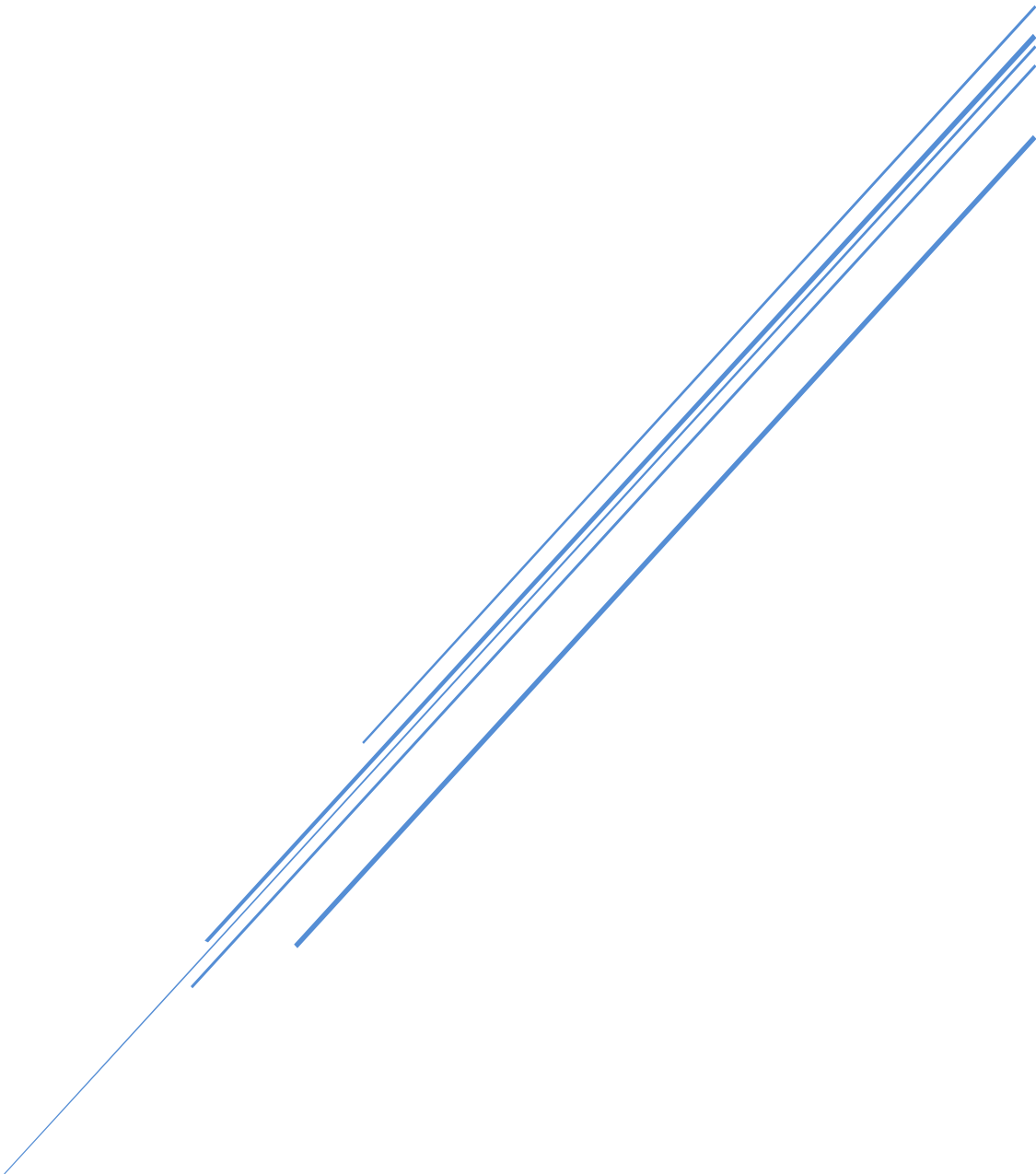


SUCCESSFUL LEARNING SOLUTIONS

FULL LIST OF COURSE OVERVIEWS



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ABOUT THE TRAINING PROVIDER

At Successful Learning Solutions (Ltd) we have a proven track record of achieving results for our clients in the field of Learning and Development. But most of all, we have a love and passion for enabling growth and success by creating a desire in our learners to enhance their knowledge, skills, talents and abilities.

As a young child takes opportunities every day to learn, grow and develop their knowledge, skills and talents - we believe this passion for learning should never stop! And with us, it never does!



Our journey started in South Africa, assisting and consulting with many Financial Services Corporates, Business Schools, Community Colleges and local previously-disadvantaged communities. We developed sought-after business and workplace qualifications as well as other personal development and digital specific training. As Accredited Assessors and Moderators registered with the South African Qualifications Authority, we assisted many previously disadvantaged community members to receive the benefits and self-fulfillment of obtaining formal qualifications.

Now based in Edinburgh, United Kingdom - with Teams in 3 different countries, Successful Learning Solutions continues to offer proven and effective Learning Solutions on an international basis.

Here are some examples of how we support learning:

1. **Universities** and **Colleges** use us to design and deliver skills training on an **Associate** basis
2. Other **Training Providers** contact us when they require experienced Trainers to support them on an **Associate** basis
3. **Corporates** and **businesses** contact us to increase skills development within their organisations
4. The **general public** enroll on our training courses via our [online store](#), or through [REED](#).

We offer face-to-face and live tutor-led virtual training covering the following areas:

- ✓ Management Development
- ✓ Customer Service
- ✓ Personal & Team Development and Effectiveness
- ✓ Personal Well-being
- ✓ Communication Skills
- ✓ IT Skills

Please view our website for further details: www.SuccessfulLearningSolutions.co.uk

TRAINING DEVELOPMENT & DELIVERY

Our courses are high impact and bespoke to the needs of our clients. We have a basic outline of what we believe should be covered. We then skillfully adapt the delivery of the course to the needs of our client and learner profile. We like to keep learning fun and always create a safe environment conducive to adult learning.

Although our courses vary in length, modules can be delivered across half-day sessions – if preferred. This allows for learners to minimize time out of office, and allows larger clients to book more than 1 cohort for the day - where it makes sense to do so.

Suggested timings of sessions are:

- **AM Only:** 09h30 to 12h30 (this includes a 15min tea-break)
- **PM Only:** 13h00 to 16h00 (this includes a 15min tea-break)
- **Full day:** 09h30 to 16h00 (this includes two 15min tea-breaks and 45min lunch)

Evening and Saturday classes can also be accommodated – if required.

It is recommended that learners attending a PM Only session have a full lunch break prior to their attending the session.

Class delivery takes place predominantly through a variety of the following medium, methods and activity types – irrespective of whether F2F or Virtual learning is scheduled:

- Lecture and active conversations
- Video clips
- Group work (f2f and virtual)
- Research & interviews
- Role-plays
- Homework assignments
- Self and formal reflection and assessments.

Skillful facilitation techniques focus on fun, practical and relevant activities which drive meaningful and team-centered conversations and learning within a safe learning environment. This accommodates various learning styles, preferences and abilities while at the same time increasing both memory retention, confidence and practical skills.

Although meaningful and sometimes direct conversation may be had, learners are always encouraged to feel relaxed to share their own life experience and learnings where relevant – without fear of feeling victimized. A relaxed environment is important to facilitate new learning.

TRAINING RESOURCES

The following would need to be provided for and arranged by Clients for any F2F **on-site** training (Covid-related guidelines would apply):

- **Venue:** A room large enough to facilitate team activities and group work. Desks may need to be rearranged to create an open space for activities.
- **Projector or TV** with connection for a laptop.
- **Internet / wifi:** Please confirm if this will be available for use.
- **Flipcharts / Flipchart paper and whiteboards:** These will be used for team activities.
- **Catering:** Tea / Coffee and *great nibbles* goes a long way to put a smile on learner's faces!

For **virtual** sessions, a stable internet connection and quiet learning area would be required by learners. Sessions can be accessed via a Zoom or Teams link at home via their laptop / mobile device or tablet.

Note: It is generally accepted that Zoom provides a superior end-user learner experience, is easier to set up – and much easier to Train with.

CUSTOMER SERVICE COURSES ON OFFER

CATEGORY	COURSE TITLE	DURATION	DELIVERY	WHO SHOULD ATTEND?
CUSTOMER SERVICE EXCELLENCE CLICK HERE FOR OVERVIEWS	Customer Service Excellence: FACE to FACE	1 day	Face to Face or Virtual	All employees dealing with customers F2F, including reception, administrators and secretaries.
	Customer Service Excellence: TELEPHONE	1 day	Face to Face or Virtual	All employees dealing with customers over the telephone, particularly call-centre agents, reception, administrators and secretaries.
	Treating customers with Respect	½ day	Face to Face or Virtual	All employees dealing with customers over the telephone or F2F looking to increase their customer service skills and awareness
	Questioning and Listening: To understand customers' needs	½ day	Face to Face or Virtual	All employees dealing with customers over the telephone or F2F looking to increase their customer service skills and awareness through listening techniques
	Using EMPATHY to build customer relationships	½ day	Face to Face or Virtual	All employees dealing with customers over the telephone or F2F looking to increase their customer service skills and awareness using empathy
	Learning from my company's customer reviews	½ day	Face to Face or Virtual	All who are looking to improve the customer experience
	Responding to negative on-line feedback from customers	½ day	Face to Face or Virtual	All employees dealing with customers looking to increase their customer service skills and awareness – and who are keen to learn from such feedback. Any who have to respond to negative online customer feedback
	Improving the Customer Experience	1 day	Face to Face or Virtual	All employees dealing with customers looking to increase their customer service skills and awareness. Customer service managers and complaints handlers
	Handling difficult customers with RESILIENCE	1 day	Face to Face or Virtual	All employees who deal with difficult customers F2F or over the phone, particularly call-centre agents

COMMUNICATION SKILLS COURSES ON OFFER

(*) Represents new courses released Oct'21

CATEGORY	COURSE TITLE	DURATION	DELIVERY	WHO SHOULD ATTEND?
COMMUNICATION SKILLS CLICK HERE FOR OVERVIEWS	Insight into effective communication	1 day	Face to Face or Virtual	A must for all Team Leaders, teams and employees – irrespective of role
	Removing Barriers to Effective Communication	1 day	Face to Face or Virtual	All employees and teams
	Communication: Listening skills	½ day	Face to Face or Virtual	All employees and teams
	Communication: Effective use of Questions	½ day	Face to Face or Virtual	All employees and teams
	Communication: Word choice	½ day	Face to Face or Virtual	All employees and teams
	Communication: Non-verbal communication	½ day	Face to Face or Virtual	All employees and teams
	Communication: Tone of voice	½ day	Face to Face or Virtual	All employees and teams
	Communicating assertively	1 day	Face to Face or Virtual	All employees need to know how to master this skill, especially those working in teams and with customers. Those who lean towards the aggressive OR passive side of the scale.
	Starting and holding a conversation, made easy	1 day	Face to Face or Virtual	New employees, those working away from their 'home culture'

COMMUNICATION SKILLS CLICK HERE FOR OVERVIEWS	Business Report Writing Skills*	1 day	Virtual	All employees. In this course, participants will learn everything from basic report writing skills to how to create that winning report that not only reads well but looks great too.
	Practice speaking basic English*	1 days	Virtual	<p>This course is designed to assist those who are newcomers to the English language to increase their confidence, accuracy and fluency in conversing with others. This is set at a basic conversation-style level, and will provide an immense boost to individuals looking to increase their daily conversation in English.</p> <p>Note: Learners should already be speaking English in a very basic manner. One-to-one tuition can also be arranged.</p>

TRAIN THE TRAINER COURSES ON OFFER

(*) Represents new courses released Oct'21

CATEGORY	COURSE TITLE	DURATION	DELIVERY	WHO SHOULD ATTEND?
TRAIN THE TRAINER CLICK HERE FOR OVERVIEWS	I want to become a Training Consultant	5 days	Face to Face or Virtual	Those currently NOT designing or delivering training, but are wanting a comprehensive grounding in the field of L&D
	Enhancing my skills as an effective trainer	2 days	Face to Face or Virtual	Those CURRENTLY delivering training, but are wanting their training skills sharpened and elevated
	Calculate ROI on a training program	½ day	Virtual	Trainers and Training Managers looking to know how to calculate return on investment of training conducted
	How to conduct an effective training needs analysis	½ day	Virtual	Trainers looking to know how to conduct a formal Needs Analysis with a client
	E-Learning design Principles & Virtual Delivery*	½ day	Virtual	Trainers looking to know how to implement effective design principles in E-Learning and Virtual Delivery
	Understanding how adults learn – Module 1	½ day	Face to Face or Virtual	Trainers who want to increase the effectiveness of their training based on principles of adult learning. The 2 modules cover different adult learning principles
	Understanding how adults learn – Module 2	½ day	Face to Face or Virtual	Trainers who want to increase the effectiveness of their training based on principles of adult learning. The 2 modules cover different adult learning principles
	Adjusting from traditional to online virtual learning: AS A TRAINER	½ day	Face to Face or Virtual	All trainers who now have to adjust delivering training from a traditional classroom to online virtual sessions
Storytelling in Learning*	½ day	Virtual	This course is designed to help you implement core storytelling techniques while teaching. During this class, you will learn how to draw out an audience and invest them into the lessons you're trying to teach using real experiences	

