

## SFJ EFSM20

### Exchange information to ensure effective service delivery



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#### Overview

This standard relates to using meetings to exchange information, and making decisions regarding effective service delivery. It includes preparing, planning and chairing meetings and participating in both formal and informal meetings.

#### There are two elements

##### **1 Plan and chair meetings to support decision making**

This includes determining the necessity, purpose and objectives for meetings and preparing agendas. It includes managing meetings to ensure that these keep to schedule, meeting objectives and providing a productive forum for information exchange.

##### **2 Participate in meetings relating to service delivery**

This includes preparing and participating in a range of meetings where you are required to contribute to information exchange and decision making.

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### Performance criteria

#### Plan and chair meetings to support decision making

*You must be able to:*

- P1 establish the purpose and format of proposed meetings
- P2 establish the key people required to attend and/or contribute to the meeting
- P3 advise those attending meeting of the
  - P3.1 purpose and objectives
  - P3.2 timing
  - P3.3 format
  - P3.4 their required contribution
- P4 allow time for those attending the meeting to prepare their contributions and report
- P5 arrange a location and timing of the meeting which
  - P5.1 takes account of the purpose and urgency of the meeting
  - P5.2 meets the needs of those attending
- P6 obtain relevant information and review prior to the meeting commencement
- P7 manage the meeting to maintain relevance and encourage full exchange of views
- P8 summarise and agree the outcomes of the meeting
- P9 check and agree minutes, including action points and their allocation, and arrange circulation to all those attending
- P10 follow up agreed action points and arrange their implementation

#### Participate in meetings relating to service delivery

*You must be able to:*

- P11 confirm expectations of your role and contribution to the proposed meeting
- P12 research and review relevant information and prepare in a suitable format
- P13 submit items required prior to the meeting within the specified timescale
- P14 inform co-workers of your availability during the meeting and ensure that urgent issues are handed over for action
- P15 make contributions to the meeting which are valid, relevant and constructive
- P16 communicate effectively to obtain and clarify information
- P17 confirm outcomes of the meeting and action which you will need to take

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#### Knowledge and understanding

*You need to know and understand:*

- K1 the type of meetings, both formal and informal which may be conducted
- K2 how to define the purpose and scope of meeting and how to communicate this to those who need to attend
- K3 information requirements and preparation time required by people who will attend the meeting
- K4 how to disseminate information about planned meetings and follow up information
- K5 purpose and format of minutes of meetings and how to record action points
- K6 the role, responsibility and expectations of the chair of the meeting
- K7 how to manage conflict in meetings constructively
- K8 how to plan and arrange meetings
- K9 roles, responsibilities and areas of expertise and authority of people and their possible contribution to meetings
- K10 how to communicate ideas, concepts and information clearly, concisely and with relevance to the questions under discussion
- K11 how to manage group dynamics in meeting contexts
- K12 accepted and expected protocols
- K13 the benefits of partnership working with other agencies and your organisation's role in partnership working
- K14 requirements for approval processes and decision making relating to topics for discussion at formal meetings

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## Additional Information

### Glossary

**Meetings:** Formal and informal, internal and external, open, closed

**Key personnel for meetings:** Those who are required to make contributions, provide reports and take minutes

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