



Centre for
Education & Training™
The Power of Change. The Passion for Growth.

Corporate *Training*

Put **YOUR** staff's training
on **OUR** to-do list

Centre for Education & Training can **design** or **customize** training programs to suit the needs of your staff. We have been helping companies **develop** and get the most from their employees for over 18 years. You already have enough to do...
Let us help.

Centre for Education & Training

190 Robert Speck Parkway, Mississauga, ON L4Z 3K3 P 905.949.0049 ext. 4004 F 905.949.6004 1.800.668.1179

www.tcet.com/corporate



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**Centre for
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For over 18 years, the Centre for Education & Training has been a premier supplier of effective, targeted solutions for organizations across the public and private sectors. We have trained thousands of front-line staff, supervisors, middle managers and senior managers with two overriding objectives in mind: to help them acquire the knowledge, skills and competencies to enrich careers, and to create a more capable and innovative workforce able to handle increasingly complex environments.

We have embraced this philosophy because we understand that talented, trained employees are vital to the overall success of organizations. We have delivered effective training and consulting programs that help our clients meet competitive advantages, realize business results, and maximize organizational capabilities while boosting organizational morale. The key to our success lies in the design of our programs that ensure sustained participant engagement.

In designing our programs we recognize and appreciate the need for our training programs to be enjoyable, dynamic and engaging. We know that each workshop participant brings rich professional and personal experiences that can be a source of practical learning for others.

Our commitment to clients is simple: participants will leave our sessions with fresh knowledge and new perspectives that can be directly applied in the workplace. The Centre for Education & Training knows the only way to accomplish the transfer of knowledge is to constantly measure the impact the training is having on the organizations we serve. This is why we work closely with our clients to ensure realistic and tangible metrics that provide information on skills, attitude or behavioral change.

We invite you to take a look at what we have to offer, and as well to give us a call with any needs that you may have. We will work with you to provide the best possible training programs to suit the needs of your company

Sincerely,

James Polley
Manager, Business and Government Training

Centre for Education & Training
190 Robert Speck Parkway
Mississauga, ON L4Z 3K3
(905) 949-0049 ext. 4004



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Emotional Intelligence

COURSE DESCRIPTION

This course will address one of the most vital aspects of creating a better work environment, that of having a **Healthy EQ**. In achieving this, this course teaches us to:

- Be able to control emotions sufficiently to have the best possible communication with others
- Be able to express emotions appropriately
- Deal with conflict appropriately

CORE TOPICS

The Language of EQ

Emotional Intelligence — Definition

Identify Yourself

Identify Yourself — Your Personal List

EQ Assessment Snapshot

Multiple Intelligences

Emotional Intelligence — Sub factors

Emotional Intelligence — Core Factors

Workplace Application

EQ and Work Success

STORY: The Optimist

Rate Your EQ Skills

Emotional Enlightened Responses

The Emperor's New Suit

Self-Acceptance

My Personal Action Plan

Action Planning — STEP 1

Action Planning — STEP 2

Goal Setting and Decision-Making Matrix



Culture, Diversity & Accessibility Programs

Introduction

Centre for Education & Training has formed a strategic partnership with 'Haute Culture', a cutting edge market pioneer offering innovative training and consulting solutions in the domain of 'Culture, Diversity and Accessibility'.

Haute Culture has the distinction of being chosen as a 'Brand Ambassador for Young Entrepreneurs' and its contribution to this domain commended by Federal Minister of Finance & Small Businesses in March, 2010.

Together we believe that 'Diversity is a given in Canada and as a buzz-word flogged to death and it is much more important to understand how to use 'Cultural Intelligence' to foster a Culture of Innovation and Inclusion to manage culturally diverse talents successfully'.

Haute Culture's unique proposition uses a potent combination of:

- Solid and proven conceptual framework
- Exceptionally innovative content
- Scientifically validated Tool-kits
(like the 'Intercultural Development Inventory'™)

Our Offerings include:

- Assessment & Measurement Services(Cultural Intelligence, Leadership Diversity Competencies)
- Customized Training Workshops in domain of Culture, Diversity and Inclusion (areas like- Integration in a new culture, Development of Cultural Intelligence, Anti-Racism Workshops, Diversity Awareness and Harnessing Diversity etc...)

Culture & Diversity Workshops

For Corporations

- 'Do You Believe that You Are Culturally Intelligent?- A Practical Overview'
- 'Struggling with Diversity?- Building Your Cultural Intelligence Tangibly for

For Individuals

- 'Oh, I have a new Canadian at my door!'- Integrating in the Canadian Culture'
- 'Building Cultural Intelligence- A Toolkit for Survival and Success in Canada and Globally'

Clients derive tangible benefits in the form of:

*Maximizing the 'Reward Proposition' and Minimizing the 'Risk Proposition'

*Measurable improvement in 'Cultural Intelligence' and 'Respect for Diversity and Teamwork' within groups

*Measurable improvement in 'Employee and Client Engagement' and 'Return on Program Investment'

Please call or email us today to enquire about a **complimentary 'Info Session'** outlining how you cannot afford to take this area for granted and avoid any related pains pro-actively.

Our value-add to your organizational agenda will manifest through sustainable, long-term gains.



Working in Teams: Becoming an Effective Team Member

COURSE DESCRIPTION

The overall objectives of the course are to enable participants to:

- Define characteristics of an effective team member
- Understand the importance that you as an individual have to the success of a team
- Identify stages of team development
- Understand everyone's role in team decision making processes
- Examine how to build team consensus

CORE TOPICS

Characteristics of Exceptional Teams
Keys to Building Successful Teams
Team Assessment
Scoring & Follow-Up Actions
Evolving Into a High Energy Team
Team Problem Solving Activity
Team Challenges

Creating a "No Blame" Environment
"Toss Out" Exercise
Personal Accountability
The High-Energy Teams Model
High-Energy Teams
Creation of a High-Energy Team
Developing an Exceptional Team Action Plan



Manager as Coach

COURSE DESCRIPTION

This course focuses on such aspects as:

- Understanding Performance Management
- Setting Goals
- Observing & Monitoring Performance
- Responding to Performance Gaps
- Coaching
- Steps to Improving Performance

CORE TOPICS

What is Performance Management?
Understanding Performance Management
Assessing Current Practices
Challenges to Performance Management
Setting Goals
Observing Employee Performance
Monitoring Performance
Triangle of Success
Causes of Performance Gaps
Assessing Performance Gaps

Responding to Performance Gaps
Coaching
Coaching Hats
4 Steps to Improving Performance
4 Coaching Questions
Delivering Positive Feedback
5 Keys to Positive Feedback
Giving Instructive Feedback
10 Tips to Giving Instructive Feedback
Dealing With Performance Issues



Report and Business Case Writing

2 days

COURSE DESCRIPTION

This 2 day course is intended to provide you with the tools you need to produce clear, effective reports that are:

- readily accessible by the reader
- presented in a format that provides easy reference and easy discussion

With focus on:

- Purpose of Reports
- Types of Reports
- Structuring Reports

CORE TOPICS

Purpose of Reports

Types of Reports

Understanding Your Readers, The Audience

Tool Kit for Writing Reports 20 Plain Language,

Grammar and Punctuation

Structuring Reports

“Main Frame” for Reports

Exercise

The Report Writing Process

Individual Exercise

Guidelines for Writing the Executive Summary

Guidelines for Writing Recommendations

Presentation of Reports

Checklist

Workshop – Writing a Report with Executive
Summary

Case Studies



Clear Writing

COURSE DESCRIPTION

This course is intended to provide you with the tools you need to produce clear, effective communication. *Clear Writing* has been designed for you with two goals in mind:

- To draw attention to how information needs to be presented and communicated effectively inside and outside government.
- To raise your level of written expression, presentation and communication. Specifically, the modules and exercises in this course focus on clear writing in letters, emails and other internal and external communications.

CORE TOPICS

Clear Writing and Plain Language Principles
Identifying and Understanding Your Audience
Active versus Passive Voice
The Right Communications Tool for the Right Purpose

Clear Communication Exercise
The Six-Step Writing Process
Group Exercise
Workshop Case Studies
The Editing Process



ITIL Foundations

COURSE DESCRIPTION

This course is ideal for Business Leaders and IT Professionals wishing to learn the fundamental best practices enabling an IT Department to effectively support a business.

The ITIL® Foundation course is a thorough 2 ½ day introduction to ITIL®, preparing attendees for the Loyalist College (APMG) Foundation examination / certification.

Prerequisite:

- Students must register with Loyalist College...visit <https://lcms.lcsexams.com/>
- To register, candidates must bring photo identification to class.

CORE TOPICS

Day 1: 9am – 5pm

- Introduction
- Service Lifecycle
- Break
- Service Management
- Service Strategy
- Lunch (30 min)
- Service Strategy
- Break
- Service Design
- Break
- Service Design
- Review

Day 2: 9am – 5pm

- Review Day 1
- Service Transition
- Break
- Service Transition
- Service Operation
- Lunch
- Service Operation
- Break
- CSI
- Review
- Mock exam

Day 3: 9am – 2pm

- Review (240 min)
- APMG Exam (60 min)

Course workbook includes:

- Foundation presentation
- 2 Mock exams
- Glossary of terms
- APMG Exam Syllabus (actual course content requirements)
- Exam Registration process
- Feedback form



Six Sigma Black Belt

This 10 session educational program spans five months. Each session is taught across two days bi-monthly for a total of 20 days. This schedule meets the demands of employers and employees alike by minimizing disruptions to work and maximizing learning for the participant and return on investment for the employer.

