

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

RM Cervero



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Handbook of Vocational Psychology W. Bruce Walsh, Mark L. Savickas, Paul Hartung, 2005-05-06 Vocational psychology which is the science that helps inform social policy about work issues improve career interventions and conduct research is glad to have this handbook The third edition with cutting edge contributors examines the field now and p

Career Development and Counseling Steven D. Brown, Robert W. Lent, 2020-12-03 Discover comprehensive coverage of leading research and theory in career psychology with the newest edition of a canonical work The newly revised and thoroughly updated third edition of Career Development and Counseling retains many features of the celebrated second edition including in depth coverage of major theories of career development interventions and assessment systems across the life span and the roles of diversity individual differences and social factors in career development This new edition also covers essential new material on emerging topics like The future of work and preparing people for work in the new economy The psychology of working theory Working with older adults and retirees Working with the unemployed and underemployed Calling work meaning career adaptability and volition This book illuminates scientifically informed career practices from an interdisciplinary perspective engaging readers with concrete strategies and practical tips for working with clients of all kinds Drawing on vocational industrial organizational and personality psychology Career Development and Counseling is ideal for graduate students at the masters and doctoral levels in counseling counseling psychology counselor education and educational psychology

Facilitator's Manual for the Job Finding Club Canada. Employment and Immigration Canada (Commission), 1992 [Resources in Education](#), 2000-10 **Impact of Unemployment on Children and Families** United States. Congress. House. Committee on Education and Labor. Subcommittee on Labor Standards, 1984 **Schizophrenia**

David John Kavanagh, 2013-11-11 **TOMORROW IS TODAY, A behavior modification methodology, guide, and workbook to manage the job search process** Lawrence D. Alter, 1901 This 240 page workbook is a highly effective no nonsense self marketing instrument to facilitate and manage the entire job search campaign Contained in its pages are all the tools and information necessary to help your terminated employee win and keep their next job Whether or not you provide Outplacement support to your separated employees our workbook would be an excellent tool to augment their job search It provides a complete resource to help the discharged worker achieve and keep their next position FINDING A JOB IS HARD WORK It has been estimated that as many as one out of every three workers attempts to change jobs annually in the United States Out of a labor force of 153 million that represents almost 50 000 000 job seekers who are seeking new employment each year As a result the job search process is highly competitive at all levels It can be lengthy frustrating prejudicial and unfair Older more traditional job finding techniques have become less productive The traditional resume no longer has the same impact in generating the all important and often elusive interview Both the Wall Street Journal and USA TODAY have highlighted the fact that only about 15% of all professionals find a new position through responding to published

advertisements or online postings another 10% through placement agencies or search firms and only 5% through unsolicited direct mail Why then would anyone focus 90% of their time and effort in areas that represent only about 30% of all potential opportunities It is not uncommon for 200 300 people to respond to help wanted advertisements Yet seldom do more than 6 to 10 people achieve interviews and after an often lengthy process only one person gets the job Everyone else starts the whole process again Older Americans women and minorities can often face an even more difficult road due to unspoken but ever present biases There is a better way Tomorrow Is Today dispels the myth that the most qualified candidate always gets the job It points out that the person who is hired is usually the one who is liked the best This book can be a major factor in how you differentiate yourself from other candidates when the hiring decision is almost always based upon subjective factors such as the individual s personality style body language and manner of being interviewed It is an invaluable resource in helping you to achieve your next position with added features that assist in effectively managing both career growth and family issues

Parent Education for Low Income Families with Young Children Michael J. Mischley, Lynne A. Mischley, Barbara M. Ingold, 1983

Encyclopedia of Behavior Modification and Cognitive Behavior Therapy Michel Hersen, 2005-01-25

