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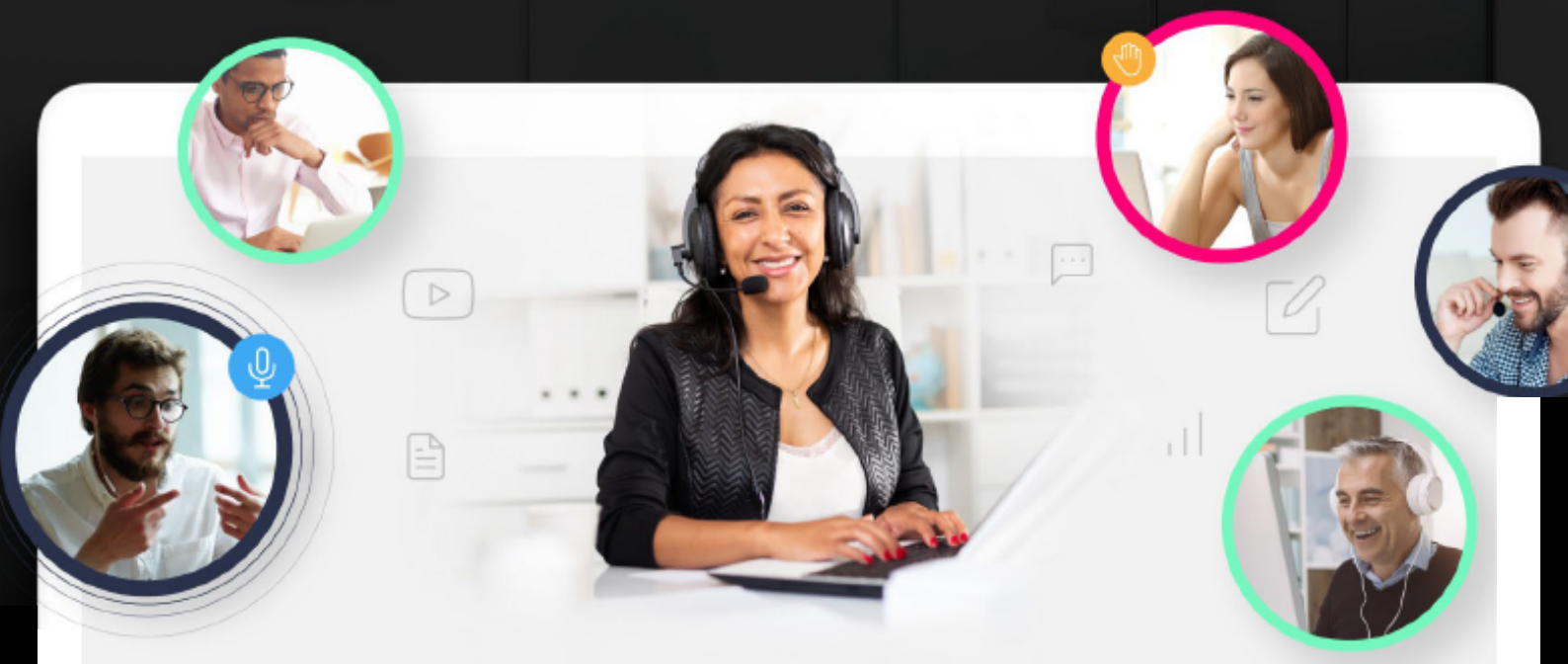
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WHY MCI SOLUTIONS

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We know business and education. Count on us just like the many ASX companies who have trusted us to train their staff for over 20 years.

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We set industry standards; others seem to agree. We've won 35 awards over the past 20 years.

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Summary – Professional Development Virtual Courses

Communication Skills

- Be Assertive in the Workplace
- Be a great Communicator
- Communicate and Influence others
- Crucial Conversations
- Hold High Stakes Conversations
- Lead Virtual Meetings
- Mastering the Art of Managing Up
- Negotiate like a Pro
- Offer Extraordinary Customer Service
- Structure and Deliver Powerful Presentations

Project Management

- Get Projects on Track Early (Part 1/6)
- Simplify Your Projects with Core Project Planning (Part 2/6)
- How to influence and Motivate Project Stakeholders (Part 3/6)
- Actively Manage the Risk and Quality of your Projects (Part 4/6)
- Manage the Work of your Project with Detailed Planning (Part 5/6)
- Troubleshoot your Projects (Part 6/6)

Leadership

- Career Conversations
- Coach and be a Mentor
- Effective virtual presentations
- Finance for Non-Finance Managers
- Getting Recruiting and Interviewing Right
- Influencing Skills
- Lead your Team through change
- Leading with Emotional Intelligence
- Motivate your team to ensure high levels of engagement
- Remote Leadership
- Stakeholder Management

Business Writing Series

- Structured writing (Part 1/3)
- Planning and designing your document (Part 2/3)
- Writing, presenting, and editing your document (Part 3/3)
- Writing Effective Emails

Self-Management

- Be Courageous
- Build Resilience to Remain Effective
- Define and Develop your Personal Brand
- Managing Change and Ambiguity
- Optimise Your Day/Improve your Time Management
- Own your career

The Learning Function - Train the Virtual Trainer

- Designing for the virtual Classroom (Part 1/3)
- Engaging activities to bring content to life (Part 2/3)
- Confidence in delivering virtual classroom (Part 3/3)

Work in a Team

- Building High-Performing Teams
- Emotional Intelligence in Teams
- Give and Receive Feedback
- Manage Conflict
- Solve Problems Creatively

Summary – IT Virtual Courses

Excel
Automation with Macros
Charts and Graphs
Dashboards
Error-proofing your spreadsheets
Fast Formatting tips
Formulas for everyday calculations
Formulas for statistical analysis
Formulas for What-If analysis
Formulas for working with text
Introduction to Power Query
Mastering VLOOKUP formulas
Modelling Scenarios, Problem Solving and Forecasting
Pivot Tables and Pivot Charts
Sorting and Filtering Lists and Databases
Top Ten tips

Office 365
Office 365: OneDrive
Office 365: OneNote
Office 365: Teams

Outlook
Organising and Prioritising with Outlook

Power Point
Animation and transition effects

Power Bi
Power BI Fundamentals
Power BI Beyond the Basics
Power BI the Data Model
Power BI Data Analysis Expressions
Power BI Service

Word
Mastering Macros
Mastering Mail Merge
Mastering Tables
Mastering Templates
Styles and Tables of Content

Communication Skills

Be Assertive in the Workplace

Would you like to be more authoritative and be able to influence others in a positive manner? Explore the differences between Assertive and Aggressive behaviours in the workplace and develop strategies for becoming more assertive Build your toolkit of assertiveness techniques so that you are able to make requests and say 'no' where required. Use your non-verbal skills to remain assertive and at the same time maintain positive work relationships.

[Click here](#) to access the video overview.

Snapshot

Duration: 90 minute

Learning Outcomes

• Identify communication styles and adapt for different audiences

• Apply principles of persuasion and influence to get to a "yes"

• Develop techniques for saying "no" and maintaining the relationship

Course Outline

• Assertive Vs Aggressive

• Communication styles

• The 6 principles of persuasion

• Prepare and make requests

• Saying "No" graciously

• DESC Technique

• Nonverbal assertiveness

• Maintain work relationships

Back to Summary

Be a Great Communicator

Learn about the communication styles and techniques to be able to overcome challenges with communicating effectively. Investigate a range of communication frameworks to overcome challenges associated with communicating effectively. Learn about your own style of communication and the style of others to structure message effectively to ensure it is understood effectively.

[Click here](#) to access the video overview.

Snapshot

Duration: 90 minute

Learning Outcomes

- Exploring Communication

- Communication Styles

- Communication Barriers

- Tools and Techniques

- Engage your Audience

Course Outline

- What makes a great communicator

- Communication hurdles

- Basic communication model (White Noise)

- Communicate with confidence

- Understanding the 4 Communication Styles (Action/ Process/ People/ Ideas)

- Communication Barriers

- Building a foundation of Trust

- 3V's of communication

- 5P's of vocal communication

- Filler Words

- Levels of listening (Internal/ Attentive/ Observational)

Communicate and Influence

Learn how to articulate your position clearly and influence others to follow your point of view. Strengthen skills using the OIC framework to set outcomes up clearly and identify consequences of achieving outcomes. 3V's of communication so that your message is clearly conveyed, and strong credibility is built. Follow Robert Cialdini principles to allow you to influence in a positive and ethical way. Help leaders demonstrate they can influence others through their ability to articulate their position clearly and influence others to join their point of view.

Click here to access the video overview.