MANAGER OF SELF COURSES ON OFFER

(*) Represents new courses released Oct'21

CATEGORY	COURSE TITLE	DURATION	DELIVERY	WHO SHOULD ATTEND?
MANAGER OF SELF PERSONAL DEVELOPMENT AND EFFECTIVENESS CLICK HERE FOR OVERVIEWS	Managing my time	1 day	Face to Face or Virtual	All employees can benefit from this practical course
	Preparing for a presentation	1 day	Face to Face or Virtual	Those new to presenting. Note: This does not cover PowerPoint training
	6 Habits of happy & successful employees	1 day	Face to Face or Virtual	All employees looking for focus on learning good work-habits that will have a positive impact on their career
	Focusing and developing your STRENGTHS	1 day	Face to Face or Virtual	Anyone looking to explore and exploit the use of their personal strengths in the context of the workplace
	Focusing and developing your WEAKNESSES	1 day	Face to Face or Virtual	Anyone looking to explore and reduce their weaknesses in the context of the workplace
	Practice Self Discipline*	½ day	Face to Face or Virtual	Anyone who is not achieving their goals in the workplace due to a lack of self-discipline
	Raising my profile at work	½ day	Face to Face or Virtual	Employees who are looking to proactively manage their career upwards
	EMPATHY in the workplace	½ day	Face to Face or Virtual	All employees can benefit from this practical course
	How to provide feedback to others	½ day	Face to Face or Virtual	All employees who would like to learn techniques on providing feedback to colleagues, and others
	Emotional intelligence - understanding myself and others!	1 day	Face to Face or Virtual	All employees, including manager of self

MANAGER OF SELF PERSONAL DEVELOPMENT AND EFFECTIVENESS CLICK HERE FOR OVERVIEWS	How can I be more confident?	1 day	Face to Face or Virtual	Those who are particularly shy, looking to feel and display more confidence
	Adjusting from traditional to online virtual learning: AS A LEARNER	½ day	Face to Face or Virtual	Those who will be attending on-line training and who may find it difficult to adjust to the world of virtual learning
	Employability skills: Picking myself up	2 days	Face to Face or Virtual	Assistance and focused guidance designed to help those without employment (or those facing redundancy) 'pick themselves up' to re-enter the job-market
	Professional in the Office*	½ day	Face to Face or Virtual	Anyone new to the job market, or those who have not recently been employed
	Preparing for a job interview	1 day	Face to Face or Virtual	Anyone new to the job market, or those who have not recently been on an interview
	Being more productive at work*	½ day	Face to Face or Virtual	All employees can benefit from this workshop
	How can I make better decisions?	1 day	Face to Face or Virtual	All employees can benefit from this workshop
	The importance of critical thinking*	½ day	Virtual	All employees can benefit from this workshop – particularly those involved in decision making and problem solving
	Brainstorming: 7 Different approaches to increase your effectiveness	½ day	Face to Face or Virtual	All employees who are often required to think of new ideas and solutions can benefit from this workshop
	Using Mind-Maps effectively	½ day	Face to Face or Virtual	All who can use the benefits of mind-maps to help with: study, revision, presentation, decluttering of ideas
Introduction to root cause analysis	½ day	Face to Face or Virtual	This will help individuals uncover the root cause of problems, complaints and procedure mis-handlings	

<p style="text-align: center;">MANAGER OF SELF</p> <p style="text-align: center;">PERSONAL DEVELOPMENT AND EFFECTIVENESS</p> <p style="text-align: center;">CLICK HERE FOR OVERVIEWS</p>	The 16 Personality Types and You*	1 day	Virtual	An efficient (and intriguing) way to get a better understanding of personality types is via the tried-and-tested Myers-Briggs Type Indicator (MBTI). Generally regarded as one of the most accurate personality tests out there, the MBTI is widely applied within the business world, with 89 of the Fortune 100 companies utilising it. This course helps learners understand the principles of these personality traits and how understanding them can help learners work more cohesively and empathetically with colleagues and other stakeholders in any relationship
	Learning how to learn*	1 day	Virtual	There are more opportunities to learn than ever before. The same mobile device you use for communication, business, and entertainment can also be used for education—anytime, anywhere you go. Discover how to personalize your learning, collaborate with others, and be more intentional as a learner. In this course you will learn how to leverage mobile devices for creating and consuming learning, and build the skills you need for life and work
	Overcoming learning with ADHD*	1 day	Virtual	What is ADHD? How does it impact my learning and how can I overcome this? In this course, we will answer these questions as well as provide practical tips on how to improve your studying efficiency
	Plan and Host Effective Virtual Meetings*	1 day	Virtual	Learn how to excel at running an online meeting in this detailed course. Running a meeting is already challenging but virtual meetings add an element of complexity. Explore how to set up a meeting for your remote participants with specific advice on the best remote work software, sending an agenda to your team, and how to keep the entire meeting moving forward including best practices for running an online meeting, video meeting etiquette to follow, how to prepare yourself and your participants and how to keep your participants focused and engaged
	Minute Taking Excellence*	1 day	Virtual	In this course, participants will learn everything from basic minute taking skills to how to use software for best efficacy in minute taking
	Change Management*	1 day	Virtual	Participants will learn causes of resistance to change and how to effectively understand, predict and mitigate resistance to change and to effectively implement change with success

MANAGER OF SELF PERSONAL DEVELOPMENT AND EFFECTIVENESS CLICK HERE FOR OVERVIEWS	Effective Influencing Skills*	1 day	Virtual	In this course, participants will learn very powerful influencing skills that will help them be more effective with bringing other parties over to their way of thinking
	Effective Negotiation Skills*	1 day	Virtual	Participants will learn very powerful negotiation skills that will help them be more effective with negotiating even in stressful circumstances
	Introduction to Project Management*	1 day	Virtual	Those new to project management will learn everything from basic project management skills to how to effectively manage a project with success. Note, you may also wish to attend Microsoft Project courses under our Digital Skills section
	Basic maths and financial literacy	1 day	Face to Face or Virtual	Admin staff requiring a refresher on basic calculations
	Insights into my retirement	½ day	Virtual	All employees need to be aware of the importance of saving for retirement, particularly those of younger years. Note: No financial advice is given

MANAGER OF OTHERS COURSES ON OFFER

(*) Represents new courses released Oct'21

CATEGORY	COURSE TITLE	DURATION	DELIVERY	WHO SHOULD ATTEND?
FOR MANAGER OF OTHERS CLICK HERE FOR OVERVIEWS	Aspiring Leaders: Preparing myself to become a manager	1 day	Face to Face or Virtual	Those NOT YET in a management or Team Leader position, but who are in line for progression towards this goal
	Managing your Team Remotely	½ day	Face to Face or Virtual	Managers who are leading remote teams (geographically or virtually)
	From Buddy to Supervisor: Supervisory skills	1 day	Face to Face or Virtual	Recently promoted to supervisor / manager
	Leading and motivating high performance teams	1 day	Face to Face or Virtual	Team Leads and 1 st Line Managers who are looking to explore how to further motivate their team. Ideally learners have attended the 'Buddy to Supervisor' course
	Managing teams for performance	1 day	Face to Face or Virtual	Team Leads and 1 st Line Managers who are looking to explore how to monitor, manage and review performance for success. Ideally learners have attended the 'Leading and Motivating High Performance Teams' course
	Leading your Hybrid team*	½ day	Face to Face or Virtual	Everyone who manages a hybrid team
	Improve Communication in your Hybrid Team*	½ day	Virtual	Everyone who manages a hybrid team
	Leading with Emotional Intelligence	1 day	Face to Face or Virtual	Everyone who manages people – particularly difficult team members

<p style="text-align: center;">FOR MANAGER OF OTHERS</p> <p style="text-align: center;">CLICK HERE FOR OVERVIEWS</p>	Leading with Empathy	½ day	Face to Face or Virtual	Managers looking to display more empathy in their management style
	How approachable am I?	½ day	Face to Face or Virtual	All who lead or manage people
	How to Delegate	½ day	Face to Face or Virtual	Newer managers and Team Leaders who are looking to become more skilled in delegation
	Removing the barriers to effective communication in my team	1 day	Face to Face or Virtual	Everyone who manages people
	Managing in a 'VUCA' World	1 day	Face to Face or Virtual	Those looking to sharpen their manager-skills in a fast-paced, uncertain and ever-changing environment
	Getting the Best Results from Performance Reviews	½ day	Face to Face or Virtual	Managers new to performance reviews
	Preventing Manager Dependency	½ day	Face to Face or Virtual	New managers and those who have teams that find it hard to operate without constant supervision from their manager
	Transformational Leadership*	½ day	Virtual	Leaders of all levels who are looking to effect positive change in their leadership style
	Coaching and Mentoring my Team as a Manager	1 day	Face to Face or Virtual	Everyone who manages people and who want to learn essential techniques to further enhance the effectiveness of each team member.
	Holding difficult conversations	½ day	Face to Face or Virtual	Everyone who manages people
	Conflict resolution	1 day	Face to Face or Virtual	Team Leads and 1 st Line Managers looking to become more effective in resolving conflict within a team
Retaining your Employees*	1 day	Face to Face or Virtual	Everyone who manages people	

TEAM AND COMPANY EFFECTIVENESS COURSES ON OFFER

CATEGORY	COURSE TITLE	DURATION	DELIVERY	WHO SHOULD ATTEND?
TEAM AND COMPANY EFFECTIVENESS CLICK HERE FOR OVERVIEWS	Becoming more effective as a TEAM	2 days	Face to Face or Virtual	A must for all teams
	Effective Coaching and mentoring skills	1 day	Face to Face or Virtual	Those required to coach and mentor others as part of their job
	Responding to Mentorship: My role as a mentee	½ day	Face to Face or Virtual	All those currently being or are about to be mentored by another
	Diversity - getting along with others in the workplace	½ day	Face to Face or Virtual	Individuals who are interested in positively influencing relationships where diversity makes it hard
	Increasing my cross-cultural intelligence	1 day	Face to Face or Virtual	An enlightening session for all employees to create awareness of working with cultures different to our own
	Adapting to working from home	½ day	Face to Face or Virtual	Anyone who recently (or into the future) needs to work from home
	Dealing with difficult behaviour at work	½ day	Face to Face or Virtual	Any who need focus on how to effectively view, and deal with behaviour which we find unreasonable
	Boost your interpersonal skills	½ day	Face to Face or Virtual	Team members looking to gain more confidence in interacting with their team
	Working with a new boss	½ day	Face to Face or Virtual	A must for all who find themselves reporting to a new boss
	Working effectively in a virtual team	½ day	Face to Face or Virtual	All Teams working virtually – whether by choice, or default
	Fraud awareness in the workplace	½ day	Face to Face or Virtual	General, but practical information helping employees understand the why's and how's of protecting their employer against the effects of fraud. A must for all!
	Company values in action	½ day	Face to Face or Virtual	All employees. Employers wanting to create renewed awareness of their company values and mission statement

EMPLOYEE WELLBEING COURSES ON OFFER

(*) Represents new courses released Oct'21

CATEGORY	COURSE TITLE	DURATION	DELIVERY	WHO SHOULD ATTEND?
EMPLOYEE WELLBEING CLICK HERE FOR OVERVIEWS	Identifying and managing my stress	½ day	Face to Face or Virtual	Employees who would like focus on how to identify and manage stress in their daily lives
	Mental health awareness*	½ day	Face to Face or Virtual	Valuable for all team members to attend
	Supporting a Friend / Co-Worker suffering from stress	½ day	Face to Face or Virtual	Valuable for all team members to attend
	Uncover and beat 4 stress-types	½ day	Face to Face or Virtual	Those looking for opportunity to learn more about stress, and how to combat it
	Adjusting to change @ work	½ day	Face to Face or Virtual	Valuable for those dealing with constant or big changes at work
	Coping under pressure	½ day	Face to Face or Virtual	All who would like to learn valuable techniques to better cope, when under pressure
	Dealing with anxiety	½ day	Face to Face or Virtual	All who would like to learn valuable techniques to better cope with anxiety
	10 Personal morale boosters for YOU to implement	½ day	Face to Face or Virtual	A must for all who would like to learn ways to boost their current morale
	Patience	½ day	Face to Face or Virtual	Those who find impatience when dealing with others becoming a dominant feature of their personality will benefit from this workshop
	Self-Sabotage - Overcoming self-defeating behaviour	½ day	Face to Face or Virtual	All who are finding that they themselves are the reason for not reaching their full potential
Boosting your self-esteem	½ day	Face to Face or Virtual	Any who have a negative mindset from being their worst critic	

