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

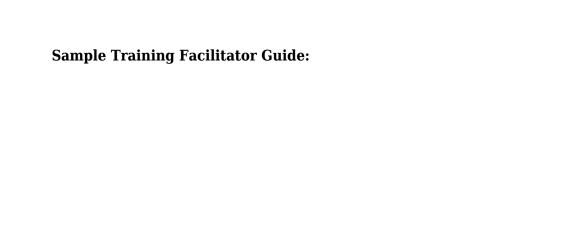
Suggested Instructors:

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

David Kirk



Sample Training Facilitator Guide Book Review: Unveiling the Magic of Language

In an electronic digital era where connections and knowledge reign supreme, the enchanting power of language has be apparent than ever. Its ability to stir emotions, provoke thought, and instigate transformation is truly remarkable. This extraordinary book, aptly titled "**Sample Training Facilitator Guide**," published by a highly acclaimed author, immerses readers in a captivating exploration of the significance of language and its profound effect on our existence. Throughout this critique, we shall delve in to the book is central themes, evaluate its unique writing style, and assess its overall influence on its readership.

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Table of Contents Sample Training Facilitator Guide

- 1. Understanding the eBook Sample Training Facilitator Guide
 - The Rise of Digital Reading Sample Training Facilitator Guide
 - Advantages of eBooks Over Traditional Books
- 2. Identifying Sample Training Facilitator Guide
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
- 3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Sample Training Facilitator Guide
 - User-Friendly Interface
- 4. Exploring eBook Recommendations from Sample Training Facilitator Guide
 - Personalized Recommendations
 - Sample Training Facilitator Guide User Reviews and Ratings
 - Sample Training Facilitator Guide and Bestseller Lists

- 5. Accessing Sample Training Facilitator Guide Free and Paid eBooks
 - Sample Training Facilitator Guide Public Domain eBooks
 - Sample Training Facilitator Guide eBook Subscription Services
 - Sample Training Facilitator Guide Budget-Friendly Options
- 6. Navigating Sample Training Facilitator Guide eBook Formats
 - ePub, PDF, MOBI, and More
 - Sample Training Facilitator Guide Compatibility with Devices
 - Sample Training Facilitator Guide Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Sample Training Facilitator Guide
 - Highlighting and Note-Taking Sample Training Facilitator Guide
 - Interactive Elements Sample Training Facilitator Guide
- 8. Staying Engaged with Sample Training Facilitator Guide
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Sample Training Facilitator Guide
- 9. Balancing eBooks and Physical Books Sample Training Facilitator Guide
 - Benefits of a Digital Library
 - $\circ\,$ Creating a Diverse Reading Collection Sample Training Facilitator Guide
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Sample Training Facilitator Guide
 - Setting Reading Goals Sample Training Facilitator Guide
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Sample Training Facilitator Guide
 - Fact-Checking eBook Content of Sample Training Facilitator Guide
 - Distinguishing Credible Sources
- 13. Promoting Lifelong Learning

- Utilizing eBooks for Skill Development
- Exploring Educational eBooks
- 14. Embracing eBook Trends
 - Integration of Multimedia Elements
 - Interactive and Gamified eBooks

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