

SESSION DETAILS: Clear Communication and Directions	LENGTH: 60 mins
<p>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.</p> <p>Lesson Objectives:</p> <ul style="list-style-type: none"> - 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 <p>Suggested Instructors:</p>	

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 Format

JG Myers



Facilitator Guide Format:

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 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 *Rapid Instructional Design* George M. Piskurich, 2015-01-20 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 *Beyond Anger Facilitator's Guide - Item 1217*, **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

Cognitive-Behavioral Stress Management for Prostate Cancer Recovery Facilitator Guide Frank J. Penedo, Michael H. Antoni, Neil Schneiderman, 2008-03-24 Men treated for localized prostate cancer have an excellent medical prognosis but may have difficulty readjusting to life after surgery as a result of treatment related side effects Changes in physical functioning and ongoing PSA monitoring due to the possibility of recurrence may bring added stress Effective stress management is a key factor in increasing quality of life in this population and may play a role in maintaining overall health Cognitive Behavioral Stress Management CBSM and relaxation training constitute the two components of this comprehensive program Each session provides participants with stress management skills including cognitive restructuring coping strategies and social support Participants practice a variety of relaxation methods such as progressive muscle relaxation imagery and meditation Relevant issues for men having had prostate cancer such as sexuality and communication are also addressed This guide is designed to be used in conjunction with the corresponding workbook which includes in session exercises monitoring forms and homework assignments Group meetings combined with home practice facilitate the application of effective stress management and relaxation techniques to the everyday lives of participants Together the guide and workbook include all the material and information needed to successfully implement this program TreatmentsThatWork™ represents the gold standard of behavioral healthcare interventions All programs have been rigorously tested in clinical trials and are backed by years of research A prestigious scientific advisory board led by series Editor In Chief David H Barlow reviews and evaluates each intervention to ensure that it meets the highest standard of evidence so you can be confident that you are using the most effective treatment available to date Our books are reliable and effective and make it easy for you to provide your clients with the best care available Our corresponding workbooks contain psychoeducational information forms and worksheets and homework assignments to keep clients engaged and motivated A companion website www.oup.com/us/ttw offers downloadable clinical tools and helpful resources Continuing Education CE Credits are now available on select titles in collaboration with PsychoEducational Resources Inc PER

Marriage Score Facilitator Guidebook Dr. Charles Dickens, 2023-08-01 The Marriage Score Facilitator Guidebook helps couples stay engaged by inviting them into a process that is designed to be shared as couples working alongside other couples Facilitator couples serve as tour guides with other couples by working through simple and straightforward weekly T I P s that are biblically based and scientifically sound Couples can expect to experience real lasting transformation no matter where they are at in their relationship journey Pre engaged engaged married even divorced and strained couples will benefit from the Marriage Score small group experience The Marriage Score Guidebook is designed to work in tandem with the Marriage Score mobile app available on the iOS and android App Store

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

Research Product - U.S. Army Research Institute for the Behavioral and Social Sciences, 2009

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

Innovation for development Devaux, A., Ordinola, M., Horton, D., 2011-11-30 **Research Report**, 2009 **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

Online meetings: a facilitator's guide Clive Shepherd, Phil Green, 2011-03-04 These are early days for online meetings so we can expect best practice to evolve ingenious new features to be added to the available systems and even cleverer

applications to be discovered by those who have to put these tools into practice At Onlignment we have put a marker in the sand by developing our own set of rules for better online meetings based on the best practice that we've been able to glean from around the world and from our own experiences as a virtual team 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 *Resources in Education* ,1995 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 corporate learning as a core business practice that will create sustainable strategic and organizational capabilities The Successful Virtual Classroom Darlene Christopher,Karen HYDER,2014-10-09 Designers and facilitators must adapt their programs and delivery styles to be effective in the new medium that is virtual training Virtual training gives learning professionals unprecedented flexibility making it possible to reach participants globally and unite physically dispersed teams This book goes beyond introducing the technology to offer trainers proven techniques tailored specifically to engage live online audiences In Successful Virtual Classroom you will learn how to Make the most of virtual classroom features such as content and screen sharing annotation tools polls and breakout rooms Weave chat responses into the discussion Compensate for the absence of body language Monitor feedback Engage individuals with different learning styles Encourage audience contribution Meet the unique needs of global participants Packed with easy to use tools checklists and worksheets as well as case studies from Oracle UPS and more the book introduces the PREP model for planning rehearsing executing and then conducting a postmortem following the training event Featuring icebreakers and interactive exercises designed for an online environment Successful Virtual Classroom helps you create programs that truly drive learner engagement **Handbook of Research on the Efficacy of Training Programs and Systems in Medical Education** Gotian, Ruth,Kang, Yoon,Safdieh, Joseph,2019-12-27 The content of medical education knowledge transfer is compounded as medical breakthroughs constantly impact treatment and new diseases are discovered at an increasingly rapid pace While much of the knowledge transfer remains unchanged throughout the generations there are unique hallmarks to this generation's education ranging from the

impact of technology on learning formats to the use of standardized patients and virtual reality in the classroom The Handbook of Research on the Efficacy of Training Programs and Systems in Medical Education is an essential reference source that focuses on key considerations in medical curriculum and content delivery and features new methods of knowledge and skill transfer Featuring research on topics such as the generational workforce medical accreditation and professional development this book is ideally designed for teachers physicians learning practitioners IT consultants higher education faculty instructional designers school administrators researchers academicians and medical students seeking coverage on major and high profile issues in medical education

The Successful Leadership Development Program

Jo-Ann C. Byrne, Richard T. Rees, 2019-02-26 Praise for The Successful Leadership Development Program Byrne and Rees share their direct experience to provide a highly practical guide for organizations seeking more self managed approaches to learning in leadership development programs It will stimulate and encourage all concerned who ask how they can better align the learning needs of individual leaders with those of their organization J Herman Gilligan principal GC International Consulting Group I have seen the results of the process outlined in this book and have found them to be very powerful and effective This is a must read and a great guide for anyone responsible for leadership development in an organization Marchita Marino senior vice president human resources Wuesthoff Health System Inc Everyone concerned with growing leaders must read this book The mapping out of a set of practices for leadership development is the most results oriented that I have read about in decades Every possible detail is addressed Robert C Preziosi director Leadership Impact Lab Nova Southeastern University This is a unique book essential to any leader or potential leader responsible for bottom line performance An experienced based how to book the reader will learn how to prepare obtain approval and implement a program that will develop leaders and thereby improve and maintain financial performance Allen C Minor financial consultant and adjunct professor department of health administration and human resources University of Scranton

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