Snapshot

Duration: 90 minute

Learning Outcomes

- Workplace Communication
- Building Creditability
- The 6 basic tendencies of human behaviour – Robert Cialdini
- Constructing Persuasive Messages using the OCI Framework

Course Outline

- Workplace Communication
- Key Motivators
- 3V's of communication
- Building your credibility and demonstrating empathy
- The 6 basic tendencies of human behaviour – Robert Cialdini
- 5 influencing styles
- Constructing Persuasive Messages using the OCI Framework

Back to Summary

Crucial Conversations

Having crucial conversations in the workplace can be challenging, but it is an important skill to develop in order to effectively communicate with colleagues, superiors, and stakeholders.

Understand how to prepare, conduct and implement action steps to have confidence in delivering crucial conversations promoting a healthy and productive work environment fostering positive relations and promoting individual and organisational growth.

Snapshot

Duration: 90 minute

Learning Outcomes

- Understanding the importance of preparing for a crucial conversation, including identifying the issue, desired outcomes, and potential roadblocks.

- Identifying ways to maintain focus on the issue at hand and avoid getting sidetracked by irrelevant or emotional topics.

- Developing skills for problem-solving and generating mutually beneficial solutions.

- Learning how to follow up and take action after the conversation, including monitoring progress and ensuring accountability.

Course Outline

- How to prepare for your crucial conversation

- Conducting your crucial conversation

- Post conversation action steps and follow up

Hold High Stakes Conversations

Do you avoid high stakes conversations for a range of reasons including conflict avoidance or because of fear of repercussions? This session boosts your confidence in terms of following a formula to achieve positive outcomes. Learn more about how to plan to hold a challenging conversation and create a safe space for the conversation. Seek authentic, win-win outcomes through a structured conversation that is well rehearsed and maintains a positive relationship with your team.

Click here to access the video overview.

Snapshot

Duration: 90 minute

Learning Outcomes

• Establish a positive mindset and prepare for crucial conversations

• Overcome challenges and stay focused on objectives

• Develop persuasion techniques and maintain relationships to turn dialogue into action

Course Outline

• High stakes conversations – who cares?

• Prepare with purpose

• Staying focused

• Positive mindset

• Authentic wins

• Persuade and influence

• Listen and learn

• End with action

Back to Summary

Lead Virtual Meetings

Virtual meetings bring with them even more challenges than meetings that are held in-person. Join this session to explore how you can optimise your time during meetings to achieve the best possible outcomes. Engage all team members in the meeting and ensure that they participate fully in conversations through by making active contributions. Consider how you plan for your meeting, what the processes and techniques are that can be applied during the meeting and what type of follow-up happens.

Click here to access the video overview.

Snapshot

Duration: 90 minute

Learning Outcomes

At the end of this program you will be able to:

• Explain the nature of virtual teams

• Recognise the potential communication and language barriers in virtual teams and apply strategies to mitigate their impact

• Identify the 3 stages of the meeting process

• Discuss the elements of contracting to begin a virtual meeting

• Recall strategies for keeping meeting participants focused

• Describe typical difficult attendees and how best to deal with them

• Develop strategies to enhance the efficiency and outcomes of virtual meetings

• Lead virtual meetings seamlessly and effectively

Back to Summary

Mastering the Art of Managing Up

Masting the art of managing up will provide you with a better understanding of how to communicate more effectively, build trust, manage expectations and handle conflicts with superiors in a constructive manner.

This session will equip you with the skills and knowledge necessary to understand the benefits of managing up, how to effectively manage up and build positive relationship with superiors in the workplace.

Snapshot

Duration: 90 minute

Learning Outcomes

- Understand the concept of managing up
- Learn practical strategies for building trust and creditability
- Develop skills to manage expectations in a constructive and professional manner
- Identify opportunities to build strong alliances

Course Outline

- Understanding Managing Up
- Building strong relationships with your boss
- Strategies for managing up
- Applying managing up techniques

Back to Summary

Negotiate Like a Pro

Do you need to improve the way in which you negotiate in a range of different situations? Join this session to add more strategies to your negotiation toolkit so that you are well prepared for the negotiation - and execute on your plans to achieve your outcomes. Develop your level of confidence as you gain practice in scenarios to build your toolkit of negotiation tactics including having a WATNA and BATNA.

Click here to access the video overview.

Snapshot

Duration: 90 minute

Learning Outcomes

•   Identify and adapt your negotiation style to suit the type of negotiation you are conducting

•   Plan and prepare for negotiations using a structured approach

•   Engage in negotiations that achieve goals and result in mutually agreeable outcomes

Course Outline

•   Why negotiate?

•   Common negotiation styles

•   Four phases of negotiation – WATNA and BATNA

•   The core emotional concerns

•   Dealing with dirty tricks

•   Your toolkit of negotiation techniques

Back to Summary

Offer Extraordinary Customer Service

Deliver customer service to the highest standards to ensure that your organisation is seen in a positive light and receives excellent Net Promotor Scores. Understand your customer expectations so that you are able to exceed them by placing them at the centre of all your efforts. Deal with complaints and other challenging behaviours by following the CARE process to reach positive outcomes. Apply active listening techniques to determine the real needs and concerns of your customer and acknowledge their requests so that you deliver extraordinary service on a consistent basis.

Click here to access the video overview.

Snapshot

Duration: 90 minute

Learning Outcomes

- Identify customer needs and motivators

- Establish a customer focused mindset

- Deliver customer service excellence using the 6 Pillars of extraordinary service

Course Outline

- Identifying customer needs and motivators

- The Golden Circle

- Establish a Customer focused mindset

- R.E.A.C.H Model

- Be Extraordinary

- Deliver Customer Service Excellence

- Managing Difficult Customers

- The 6 Pillars of Extraordinary Service

Structure and Deliver Powerful Presentations

Presentation skills form a vital part of your professional development so that your message is well structured and delivered with impact. Identify and confirm: Who is your audience? Set clear objectives and craft your key message. Structure your presentation so that there is a logical flow and you engage your audience.

Ensure that your introduction has 'punch' and that you end with a 'bang'. Ask and answer questions with confidence.

[Click here](#) to access the video overview.

Snapshot

Duration: 90 minute

Learning Outcomes

At the end of this program you will be able to:

- Structure a presentation

- Design your PowerPoint slides for optimal effectiveness

- Use a variety of strategies to engage an audience

- Effectively deal with nerves

- Recognise and use both verbal non-verbal communications effectively

- Present information powerfully to persuade an audience

Course Overview

- Introduction

- Feedback on pre-work presentations

- Preparing Effectively

- Engage your audience

- Start well and finish strong

- Persuading your audience

- Dealing with nerves

- Rising to the occasion - Post-work Presentation

Back to Summary

Project Management

Project Management Fundamentals - Get Projects on Track Early (Part 1/6)

As organisations are required to quickly respond to a rapidly changing environment, it has never been more important to deliver projects effectively. Module 1 of the MCI Project Management Fundamentals Online Course enables organisations and individuals to get projects on track early, reduce project risk, and build a cornerstone for the delivery of their projects.

Click here to access the video overview.

Snapshot

Duration: 90 minute

Learning Outcomes

- Understanding the nature of a new project

- Dealing with the typical issues presented at the start of a project

- Designing and customising the initiation process for a project

- Facilitating the development and approval of a Project Charter

- Building consensus and aligning the views of executive stakeholders

Course Outline

- Reflection on the emotions present during project initiation

- Facilitated discussion of common issues encountered

- Active review of global standard approaches to project initiation

- Hands on development of a Project Charter

- Interactive review of relevant facilitation techniques

Project Management Fundamentals - Simplify your projects with core project planning (Part 2/6)

Today, as their business becomes more complex, many organisations seek to simplify their projects. By decomposing projects and managing their scope, organisations are able to provide management with realistic estimates early in a project's lifecycle, reduce the risk of dreaded scope creep and improve the efficiency of both the planning process and the work performed on the project. Module 2 of the MCI Project Management Fundamentals Online Course enables organisations and individuals to simplify their projects with core project planning.

Click here to access the video overview.

Snapshot

Duration: 90 minute

Learning Outcomes

• Understanding the drivers and solutions for scope creep

• Facilitating the development and approval of a Scope Statement and Work Breakdown Structure

• Dealing with the typical issues presented when scoping project

• Designing and customising the scope management process for a project

Course Outline

• Facilitated discussion of common scope management issues

• Active review of global standard approaches to scope management

• Hands on development of a Scope Statement and Work Breakdown Structure

• Interactive discussion of best practice scope management

Back to Summary

Project Management Fundamentals - How to influence and motivate project stakeholders (Part 3/6)

Project management can be seen as the science of managing process and the art of leading people. All too often the latter causes major problems on projects. To manage project stakeholders, we need to be able to understand their needs, and have the skills to knowledge to influence and motivate their behavior. Module 3 of the MCI Project Management Fundamentals Online Course enables organisations and individuals build and maintain the support of stakeholders.

Click here to access the video overview.