<p style="text-align: center;">EMPLOYEE WELLBEING</p> <p style="text-align: center;">CLICK HERE FOR OVERVIEWS</p>	How to stop saying YES!*	½ day	Face to Face or Virtual	Valuable to anyone who finds it difficult to say no in the work context, when they really need to
	Personal Empowerment: Taking charge of your life and career	½ day	Face to Face or Virtual	This will help individuals who need guidance and focus on taking charge of the direction they find themselves going in
	Controlling your anger before it controls you	½ day	Face to Face or Virtual	Any who can benefit from subduing anger and similar emotions
	Avoiding burnout	½ day	Face to Face or Virtual	Employees who can feel they need to regain focus before losing their spark
	Are you a positive or negative thinker?	½ day	Face to Face or Virtual	Helping all to move to a more predominantly positive way of thinking
	Perfectionism – overcoming All-or-Nothing thinking	½ day	Face to Face or Virtual	Perfectionists – and those working with them
	Overcoming the fear of failure	½ day	Face to Face or Virtual	Any who hold back from trying – for fear of failure
	Improve your powers of observation	½ day	Face to Face or Virtual	Employees who would like to increase their power of observation
	How to become more flexible in the workplace	½ day	Face to Face or Virtual	Those who would like to develop more flexibility due to constant change in the workplace and circumstances
	Getting the most from my Performance Review	½ day	Face to Face or Virtual	This is a must for all employees
	Taking initiative	½ day	Face to Face or Virtual	Employees who would like to focus on this area of development in the workplace
	Returning to work after an extended absence	½ day	Face to Face or Virtual	Employees who have been on extended leave (for whatever reason) and would like focus on making the return to work a little easier
	Defeating procrastination	½ day	Face to Face or Virtual	All who are delaying booking this course – should attend

EMPLOYEE WELLBEING CLICK HERE FOR OVERVIEWS	Maintaining my work-life balance	½ day	Face to Face or Virtual	Any who feel the need to re-balance their work and personal lives
	A listening ear	½ day	Face to Face or Virtual	Any who can benefit from a supportive listening ear, combined with encouragement to heal. This can be in the context of a 1-1 or group setting
	Optimal Nutrition for the brain in the workplace*	½ day	Virtual	This course is for any person in the work environment that understands the need to keep the brain healthy and sharp. It does not dictate any specific way of eating, rather it provides information that is backed by science and will help you to decide what is best for you. References will be provided throughout the course which will provide an opportunity for further research

DIGITAL SKILLS COURSES ON OFFER

(*) Represents new courses released Oct'21

CATEGORY	COURSE TITLE	DURATION	DELIVERY	WHO SHOULD ATTEND?
GENERAL DIGITAL AND IT RELATED CLICK HERE FOR OVERVIEWS	Digital inclusion related courses	Client specific	Face to Face or Virtual	Those new to computers, internet, email and the benefits of the digital world. The content of this course can be customised
	Hardware Maintenance and Troubleshooting*	½ day	Virtual	PC hardware changes at an ever-moving rate. It can be difficult to keep up to date with the latest hardware technology. In this course, you will learn about the internal and external hardware options you should consider based on your use-case scenario. From computers to printing to wifi and phones. We cover all business hardware related topics in this course. No prior knowledge is required
	Hardware for Online Meeting*	½ day	Virtual	This course is designed to help you create the perfect setup for online meeting. Whether it be physical devices or environmental elements, this course covers the hardware you will need to meet online professionally
	Software for Online Meeting*	½ day	Virtual	This course is designed to help you create the perfect setup for online meetings. Whether it be device drivers or background noise isolation, this course covers the software you will need to meet online professionally
	Introduction to Storyboard Animation*	1 day	Virtual	In this course we will take you through the basics of how to create a storyboard animation. We will talk through the typical pipeline and give you a solid foundation to start building your very own Storyboard animation. Videoscribe software is required
	Using ZOOM for interactive business	½ day	Face to Face or Virtual	Business looking to expand into virtual learning / conferencing / meetings using Zoom
	Making the most of social media: OVERVIEW	½ day	Face to Face or Virtual	All individuals <u>new</u> to social media who are wanting to explore potential business and personal benefits
	LinkedIn introduction*	½ day	Virtual	LinkedIn is a social network that focuses on professional networking and career development. In this course, we will learn how to create a professional profile that highlights your abilities. We will also learn how to leverage the features within LinkedIn to connect with the right people. Let's create a strong LinkedIn profile together so you can stand out among the competition as you learn how to use the platform effectively.

GENERAL DIGITAL AND IT RELATED (Continued) CLICK HERE FOR OVERVIEWS	How SMART is your SMARTPHONE	½ day	Face to Face or Virtual	Employers rolling out new devices to employees. A great course helping employees make the most of their smartphones, to the benefit of the employer and employee
	Cyber security awareness	½ day	Face to Face or Virtual	Those new to computers, internet, email and the digital world looking to learn how best to protect themselves from Cyber crime
	Principles for Accessibility*	1 day	Virtual	The industry standard guidelines for web content accessibility are organized around four principles: Perceivable, Operable, Understandable, and Robust (or POUR). This course will help you understand the basics of accessibility, and how to apply these principles to your development
MICROSOFT WORD, POWERPOINT & EXCEL CLICK HERE FOR OVERVIEWS	Microsoft Word - Introduction	1 day	Face to Face or Virtual	Anybody new to Word or wanting to formalise their basic knowledge before attending Intermediate Level training. This can be shortened to a half-day, but not recommended.
	Microsoft Word - Intermediate	1 day	Face to Face or Virtual	Users who have recently attended Beginners Training; or would like to learn great functionality of Word. This can be shortened to a half-day, but not recommended.
	Microsoft Word - Advanced	1 day	Face to Face or Virtual	Users who have recently attended Intermediate Training and would like to further increase their practical knowledge of Word. This can be shortened to a half-day, but not recommended.
	Microsoft PowerPoint Introduction	1 day	Face to Face or Virtual	Anybody new to PowerPoint or wanting to formalise their basic knowledge before attending Intermediate Level training.
	Microsoft PowerPoint - Intermediate	1 day	Face to Face or Virtual	Users who have recently attended Beginners Training; or would like to learn great functionality of PowerPoint
	Microsoft PowerPoint – Advanced*	1 day	Virtual	Users who have recently attended Intermediate Training; or would like to learn advanced functionality of PowerPoint
	Microsoft Excel - Introduction	1 day	Face to Face or Virtual	Anybody new to Excel or wanting to formalise their basic knowledge before attending Intermediate Level training. This can be shortened to a half-day, but not recommended.
	Microsoft Excel - Intermediate	1 day	Face to Face or Virtual	Users who have recently attended Beginners Training; or would like to learn great functionality of Excel. This can be shortened to a half-day, but not recommended.
	Microsoft Excel - Advanced	1 day	Face to Face or Virtual	Users who have recently attended Intermediate Training and would like to further increase their practical knowledge of Excel. This can be shortened to a half-day, but not recommended

<p>MICROSOFT WORD, POWERPOINT & EXCEL (Continued)</p> <p>CLICK HERE FOR OVERVIEWS</p>	Microsoft Excel – Expert*	1 day	Virtual	Users who have recently attended Advanced Excel Training and would like to further increase their practical knowledge of Excel – to an Expert Level
	Clean Excel Data Prior To Analysis*	1 day	Virtual	Learn great functions and formula to help you clean data in Excel. An intermediate working knowledge of Excel is recommended
	Microsoft Excel Macros Deep Dive*	1 day	Virtual	Those who currently use Excel at a basic level, and would like to become proficient in using Macros to automate tasks in Excel
	Microsoft Excel Pivot Tables Deep Dive*	1 day	Virtual	Those who currently use Excel to an intermediate level, and would like to become proficient in using Pivot Tables
	Large Data Set Analytics (Excel)*	1 day	Virtual	All those working with large amounts of data in Excel should attend this course: high volume high velocity high variety. This course will demonstrate how to work with big data in excel. From data analytics to metrics, you will learn how to effectively and efficiently organise large data sets. A working knowledge of Excel is recommended
	Microsoft Power Query and Power Pivot*	1 day	Virtual	With Power Query and Power Pivot in Excel, you'll spend less time manipulating data, and more time driving impact. Whether it's small data sets or large ones with up to millions of rows, in this course you will learn how you can connect, clean, analyze, and share your data faster using Power Query and Power Pivot. An advanced working knowledge of Excel and Pivot Tables is recommended
	Create Compelling Interactive Dashboards with Microsoft Excel*	1 day	Virtual	In this Excel course you will learn how to create impressive and interactive Microsoft Excel dashboards from scratch by combining Pivot Tables, Pivot Charts, Slicers, and a beautiful design concept. This will empower users of your dashboards to make informed decisions quickly and easily. Get ready to wow your dashboard users! An advanced working knowledge of Excel, data and Pivot Tables is recommended
	Analysing and Visualising Data with Excel*	2 days	Virtual	Those who currently use Excel to an intermediate level, and would like to know how to create an interactive dashboard allowing you to change what results you see at the click of a button. A dashboard is a great way to visualize your data
	Microsoft Excel Charts Deep Dive*	1 day	Virtual	Those who currently use Excel to an intermediate level, and want to create interactive charts - allowing a user to explore the data and examine additional insights. The charts in this course are advanced creations with added functionality to the existing chart types in Excel

<p style="text-align: center;">OTHER MICROSOFT APPLICATIONS</p> <p style="text-align: center;"><u>CLICK HERE FOR OVERVIEWS</u></p>	Microsoft Power Apps Canvas Apps*	2 days	Virtual	Anyone (without prior App Development experience) who would like to know how to design and build a business app without writing code in a traditional programming language such as C#. Build apps that integrate business data from a wide variety of sources. Share your app so that users can run it in a browser or on a mobile device, and embed your app so they can run it in SharePoint, Power BI, or Teams.
	Microsoft Power Automate - Introduction*	1 day	Virtual	Power Automate is a new enterprise system from Microsoft that allows you to integrate and synchronize all your data analysis and applications in an automated way, with the aim of increasing productivity and business efficiency. No previous experience in Power Automate required.
	Microsoft Power Automate - Intermediate*	1 day	Virtual	Users who have recently attended Introduction Training; or would like to learn more in-depth functionality of Power Automate
	Collaborate and Ideate Using Microsoft Whiteboard*	½ day	Virtual	Sometimes you just need to draw to convey to others what is on your mind. Microsoft Whiteboard is a very effective whiteboarding tool with a rich set of tools to let you do this effectively. This course will help you master these tools and learn how you can effectively share your thoughts securely and collaboratively with others. You will require an existing Microsoft Account.
	Microsoft Power BI – Introduction*	1 day	Virtual	Those who want to learn how to leverage Power BI to easily build reports and dashboards with interactive visualizations
	Microsoft Power BI – Intermediate*	1 day	Virtual	Users who have recently attended Introduction Training; or would like to learn further functionality of Microsoft Power BI
	Microsoft Visio – Introduction*	1 day	Virtual	Anyone who needs to use and visualize data, bringing their best ideas to life; Visio makes it easy—and fun—to create powerful visuals
	Microsoft Visio – Intermediate*	1 day	Virtual	Users who have recently attended Introduction Training; or would like to learn further functionality of Microsoft Visio
	Microsoft Project 2019 – Introduction*	2 days	Virtual	Anybody new to Microsoft Project or wanting to formalise their basic knowledge before attending Intermediate Level training. Microsoft Project 2019 is a project management and scheduling tool designed to help you organize, manage and control defined variables.

