chairperson at a formal meeting.

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3. Name the three categories of teleconference service?

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4. Outline the procedures for production and approval of the minutes of a meeting.

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5. How do meetings, conferences/conventions, and teleconferences differ?

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## CALCULATIONS

Insert the answers to the following calculations in the spaces provided.

1. You and your assistant have the task of assembling 400 information packages for an upcoming conference. If you can complete 90 in one hour, and your assistant can manage 70, how long will it take you both to complete the job?  
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2. You created a high-quality handout for your last company meeting. The cover was a two-sided four-colour page that cost \$1.24 per cover. The twelve remaining pages of the handout were double-sided and cost \$0.45 each. You printed and collated 24 copies. What was the cost of the handout including 7% GST?  
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3. Your last trip took you to Calgary. You stayed at the Sheraton for two nights at \$94.50. You had the same breakfast both days which cost \$6.75. Lunch the first day was \$10.75, the second, \$9.90. You were taken out for dinner on your last night but dinner the night before cost \$22.10. Your rental car cost \$109.98 and gas amounted to \$15.00. What was the total of your expense account submission?  
\_\_\_\_\_
4. After the meeting, the chairperson asked for a copy of your notes. You used the hotel photocopier. What did it cost, at 12 cents per copy, for your 15 sheets of notes?  
\_\_\_\_\_
5. The hotel charges \$7.50 per person for breakfast, \$11.95 per person for lunch, and \$23.45 per person for dinner. If 65 people eat breakfast, 94 eat lunch, and 75 eat dinner, what will be the total of the food bill?  
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## RESEARCH ACTIVITIES

1. You are planning a conference for 90 people and will need facilities for one day for a whole-group keynote session, three rooms capable of holding 30 people each, nutrition breaks, and lunch. Find, in your area, three possible sources of such accommodation and then compare them as to rates, facilities, and any special services they provide. Produce a comparative chart.

2. In this group activity, it will be the responsibility of some class members to become familiar with the operation of particular types of video, audio-visual, and multimedia hardware and software that might be used at meetings, and to demonstrate their use. A handout describing step-by-step procedures should be made for each class member.

Research the following:

- overhead projector
- camcorder
- movie projector
- multimedia
- VCR
- data projection unit
- slide projector
- other equipment of your choice

3. The head office of Johnson Controls is located in Vancouver. The company has an eastern region office located in Markham, Ontario. The eastern region has 10 sales representatives, a branch manager, and a sales manager. Annually, the 12 eastern region employees travel to Vancouver for a sales meeting. Because of the time difference, they normally stay in a hotel for two nights. The western region office, located in Calgary, Alberta, has two sales representatives. They also travel to Vancouver and stay in a hotel near the airport but just for one night.

Glen Hocking, the sales director at head office, has asked for your advice on the feasibility of using a teleconferencing service as opposed to having employees travel to Vancouver.

Research the subject and prepare a report on your findings, supporting your advice with facts and figures.

4. Research the type of meetings companies in your area conduct and prepare an oral report on your findings.

Some questions you might ask are:

- Do you prefer electronic to face-to-face meetings? Why or why not?
- Are there any disadvantages?
- Are there many advantages?
- How do participants at electronic meetings feel about them?

5. Investigate the possibilities electronic calendaring offers and put your findings together in a report entitled "What Electronic Calendaring Can Do for Business." Include:

- the actual tasks this piece of software can perform
- your opinion as to the advantages of electronic calendaring over traditional practices.

6. Research the current status of desktop conferencing, including vendors, prices, and limitations. Present your findings in an appropriate format.

7. Contact three large corporations and conduct a survey on their use of video and computer conferencing. Before you contact these companies, prepare a form, listing categories such as: in-house or other audio-video conferencing facilities, cost/hour, estimated savings over travelling time and costs of staff involved in audio, video, or computer conferences, and overall benefits. Present your data in chart form.

8. Investigate what the Internet offers in the way of person-to-person communication. Are there facilities to talk, to hold meetings, etc? Present your findings in an oral report.