Snapshot

Duration: 90 minute

Learning Outcomes

- Understanding how to identify stakeholders and understand their potential impact on a project

- Understanding how to influence and motivate project stakeholders

- Facilitating the development and approval of a Stakeholder Management Plan

- Designing and customising the stakeholder management process for a project

Course Outline

- Facilitated review of stakeholder interests

- Active review of global standard approaches to stakeholder management

- Situational analysis of the science of influence

- Hands on development of stakeholder management strategies

Back to Summary

Project Management Fundamentals - Actively manage the risk and quality of your projects (Part 4/6)

In the business environment of today, delivering projects is particularly challenging, with less than 30% of projects being deemed successful at completion. Through planning and active management, organisations can reduce the risk to their projects, and increase the quality of deliverables. Module 4 of the MCI Project Management Fundamentals Online Course enables organisations and individuals to actively manage the risk and quality of their projects.

Click here to access the video overview.

Snapshot

Duration: 90 minute

Learning Outcomes

- Identifying risks and develop strategies to manage them

- Developing and implementing quality control and assurance activities

- Facilitating the development and approval of Quality and Risk Management Plans

- Managing stakeholders through the quality and risk management process

Course Outline

- Active review of global standard approaches to quality and risk management

- Hands-on application of theory to a case project

- Facilitated discussion of best practices

- Active discussion of human issues associated with quality and risk management

Back to Summary

Project Management Fundamentals - Manage the work of your project with detailed planning (Part 5/6)

As competitive pressures grow, businesses need to be able to deliver as efficiently as possible. Today, successful Project Managers need to be able to design and implement a planning process that suits the context of their particular project. By effectively planning the work of their projects, Project Managers can reduce delays, rework and deliver their projects for less. Module 5 of the MCI Project Management Fundamentals Online Course enables organisations and individuals to effectively manage the work of their projects with detailed planning.

Click here to access the video overview.

Snapshot

Duration: 90 minute

Learning Outcomes

- Defining the activities required to deliver the project

- Estimating the duration and resources required for project activities

- Facilitating the development of the project schedule and cost baseline

- Efficiently managing the human resources of the project

Course Outline

- Active review and critique of decomposition process

- Hands-on development of a project schedule

- Review of established scheduling tools including Microsoft Project

- Active discussion of best practice

- Understanding how to scale the planning process to your context

Back to Summary

Project Management Fundamentals - Troubleshoot Your Projects (Part 6/6)

Today, the ability to troubleshoot a project is important to both Project Managers and their organisations alike. With low success rates in many contexts, it is critical that Project Managers can quickly identify problems and develop solutions to manage them. Competency in troubleshooting demonstrates an understanding of the mechanics of projects, highlighting individuals who can benefit their organisations across multiple functions. Module 6 of the MCI Project Management Fundamentals Online Course enables organisations and individuals to effectively troubleshoot their projects.

Click here to access the video overview.

Snapshot

Duration: 90 minute

Learning Outcomes

- Identifying issues with projects

- Developing solutions to manage project issues

- Applying the learning process to the project environment

- Managing issues in their organisation's context

Course Outline

- Active review of common project problems

- Hands-on troubleshooting of problem scenarios

- Hands-on troubleshooting of a case project

- Facilitated review of key management activities

Back to Summary

Leadership

Career Conversations

This powerful virtual classroom session provides leaders with practical strategies to develop the skills required to deliver positive career coaching through open and honest performance conversations with team members.

Snapshot

Duration: 90 minute

Learning Outcomes

• Understand the essential skills required to be an effective career coach

• How to build career goals and influence positive outcomes

Course Outline

• Playing above the line and being a good role model

• Define what being a career coach is

• How to use the GROW coaching model

• Building and sustaining rapport and trust

• Provide feedback and praise

• Art of saying no professionally

• Build resilience to influence positive outcomes

• Identifying individuals' strengths and areas of development

Coach and Be a Mentor

Effective coaches and mentors are able to use a range of useful models to ensure that their coaches builds their skills or sets themselves up for ongoing career success. Join this session to learn more about how to prepare for a coaching session so that you build trust and overcome resistance. Develop your skills as a coach so that you have a high level of emotional intelligence and you are able to select from a range of frameworks depending on the situation: Make use of the GROW and GAPS models to set goals and develop and explore options. Use the DEDICT model to impart skills and ensure workplace application.

Click here to access the video overview.

Snapshot

Duration: 90 minute

Learning Outcomes

• Identify the similarities and distinctions between coaching and mentoring

• Utilise the GROW model for effective coaching programs

• Understand how to apply situational leadership to ensure effective management

Course Outline

• GROW model

• Goals / Reality / Options / Will

• Situational Leadership

• GAPS Model

• Mentoring

Back to Summary

Effective Virtual Presentations

The purpose of this interactive virtual training course is to explore the key differences between delivering face to face and virtual presentations and develop practical strategies to not only effectively structure a virtual presentation but to ensure maximum engagement throughout. This interactive and powerful instructor-led virtual training will provide participants the tips, tools and techniques to develop virtual presentation skills and gain insights into how to deliver with confidence and successfully engage the audience, no matter what the topic.

Click here to access the video overview.

Snapshot

Duration: 90 minute

Learning Outcomes

• Explore the differences between face to face and virtual presentations

• Establish the key ingredients to delivering successful virtual presentations

• Structure your presentation to maintain maximum engagement

• Discover a variety of engagement activities and tools to use in your next virtual presentation

• Create visual engagement with captivating slides and on-screen stimulation

• Deliver with confidence - strategies to adapt your delivery in an online environment

• Best practice tips and tricks to ensure a seamless virtual presentation from start to end

Back to Summary

Finance for Non-Finance Managers

This session helps leaders and emerging leaders to understand the philosophy of financial management. Also, this will help budget owners take responsibility for their budget by learning how to interpret budget reports, conduct budget analysis and take effective action to meet financial targets.

Snapshot

Duration: 90 minute

Learning Outcomes

At the end of this program you will be able to:

- Explain the importance of sustainable financial management to achieve goals

- Interpret basic Financial Statements

- Outline key factors in the external operating environment and describe their impact on financial decision-making

- See the opportunities that budgets provide to their own work setting (not just the constraints)

- Identify key budget drivers in their work setting and discuss their role in ensuring their organisation is sustainable

Course Outline

- Take ownership of your budget and financial delegation

- Understand the Financial Management process

- Recognise different Financial Statements and their importance

- Explain the difference between accrual and cash-based organisations

- Interpret your budget reports to understand what they're telling you

- Identify your main budget drivers

- Conduct simple investigation to identify the causes of variances

- Apply basic analysis and percentages to understand and report on progress against budget

- Identify the most effective actions to solve specific financial problems and seethe impact of inaction

- Know when and how to re-forecast a budget or elevate a budget issue

- Recognise the responsibilities of frontline managers in Financial Management

Getting Recruiting & Interviewing Right

In this session Getting Recruiting and Interviewing Right we provide you with the knowledge and skills needed to recruit and hire the right candidates, build a successful team, and contribute to the overall success of your organisation.

By the end of the session, you will have the confidence and skills to effectively recruit and hire the right candidates to build a strong, successful, efficient team.

Snapshot

Duration: 90 minute

Learning Outcomes

- Understanding the importance of hiring the right candidates and building a successful team

- Identifying the key competencies and skills needed for the role you are recruiting for

- Planning and delivery of an effective interview

- Recognising the importance of soft skills and the right culture fit

Course Outline

- Hiring the right candidates and building your successful team

- Understanding the role you are recruiting for

- Preparing and conducting effective interviews

- Looking beyond the technical skills

Influencing Skills

This practical facilitator led virtual training session is designed to help participants develop and demonstrate their influencing skills by exploring motivators and drivers, identifying influencing styles and communicating persuasive messages. This highly interactive and engaging virtual class will leave participants with the tools, strategies and techniques to master the art of influence to confidently connect, inspire and motivate others and achieve better results in the workplace.

Click here to access the video overview.

Snapshot

Duration: 90 minute

Learning Outcomes

- Explore the attributes of a great influencer

- Determine the workplace situations where applying influencing skills would be of benefit – and why

- Develop practical tools to influence others through identifying motivators and drivers

- Explore the 5 influencing styles and when to use to achieve a successful outcome

- Complete templates to support when communicating persuasive messages

- Apply key art of influence techniques to ensure continued influence in the workplace

Back to Summary

Lead Your Team Through Change

In this module we look at changes happening in the business, the nature of people's reactions to change and how these impact performance in the workplace. The virtual course increases your self-confidence by introducing you to the skills necessary to lead your team through changes. It is delivered as a 90-minute online session. We use Adobe Connect to deliver the training in a virtual classroom. The course is immersive and engaging with a range of online and offline activities completed before and after the course and in between each session.

[Click here](#) to access the video overview.

Snapshot

Duration: 90 minute

Learning Outcomes

At the end of this program you will be able to:

• Articulate the changes that are happening in your business and how they affect you and your team.

