

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:

Facilitators Manual For The Job Finding Club

RJ Alexander



Facilitators Manual For The Job Finding Club:

Unveiling the Magic of Words: A Review of "**Facilitators Manual For The Job Finding Club**"

In a global defined by information and interconnectivity, the enchanting power of words has acquired unparalleled significance. Their ability to kindle emotions, provoke contemplation, and ignite transformative change is actually awe-inspiring. Enter the realm of "**Facilitators Manual For The Job Finding Club**," a mesmerizing literary masterpiece penned by way of a distinguished author, guiding readers on a profound journey to unravel the secrets and potential hidden within every word. In this critique, we shall delve in to the book is central themes, examine its distinctive writing style, and assess its profound impact on the souls of its readers.

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Facilitators Manual For The Job Finding Club Introduction

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