#### 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

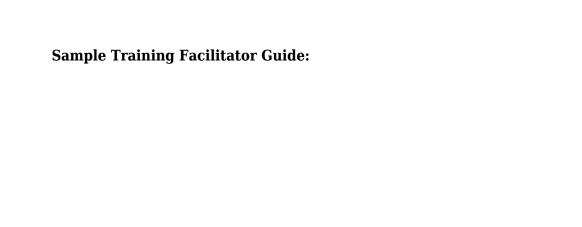
#### Suggested Instructors:

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**

**Wolfgang Guggemos** 



Whispering the Techniques of Language: An Mental Quest through Sample Training Facilitator Guide

In a digitally-driven world wherever displays reign great and immediate conversation drowns out the subtleties of language, the profound secrets and emotional subtleties hidden within words often move unheard. However, located within the pages of **Sample Training Facilitator Guide** a captivating literary treasure blinking with fresh feelings, lies an exceptional quest waiting to be undertaken. Penned by an experienced wordsmith, this enchanting opus attracts visitors on an introspective journey, softly unraveling the veiled truths and profound impact resonating within the material of each and every word. Within the emotional depths of the moving evaluation, we can embark upon a heartfelt exploration of the book is primary themes, dissect its fascinating publishing fashion, and fail to the strong resonance it evokes serious within the recesses of readers hearts.

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