#### 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**

**Guillaume Favre** 

#### **Sample Training Facilitator Guide:**

Peer-to-peer Training Facilitator's Guide Michele N. Costanza, 2009 The peer to peer P2P training approach involves small groups of people from similar social groupings who are not professional teachers helping each other to learn The P2P approach has great potential for rapidly identifying emerging lessons learned and integrating them into wide reaching Army training The present research identified the instructional principles and best practices for P2P from academia industry and the military supporting effective P2P training and incorporated them into a Soldier friendly facilitator's guide A formative evaluation was conducted with Soldiers using the guide to prepare and conduct group discussions for a face to face group setting and a distributed group setting where Soldiers were linked via video teleconference One group of Soldiers served as facilitators and used the facilitator's guide to prepare and lead discussions with other Soldiers who served as learners Feedback on the guide was mostly positive with Soldiers indicating that the guide provided an appropriate amount of information and a usable format and tools for structuring and fostering group discussions Ongoing efforts to transition P2P methods into Army training are discussed The HACCP Food Safety Facilitator's Guide Tara Paster, 2007-08 This Facilitator's guide is a training tool to support the leaders around the world in the education of food safety and food defense prerequisite programs and the seven HACCP principles Problem Solving Mediation Training: Facilitator's Guide Sharmon Monagan, Eshanda James, 2010-10-04 This problem solving mediation training guide provides a comprehensive step by step walk through mediation using Christopher Moore's problem solving model Included in the manual is a case study a role play and activities In addition to the aforementioned facilitator notes are included to enhance the learner's experience Participant guides are also available for purchase The TWI Facilitator's Guide Donald A. Dinero, 2016-09-19 There are many books available covering the Training Within Industry TWI programs but few include any unique material on adaptation or modification This dearth of new has caused practitioners to alter the programs without understanding the underlying principles These changes have made the programs less effective One must however maintain the principles used in the programs when changing the delivery of the programs to suit the culture The purpose of The TWI Facilitator's Guide How to Use the TWI Programs Successfully is to prevent the TWI programs from falling into misuse and disuse This book will explain the main principles of the TWI programs and what they can accomplish but it will also stress what they are not This book reviews what the programs are and then explains how to use them It tells why we do certain aspects of each program When we know why we do something we won t stop doing it for the wrong reason The Virtual Training Guidebook Cindy Huggett, 2014-01-10 Packed with checklists advice and how to features The Virtual Training Guidebook teaches you how to design deliver and implement live online learning This book will help learning professionals transition to the online classroom by taking a holistic look at successful implementation including gaining organizational support selecting a platform designing classes selecting facilitators preparing participants global considerations and the logistics required for success Learn how to

prepare for a virtual training rollout Create live online classes using a three step design process Select the technology that is right for the organization Select and prepare facilitators who can effectively engage participants **Research Product -**U.S. Army Research Institute for the Behavioral and Social Sciences .2009 Facilitators' Guide H. Lynn Erickson, 2009 Demonstrate how teachers can use a conceptual lens to design instructional units and differentiated lessons that deepen students thinking skills and inspire a genuine love of learning <u>Virtual Training Tools and Templates</u> Cindy Huggett, 2024-09-17 A Complete Practical Toolkit for Successful Virtual Training Create the most effective virtual training solutions for your organization by using the right tools for the right learning situation In this updated edition of Virtual Training Tools and Templates online learning pioneer Cindy Huggett expands on her first edition by adding more than 80 new tools and sharing her most powerful ones to help training professionals create engaging virtual learning that leads to results Whether you re a training program manager designer facilitator or producer you ll find expert guidance on selecting the right technology working with IT colleagues designing creative programs developing activities and facilitating experiences to engage and inspire learners The new edition includes 185 checklists worksheets questionnaires templates and other training and learning aids that provide accessible effective virtual learning for everyone Tips on incorporating the latest trends in hybrid immersive and global classrooms More than a dozen tools for measuring your program s success so you can move forward with confidence Resources to make the behind the scenes work of producers and administrators more effective For a complete reference on virtual training see Cindy's companion volume The Virtual Training Guidebook second edition which offers step by step advice for planning designing and building high impact programs These two volumes combined cover what you need to know to design and deliver successful virtual training Rapid Instructional Design George M. Piskurich, 2015-01-06 The classic guide to instructional design fully updated for thenew ways we learn Rapid Instructional Design is the industry standard guideto creating effective instructional materials providing no nonsense practicality rather than theory driven text Beginningwith a look at what instructional design really means readers are guided step by step through the ADDIE model to exploretechniques for analysis design development intervention and evaluation This new third edition has been updated to cover newapplications technologies and concepts and includes many newtemplates real life examples and additional instructor materials Instruction delivery has expanded rapidly in the nine years sincethe second edition s publication and this update covers all themajor advances in the field The major instructional models are expanded to apply to e learning MOOCs mobile learning and social network based learning Informal learning and communities of practice are examined as well Instructional design is the systematic process by whichinstructional materials are designed developed and delivered Designers must determine the learner's current state and needs define the end goals of the instruction and create an intervention assist in the transition This book is a complete guide to the process helping readers design efficient effective materials Learn the ins and outs of the ADDIE model Discover shortcuts for rapid design

