

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	Instructional Prompts
Overview of Clear Communication and Directions [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? [Discussion, 5 minutes]	Ask: Who are the customers who usually contact the support desk? Possible Answers:

Facilitator Guide Sample

Léo Pomar



Facilitator Guide Sample:

The Facilitator's Fieldbook Tom Justice, David W. Jamieson, 2012-08-31 An invaluable guide that provides you with the comprehensive tools and knowledge you need to help your teams and ultimately your organization succeed The completely revised third edition of this longtime go to resource for novice and experienced facilitators provides new team building exercises as well as updated information on virtual meetings mediation strategic planning and much more Loaded with procedures checklists guidelines samples and templates The Facilitator's Fieldbook covers all the key areas of successful team management including establishing ground rules planning meetings and agendas brainstorming resolving conflict making decisions and helping groups optimize their time You'll also gain tips on maintaining the tone and flow of meetings and will learn to determine when to delegate projects to individuals rather than assembling a group Collaborative projects have become an increasingly prevalent feature of modern business strategies and workplace dynamics But intentional strategic facilitation is essential to making sure these groups and teams are effective [Facilitator's Guide](#) Elearn, 2007-06-01 Management Extra brings all the best management thinking together in one package These are practical training suitable for Diploma level qualifications in management They are ideal for delivering management development workshops courses at a range of levels This Facilitator's Guide fully details the books in the series and how to use them to deliver management courses effectively efficiently and to meet awarding body criteria *A Facilitator's Guide to Effective Citizenship Through AmeriCorps*, 2001 **Assertiveness Facilitator's Guide - Item 1163**, [Facilitators' Guide](#) H. Lynn Erickson, 2009 Demonstrate how teachers can use a conceptual lens to design instructional units and differentiated lessons that deepen students thinking skills and inspire a genuine love of learning **New Start for Single Moms Facilitator's Guide** Diane Strack, 2007-09-16 Unfortunately the divorce rate is on the rise especially within the church As a result there are many single moms who daily face their own burdens of guilt and fear all the while trying to care for their children and provide a stable home These moms need special help guidance discipleship and companionship There is help This life transforming program is a twelve week journey for single moms focusing on healing the past help for the present and hope for a confident future New Start for Single Moms is a program that pairs a mentor and a single mom together to explore potential meet daily challenges build peaceful homes and accomplish dreams Diane Strack wants single moms to understand that they are not alone and that they can be successful in raising their children and overcoming past obstacles

Facilitator's Fieldbook, The Tom Justice, 2006 Getting teams and groups to function productively is a challenge For years The Facilitator's Fieldbook has been giving group leaders what they need to make everything run more smoothly Now fully updated the Second Edition is truly jam packed with step by step procedures checklists and guidelines samples and templates and more For managers trainers and group leaders in any industry The Facilitator's Fieldbook is a practical powerful book that will keep teams and groups humming along and getting results [Gathering of Native Americans](#)

(GONA) Facilitator Guide ,1999 **Learning Tactics Inventory: Facilitator's Guide** Maxine Dalton,2016-10-17 The Learning Tactics Inventory Facilitator s Guide will assist facilitators trainers and presenters with the resources to offer the optimal learning experience for those taking the self scoring Learning Tactics Inventory The guide offers An explanation of the underlying learning model Suggestions for presenting the model to others A description of inventory applications and uses A sample workshop design and administrative suggestions The underlying inventory s theory and research Suggested resources and Access to the Powerpoint slides **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

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