

Prepare



- It's good to have some notes ready for your meeting.
- You can use the document 'Planning for a Meeting'.
- Make sure you give yourself plenty of time to get to the meeting.
- Have questions ready.
- Take notes in the meeting or ask someone if they can.

Be Confident



- Speak clearly, make eye contact.
- Be honest and open about your views and wishes.

Listen



- You can ask the person to slow down or say it in a different way that makes sense to you.
- Respect other people's opinions and be confident about what you are trying to achieve.

Keep calm



- If you feel prepared, then it is easier to keep calm.
- Say if you need a break.
- Information is harder to understand if you are feeling anxious. Try to think of things that keep you calm, and this should help the meeting go well.
- Be aware of your body language. The way you stand, sit, look, the tone of your voice and the words you use give strong messages to other people.
- Don't feel pressurised into agreeing to something you are unsure about or don't want to do. Ask for a break for some thinking time.

Know what happens next



- At the end of the meeting make sure you know what was agreed and if there are any actions.
- Ask for a copy of the minutes of the meeting.