

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

**A Gutmann**



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## **Table of Contents Facilitator Guide Format**

1. Understanding the eBook Facilitator Guide Format
  - The Rise of Digital Reading Facilitator Guide Format
  - Advantages of eBooks Over Traditional Books
2. Identifying Facilitator Guide Format
  - Exploring Different Genres
  - Considering Fiction vs. Non-Fiction
  - Determining Your Reading Goals
3. Choosing the Right eBook Platform
  - Popular eBook Platforms
  - Features to Look for in an Facilitator Guide Format
  - User-Friendly Interface
4. Exploring eBook Recommendations from Facilitator Guide Format
  - Personalized Recommendations
  - Facilitator Guide Format User Reviews and Ratings
  - Facilitator Guide Format and Bestseller Lists
5. Accessing Facilitator Guide Format Free and Paid eBooks
  - Facilitator Guide Format Public Domain eBooks
  - Facilitator Guide Format eBook Subscription Services
  - Facilitator Guide Format Budget-Friendly Options
6. Navigating Facilitator Guide Format eBook Formats

- ePub, PDF, MOBI, and More
- Facilitator Guide Format Compatibility with Devices
- Facilitator Guide Format Enhanced eBook Features
- 7. Enhancing Your Reading Experience
  - Adjustable Fonts and Text Sizes of Facilitator Guide Format
  - Highlighting and Note-Taking Facilitator Guide Format
  - Interactive Elements Facilitator Guide Format
- 8. Staying Engaged with Facilitator Guide Format
  - Joining Online Reading Communities
  - Participating in Virtual Book Clubs
  - Following Authors and Publishers Facilitator Guide Format
- 9. Balancing eBooks and Physical Books Facilitator Guide Format
  - Benefits of a Digital Library
  - Creating a Diverse Reading Collection Facilitator Guide Format
- 10. Overcoming Reading Challenges
  - Dealing with Digital Eye Strain
  - Minimizing Distractions
  - Managing Screen Time
- 11. Cultivating a Reading Routine Facilitator Guide Format
  - Setting Reading Goals Facilitator Guide Format
  - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Facilitator Guide Format
  - Fact-Checking eBook Content of Facilitator Guide Format
  - Distinguishing Credible Sources
- 13. Promoting Lifelong Learning
  - Utilizing eBooks for Skill Development
  - Exploring Educational eBooks
- 14. Embracing eBook Trends
  - Integration of Multimedia Elements
  - Interactive and Gamified eBooks

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