SESSIONS 1 - 3: Define Phase (3 days)

Understand and learn how to improve organizational climate and create a strong culture that supports innovation and productivity improvement.

Learn how to develop leadership skills, foster collaborative relationships and improve teamwork.

Implement strategies and methods needed to identify projects tied to strategic business processes.

Selecting, validating and prioritizing business process improvement opportunities aligned with strategic business objectives.

Learn how to scope and prepare project charters and assess the financial benefit of a business process improvement project.

SESSIONS 4 - 6: Measure and Analyze Phases (8 days)

Identify Critical-to-Quality metrics that link business outcomes to customer satisfaction through process, product, and service level variables Design metrics using psychometric techniques

Chart Process Flow, conduct value/non-value added analysis, reduce process complexity and create LEAN processes. Introduce LEAN concepts for business process improvement.

Learn the properties of discrete and continuous data and sampling techniques

Apply descriptive statistics, probability distributions, data transformations, and Six Sigma metrics to perform detailed business process analysis.

Conduct exploratory process analysis making use of graphical and numerical techniques to study patterns and departures from patterns.

Detailed Measurement Systems Analysis & analyze business process Capability & Performance.



Postulate cause and effect relationships and identify the “vital few” variables to investigate.

Formulate hypotheses and test such hypothesis using parametric and non-parametric hypothesis testing procedures including Analysis of Variance (ANOVA).

Model relationships using graphs and regression analysis techniques.

SESSIONS 7 - 9: Improve and Control Phases (8 days)

Plan experiments to improve business process performance and customer satisfaction.

Design and conduct multi-factor and multi-level experiments.

Apply appropriate analytical procedures for data interpretation.

Manipulate statistical software to accomplish modeling, simulations, analysis, and business process optimization.

Implement and interpret Process Control Charts and establish Control Plans.

Design Business Intelligence systems to monitor, report, and govern business process performance.

Communicate and apply “new” knowledge to all stakeholders and areas of the business.

SESSION 10: Program Review and Closure (2 days)



PMP - Project Management

Introduction

Through our alliance with SageWise, Centre for Education & Training now offers courses for those moving towards PMP Certification

PASS THE PMP

Project Management Professional Certification Exam

Attend this course, you'll gain the essential preparation needed to pass the PMP and CAPM exams. Concentrating on content from the Guide to the Project Management Body of Knowledge-Fourth Edition (PMBOK® Guide) that is specifically covered in the exam, this course includes practice exercises and quizzes as well as study and test-taking tips using PMI® terminology. Learning activities in this course target each of the three major learning styles: visual, auditory, and kinesthetic. With the help of a simple tool in the study guide, you can identify your learning style and learning exercises most closely aligned with your style. You will receive 3 suggestions for approaches to studying for the exam that focus on strengths of each learning style.

This interactive course includes:

- Over 1,000 practice questions
- PMP Exam prep study guides
- Exercises throughout to reinforce PMP and CAPM exam concepts
- Handy reference charts
- Exercises to increase memory recall
- Flash cards for each knowledge area
- Clearly identified study schedule and method

Certification:

To be eligible for the CAPM or PMP certification, you must first meet specific education and experience requirements. This Guided PMP Exam Prep course satisfies the requirements for contact hours of instruction, so the courses listed as prerequisites are suggested, not mandatory. The final step in gaining certification is passing a multiple-choice, psychometric-based examination designed to objectively assess and measure your project management knowledge.

What You'll Learn

- Prepare to take the PMP or CAPM exams
- Become familiar with PMBOK® Guide terms, definitions, and processes
- Master test-taking techniques
- Learn styles and types of questions found on the PMP or CAPM exams
- PMBOK® Guide's five process groups, nine knowledge areas, and the area of professional and social responsibility

Our Guided PMP Exam Prep course is the best in the industry. Our blended learning approach and unique study methodology ensure your success

OTHER COURSES OFFERED

Project Management Essentials

Fast Track to Business Analysis **Call for information**

Mutual Fund Certification Exam Preparation

COURSE DESCRIPTION

This course is designed to prepare participants to gain the knowledge and expert instruction needed for success on the Mutual Funds Certification Exam

The instructor, with his many years of industry experience takes you through the 9 units that lead up to the exam to help ensure your prospects of success.

We have designed this class specifically for smaller groups, unlike some courses with up to 40 students, you are ensured of the attention and assistance needed to solidly prepare for the exam.

CORE TOPICS

Unit 1: Financial Objectives

Topics Include:

- Mutual Fund Industry
- Regulatory Issues
- The Strategic Investment Planning Process
- Know Your Client
- Assessing Client Resources
- Assessing Risk Tolerance
- Assessing the Client Situation

Unit 2: Mutual Fund Basics

Topics Include:

- Mutual Fund History
- Benefits of Mutual Funds
- Roles and Functions
- Purchases and Redemptions
- Mutual Fund Fee Structure

Unit 3: Mutual Funds Investment

Topics Include:

- Investment
- Money Market Instruments
- Long-term Fixed Income Instruments
- Common Shares
- Preferred Shares
- Derivatives

Unit 4: Types of Mutual Funds

Topics Include:

- Three Categories of Funds
- Income Funds
- Growth Funds
- Combination Growth and Income Funds
- Comparing the Funds

Unit 5: Economic Environment

Topics Include:

- The Macroeconomic Environment
- Marketplace
- Competitive Products

Unit 6: Managing Mutual Funds

Topics Include:

- Role of the Portfolio Manager
- Financial Statements
- Analyzing Financial Statements
- Mutual Fund Performance

Unit 7: Taxation

Topics Include:

- Canadian Tax System
- Mutual Funds and Taxes
- Personal Income Tax
- Mutual Fund Corporations

Unit 8: Pensions and Retirement

Topics Include:

- Savings Plans
- Features of an RRSP
- Types of RRSPs
- RRSP Contribution Limits
- Withdrawing from RRSPs
- RRSP Strategies

Unit 9: Responsibilities

Topics Include:

- Prospectus
- The Exempt Market
- Sales Communication
- Your Registration
- Your Duties and Obligations



Computer Basics

COURSE DESCRIPTION

Develop an understanding of the computer technology environment with this hands-on course. It is designed to build a set of basic skills that can be applied to any version of Windows as well as application software. It will also explain computer jargon and provide important tips for those interested in purchasing a computer.

CORE TOPICS

Getting Started

Orientation to Personal Computers

An overview of:

- The System Unit
- Connecting the Components
- Starting the Computer

Input Devices

The Keyboard

The Mouse

Other Input Devices

Processing

The CPU

Memory

Storage

An Overview of Storage Devices

The Floppy Disk and Drive

The Hard Disk and Drive

Other Storage Devices

Output Devices

Monitors

Printers

Modems

Sound Boards

The Operating System

Discussion Types of O/S

Understanding Windows Explorer Interface

File Management

Selecting Files

Copying/ Moving Files

Creating Folders

Placing Files in Folders

Application Software

Quick Overview of MS Word/Excel



Microsoft Windows XP Professional

COURSE DESCRIPTION

Upon completion of the course, participants will be able to accomplish the following:

- Recognizing the interface features of the Windows XP environment and learning their basic operations.
- Using the tools necessary to manage disk operations in Windows XP, including the new search features, and folder views.
- Using networking features available in Windows XP.
- Managing print queues, including how to cancel and resume print jobs.
- Customizing your Desktop environment.

PREREQUISITES

Computer Basics

CORE TOPICS

The Basics

Getting Started
The Start Menu
The Windows XP Desktop
Window Components
Managing Multiple Windows

Disk Management

Concepts
Viewing Drive Information
Viewing Options
Searching for Files
Selecting Objects
Folder Management
File Management
Removable Storage
The Recycle Bin

Connectivity

Creating a Network Place
Creating a Share
Connecting to a Share
Network Drives

Printing

Overview
Managing Print Jobs
Adding a Local Printer
Network Printing

Customizing the Desktop

Shortcuts
Customizing the Start Menu
Using the Control Panel
Customizing the Taskbar
Using Taskbar Toolbars



Microsoft Vista: Transition from XP

COURSE DESCRIPTION

Upon successful completion of this course, students will be able to:

- Examine the various changes and new interface components of the Windows Vista environment.
- Use new Windows Vista™ functions to search for folders and files.
- Work with the new organizational and productivity tools and applications provided in Windows Vista™.
- Share data and collaborate with other users using the networking and sharing options of Windows Vista™.
- Enhance system performance by using several features provided by Vista.
- Enhance your system security against online threats and unauthorized access.

PREREQUISITES

Windows XP

CORE TOPICS

Exploring Windows Vista

Get Started with Windows Vista
The Windows Vista User Interface
Examine New Features in Windows Explorer
Configure the Sidebar
Implement Windows® Aero™

Searching for Folders and Files

Search to Locate Folders and Files in Windows Explorer
Search for Files Using the Advanced Search Options

Working with New Tools and Applications in Windows Vista

Manage Calendars and Tasks
Use Internet Explorer® 7 to Access the Web
Manage Pictures

Networking to Share and Collaborate

Use the Network And Sharing Center to Share Content
Synchronize Data with Sync Center
Collaborate Online with Windows Meeting Space
Modify the Mobile PC Settings

Enhancing Performance in Windows Vista

Optimize Power Consumption
: Improve Computer Performance

Enhancing System Security

Protect the System from Online Threats
Implement Windows Vista Security Features
Backup and Restore Files and Folders

MS Office 2003 to 2007 Transition

COURSE DESCRIPTION

Most companies today are making the switch from Microsoft Office 2003 to 2007. A number of training courses have been developed to ensure that this transition is fast and simple. These courses are designed for individuals who can comfortably use the Microsoft Office 2003 suite applications.

