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

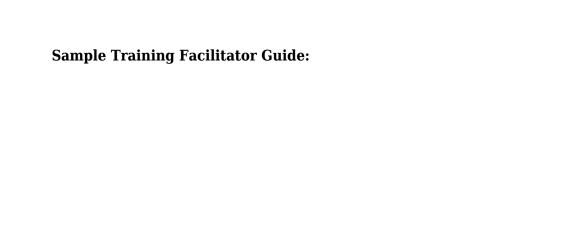
Suggested Instructors:

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

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In a world taken by monitors and the ceaseless chatter of instant conversation, the melodic beauty and mental symphony created by the published word usually disappear into the background, eclipsed by the persistent noise and interruptions that permeate our lives. But, set within the pages of **Sample Training Facilitator Guide** a stunning fictional treasure brimming with raw feelings, lies an immersive symphony waiting to be embraced. Constructed by an elegant composer of language, that charming masterpiece conducts visitors on a psychological trip, well unraveling the hidden songs and profound influence resonating within each carefully constructed phrase. Within the depths with this emotional analysis, we shall investigate the book is main harmonies, analyze their enthralling writing fashion, and surrender ourselves to the profound resonance that echoes in the depths of readers souls.

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