• Help people stay motivated by addressing their individual needs during times of change.

• Identify people's different responses to change and innovation.

• Recognise the stages that people go through when change is perceived as bad news.

• Recognise the stages that people go through when change is perceived as positive.

• Counteract the negative effects change has on performance and results.

Course Outline

• Introduction

• Leading a team through change

• Action Plan

Leading with Emotional Intelligence

Emotional intelligence is a critical skill for leaders in the workplace. By Identifying, analysing and managing emotions and the way it impacts behaviours in not only themselves but in others, leaders can enhance relationships, promote positive behaviours and improve overall team performance. This powerful and interactive virtual classroom session provides leaders with the practical skills to utilise the power of E.I. to engage and promote a positive work environment.

Click here to access the video overview.

Snapshot

Duration: 90 minute

Learning Outcomes

At the end of this program you will be able to:

- Identify and analyse emotional intelligence

- Gain strategies to drive self awareness and social awareness

- Develop personal leadership and relationship management techniques to overcome challenges and promote E.I. in the workplace

Course Outline

- The science of emotional intelligence

- The Goleman model

- The power of self and social awareness

- The mindful leader

- Managing relationships - SCARF Model

- Practical steps utilising the ladder of inference

- Engage and empower others with E.I. behaviours

Back to Summary

Motivate your team to ensure high levels of engagement

Team motivation techniques are even more challenging – and vitally important – when teams are working in a remote or hybrid environment. Join this session to gain practical tools and techniques that you can readily implement to build a team that is energised and productive. Hold tough conversations when team members are not meeting their KPIs and create an environment that brings out the best in your team so that they remain engaged even during times of change.

Click here to access the video overview.

Snapshot

Duration: 90 minute

Learning Outcomes

At the end of this program you will be able to:

- Develop a strategy for ongoing, sustainable engagement with your team

- Gain insights into what your team thinks and feels by using the empathy map

- Build a sense of psychological safety in your team

- Follow a framework for holding tough conversations with team members where required

- Implement the 4 P's to build ongoing motivation levels within a positive team culture: Passion, Projects, Peers and Play

- Introduce ongoing activities into your team environment to introduce gamification techniques

Back to Summary

Remote Leadership

Managing team members at a distance presents real challenges for the modern leader. Communication, motivation, team culture and accountability are just some of the aspects that require outstanding remote leadership skills. This powerful virtual classroom session provides leaders with practical strategies to achieve the essential elements of managing remote teams effectively to ensure continued team success.

[Click here](#) to access the video overview.

Snapshot

Duration: 90 minute

Learning Outcomes

At the end of this program you will be able to:

- Identify the differences in managing remote teams and essential mindset shifts

- Develop common goals, team vision and values to foster continue team spirit

- Develop a communication strategy, continued accountability and identify cultural barriers to overcome

Course Outline

- The pros and cons of managing remote teams

- Key leadership mindset shifts

- Develop common goals, team vision and values

- Setting expectations and promote collaboration

- Remote communication strategies

- Developing people, recognition and appreciation

- Overcome cultural barriers

Stakeholder Management

This highly engaging and interactive facilitator led virtual training session is designed to help participants implement a structured approach to effectively managing stakeholders through establishing their credibility and identifying, understanding and engaging stakeholders to build and maintain key relationships. Participants leave with practical tools and strategies to develop and demonstrate their skills to better manage stakeholders.

[Click here](#) to access the video overview.

Snapshot

Duration: 90 minute

Learning Outcomes

At the end of this program, you will be able to:

- Identify and understand your stakeholders

- Determine the prominence of stakeholders by classifying them according to priority

- Form strategic alliances and adopt a collaborative approach to create advocates for your ideas

- Establish credibility through demonstrating trust, expertise, integrity and authenticity

- Strengthen your communications strategies to successfully engage your stakeholders

Back to Summary

Business Writing Series

Business Writing Series - Structured Writing

The Business Writing Skills workshop is aimed at ensuring you have the skills needed to apply structured writing techniques to develop clear, user-focused and accessible documentation.

The workshop is targeted to individual participant development needs to help you write with authority and clarity. The ability to express yourself clearly in writing is one of the most important skills in business.

Within the workshop, you will be introduced to tried and tested structured writing techniques that will help you plan and write effective emails and short business documents that get the results you need.

If you would like to hone your ability to write with clarity and influence, then this program is ideal for you.

Click here to access the video overview.

Snapshot

Duration: The course consists of 3 x 90 minute sessions. All 3 sessions must be attended.

• Structured writing (Part 1/3)

• Planning and designing your document (Part 2/3)

• Writing, presenting, and editing your document (Part 3/3)

Learning Outcomes

In session 1, you will learn how to apply structured writing to create effective, clear documents that are easy for readers to understand and act on.

The session will cover:

• Structured writing guidelines

Chunking

Advance organisers

Consistency

Proximity

• Units of information

Bites

Topics

Creating effective headings for topics and bites

• Structured writing and emails

Business Writing Series - Planning and designing your document

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Snapshot

Duration: The course consists of 3 x 90 minute sessions. All 3 sessions must be attended.

- Structured writing (Part 1/3)

- Planning and designing your document (Part 2/3)

- Writing, presenting, and editing your document (Part 3/3)

Topics covered

In session 2, you will learn effective approaches to planning and designing your documents.

The session will cover:

- Planning your document

Identifying your purpose and intended outcome

Analysing your readers

- Designing your document

Identifying the content

Using templates

Using mind maps to create outlines

Sequencing content effectively

Back to Summary

Business Writing Series - Writing, presenting, and editing your document

The Business Writing Skills workshop is aimed at ensuring you have the skills needed to apply structured writing techniques to develop clear, user-focused and accessible documentation.

The workshop is targeted to individual participant development needs to help you write with authority and clarity. The ability to express yourself clearly in writing is one of the most important skills in business.

Within the workshop, you will be introduced to tried and tested structured writing techniques that will help you plan and write effective emails and short business documents that get the results you need.

If you would like to hone your ability to write with clarity and influence, then this program is ideal for you.

Click here to access the video overview.

Snapshot

Duration: The course consists of 3 x 90 minute sessions. All 3 sessions must be attended.

- Structured writing (Part 1/3)
- Planning and designing your document (Part 2/3)
- Writing, presenting, and editing your document (Part 3/3)

Topics covered

In session 3, you will learn best practice guidelines for writing and presenting your content, and how to review your document.

The session will cover:

- Writing your document

Using plain language

Choosing your words

Constructing sentences appropriately

- Presenting your document

Guidelines for text, lists, tables and graphics

- Reviewing your document

Back to Summary

Writing Effective Emails

Do you find that you invest a lot of time writing emails, and don't get the results you need?

Writing emails is a basic skill that we all need, and are rarely taught. In the current environment, where you may be working by yourself at home, it's even more important to be able to write emails effectively and efficiently to get things done.

In this virtual class, will be present a structured approach to writing emails. The facilitator will show you how to plan, organise and write emails, to ensure that your readers can easily grasp the content and act on it, and you get results.

Click here to access the video overview.

Snapshot

Duration: 90 minutes

Topics covered

• Challenges for readers and writers of emails

• Why are you writing?

• Who are you writing for?

• Using structured writing principles

• Writing effective subject lines

• Writing your email so it's easy to understand

• Presenting your content so it's easy to scan

Benefits

This virtual class will provide you with:

• A structured approach to writing emails

• Tips for organising and writing your emails so they get results.

Back to Summary

Self-Management

Be Courageous

Do you ever feel like you don't have sufficient tools in your toolbox to express your opinion in a confident and assertive way? Are you able to overcome your fears and step forward in a courageous way? Identify frameworks you can implement to overcome fear by building your protective frame. Draw on the Three Buckets of Courage so that you don't avoid exercising your courage zone and begin to adopt courageous behaviours using the VALUE and SOLER techniques.

Click here to access the video overview.

Snapshot

Duration: 90 minute

Learning Outcomes

• Practice the 5 courageous leadership principles

• Create a protective frame to build confidence and manage anxieties

• Apply effective communication techniques to interact with others

Course Outline

• Speaking of courage

• Fear 101

• Courage 101

• The Three Buckets of Courage

• The courageous leadership profile

• Encouragement: Fillers and Spillers

Back to Summary

Build Resilience to Remain Effective

How resilient are you in the face of constant change and how do you develop resilient characteristics such as optimism and adaptability? Even if you develop in one area of resilience it is likely that these techniques will have a flow-on effect into other areas. Join this session to learn how you can be proactive in reframing your thinking, deal with external and internal stressors and cope with negative emotions. Set up a personal plan that includes the development of self-efficacy and self-worth as well as a high level of emotional awareness.

Click here to access the video overview.

