



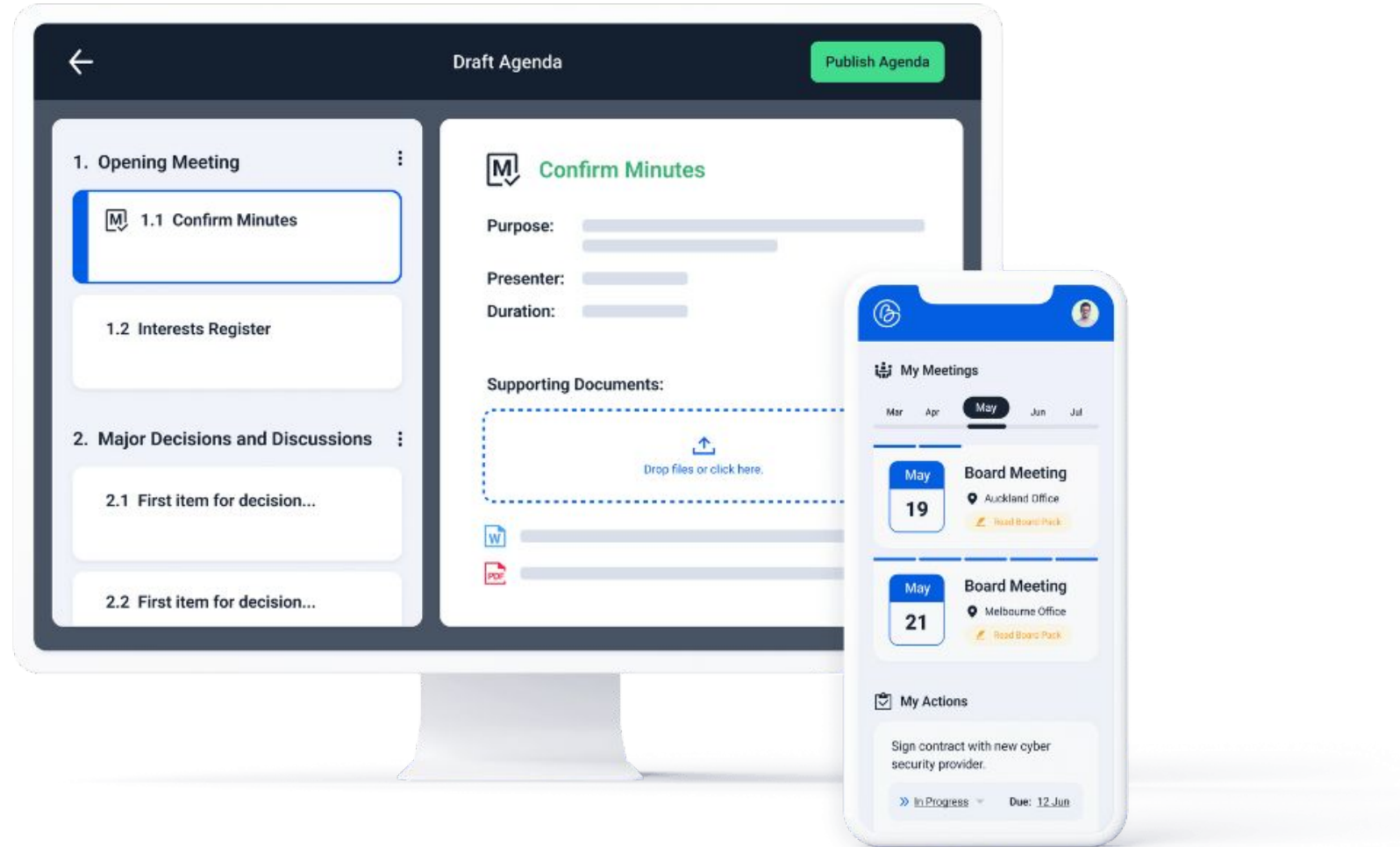
Webinar

The Importance of Board Meeting Etiquette

Special Guest -Margot Foster AM OLY









**Making the fundamentals of
governance free and
easy to implement**



**Margot
Foster**

Managing Director
ImpactFULLco



**Simon
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Managing Director
Appoint Better Boards



**Lynda
Carroll**

CEO
Align Group

**Slides, webinar video,
resources and presentation
will be sent to you.
Relax, listen and ask
questions**





What is etiquette?

