

Gary Michael Smith is senior publications specialist at the Information Technology Center Research and Technology Park in New Orleans, and author of the article “The Eleven Commandments for Business Meeting Etiquette.” He says planning is the key to productive meetings. “Without planning, you might as well be having an impromptu birthday party,” he says. Time spent creating an agenda, preparing background materials for attendees and communicating the meeting’s purpose to participants—all before it begins—pays off.