

SESSION DETAILS: Clear Communication and Directions	LENGTH: 60 mins
Description When working with customers it can be easy to forget that we need to break down what we are saying as not every customer is as technologically savvy as we are. In this session, we are going to talk about how we can break down technical terms or complex concepts so our customers can understand what the issue is and what the resolution is. Lesson Objectives: - Understand who our audience is - Communicate complex concepts and terminology in a way that is easy to understand - Communicate resolution steps clearly, without defensiveness or blame Suggested Instructors:	

Pre-Session Prep Checklist		
Slides or Links to Present:	Print or Link to Handouts	Additional Resources for Context:
Explain it Like I am Five Video: https://vimeo.com/27060669		

Lesson Outline	Instructional Prompts
Overview of Clear Communication and Directions [Lecture, 5 minutes]	When working with customers it can be easy to forget that we need to break down what we are saying as not every customer is as technologically savvy as we are. In this session, we are going to talk about how we can break down technical terms or complex concepts so our customers can understand what the issue is and what the resolution is. Just like using the right tone and the right words can change the quality of your support, as we learned in the Conflict Resolution course, writing and speaking more clearly can make an immediate impact as well.
What is the customer's POV? [Discussion, 5 minutes]	Ask: Who are the customers who usually contact the support desk? Possible Answers:

Sample Training Facilitator Guide

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Peer-to-peer Training Facilitator's Guide Michele N. Costanza, 2009 The peer to peer P2P training approach involves small groups of people from similar social groupings who are not professional teachers helping each other to learn The P2P approach has great potential for rapidly identifying emerging lessons learned and integrating them into wide reaching Army training The present research identified the instructional principles and best practices for P2P from academia industry and the military supporting effective P2P training and incorporated them into a Soldier friendly facilitator s guide A formative evaluation was conducted with Soldiers using the guide to prepare and conduct group discussions for a face to face group setting and a distributed group setting where Soldiers were linked via video teleconference One group of Soldiers served as facilitators and used the facilitator s guide to prepare and lead discussions with other Soldiers who served as learners Feedback on the guide was mostly positive with Soldiers indicating that the guide provided an appropriate amount of information and a usable format and tools for structuring and fostering group discussions Ongoing efforts to transition P2P methods into Army training are discussed

The HACCP Food Safety Facilitator's Guide Tara Paster, 2007-08 This Facilitator s guide is a training tool to support the leaders around the world in the education of food safety and food defense prerequisite programs and the seven HACCP principles

Problem Solving Mediation Training: Facilitator's Guide Sharmon Monagan, Eshanda James, 2010-10-04 This problem solving mediation training guide provides a comprehensive step by step walk through mediation using Christopher Moore s problem solving model Included in the manual is a case study a role play and activities In addition to the aforementioned facilitator notes are included to enhance the learner s experience Participant guides are also available for purchase

The TWI Facilitator's Guide Donald A. Dinero, 2016-09-19 There are many books available covering the Training Within Industry TWI programs but few include any unique material on adaptation or modification This dearth of new has caused practitioners to alter the programs without understanding the underlying principles These changes have made the programs less effective One must however maintain the principles used in the programs when changing the delivery of the programs to suit the culture The purpose of The TWI Facilitator s Guide How to Use the TWI Programs Successfully is to prevent the TWI programs from falling into misuse and disuse This book will explain the main principles of the TWI programs and what they can accomplish but it will also stress what they are not This book reviews what the programs are and then explains how to use them It tells why we do certain aspects of each program When we know why we do something we won t stop doing it for the wrong reason

The Virtual Training Guidebook Cindy Huggett, 2014-01-10 Packed with checklists advice and how to features The Virtual Training Guidebook teaches you how to design deliver and implement live online learning This book will help learning professionals transition to the online classroom by taking a holistic look at successful implementation including gaining organizational support selecting a platform designing classes selecting facilitators preparing participants global considerations and the logistics required for success Learn how to

prepare for a virtual training rollout Create live online classes using a three step design process Select the technology that is right for the organization Select and prepare facilitators who can effectively engage participants *Research Product - U.S. Army Research Institute for the Behavioral and Social Sciences* ,2009 **Facilitators' Guide** H. Lynn Erickson,2009

