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 Sample

David Kirk

Facilitator Guide Sample:

The Facilitator's Fieldbook Tom Justice, David W. Jamieson, 2012-08-31 An invaluable guide that provides you with the comprehensive tools and knowledge you need to help your teams and ultimately your organization succeed The completely revised third edition of this longtime go to resource for novice and experienced facilitators provides new team building exercises as well as updated information on virtual meetings mediation strategic planning and much more Loaded with procedures checklists guidelines samples and templates The Facilitator's Fieldbook covers all the key areas of successful team management including establishing ground rules planning meetings and agendas brainstorming resolving conflict making decisions and helping groups optimize their time You ll also gain tips on maintaining the tone and flow of meetings and will learn to determine when to delegate projects to individuals rather than assembling a group Collaborative projects have become an increasingly prevalent feature of modern business strategies and workplace dynamics But intentional strategic facilitation is essential to making sure these groups and teams are effective Facilitator's Guide Elearn, 2007-06-01 Management Extra brings all the best management thinking together in one package These are practical training suitable for Diploma level qualifications in management They are ideal for delivering management development workshops courses at a range of levels This Facilitator's Guide fully details the books in the series and how to use them to deliver management courses effectively efficiently and to meet awarding body criteria **Assertiveness Facilitator's** A Facilitator's Guide to Effective Citizenship Through AmeriCorps ,2001 **Guide - Item 1163**, Facilitators' Guide H. Lynn Erickson, 2009 Demonstrate how teachers can use a conceptual lens to design instructional units and differentiated lessons that deepen students thinking skills and inspire a genuine love of learning The Complete Guide to Facilitation Thomas Justice, David Jamieson, 1998 This guide includes a wealth of practical information for inexperienced group leaders as well as new tools for seasoned facilitators more than 100 reproducible forms checklists planning aids and guides Selected contents are reproduced in CD ROM format so that you can customize tools to meet your specific needs Facilitator's **Fieldbook, The** Tom Justice, 2006 Getting teams and groups to function productively is a challenge For years The Facilitator s Fieldbook has been giving group leaders what they need to make everything run more smoothly Now fully updated the Second Edition is truly jam packed with step by step procedures checklists and guidelines samples and templates and more For managers trainers and group leaders in any industry The Facilitator's Fieldbook is a practical powerful book that will keep teams and groups humming along and getting results Marriage in the Lord, Facilitator's Guide Leisa Anslinger, Corinna Laughlin, Danielle Noe, Michael Ruzicki, 2021-02-04 Marriage in the Lord Forming Couples for a Sacramental Marriage provides marriage ministers with fully prepared formation sessions in order to facilitate discussion with engaged couples preparing to be married in the Catholic Church in a dynamic and meaningful way Facilitator's Guide to Participatory Agroenterprise Development Shaun Ferris, Elly Kaganzi, Rupert Best, Carlos Ostertag, Mark Lundy, Tiago Wandschneider, 2006-09 This publication is a product of the experiences and lessons learned while implementing agroenterprise projects in eastern and southern Africa A Market Facilitator's Guide is based on a resource to consumption framework which is the central theme of the enabling rural innovation approach for rural development This approach seeks to empower farmer groups with the necessary skills to make informed decisions for their economic development based on an analysis of their surroundings assets and skills The methodology also aims for outcomes that are equitable gender focused and participatory The Virtual Training Guidebook Cindy Huggett, 2014-01-10 Packed with checklists advice and how to features The Virtual Training Guidebook teaches you how to design deliver and implement live online learning This book will help learning professionals transition to the online classroom by taking a holistic look at successful implementation including gaining organizational support selecting a platform designing classes selecting facilitators preparing participants global considerations and the logistics required for success Learn how to prepare for a virtual training rollout Create live online classes using a three step design process Select the technology that is right for the organization Select and prepare facilitators who can effectively engage participants Gathering of Native Americans The HACCP Food Safety Facilitator's Guide Tara Paster, 2007-08 This Facilitator's (GONA) Facilitator Guide ,1999 guide is a training tool to support the leaders around the world in the education of food safety and food defense prerequisite **Proceedings of the 17th European Conference on Game-Based** programs and the seven HACCP