#### 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	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.	
Overview of Clear Communication and Directions [Lecture, 5 minutes]		
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**

Frank J. Penedo, Michael H. Antoni, Neil Schneiderman

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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 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 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 - Item 1217, 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

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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 quide 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 TreatmentsThatWorkTM 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

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