Demonstrate how teachers can use a conceptual lens to design instructional units and differentiated lessons that deepen students thinking skills and inspire a genuine love of learning Virtual Training Tools and Templates Cindy Huggett,2024-09-17 A Complete Practical Toolkit for Successful Virtual Training Create the most effective virtual training solutions for your organization by using the right tools for the right learning situation In this updated edition of Virtual Training Tools and Templates online learning pioneer Cindy Huggett expands on her first edition by adding more than 80 new tools and sharing her most powerful ones to help training professionals create engaging virtual learning that leads to results Whether you re a training program manager designer facilitator or producer you ll find expert guidance on selecting the right technology working with IT colleagues designing creative programs developing activities and facilitating experiences to engage and inspire learners The new edition includes 185 checklists worksheets questionnaires templates and other training and learning aids that provide accessible effective virtual learning for everyone Tips on incorporating the latest trends in hybrid immersive and global classrooms More than a dozen tools for measuring your program s success so you can move forward with confidence Resources to make the behind the scenes work of producers and administrators more effective For a complete reference on virtual training see Cindy s companion volume The Virtual Training Guidebook second edition which offers step by step advice for planning designing and building high impact programs These two volumes combined cover what you need to know to design and deliver successful virtual training **Rapid Instructional Design** George M. Piskurich,2015-01-06 The classic guide to instructional design fully updated for the new ways we learn Rapid Instructional Design is the industry standard guide to creating effective instructional materials providing no nonsense practicality rather than theory driven text Beginning with a look at what instructional design really means readers are guided step by step through the ADDIE model to explore techniques for analysis design development intervention and evaluation This new third edition has been updated to cover new applications technologies and concepts and includes many new templates real life examples and additional instructor materials Instruction delivery has expanded rapidly in the nine years since the second edition s publication and this update covers all the major advances in the field The major instructional models are expanded to apply to e learning MOOCs mobile learning and social network based learning Informal learning and communities of practice are examined as well Instructional design is the systematic process by which instructional materials are designed developed and delivered Designers must determine the learner s current state and needs define the end goals of the instruction and create an intervention to assist in the transition This book is a complete guide to the process helping readers design efficient effective materials Learn the ins and outs of the ADDIE model Discover shortcuts for rapid design

Design for e learning Millennials and MOOCs Investigate methods for emerging avenues of instruction This book does exactly what a well designed course should do providing relevant guidance for anyone who wants to know how to apply good instructional design Eminently practical and fully up to date Rapid Instructional Design is the one stop guide to more effective instruction

Marriage in the Lord, Facilitator's Guide Leisa Anslinger, Corinna Laughlin, Danielle Noe, Michael Ruzicki, 2021-02-04 Marriage in the Lord Forming Couples for a Sacramental Marriage provides marriage ministers with fully prepared formation sessions in order to facilitate discussion with engaged couples preparing to be married in the Catholic Church in a dynamic and meaningful way

Research Report, 2009 **Assertiveness Facilitator's Guide - Item 1163**, *Implementing FEMA Reform* United States. Congress. Senate. Committee on Homeland Security and Governmental Affairs, 2008

Performance-Based Sales Training Jerry Rosen, Pbstm, 1997 Are You Ready?, 2004 Accompanying CD ROM contains additional supporting materials sample electronic slide presentations and other resources

Handbook of Intercultural Training Dan Landis, Janet Bennett, Janet Marie Bennett, Milton J. Bennett, 2004 This handbook deals with the question of how people can best live and work with others who come from very different cultural backgrounds Handbook of Intercultural Training provides an overview of current trends and issues in the field of intercultural training Contributors represent a wide range of disciplines including psychology interpersonal communication human resource management international management anthropology social work and education Twenty four chapters all new to this edition cover an array of topics including training for specific contexts instrumentation and methods and training design

Gathering of Native Americans (GONA) Facilitator Guide, 1999 **A Facilitator's Guide to Developing OVC Program Sustainability and Transition Plans**, **The Facilitator's Fieldbook** Thomas Justice, David Jamieson, 2012 Loaded with procedures checklists guidelines samples and templates The Facilitator's Fieldbook covers all the key areas of successful team management including establishing ground rules planning meetings and agendas brainstorming resolving conflict making decisions and helping groups optimize their time The completely revised third edition of this longtime go to resource for novice and experienced facilitators provides new team building exercises as well as updated information on virtual meetings mediation strategic planning and much more You'll also gain tips on maintaining the tone and flow of meetings and will learn to determine when to delegate projects to individuals rather than assembling a group Collaborative projects have become an increasingly prevalent feature of modern business strategies and workplace dynamics But intentional strategic facilitation is essential to making sure these groups and teams are effective The Facilitator's Fieldbook provides readers the comprehensive tools and knowledge they need to help their teams and ultimately their organizations succeed

Workplace Mentoring Reference Guide Andrew Jones, 2012 Who is this Guide for This Guide has been developed for workplace supervisors or colleagues who are responsible for mentoring in the workplace It will take you through the process of establishing and developing a mentoring relationship with a learner in a workplace What topics are covered By working

through this Guide you will cover the following topics

- 1 An introduction to workplace mentoring
- 2 Developing a mentoring plan
- 3 Facilitating a mentoring relationship
- 4 Monitoring a mentoring relationship
- 5 Evaluating the effectiveness of mentoring

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