Half-Day Courses Available:

- MS Word 2007: New Features
- MS Excel 2007: New Features
- MS PowerPoint 2007: New Features
- MS Access 2007: New Features
- MS Outlook 2007: New Features

Any 2 of the half-day courses can be paired into a full-day training session.

Full Day Course Available:

- MS Office 2007: New Features

Upon successful completion of this course, students will be able to:

- Explore the various features across all the Microsoft® Office suite applications.
- Create professional looking documents using Microsoft® Office Word® 2007.
- Enhance your spreadsheets using Microsoft® Office Excel® 2007.
- Create dynamic presentations using Microsoft® Office PowerPoint® 2007.
- Familiarize yourself with the new features in Access 2007.
- Familiarize yourself with the new features in Microsoft® Office Outlook® 2007.
- Finalize files in Microsoft® Office 2007.

Please note: The half-day courses go into more depth with each application than the 'MS Office 2007: New Features' course.



MS Word – Level 1

COURSE DESCRIPTION

In this course, students will create, edit and enhance standard business documents. You will learn to format text and paragraphs, add tables and graphic elements and control a document's page setup and its overall appearance.

PREREQUISITES

Computer Basics

CORE TOPICS

Creating a Basic Document

The Word Environment
Get help using Word
Enter text
Save a new document
Preview a document
Print a document

Editing a Document

Navigate in a document
Insert, select text
Create an AutoText entry
Move and copy text
Delete blocks of text
Undo changes
Find and replace text

Formatting Text

Apply character formats
Change the font and font size
Add highlighting and color to text
Copy text formatting
Find and replace text formatting

Inserting Graphic Elements

Insert symbols and special characters
Insert a Clip Art picture
Add a watermark

Proofing a Document

Use the Thesaurus
Check spelling and grammar
Create a new default dictionary
Check word count
Modify a document in Print Preview

Adding Tables

Create a table
Enter data in a table
AutoFormat a table
Convert text into a table

Controlling Page Appearance

Set page orientation
Change page margins
Apply a page border
Add headers and footers
Insert a page break

Formatting Paragraphs

Change paragraph alignment
Change line spacing within a paragraph
Add borders and shading
Apply styles
Create lists



MS Word – Level 2

COURSE DESCRIPTION

In this course, students will increase the complexity of their documents by adding components such as customized lists, tables, charts, and graphics. Personalized efficiency tools will also be created.

PREREQUISITES

MS Word – Level 1

CORE TOPICS

Managing Lists

Sort, restart a list
Create an outline numbered list
Customize list appearance

Customizing Tables and Charts

Sort a table
Modify table structure
Merge or split cells
Position text in a table cell
Apply borders and shading
Perform calculations in a table
Create a chart from a Word table

Customizing Formatting

Modify character spacing
Add text effects
Control paragraph flow

Working with Custom Styles

Create a character or paragraph style
Modify an existing style
Create a list style
Create a table style

Modifying Pictures

Set picture contrast or brightness
Crop a picture
Wrap text around a picture

Creating Customized Graphic Elements

Draw shapes and lines
Insert WordArt
Insert Text Boxes
Create diagrams

Controlling Text Flow

Insert section breaks
Insert columns
Link text boxes

Automating Common Tasks

Run a macro
Create and modify a macro
Customize toolbars and buttons
Add menu items

Automating Document Creation

Create a document based on a template
Create a document by using a wizard
Create or modify a template
Change the default template location
Insert a MacroButton Field in a template

Performing Mail Merges

The Mail Merge process
Perform a merge on existing documents
Merge envelopes and labels
Use Word to create a data source



MS Word – Level 3

COURSE DESCRIPTION

In this course, students will use Microsoft Word advanced features to create, manage, revise and distribute long documents, forms and web pages. At this level, instructors may vary the course content to some extent to accommodate the needs of the attendees, exploring or reviewing other functions in greater depth.

PREREQUISITES

MS Word – Level 2

CORE TOPICS

Using MS Word With Other Programs

- Link to an Excel worksheet
- Link a chart to Excel data
- Send a document outline to PowerPoint
- Extract text from a fax
- Save a document as a different file format
- Look up information using research sites
- Send a document as an email attachment

Collaborating on Documents

- Modify user information
- Create a new version of a document
- Delete old versions
- Send a document for review
- Use comments
- Compare and merge document changes

Adding Reference Marks and Notes

- Insert Bookmarks
- Insert Footnotes and Endnotes
- Add captions
- Insert cross-references

Making Long Documents Easier to Use

- Mark text for indexing
- Insert an index and a table of figures
- Create a Master document
- Automatically summarize a document

Securing a Document

- Update a document's properties
- Save a document without personal information
- Hide text
- Limit formatting choices in a document
- Add a digital signature to a document
- Require a password to open a document

Creating Web Pages

- Create a Web page
- Insert hyperlinks
- Insert a movie clip into a web page
- Apply a theme to a web page
- Create a framed web page

Creating Forms

- Add form fields to a document
- Protect a form
- Save form data as plain text

Using XML in Word

- Tag an existing document
- Save a document as XML
- Transform an XML document



Creating Professional Documents & Reports with Word

COURSE DESCRIPTION

Microsoft Word is a powerful word processor which, when used correctly, produces smart business documents with a consistent layout and style.

This is a continuation of the Intermediate course. The course covers advanced-level features including advanced styles, sections breaks, header and footer, creating forms, using graphic effects, creating a report, document layout, and sharing documents.

PREREQUISITES

MS Word Level 2

CORE TOPICS

Styles

Reveal Formatting
Create a style
Apply styles
Manage style

Sections

Insert section break
Page orientation
Remove section break
Title page

Columns

Create and balance columns
Newspaper columns
Insert column breaks

Header and Footer

Overview
Initial header and footer
Section page numbering
Unlink

Forms

Save as template
Form controls
Protect form

Setting up long documents

Table of contents
Table of Figures
Index
Footnotes

Managing long document

Comments
Cross – references
Hyperlinks
Bookmark link

Master documents

View Master/Subdocuments
Create and insert subdocuments

Version and tracking

Multiple versions
View version
Tracking
Compare - Side By Side
Accept/Reject changes
Compare/Merge

Embed and Link Objects

Link to a MS Excel worksheet
Link a chart to Excel Data



MS Excel – Level 1

COURSE DESCRIPTION

In this course, students will create basic worksheets and charts, enter text and values, work with cells, cell data and copy and move data, use formulas, functions and format worksheets, work with multiple sheets by formatting, repositioning, copying, moving, adding and deleting worksheets, create a chart and set the page display and printing options.

PREREQUISITES

Computer Basics

CORE TOPICS

Getting Started

An overview of Excel
Navigate in Excel
Select, enter data
Save a workbook
Obtain help

Modifying a Worksheet

Move and copy data between cells
Fill cells with series of data
Edit cell data
Insert and delete cells, columns and rows
Find, replace and go to cell data
Spell check a worksheet

Performing Calculations

Create basic formulas
Calculate with functions
Copy formulas and functions
Create an absolute reference

Formatting a Worksheet

Change font size and type
Add borders and color to cells
Change column width and row height
Merge cells
Apply number formats
Apply an Autoformat and styles

Developing a Workbook

Format worksheet tabs
Reposition worksheets in a workbook
Insert and delete worksheets
Copy and paste worksheets
Copy a workbook

Printing Workbook Contents

Set a print title
Create a header and footer
Set page margins
Change page orientation
Insert and remove page breaks
Print a range

Customizing Layout

Split a worksheet
Arrange worksheets
Freeze and unfreeze rows and columns
Hide and unhide worksheets



MS Excel – Level 2

COURSE DESCRIPTION

In this course, students will streamline and enhance worksheets with templates, charts, graphics and formulas.

PREREQUISITES

MS Excel – Level 1

CORE TOPICS

Creating and Applying Templates

Create a workbook from a template
Create a custom template
Working with comments
Create a hyperlink
Use web-based research tools

Creating and Modifying Charts

Create a chart
Format chart items
Change the chart type
Create a diagram

Working with Graphic Objects

Insert graphics
Create AutoShapes
Format graphic objects
Change the order of graphic objects
Group graphic objects
Move, copy and resize graphic objects

Calculating with Advanced Formulas

Create and apply a name for a range of cells
Calculate across worksheets
Calculate with date and time functions
Calculate with financial functions
Calculate with statistical functions
Calculate with Lookup and reference functions
Calculate with logical functions

Sorting and Filtering Data

Sort data lists
Filter data lists
Create and apply advanced filters
Calculate with database functions
Add subtotals to a worksheet

Using Excel with the Web

Export Excel data
Publish a worksheet to the web
Import data from the Web
Create a Web query

MS Excel – Level 3

COURSE DESCRIPTION

This course is designed for students desiring to gain the skills necessary to create macros, collaborate with others, audit and analyze worksheet data, create PivotTables and PivotCharts, incorporate multiple data sources and import and export data.

