

## What is the difference between process and content and why is it important?

Understanding the difference between process and content will help structure meetings, reduce difficult situations and help your work be more effective.

### What is Process and Content?

**Process** refers to the way something is done, like how a meeting will be run or how decisions will be made and how participants will interact

**Content** is what the meeting is about, what output is required, what information is being shared and what decision needs to be made

Design a clear process/order on how to do as many of the tasks facing your group as possible. It will help reduce misunderstandings and conflict as you work together.

e.g., How will meetings be run?  
What is the review process of documents before being released to the public?  
How will information be shared?

Process  
or  
Content?

Meetings are more effective when people understand 1) how to run the meeting (Process) and 2) what is trying to be achieved (Content).

**90% of meeting problems are process problems – remember the success triangle! All three sides working together and striving for balance.**