Snapshot

Duration: 90 minute

Learning Outcomes

- Explore resilient behaviours and its role in the workplace

- Identify the early warning signs and ways to overcome

- Examine the connection between emotions and resilience

- Apply practical capabilities to foster resilient behaviours

- Create a personal resilience plan

Course Outline

- How resilient are you?

- Characteristics of a resilient person

- Developing resilience in your role

- Identifying internal and external stressors

- Can we be happy all the time?

- Forward thinking and in the moment, capability building

- 8 practical capabilities to foster resilient behaviours

- Taking action with your personal resilience plan

Back to Summary

Define and Develop your Personal Brand

Position yourself for success by confidently creating and showcasing your strengths in an authentic memorable way.

In today's competitive market, personal branding is a necessity for the success of any organisation. Failing to align the company brand with the people who represent it can lead to negative perceptions, distrust and loss of client loyalty. Empowering individuals to take control of their professional presence to increase their influence and to build and maintain crucial relationships ensures they gain respect as a leader and teaches others to trust, value and respect them. This highly interactive and powerful course provides participants with the tools to discover, develop and present a clear, consistent and certain personal brand to further elevate their presence, communicate with confidence and positively impact those around them. The result? Successful brand ambassadors for your organisation.

Click here to access the video overview.

Snapshot

Duration: 90 minute

Learning Outcomes

- By the end of this session you will know how to:

- Be confident in 'brand you'

- Elevate your profile

- Become more 'present' and visible

- Be relationship driven

- Discover your brand essence

- Create your personal elevator pitch

- The 3Vs of engagement (visual, vocal, verbal)

Back to Summary

Managing Change and Ambiguity

Change, complexity and volatility have become a constant part of doing business. Join this session to gain the skills you need to cope more effectively with change in times of ambiguity. Identify the four common responses to change and adopt strategies that work well for you to overcome challenges. Maintain high performance and productivity through the change process and where required, coach your team towards positive outcomes. Confidently articulate difficult messages and think on your feet to and create Empower teams for success.

Click here to access the video overview.

Snapshot

Duration: 90 minute

Learning Outcomes

- Identify personal responses to change and any patterns of resistance

- Examine the impact on performance and strategies to ensure productive outcomes both individually and collectively as a team

- Learn about and apply change models to support change readiness and change action

Course Outline

- Analyse personal responses to change

- Compare and differentiate how others respond to change

- Explore individual change maps

- Resisting change

- Productive conversations about change

- The ADKAR model for navigating change

- Top 10 tips for dealing with change disablers

- Plan for change acceptance and a smooth transition

Back to Summary

Optimise Your Day/Improve your Time Management

Join this session to improve your productivity including the use of further time management strategies that become positive habits.. These include – Make use of the 6D Filter; Eliminate Time Bandits; Manage interruptions and learn techniques for Saying NO to certain requests. Have practice in setting yourself up for success by making these strategies part of your daily rituals and routines.

Click here to access the video overview.

Snapshot

Duration: 90 minute

Learning Outcomes

- Identify time management strengths and areas that require improvement
- Prioritise effectively and distinguish between the urgent and important
- Increase productivity and build positive habits by applying the 6-D Filter

Course Outline

- Identify your time strengths and weaknesses
- Time audit
- Time bandits
- 4 Strategies for Time Management success
- The Power of Important
- Prioritising with ABC
- W.R.A.P
- 6-D Filter for Productivity
- Increase your productivity and build positive habits
- Interruptions
- Procrastination
- Turn your Vision into Action

Back to Summary

Own your Career

The nature of work has shifted substantially and it is up to you to take responsibility for the way in which you progress in your career. Join this session to learn more about how you can achieve your career goals in a world preparing for the future of work. Establish your goals in terms of seeking promotion, sideways movement or redirection and convert your goals into SMART format. Establish suitable strategies to grow your network and seek out mentors to ensure that you attain those goals!

Click here to access the video overview.

Snapshot

Duration: 90 minute

Learning Outcomes

- Identifying the shifting nature of work and how to utilise this for career advancement

- Develop personal credibility and build a personal brand

- Discuss strategies to grow your network and seek out mentors

Course Outline

- The shifting nature of work

- Career goals

- Achieve your goals

- Develop your personal credibility

- Grow your network

- Build your personal brand

- Manage your professional development

- Seek out mentors

Back to Summary

The Learning Function
-Train the Virtual Trainer

Train the Virtual Trainer - Designing for the virtual classroom (Part 1/3)

This course focuses on training the virtual trainer to confidently design and deliver valuable virtual classroom programs, ensuring audiences are engaged and inspired to embed the key learnings. It is delivered over 3 x 90-minute facilitator led virtual classroom sessions.

This highly interactive and powerful course provides trainers with the strategies and techniques to seamlessly convert content into virtual learning programs and gain valuable tools on the mechanics of the virtual classroom to confidently design and deliver highly engaging sessions to audiences to ensure maximum engagement and motivation to apply the key learnings back into their work.

Click here to access the video overview.

Snapshot

Duration: 90 minute

Learning Outcomes

- Examining the virtual classroom in the full spectrum of learning

- Identifying the challenges of converting existing content into virtual classroom format, including resources and experience

- The rules for chunking down face to face content for virtual courses

- Examples of taking content and converting to virtual content

- Apply the standard principals of design: Why, What, When

- Incorporate adult learning principles in a virtual environment

- Creating active learners and the design keys avoiding distractions and disengagement

- The use and power of visual communication through images and pictures

- The do's and don'ts for virtual slide design

- Designing slides that create continued novelty and stimulation

- Ensuring best practice with structured facilitator notes

- The use of resources including learner guides, workbooks and handouts

- Set action plans for ongoing development – and preparation for session 2

Back to Summary

Train the Virtual Trainer - Engaging activities to bring content to life (Part 2/3)

This course focuses on training the virtual trainer to confidently design and deliver valuable virtual classroom programs, ensuring audiences are engaged and inspired to embed the key learnings. It is delivered over 3 x 90-minute facilitator led virtual classroom sessions.

This highly interactive and powerful course provides trainers with the strategies and techniques to seamlessly convert content into virtual learning programs and gain valuable tools on the mechanics of the virtual classroom to confidently design and deliver highly engaging sessions to audiences to ensure maximum engagement and motivation to apply the key learnings back into their work.

Click here to access the video overview.

Snapshot

Duration: 90 minute

Learning Outcomes

- Review key outcomes from session 1

- Identify ways you can implement interactive activities to bring the content to life, ensure engagement and key learnings are embedded back in the workplace

- Minimise distraction by embedding activities throughout and have learners have their hands and eyes busy

- Sequencing activities into three parts – openers, engagers and closers

- Openers – capture and maintain the audience's attention

- Energisers – specifically looking at activities that can be utilised in the Virtual Classroom to bring the learning to life including:

The chat function

Emoticons

Polls

Q & A

Whiteboarding

Gamification

Competitions, quizzes and virtual prizes

Questioning techniques

Break out rooms

Scenarios

Back to Summary

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- Debriefing techniques to ensure continuous embedding of learnings
- Wrap up, closers and commitments to conclude with confidence
- Set action plans for ongoing development – and preparation for session 3

Train the Virtual Trainer - Confidence in delivering virtual classrooms (Part 3/3)

This course focuses on training the virtual trainer to confidently design and deliver valuable virtual classroom programs, ensuring audiences are engaged and inspired to embed the key learnings. It is delivered over 3 x 90-minute facilitator led virtual classroom sessions.

This highly interactive and powerful course provides trainers with the strategies and techniques to seamlessly convert content into virtual learning programs and gain valuable tools on the mechanics of the virtual classroom to confidently design and deliver highly engaging sessions to audiences to ensure maximum engagement and motivation to apply the key learnings back into their work.

Click here to access the video overview.

Snapshot

Duration: 90 minute

Learning Outcomes

- Review key outcomes from session 2

- Top 10 mechanics of the virtual classroom

- Set expectations for your audience to ensure full participation

- Become a broadcaster! Dial up your online presence and deliver with confidence

- Techniques for vocal and verbal communication as the critical elements to virtual delivery

- Discover the importance of tone and pace to articulate your message more clearly

- Adapt your voice for clarity and variety to ensure that your participants are participating and learning.

- Activities to get your voice ready for virtual delivery

- Look confident to sound confident – body movement and posture

- Remove verbal dangers including filler words and word whispers

- How to sound confident, credible and connected - the 3Cs of presenting

- Set final action plans for ongoing development.

- Receive a virtual delivery 'cheat sheet' to confidently move through the virtual training process from pre to post-session

Back to Summary

Work in a Team

Building High Performance Teams

What are those key ingredients that make up a high performing team? Join this session to gain skills in creating a team that is focused on a common goal that achieves their targets by avoiding the common dysfunctions of a team. Create a team that is founded on a strong backdrop of trust and that knows how to deal with conflict. Be the role model to a team that is also prepared to show total commitment to their colleagues and to achieving goals - and they are prepared to be accountable and self-motivated.

