

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:

Facilitator Guide Format

SJ Ball



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Whispering the Secrets of Language: An Psychological Journey through **Facilitator Guide Format**

In a digitally-driven world where screens reign supreme and immediate conversation drowns out the subtleties of language, the profound techniques and mental nuances concealed within phrases usually get unheard. Yet, situated within the pages of **Facilitator Guide Format** a fascinating literary prize blinking with natural emotions, lies a fantastic journey waiting to be undertaken. Published by an experienced wordsmith, this wonderful opus encourages visitors on an introspective journey, gently unraveling the veiled truths and profound influence resonating within the very material of each word. Within the mental depths with this moving review, we will embark upon a heartfelt exploration of the book is primary themes, dissect their fascinating writing fashion, and yield to the powerful resonance it evokes heavy within the recesses of readers hearts.

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