

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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Table of Contents Facilitation Guide Template

1. Understanding the eBook Facilitation Guide Template
 - The Rise of Digital Reading Facilitation Guide Template
 - Advantages of eBooks Over Traditional Books
2. Identifying Facilitation Guide Template
 - 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 Facilitation Guide Template
 - User-Friendly Interface
4. Exploring eBook Recommendations from Facilitation Guide Template
 - Personalized Recommendations
 - Facilitation Guide Template User Reviews and Ratings
 - Facilitation Guide Template and Bestseller Lists

5. Accessing Facilitation Guide Template Free and Paid eBooks
 - Facilitation Guide Template Public Domain eBooks
 - Facilitation Guide Template eBook Subscription Services
 - Facilitation Guide Template Budget-Friendly Options
6. Navigating Facilitation Guide Template eBook Formats
 - ePub, PDF, MOBI, and More
 - Facilitation Guide Template Compatibility with Devices
 - Facilitation Guide Template Enhanced eBook Features
7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Facilitation Guide Template
 - Highlighting and Note-Taking Facilitation Guide Template
 - Interactive Elements Facilitation Guide Template
8. Staying Engaged with Facilitation Guide Template
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Facilitation Guide Template
9. Balancing eBooks and Physical Books Facilitation Guide Template
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Facilitation Guide Template
10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
11. Cultivating a Reading Routine Facilitation Guide Template
 - Setting Reading Goals Facilitation Guide Template
 - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Facilitation Guide Template
 - Fact-Checking eBook Content of Facilitation Guide Template
 - 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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