

SESSION DETAILS: Clear Communication and Directions	LENGTH: 60 mins
<p><b>Description</b>  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.</p> <p><b>Lesson Objectives:</b></p> <ul style="list-style-type: none"> <li>- Understand who our audience is</li> <li>- Communicate complex concepts and terminology in a way that is easy to understand</li> <li>- Communicate resolution steps clearly, without defensiveness or blame</li> </ul> <p><b>Suggested Instructors:</b></p>	

Pre-Session Prep Checklist		
Slides or Links to Present:	Print or Link to Handouts	Additional Resources for Context:
<b>Explain it Like I am Five Video:</b> <a href="https://vimeo.com/27060669">https://vimeo.com/27060669</a>		

Lesson Outline	Instructional Prompts
<b>Overview of Clear Communication and Directions</b> [Lecture, 5 minutes]	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.
<b>What is the customer's POV?</b> [Discussion, 5 minutes]	Ask: Who are the customers who usually contact the support desk?  Possible Answers:

# Sample Training Facilitator Guide

**Daniel F McAuley**



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## **Table of Contents Sample Training Facilitator Guide**

1. Understanding the eBook Sample Training Facilitator Guide
  - The Rise of Digital Reading Sample Training Facilitator Guide
  - Advantages of eBooks Over Traditional Books
2. Identifying Sample Training Facilitator Guide
  - Exploring Different Genres
  - Considering Fiction vs. Non-Fiction
  - Determining Your Reading Goals
3. Choosing the Right eBook Platform
  - Popular eBook Platforms
  - Features to Look for in an Sample Training Facilitator Guide
  - User-Friendly Interface
4. Exploring eBook Recommendations from Sample Training Facilitator Guide
  - Personalized Recommendations
  - Sample Training Facilitator Guide User Reviews and Ratings
  - Sample Training Facilitator Guide and Bestseller Lists

5. Accessing Sample Training Facilitator Guide Free and Paid eBooks
  - Sample Training Facilitator Guide Public Domain eBooks
  - Sample Training Facilitator Guide eBook Subscription Services
  - Sample Training Facilitator Guide Budget-Friendly Options
6. Navigating Sample Training Facilitator Guide eBook Formats
  - ePub, PDF, MOBI, and More
  - Sample Training Facilitator Guide Compatibility with Devices
  - Sample Training Facilitator Guide Enhanced eBook Features
7. Enhancing Your Reading Experience
  - Adjustable Fonts and Text Sizes of Sample Training Facilitator Guide
  - Highlighting and Note-Taking Sample Training Facilitator Guide
  - Interactive Elements Sample Training Facilitator Guide
8. Staying Engaged with Sample Training Facilitator Guide
  - Joining Online Reading Communities
  - Participating in Virtual Book Clubs
  - Following Authors and Publishers Sample Training Facilitator Guide
9. Balancing eBooks and Physical Books Sample Training Facilitator Guide
  - Benefits of a Digital Library
  - Creating a Diverse Reading Collection Sample Training Facilitator Guide
10. Overcoming Reading Challenges
  - Dealing with Digital Eye Strain
  - Minimizing Distractions
  - Managing Screen Time
11. Cultivating a Reading Routine Sample Training Facilitator Guide
  - Setting Reading Goals Sample Training Facilitator Guide
  - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Sample Training Facilitator Guide
  - Fact-Checking eBook Content of Sample Training Facilitator Guide
  - Distinguishing Credible Sources
13. Promoting Lifelong Learning

- Utilizing eBooks for Skill Development
- Exploring Educational eBooks

#### 14. Embracing eBook Trends

- Integration of Multimedia Elements
- Interactive and Gamified eBooks

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