

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:

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Clemens Wendtner



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Embracing the Tune of Phrase: An Mental Symphony within **Facilitation Guide Template**

In a world eaten by displays and the ceaseless chatter of instantaneous connection, the melodic elegance and emotional symphony developed by the written word often diminish into the backdrop, eclipsed by the persistent noise and interruptions that permeate our lives. However, nestled within the pages of **Facilitation Guide Template** an enchanting literary value full of fresh emotions, lies an immersive symphony waiting to be embraced. Constructed by a wonderful musician of language, that interesting masterpiece conducts visitors on a mental journey, skillfully unraveling the hidden songs and profound affect resonating within each cautiously crafted phrase. Within the depths of the moving review, we shall examine the book is key harmonies, analyze their enthralling writing design, and submit ourselves to the profound resonance that echoes in the depths of readers souls.

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