

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:

# Facilitator Guide Format

**Guillaume Favre**

A red circular graphic with a gradient, appearing as a stylized arrow or a partial circle, located to the right of the name bar.

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**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 [Beyond Anger Facilitator's Guide - Item 1217](#) , **Marriage in the Lord, Facilitator's Guide** Leisa Anslinger, Corinna Laughlin, Danielle Noe, Michael Ruzicki, 2021-02-04 Marriage in the Lord Forming Couples for a Sacramental Marriage provides marriage ministers with fully prepared formation sessions in order to facilitate discussion with engaged couples preparing to be married in the Catholic Church in a dynamic and meaningful way *Facilitator's Guide to Participatory Decision-Making* Sam Kaner, 2011-03-10 The best book on collaboration ever written Diane Flannery founding CEO Juma Ventures And now this classic book is even better much better Completely revised and updated the second edition is loaded with new tools and techniques Two powerful new chapters on agenda design A full section devoted to reaching closure More than twice as many tools for handling difficult dynamics 70 brand new pages and over 100 pages significantly improved **Rapid Instructional Design** George M. Piskurich, 2015-01-06 The classic guide to instructional design fully updated for the new ways we learn Rapid Instructional Design is the industry standard guide to creating effective instructional materials providing no nonsense practicality rather than theory driven text Beginning with a look at what instructional design really means readers are guided step by step through the ADDIE model to explore techniques for analysis design development intervention and evaluation This new third edition has been updated to cover new applications technologies and concepts and includes many new templates real life examples and additional instructor materials Instruction delivery has expanded rapidly in the nine years since the second edition's publication and this update covers all the major advances in the field The major instructional models are expanded to apply to e learning MOOCs mobile learning and social network based learning Informal learning and communities of practice are examined as well Instructional design is the systematic process by which instructional materials are designed developed and delivered Designers must determine the learner's current state and needs define the end goals of the instruction and create an intervention to assist in the transition This book is a complete guide to the process helping readers design efficient effective materials Learn the ins and outs of the ADDIE model Discover shortcuts for rapid design Design for e learning Millennials and MOOCs Investigate methods for

emerging avenues of instruction This book does exactly what a well designed course should do providing relevant guidance for anyone who wants to know how to apply good instructional design Eminently practical and fully up to date Rapid

Instructional Design is the one stop guide to more effective instruction **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 **A**

**Facilitator's Guide for by the People** Peter Govert, 2001 **Facilitator's Guide for Population-Based Public Health**

**Clinical Manual, 4th Edition** Patricia M. Schoon, Carolyn M. Porta, 2023-11-01 The Facilitator's Guide for Population Based Public Health Clinical Manual The Henry Street Model for Nurses 4th Edition is designed to be an aid for planning and providing classroom and community learning experiences for nursing faculty using the manual It is also a resource for clinical coordinators in practice settings to collaborate with their academic partners to foster learning and critical thinking and for practicing public health nursing for student nurses Both novice and experienced facilitators will find useful information and resources in this Facilitator's Guide **TABLE OF CONTENTS** Introduction Unit 1 Using the Manual for

Teaching and Learning Unit 2 Resources for Academic Practice Community Partnerships Unit 3 Henry Street Consortium Toolkit for Academic Practice Community Partnerships Unit 4 Chapter and Appendices Resources Unit 5 References **ABOUT THE AUTHORS** Patricia M Schoon DNP MPH RN PHN is a tenured Associate Professor at Metropolitan State University in St Paul Minnesota She is a founding member of the Henry Street Consortium and has taught nursing and public health for almost 50 years Carolyn M Porta PhD MPH RN PHN SANE A FAAN FNAP is an Associate Vice President for Clinical Affairs at the University of Minnesota and a tenured Professor in the School of Nursing She holds adjunct faculty appointments in the School of Public Health at the University of Minnesota the Kaohsiung Medical University School of Nursing and the Manipal Academy of Higher Education School of Nursing **TQM Facilitator's Guide** Jerome S. Arcaro, 1997 On TQM

**Taking the Lead. Facilitator's Guide**, 1991 *Cognitive-Behavioral Stress Management for Prostate Cancer Recovery Facilitator Guide* Frank J. Penedo, Michael H. Antoni, Neil Schneiderman, 2008-03-24 This guide presents a cognitive

behavioral stress management program specifically geared towards men surgically treated for localized prostate cancer The ten week group program covers skills such as anger management cognitive restructuring assertive communication utilization of social support and active coping It also teaches a variety of relaxation methods including progressive muscle relaxation imagery and meditation The workbook includes exercises to be completed in group as well as homework forms and instructions

**Resources in Education** ,1995      **Research Report** ,2009      Research Product - U.S. Army Research Institute for the Behavioral and Social Sciences ,2009      **Innovation for development** Devaux, A.,Ordinola, M.,Horton, D.,2011-11-30      5S Video Facilitator Guide Press Productivity,2024-11-01 This is the Facilitator s Guide to support team leaders in facilitating a 5S implementation team This is usually sold with The 5S System Workplace Organization and Standardization This is for extra copies

**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

**Project Management at Work** Dorcas M. T. Cox, MBA, PMP,2013-08 The workplace can be a complex and often treacherous place to be especially for project managers Many project managers are ill prepared for organizational intricacies and office politics in fact dealing with them can sometimes seem like a project in itself In this solutions oriented narrative guidebook David the central character navigates the confusing landscape of project management and learns how to be a successful project manger Join him on his journey and discover how to initiate a project and see it through from start to finish seek out information that will help you manage projects manage projects even with little experience or direction and hire and develop the right team members to support your efforts This guide also provides many templates commonly used in project management in a completed format creating a simulated learning experience in which concepts are well anchored What s more these tips and strategies can help you reduce the stress and anxiety that go along with managing projects in the workplace From analyzing goals and identifying stakeholders to managing expectations and improving communication you ll discover everything you need to stay on top of your game with Project Management at Work

*Designing the Smart Organization* Roland Deiser,2009-10-01 Filling a gap in the literature this book offers an innovative interdisciplinary approach to learning for corporate strategic development linking the domains of strategy organizational design and learning To demonstrate how this process drives the boundaries of the practice way beyond the established notion of simple training and management education the book is filled with detailed case studies from leading global organizations including Siemens ABB BASF the US Army PricewaterhouseCoopers EADS Novartis and more These studies reveal how large scale corporations are using the power of dynamic corporate learning approaches to drive innovation enhance cultural values master post merger integration transform business models enhance leadership culture build technological expertise foster strategic change processes and ultimately increase bottom line results For any company that wants to compete in the 21st century *Designing the Smart Organization* offers inspiring perspectives for integrating

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