

## Mastering effective meetings.



In today's fast-paced automotive industry, where teams are often smaller and resources are limited, prioritising your wellbeing can be a challenge. Our [M]enable Moments guides are designed to assist you in navigating various aspects of mental wealth.

In our tenth guide, Stephen Whitten, founder of [M]enable, discusses routines you can implement to get the best out of your workplace meetings, and set a positive tone for the day.

**Meetings are an essential part of daily life in a busy dealership — a critical tool for communication and understanding.**

However, I'm sure we've all experienced meetings that felt draining, demoralising, or even soul-destroying, leaving us with the sense that the time wasn't well spent. In reality, meetings should be the complete opposite.

What is the purpose of the meeting? Is it to review performance, assess results, plan actions, or generate ideas? Whatever the reason, you want both you and your team to leave with clarity, energy, and direction. Here are a few ideas for routines you can implement to get the best out of your meetings:

- **The 10 at 10** — A traditional concept that works well. Keep your meetings to 10 minutes at 10 o'clock every day. Short, sharp bursts to update, engage, and energise.
- **Start longer meetings with a check-in** — Begin by asking, "What's got your attention today?" This gradually gives people the space to feel psychologically safe and voice their concerns in a supportive environment.
- **Show empathy, not solutions** — If you adopt point 2, be sure not to aim to fix anything for people. You're not there to counsel or provide therapy, but to show empathy and understanding.
- **Have an agenda** — Ensure the meeting has an agenda, with some built-in flexibility for last-minute changes. People like structure and knowing the direction of the meeting.
- **Insist on note-taking** — A personal pet peeve is when people attend meetings without a notebook or iPad, which signals they don't expect the meeting to be valuable. Meetings should strive for moments of insight or 'gold nuggets,' so encourage everyone to make a conscious effort to capture those.
- **Stick to time** — Over-running often indicates a lack of preparation or an attempt to cover too much. It can cause anxiety for attendees, worrying they'll be late for the next meeting, appointment or that it'll impact their day.
- **Clarify the purpose** — Is the meeting for information, instruction, or inspiration? Knowing the purpose will guide how you approach the agenda and what outcomes you want to achieve.
- **Finally, discipline!** — Make meetings, and the routine you follow, a habit. Set clear expectations and encourage full participation. As the meeting leader, there's nothing worse than seeing bored or disengaged participants after you've put in the effort. Your team doesn't want that either, so deliver what you promise and encourage positive input so they take ownership, rather than feeling preached at.

Running meetings is a skill in itself, so don't hesitate to seek help if it's an area you'd like to improve.



## About Stephen

Stephen Whitton was an Automotive Trainer, Speaker, Consultant, and Coach, known for his ability to captivate an audience on stage.

Despite his outward success, for many years he faced mental health challenges stemming from unresolved childhood trauma.

In 2020, he confronted these challenges head-on with the guidance and support of his inner circle.

This journey inspired the creation of [M]enable, an initiative focused on equipping leaders and businesses with tools to prioritise mental wellbeing in the workplace.

[M]enable fosters open discussions to promote a more empathetic, supportive, and resilient industry culture.

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The logo for MOTORS, featuring the word 'MOTORS' in a bold, black, sans-serif font, set against a bright green curved background.

If you'd like to learn more or want help to embed mental wealth thinking into your business, please contact us via [www.menable.org](http://www.menable.org)