Implementing FEMA Reform United States. Congress. Senate. Committee on Homeland Security and Governmental **Performance-Based Sales Trng** Jerry Rosen, Pbstm, 1997 **Are You Ready?** ,2004 Accompanying CD Affairs, 2008 ROM contains additional supporting materials sample electronic slide presentations and other resources Handbook of Intercultural Training Dan Landis, Janet Bennett, Janet Marie Bennett, Milton J. Bennett, 2004 This handbook deals with the question of how people can best live and work with others who come from very different cultural backgrounds Handbook of Intercultural Training provides an overview of current trends and issues in the field of intercultural training Contributors represent a wide range of disciplines including psychology interpersonal communication human resource management international management anthropology social work and education Twenty four chapters all new to this edition cover an array of topics including training for specific contexts instrumentation and methods and training design Native Americans (GONA) Facilitator Guide ,1999 A Facilitator's Guide to Developing OVC Program Sustainability and The Facilitator's Fieldbook Thomas Justice, David Jamieson, 2012 Loaded with procedures checklists Transition Plans, guidelines samples and templates The Facilitator's Fieldbook covers all the key areas of successful team management including establishing ground rules planning meetings and agendas brainstorming resolving conflict making decisions and helping groups optimize their time The completely revised third edition of this longtime go to resource for novice and experienced facilitators provides new team building exercises as well as updated information on virtual meetings mediation strategic planning and much more You ll also gain tips on maintaining the tone and flow of meetings and will learn to determine when to delegate projects to individuals rather than assembling a group Collaborative projects have become an increasingly prevalent feature of modern business strategies and workplace dynamics But intentional strategic facilitation is essential to making sure these groups and teams are effective The Facilitator's Fieldbook provides readers the comprehensive tools and knowledge they need to help their teams and ultimately their organizations succeed *Workplace* Mentoring Reference Guide Andrew Jones, 2012 Who is this Guide for This Guide has been developed for workplace supervisors or colleagues who are responsible for mentoring in the workplace It will take you through the process of establishing and developing a mentoring relationship with a learner in a workplace What topics are covered By working

through this Guide you will cover the following topics 1 An introduction to workplace mentoring 2 Developing a mentoring plan 3 Facilitating a mentoring relationship 4 Monitoring a mentoring relationship 5 Evaluating the effectiveness of mentoring

This book delves into Sample Training Facilitator Guide. Sample Training Facilitator Guide is an essential topic that needs to be grasped by everyone, ranging from students and scholars to the general public. This 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:
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  - Chapter 3: Sample Training Facilitator Guide in Everyday Life
  - Chapter 4: Sample Training Facilitator Guide in Specific Contexts
  - ∘ Chapter 5: Conclusion
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- 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. It is highly recommended for anyone seeking to gain a comprehensive understanding of Sample Training Facilitator Guide.

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