Click here to access the video overview.

Snapshot

Duration: 90 minute

Learning Outcomes

•   Identify team dynamics and adapt communication to improve team relationships

•   Analyse the 5 dysfunctions of a team and develop strategies to overcome them

•   Apply the golden keys of high-performing teams and create team synergy for success

Course Outline

•   The truth about team dynamics

•   The 5 dysfunctions of a team

•   The golden keys to high-performing teams

•   Collectively communicate

•   From dysfunction into function

•   The team synergy blueprint

Emotional Intelligence in Teams

To build your level of emotional intelligence learn to adopt a set of skills to assist you in perceiving, understanding and managing your own emotions as well as those of others in your team. As you become more conscious of the role that emotions play in decision-making and team behaviours, you are able to harness the impact of productive emotions to produce more positive work experiences in your team.

Click here to access the video overview.

Snapshot

Duration: 90 minute

Learning Outcomes

By the end of this session you will know how to:

- Work in a team with a high level of emotional intelligence

- Apply a range of tools that relate to self awareness, self-management, relationship awareness and relationship management

- Use the JOHARI window framework as a way of building self-awareness and taking feedback

- Be more assertive in your communication style

- Avoid unconscious bias where possible and improve your listening skills to build positive relationships

- Make use of the transactional analysis model to adapt your communication depending on the context in the workplace

Back to Summary

Giving and receiving Feedback

High performing teams understand the value of giving and receiving feedback such as creating a more open and transparent team environment. Join this session to gain further insights into how to avoid the fight-flight-freeze response in others. Analyse three feedback models to utilise in any situation and practise giving and receiving feedback using assertive communication tools and strong questioning techniques.

[Click here](#) to access the video overview.

Snapshot

Duration: 90 minute

Learning Outcomes

- Exploring Feedback
- Receiving Feedback
- Giving Feedback

Course Outline

- 6 tips on feedback principles
- Types of Feedback
- Psychology behind feedback
- Model – Johari Window
- Feedback Models
- How to prepare yourself and others
- Model – STAR
- Challenging Conversations

Back to Summary

Manage Conflict

Team dynamics improve when there are practical frameworks to use in conflict situations. Adopt a process for moving towards conflict resolution by following these tried and tested steps. Distinguish between constructive & destructive conflict situations and practise techniques to manage emotions during disagreements. Apply a set of tools for de-escalating & effectively managing conflict including all aspects of the CARE model.

Snapshot

Duration: 90 minute

Learning Outcomes

*   Distinguish between constructive & destructive conflict situations

*   Practise techniques to manage emotions during disagreements

*   Apply techniques for de-escalating & resolving conflict

Course Outline

*   Constructive vs Destructive Conflict

*   The Five Conflict Styles

*   The C.A.R.E Process for Conflict Resolution

Back to Summary

Solve Problems Creatively

In our innovation economy, the ability to create novel solutions to problems will distinguish good teams from great teams. Join this session so that you apply creative problem-solving principles and methodologies to your own work environment. Work through the creative problem-solving model so that you are able to: Identify the problem and frame it correctly; Analyse the causes of the problem; Use divergent, brainstorming techniques to identify solutions and finally use convergence to choose the most appropriate solution for your team or organisation. Finally, plan your course of action for implementation.

Click here to access the video overview.

Snapshot

Duration: 90 minute

Learning Outcomes

- Identify how creativity contributes to innovation

- Set up a conducive environment to encourage creativity + innovation

- Apply the world-renowned Creative Problem Solving (CPS) framework in meetings and workshops

- Use divergence and convergence to generate and accept ideas that move forward into the implementation phase

- Apply creative problem-solving methodologies to broad, 'hairy' problems and follow a defined process to identify and implement solutions

Course Outline

- Creativity Vs Innovation

- The Creative Problem-Solving Model in detail

- A full range of Creative Problem-Solving tools, techniques and strategies to apply in meetings, workshops and other interactive sessions.

Back to Summary

Excel

Excel – Automation with Macros

Learn to record, run and edit Macros to automate routine Excel tasks using the Macro Recorder and Visual Basic for Applications (VBA) programming code.

Snapshot

Duration: 90 minute

Level: Intermediate

Pre-requisites: Basic familiarity with Excel formulas

Version: Suitable for 2010, 2013, 2016 and Office 365

Learning Outcomes

- Understand macros
- Record a simple macro
- Run a macro
- Edit a macro in the VBA Editor

Course Content

- About Macros & Visual Basic for Applications (VBA)
- Objects, Properties & Methods
- Modules & Subroutines
- Advantages of Macros
- Disadvantages of Macros
- Phases in Macro development
- Preparing Excel for Macro work
- Recording Macros
- Viewing Macros
- Push button spreadsheets

Excel – Charts and Graphs

Learn how to display Excel data graphically using a variety of compelling charts.

Snapshot

Duration: 90 minute

Level: Beginner

Pre-requisites: Basic familiarity with Excel formulas

Version: Suitable for 2010, 2013, 2016 and Office 365

Learning Outcomes

- Understand chart types and uses

- Create a chart

- Format chart elements

- Change chart types

Course Content

- Understanding chart types

- Creating a chart

- Editing a chart

- Formatting chart elements

- Changing chart types

Excel – Dashboards

Learn how to create a dashboard in Excel to help you keep a visual track of important performance measures and targets in your spreadsheet models.

Snapshot

Duration: 90 minute

Level: Intermediate

Pre-requisites: Basic familiarity with Windows applications

Version: Suitable for 2010, 2013, 2016 and Office 365

Learning Outcomes

*   Understand when to use a dashboard

*   Create a simple KPI dashboard

*   Edit and update the dashboard

Course Content

*   Overview of Excel dashboards

*   Why use dashboards

*   Types of dashboards

*   Setting up the dashboard elements

*   Optimising a list

*   Building an analysis sheet

*   Extracting unique values

*   Building dynamic charts

*   Creating a chart

*   Modifying a chart

*   Testing the dashboard

*   Changing variable data and seeing the results

Back to Summary

Excel – Error-proofing your spreadsheets

Learn how to find and fix common errors in spreadsheets and how to create models that have built-in error prevention mechanisms to help maintain data integrity.

Snapshot

Duration: 90 minute

Level: Intermediate

Pre-requisites: Basic familiarity with Excel formulas

Version: Suitable for 2010, 2013, 2016 and Office 365

Learning Outcomes

- Understand error types
- Use Auditing tools to trace errors in spreadsheets
- Use Data Validation to prevent data input errors
- Protect workbook data to prevent data input errors

Course Content

- Formula Auditing
- Data Validation
- Error Checking Options
- Trace Error
- Data Validation
- Setting up a Validation Rule
- Creating Input and Error Messages
- Displaying Error Messages
- Protecting Workbooks

Excel - Fast formatting tips

Learn tips and tricks for fast formatting. Apply best practices and improve the layout and presentation of your Excel data quickly and easily.

Snapshot

Duration: 90 minute

Level: Beginner

Pre-requisites: Basic familiarity with Windows applications

Version: Suitable for 2010, 2013, 2016 and Office 365

Learning Outcomes

- Format fonts and colours
- Align text
- Set column widths
- Use cell borders
- Format numbers
- Use conditional formatting

Course Content

- Cell alignment
- Applying borders
- Row and column formatting
- Number formatting
- Number formatting techniques
- Conditional formatting

Excel - Formulas for everyday calculations

Learn how to write and edit simple formulas in Excel to calculate results. You will learn how to write formulas that add totals and calculate averages and how to use built-in formulas called Functions.

Snapshot

Duration: 90 minute

Level: Beginner

Pre-requisites: Basic familiarity with Windows applications

Version: Suitable for 2010, 2013, 2016 and Office 365

Learning Outcomes

- Understand formulas
- Create a simple formula to add numbers
- Use formulas to perform common calculated results
- Understand cell referencing in formulas
- Use simple Functions – Excel's built-in formulas
- Use formulas that link worksheets and workbooks

Course Content

- Copy formulas with AutoFill
- Functions in Excel
- SUM Function
- AutoSum
- AVERAGE Function
- MAX Function
- Absolute cell references
- Linking workbooks

Excel - Formulas for statistical analysis

Learn how to use Excel Statistical Functions to calculate averages, standard deviations and other useful statistical information for analytical and reporting purposes.

Snapshot

Duration: 90 minute

Level: Intermediate

Pre-requisites: Basic familiarity with Excel formulas

Version: Suitable for 2010, 2013, 2016 and Office 365

Learning Outcomes

*   Understand statistical Functions

*   Use Functions for statistical analysis

Course Content

*   Using AVERAGE

*   Using COUNT

*   Using COUNTA

*   Using COUNTBLANK

*   Using COUNTIF

*   Using MODE

*   Using MEDIAN

*   Using STDEV

*   Using VAR

Excel – Formulas for what-if analysis

Learn how to write and edit IF formulas to return results based on variable conditions in your spreadsheet data.