PREREQUISITES

MS Excel – Level 2

CORE TOPICS

Streamlining Workflow

- Create a macro
- Edit a macro
- Customize Access to Excel commands
- Apply conditional formatting
- Add data validation criteria
- Update a workbook's properties
- Modify Excel's default settings

Collaborating with Others

- Protect files
- Share a workbook
- Set revision tracking
- Review tracked revisions
- Merge workbooks
- Adjust macro settings
- Administer digital signatures

Auditing Worksheets

- Trace cell precedents
- Trace cell dependents
- Locate errors in formulas
- Locate invalid data and formulas
- Watch and evaluate formulas
- Group and outline data

Analyzing Data

- Create a trendline
- Create scenarios
- Perform What-If analysis
- Develop a PivotTable© report
- Develop a PivotChart© report
- Perform statistical analysis with the Analysis ToolPak

Working with Multiple Workbooks

- Create a workspace
- Consolidate data
- Link cells in different workbooks
- Edit links

Importing and Exporting Data

- Export to Microsoft Word
- Import a Word Table
- Import text files

Structuring XML Workbooks

- Develop XML Maps
- Import, add and export XML data
- Manage XML workbooks
- Apply XML view options



MS Excel - Analyzing Statistical Data

COURSE DESCRIPTION

In today's fast-paced business climate, it is vital that decisions are made quickly and accurately. This course is valuable for anyone who makes decisions based on data, including those who:

- Analyze and summarize worksheet and database information
- Consolidate data
- Perform "What-if" analysis
- Forecast and plan budgets
- Work with Advanced Functions
- Automate repetitive tasks
- Present Excel worksheets on the Web

PREREQUISITES

Experience with Excel at an introductory level is assumed. In addition to basic knowledge, one should know to create simple functions, reference cells through absolute and relative addressing.

CORE TOPICS

Designing effective worksheets and workbooks
Customize AutoFill feature
Create a Custom Template
Create and Apply Custom Styles
Mixed cell references
Object Linking and Embedding

Evaluating data with Excel functions
Loan Calculation Set up
Insert Formula Function
Name Cell Ranges
Recoding Variables with VLOOKUP

Optimizing solutions with "What-if" analysis
Create What-If Scenarios
Compare different Data Sets with Scenario Reports
Goal Seek and Solver to achieve an end value

Distilling lists for Data Analysis
Auto Filter and Custom Filter
Selection criteria Range
Advanced Filter
Outlines with Subtotals and Nesting Subtotals
Manual Groupings

Condensing and Refining data with Pivot table and Charts
Create and Manipulate Pivot table
Group Data and Date/Time field
Create and manipulate Pivot Chart

Auditing Worksheets
Trace cell precedents and cell dependents
Locate errors in formulas
Locate invalid data and formulas
Watch and evaluate formulas



Conditional Tests
IF Function
Conditional Formatting
Formulas for Conditions

Consolidating Values
Consolidate Sum
Consolidate Link and Workbooks
Create Workspace
Building 3-D Formulas

Enhancing Excel Usage with Macros
Recording and executing Macros
Identifying the composition of a Macro in VBA
Modifying Macros in the Code window
Set Security level

Workbooks on the Web
Static HTML Page
Pivot table interaction
Spreadsheet Interactivity
Web Queries

Protection
Protect Worksheet and Workbook
Protection options
Control Input Validation

Share and Merge
Users sharing workbooks
Track and Flag changes
Workbook made exclusive
Distribute workbook
Merge documents

Importing and Exporting Data
Export to Microsoft Word
Import a Word Table
Import text files



MS Excel – Spreadsheet Analysis

COURSE DESCRIPTION

Participants will be able to accomplish the following:

- Use absolute and mixed references in a formula, as well as use financial functions
- Use the Goal Seek feature and data tables
- Create and manage scenarios, as well as create scenario reports
- Define and solve problems with the Solver, as well as create reports
- Understand and utilize the various tools used to audit workbooks

PREREQUISITES

MS Excel – Level 2

CORE TOPICS

Using Functions

Function Concepts
Absolute and Mixed References
Financial Functions

Projecting Figures

Goal Seek
Data Tables

What-If Scenarios

Scenario Concepts
Creating Scenarios
Managing Scenarios
Scenario Reports

Solver

Solver Concepts
Defining the Problem
Solving the Problem
Solver Reports
Solver Options

Auditing Workbooks

Auditing Concepts
Tracing a Worksheet
Evaluating Formulas
Locating and Correcting Errors in Formulas
Tracking Cells in a Workbook



MS Excel – Data List Management

COURSE DESCRIPTION

Participants will be able to accomplish the following:

- Adding, editing, searching for, and deleting records in a data list using a form, as well as looking up data
- Sorting records in a data list using a variety of methods
- Filtering data in a list using a variety of methods, as well as working with filtered data
- Creating and working with subtotaled lists, as well as using various database functions to summarize data
- Creating, modifying, and working with PivotTables and PivotCharts
- Starting MS Query, defining a data source and adding a table to the query window, as well as adding and managing fields in the data pane, returning data to Excel, and importing data from Web pages
- Importing text files using the Text Import wizard

PREREQUISITES

MS Excel – Level 2

CORE TOPICS

Maintaining Data Lists

Data List Concepts
Using Data Forms
Using Lookup Tables

Sorting Lists

Sorting Concepts
Sorting Lists
Custom Sort Orders

Filtering Lists

Filtering Concepts
Using AutoFilter
Using Advanced Filter
Working with Filtered Data

Summarizing Data

Automatic Subtotals
Working with Subtotaled Lists
Using Functions to Summarize Data
Working with Lists

PivotTables

PivotTable Concepts
Creating PivotTables
Modifying PivotTable Layouts
Working with PivotTables
Additional PivotTable Information
PivotCharts

Using MS Query to Retrieve Data

Overview
Starting Query from Excel
Defining the Data Source
Query Wizard
Returning Data to Excel
Microsoft Query
Refreshing Data from a Query
Importing Query Data from Web Pages

Supplemental Topics

Data Parsing



MS Excel – VBA Macros

2 Days

COURSE DESCRIPTION

Participants will be able to accomplish the following:

- Understand key concepts that will be used to build custom solutions using Microsoft Excel VBA Macros
- Become familiar with basic macro techniques for recording, writing, running, and maintaining a macro
- Understand how Visual Basic for Applications is incorporated, used, and modified in Microsoft Excel
- Learn how to design and layout a user form and controls to create a customized dialog box to simplify data entry
- Understand how to prepare an Excel Workbook containing macros and toolbars, for deployment to other users and machines
- Learn to customize macros with VBA source code to automate data entry tasks and enable source code protection
- Learn to enhance source code with variables, constants, and logical operators
- Learn to handle the three types of errors that can be generated when working with source code
- Learn to access external data by using ActiveX Data Objects
- Learn how to use Excel as an automation server to control Excel objects externally outside of the application

PREREQUISITES

MS Excel – Level 2

CORE TOPICS

Building Solutions

Course Overview
Solution Concepts
Data Entry Concepts
Macro Concepts
Programming Concepts

Macro Basics

Planning Macros
Recording Macros
Executing Macros
Maintaining Macros

VBA Programming Basics

Understanding Objects
Using the Visual Basic Editor

VBA User Form Basics

Planning User Forms
Designing User Forms

Deployment Basics

Preparing for Deployment
Code Security
Creating Custom Toolbars
Creating Custom Macro Buttons
Attaching Toolbars

Customizing Macros

Prompting for User Input
Automating Data Entry
Recording Absolute vs. Relative References
Protecting VBA Source Code



Understanding VBA Code
Executing VBA Code
VBA Help Reference

Enhancing VBA Code

Writing Source Code
Variables and Constants
Writing Tips
Logical Operators
Flow Control

Handling Errors

Handling Errors
Syntax Errors
Logical Errors
Run-Time Errors

Supplemental Topics

Accessing External Data
External References
ActiveX Data Objects Concepts
Connecting to a Database
Retrieving Records from a Database

Excel Automation

Automation Concepts
Working with Object Models
Excel's Object Model
Automating Excel with VBScript



MS Access – Level 1

2 days

COURSE DESCRIPTION

This course will provide you with the skills necessary to begin using Access. Topics include designing and creating databases, tables, queries, forms and reports. Day 2 focuses intermediate Access skills, including table relationships, referential integrity, how to integrate data with other applications, modify table design to control data entry, find data, filters, queries, customize forms and reports, and create data access pages.

PREREQUISITES

Computer Basics

CORE TOPICS

An Overview of Access

- Understand relational databases
- Examine the Access environment
- Open the database environment
- Examine an Access table

Managing Data

- Examine an Access form
- Add and delete records
- Sort records
- Display recordsets
- Update records
- Run a report

Establishing Table Relationships

- Identify table relationships
- Identify primary and foreign keys in the relationships windows
- Work with subdatasheets

Querying the Database

- Create a select query
- Add criteria to a query
- Add a calculated field to a query
- Perform a calculation on a record grouping

Creating Flexible Queries

- Set select query properties
- Create parameter queries
- Create action queries

Planning a Database

- Design a relational database
- Identify database purpose
- Review existing data
- Determine fields
- Group fields
- Group fields into tables
- Normalize the data
- Designate primary and foreign keys

Building the Structure of a Database

- Create a new database
- Create a table using a Wizard
- Create tables in Design View
- Create relationships between tables

Controlling Data Entry

- Restrict data entry with field properties
- Create an input mask
- Create a lookup field

Finding and Joining Data

- Find data with filters
- Create query joins
- Join unrelated tables
- Relate data within a table

Improving Your Forms

- Enhance the appearance of a form
- Restrict data entry in forms
- Add command buttons



Designing Forms

Examine form design guidelines
Create a form using AutoForm
Create a form using the Form Wizard
Modify the Design of a Form

Producing Reports

Create an AutoReport
Create a report by using the Wizard
Examine a report in Design View
Add a calculated field to a report
Modify the format properties of a control
AutoFormat a report
Adjust the width of a report

Create a subform

Customizing Your Reports

Organize report information
Set report control properties
Control report pagination
Summarize information
Add a subreport to an existing report
Create mailing labels

Expanding the Reach of Your Data

Publish Access data as a Word document
Analyze Access data in MS Excel
Merge Access data with a MS Word document



MS Access – Level 2

COURSE DESCRIPTION

In this course topics include, advanced query techniques, creating efficient forms and reports, macros and Internet-related features. At this level, instructors may vary the course content to some extent to accommodate the needs of attendees, exploring or reviewing other functions in greater depth.