<p style="text-align: center;">OTHER MICROSOFT APPLICATIONS (Continued)</p> <p style="text-align: center;">CLICK HERE FOR OVERVIEWS</p>	Microsoft Project 2019 – Intermediate*	2 days	Virtual	Users who have recently attended Introduction Training; or would like to learn further functionality of Microsoft Project 2019
	Microsoft Forms*	1 day	Virtual	Anyone who wants to automate surveys, quizzes, polls, questionnaires etc and have access to real-time analytics
	Microsoft Bookings*	2 days	Virtual	Microsoft Bookings makes scheduling and managing appointments a breeze. Bookings includes a web-based booking calendar and integrates with Outlook to optimize your staff's calendar and give your customers flexibility to book a time that works best for them. Email and SMS text notifications, reduce no-shows and enhances customer satisfaction
	Microsoft Kaizala*	½ day	Virtual	Microsoft Kaizala is a secure messaging and work management app that lets you collaborate with others in and outside of your organization. Send and receive instant messages, coordinate tasks, submit invoices, and use special tools to interact with your team wherever you are
	Microsoft Stream*	½ day	Virtual	Microsoft Stream is an Enterprise Video service where people in your organization can upload, view, and share videos securely. You can share recordings of classes, meetings, presentations, training sessions, or other videos that aid your team's collaboration. Microsoft Stream also makes it easy to share comments on a video, tag timecodes in comments and descriptions to refer to specific points in a video and discuss with colleagues
	Take Smarter Notes with Microsoft 365 Apps*	½ day	Virtual	Participants will learn how to take more efficient notes using the apps in Microsoft 365 (formerly Office 365). Learn which is the best tool for the job, whether it's taking notes for yourself, note-taking as a team, taking meeting minutes, or note-taking on a mobile device
	Microsoft 365 Essential Training for Administrators*	1 day	Virtual	Once configured properly, Microsoft 365 can enhance an enterprise's security and productivity and help them meet their compliance requirements. In this course, you will learn all the features, capabilities, and opportunities within Microsoft 365 by exploring key scenarios. After attending this course, you will understand how to administrate Microsoft 365, as well as how the technology within the suite fits together

<p style="text-align: center;">OTHER MICROSOFT APPLICATIONS (Continued)</p> <p style="text-align: center;"><u>CLICK HERE FOR OVERVIEWS</u></p>	Microsoft Dynamics 365 - Introduction*	1 day	Virtual	Participants will learn how to personalize Dynamics to support your work by customizing reports, templates, and dashboards. Learn how to create, modify, and share custom reports and how to build custom charts, and then create dashboards that incorporate those charts. Plus, learn how to create custom templates in Microsoft Word and Excel
	Microsoft Dynamics 365 – Intermediate*	1 day	Virtual	Users who have recently attended Introduction Training; or would like to learn further functionality of Microsoft Dynamics
	Microsoft 365 Planner – Introduction*	½ day	Virtual	Stay organized and manage projects with Microsoft Planner, a planning and project management app for Microsoft 365. Learn how to work more efficiently and stay focused on what's important by using Microsoft Planner for your next project
	Microsoft 365 Planner Deep Dive*	½ day	Virtual	This course helps teams use Microsoft Planner to its fullest potential. Learn how to apply best practice when planning and building Planner boards, integrate Planner with various apps for notifications and effective collaboration and much more. Learners would need a basic working knowledge of Microsoft Planner
	Microsoft 365 Newer / Lesser-Known Features*	½ day	Virtual	This course covers newer and lesser-known features added to Microsoft 365 including those in Word, Excel, Outlook, and PowerPoint, and new apps added to the Office suite. Find out how to use the new natural language query feature in Excel, get writing and research assistance, get someone's attention in Outlook, create better lists in PowerPoint, and visualize maths concepts using the maths assistant in OneNote. Plus, learn about new apps in the Office 365 suite including To-Do and Forms
	Using MS Teams- Overview	½ day	Virtual	Business looking to expand into virtual learning / conferencing / meetings using MS Teams
	Microsoft 365 – Introductory Overview	1 day	Virtual	This course provides a basic overview of OneDrive, OneNote, Teams, Yammer, Sway, Delve, SharePoint
	Microsoft 365 - Intermediate*	1 day	Virtual	In this course you will learn more advanced features of various Microsoft 365 apps with specific emphasis on how to leverage the collaboration features that result from Microsoft 365 apps being so powerfully integrated

<p style="text-align: center;">OTHER MICROSOFT APPLICATIONS (Continued)</p> <p style="text-align: center;"><u>CLICK HERE FOR OVERVIEWS</u></p>	Microsoft 365 Administration - Intermediate*	1 day	Virtual	More organizations are moving resources to the cloud—and for many of those organizations, Microsoft 365 is the solution of choice. It's a one-stop shop for user management, email services, real-time collaboration, and secure file storage. From managing global settings to configuring advanced security, this course details the process of successfully managing an enterprise implementation of Microsoft 365
	Manage Project Communication with Microsoft 365*	1 day	Virtual	When you're juggling everything from task tracking to meeting facilitation, and you leverage several different applications in your workflow, keeping yourself and your stakeholders up to date can be a challenge. In this course, learn about the Microsoft 365 tools and services that can help you manage your projects more efficiently
	Microsoft 365 - Improve Productivity Through Collaboration*	1 day	Virtual	Microsoft 365 offers the latest Office apps and features for communication, file sharing, and project planning. The apps in Microsoft 365—Word, Excel, PowerPoint, Outlook, Teams, and more—are designed with collaboration in mind, yet many users aren't leveraging all that these tools have to offer. In this course, you will learn tips for maximizing team productivity in Microsoft 365
	Microsoft 365 - Manage Files & Folders Via OneDrive & SharePoint*	½ day	Virtual	One of the most common workday challenges is organizing OneDrive and SharePoint documents and sites. This course helps learners master ways they can organize documents and sites in OneDrive and SharePoint. No previous prerequisites are required. You will require an existing Microsoft Office 365 for Work account
	Microsoft Outlook Calendar Deep Dive*	½ day	Virtual	In this course, learn how to use the Microsoft Outlook Calendar to schedule appointments, meetings, and more. Outlook can also send invitations to those events and track who is going to attend. Learn advanced calendar features like adding additional calendars and sharing calendars
	Microsoft OneNote Deep Dive*	1 day	Virtual	OneNote is a robust note-taking app that allows you to jot down and save your ideas—from thoughts hastily scribbled on napkins to saved articles on the web and cross tag them for easy recall. In this course, you will learn tips to help you be even more organized and productive with this powerful tool. Explore top power shortcuts, how to set up and organize your notebooks, learn how to take better notes and improve the look of your notes, as well as how to import content from other apps

<p>OTHER MICROSOFT APPLICATIONS (Continued)</p> <p>CLICK HERE FOR OVERVIEWS</p>	Microsoft Sway Deep Dive*	½ day	Virtual	Learn how to create and share interactive presentations, reports, and stories with Sway, the popular app included in Office 365. Learn how to get started using Sway, whether you're creating Sways from existing documents or from scratch. Master how to embed rich content including audio and video, as well as how to remix Sways and share them with others. You will require an existing Microsoft 365 Account
	Microsoft Yammer Deep Dive*	½ day	Virtual	The new Yammer is an enterprise social network designed to help businesses get work done smarter and faster. This course takes you through all of the essential features of Yammer. You will require an existing Microsoft 365 Account
	Microsoft Access Deep Dive*	1 day	Virtual	Microsoft Access is a database management system from Microsoft that combines the relational Microsoft Jet Database Engine with a graphical user interface and software-development tools. In this course you will learn about the Access screen, table and report objects, query objects and properties, form objects and advanced tables, advanced queries and reports, advanced forms and automating things in your forms, more form automations like buttons and macros
	Microsoft Lists*	1 day	Virtual	Microsoft Lists is a Microsoft 365 application that allows you to create simple, intelligent, and flexible lists to help you keep up to date with your team and have all the information at hand so that you can organize your work much more effectively. In this course, we will cover use-case scenarios by creating lists to improve workflow. We will also be integrating with Excel, Teams and SharePoint to show you the full functionality of Lists

<p style="text-align: center;">GOOGLE APPLICATIONS</p> <p style="text-align: center;"><u>CLICK HERE FOR OVERVIEWS</u></p>	Google Sheets – Beginner*	1 day	Virtual	Anybody new to Google Sheets or wanting to formalise their basic knowledge before attending Intermediate Level training. This can be shortened to a half-day, but not recommended
	Google Sheets – Intermediate*	1 day	Virtual	Users who have recently attended Beginners Training; or would like to learn further functionality of Google Sheets. This can be shortened to a half-day, but not recommended
	Google Sheets – Advanced*	1 day	Virtual	Users who have recently attended Intermediate Training; or would like to learn further functionality of Google Sheets to an Advanced level
	Google Sheets – Expert*	1 day	Virtual	Users who have recently attended Advanced Google Sheets Training and would like to further increase their practical knowledge – to an Expert Level
	Google Docs – Beginner*	1 day	Virtual	Anybody new to Google Docs or wanting to formalise their basic knowledge before attending Intermediate Level training. This can be shortened to a half-day, but not recommended
	Google Docs – Intermediate*	1 day	Virtual	Users who have recently attended Beginners Training; or would like to learn further functionality of Google Docs. This can be shortened to a half-day, but not recommended
	Google Docs – Advanced*	1 day	Virtual	Users who have recently attended Intermediate Training; or would like to learn further functionality of Google Docs to an Advanced level
	Unlock Advanced Gmail Productivity*	1 day	Virtual	Did you know that Gmail can do more than send emails? Gmail is actually a very powerful tool that can help speed up your productivity. In this course, we will learn the tips and tricks around how to unlock the potential of Gmail. Whether it's sending bulk emails or setting automatic auctions, we will give you all the functionality of Gmail
	Google Calendar Deep Dive*	½ day	Virtual	Google Calendar is much more than just a calendar app. Attend this course to get an in-depth understanding of all of the features of Google Calendar from basic use to advanced features to help you remain productive
	Google Forms Deep Dive*	1 day	Virtual	Google Forms is a Survey admin software. In this course, we will cover the basic to advanced features of Forms. We will create forms, polls, surveys and much more. Bringing you the latest features that can assist your survey creation. No prior knowledge is required

<p style="text-align: center;">GOOGLE APPLICATIONS (Continued)</p> <p style="text-align: center;"><u>CLICK HERE FOR OVERVIEWS</u></p>	Google Keep Deep Dive*	½ day	Virtual	Google Keep is a note-taking service included as part of the free, web-based Google Docs Editors suite offered by Google. In this course, we will dive into the advanced note taking features of Keep. You will immediately be able to utilize the skills you learn in this course. No prior knowledge is required
	Google Slides Deep Dive*	½ day	Virtual	Google Slides is a presentation program included as part of the free, web-based Google Docs Editors suite offered by Google. With its various templates and themes, it can be as simple as plugging text into the provided text boxes. However, you can take your presentation one step further by adding in customizations. By inserting images, animations, transitions, charts, and diagrams you can amaze your audience! In this course, we show you how to create professional slides and review ways to build an effective presentation
	Google Analytics – Overview*	1 day	Virtual	Google Analytics is a service offered by Google that assists you to improve Website traffic, build reports, optimize your audience and so much more. Quickly master Google Analytics with this hands-on, scenario-driven course which will help you to start measuring the performance of your website(s) today
<p style="text-align: center;">OTHER APPLICATIONS</p> <p style="text-align: center;"><u>CLICK HERE FOR OVERVIEWS</u></p>	Essential Computer skills (Mac)*	½ day	Virtual	Have you recently transitioned to Mac OS, or are you looking for a guide to the features your computer has to offer? In this course, we will show you how to navigate the Mac OS with keyboard shortcuts and other quick features that will allow you to be efficient
	MacBook - Installing and using Parallels for Windows*	1 day	Virtual	Whether you need to run Windows programs that don't have Mac versions, or you are making the switch from PC to Mac and need to transfer your data, Parallels Desktop has you covered. Run thousands of Windows apps like Microsoft Office, Internet Explorer, Access, Quicken, QuickBooks, Visual Studio, even graphic intensive games and CAD programs without compromising on performance or rebooting. This course has you covered for everything you need to know to download, install, configure and use Parallels Desktop for Mac - Now supporting MacBook M1 chips and Windows 11
	Coding Fundamentals (Python) – Beginner*	1 day	Virtual	Anyone looking for an introduction into application development. This can include managers who require a greater understanding of what a development role entails
	Coding Fundamentals (Python) – Intermediate*	1 day	Virtual	Users who have recently attended Beginners Training; or would like to learn further functionality of Python

<p style="text-align: center;">OTHER APPLICATIONS (Continued)</p> <p style="text-align: center;"><u>CLICK HERE FOR OVERVIEWS</u></p>	Coding Fundamentals (Python) – Advanced*	1 day	Virtual	Users who have recently attended Intermediate Training; or would like to learn further advanced functionality of Python coding
	API Development with Postman – Introduction*	1 day	Virtual	Postman is an API platform for building and using APIs. Over 15 million developers use Postman. Postman simplifies each step of the API lifecycle and streamlines collaboration so you can create better APIs—faster. In this course, get to understand APIs, learn how to send API requests, test public APIs, create APIs and work with your team using this great free application. No prior knowledge required
	API Management - Beginner*	1 day	Virtual	API management is the process of creating and publishing web application programming interfaces, enforcing their usage policies, controlling access, nurturing the subscriber community, collecting and analyzing usage statistics, and reporting on performance. This is the Introduction to APIs and API Cloud Management. In this course, you will learn how APIs work and how they interact with an application. There is no coding in this course. By the end of this course you will completely understand how APIs work, and how computers talk to each other. You'll also be familiar with RESTful APIs which make use of the HTTP protocol
	API Management - Intermediate*	1 day	Virtual	Users who have recently attended Beginner Training; or would like to learn further functionality of API Management. This is an interactive lead jump-start into API Management in the cloud. We will provide fundamental knowledge about API definition, provisioning, policy enforcement and usage within API Gateway and API Portal
	API Management - Advanced*	1 day	Virtual	Users who have recently attended Intermediate Training; or would like to learn further advanced functionality of API Management
	AWS API Gateway Advanced Deep Dive*	1 day	Virtual	An Amazon API Gateway is a collection of resources and methods that are integrated with back-end HTTP endpoints, Lambda functions or other AWS Services. In this course we will cover the features of API Gateway as well as how it integrates with other AWS Services.No prior knowledge is required
	AWS Cloud Computing Overview*	½ day	Virtual	This course introduces you to the core concepts of cloud computing. You gain the foundational knowledge required for understanding cloud computing from a business perspective. You will also learn the definition and essential characteristics of cloud computing, its history, the business case for cloud computing, and emerging technology use-cases enabled by cloud and all the different services offered by AWS

