

| SESSION DETAILS: Clear Communication and Directions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | LENGTH: 60 mins |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| <p><b>Description</b><br/> 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><br><a href="https://vimeo.com/27060669">https://vimeo.com/27060669</a> |                           |                                   |

| Lesson Outline                                                                | Instructional Prompts                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Overview of Clear Communication and Directions</b><br>[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><br>[Discussion, 5 minutes]                 | Ask: Who are the customers who usually contact the support desk?<br><br>Possible Answers:                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

# Facilitation Guide Template

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