PREREQUISITES

MS Access – Level 1

CORE TOPICS

Structuring Existing Data

- Import data
- Analyze tables
- Create a junction table
- Improve table structure

Writing Advanced Queries

- Create unmatched and duplicate queries
- Group and summarize records using the criteria field
- Summarize data with a crosstab query
- Create a PivotTable and a PivotChart
- Display a graphical summary on a form

Simplifying Tasks with Macros

- Create a macro
- Attach a macro to a command button
- Restrict records using a Where Condition

Adding Interaction & Automation with Macros

- Require data entry with a macro
- Displaying a message box with a macro
- Automate data entry

Making Forms more Effective

- Change the display of data conditionally
- Display a calendar on a form
- Organize information with tab pages

Making Reports More Effective

- Cancel printing of a blank report
- Include a chart in a report
- Arrange data in columns
- Create a report snapshot

Maintaining an Access Database

- Link tables to external data sources
- Back up a database
- Compact and repair a database
- Protect a database with a password
- Determine object dependency
- Document a database
- Analyze the performance of a database



MS PowerPoint – Level 1

COURSE DESCRIPTION

Students will learn how to use this software to create powerful on-screen presentations. All the basics of creating and editing slides and incorporating objects such as WordArt, pictures, graphs and sound will be covered.

PREREQUISITES

Computer Basics

CORE TOPICS

Beginning a Presentation

Create a New Presentation
Change background color
Add slides to a presentation
Enter text
Create a presentation from a MS Word outline

Formatting Text Slides

Apply character formats
Align text
Change line spacing
Change indents

Adding Tables to a Presentation

Create a table
Format tables
Insert a table from MS Word

Charting Data

Create a column chart
Edit chart data
Change chart type
Insert a chart from MS Excel

Modifying Objects

Resize objects
Copy and duplicate objects
Move objects
Changing object orientation
Format objects
Group and ungroup objects
Change the order of objects

Adding Images to a Presentation

Add Clip Art
Add a picture from a file
Draw lines and shapes
Insert WordArt

Preparing to Deliver a Presentation

Spell check
Arrange slides
Add transitions
Create speaker notes
Send a presentation to MS Word
Print the presentation
Package a presentation for CD



MS PowerPoint – Level 2

COURSE DESCRIPTION

Students will gain skills necessary to work with design templates, organizational charts, special effects, Web presentations and advanced presentation delivery.

PREREQUISITES

MS PowerPoint – Level 1

CORE TOPICS

Creating a Custom Design Template

- Define design template characteristics
- Create a custom color scheme
- Set up a slide master
- Format custom bullets
- Add a footer
- Modify the Notes master
- Save a design template

Adding Organization Charts and Diagrams

- Working with organization charts
- Update an organization chart
- Applying a chart layout
- Create a diagram
- Draw a flowchart

Adding Special Effects

- Add sound and movies
- Add animation
- Emphasize objects
- Set a motion path
- Set the order of effects

Creating Web Presentations

- Create a group home page with the AutoContent Wizard
- Hyperlink to a web page
- Publish a web page

Collaborating in PowerPoint

- Set password protection
- Work with comments
- Send a presentation for review
- Merge revision copies
- Apply reviewer changes

Delivering a Presentation

- Hyperlink within PowerPoint
- Add an action button
- Set up a custom show
- Annotate a presentation
- Working with narrations and slide timings
- Set up a slide show to repeat automatically



Creating Dynamic Presentations with PowerPoint

COURSE DESCRIPTION

This course is designed for students who desire to gain the skills necessary to work with design templates, organizational charts, special effects, web presentations, collaboration functionality, and advanced presentation delivery, including slide formatting, working with tables, images, and objects, charting data, and presentation preparation.

- Learn the tips and tricks that make this easy-to-use package the best in the market.
- Learn how to be more efficient when creating presentations.
- Find methods to make your presentations more exciting with new ideas to really grab interest.
- Add images and drawing objects to excite and use all the senses of your audience. Have these images and text appear on the screen at your command.
- Learn exciting ways to create PowerPoint slides more efficiently and skillfully using the extensive build-in Views, templates and color options.

PREREQUISITES

MS PowerPoint – Level 2 (Preferred)

CORE TOPICS

Getting started

Slides and Outlines Panes
Object Orientation and Screen Layout
Customize Toolbars and Buttons
Increase Resolution

Templates and Wizards

Slide Layout and Design
Designed Templates
AutoContent Wizard

Presentation Planning

Creating Presentation
Set Background
Format Text
Insert Slides

Bullets and Numbering

Auto Numbering
Picture Bullets and Multi-level Bullets
Set Indent
Edit Master

Working with Text

Formatting and Editing Text
Office Clipboard

Adding Graphics and Shapes

Insert a picture from ClipArt gallery / File
Work with images to recolor, resize and separate
Use Drawing tools to enhance presentations
Insert and manage layered object
Fill Effects and Transparent color

Creating and Saving a Custom Design Template

Define Design Template Characteristics
Create a Custom Color Scheme
Set Up a Slide Master
Format Custom Bullets
Add a Footer
Modify the Notes and Handouts Master

Print Tools

Page Settings
Photo Album
Color/Gray Scale
Print Options

Adding Tables, Charts and Diagrams

Insert Excel Data and Chart
Format Embedded Data and Chart



Apply Font Styles
Style and color principles
Add /Remove Text Box

Text Levels and Tools for Text

Format Levels and Outline Pane
Promote/Demote Text
Word Outline
Insert Outline
Change Style

Applying Animation

Add Sound and Movies
Animate Objects and Charts
Emphasize Objects
Set the Order of Effects

Slide Transition

Presentation Skills
Apply and Modify Transition
Advance Slide
Add Animation

Creating Web Presentations

Create a Group Home Page-
-with a AutoContent Wizard
Hyperlink to a Web Page
Publish as a Web Page

Collaborating in PowerPoint

Set Password Protection
Work with Comments
Send a Presentation for Review
Merge Revision Changes
Apply Reviewer Changes

Insert and Format Table
Link Tables
Working with Organization Charts
Create a Diagram
Draw Flowchart
Connect Objects using Connectors

Tips and Tricks

Auto Correct
Replace Text
Grid and Guides
Navigate during Slide Show
Pause a Slide Show

Presentation Skills

Screen Placements
Talking Points
High Impact Points
Body Language
Be Subtle
Slide Show Tips
Pen Tool
Multiple Shows

Power Visuals Made Easy

Insert and Play Video
Copy to Drive
Pack and Go
Office Assistant
Office on Web

Delivering a Presentation

Hyperlink Within PowerPoint
Add Action Buttons
Set up a Custom Show
Annotate a Presentation
Working with Narrations and Slide Timings
Set Up a Slide Show to Repeat Automatically



MS Publisher

COURSE DESCRIPTION

Upon successful completion of this course, students will be able to:

- Create a one-page publication.
- Modify a publication's layout and structure.
- Edit content in a publication.
- Format text.
- Format pictures.
- Identify the options for distributing a publication.

CORE TOPICS

Creating a Basic Publication

Examine the Publisher Environment
Create a Publication from a Publication Design
Replace Design Object Placeholders
Save a Publication
Create a Blank Publication
Display Ruler Guides
Add Text
Insert a Picture from a File

Modifying a Publication's Layout and Structure

Insert and Delete Pages
Insert a Text File
Size Text Boxes and Picture Frames
Move Text Boxes and Picture Frames
Connect Text Boxes
Divide Text Boxes into Columns
Move a Page
Create and Use a Master Page

Editing Content in a Publication

Edit Text in a Publication
Research Information
Find and Replace Text
Check Spelling

Formatting a Publication

Format Text
Apply Schemes
Insert Symbols
Indent Paragraphs
Change Spacing Between Paragraphs
Control Paragraph Flow
Create Paragraph Styles
Format Text Boxes

Formatting Pictures in a Publication

Format Picture Frames
Crop a Picture
Wrap Text Around a Picture
Insert WordArt
Insert a Design Gallery Object

Preparing a Publication for Distribution

Check the Design of a Publication
Verify Pictures
Create a Newsletter to Email
Create a Web Page
Publish a Web Site
Preview and Print a Publication
Templates



MS Outlook – Level 1

COURSE DESCRIPTION

This course will focus on how to send and receive mail messages in Outlook, organize and sort messages, schedule and edit appointments and meetings, add, edit and find contacts and track tasks and create notes.