Snapshot

Duration: 90 minute

Level: Intermediate

Pre-requisites: Basic familiarity with Excel formulas

Version: Suitable for 2010, 2013, 2016 and Office 365

Learning Outcomes

- Understand how dynamic formulas work in Excel
- Use simple Functions – Excel's built-in formulas
- Use IF Functions to calculate and return results based on conditional tests
- Use nested IF Functions for complex conditional tests

Course Content

- Overview of dynamic formulas
- Introduction to simple Functions
- SUM, AVERAGE, MAX, ROUND
- Using complex Functions
- COUNTIF, SUMIF, ROUND,
- Nested ROUND, IF, Nested IF

Excel – Formulas for working with text

Learn how to use Excel Text Functions to clean up imported text and manipulate how textual data is stored and displayed.

Snapshot

Duration: 90 minute

Level: Intermediate

Pre-requisites: Basic familiarity with Excel formulas

Version: Suitable for 2010, 2013, 2016 and Office 365

Learning Outcomes

- Understand when to use Text Functions
- Use Text Functions to manipulate text based Excel data
- Use Text Functions to 'clean up' imported text

Course Content

- Using PROPER
- Using UPPER
- Using LOWER
- Using CONCATENATE
- Using LEFT
- Using RIGHT
- Using MID
- Using LEN
- Using SUBSTITUTE
- Using TEXT
- Using VALUE

Back to Summary

Excel – Introduction to Power Query

Want to extract, transform, and load data from various sources to create meaningful insights? With Power Query, you can pull your data apart and make it beneficial to you by organizing, filtering, merging, and aggregating data from different sources.

Snapshot

Duration: 90 minute

Level: Experienced

Pre-requisites: Basic familiarity with Excel formulas

Version: Suitable for 2010, 2013, 2016 and Office 365

Learning Outcomes

- Reshape your data making it ready for Reports

- Extracting blank columns and row

- Change Cases

- Remove Duplicates

- Split data and more in essence cleaning up the data

- Get your data ready for Pivot Tablet

Excel – Mastering VLOOKUP formulas

Learn to record, run and edit Macros to automate routine Excel tasks using the Macro Recorder and Visual Basic for Applications (VBA) programming code.

Snapshot

Duration: 90 minute

Level: Intermediate

Pre-requisites: Basic familiarity with Excel formulas

Version: Suitable for 2010, 2013, 2016 and Office 365

Learning Outcomes

- Understand when to use lookup formulas
- Understand cell references with Excel formulas
- Create named ranges
- Use LOOKUP and VLOOKUP

Course Content

- Absolute Cell References
- Range Names
- Formulas with Range Names
- The LOOKUP Function
- The VLOOKUP Function

Excel – Modelling Scenarios, Problem Solving and Forecasting

Learn how to use Scenario Manager, Problem Solving and Forecasting to perform complex spreadsheet modelling and how to quickly analyse options and make better decisions.

Snapshot

Duration: 90 minute

Level: Intermediate

Pre-requisites: Basic familiarity with Excel formulas

Version: Suitable for 2010, 2013 and 2016

Learning Outcomes

• Performing simple 'What if' modelling

• Using Scenario Manager

• Using Goal Seek

• Using Solve

Excel – Pivot Tables and Pivot Charts

Learn how to create and edit Pivot Tables and Pivot Charts to quickly visualise and analyse large Excel data sets and make better business decisions.

Snapshot

Duration: 90 minute

Level: Intermediate

Pre-requisites: Basic familiarity with Excel formulas

Version: Suitable for 2010, 2013, 2016 and Office 365

Learning Outcomes

- Understand Pivot Tables

- Create a Pivot Table

- Rearrange field items in a Pivot Table

- Create a Pivot Chart

Course Content

- Introduction to Pivot Tables

- Creating a Pivot Table

- Rearranging Fields and Items in a Pivot Table

- Creating Pivot Charts

- Creating a Pivot Chart

Excel – Sorting and Filtering Lists and Databases

Learn how to turn raw data into useful business information to help you make more informed decisions. Work with built-in, easy to use database and list management tools in Excel to analyse large sets of business data quickly and efficiently.

Snapshot

Duration: 90 minute

Level: Beginner

Pre-requisites: Basic familiarity with Windows applications

Version: Suitable for 2010, 2013, 2016 and Office 365

Learning Outcomes

- Use Sort and Filter tools
- Use Subtotals
- Remove duplicates
- Clean up imported data

Course Content

- Introduction to Database Tables
- Rules for databases
- Sorting data
- Sorting by multiple columns
- Filtering a list
- Automatic Subtotals
- Importing data
- Cleaning up imported data
- Parsing data into columns
- Removing duplicates

Back to Summary

Excel – Top ten tips

Learn ten essential tips and shortcuts that will dramatically improve the way you use Excel.

Snapshot

Duration: 90 minute

Level: Beginner

Pre-requisites: Basic familiarity with Windows applications

Version: Suitable for 2010, 2013, 2016 and Office 365

Learning Outcomes

- Use Autocalculate
- Use AutoFit, AutoFill and FlashFill
- Create custom Fill lists
- Quick tips for viewing, selecting, editing, moving, copying
- Use Format Painter and conditional formatting

Course Content

- AutoCalculate
- AutoFit
- AutoFill & FlashFill
- Custom Fill lists
- Ctrl * to select regions
- Freeze windows
- Drag & drop to copy cells & sheets
- Group sheets
- Format Painter
- Conditional formatting

Office 365

Office 365: OneDrive

Learn how to use OneDrive for Office 365 to share files with colleagues, upload and sync files to the cloud and work on your files from any location.

Snapshot

Duration: 90 minute

Level: Beginner

Pre-requisites: Basic familiarity with Windows applications

Version: Office 365

Learning Outcomes

- Upload files to OneDrive
- Create files in OneDrive
- Create folders
- Sync files
- Search for files
- Share files

Course Content

- Understanding OneDrive
- Uploading Files
- Syncing Files
- Opening Files
- Working with Files and Folders
- Sharing Files
- Searching

Office 365: OneNote

Learn how to use OneNote with Office 365 to create digital notebooks for capturing, organising and sharing information including meeting minutes, workshop notes and other important reminders.

Snapshot

Duration: 90 minute

Level: Beginner

Pre-requisites: Basic familiarity with Windows applications

Version: Suitable for 2013, 2016 and Office 365

Learning Outcomes

- Understand OneNote
- Create Notes
- Use Pages and Sections

Course Content

- Understanding OneNote
- Creating Notes
- Using Pages and Sections

Office 365: Teams

Learn how to use Teams with Office 365 to create customisable, chat-based team workspaces for information, file sharing and collaboration on team projects and events.

Snapshot

Duration: 90 minute

Level: Beginner

Pre-requisites: Basic familiarity with Windows applications

Version: Office 365 for Business

Learning Outcomes

- Understand Teams
- Create a team
- Add members
- Contribute to conversations
- Understand Virtual Meetings
- Share and Edit Files Together

Course Content

- Understanding Teams Environment
- Navigating Teams
- Creating a Team and its Channels
- Adding Members and Owners
- Using Team Chat
- Understanding Virtual Meetings
- Understanding File Sharing and Collaboration

Back to Summary

Outlook

Organising and Prioritising with Outlook

Being productive is a blend of good time management practices and using technology to support your day-to-day activities. This virtual course will help students to get up and running with Office 365, and to take control of their schedules and correspondence through setting priorities, recognising obstacles, and handling interruptions with Outlook's tools and features.

Snapshot

Duration: 90 minute

Learning Outcomes

At the end of this program you will be able to:

- Folder Structures for quick email processing

- Views to highlight, find emails, and save time

- Using Categories and flags efficiently

- Optimising your calendar schedule

- Prioritise your tasks

Power Point

PowerPoint - Animation and transition effects

Learn how to use animation and slide transitions to make your presentations more dynamic and engaging. You will learn how to animate bullet points and other shapes and how to use engaging transition effects to move from one slide to the next during your presentation.

Snapshot

Duration: 90 minute

Level: Experienced

Pre-requisites: Basic familiarity with PowerPoint

Version: Suitable for 2010, 2013, 2016 and Office 365

Learning Outcomes

- Understand animation and transition

- Create animations

- Create slide transitions

Course Content

- Understand animation

- Apply animations to text

- Apply animations to objects and graphics

- Apply transitions to slides

- Design principles that work

- Using colour effectively

- Using fonts effectively

Back to Summary

Power Bi

Power BI Fundamentals

This virtual course is designed to introduce you to the fundamentals of Power BI.