<p style="text-align: center;">OTHER APPLICATIONS (Continued)</p> <p style="text-align: center;"><u>CLICK HERE FOR OVERVIEWS</u></p>	Monday Deep Dive*	2 days	Virtual	Monday is a Cloud-based platform that allows companies to create their own applications and work management software. It's a simple, but intuitive, Work OS for teams to shape workflows, adjust to shifting needs, create transparency, connect collaboratively, and stop doing manual grunt work. Monday allows you to set up Project management systems that allow you to automate what you do manually. In this course we will create an end-to-end project management integration that will give transparency in task assignments and fast forward design workflows
	Slack Deep Dive*	1 day	Virtual	You can think of Slack like your digital HQ. Slack is made up of organised spaces for anything you are working on for everyone. This gives full transparency on all current and future tasks. Slack gives you the ability to share and collaborate in real time. You also have the ability to keep your data in a secure central location, with full authorisation customization. Slacks works both on pc, phones and tablets, keeping your team up to date at all times
	Metabase Deep Dive*	1 day	Virtual	Metabase is an open-source business intelligence tool which lets you ask questions about your data, and displays answers in formats that make sense, from a bar graph to a detailed table. Metabase also makes it easy to share questions and dashboards with the rest of your team. In this course we are going to learn how to transform our data into multiple desired formats and query data using advanced features. Basic data knowledge is advised
	Lark Deep Dive*	1 day	Virtual	Lark Suite is an enterprise collaboration platform designed to assist in task management. Lark is essential for building a highly-productive collaboration experience for optimal team efficiency. From messaging, calendars, meetings, and bot development, Lark is a full end to end management Suite. Basic Excel knowledge is advised
	Micro Services – Overview*	1 day	Virtual	Microservices - also known as the microservice architecture - is an architectural style that structures an application as a collection of services. The microservice architecture enables the rapid, frequent and reliable delivery of large, complex applications. It also enables an organization to evolve its technology stack. In this course, we will look at what role Microservices play in a native vs a cloud service

SMALL BUSINESS SUPPORT COURSES ON OFFER

(*) Represents new courses released Oct'21

CATEGORY	COURSE TITLE	DURATION	DELIVERY	WHO SHOULD ATTEND?
SMALL BUSINESS SUPPORT CLICK HERE FOR OVERVIEWS	Digital marketing	½ day	Virtual	All who would like to expand their reach through the use of appropriate digital marketing platforms
	LinkedIn marketing – Intermediate*	1 day	Virtual	In this course we will cover how to optimise your chances for leads and sales. We will create a marketing system that works for you. And so much more...
	LinkedIn marketing – Advanced*	1 day	Virtual	This course is designed for ambitious sales individuals seeking the best proven strategies for accelerating sales revenues using LinkedIn.
	Presentation skills – When pitching to a prospective client	1 day	Virtual	Those who would like pointed guidance in becoming more effective in presenting before a client
	Know and find your correct target audience	½ day	Virtual	All business owners – particularly start-ups
	Understanding your unique selling point	½ day	Virtual	All business owners – particularly start-ups
	Developing new products and services	½ day	Virtual	Those considering expanding their product / service offering
	Finding and adjusting to new ways of working	½ day	Virtual	Business owners who are looking to find new / different ways of working
	Adapting to working from home	½ day	Virtual	Those who are having to work from home
	Building patronage to your business and brand	1 day	Virtual	All business owners – particularly start-ups

<p>SMALL BUSINESS SUPPORT</p> <p>CLICK HERE FOR OVERVIEWS</p>	Building community and income	1 day	Virtual	All business owners looking to increase income through community engagement
	Crowd funding and other funding opportunities	½ day	Virtual	Any business owner – particularly those who are struggling financially due to the pandemic – who is interested in finding out how to raise funding through crowd funding, and other funding opportunities
	How to run online webinars and events*	½ day	Virtual	Those looking to branch out to run online webinars / events to promote their products and services
	Write your story to draw your audience	1 day	Virtual	All business owners who need assistance in marketing themselves correctly to draw and motivate their target audience
	Route to market	½ day	Virtual	Start-ups, those who are introducing a new product / service, or all business owners wanting to refine / re-define their route to market strategy

TEEN PACKAGE COURSES ON OFFER

(*) Represents new courses released Oct'21. Note, minimum class size of 2 required.

CATEGORY	COURSE TITLE	DURATION	DELIVERY	WHO SHOULD ATTEND?
TEEN PACKAGE CLICK HERE FOR OVERVIEWS	Story-writing, learn how to create a dynamic plot*	1 day	Virtual	Do you get writers-block when you have a story-writing assignment? Learn how to create interesting character profiles and irresistible plot-hooks in this fun and creative course
	Writing an effective article*	1 day	Virtual	A great interactive and fun way of increasing your article-writing skills.
	How to write and publish a great novel*	1 day	Virtual	This course is designed to help teenagers who are curious about starting a novel. It covers key concepts in writing skills, storytelling, and publishing. Whether it be for a personal project, or prospecting a future career, this course is a fun kickstart into publishing a novel
	Develop your creativity with Dungeons and Dragons*	1 day	Virtual	Creativity. Problem solving. Abstract thinking. Collaboration. Empathy. Confidence. These are incredible life-skills taught through playing this on-line game. Learn great techniques and tips to master these skills while having fun!
	Understanding PC Hardware*	1 day	Virtual	PC Hardware is a study of the basic assembly, maintenance, and repair of micro-computer systems. A computer is broken into components such as system board, video, memory, storage, multimedia, networking, and printers. In this course you will learn how to assemble computer components, choose the right components, learn how each part interacts with each other. We will also delve into different ports and computer accessories that are available
	Navigating Windows 10*	½ day	Virtual	The target audience of this course is teenagers who are looking to gain a better understanding of how to operate their Windows 10 computer. Whether it be for work, play or both, this course will help you to setup an optimal computer environment

<p style="text-align: center;">TEEN PACKAGE</p> <p style="text-align: center;">CLICK HERE FOR OVERVIEWS</p>	Navigating Windows 11*	½ day	Virtual	The target audience of this course is teenagers who are looking to gain a better understanding of how to operate their Windows 11 computer. Whether it be for work, play or both, this course will help you to setup an optimal computer environment
	Google Suite overview*	1 day	Virtual	The Google Suite is perfect for managing your online schedule, data, tasks, and so much more. In this course you will get to understand the different aspects of Google and how it can assist you in your school or college assignments and studies. We will create a work environment that makes studying and projects easy. Get ahead of your competition, get started with Google!
	Learn how to SWAY!*	1 day	Virtual	Sway is a GREAT presentation program that is part of the Microsoft office suite. With Sway, you can create and share interactive reports, presentations, personal stories, and more. Its built-in design engine helps you create professional and fun designs in minutes. With Sway, your images, text, videos, and other multimedia all flow together in a way that enhances your story. In this course, we'll show you how to have fun making impressive presentations using Sway, whether you're creating Sways from existing documents or from scratch
	Impress with PowerPoint*	1 day	Virtual	Are you interested in getting ahead of your classmates? Would you like to create presentations that impress your teachers and others? In this course, we show you how to showcase your presentations in an effective and impressive way. We will also be diving into fascinating features that PowerPoint has to offer
	Microsoft Excel Basics*	1 day	Virtual	This playful course covers the very basics of using excel in the perspective of creating a unique character. By covering basic formulas, you will dip your toes into the very basics of programming – and ensure you are prepared to tackle any school assignments that come your way! This course can naturally be progressed to more advanced levels. Please view our Digital Skills courses for further options
	Microsoft Word Basics*	½ day	Virtual	Need to brush-up on your MS Word skills for your assignments? We will get you confident in using the tools MS Word has to offer. This course can naturally be progressed to more advanced levels. Please view our Digital Skills courses for further options
	Fundamental online services*	1 day	Virtual	This course is designed for teenagers with little to no exposure with online services. This course covers the basics of online services, what features you can leverage and how to be careful while using these tools

<p style="text-align: center;">TEEN PACKAGE</p> <p style="text-align: center;">CLICK HERE FOR OVERVIEWS</p>	Programming Part 1*	1 day	Virtual	The target audience of this course is teenagers who are looking to learn the basics of coding. Whether you are trying to learn coding for a pet project or taking your first steps into application development, this course will teach you the very basics as a kickstart into the EXCITING world of programming. By the end of Part 3, you will be able to create your own game, app or story generator!
	Programming Part 2*	1 day	Virtual	This is an extension of Part 1
	Programming Part 3*	1 day	Virtual	This is an extension of Part 2. At the end of Part 3 you will be ready for further advanced coding courses – and just in 3 days
	Dealing with isolation as a Teen*	½ day	Virtual	This course is designed to help teenagers to cope with distance from their peers during the covid lockdown – and beyond. It is especially valuable for those who are home schooling
	Coping successfully with stress*	½ day	Virtual	This course is designed for teenagers who would like to learn basic techniques in coping with stress or those who want to help their family / friends cope with stress
	Fighting procrastination, TODAY!*	½ day	Virtual	If you're thinking about taking this course another day – then this is the course for you!
	Learn to be more productive*	½ day	Virtual	This course will cover key principles to help you become a more productive and responsible teen
	Resilience, enduring with a purpose*	½ day	Virtual	Teens today are under incredible stresses, unknown just a decade ago. This course is designed to help teenagers to cope with difficult emotional stress. To not just survive each day, but to endure with a purpose - enjoying life despite emotional strain
	Manage your money effectively*	½ day	Virtual	This course is designed to help teenagers learn how to manage their income. As your skills increase and you start earning your wage, we will help you budget your growing income responsibly
	How to manage your time better*	½ day	Virtual	As individual responsibilities increase, it's critical that young adults learn how to spend their time wisely. This course will help you learn how to make the best use of your time
Empathy, Power Through Perspective*	½ day	Virtual	This course is designed to help teenagers learn about empathy. This lesson will help you to learn what empathy means and how it can help you make friends, cope better with difficulties, reduce stress and even make you a happier person	

<p>TEEN PACKAGE</p> <p>CLICK HERE FOR OVERVIEWS</p>	Find and boost your motivation*	½ day	Virtual	Are you battling to find or keep your motivation? Lack of motivation is something very few people are immune to. This course covers key principles that can help you maintain motivation consistently as a teen
	Coping successfully with change*	½ day	Virtual	Change is constant – yet it is one of the largest factors causing stress among teens today. This course will help teenagers cope with sudden and constant change. Whether it be moving away from your friends, dealing with the covid pandemic, or starting your first job – we will help you reduce the impact that change may have on your life
	Self-Control, outdated or under-valued?*	½ day	Virtual	This course is designed to help teenagers discern the importance of self-control. Whether it be handling money, building friendships or even diet, we will help you learn what self-control means and how it can benefit you as a teen – and later in life
	Dealing with my mistakes positively*	½ day	Virtual	We all make mistakes – but how we deal with them, particularly as a teen will shape how we deal with them as adults. This course is designed to help teenagers manage their mistakes. As you take this course, you will learn how you can make the most of them and learn from your mistakes
	How can I conquer shyness?*	½ day	Virtual	Helping teenagers view shyness in a better perspective, will build their confidence. This course will help you understand the difference between quietness and timidity, how you can gain confidence and how you can make friends despite shyness
	How to handle perfectionism*	½ day	Virtual	This course is designed to help teenagers view perfectionism in a better perspective. This course will help you understand the difference between obsession and diligence and how you can gain balance in expectations of yourself and others
	Prevent burnout as a Teen*	½ day	Virtual	It is vital for teenagers to understand and avoid the risks of burnout. This course will cover various topics on what causes burnout, how to avoid burnout and how burnout affects you
	How to conquer negativity?*	½ day	Virtual	This course is designed to help teenagers tackle negativity. With the constant pressures teens are facing daily, we will help you to tackle negative thinking in a realistic and positive manner

TEEN PACKAGE CLICK HERE FOR OVERVIEWS	Build public speaking confidence*	1 day	Virtual	Do you find it difficult to talk in front your class or even crowds? In this course, we will show you how to overcome public speaking anxiety and give you tips on how to speak to an audience. We will cover mind management techniques that will help you be a confident speaker
	Optimal nutrition for peak learning*	½ day	Virtual	This course is designed for students who want to perform their best with either home schooling or attending a public / private school. With all the demands on young students today, this course will provide them with amazing tools to help them feel as that they are in control of their goals at school. This will be an encouraging and interesting interactive experience
	Tips on how to learn effectively*	1 day	Virtual	Do you want to improve your study skills? Problems with procrastination? Don't know where to start? Afraid of missing something important? Would you like to have more free time? Let us introduce you to proven studying techniques that will assist you in time management, study- skills, brain function and so much more. Learn smarter, not harder!

COURSE OVERVIEWS

CUSTOMER SERVICE EXCELLENCE

Customer Service Excellence: FACE to FACE (FULL-DAY)

Attending this workshop will help you to:

- 🕒 Understand principles behind great customer service
- 🕒 Review your employer's customer service policy and customer service standards
- 🕒 Identify your natural style of dealing with customers in varying situations over the phone / face to face
- 🕒 Identify gaps in your natural style to becoming a great customer service representative
- 🕒 Practice various customer service scenarios and techniques to delight your customer over the phone
- 🕒 Evaluate and measure feedback.

