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	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.	
Overview of Clear Communication and Directions [Lecture, 5 minutes]		
What is the customer's POV? [Discussion, 5 minutes]	Ask: Who are the customers who usually contact the support desk? Possible Answers:	

What Is A Facilitator Guide

Claire Holmes

What Is A Facilitator Guide:

5S Video Facilitator Guide Press Productivity, 2024-11-01 This is the Facilitator's Guide to support team leaders in facilitating a 5S implementation team This is usually sold with The 5S System Workplace Organization and Standardization This is for extra copies Facilitator's Guide ,2006 Facilitator's Guide Nancy Fichtman Dana, Diane Yendol-Hoppey, 2009 Faith is trust It is a confidence in the power and goodness of God that leads us to make good decisions and allows us to surrender our lives to Him Hebrews 6 12 says that we are to be imitators of those who through faith and patience inherit the promises One of the best ways to grow in faith is to imitate the lives of people who have shown great faith Hebrews 11 guides us through the lives of men and women like Abel Enoch Noah Abraham Sarah Moses Rahab David and others who have done just that Real people with real lives and real problems who had faith in a great God and trusted Him at pivotal moments in their lives By drawing on some of the greatest lives of faith in the Bible readers will come to see that God was worthy of these men s and women s trust and faith during biblical times in the same way that He is worthy of ours today This new edition of Big God includes a study guide for deeper reflection and personal application Guide Jeffrey Glanz, 2006 Provides tools for leading a workshop study group or course curriculum Presented in a modular format this work enables users to quickly build a comprehensive session or class that focuses on one some or all areas of leadership It also provides sample half day and full day workshop agendas along with a workshop evaluation form

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

Peer-to-peer Training Facilitator's Guide Michele N. Costanza,2009 The peer to peer P2P training approach involves small groups of people from similar social groupings who are not professional teachers helping each other to learn The P2P approach has great potential for rapidly identifying emerging lessons learned and integrating them into wide reaching Army training The present research identified the instructional principles and best practices for P2P from academia industry and the military supporting effective P2P training and incorporated them into a Soldier friendly facilitator's guide A formative evaluation was conducted with Soldiers using the guide to prepare and conduct group discussions for a face to face group setting and a distributed group setting where Soldiers were linked via video teleconference One group of Soldiers served as facilitators and used the facilitator's guide to prepare and lead discussions with other Soldiers who served as learners Feedback on the guide was mostly positive with Soldiers indicating that the guide provided an appropriate amount of information and a usable format and tools for structuring and fostering group discussions Ongoing efforts to transition P2P methods into Army training are discussed

Healing Men's Pain Curriculum, Facilitator's Guide Dan Griffin, Jonathan

De Carlo, 2024-09-10 A 36 hour curriculum designed to help men overcome past trauma and develop the skills they need to live safe and caring lives Healing Men s Pain Curriculum helpsmale identified participants create a vision of the men they want to be and provides them with the awareness tools and confidence to achieve that vision Each of the 18 two hour cofacilitated sessions includes activities exercises and experiential opportunities enabling each participant to connect with the content on a personal level The program is wide ranging and encompasses a variety of topics to help participants develop increased self awareness to enhance their relationships Participants explore their childhood adolescent and adult trauma relational struggles particularly issues of healthy attachment and other issues that male identified individuals often experience The material in Healing Men's Pain Curriculum will stretch both participants and facilitators alike The sessions are designed to take a deep and comprehensive look at everything that blocks men from being the best men they can be The curriculum speaks to all learning styles through the use of art physical movement and roleplays Participants are given additional learning opportunities in the form of assignments to complete between sessions These assignments build upon the roleplays and in session practice to help participants translate the material directly into their own lives Help men address their traumas develop self awareness and build healthier relationships in recovery programs mental health groups or other settings Pick and choose from 18 intentionally designed lessons or use the entire curriculum in order Access engaging activities that get participants moving and talking despite diverse learning styles and backgrounds Focus on male socialization narrative therapy and interactive learning to help participants develop understanding of themselves and others Written by an expert on masculinity with a Master's degree in gender studies this curriculum is an excellent foundation or supplement to addiction programs trauma groups men s groups church groups and beyond Designed as a compliment to Helping Men Recover A Market 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 Facilitator's Guide to **Starting Strong** Kristen J. Nelson, Kimberly Bailey, 2009 Use this facilitator's guide to demonstrate practical instructional and classroom management strategies that will help new instructors develop proficiency and confidence during their initial vear of teaching Facilitator's Guide to Participatory Decision-Making Sam Kaner, 2014-04-15 Unleash the transformative power of face to face groups The third edition of this ground breaking book continues to advance its mission to support groups to do their best thinking It demonstrates that meetings can be much more than merely an occasion for solving a