The three volume Encyclopedia of Behavior Modification and Cognitive Behavior Therapy provides a thorough examination of the components of behavior modification behavior therapy cognitive behavior therapy and applied behavior analysis for both child and adult populations in a variety of settings Although the focus is on technical applications entries also provide the historical context in which behavior therapists have worked including research issues and strategies Entries on assessment ethical concerns theoretical differences and the unique contributions of key figures in the movement including B F Skinner Joseph Wolpe Aaron T Beck and many others are also included No other reference source provides such comprehensive treatment of behavior modification history biography theory and application Thematic Coverage The first of the thematic volumes covers Adult Clinical Applications Adults are the most common population encountered by researchers clinicians and students and therefore more than 150 entries were needed to cover all necessary methods The second volume covers Child Clinical Applications in 140 entries One especially useful aspect of this volume will be the complications sections addressing what can go wrong in working with children This is an area often overlooked in journal articles on the subject Volume III Educational Applications addresses a range of strategies and principles of applied behavior analysis positive behavior support and behavior modification and therapy These entries focus on classroom and school contexts in which the instructional and behavioral interactions between teachers and their learners are emphasized Unique Easy to Follow Format Each of the volumes entries address a full range of mental health conditions and their respective treatments with the aim of providing systematic and scientific evaluation of clinical interventions in a fashion which will lend itself to the particular style of treatment common to behavior modification Major entries for specific strategies follow a similar format 1 Description of the Strategy 2 Research Basis 3 Relevant Target Populations and Exceptions 4 Complications 5 Case Illustration 6 Suggested

Readings 7 Key Words Biographical sketches include the following 1 Birthplace and Date 2 Early Influences 3 Education History 4 Professional Models 5 Major Contributions to the Field 6 Current Work and Views 7 Future Plans Readership This encyclopedia was designed to enhance the resources available to students scholars practitioners and other interested social science readers The use of in text citations jargon and descriptions of research designs and statistics has been minimized making this an accessible comprehensive resource for students and scholars alike Academic and research librarians in the social sciences health and medicine will all find this an invaluable addition to their collections Key Features Three thematic volumes and over 430 total entries Five anchor articles in each volume provide context on major issues within the field Key words and lists of suggested readings follow each entry Contributions by internationally renowned authors from England Germany Canada Australia New Zealand and the United States Volume Editors Volume I Adult Clinical Applications Michel Hersen Johan Rosqvist Pacific University Volume II Child Clinical Applications Alan M Gross Ronald S Drabman University of Mississippi Volume III Educational Applications George Sugai Robert Horner University of Oregon Advisory Board Thomas M Achenbach Ph D Department of Psychiatry University of Vermont Stewart W Agras M D Department of Psychiatry Behavioral Science Stanford University School of Medicine David H Barlow Ph D ABPP Center of Anxiety and Related Disorders Boston University Alan S Bellack Ph D ABPP Department of Psychiatry University of Maryland School of Medicine Edward B Blanchard Ph D Department of Psychology University of Albany SUNY James E Carr Ph D Department of Psychology Western Michigan University Anthony J Cuvo Ph D Rehabilitation Institute Southern Illinois University Gerald C Davison Ph D Department of Psychology University of Southern California Eric F Dubow Ph D Psychology Department Bowling Green State University Rex L Forehand Ph D Psychology Department University of Vermont Arnold A Lazarus Ph D ABPP Center for Multimodal Psychological Services Robert P Liberman M D Department of Psychiatry West Louisiana VA Medical Center Scott O Lilienfeld Ph D Department of Psychology Emory University Marsha M Linehan Ph D ABPP Department of Psychology University of Washington Nathaniel McConaghy DSc M D School of Psychiatry University of N S W Australia Rosemary O Nelson Gray Ph D Department of Psychology University of North Carolina Greensboro Lars G ran st Ph D Department of Psychology Stockholms Universitet Sweden Alan D Poling Ph D Department of Psychology Western Michigan University Wendy K Silverman Ph D Department of Psychology Florida International University Gail Steketee Ph D School of Social Work Boston University Douglas W Woods Ph D Department of Psychology University of Wisconsin Milwaukee *Resources in Education* ,1997

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