Customer Service Excellence: TELEPHONE (FULL-DAY)

Attending this workshop will help you to:

- 🕒 Understand principles behind great telephone customer service
- 🕒 Review your employer's customer service policy and customer service standards
- 🕒 Identify your natural style of dealing with customers in varying situations over the phone
- 🕒 Identify gaps in your natural style to becoming a great customer service representative
- 🕒 Practice various customer service scenarios and techniques to delight your customer over the phone
- 🕒 Evaluate and measure feedback.

Treating customers with Respect (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Understand the impacts of treating – or not treating – customers with respect
- 🕒 Evaluate your understanding of respect with possible expectations of the customer
- 🕒 Show respect for different age groups / generations of customer
- 🕒 Show respect for customers of different cultures
- 🕒 Implement 5 practical ways that show respect to your customers.

Questioning and Listening: To understand customers' needs (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Understand the value of finding out the real needs of a customer
- 🕒 Implement 4 questioning techniques to ensure you understand the needs of your customer
- 🕒 Review over 20 examples of practical questions to understand your customer
- 🕒 Develop the skill of listening to hear what the customer is actually looking for
- 🕒 Implement 6 steps to help you actively listen to your customer.

Using EMPATHY to build customer relationships (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Understand the real meaning behind empathy – and how it can impact customer relationships
- 🕒 Recognise the difference between sympathy and empathy
- 🕒 Use effective empathy statements when dealing with customers
- 🕒 Implement 7 steps to help you develop an empathetic approach towards your customers.

Learning from my company's customer reviews (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Understand the impacts of customer on-line reviews
- 🕒 Research reviews and complaints made against your company
- 🕒 Understand why complaints / negative reviews have been made
- 🕒 Understand why positive reviews have been made
- 🕒 Learn how to increase the positive and decrease the negative reviews.

Responding to negative on-line feedback from customers (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Research reviews and complaints made against your company
- 🕒 Understand why complaints / negative reviews have been made
- 🕒 Explore how to deal with negative reviews, and win the customer back
- 🕒 Reduce the number of negative reviews.

Improving the Customer Experience (FULL-DAY)

Attending this workshop will help you to:

- 🧠 Understand the profile of your customers
- 🧠 Use empathy to understand potential customer relationship stress points
- 🧠 Experience your business from the customer's perspective
- 🧠 Research customer reviews made on your company
- 🧠 Apply learnings to improve your customer experience.

Handling difficult customers with RESILIENCE (FULL-DAY)

Attending this workshop will help you to:

- 🧠 Understand why conflict often occurs with customers
- 🧠 Identify ways to reduce potential conflict with customers
- 🧠 Communicate assertively in a conflict situation, without harming the customer relationship
- 🧠 Practice difficult conversations with difficult customers
- 🧠 Strengthen your resilience over time.

COMMUNICATION SKILLS



Insight into effective communication (FULL-DAY)

Attending this workshop will help you to:

- 🕒 Review your current behaviour and communication style
- 🕒 Identify situations where you will likely need to communicate effectively
- 🕒 Identify and implement what others do to communicate effectively
- 🕒 Use communication techniques such as listening; questions; positive body language and providing feedback effectively
- 🕒 Have difficult conversations and resolve conflict through effective communication skills
- 🕒 Build rapport with new and existing clients, colleagues and managers
- 🕒 Develop a personal and practical plan of action to communicate more effectively.

Removing Barriers to Effective Communication (FULL-DAY)

Attending this workshop will help you to:

- 🕒 Understand what represents barriers to effective communication
- 🕒 Effectively combat 8 common barriers in the workplace:
 - ✓ physical
 - ✓ perceptual
 - ✓ emotional
 - ✓ cultural
 - ✓ language
 - ✓ gender
 - ✓ interpersonal
 - ✓ age.
- 🕒 Review the benefits of removing communication barriers – and dangers of not.

Communication: Listening skills (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Understand the importance of listening
- 🕒 Highlight barriers to your listening
- 🕒 Apply proven techniques to improve your active listening
- 🕒 Explore the 4 types of listening:
 - ✓ appreciative
 - ✓ empathetic
 - ✓ comprehensive
 - ✓ critical.

Communication: Effective use of Questions (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Understand why the effective use of questions is so important
- 🕒 Apply 8 questioning techniques, including:
 - ✓ probing
 - ✓ leading
 - ✓ funnel
- 🕒 Plan your questions carefully prior to engagement
- 🕒 Know what strategies to use when people don't respond to your verbal question
- 🕒 Apply various visual formatting to asking your written questions, such as:
 - ✓ text sliders
 - ✓ likert scale
 - ✓ star rating.

Communication: Word choice (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Understand the importance of reviewing our choice of words when communicating
- 🕒 Review the 6 principles of word-choice
- 🕒 Apply ways to improve your word choice
- 🕒 Learn how to use assertive words and phrases, when needed
- 🕒 Substitute out-of-date mannerisms
- 🕒 Understand and include (or exclude) the use of various features of language, such as:
 - ✓ synonyms and antonyms
 - ✓ homonyms
 - ✓ idioms
 - ✓ figures of speech
- 🕒 Understand the impact of your word choice on others
- 🕒 Review examples of encouraging words / phrases for the office.

Communication: Non-verbal communication (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Understand the 5 roles that non-verbal communication plays
- 🕒 Recognise various types of non-verbal communication
- 🕒 Learn how to read typical non-verbal signs in others
- 🕒 Project good body language in the following settings:
 - ✓ creating a good first impression
 - ✓ effective public speaking or presentations
 - ✓ during interviews or negotiations
 - ✓ during virtual meetings.
- 🕒 Improve non-verbal communication.

Communication: Tone of voice (HALF-DAY)

Attending this workshop will help you to:

- 🎧 Understand the importance of reviewing our tone of voice when communicating
- 🎧 Understand how it affects the workplace
- 🎧 Learn more about:
 - ✓ volume
 - ✓ pace
 - ✓ pitch
- 🎧 Review 4 primary tone-of-voice dimensions
- 🎧 Apply ways to improve your tonal communication.

Communicating assertively (FULL-DAY)

Attending this workshop will help you to:

- 🎧 Learn about passive, aggressive and assertive behaviour
- 🎧 Understand your current behaviour and communication style
- 🎧 Identify situations where you will likely need to communicate assertively
- 🎧 Identify how others effectively communicate in an assertive way
- 🎧 Introduce practical techniques to communicate more assertively and confidently
- 🎧 Develop a personal and practical plan of action to communicate more assertively.

Starting and holding a conversation, made easy (FULL-DAY)

Attending this workshop will help you to:

- 🎧 Learn principles of easily starting and holding great conversations
- 🎧 Identify practical things to do, include and avoid when engaging in conversation
- 🎧 Review conversation starters effectively used by others
- 🎧 Identify your current conversation style
- 🎧 Identify and review areas in your current style that can be improved or changed
- 🎧 Practice starting and holding a conversation with others
- 🎧 Develop a personal plan to practice your conversation skills.

Business Report Writing Skills (FULL-DAY)

In this course, participants will learn everything from basic report writing skills to how to create that winning report that not only reads well but looks great too.

Attending this workshop will help you to:

- 🌟 Differentiate between formal and informal reports
- 🌟 Write an effective transmittal
- 🌟 Identify when to use an appendix and what to include
- 🌟 Cite the purpose of a tentative outline and create one for a report
- 🌟 Clarify and emphasize data with report graphics
- 🌟 Distinguish between primary and secondary research
- 🌟 Explain how to incorporate graphics in a report
- 🌟 Write a tentative outline.

Please note the following:

- 🌟 This course is full day
- 🌟 No previous prerequisites are required.

Practice speaking basic English (2-DAYS)

This course is designed to assist those who are newcomers to the English language to increase their confidence, accuracy and fluency in conversing with others. This is set at a basic conversation-style level, and will provide an immense boost to individuals looking to increase their daily conversation in English.

Note: Learners should already be speaking English in a very basic manner. One-to-one tuition can also be arranged.

Attending this workshop will help you to:

- 🌟 Learn and practice principles of grammar in daily conversation
- 🌟 Learn more about past, present and future tenses
- 🌟 Practice scenario-based conversations for every-day settings
- 🌟 Practice scenario-based conversations for work settings
- 🌟 Learn about common figures of speech, and when to use them
- 🌟 Practice exercises to improve reading
- 🌟 Learn and practice to write words that are commonly spelt incorrectly.

TRAIN THE TRAINER

I want to become a Training Consultant (5-DAYS)

This 5 day course, provides in-depth training and assessment of Learners on how to effectively deliver the entire learning cycle in the role of Training Consultant:

- ✓ perform a training needs analysis
- ✓ develop learning objectives
- ✓ design training and assessment materials
- ✓ implement training
- ✓ evaluate training.

Learners and employers must commit to a full 5 day out of office period for learners to:

- ✓ receive training
- ✓ perform a training needs analysis
- ✓ design training and assessment tools based on clearly defined objectives.

This will require time to be spent on:

- ✓ research
- ✓ interviews
- ✓ homework outside of class hours is a definite expectation
- ✓ practice and deliver training
- ✓ evaluate the training
- ✓ be evaluated.

Note: Learners will be expected to create and deliver a real training program that is currently a need within their business / company. The learner's Manager will be invited to attend the final delivery by the learner.

Please ensure that the scheduling of the 5 day program is over a minimum of 3 weeks and a maximum of 6 weeks to ensure sufficient time for learners to conclude all assignments.

Enhancing my skills as an effective trainer (2-DAYS)

Attending this workshop will help you to

- 🕒 Know what to include (and avoid) and how to simplify your training sessions
- 🕒 Understand tools available for you to use and include
- 🕒 Uncover the secrets and techniques used by effective trainers
- 🕒 Effectively deal with challenges facing trainers
- 🕒 Identify your training style
- 🕒 Identify gaps in your style to becoming a great trainer
- 🕒 Practice various training scenarios and techniques
- 🕒 Evaluate and measure feedback.

Calculate ROI on a training program (HALF-DAY)

Attending this workshop will help you to

- 🕒 Know what ROI is, and why it is so important
- 🕒 Follow the steps to measure ROI
- 🕒 Link the Kirkpatrick Model to ROI
- 🕒 Complete ROI calculations for Tangible Outcomes
- 🕒 Complete ROI calculations for Intangible Outcomes.

How to conduct an effective training needs analysis (HALF-DAY)

Attending this workshop will help you to

- 🕒 Understand the importance of an effective TNA
- 🕒 Know what questions to ask during the analysis process
- 🕒 How to begin a TNA
- 🕒 Complete a TNA for Individuals
- 🕒 Complete a TNA for an Organisation.

E-Learning design Principles & Virtual Delivery (HALF-DAY)

Attending this workshop will help you to

- 🕒 Use the ADDIE model in preparing E-Learning Modules
- 🕒 Apply ABCD model in setting Course Objectives
- 🕒 Understand the need for Storyboards
- 🕒 Apply design principles in E-Learning
- 🕒 Practice principles of Online Learning

Understanding how adults learn – Module1 (HALF-DAY)

Attending this workshop will help you to

- 🕒 Become more effective in how you train others, by understanding and implementing learnings from the following 5 adult learning principles, models and theories:
 - ✓ how Ebbinghaus' "spaced learning" principle combats the "forgetting curve"
 - ✓ the 'learning zone' model
 - ✓ the 'cognitive load' theory
 - ✓ Herrmann's whole brain model
 - ✓ VAK learning styles.

Understanding how adults learn – Module 2 (HALF-DAY)

Attending this workshop will help you to

- 🕒 Become more effective in how you train others, by understanding and implementing learnings from the following 5 adult learning principles, models and theories:
 - ✓ Gagne's nine levels of learning
 - ✓ Bloom's taxonomy
 - ✓ ABCD learning objectives model
 - ✓ case study-based learning
 - ✓ the conscious competence ladder.

Adjusting from traditional to online virtual learning: AS A TRAINER (HALF-DAY)

Attending this workshop will help you to:

- 🌐 Know what to expect when delivering online virtual training
- 🌐 Understand the basics of using zoom as a training tool
- 🌐 Identify practical things you need to do to get the best out of your training
- 🌐 Become confident in delivering training through an online virtual medium.

Storytelling in Learning (HALF-DAY)

This course is designed to help you implement core storytelling techniques while teaching. During this class, you will learn how to draw out an audience and invest them into the lessons you're trying to teach using real experiences.