## ON-THE-JOB ACTIVITIES

1. a) Prepare an e-mail message to Julian Parsons, Bernice Cormier, Aggie Kuklowicz, and Marv Matson, telling them that this month's advertising department meeting will be on Tuesday, September 8, at 10:30 a.m. in the conference room. They should give some thought to (1) increasing Internet advertising and (2) other methods of advertising our products. They should come prepared to make suggestions.
- b) Draw up an agenda for the meeting. Suggest time slots for each of the people mentioned. Allow 45 minutes for lunch at noon. (Lunch is to be in the conference room.) The meeting will continue after lunch with a one-hour discussion on the views expressed in the morning session.
2. The annual board of directors' meeting of the Windjammer Corporation of 415 Harmony Road, Oshawa, ON M2K 3F4, is to take place on November 30. The meeting is to be held in the conference room at 0900. The company treasurer, Mrs. D. Bell, is responsible for the arrangements, but you will look after all of the details for her. The following is a list of the dates and activities related to the meeting that require your attention.

*November 1:*

- Write a memo to all members of the board announcing the meeting. (The original can be photocopied for the ten board members.)

*November 5:*

- The lunch after the meeting is to be held at the Carousel Inn, 1952 Whitby Road, Oshawa, ON M2R 4R7. Write, reserving a private room for 15 people at 1230. Ask for a copy of the menu and any special prices so that the order for lunch can be placed in advance. Ask also for written confirmation of this reservation.
- Draft an agenda for the meeting for Mrs. Bell's approval. The meeting will start at 0930 and finish at 1200. The items to be discussed are:
  - reading and approval of minutes from the last meeting
  - business arising from the minutes
  - presentation of reports by:
    - treasurer
    - sales manager
    - office manager
  - chairperson's comments
  - declaration of dividend
  - any other business.

Most items take about 20 minutes each. Insert a suggested timetable – and don't forget to include notice of the lunch arrangements you have made.

November 25:

Make up a reminder list of arrangements still outstanding and things that you must do on the day of the meeting – e.g., confirm lunch arrangements, arrange for a supply of pencils, scratch pads, etc.

December 1:

The meeting is over. Using the example provided in your *Pitman Office Handbook*, prepare the minutes. The information shown below is Mrs. Bell's record of the meeting.

Notes on the Windjammer Board Meeting

Present: Mr. E. Takamura, chairperson

Mr. K. Mason, Mr. B. Mahon, Mrs. D. Bell, Mr. A. Rowe, Mr. S. Bellamy, Ms. F. Higginbottom, Ms. C. Latoile, Mr. F. Kassam, Ms. S. Yee, Mrs. J. Chow, Mr. C. Beardmore, Ms. C. Jeffery, Miss F. Higgins

1. Minutes confirmed.

2. Business Arising from the Minutes

Confirmed by treasurer that because of the facilities and tax concessions offered the company by the Town of Hillside, it would be advisable to purchase a new plant site there, Proposed F. Higginbottom and seconded F. Kassam.

3. Sales Manager's Report

Moved B. Mahon and seconded S. Yee that the treasurer's report for the year be approved. Carried.

4. Office Manager's Report

Moved K. Mason and seconded D. Bell that the possibility of networking the company's computer facilities be investigated. Chief accountant to prepare a report for next meeting. Carried.

5. Chairperson's Comments

Chairperson congratulated present management on increased sales. Proposed a dividend for the year of 5 cents. Seconded C. Latoile. Carried.

6. Adjournment

There being no further business, meeting adjourned at 12 noon.

3. The following is a simulation of the planning involved in running a major conference. Work your way through the tasks, taking care to read and note each new item of information as it is presented.

In early May, the Lancaster School Division and Wascana Institute plan to host their first Co-op Conference. The conference is intended to bring together co-op employers, co-op teachers and instructors, co-op students, and school and college administrators to share their mutual interest in the Co-operative Education Program.

The plan is to hold six workshops during the one-day conference and for each participant to select three. A plenary (whole group) session will start the day. Lunch will be served.

A manageable size would be a total of 240 participants.

