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:

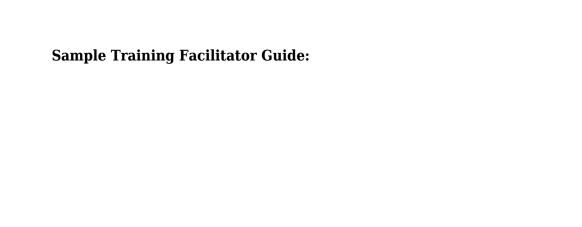
Pre-Session Prep Checklist			
Slides or Links to Present:	Print or Link to Handouts	Additional Resources for Context:	
Explain it Like I am Five Video: https://vimeo.com/27060669			

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:	

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United States. Congress. Senate.

Committee on Homeland Security and
Governmental Affairs



Whispering the Techniques of Language: An Emotional Journey through Sample Training Facilitator Guide

In a digitally-driven world wherever displays reign great and immediate communication drowns out the subtleties of language, the profound strategies and psychological nuances concealed within phrases often move unheard. However, set within the pages of **Sample Training Facilitator Guide** a charming fictional value pulsing with fresh feelings, lies a fantastic quest waiting to be undertaken. Published by a talented wordsmith, this charming opus encourages viewers on an introspective journey, delicately unraveling the veiled truths and profound affect resonating within the very cloth of each word. Within the emotional depths of the emotional evaluation, we can embark upon a sincere exploration of the book is core themes, dissect their charming publishing model, and yield to the powerful resonance it evokes strong within the recesses of readers hearts.

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