PREREQUISITES

Computer Basics

CORE TOPICS

Getting Started With Outlook

The Outlook Environment
Compose and send a message
Open a message
Reply to a message
Print a message
Delete a message

Composing Messages

Address a message
Format a message
Check spelling and grammar
Attach a file
Forward a message

Managing Mail

Open and save an attachment
Flag a message
Create a folder
Move messages to a folder
Copy messages to folders
Delete a folder

Scheduling Appointments

The Outlook Calendar
Schedule an appointment
Assign a category to an appointment
Update calendar entries

Scheduling Meetings

Schedule a meeting
Reply to a meeting request
Propose a new meeting time
Track meeting responses
Update a meeting request
Cancel a meeting request
Print the Calendar

Managing Contacts

Add a contact
Sort contacts
Find a contact
Generate a map
Edit a contact
Delete a contact
Print contacts

Managing Tasks

Create a task
Edit a task
Update a task

Using Notes

Create a note
Edit a note
Copy a note



MS Outlook – Level 2

COURSE DESCRIPTION

This course provides you with the necessary skills to customize your Outlook environment, your calendar and your mail messages so that they meet your specific needs. You will also learn how to track, share, assign and quickly locate various Outlook items.

PREREQUISITES

MS Outlook – Level 1

CORE TOPICS

Tracking Work Activities Using the Journal

Record a Journal Entry automatically
Manually record a journal entry
Modify a journal entry

Setting Calendar Options

Set work days and times
Display other time zones
Set free/busy options

Setting Message Options

Modify message settings
Modify delivery formats
Notify others that you will be out of the office
Create and modify a distribution list
Insert a hyperlink

Sharing Folder Information

Specify folder permission
Access another user's folder
Delegate access to folders

Managing Tasks

Assign a task
Reply to a task request
Send a task update
Track assigned tasks

Customizing Outlook

Customize the toolbar
Create a new toolbar
Customize the menu
Create a folder home page

Locating Outlook Items

Sort messages using multiple criteria
Find messages
Find messages using multiple criteria
Filter messages
Organize messages
Manage junk email



Using Outlook for Business Communications

COURSE DESCRIPTION

Divide and conquer your Inbox

Divide hundreds of e-mail messages in your inbox with folders. Set up rules to forward e-mail messages to a specified folder automatically.

Utilize flags and color coding to further organize inbox items for easy retrieval and create and use distribution lists to save time when communicating with large groups.

Taking control of your calendar with outlook

Create color-coded meetings to save time finding upcoming meetings. Use categories to organize appointments. Schedule meetings with multiple people with one pop-up menu. Add an agenda to a calendar meeting.

Manage To-Do List with Outlook

Filter and view categorized task lists. Display the TaskPad in your calendar. Group, filter and sort tasks in the TaskPad.

PREREQUISITES

Working knowledge of MS Outlook and the Windows operating environment.

CORE TOPICS

Getting started
Manipulating Toolbars
Using Organize
Message Flags
Finding Messages

Sending E-mail
Sending from Applications
Select Recipients
Message Options
Automatic Formatting
Resend and Recall Messages

E-mail Accounts
Creating Accounts
Managing Multiple Accounts

Customizing Outlook
Personal Folder
Signatures
Voting Buttons

Using the Journal
Creating Manual Journal
Creating Automatic Journal
Setting Auto Archive for Journals

Personal and Private folder
Auto Archive
Private Folders
Sending folders



Contact Management

Creating, Editing and Printing Contacts
Grouping Contacts
Importing Contact lists
Finding Address
Send personalized E-mails to a Group of Contacts

Tasks

Creating and Printing Tasks
Task Requests
Status Reports

Calendar

Creating Appointments, Meetings and Events
Responding to Meetings
Setting Recurring Appointments
Printing Calendar

Templates and Forms

Creating Templates
Using Forms

Advanced Mailbox Options

Distribution lists
Mailbox Rules
Coloring Messages
Handling Junk
Using Filters
Backup and Restore
Mailbox Cleanups

Outlook Options

Outlook Desktop
Outlook Browser



MS Visio – Level 1

COURSE DESCRIPTION

This dynamic graphic application allows you to create documents that bring your ideas to the business forefront with a strong visual image. Learn the latest techniques and concentrate on using and creating shapes, printing drawings and customizing stencils to create flowcharts and basic network diagrams.

PREREQUISITES

Computer Basics and a basic understanding of drawing applications

CORE TOPICS

An Overview of Visio

Visio documents and templates
Elements of the Visio window
Visio navigation, scrolling and zooming
Using the Pan and Zoom window
Anchor and Autohide

Basic Skills: Creating a Directional Map

Using stencils
Saving files and drawing properties
Manipulating shapes
Adding text and adding text to shapes
Formatting shape text

Basic Diagram Skills

Enhancing productivity
Repeat duplication
Numbering
Applying styles and changing line styles
Adding patterns and drop shadows
Completing the block diagram

Flowcharts

Connecting shapes and connecting on drop
Routing, line-curve and using extra connectors
Adding & editing backgrounds & color schemes
Cross-functional flowcharts and flowchart setup

Other Diagrams

Creating an organizational chart
Arranging and hiding subordinates
Creating an organization chart from data
Navigating a multi-page organizational chart
Navigating linked pages
Changing styles and spacing

Floor Plan

Creating an office layout, adding space and walls
Resetting the ruler to zero point
Design your office



MS Visio – Level 2

COURSE DESCRIPTION

Increase your knowledge of this collaborative drawing tool. Learn to create diagrams faster and communicate complex processes more clearly by using the advanced features of drawing tools, custom stencils, templates, layers and styles; and sharing your work with other applications.

PREREQUISITES

MS Visio – Level 1

CORE TOPICS

Customizing Visio

- Working with toolbars
- Opening, dragging and dropping toolbars
- Adding commands to toolbars
- Working with windows and stencil windows
- Merging Visio windows

Custom Shapes

- Creating a custom shape
- Using custom shapes in a drawing
- Enhancing a drawing with custom shapes
- Using the Maximum Graphx Logo shape in a drawing
- Using custom shapes to enhance existing shapes

Sharing Your Work

- Object linking and embedding
- Placing a Visio drawing in MS Word
- Updating the calendar
- Working with external data
- Preparing shapes in the document stencil
- Using the database wizard
- Distributing information in a linked network diagram
- Creating HTML documents and preparing a drawing for the web
- Saving the timeline as a web page
- Printing techniques
- Using the print preview feature
- Working with page breaks

Templates, Styles, and Layers

- Working with templates
- Creating a new template
- Formatting and linking shapes
- Applying and editing and defining new styles
- Adding links to shapes
- Layers and viewing layer properties
- Manipulating layers

Using the Drawing Tools

- Drawing basics
- Drawing closed shapes, lines, arcs and segmented lines
- Reshaping lines
- Advanced drawing techniques
- Drawing with precision
- Using operation commands

Advanced Stencil Techniques

- Creating a new stencil and adding custom shapes to a stencil
- Customizing stencil masters
- Editing master properties
- Adding and directing connection points
- Applying behaviors to a custom shape
- Using the Maximum Graphx Master
- Retrieving shapes from the document stencil



MS Project

2 days

COURSE DESCRIPTION

Upon completion of the course, participants will be able to accomplish the following:

- Understanding the basic operations of the software, working with
- Windows, menus, commands, and views.
- Creating a new project file and creating, editing and outlining a task list, as well as establishing dependencies by linking tasks.
- Adding and assigning resources to a project file, working with project
- Calendars, and entering project costs, such as standard, variable, and fixed costs.
- Applying page setup options, creating headers and footers, inserting page breaks and previewing and printing project information.
- Applying task type settings, modifying fixed tasks, setting task constraints, and defining and formatting the critical path.
- Applying preset and custom contours, editing resource assignments,
- Identifying and resolving resource over allocations, and setting and modifying a baseline.
- Tracking the progress of a project, updating tasks and the schedule, and comparing baseline and actual data.
- Sorting, filtering, and grouping views.
- Formatting views and formatting the Gantt chart.

PREREQUISITES

Computer Basics

CORE TOPICS

The Basics

Project Management Concepts
Getting Started
Project Application and Project File Windows
Project Guide
Project Menus and Commands
Filing Projects
Displaying Project Views
Moving Within a View

Project Creation

Project Information
Creating Task Lists
Editing Task Lists
Outlining Task Lists
Task Dependencies
Modifying Task Dependencies
Task Information

Changing Scheduling Methods

Resource Assignment Concepts
Task Type Settings
Applying Task Type Settings
Task Constraints
Defining the Critical Path
Formatting the Critical Path

Resolving Resource Conflicts

Preset Contours
Applying Preset Contours
Editing Resource Assignments
Resource Overallocations
Locating Resource Overallocations
Resolving Resource Overallocations
Saving the Baseline

Tracking Project Progress



Feathering Edges

Project Resources and Costs

Project Resources

Resource Assignment Concepts

Assigning Resources

Working with Project Calendars

Working with Resource Calendars

Working with Task Calendars

Entering Project Costs

Printing Schedule Information

Page Setup Options

Previewing Views and Reports

Printing Project Information

Tracking Task Progress

Updating Tasks

Updating the Remaining Schedule

Comparing Baseline and Actual Data

Sorting, Filtering and Grouping

Sorting Views

Filtering Views

Grouping Within Views

Formatting the Project Environment

Formatting Views

Formatting the Gantt Chart



Project Management Fundamentals

2 days

COURSE DESCRIPTION

This course delivers understanding of the fundamentals of Project Management, an increasingly valuable skill set for business today. It provides the theory and core methodology you will need to manage projects and participate on project teams.