### **Stage One: Planning**

*Tasks:*

- a) Design a special letterhead and logo for the event.
- b) Contact major hotels in your area that might be able to host the event. You will need six rooms, each capable of holding approximately 40 people, plus one room large enough for 240; audiovisual equipment and communication hookups in each room; early-morning coffee; mid-morning and afternoon breaks; lunch; and an area for registration.
- c) Prepare faxes or e-mails that could be sent to possible speakers in the co-op education field who might be willing to speak on an issue or topic in co-op education that would interest the audience described earlier. Provide full details of the day, of course.
- d) Prepare a budget. The 240 delegates will pay \$75 per person, the Lancaster School Division together with Wascana Institute will provide \$5000, and your local Board of Trade will provide the remainder. Your task is to list as many projected expenses as you can think of and show a projected cost. (You will probably want to revise your budget as you proceed.)

### **Stage Two: Getting Things Under Way**

The results of Stage One activities are in. Here is a breakdown:

- You have selected the Shakespeare Hotel, 1117 Central Avenue, Regina, SK S6V 4V7.
- The conference will last from 0830 to 1530.
- Your speakers will be:
  - Keynote (for the plenary session): Lorie Lemmer (topic: "Co-op Ed Is for Everyone")
  - Employer expectations for co-op students: Franco Santini
  - On-the-job monitoring: Al Hasham
  - Training schedules: Chris Shin
  - Evaluation of students: Lisa Klein
  - Relevance of co-op in today's job market: Mac O'Grady
  - Promotion of the co-op program: Janine Nicklaus
- Contact person will be Candis Herrema, Lancaster School Division #25, 140 Borough Drive, Regina, SK S6V 4W2.
- Cost will be \$75 per person.

*Tasks:*

- a) Produce your conference announcement. This will consist of three items that you must create:
  - a one-page flyer that is eye-appealing, succinct, and illustrated, containing full conference details
  - a letter of invitation appropriate for local businesses, teachers and instructors, students, and school and college administrators, referring to the enclosed announcement and requesting early return of the registration form
  - a registration form with these headings:

• Name	• Workshop Selections
• Address	• Payment Submitted
• Telephone No.	• Fax No.
• E-mail address	
- b) Create a form to record the responses as they come in (use the same headings as above).
- c) Create a form letter to delegates thanking them for their response and confirming their three workshop sessions and the date, time, location, etc., of the sessions. Sound enthusiastic and welcoming!

**Stage Three: Confirming Arrangements**

*Task:*

Prepare a fax to the hotel to confirm details of the day and request names of rooms for workshops and meals. (Hotel's fax number is (306) 584-3205.)

**Stage Four: Getting Closer**

The hotel has confirmed that the plenary session and lunch will be in the ballroom and that conference rooms A through F have been reserved for the workshops.

*Tasks:*

- a) Using your desktop publishing skills, create a detailed program for distribution at the conference that shows all of the details of the day's events and the room numbers for workshops, meals, etc.
- b) Write a press release announcing the event to the news media.
- c) It is usual, after a conference of this type, to have delegates complete an evaluation form that indicates their reaction to the value of the event. The information is useful feedback and assists in the planning of future conferences.

Create an evaluation form for delegates to complete at the end of this conference to show:

- type of delegate (business, teacher, college instructor, student, administrator)
- overall evaluation of format, location, and meals
- evaluation of workshops: list all six (devise a grading system from 1-5)
- general comments



- d) Create a checklist of items you will have to take care of in preparation for the big day (e.g., create list of participants for the registration desk, have name tags available, etc.).

### **Stage Five: The Wrap-Up**

#### *Task:*

Write a master thank-you letter that you can modify to send to each of your speakers.

4. Prepare an agenda from the information provided below. Your agenda should set out clearly and simply the times, topics, and locations.

The fourth annual conference of the Bird Watchers Association of Manitoba will be held at the Brandon Holiday Inn on May 23. Registration and coffee is from 0730 to 0845. The opening speaker begins her speech at 0900 sharp. At 1000, various breakout sessions will be held including Bird Watching and You in the Peony Room, The Song Birds of Manitoba in the Trillium Room, and Caring and Feeding of Native Birds in the Azalea Room.

Lunch is scheduled between 1145 and 1300 in the Grand Ballroom. Starting at 1300, the exhibit hall is open. At 1315, the afternoon breakout sessions begin in the Peony Room, Charlene LaBoix discusses how she created "A garden for her birds"; in the Trillium Room, How to Construct a Bird Feeder, and in the Azalea Room, How to Keep Pests Away From Your Feeders.

