

SESSION DETAILS: Clear Communication and Directions	LENGTH: 60 mins
<p><b>Description</b>  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.</p> <p><b>Lesson Objectives:</b></p> <ul style="list-style-type: none"> <li>- Understand who our audience is</li> <li>- Communicate complex concepts and terminology in a way that is easy to understand</li> <li>- Communicate resolution steps clearly, without defensiveness or blame</li> </ul> <p><b>Suggested Instructors:</b></p>	

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

Lesson Outline	Instructional Prompts
<b>Overview of Clear Communication and Directions</b> [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.
<b>What is the customer's POV?</b> [Discussion, 5 minutes]	Ask: Who are the customers who usually contact the support desk?  Possible Answers:

# Sample Training Facilitator Guide

**Michael Seilmaier**



## **Sample Training Facilitator Guide:**

## **Sample Training Facilitator Guide** Book Review: Unveiling the Power of Words

In a global driven by information and connectivity, the ability of words has be evident than ever. They have the capacity to inspire, provoke, and ignite change. Such may be the essence of the book **Sample Training Facilitator Guide**, a literary masterpiece that delves deep in to the significance of words and their affect our lives. Published by a renowned author, this captivating work takes readers on a transformative journey, unraveling the secrets and potential behind every word. In this review, we will explore the book is key themes, examine its writing style, and analyze its overall impact on readers.

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