This workshop will cover the following topics:

- 🌐 Why include storytelling in learning?
- 🌐 Understand the topic
- 🌐 Identify a specific lesson
- 🌐 Find Inspiration through experiences
- 🌐 Create a detailed scene
- 🌐 Linking the story to the topic
- 🌐 Emphasize the human element

MANAGER OF SELF: PERSONAL DEVELOPMENT AND EFFECTIVENESS

Managing my time (FULL-DAY)

Attending this workshop will help you to

- 🕒 Identify and reduce time wasters
- 🕒 Improve your self-managing techniques
- 🕒 Confidently plan, prioritise, schedule and organise to achieve your objectives
- 🕒 Set and achieve realistic short and long-term goals
- 🕒 Achieve more in your working day
- 🕒 Gain more balance in your work and personal life
- 🕒 Reduce stress from lack of time management.

Preparing for a presentation (FULL-DAY)

Attending this workshop will help you to

- 🕒 Know what to include (and avoid) and how to simplify your presentation
- 🕒 Understand tools available for you to use and include
- 🕒 Uncover the secrets and techniques used by great presenters
- 🕒 Identify your presentation style
- 🕒 Identify gaps in your style to becoming a great presenter
- 🕒 Practice various presentation scenarios and techniques
- 🕒 Become confident in making great presentations.

6 Habits of happy & successful employees (FULL-DAY)

Attending this workshop will help you to:

- 🕒 Reconcile how success is often measured:
 - ✓ in society
 - ✓ personally
- 🕒 Implement 6 daily life habits to make you happier as a person
- 🕒 Implement 6 work habits to make you a more successful employee
- 🕒 Recognise 6 characteristics that employers are looking for in their employees
- 🕒 Create an action plan to incorporate 6 of the above into your life going forward.

Focusing and developing your STRENGTHS (FULL-DAY)

Attending this workshop will help you to:

- 🕒 Understand why you should focus on your strengths – and not (just) your weaknesses
- 🕒 Use 5 ways to identify your strengths
- 🕒 Analyse ways to develop and grow your strengths
- 🕒 Create an action plan to develop 3 strengths in the next 6 months.

Focusing and developing your WEAKNESSES (FULL-DAY)

Attending this workshop will help you to:

- 🕒 Understand the benefits of focusing on the development of your weaknesses
- 🕒 Understand your focus area in relation to your whole being
- 🕒 Use 5 ways to identify your weaknesses
- 🕒 Analyse ways to develop and grow your weaknesses
- 🕒 Create an action plan to develop 3 weaknesses in the next 6 months.

Practice Self Discipline (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Learn about self-control
- 🕒 Optimise your mindset
- 🕒 Apply techniques to develop self-discipline
- 🕒 Avoid temptations
- 🕒 Use self-discipline to achieve long term goals.

Raising my profile at work (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Understand the benefits of raising your profile at work – and the potential pitfalls
- 🕒 Implement 7 impactful ways to help you do so effectively
- 🕒 Implement 3 small things you can do differently to help reach your goal
- 🕒 Create an action plan to implement these steps in the next 2-3 months.

EMPATHY in the workplace (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Understand why empathy in the workplace matters
- 🕒 Define what this concept means, practically
- 🕒 Clearly identify 3 kinds of empathy
- 🕒 Learn 4 ways leaders can show empathy within their teams
- 🕒 Practice showing empathy in various scenarios.

Providing feedback to others (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Understand various kinds of feedback – and when to / not to use them
- 🕒 Assess the effectiveness of various feedback methodologies
- 🕒 Use feedback to strengthen relationships
- 🕒 Practice providing various feedback techniques for varying scenarios.

Emotional intelligence - understanding myself and others! (FULL-DAY)

Attending this workshop will help you to

- 🕒 Increase the awareness that you have of emotions
- 🕒 Increase your own awareness of your 'triggers' and how to implement a strategy to prevent yourself from reacting to them
- 🕒 Learn to control your own behaviour around others
- 🕒 Build more impactful relationships with people.

How can I be more confident? (FULL-DAY)

Attending this workshop will help you to

- 🌟 Build confidence through your existing strengths and skills
- 🌟 Learn how others are building confidence where needed
- 🌟 Identify practical situations where you will likely need more confidence in your life
- 🌟 Introduce practical techniques to build confidence in these areas
- 🌟 Practice these new techniques in building your confidence
- 🌟 Develop a personal and practical action plan to continue your growth in confidence.

Adjusting from traditional to online virtual learning: AS A LEARNER (HALF-DAY)

Attending this workshop will help you to

- 🌟 Know what to expect when attending online virtual training
- 🌟 Understand the basics of using zoom as a tool
- 🌟 Identify practical things you need to do to get the best out of your training
- 🌟 Become confident in learning through an online virtual medium of training.

Employability skills: Picking myself up (2-DAYS)

Attending this 2 day workshop will help you to:

- 🌟 Build resilience and confidence to changing circumstances
- 🌟 Identify career goals, personal strengths, areas for growth, and skills
- 🌟 Write an effective cv
- 🌟 Write a personal statement
- 🌟 Prepare for skills behaviour-based interviews
- 🌟 Boost your confidence and effectiveness at interviews
- 🌟 Develop a personal development plan.

Professional in the Office (HALF-DAY)

Attending this workshop will help you to:

- 🌟 Understand the basics of professionalism in the workplace
- 🌟 Know how to enhance a professional image
- 🌟 Communicate for results
- 🌟 Build effective relationships and networks.

Preparing for a job interview (FULL-DAY)

Attending this workshop will help you to:

- 🌟 Become confident when walking in to an interview
- 🌟 Know what to expect at an interview and during the interview process
- 🌟 Know what is expected of you before, during and after the interview
- 🌟 Prepare for possible questions, linking your cv and experience to the job applied for
- 🌟 Use multiple techniques to answer interview questions
- 🌟 Practice various interview scenarios.

Being more productive at work (HALF-DAY)

Attending this workshop will help you to:

- 🌟 Implement prioritisation techniques
- 🌟 Improve your time management skills
- 🌟 Practice practical delegation skills
- 🌟 Overcome the snare of procrastination.

How can I make better decisions? (FULL-DAY)

Attending this workshop will help you to:

- 🌟 Learn principles of making balanced decisions
- 🌟 Review key techniques others use to make good decisions
- 🌟 Identify your current decision-making style
- 🌟 Review and learn from recent decisions you have made (the good and the not so good!)
- 🌟 Practice making balanced decisions through various scenarios
- 🌟 Develop a personal action plan to guide your decision-making into the future.

The importance of critical thinking (HALF-DAY)

Attending this workshop will help you to:

- 🧠 Understand what critical thinking is
- 🧠 Identify techniques to improve your critical thinking abilities, at work and in your personal life
- 🧠 Use critical thinking to solve problems at work
- 🧠 Use critical thinking to make decisions.

Brainstorming: Seven Different approaches to increase your effectiveness (HALF-DAY)

Attending this workshop will help you to:

- 🧠 Understand various brainstorming techniques, and why use them
- 🧠 Maximise the impact of the following 7 brainstorming techniques:
 - ✓ individual vs group
 - ✓ the stepladder
 - ✓ brainwriting
 - ✓ Crawford's slip writing
 - ✓ reverse brainstorming
 - ✓ role-storming
 - ✓ round-robin brainstorming.

Using Mind-Maps effectively (HALF-DAY)

Attending this workshop will help you to:

- 🧠 Understand various ways you can use mind maps
- 🧠 Understand the advantages / benefits of using mind maps
- 🧠 Apply mind mapping rules when creating your mind map
- 🧠 Draw an effective mind map
- 🧠 Research mind mapping software available.

Introduction to root cause analysis (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Understand the concept of root cause analysis – and why it is an important process to conduct
- 🕒 Define 6 steps in conducting a root cause analysis
- 🕒 Review various tools to conduct a rca:
 - ✓ the 'why' analysis
 - ✓ the fishbone, or Ishikawa diagram
 - ✓ pareto analysis
 - ✓ brain storming
- 🕒 Apply your learning to a work-related scenario.

The 16 Personality Types and You (FULL-DAY)

An efficient (and intriguing) way to get a better understanding of personality types is via the tried-and-tested Myers-Briggs Type Indicator (MBTI). Generally regarded as one of the most accurate personality tests out there, the MBTI is widely applied within the business world, with 89 of the Fortune 100 companies utilising it. This course helps learners understand the principles of these personality traits and how understanding them can help learners work more cohesively and empathetically with colleagues and other stakeholders in any relationship.

Attending this workshop will help you to understand:

- 🌟 What the 16 personality types are
- 🌟 Why it matters
- 🌟 How it affects you at work and elsewhere
- 🌟 What personality type you are
- 🌟 How it may change how you view and treat others
- 🌟 How it affects how others treat you
- 🌟 How you can use this knowledge to your benefit
- 🌟 How you can use this knowledge to others' benefit
- 🌟 What it means for workers
- 🌟 What it means for managers and leaders

Please note the following:

- 🌟 This course is full day.
- 🌟 No previous prerequisites are required.

Learning how to learn (FULL-DAY)

There are more opportunities to learn than ever before. The same mobile device you use for communication, business, and entertainment can also be used for education—anytime, anywhere you go. Discover how to personalize your learning, collaborate with others, and be more intentional as a learner.

In this course you will learn how to leverage mobile devices for creating and consuming learning, and build the skills you need for life and work. Explore how to personalize learning, conduct self-assessments to audit what your progress, and use social learning, media, and gamification to keep you motivated and engaged.

The techniques apply equally well to corporate and academic environments and are suitable for all types of learners.

Attending this workshop will help you to understand:

- 🌐 Learning how to learn
- 🌐 Improving basic skills
- 🌐 Developing workforce skills
- 🌐 Personalized learning
- 🌐 Self-assessment
- 🌐 Social learning
- 🌐 Social assessment and activities
- 🌐 Gamification - Combining mobile learning with media like games
- 🌐 Comprehension
- 🌐 Mind maps
- 🌐 The relationship between colour and learning
- 🌐 How teaching improves learning.

Please note the following:

- 🌐 This course is full day
- 🌐 No previous prerequisites are required.

Overcoming learning with ADHD (FULL-DAY)

About 4-5% of the population have ADHD.

What is ADHD? How does it impact my learning and how can I overcome this?

In this course, we will answer these questions as well as provide practical tips on how to improve your studying efficiency.

At the end of this course, you will understand:

- 🧠 How to build a ADHD considered study routine
- 🧠 How to build a ideal schedule
- 🧠 How to incorporate breaks
- 🧠 How to pass tests
- 🧠 Learning techniques
- 🧠 Study environment advice
- 🧠 How to take advantage of your ADHD.

Please note the following:

- 🧠 This is a full day course
- 🧠 No prior knowledge is required.

Plan and Host Effective Virtual Meetings (FULL-DAY)

Learn how to excel at running an online meeting in this detailed course. Running a meeting is already challenging but virtual meetings add an element of complexity.

Explore how to set up a meeting for your remote participants with specific advice on the best remote work software, sending an agenda to your team, and how to keep the entire meeting moving forward including best practices for running an online meeting, video meeting etiquette to follow, how to prepare yourself and your participants and how to keep your participants focused and engaged.

Attending this workshop will help you to:

- 🕒 Plan your meeting like a boss
- 🕒 Choose the best meeting platform
- 🕒 Know your audience
- 🕒 Know your speakers
- 🕒 Send agenda to all participants or attendees well in advance including timings
- 🕒 Decide who can participate and to what extent
- 🕒 Keep audience engaged with polls and exercises
- 🕒 Use breakout rooms (if applicable)
- 🕒 Use an outline
- 🕒 Prepare your audience for agenda and breaks with a compelling introduction
- 🕒 Get permission to record (if applicable)
- 🕒 Prepare an effective and compelling presentation
- 🕒 Introduce speakers effectively
- 🕒 Relax your audience with warmth, humour and intonation
- 🕒 Conclude your meeting effectively with key takeaways
- 🕒 Thank speakers and audience
- 🕒 Prepare audience for next steps or next meeting
- 🕒 Share meeting notes and video (as applicable).

Please note the following:

- 🕒 This course is full day
- 🕒 No previous prerequisites are required. A basic working knowledge of popular virtual meeting platforms is recommended.

Minute Taking Excellence (FULL-DAY)

In this course, participants will learn everything from basic minute taking skills to how to use software for best efficacy in minute taking.

Attending this workshop will help you to:

- 🕒 Plan how to use technology successfully in your meetings
- 🕒 Determine how to select and support a meeting leader
- 🕒 Prepare what you need to make meaningful commitments in a meeting
- 🕒 Identify successful ways to initiate a meeting
- 🕒 Propose challenging ideas while promoting and maintaining healthy relationships
- 🕒 Delegate and coordinate work successfully
- 🕒 Follow up consistently to create a workplace culture of accountability.

Please note the following:

- 🕒 This course is full day
- 🕒 No previous prerequisites are required.

Change Management (FULL-DAY)

In this course, participants will learn causes of resistance to change and how to effectively understand, predict and mitigate resistance to change and to effectively implement change with success.

Attending this workshop will help you to understand:

- 🕒 The Cycle of Change
- 🕒 Sources of and Barriers to Change
- 🕒 Demonstrating the Need for Change: Applying Leverage
- 🕒 Perceptual Positions – A Tool For Change Leaders
- 🕒 Fear and Desire As Motivation For Change
- 🕒 Stakeholder Engagement, Triage and Analysis
- 🕒 The Change Curve
- 🕒 The Impact of Change on Operational Performance
- 🕒 How to Communicate Well
- 🕒 Communication and Progression Plans
- 🕒 Resistance to Change
- 🕒 Engage with the Resistance
- 🕒 Manage Change as a Project.