Afternoon coffee will be served at 1500 with the closing speaker speaking between 1530 and 1600.

5. You have planned a large and important meeting to be held in your firm's board room, starting at 10:00 a.m. tomorrow. Produce a "To Do" list of the things that you will do in the hour before the meeting.
6. Carefully prepared visuals or a multimedia presentation can aid an oral presentation in a significant number of ways. You can keep the audience's attention, provide a means of absorbing difficult information easily, condense a large amount of information, add a note of humour, add some colour, move the audience from one point to another in your talk, etc.

Imagine you are employed by a travel firm and you are making a presentation to travel agents announcing a new cruise ship. Create a visual or a multimedia presentation that would do one of the things outlined in the paragraph above. The information on which your talk is to be based is as follows:

The Pride of Canada, a new 600-passenger ship, can be chartered for receptions or special events but also offers three trips a day around the harbour and out onto the lake. Price of a two-hour lunch cruise is \$35 to \$40. For a four-hour dinner cruise with dancing, the cost is \$60 to \$75. A late-evening sail with snacks costs \$25.

7. Before your staff will work on the new computer network, they decide to hold a meeting because they are concerned about the health and safety aspects. Make a list of the possible positive and negative points that the staff may raise under the following headings monitors, workstations, file servers, laser printers, modems, fax machines, and general working conditions.
8. Invite a guest speaker from a convention/conference planning organization and/or major hotel chain to make a presentation on the services and job opportunities available.

## WHAT WOULD YOU DO?

In the space provided, indicate what you would do in the following situations.

1. Your department head holds regular weekly meetings but does not circulate an agenda. The meetings are often a waste of time.  

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2. You are chairing a formal meeting. One of the participants says that there is not a quorum.  

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3. You are chairing a meeting. One participant, who is very vocal, keeps "going off the point."  

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4. You are a participant in a formal meeting. The meeting room is so hot that you keep falling asleep. You notice that other participants are suffering also.  

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5. You book a meeting room in a hotel. When you arrive, an hour before the meeting is to begin, you discover that the hotel has not supplied an overhead projector as promised. You contact the appropriate hotel department but there are no spare overhead projectors.  

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6. You are holding a training session at a local hotel. Coffee, juice, and snacks are scheduled to be served at 10:15 a.m. At 10:30 a.m., nothing has arrived.  

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■ *Unit 14 – Meetings, Conferences, and Teleconferences*

7. At a formal shareholders' meeting, you are responsible for checking in the shareholders. A well-dressed woman arrives and says that she is the proxy for her husband. When you ask her for the proxy form, she says she does not need one because she is representing her husband.

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8. You are a participant at a formal meeting. You think that incorrect procedures are being followed.

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9. You chair a monthly meeting. Every month, one of the participants deliberately shows up 15 minutes late in order to make a grand entrance. This person then interrupts the meeting and asks questions about matters that have already been handled.

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10. You notice that several people at your informal department meetings do not participate because the remainder of the participants are so vocal. You know that the quiet participants have good ideas and you value their opinions.

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11. You are responsible for setting up the company boardroom for meetings. You notice that whenever the research and development department has a meeting, the room is left in a messy state.

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12. You have received a tape of a meeting and have been asked to prepare a set of minutes. The tape is just a jumble of voices.

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13. You are a participant in an informal meeting. Two of your colleagues are holding a conversation that is not related to the meeting. You are finding this distracting.

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14. Would your action in relation to question 13 be different if you were chairing the meeting? Explain.

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15. You have to deliver an urgent message to someone in a 250-member conference.

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16. Every time you have to introduce or thank speakers, you become very nervous.

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17. You are attending a meeting and a vote has just been called. You cannot, in all conscience, vote either for or against the motion.

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18. It has come to your attention that confidential management decisions are being leaked around the office by the person who prepares the minutes.

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19. You are at an important meeting. You are trying to listen. The person beside you, a top executive, keeps talking to you.

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20. You have to make an hour-long oral presentation at the next sales meeting. You want to make sure that you keep everyone interested.

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