PREREQUISITES

None

CORE TOPICS

The Phases Of The Project Management Life Cycle	Identify The Critical Path
The Project Manager's Role In Each Phase	Completing A Project On Schedule
Basic Project Success Criteria	The Cost Elements Included In A Project Budget
Common Reasons For Project Failure	Controlling Deviation From Budgets And Schedules
Techniques For Setting Up A Strong Project Team	Key Elements Of Project Management
Elements Of A Risk Management Plan	Communications
Techniques For Planning And Sequencing Project Activities	Reporting Tools
	Key Activities Of Project Close-Out



QuarkXPress

COURSE DESCRIPTION

You have probably created simple documents such as letters and reports using word processing applications. You most likely applied basic type formatting, may have even included some graphics in the documents, and probably printed the documents yourself on a desktop printer. Now you may need to create high-quality single- and multiple-page documents for professional publication. In this course, you'll use QuarkXPress to lay out professional quality single and multiple-page documents that include text and graphics, and are designed for professional printing and publication.

- Create a single-page document containing text and graphics.
- Create the structure for a multiple-page layout to prepare it for adding content.
- Typeset text in a multiple-page document.
- Create tables to hold text and graphics.
- Enhance the readability of a layout.
- Prepare a layout for handoff to a printing vendor for commercial output.

PREREQUISITES

Computer Basics

CORE TOPICS

Creating a Basic Single-Page Document

Create a New Document
Place Graphics
Add Display Type
Align Items to Guides
Create Bleeds

Structuring a Multi-Page Document

Set Up a Facing-Pages Layout
Create Additional Pages
Define Colors
Apply Colors
Create and Apply Master Pages

Typesetting

Flow Text
Adjust Vertical Spacing
Align Type Horizontally
Create Paragraph Rules
Format Type with Style Sheets
Modify Style Sheets

Presenting Text and Graphics in Tables

Create a Table Manually
Create a Table from Text
Display Graphics in Table Cells
Resize Rows and Columns
Modify Table Structure
Format Table Cells

Enhancing a Publication's Readability

Check Spelling
Apply Runaround
Format Item Frames
Inset Text
Apply Continuation Page Numbering

Finalizing a Document for Commercial Printing

Check Picture Usage
Check Font Usage
Print a Proof
Create Print Styles
Collect for Output



Adobe Acrobat

COURSE DESCRIPTION

Connecting our traditional paper world to advanced digital media is simplified and secure with Adobe Acrobat. Acrobat is used in converting any printable document into PDF (Portable Document Format) with its original appearance preserved so that it can be viewed on any device using Adobe Reader. Learn how to create PDFs for various uses such as; re-use PDF content; combine and add pages to PDF documents; add interactive navigation; and use annotations, notes and signatures in digital document review.

PREREQUISITES

Computer Basics

CORE TOPICS

Introduction to Acrobat

Getting to know Acrobat
Creating PDF files

Modifying PDF Files

Adding navigation tools
Creating Non-PDF files
Movie clips and sounds: adding multimedia elements to a PDF file

Annotating PDF Files

Annotations
Sharing comments online

Designing and Using Electronic Forms

PDF forms and the Web
Form data validation

Indexing PDF Files

PDF Prep: Getting PDF files ready for indexing
The altered index: What to do when you have to update an index

Securing PDF Files

Passwords and restricted access
Certificates and digital signatures

Optimizing and Distributing PDF Files

PDF files: easy access for people with disabilities
Optimization
The four basic methods for distributing PDF files



Bookkeeping

3 days

COURSE DESCRIPTION

If you enjoy collecting, organizing and being efficient and accurate, then this course is a necessity. Learn how to administer the daily financial transactions for your own company, a small business or a large employer. Learn the basic language of bookkeeping; basic principles and rules; guidelines for recording financial transactions, journals and postings; and the entire accounting cycle. Calculators are required.

Upon completion of the workshop, the participant will be able to:

- differentiate between the three categories of accounts
- understand the concepts of debit and credit
- record financial transactions in a journal by applying the concepts of debit and credit
- post journal entries into a ledger
- prepare a trial balance
- identify the main financial statements
- recognize the stages in the accounting cycle

PREREQUISITES

None

CORE TOPICS

Financial Position

Assets, Liabilities, Owner's Equity
Typical accounts in each category
The Fundamental Accounting Equation
The Balance Sheet

Transaction Analysis

Definition of a transaction
How transactions change a company's financial position

T-Accounts & Ledgers

Definition of an account
Use of T-Accounts
Debit/Credit theory
The General Ledger
The Trial Balance

The Expanded Ledger

Revenue and Expenses
Capital & Drawings
Debit/Credit theory
The Income Statement

The General Journal

Definition of the General Journal
Source Documents
Journal Entries

Posting

Formal ledger accounts
The transfer process

The Accounting Cycle

Stages of the accounting cycle



QuickBooks

3 days

COURSE DESCRIPTION

This powerful enterprise total solution software will help you gain control of business finances and your entire operation. QuickBooks provides sophisticated tools to track and better manage your business. Its flexible report functionality makes it appropriate for owners, controllers or support staff to use. Learn how to create a QuickBooks company, enter sales, generate invoices and estimates, receive payments and deposits, set up inventory, track and pay sales taxes and complete payroll.

PREREQUISITES

Computer Basics and Bookkeeping

CORE TOPICS

Getting Started

Introducing QuickBooks
Getting around in QuickBooks
All the accounting you need to know

Setting Up QuickBooks

Creating a QuickBooks company
Choosing a start date
Setting up income and expense accounts
Entering opening balances
Setting up payroll

Working With Lists

Using QuickBooks lists
Editing the chart of accounts
Working with the Customer: Job list

Working With Bank Accounts

Writing a QuickBooks cheque
Entering a handwritten cheque
Transferring money between accounts

Using Other Accounts In QuickBooks

Other account types in QuickBooks
Tracking credit card transactions
Working with asset/liability accounts

Entering Sales And Invoices

Using sales forms in QuickBooks
Memorizing a sale & entering a new service

Analyzing Financial Data

Creating QuickReports and preset reports
Memorizing report settings & printing reports
Creating QuickInsight graphs

Setting Up Inventory

Entering products into inventory
Ordering products
Receiving inventory
Entering a bill for inventory
Manually adjusting inventory

Tracking And Paying Sales Taxes

Overview of sales tax in QuickBooks
Setting QuickBooks up to track sales taxes

Doing Payroll With QuickBooks

Turning on payroll
Setting up employee payroll
Creating a payroll cheque
Tracking payroll expenses and liabilities
Remitting payroll liabilities

Estimating And Progress Invoicing In QuickbooksPro

Creating jobs and estimates
Creating an invoice from an estimate
Updating job status



Receiving Payments And Making Deposits

Recording customer payments
Making deposits

Entering And Paying Bills

Handling bills in QuickBooks
Using QuickBooks for accounts payable
Entering/Paying bills

Tracking Time In QuickbooksPro

Tracking time
Invoicing a customer based on time
Displaying project reports for time tracking
Paying non-employees for time worked

Customizing Forms And Writing

QuickBooks Letters
About QuickBooks forms
Customizing an invoice



Simply Accounting – Level 1

3 days

COURSE DESCRIPTION

This is the first of two Simply Accounting courses. This course teaches the student how to process basic transactions in the general, payables, receivables, payroll, inventory & services and project modules. It also includes account reconciliation, setting security, to-do lists and checklists.

PREREQUISITES

Computer Basics and Bookkeeping

CORE TOPICS

The Payables Module

Ledger
Purchase Invoices
Purchase Orders
Payments

The Receivables Module

Ledger
Sales Invoices
Sales Orders
Sales Quotes
Receipts

The General Module

Ledger
General Journal
Account Reconciliation

The Payroll Module

Ledger
Paying Employees
Automatic Cheque Run

The Inventory & Services Module

Ledger
Inventory Adjustments
Item Assembly

The Project Module

Allocating Revenues and Expenses

Personal Business Manager/To-Do Lists/Checklists

Changing Orders into Invoices
Paying Invoices
Staying Organized

Setting Security

System and Secondary Passwords



Simply Accounting – Level 2

3 days

COURSE DESCRIPTION

Improve your knowledge and expand your skills with this Simply Accounting® course. Acquire the skills to use the flexible features and automated tools that will change how you work. Refine your skills when you set up a computerized set of company files and test your work with numerous sample transactions.

PREREQUISITES

Introduction to Simply Accounting by Sage

CORE TOPICS

Creating Files

Entering Historical Data into all Ledgers

Customizing the System

Setting up the Linked Accounts

Customizing / Creating General Ledger

Finish Entering History

Setting up the Remaining Ledgers

Entering a New Fiscal Year



ACCPAC – Accounts Payable

3 days

COURSE DESCRIPTION

Using a case study approach, the course covers topics such as the system manager, setting up accounts payable, adding vendors, entering and editing invoices, prepayments, vendor payments, and adjustment transactions.

PREREQUISITES

Computer basics, basic bookkeeping

CORE TOPICS

Getting Started

Set up databases
Create a system database
Create a company database

Use the System Manager

Use the Finder Window
Define the company profile
Administrative and common services

ACCPAC Buttons and Commands

Open Item vs. Balance Forward Accounting

Setting Up Vendors

Vendor groups, remit-to locations

Set Accounts Receivable Options

Company options
Tax information
Account sets
What are 1099s?
Distribution codes
Distribution sets
Term Codes

Making Entries

Accounts Payable module using the batch system
Up to and including printing the posting journal
Enter adjustments, manual payments, cheque runs.

