#### 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

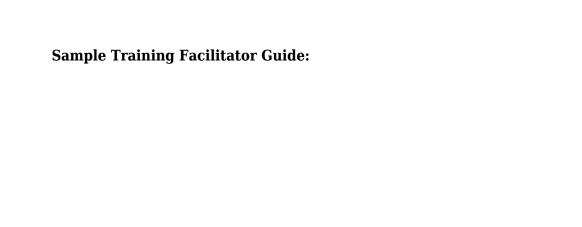
## Suggested Instructors:

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**

**RM Cervero** 



# 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 actually remarkable. This extraordinary book, aptly titled "**Sample Training Facilitator Guide**," written by a very acclaimed author, immerses readers in a captivating exploration of the significance of language and its profound affect our existence. Throughout this critique, we will delve to the book is central themes, evaluate its unique writing style, and assess its overall influence on its readership.

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