Etiquette refers to the social norms and expectations around how to behave in various interactions in society.

These norms provide a code of conduct and a structure that subtly regulate the expected attitudes, behaviours, and manners of all members of society.



10 Little Etiquette Rules Everyone Should Know:

The British School of Excellence

01

Use Proper Greetings

02

Say "Please" And "Thank You"

03

Practice Good Table Manners

04

Be Mindful Of Your Language

05

Respect Personal Space

06

Dress Appropriately

07

Be A Good Listener

08

Put Your Phone Away

09

Practice Good Communication

10

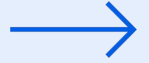
Be Punctual



In short etiquette is about good manners – whether on the board or out and about

- Thoughtful
- Well mannered
- Considerate
- Kind
- Polite
- Professional
- Courteous
- Gracious





Before meetings

01

Read the board papers in good time before the meeting (includes agreeing when they are to be delivered)

02

Let the Chair and/or CEO know of any questions or queries regarding the papers early on after receipt

03

Submit any corrections or edits to the previous meeting's minutes soon after the draft is received: not at the meeting

04

Apologise as soon as you know you won't be able to attend a meeting

05

Let directors and CEO know if you have to step out of a meeting to take or make a call before or at the start of the meeting



In person meeting etiquette: **Dos** →

- Be punctual and arrive shortly before the meeting begins
- Come prepared with papers read
- Understand your voice and opinion is one of several and be mindful of others' views
- Listen carefully to those views
- Respond appropriately
- Take the chair's direction on the agenda and be mindful of sticking to it
- Dress appropriately for the type of meeting
- Park your mobile in your bag (preferably)



In person meeting etiquette: **Don'ts**

- Don't play games on your computer or tablet
- Don't send or respond to emails
- Don't read your papers for the first time in a meeting: it is really obvious when dumb questions are asked!
- Don't have side whispers to the person sitting next to you
- Don't step out of the meeting for any length of time beyond taking a call or going to the 'loo'
- Don't have no view or opinion on every agenda item





Virtual meeting etiquette: **Dos**

01

Be punctual

02

Check connection a few minutes before the meeting start time

03

Avoid the chin up view

04

Ensure no mirrors or jewellery flashing in the background

05

Leave your screen on

06

Turn mic on to speak



Virtual meeting etiquette: **Don'ts**

01

Be late

02

Miss the meeting start because the platform isn't working at your end

03

Keep your screen off either wholly or intermittently

04

Eat a meal during a meeting

05

Leave mic on

06

Use chat



In every meeting



01

Understand your role as a director

02

Understand your legal duties as a director

03

Understand the purpose and intent of board meetings

04

Follow the agenda

05

Listen to others

06

Don't jump in and hold forth

07

Remember silence is agreement



The Role of the Chair



- Leader not boss
- Keep the meeting on track having regard to the time allocated
- Seek agreement to extend the meeting if extra time is needed
- Rein in any discussion that tends to the operational



The Role of the Chair

- Ensure that debate doesn't go beyond robust into bullying
- Ask for input into discussion from all
- Not guillotine conversation
- Encourage directors to speak before he or she does to avoid "sunflower bias"





After Meetings

- Adhere to board confidentiality
- Don't divulge meeting content to staff, who might be friends in the organisation, or more broadly
- Refer member/stakeholder matters that come to you to the CEO or Chair; do not deal with them yourself or involve yourself in their resolution
- Use only agreed talking points as your frame of reference for speaking about board matters beyond the board





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Thank you

