

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:

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ML Yell



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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 *Assertiveness Facilitator's Guide - Item 1163*, **A Facilitator's Guide to Effective Citizenship Through AmeriCorps**, 2001 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 **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 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 *Gathering of Native Americans (GONA) Facilitator Guide*, 1999 *The Secrets of Facilitation* Michael Wilkinson, 2012-08-28 The revised edition of this facilitation classic offers a wealth of targeted techniques for facilitators who seek effective consistent and repeatable results Based on Michael Wilkinson's proven SMART Structured Meeting And Relating Techniques approach The Secrets of Facilitation can help to achieve stellar results when managing presenting teaching planning and selling as well as other professional and personal

situations This expanded edition includes new chapters on facilitating virtual meetings cross cultural teams and large groups and conferences It also provides a series of strategies for engaging teams additional information about making meetings more productive and further guidance on preventing dysfunctional behavior In addition the book contains a wealth of fresh case studies and an ancillary website with must have tools and techniques for both the beginner and the seasoned facilitator Praise for the First Edition of The Secrets of Facilitation One of the single most powerful processes is the ability to successfully lead a group to an impactful actionable outcome In The Secrets of Facilitation beginning and experienced facilitators alike will find tools to take their results to the next level Jim Canfield chief learning officer TEC International This book shares The Secrets that have been the basis of my facilitation practice for over a decade Kerri McBride past chair International Association of Facilitators In my career I ve seen many many facilitators Michael Wilkinson is the best The Secrets explain why Len Roberts CEO RadioShack We have trained over 100 leaders and business analysts in The Secrets Great facilitation works Peter Scott executive general manager MLC National Australia Bank At last there is a practical hands on guide for anyone who works with groups or teams This book delivers Ann Herrmann Nehdi CEO Herrmann International Herrmann Brain Dominance Indicator Training course on the inpatient management of severe acute malnutrition ,2022-03-30 **Virtual Training Tools and Templates** Cindy Huggett,2024-09-17 A Complete Practical Toolkit for Successful Virtual Training Create the most effective virtual training solutions for your organization by using the right tools for the right learning situation In this updated edition of Virtual Training Tools and Templates online learning pioneer Cindy Huggett expands on her first edition by adding more than 80 new tools and sharing her most powerful ones to help training professionals create engaging virtual learning that leads to results Whether you re a training program manager designer facilitator or producer you ll find expert guidance on selecting the right technology working with IT colleagues designing creative programs developing activities and facilitating experiences to engage and inspire learners The new edition includes 185 checklists worksheets questionnaires templates and other training and learning aids that provide accessible effective virtual learning for everyone Tips on incorporating the latest trends in hybrid immersive and global classrooms More than a dozen tools for measuring your program s success so you can move forward with confidence Resources to make the behind the scenes work of producers and administrators more effective For a complete reference on virtual training see Cindy s companion volume The Virtual Training Guidebook second edition which offers step by step advice for planning designing and building high impact programs These two volumes combined cover what you need to know to design and deliver successful virtual training **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 **Card Games by Thiagi (facilitator's guide)** Sivasailam "Thiagi" Thiagarajan,2007-03-01 Career Contentment Don t Settle for Anything Less shows you how a shift in your own attitude can

attract not just the right job for your background and or work history but also attract work that will be meaningful to you as well The premise is deceptively simple meaningful work is available to anyone willing to adopt the right mindset and attitude

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

Resources in Education ,2001-04 **Facilitator's Guide to Accompany the Commercial Driver's License Study Program** ,1990* 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

A Market Facilitator's Guide to Participatory Agroenterprise Development Shaun Ferris,Elly Kaganzi,Rupert Best,Carlos Ostertag,Mark Lundy,Tiago Wandschneider,2006-09 This publication is a product of the experiences and lessons learned while implementing agroenterprise projects in eastern and southern Africa A Market Facilitator's Guide is based on a resource to consumption framework which is the central theme of the enabling rural innovation approach for rural development This approach seeks to empower farmer groups with the necessary skills to make informed decisions for their economic development based on an analysis of their surroundings

assets and skills The methodology also aims for outcomes that are equitable gender focused and participatory Visual Explorer Facilitator's Guide Charles J. Palus,David Magellan Horth,2014-02-02 Inspire collaborative creative conversations using a wide variety of images with Visual Explorer A favorite of CCL s own program facilitators Visual Explorer offers everything you need to utilize this proven method of developing ideas and insights into useful dialog as part of your leadership development training Performance-Based Sales Trng Jerry Rosen,Pbstm,1997

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