#### 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

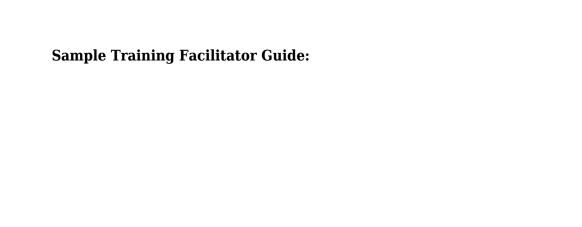
## Suggested Instructors:

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**

Jerry Rosen, Pbstm



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

In a digitally-driven world where displays reign supreme and immediate connection drowns out the subtleties of language, the profound secrets and emotional nuances hidden within words usually get unheard. Yet, set within the pages of **Sample Training Facilitator Guide** a fascinating fictional prize pulsing with organic thoughts, lies an extraordinary quest waiting to be undertaken. Written by an experienced wordsmith, that charming opus invites viewers on an introspective journey, lightly unraveling the veiled truths and profound impact resonating within ab muscles cloth of each word. Within the emotional depths with this touching review, we shall embark upon a honest exploration of the book is core subjects, dissect its interesting writing style, and yield to the effective resonance it evokes strong within the recesses of readers hearts.

https://crm.avenza.com/public/Resources/Documents/Sample Of A Guardian Letter To School.pdf

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