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

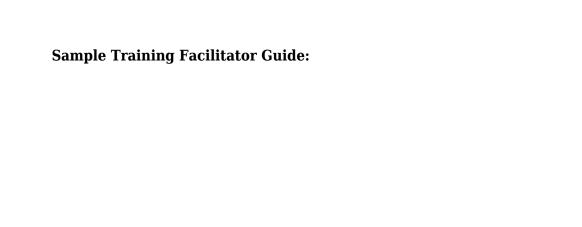
Suggested Instructors:

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	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.	
Overview of Clear Communication and Directions [Lecture, 5 minutes]		
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

Peipei Pang



This book delves into Sample Training Facilitator Guide. Sample Training Facilitator Guide is a vital topic that must be grasped by everyone, from students and scholars to the general public. The book will furnish comprehensive and in-depth insights into Sample Training Facilitator Guide, encompassing both the fundamentals and more intricate discussions.

- 1. This book is structured into several chapters, namely:
 - Chapter 1: Introduction to Sample Training Facilitator Guide
 - Chapter 2: Essential Elements of Sample Training Facilitator Guide
 - Chapter 3: Sample Training Facilitator Guide in Everyday Life
 - Chapter 4: Sample Training Facilitator Guide in Specific Contexts
 - ∘ Chapter 5: Conclusion
- 2. In chapter 1, this book will provide an overview of Sample Training Facilitator Guide. The first chapter will explore what Sample Training Facilitator Guide is, why Sample Training Facilitator Guide is vital, and how to effectively learn about Sample Training Facilitator Guide.
- 3. In chapter 2, the author will delve into the foundational concepts of Sample Training Facilitator Guide. This chapter will elucidate the essential principles that must be understood to grasp Sample Training Facilitator Guide in its entirety.
- 4. In chapter 3, this book will examine the practical applications of Sample Training Facilitator Guide in daily life. The third chapter will showcase real-world examples of how Sample Training Facilitator Guide can be effectively utilized in everyday scenarios.
- 5. In chapter 4, this book will scrutinize the relevance of Sample Training Facilitator Guide in specific contexts. This chapter will explore how Sample Training Facilitator Guide is applied in specialized fields, such as education, business, and technology.
- 6. In chapter 5, this book will draw a conclusion about Sample Training Facilitator Guide. The final chapter will summarize the key points that have been discussed throughout the book.
 - This book is crafted in an easy-to-understand language and is complemented by engaging illustrations. This book is highly recommended for anyone seeking to gain a comprehensive understanding of Sample Training Facilitator Guide.

 $\underline{https://crm.avenza.com/results/virtual-library/Documents/Nlp_Comprehensive_Practitioner_Manual.pdf}$

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