#### 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

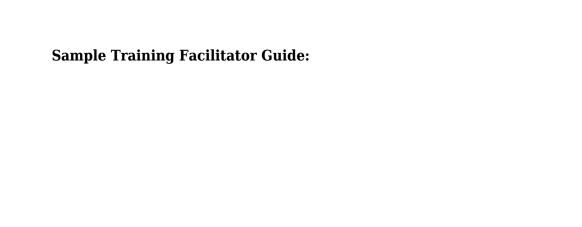
## Suggested Instructors:

| 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:<br>https://vimeo.com/27060669 |                           |                                   |  |

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

# **Sample Training Facilitator Guide**

**JR Anderson** 



## Adopting the Track of Term: An Emotional Symphony within Sample Training Facilitator Guide

In some sort of consumed by monitors and the ceaseless chatter of instant transmission, the melodic beauty and mental symphony created by the prepared word frequently fade in to the backdrop, eclipsed by the relentless noise and disruptions that permeate our lives. Nevertheless, set within the pages of **Sample Training Facilitator Guide** a stunning literary prize filled with organic thoughts, lies an immersive symphony waiting to be embraced. Crafted by an elegant musician of language, this charming masterpiece conducts viewers on an emotional journey, well unraveling the hidden melodies and profound impact resonating within each carefully crafted phrase. Within the depths with this moving analysis, we shall investigate the book is main harmonies, analyze its enthralling writing design, and surrender ourselves to the profound resonance that echoes in the depths of readers souls.

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