principles **Learning** Ton Spil, Guido Bruinsma, Luuk Collou, 2023-10-05 These proceedings represent the work of contributors to the 24th European Conference on Knowledge Management ECKM 2023 hosted by Iscte Instituto Universit rio de Lisboa Portugal on 7 8 September 2023 The Conference Chair is Prof Florinda Matos and the Programme Chair is Prof Ivaro Rosa both from Iscte Business School Iscte Instituto Universit rio de Lisboa Portugal ECKM is now a well established event on the academic research calendar and now in its 24th year the key aim remains the opportunity for participants to share ideas and meet the people who hold them The scope of papers will ensure an interesting two days The subjects covered illustrate the wide range of topics that fall into this important and ever growing area of research The opening keynote presentation is given by Professor Leif Edvinsson on the topic of Intellectual Capital as a Missed Value The second day of the conference will open with an address by Professor Noboru Konno from Tama Graduate School and Keio University Japan who will talk about Society 5 0 Knowledge and Conceptual Capability and Professor Jay Liebowitz who will talk about Digital Transformation for the University of the Future With an initial submission of 350 abstracts after the double blind peer review process there are 184 Academic research papers 11 PhD research papers 1 Masters Research paper 4 Non Academic papers and 11 work in progress papers published in these Conference Proceedings These papers represent research from Australia Austria 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Palestine Peru Philippines Poland Portugal Romania South Africa Spain Sweden Switzerland Taiwan Thailand Tunisia UK United Arab Emirates and the USA The Secrets of Facilitation Michael Wilkinson, 2012-08-28 The revised edition of this facilitation classic offers a wealth of targeted techniques for facilitators who seek effective consistent and repeatable results Based on Michael Wilkinson's proven SMART Structured Meeting And Relating Techniques approach The Secrets of Facilitation can help to achieve stellar results when managing presenting teaching planning and selling as well as other professional and personal situations This expanded edition includes new chapters on facilitating virtual meetings cross cultural teams and large groups and conferences It also provides a series of strategies for engaging teams additional information about making meetings more productive and further guidance on preventing dysfunctional behavior In addition the book contains a wealth of fresh case studies and an ancillary website with must have tools and techniques for both the beginner and the seasoned facilitator Praise for the First Edition of The Secrets of Facilitation One of the single most powerful processes is the ability to successfully lead a group to an impactful actionable outcome In The Secrets of Facilitation beginning and experienced facilitators alike will find tools to take their results to the next level Jim Canfield chief learning officer TEC International This book shares The Secrets that have been the basis of my facilitation practice for over a decade Kerri McBride past chair International Association of Facilitators In my career I ve seen many many facilitators Michael Wilkinson is the best The Secrets explain why Len Roberts CEO RadioShack We have trained over 100 leaders and business analysts in The Secrets Great facilitation works Peter Scott executive general manager MLC National Australia Bank At last there is a practical hands on guide for anyone who works with groups or teams This book delivers Ann Herrmann Nehdi CEO Herrmann International Herrmann Brain Dominance Indicator **Learning Tactics Inventory:** Facilitator's Guide Maxine Dalton, 2016-10-17 The Learning Tactics Inventory Facilitator's Guide will assist facilitators trainers and presenters with the resources to offer the optimal learning experience for those taking the self scoring Learning Tactics Inventory The guide offers An explanation of the underlying learning model Suggestions for presenting the model to others A description of inventory applications and uses A sample workshop design and administrative suggestions The underlying inventory s theory and research Suggested resources and Access to the Powerpoint slides Virtual Training Tools and Templates Cindy Huggett, 2024-09-17 A Complete Practical Toolkit for Successful Virtual Training Create the most effective virtual training solutions for your organization by using the right tools for the right learning situation In this updated edition of Virtual Training Tools and Templates online learning pioneer Cindy Huggett expands on her first edition by adding more than 80 new tools and sharing her most powerful ones to help training professionals create engaging virtual learning that leads to results Whether you re a training program manager designer facilitator or producer you ll find expert quidance on selecting the right technology working with IT colleagues designing creative programs developing activities and facilitating experiences to engage and inspire learners The new edition includes 185 checklists worksheets questionnaires

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