problem or creating a plan Every well facilitated meeting is also an opportunity to stretch and develop the perspectives of the individual members thereby building the strength and capacity of the group as a whole This fully updated edition of The Facilitator's Guide to Participatory Decision Making guides readers through the struggle and the satisfaction of putting participatory values into practice helping them to fulfill the promise of effective group decision making With previous editions already embraced by business and community leaders and consulting professionals around the world this new book is even more insightful and easy to use New for this edition 60 pages of brand new skills and tools Many new case examples Major expansion and reorganization of the advanced sections of the book New chapter Teaching A Group About Group Dynamics Doubled in size Classic Facilitator Challenges Substantially improved Designing Realistic Agendas now three chapters with wise insightful answers to the most vexing questions about meeting design A Facilitator's Guide to Effective Citizenship Through AmeriCorps ,2001 Amazing Moms! Motherhood Curriculum, Facilitator's Guide Sophia Murphy, Dan Griffin, Harrison Crawford, 2025-09-22 A transformative 19 session workshop that helps moms build the skills and self confidence to become the best mothers they can be Trauma is widely prevalent among parents and it can affect mothers ability to form healthy relationships with their children Amazing Moms is the first thoroughly trauma informed curriculum designed specifically to help mothers unpack their personal histories and learn techniques for becoming better parents Covering an unusually broad list of topics from emotional regulation and discipline to families of origin and societal expectations of mothers the sessions create opportunities for interactive learning and personal growth Amazing Moms accommodates all learning styles and includes activities to help create a trusting atmosphere where participants feel safe opening up and engaging with the material The curriculum also features Small group activities grounding exercises and participant led lessons Activities that incorporate art physical movement roleplays and between session exercises Practical skills and tools mothers can use with and teach to their children Enhanced communication skills for healthy conflict resolution A candid discussion of sex sexuality and intimacy and how to begin having healthy dialogue about these topics with children Strategies for finding balance and prioritizing self care Exploration of the changing roles and expectations of women and mothers woven throughout the sessions Based on current scientific evidence and developed by leading researchers and practitioners in the field Amazing Moms offers a unique perspective on motherhood connecting participants with themselves so they can better connect with their children Amazing Moms is both inspired by and a companion to the Amazing Dads Curriculum A Facilitator's Guide to Developing OVC Program Sustainability and Transition Plans, The Facilitator's Guide for White Affinity Groups Dr. Robin DiAngelo, Amy Burtaine, 2022-08-09 A first of its kind accessible in depth resource for leading effective white racial affinity groups an essential tool in anti racism for building the skills and perspectives needed for white people to challenge racism While there are a few short articles and guides addressing the challenges and complexities of leading white affinity groups there has never been a detailed handbook exclusively for white

racial affinity group facilitators. There are many challenges in facilitating these groups including the need to have a deep theoretical understanding of racism a high degree of racial self awareness sensitivity to and the ability to work with the range of skills and degrees of awareness participants bring and strong facilitation and conflict resolution skills The Facilitator's Guide for White Affinity Groups is the first in depth guide for educators mediators workplace consultants and trainers workplace diversity groups community organizers conference organizers members of faith communities and members of racial and social justice groups Dr Robin DiAngelo and Amy Burtaine who collectively bring over 20 years of experience leading anti-racist education and racial affinity groups present a theoretical framework for understanding racism a case for the value of racial affinity groups as a tool for challenging racism guidelines for setting up affinity groups in a variety of contexts the skills and perspectives needed for effective facilitation scenarios to illustrate common challenges a glossary of definitions exercises discussion prompts and assessment tools an extensive list of common patterns and group dynamics and how to address them Written accessibly for a wide range of readers and backgrounds The Facilitator's Guide for White Affinity Groups will be an important reference for anyone committed to anti racism work 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

Marriage Score Facilitator Guidebook Dr. Charles Dickens, 2023-08-01 The Marriage Score Facilitator Guidebook helps couples stay engaged by inviting them into a process that is designed to be shared as couples working alongside other couples Facilitator couples serve as tour guides with other couples by working through simple and straightforward weekly T I Ps that are biblically based and scientifically sound Couples can expect to experience real lasting transformation no matter where they are at in their relationship journey Pre engaged engaged married even divorced and strained couples will benefit from the Marriage Score small group experience The Marriage Score Guidebook is designed to work in tandem with the Marriage Score mobile app available on the iOS and android App Store How the Special Needs Brain Learns Facilitator's Guide David A. Sousa, 2007 A companion to the bestseller How the Special Needs Brain Learns this guide provides a summary of each chapter in the book and also includes supplemental information chapter discussion questions activities and journal writing prompts sample agendas and a sample workshop evaluation form A Facilitator's Guide for by the People Peter Govert, 2001 My Residential School Trip Facilitator's Guide Claire Holmes, 2025-02-12 This book offers guidance notes and prompts to help the facilitator bring out the best experience for the child using My Residential School Trip Activity Book It includes key points to consider examples of what to say and explains the theory behind the activities as well as offering practical extension ideas Every page in My Residential School Trip Activity Book has a corresponding page in this volume for the user to refer to when delivering the material each of which features A page rationale which touches on the

theory behind the activity A visual of the corresponding page in the activity book Materials needed How to set the scene How to complete the activity Facilitator's top tips How to close the activity Possible extension activities Inspired by research and the author's extensive experience this guide will help teachers parents guardians school counsellors and therapists support trip goers to have the best time on their upcoming trip

The HACCP Food Safety Facilitator's Guide Tara Paster, 2007-08

This Facilitator's guide is a training tool to support the leaders around the world in the education of food safety and food defense prerequisite programs and the seven HACCP principles

Adopting the Track of Expression: An Mental Symphony within What Is A Facilitator Guide

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