COORDINATION MEETING
MANAGEMENT
SOME QUOTES

- Yes, we attended the coordination meeting, but frankly, the spontaneous meetings in the hallway that happened after the meeting were more useful.

- We planned a meeting for 11:40 ... but NO ONE came on time.

- Yes, another useless meeting, based on self promotion and hampered by lack of leadership.
Coordination meeting, Bam 2003
Is a Meeting the Best Solution?

STOP!

Must it happen?

- Added value? Clear purpose?
- What happens if a meeting doesn’t take place?
- Other methods? Emails, chat room, sub-groups?
Group Work

Group 1:
What Makes for a Strong Coordination Meeting?

Group 2:
What Makes for a Failed Coordination Meeting?
Meetings as Process …

Pre-Meeting: Preparation

During-Meeting: Facilitation & Support

Post-Meeting: Follow-up
Pre-Meeting Preparation

1. Clear Meeting Purpose & Objectives
2. Decide on the type of meeting
3. Select venue & assess strengths/weaknesses
4. Agenda circulated, comments, modified
5. Key documents summarized - circulated
6. Facilitator prepares and anticipates
7. Bi-lateral discussions, communication
8. Preparation of visual support materials
9. Pre-meeting meetings
Three Main Types of Coordination Meetings

1. **Problem Solving**: Where participants solve specific problems related to established approaches and systems.

2. **Strategic**: Where key decision makers define a set of approaches and systems.

3. **Informational**: Where the purpose of the gathering is to disseminate or exchange information between groups and individuals.

**Note**: These types of meetings are often combined according to need.
Other Different Types of Meetings

Briefings
Collective briefing
Decision-making
Introductory meeting
Consensus meeting
Technical meeting
Problem solving
Interview

One-way download of information
Information sharing
Take a stand
Relationship building
Agreeing on the direction
Agreeing on terms, standards e.g.
Crack the nut
Pulling out information

Just another meeting = Waste of time!
Meeting Venues

- Telephone Conference
- Video Conference
- Internet, e.g. Skype
- Face-to-Face
- Chat room
- Combination
Phone/Video Conference Tips

- Pre-meeting send agenda/passcodes
- Start on time
- Start with roll call – signal new callers
- One person speaks at time
- Discourage speaker phones
- Speaker announce self
- Stick to agenda
Coordination Meeting Logistics

- Equipment needed and working
- Room layout and seating arrangement
- Table tents/name tags/participant list
- Refreshments
- Pre-meeting materials
- Accessibility issues
Seating Arrangements
Coordination Meeting, Pakistan 2005
Basic Support Materials

Situation

- X
- Y
- Z

D. Trold – OCHA

Name Tags /

Sign-Up Sheet

AFGHANISTAN UN SECURITY UPDATE 29/11/2001

OCHA Office for the Coordination of Humanitarian Affairs
## Support Materials: Gap ID

<table>
<thead>
<tr>
<th>Needs?</th>
<th>GOVT</th>
<th>WFP</th>
<th>UNHCR</th>
<th>NGO1</th>
<th>NGO2</th>
<th>OCHA</th>
<th>Filling Gaps</th>
</tr>
</thead>
<tbody>
<tr>
<td>Needs Assessment</td>
<td>x</td>
<td></td>
<td></td>
<td>x</td>
<td>x</td>
<td></td>
<td>Meet with Govt. to gain access</td>
</tr>
<tr>
<td>Food</td>
<td>x</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Water/ Sanitation</td>
<td></td>
<td></td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shelter</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Area of unmet need</td>
</tr>
<tr>
<td>Security Situation</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Displaced</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td></td>
<td></td>
<td>Working group needed</td>
</tr>
</tbody>
</table>
Coordination Meeting Facilitation

- Share responsibility for success
- Start with review of agenda & objectives, time limits
- Ensure meeting is adequately resourced
- Set and enforce norms
- If off track? ➔ Check relevancy of idea or issue
- Moderate conflict & deal with difficult members
- Ask for Help
- Summarize and synthesize meeting agreements & decisions
- Leave with an *Action Plan* and clarify next steps
Group Dynamics

- Goals
- Norms
- Exercising Influence
- Decision-Making Strategies
- Group Development
Post-Meeting: Follow-Up

- Concise, rapidly disseminated minutes
- Clear references
- Follow-up on action points
- Power of the note-taker

Minutes: 20-07-05

- Attendance
- Bullet point summary of agenda issues
- Summary: decisions, commitments, agreements
- Action Plan/Next Steps
Meeting Challenges

Group Exercise
What do you do if:

• Weak or Inexperienced Chair/Facilitator
• Too Many or Wrong Participants
• Facilitating when I’m not neutral!
• Overloaded Agenda, “Extra” Agenda Items
Meeting Challenge #1

Weak or Inexperienced Chair/Facilitator

What to do?

- Coach and give feedback
- Offer to Co-Chair
- Don’t embarrass or undercut
- Redirect with questions
- Ask someone/expert to speak
- Pre-meeting communication of important docs
- Pre-meeting preparation with facilitator
- Emphasize agenda times & purpose
Meeting Challenge #2

Too Many or Wrong Participants

What to do?

- Selective participation – use invitations
- Consider briefing rather than discussion
- Thematic sub-group/working group meetings
- Discuss meeting needs at beginning ➔ break into smaller groups ➔ report back to large group
- Cancel meeting
Meeting Challenge #3

Facilitating when I’m not neutral!

What to do?

- Ask for co-chair or co-facilitator
- Temporarily step out of chair
- Acknowledge point of view upfront
- Thematic sub-group/working group meetings
Meeting Challenge #4

Overloaded Agenda, “Extra” Agenda Items

Example of Meeting Agenda

Introductions
Humanitarian Situation Update
Agency Updates & Actions
Security Situation
Logistics
Protection & Human Rights Issues
Planning Itinerary for Upcoming Donor Visit
Negotiating Access to Northern Province
New Location of Coordination Meetings

What to do?

- Shorter, more frequent meetings
- Standard agenda with focused objectives
- Set Time Limits, discussion norms
- Prioritize agenda
- Remind all of meeting objective
- Sub-group or sector meetings
- “Parking Lot”
- End of meeting theme groups
Keys to Success

- Know where you are going - create a written agenda with specific objectives
- Right folks for right task – assign tasks
- Schedule realistically – good time management
- Start and stop on time
- Announce important norms & ground rules
- Trust committees
- Effective gate-keeping
- Use visual aids
- Assign follow-up actions
- Be aware of meeting continuity
- Meet physical & logistical needs incl. refreshments
- Don’t meet!!
Coordination Meeting, Aceh 2005
Coordination Meeting Structures in Aceh 2005

Government Coordination Meeting
[Pendopo every other day]

Line ministry
Line ministry
Line ministry
Line ministry
Line ministry
Line ministry

Health
WATSAN
Shelter
FOOD
EDUCATION
LIVELIHOOD

General Coordination Meeting
All information available through the Humanitarian Information Centre

IASC
Heads SWG
INGO’s
LNGO’s
Donors
Com. Ser.
Security

Humanitarian Community

Chair
Chair
UN rep.
UN rep.
Chair
Co-chair
Chair
Chairs

DHC
OCHA