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

Cindy Huggett

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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

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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

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web asthma is a medical condition that affects the airways the breathing tubes that carry air into our lungs from time to time people with asthma find it harder to breathe in and out because the airways in their lungs become narrower like trying to breathe through a thin straw at other times their breathing is normal

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web asthma is a common condition that affects the airways in your lungs people with asthma have sensitive airways that become inflamed when exposed to triggers inflamed airways make it difficult to breathe this leads to symptoms like wheezing coughing or breathlessness asthma affects 1 in 9 australian adults and 1 in 5 children

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web jan 30 2023 asthma is an inflammatory disease of the airways to the lungs it makes breathing difficult and can make some physical activities challenging or even impossible according to the centers for

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web may 22 2023 asthma cdc asthma is a disease that affects your lungs it causes repeated episodes of wheezing breathlessness chest tightness and nighttime or early morning coughing asthma can be controlled by taking medicine and avoiding the triggers that can cause an attack

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web may 4 2023 asthma is a chronic lung disease affecting people of all ages it is caused by inflammation and muscle tightening around the airways which makes it harder to breathe symptoms can include coughing wheezing shortness of breath and chest tightness these symptoms can be mild or severe and can come and go over time

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web mar 5 2022 asthma is a condition in which your airways narrow and swell and may produce extra mucus this can make breathing difficult and trigger coughing a whistling sound wheezing when you breathe out and shortness of breath for some people asthma is a minor nuisance

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web asthma is caused by swelling inflammation of the breathing tubes that carry air in and out of the lungs this makes the tubes highly sensitive so they temporarily narrow it may happen randomly or after exposure to a trigger common asthma triggers include allergies to house dust mites animal fur or pollen for example

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web although asthma is defined as an incurable disease but it could be cured through drugs and also without them by taking inhalers albuterol by oral medication theophylline using air conditioners to reduce humidity using air asthma world health organization who - Nov 11 2022

web may 15 2020 asthma is a major noncommunicable disease ncd affecting both children and adults and is the most

common chronic disease among children asthma is a chronic disease characterized by recurrent attacks of breathlessness and wheezing which vary in severity and frequency from person to person asthma can also present with chest asthma causes symptoms diagnosis treatment webmd - May 17 2023

web asthma is a long term disease of the lungs it causes your airways to get inflamed and narrow and it makes it hard to breathe severe asthma can cause trouble talking or being active you

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web jan 5 2023 asthma is a chronic condition that affects the airways it causes wheezing and breathing difficulties there are different types such as childhood adult onset seasonal and workplace related

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web asthma is clinically classified according to the frequency of symptoms forced expiratory volume in one second fev 1 and peak expiratory flow rate asthma may also be classified as atopic extrinsic or non atopic intrinsic based on whether symptoms are precipitated by allergens atopic or not non atopic

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web apr 19 2023 asthma is a chronic lung disease that makes it harder to move air in and out of your lungs asthma key points asthma is chronic in other words you live with it every day it can be serious even life threatening there is no cure for asthma but it can be managed so you live a normal healthy life

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web asthma is a chronic long term condition that affects the airways it causes wheezing and difficulty breathing many people with asthma experience sudden intense symptoms these are called asthma attacks they are often triggered by something that bothers the lungs 1 2 avoiding triggers and taking medicine can control symptoms

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