Snapshot

Duration: 90 minute

Level: Beginner

Pre-requisites: No prior experience with Power BI is required, however, a basic understanding with Microsoft Office applications

Version: Ensure that Power BI Desktop be installed on your computer, and updated to the latest version. For further information please go to: https://powerbi.microsoft.com/en-au/desktop/ (Please see install guide)

Learning Outcomes

• Solid understanding of the basic components of Power BI

• How to connect to data sources

• Create visualisations in Power BI

• Building basic reports and Dashboards

Course Content

• Using Power BI for Analytics

• Overview of Power BI Desktop

• Connect to Data Sources (XLSX, CSV etc…)

• Basic Data Transformation

• Data Types, Trim and Clean, Format Data / Duplicates and Blank Rows / Insert, Remove Filters

• Create Basic Visuals (Table, Matrix, Bar & Pie Charts etc…)

• Using Slicers and Filters in Power BI

• Dashboards vs Reports

• Overview of Power BI Service

• Share Reports to Power Bi Service

• View Reports in Power BI Mobile

Power BI Beyond the Basics

This virtual course is designed to introduce participants to the gain further understanding in Power Bi. It will help the student to gain further skills with regard to understanding and using append and merge data queries. Using custom columns and creating additional visuals to further enhance their understanding of the data. The user will also be introduced to basic measures and drill through to gain additional insight into their data.

Snapshot

Duration: 90 minute

Pre-requisites: It is strongly suggested that the student first attend the Power BI Fundamentals course, it will also be advantageous to have a good understanding of Excel Charts and the Basic Functions (SUM, AVERAGE).

Software Requirements: Ensure that Power BI Desktop be installed on your computer, and updated to the latest version. For further information please go to: https://powerbi.microsoft.com/en-au/desktop/

Subjects Covered

- Review of POWER BI and POWER QUERY BASICS

- Append and Merge Queries

- Create a Conditional Column

- Create a Calculated Column

- Adding Card and Gauge Visuals

- Add a Line and Stacked Combo Chart

- Creating Basic Measures

- Applying Measures to Visuals

- Drill into Data for Further Insights

- Additional Visuals to Consider

- Using Bookmarks in Power BI

Power BI - the Data Model

This virtual course is designed to introduce participants to the gain further understanding in POWER BI by Understanding the Data Model, and how it relates to effective analysis in Power BI. Included in this course are Data Normalisation concepts, Purpose of Dimension and Fact Tables, Use of Primary and Foreign Keys, and Creating Table Relationships, then adding Visual from related tables.

Snapshot

Duration: 90 minute

Level: Intermediate

Pre-requisites: It is strongly recommended that the student first attend the Power BI Fundamentals course, it will also be advantageous to have a good understanding of Excel Charts and the Basic Functions (SUM, AVERAGE)

Version: Ensure that Power BI Desktop be installed on your computer, and updated to the latest version. For further information please go to: https://powerbi.microsoft.com/en-au/desktop/ (Please see install guide)

Course Content

- Overview of the Data Model in Power BI
- Data Normalisation
- Dimension vs Fact Tables
- Using Primary and Foreign Keys
- Create & Manage Table Relationships
- Star & Snowflake Schemas
- Hiding Table Fields
- Create Visuals from Related Tables
- Create Simple Calculations in Power BI

Power BI - Data Analysis Expressions

This virtual course is designed to introduce participants to the use of Data Analysis Expressions (DAX) in Power BI. The Participant will gain skills in creating both Calculated Columns and Measures using DAX. Also create and use common DAX functions in Power BI.

Snapshot

Duration: 90 minute

Pre-requisites: It is strongly recommended that the student first attend the Power BI Fundamentals course, it will also be advantageous to have a good understanding of Excel Charts and the Basic Functions (SUM, AVERAGE ...)

Software Requirements: Ensure that Power BI Desktop be installed on your computer, and updated to the latest version. For further information please go to: https://powerbi.microsoft.com/en-au/desktop/

Subjects Covered

- Overview of DAX

- Creating Calculated Columns

- Calculated Columns vs Measures

- Implicit vs Explicit Measures

- Create Simple Measures

- Understanding FILTER & ROW Context

- Using CALCULATE Function

- Using COUNTROW and FILTER Functions

- Using RELATEDTABLE Function

- Iterator Functions (SUMX, AVERAGEX etc...)

- Add Measures with Visuals

- Other Common DAX Functions

Back to Summary

Power BI Service

This virtual course is designed to introduce participants to the use of Power BI Service. This course will assist Power BI Desktop users to Publish their Reports to an Online Service, For Analysis and Collaboration. Participants will also learn how to Create, Edit and Share Reports in Power BI Service, as well as use of related Microsoft Applications such as Excel, PowerPoint and Teams to make your Power BI Reports available to others.

Snapshot

Duration: 90 minutes

Level: Beginner

Pre-requisites: Participants will need a basic understanding of Power BI Desktop, however this is not a requirement. Participants should also have a basic understanding of Microsoft Office applications, such as Excel, PowerPoint and Teams.

Version: Ensure that Power BI Desktop be installed on your computer. The Participant will also need to have registered for a Power BI Account (Free). For more information, please contact your IT Department for assistance on Logging into Power BI Desktop, Service and Mobile. All three services will use the same user account.

Course Content

- Overview of Power BI Service

- Publish a Report to Service

- Import Raw Data into Power BI Service

- Create a New Blank Report

- Create an Auto Report

- Editing Reports in Power BI Service

- Analyse your Data with Excel

- Export Your Reports to PowerPoint

- Share your Power BI Report

- Using Power BI in Teams

- Using the Mobile Layout

- Next Step: What is Microsoft Fabric

Word

Word: Mastering Macros

Learn how to save time by automating routine tasks and processes in Word with the Macro recorder.

Snapshot

Duration: 90 minute

Level: Experienced

Pre-requisites: Basic familiarity with MS Word

Version: Suitable for 2010, 2013 and 2016

Learning Outcomes

- Understand Macros
- Record a Macro
- Run a Macro
- Assign a Macro to a keyboard key and ribbon command
- Create a Macro button

Course Content

- Setting Macro security
- Recording a simple Macro
- Running a Macro
- Assigning a Macro to a keyboard shortcut and to a Ribbon command
- Editing Macro code
- Creating a Macro button

Back to Summary

Word: Mastering Mail Merge

Create a Word Mail Merge document to send out to multiple recipients. Set up Labels and Envelopes for both single entries and group recipients.

Snapshot

Duration: 90 minute

Learning Outcomes

By the end of this virtual session, you will understand how a Mail Merge can be constructed. Including setting up Envelopes/labels and update recipient lists from within the Mail Merge.

Learn to set up letters with two text options through Merge Fields

Course Content

- Mail Merge Explained
- Create a Form Letter
- Create Letter Mail Merge from Scratch
- Understanding Data sources; Excel, Word Tables, CSV Files
- Selecting another Data Source
- Edit Recipient list; Sort, Filter, Find Duplicates, Omit recipients
- Print
  - o Print to individual Documents
  - o Print documents
  - o Send Via Email
- Preview the Merged Document
- Running a Saved Merge Document
- Envelopes/Labels for multiple clients
- Envelopes/Labels for Single entry
- Rules; Fill in, IF Then Else

Word: Mastering Tables

Learn how to easily insert, edit and format Tables in Word documents to improve readability and document effectiveness.

Snapshot

Duration: 90 minute

Level: Experienced

Pre-requisites: Basic familiarity with MS Word

Version: Suitable for 2010, 2013 and 2016

Learning Outcomes

- Create a table
- Edit table layout
- Apply table formatting
- Repeat headings

Course Content

- Inserting tables
- Editing tables
- Inserting and deleting columns and rows
- Sorting data in tables
- Shading cells
- Applying a table style
- Aligning data in tables and merging cells
- Using formulas
- Repeating heading rows

Back to Summary

Word: Mastering Templates

Learn how to save time by using the built-in templates provided in Word and by creating your own customized, re-usable document templates.

Snapshot

Duration: 90 minute

Level: Experienced

Pre-requisites: Basic familiarity with MS Word

Version: Suitable for 2010, 2013 and 2016

Learning Outcomes

- Understand templates
- Use a standard template
- Create a custom template

Course Content

- Using a sample template
- Downloading an online template
- Creating a custom template
- Attaching a template to a document
- Copying Styles between templates

Word: Styles and Tables of Content

Learn how to create and use Word Styles to format headings and paragraph layouts consistently and quickly. You will also use Styles to generate a Table of Contents for a long document.

Snapshot

Duration: 90 minute

Level: Experienced

Pre-requisites: Basic familiarity with MS Word

Version: Suitable for 2010, 2013 and 2016

Learning Outcomes

- Understand Styles
- Apply a style to a heading
- Modify a style
- Create a custom style
- Create a Table of Contents using styles

Course Content

- Applying a style to a heading
- Using the Quick Style gallery
- Using the Styles Pane
- Updating and editing Styles
- Creating a custom Style
- Creating a Table of Contents
- Using RD Fields to generate a Table of Contents

Back to Summary