Accounts Payable Reports



ACCPAC – Accounts Receivable

3 days

COURSE DESCRIPTION

Using a case study approach, the course covers topics such as the system manager, setting up accounts receivable, setting up customer records, entering invoices, credit and debit notes, and reconciling accounts.

PREREQUISITES

Computer basics, basic bookkeeping

CORE TOPICS

Getting Started

Set up databases
Create a system database
Create a company database

Use the System Manager

Use the Finder Window
Define the company profile
Administrative and common services

ACCPAC Buttons and Commands

Set Accounts Receivable Options

Processing options
Customer, National Account, and Group Statistics
Invoice entry options
Invoice printing options

Define Background Information

Account sets
Billing cycles
Distribution codes
Interest profiles
Receipt types
Terms of sale

Create Customer Records

Including customer groups, credit and statistics

Making Entries

Accounts Receivable module using the batch system
Up to and including printing the posting journal
Enter adjustments, payments, sales and cash receipts.

Accounts Receivable Reports



ACCPAC – General Ledger

3 days

COURSE DESCRIPTION

Using a case study approach, the course covers topics such as the system Manager, adding a chart of accounts, entering transactions using the Journal Entry window, and general as well as financial reports.

PREREQUISITES

Computer basics, basic bookkeeping

CORE TOPICS

Getting Started

Set up databases
Create a system database
Create a company database

Use the System Manager

Create users
Use the Finder Window
Define the company profile
Administrative and common services

ACCPAC Buttons and Commands

Set-up & Modify General Ledger Options

G/L Account Structures
Source Codes
Source Journal Profiles
Default Retained Earnings Account
Tax Information including tracking
Tax classes, tax rates, tax groups
Bank services including transaction types
Creating banks, and establishing bank balance

General Ledger Entries

Using the batch system
Up to and including printing the posting journal

Creating & Printing Financial Reports

Creating & Printing Miscellaneous Reports such as Trial Balance

Complete Both the Period-End & Year-End Procedures



ACCPAC – Payroll

3 days

COURSE DESCRIPTION

Students will learn how to set up and run the payroll for your company: set up payroll options, create earnings and deduction codes, add employees, enter timecards, calculate the payroll, enter manual and system cheques, recover advances, reverse a pay cheque, and run payroll reports

PREREQUISITES

Computer basics, basic bookkeeping

CORE TOPICS

Getting Started

User Interface
System Requirements
ACCPAC On-Line Help

Initial Setup

Accruals
ACCPAC QI
Set Up Payroll Options and Class Codes
Income Taxes, Earnings and Accruals
Benefits Pay Factors
Deductions and Advance Pay Factors
Expense Reimbursements
Workers' Compensation Codes
Overtime Codes
Shift Differential Schedules

Set Up II Employees

Employee Master File and Selection Lists
Set up and Inactivate an Employee Record
Employee Selection Lists
Use Transaction History
Update Earnings & Deductions for
All Employees
Update TD1 Claim

Processing Payroll

Timecards and Entering Time Cards
Calculate and Print Payroll and Cheques

Manual Cheques

Manual Cheques and Entering Manual Cheques
Process and Printing Manual Paycheques
Post Manual (ATF) Cheques

Periodic Processing

Subledger
Perform Month and Year End Processing
Create G/L Batches
Delete Inactive Records

Reports

Payroll Reports
Print Reports and Set Up Reports
Processing and Government Reports
Record of Employment Reports



COURSE DESCRIPTION

The world's #1 selling contact and customer management system is helping business everyday build better relationships and improve sales results. Ideal for individual consultants and small sales teams, ACT helps you organize your contacts, schedule your calendar and forecast and monitor your sales efforts. If you need results, you need ACT training! Acquire the skills to track client information, schedule activities, generate group lists and specialized reports and manage your sales opportunities, goals and cash flows.

PREREQUISITES

Computer Basics

CORE TOPICS

Overview of ACT

Starting ACT

Viewing and editing contact database records

Creating a Contact Database

Creating a contact database

Editing a contact database

Printing an address book

Locating Contacts

Finding contacts

Viewing contacts

Sorting contacts

Organizing Contacts

Categorizing contacts

Grouping contacts

Managing contact groups

Working with Calendars and Activities

Working with calendar views

Scheduling Activities

Working in task list view

Managing activities

Organizing Sales Opportunities and Contact Activity

Creating sales opportunities

Looking up contact activity

Looking up annual events

Using SideACT! to manage notes and activities

Creating Word Processor Documents

Creating a letter

Formatting documents

Viewing other templates

Working with the Library Tab



CompTIA Network+ Certification

5 days

COURSE DESCRIPTION

Understanding network fundamentals and the technology environment is essential to the CompTIA Network+ certification exam. Take this hands-on course to learn the details of network cables and devices; network topologies; the OSI model; network protocols; TCP/IP; network operating systems; and network design, implementation and maintenance.

OBJECTIVES

Able to provide end user support of PC based networking systems
Prepared to write the CompTIA Network+ Certification

PREREQUISITES

PC Technology or equivalent experience

CORE TOPICS

Introduction to Computer Networks

The purpose and benefits of computer
Shared data & Peripherals
Shared applications
Preserving & Protecting Information
LANs and WANs

Network Cables and Devices

Network Adapters & Cables
Topology and Physical Layout
Bridges, Routers, and Routers
Remote Connectivity
Troubleshooting Hardware Components

Network Topologies

Bus & Star Topology
Ring networks
Star Bus
Advantages & disadvantages of each Topology

The OSI Model

Application and Presentation Layer
Session, Transport and Network Layer
Data Link and Physical Layer
How the various layers interact with each other

Network Operating Systems

Introduction to Network Operating systems
Network Clients & Security
Administrative Utilities & User Management
Accessing Resources

Network Protocols

Protocols, Transport Protocols and the OSI Model
TCP/IP Fundamentals, Sub-netting & Routing
Name Resolution
Proxies and Firewalls
Troubleshooting TCP/IP & Remote Access Protocols

TCP/IP

Sub-netting
Lmhosts file and Host file
DHCP server configuration
WINS and DNS server configuration
TCP/IP utilities

Network Design, Implementation & Maintenance

Planning & Hardware Resources
Fault Tolerance & Routine Maintenance
Upgrades and Modifications
Diagnostic Tools & Troubleshooting

Preparing For The Network + Certification Exam

Studying for the examination
Resources available & Exam Questions



CompTIA Project+ Certification

5 days

COURSE DESCRIPTION

In this course you will acquire the necessary skills to plan and implement projects which will positively impact your organization. This course will also prepare students for the COMPTIA PROJECT+ Certification exam, fully consistent with PMI standards, and equivalent to practical project management experience of over 2000 hours.

PREREQUISITES

None

CORE TOPICS

Initiating a Project

Project Life Cycle
Create a Project Concept Definition Statement
Determine Feasibility
Create a Project Charter

Creating a Scope Statement

Determine Risk Impact
Determine Stakeholder Needs
Identify Resources
Estimate Cost
Estimate Time
Create a Scope Statement

Planning Project Strategy

Plan for Project Control
Create a Communications Plan
Create a Risk Management Plan
Create a Quality Management Plan
Create a Closeout Plan
Analyze Requirements
Create a Statement of Work

Creating the Project Budget and Schedule

Create the Work Breakdown Structure
Create a Budget
Create the Project Schedule

Managing Relationships

Manage Communication
Manage Stakeholders
Manage the Project Team
Manage External Relationships

Implementing the Project

Manage the Schedule
Manage the Budget
Manage Quality
Manage Change
Manage Risks and Issues

Closing the Project

Deliver the Final Product
Conduct a Debriefing
Create the Project Closure Report
Manage Administrative Closure



Blackberry 101

COURSE DESCRIPTION

The Blackberry is one of the most advanced handheld devices in the industry with respect to providing "Always On" functions such as Email that, when used effectively, will support day-to-day activities.

This course will benefit new and experienced users. We will cover many tips, tricks and short cuts that everyone will be able to take advantage of such as being able to delete multiple messages at one time and customizing your own autotext.

The focus of this hands-on workshop is to ensure users are able to minimize steps, improve client communications and generally getting comfortable with their device. Many "experienced" blackberry users still use just the basics and would benefit from this beginner intermediate session. Learn to reap the benefits of these devices while keeping in mind the main goal of managing your business. Users will ultimately become more effective "on the road", dealing with their clients and managing their time and resources.

CORE TOPICS

Other topic areas include:

- 3 shortcuts to navigation
- Customizing your device to fit your style with fonts, applications and more
- Phone, Contacts and Calendar shortcuts and tips
- Learning to get the most out of the internet
- Finding valuable resources on line and in print

Please bring your fully charged Blackberry to class.



Advanced Blackberry

COURSE DESCRIPTION

This program is a follow up to the initial Blackberry 101 and will review some of the key functions demonstrated in the first course.

The focus of this advanced hands-on workshop is on the main "advanced" topics that users have identified as important in order to reap the benefits of these devices while keeping in mind the main goal of managing their business. Users will ultimately become more effective "on the road", dealing with their clients and managing their time and resources.

You will also learn where to find and how to add great third party software, learn tips on managing contacts as well as many more advanced tips and tricks.

CORE TOPICS

Learning to create and use categories

- Maximizing Tasks
- Advanced phone tools such as call forwarding and automating dialing services
- Creating group lists
- More Tips and Tricks

Please bring your fully charged Blackberry to class.