

LANGUAGE TIPS FOR MEETING MANAGEMENT

SITUATION	CHAIR CAN SAY
Call to order	<i>This meeting of the [name of organization] is called to order.</i>
Unanimous consent	<i>Without objection... If there is no objection...</i>
To begin discussion	<i>It has been moved and seconded that... Is there any discussion?</i>
If there is no second	<i>Since there is no second, the motion will not be considered.</i>
To end discussion	<i>Is there any further discussion? or Are you ready to vote?</i>
Process Point of Order	<ol style="list-style-type: none"> 1. Member says, "Point of Order." 2. Chair says, "State your point." 3. Member explains issue. 4. Chair says, "The point is well taken," or "The point is not well taken."
When someone says "Point of Order" but can't explain what they mean	<i>What rule has been broken?</i>
Process Point of Information	<ol style="list-style-type: none"> 1. Member says, "Point of Information." 2. Chair replies, "State your question." 3. Member states question. 4. Chair can respond three ways: <ul style="list-style-type: none"> ▶ Respond yourself. ▶ Ask someone else to respond. ▶ Say, "We'll get back to you later."
When "Point of Information" is misused to give information	<i>What information does the member need in order to decide how to vote?</i>
If someone is dominating the meeting	<i>No one may speak a second time until everyone who wishes to do so has spoken once. Does anyone else wish to speak on this topic?</i>
When comments are not germane (relevant)	<i>Members will kindly keep their remarks strictly to the topic under discussion.</i>
If people are whispering	<i>Members will kindly refrain from sidebar conversations.</i>
Adjourning the meeting	<i>There being no further business, this meeting is adjourned.</i>

- Strive to be firm, fair and friendly.
- Use the "third person" to keep things neutral and lessen conflict.
- Give up on the word *but*. Always say *and*.
- Say *kindly*, not *please*, which sounds like pleading.
- Say *very well* and move on.
- Beware of "negativity bias." No frowning, no sarcasm, no eye-rolling.
- Keep an emotional connection with the members by emphasizing what we have in common.