Please note the following:

- 🕒 This course is full day
- 🕒 No previous prerequisites are required.

Effective Influencing Skills (FULL-DAY)

In this course, participants will learn very powerful influencing skills that will help them be more effective with bringing other parties over to their way of thinking.

Attending this workshop will help you to understand:

- 🕒 Your Influencing Inventory
- 🕒 What is Influencing?
- 🕒 Influencing Is About Helping Others Understand
- 🕒 Your Personality Affects How You Influence Others
- 🕒 Influence by Listening
- 🕒 The Drivers of Success with Influencing
- 🕒 Information and Power with Influencing.

Please note the following:

- 🕒 This course is full day
- 🕒 No previous prerequisites are required.

Effective Negotiation Skills (FULL-DAY)

Participants will learn very powerful negotiation skills that will help them be more effective with negotiating even in stressful circumstances.

Attending this workshop will help you to understand:

- 🌟 What is Negotiation?
- 🌟 The Drivers of Success in Negotiation
- 🌟 Information and Power in Negotiation
- 🌟 Prepare to Negotiate
- 🌟 Successful Negotiation
- 🌟 The Importance of Rapport
- 🌟 Questions in Negotiation
- 🌟 Reducing Stress in Negotiation
- 🌟 Examine your Trust Profile
- 🌟 Bringing the Negotiation to a Close.

Please note the following:

- 🌟 This course is full day
- 🌟 No previous prerequisites are required.

Introduction to Project Management (FULL-DAY)

In this course, participants will learn everything from basic project management skills to how to effectively manage a project with success.

Attending this workshop will help you to understand:

- 🕒 Definition of Project Management
- 🕒 The Project Life Cycle
- 🕒 Managing Change, PM Skills
- 🕒 PM Methodologies
- 🕒 Project Selection
- 🕒 Setting Objectives
- 🕒 Terms Of Reference
- 🕒 SMART Objectives
- 🕒 Analysing the Problem
- 🕒 Estimating
- 🕒 Analysing the Problem
- 🕒 Estimating
- 🕒 Developing a Plan
- 🕒 Risk Management
- 🕒 Communicating the Plan
- 🕒 Teams and Role of the Project Manager
- 🕒 Monitoring and Controlling the Project
- 🕒 Introduction to project management software.

Please note the following:

- 🕒 This course is full day
- 🕒 Learners may also wish to attend Microsoft Project courses under our Digital Skills section
- 🕒 No previous prerequisites are required.

Basic Math and Financial Literacy (FULL-DAY)

Attending this workshop will help you to:

- 🕒 Become confident in using a calculator
- 🕒 Calculate basic formulas such as
 - ✓ add / subtract / multiply / divide / percentage
 - ✓ calculate the perimeter, area and volume of objects
 - ✓ understand principles of rounding, x^2 and $\sqrt{\quad}$
 - ✓ use formula to calculate time taken, distance covered and speed travelled at
- 🕒 Apply logic in working out basic mathematical and financial problems
- 🕒 Become confident in using a computer to perform basic calculations.

Insights into my retirement (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Understand why it is vital to prepare for your retirement – no matter your current age
- 🕒 Learn from the example of others:
 - ✓ those who did not plan for retirement
 - ✓ those who did plan for retirement
- 🕒 Prepare a basic overview of your current financial situation
- 🕒 Map your current overview to your desired retirement position
- 🕒 Understand the tools available to assist you in achieving your retirement goals
- 🕒 Gain insight into traditional and non-traditional methods of saving for retirement
- 🕒 Develop a realistic action plan to help you achieve your retirement goals.

Note: This workshop does NOT provide financial advice. The intention is to create an awareness of the importance of planning for retirement. It also equips learners with knowledge, tools and guidance on where and how to acquire professional financial assistance / advice.

FOR MANAGER OF OTHERS

Aspiring Leaders: Preparing myself to become a manager (FULL-DAY)

Attending this workshop will help you to:

- 🌟 Understand the key roles of a manager
- 🌟 Identify how relationships and team dynamics change on becoming a manager
- 🌟 Identify and explore factors that make good leaders
- 🌟 Understand the role communication plays as a manager
- 🌟 Identify and develop your own leadership strengths
- 🌟 Create a developmental action plan.

Managing your team remotely (FULL-DAY)

Attending this workshop will help you to:

- 🌟 Overcome time and location
- 🌟 Define your team purpose
- 🌟 Understand and overcome common challenges of managing virtual teams
- 🌟 Know how to incentivise and reward your virtual team
- 🌟 Consider viable options for virtual team building activities

From Buddy to Supervisor: Supervisory skills (FULL-DAY)

Attending this workshop will help you to:

- 🕒 Uncover what makes for being a great manager
- 🕒 Review how your work-role, relationships and team dynamics have changed since becoming a manager
- 🕒 Understand where your team fits into the team development life-cycle
- 🕒 Learn what could be considered appropriate and not appropriate behaviour as a new manager
- 🕒 Actively demonstrate how key aspects of communication impact team dynamics
- 🕒 Learn how to become less passive, less aggressive yet more assertive with your team
- 🕒 Become more confident in:
 - ✓ delegating within the team
 - ✓ having difficult conversations with team members.

Leading and motivating high performance teams (FULL-DAY)

Attending this workshop will help you to:

- 🕒 Analyse leadership styles and factors contributing to effective teams
- 🕒 Setting standards for effective team communication
- 🕒 Reduce conflict in teams through use of collaborate approaches to team working
- 🕒 Understand what motivates team members, and how you can use this to the benefit of the team
- 🕒 Understand how a team members' preferred learning style may impact their contribution to the success of your team
- 🕒 Provide effective, constructive and motivating feedback to team members
- 🕒 Plan appropriate actions on what and how to further develop your team
- 🕒 Create a team charter and code of conduct which will focus on your team's commitment to:
 - ✓ each other
 - ✓ your customers.

Managing teams for performance (FULL-DAY)

Attending this workshop will help you to:

- 🕒 Uncover the process of elevating your team's performance
- 🕒 Evaluate how team dynamics impacts team performance
- 🕒 Review your organisation's performance management process alongside that of other organisations
- 🕒 Use performance reviews as a motivator, rather than a tick-box exercise
- 🕒 Identify good practice in conducting performance management reviews
- 🕒 Conduct performance reviews ensuring good practice
- 🕒 Gaining commitment for appropriate action to address underperformance.
- 🕒 Develop a plan of action to elevate your team's performance.

Leading your Hybrid team (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Set realistic expectations
- 🕒 Practice inclusive management techniques
- 🕒 Be more flexible with varying circumstances of team members
- 🕒 Identify signs of burnout within your team

Improve Communication in your Hybrid Team (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Set communication protocol
- 🕒 Hold team members accountable to a shared communication goal
- 🕒 Be more adaptable in an ever-changing world
- 🕒 Identify tools that can improve communication in your hybrid team.

Leading with emotional intelligence (FULL-DAY)

Attending this workshop will help you to:

- 🕒 Understand what emotional intelligence is
- 🕒 Know what emotional intelligence looks like within a leadership role
- 🕒 Examine 5 elements of leading with emotional intelligence
- 🕒 Implement 5 ways to lead with emotional intelligence
- 🕒 Identify practical exercises that will help to increase your emotional intelligence as a manager.

Leading with empathy (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Recognise the impacts of showing / not showing empathy as a manager
- 🕒 Learn ways to show / display empathy as a manager
- 🕒 Understand your biases – and how they impact others
- 🕒 Implement 4 ways of management empathy
- 🕒 Analyse what others often get wrong when showing empathy in the workplace.

How approachable am I? (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Recognise the impacts of being / not being approachable to:
 - ✓ my team members
 - ✓ the culture and working environment of my team
- 🕒 Apply 8 techniques to become more approachable to others

How to delegate (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Recognise the importance of delegation in the workplace
- 🕒 Barriers to delegation
- 🕒 Implement the principles of delegation:
 - ✓ why
 - ✓ who
 - ✓ when
 - ✓ what
 - ✓ how
- 🕒 Review 8 ways managers use to successfully delegate
- 🕒 Know how to keep in control – despite delegating to others.

Removing the barriers to effective communication in my team (FULL-DAY)

Attending this workshop will help you to:

- 🕒 Identify common communication barriers that currently exist in teams
- 🕒 Review 10 communication principles to implement with your team
- 🕒 Ask relevant questions that will improve team communication
- 🕒 Outline a team communication strategy to increase communication effectiveness
- 🕒 Implement 6 steps to help breakdown communication breakdown in teams.

Managing in a 'VUCA' World (FULL-DAY)

Attending this workshop will help you lead your team in a world filled with VUCA:

- ✓ volatility
- ✓ uncertainty
- ✓ complexity
- ✓ ambiguity.

As a manager, you will learn:

- 🕒 The importance of reflecting on the principles of VUCA
- 🕒 Strategies to counteract VUCA
- 🕒 Of any barriers of managing in a VUCA world
- 🕒 About benefits of managing in a VUCA world.

Getting the best results from performance reviews (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Understand the role of performance reviews – and how they should work
- 🕒 Adjust how reviews are conducted with covid-19 in mind
- 🕒 Consider 5 important points while preparing for the review
- 🕒 Develop guidelines for during the review session
- 🕒 Know what to consider after the performance review.

Preventing manager dependency (HALF-DAY)

Before you know it, you've spent much of your day helping your team to do their jobs, while your own tasks are left untouched.

Attending this workshop will help you:

- 🕒 Influence your team to operate more independently, when appropriate
- 🕒 Develop 4 essential techniques to get your team comfortable working without your constant guidance
- 🕒 Why training your team to be 'conflict competent' matters
- 🕒 Coach your team to use their own initiative.

Transformational Leadership (HALF-DAY)

Attending this workshop will help you:

- 🕒 Understand the impacts and benefits of transformational leadership
- 🕒 Identify areas for self-improvement
- 🕒 Improve your relationship with your Team
- 🕒 Be an effective team
- 🕒 Distinguish yourself as a leader.

Coaching and mentoring my team as a manager (FULL-DAY)

Attending this workshop will help you to:

- 🕒 Juggle between the wearing of '2 hats':
 - ✓ manager
 - ✓ mentor
- 🕒 Recognise effective listening and questioning skills
- 🕒 Identify possible barriers to effective coaching and mentorship
- 🕒 Recognise the benefits of workplace coaching and mentoring
- 🕒 Identify how to overcome potential barriers to coaching and mentoring
- 🕒 Demonstrate the use of various coaching / mentoring methodologies
- 🕒 Set smart goals for your coachee / mentee
- 🕒 Motivate your coachee / mentee to achieve their goals
- 🕒 Identify and practice key skills required to become an effective coach / mentor.

Holding difficult conversations (HALF-DAY)

Attending this workshop will help you to

- 🕒 Identify what makes for a difficult conversation
- 🕒 Implement guidelines for preparing your conversation
- 🕒 Deal with an emotional employee
- 🕒 Become more confident in holding such conversations with your team members.

Conflict resolution (FULL-DAY)

Attending this workshop will help you to

- 🕒 Understand why conflict often occurs
- 🕒 Identify your natural response to conflict
- 🕒 Understand the nature of conflict, and how to reduce it
- 🕒 Embrace a 5-step plan to deal with conflict
- 🕒 Practice resolving and managing conflict situations.

Retaining your Employees (FULL-DAY)

Attending this workshop will help you to:

- 🌟 Know how to keep your employees satisfied
- 🌟 See the benefits of respecting your employees
- 🌟 Build Trust in your employees
- 🌟 Understand the role recognition plays in retaining employees
- 🌟 Recognise the difference of rewarding vs recognition of employees

TEAM AND COMPANY EFFECTIVENESS

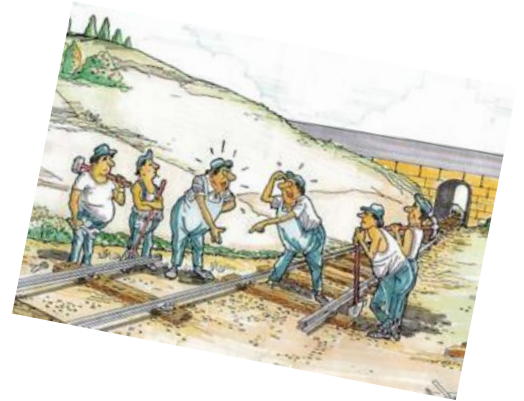
Becoming more effective as a TEAM (2-DAYS)

Ask yourself

Team? What Team?

Why is it that my team feels dysfunctional? Why do we find it difficult to work together? What can I do differently? Surely it's my manager's fault?

Other teams seem to work well together – why can't we?



Attending this workshop will help your team to:

- 🕒 Learn of the benefits and principles of successful teamwork
- 🕒 Identify practical things to do, include and avoid as a team
- 🕒 Identify and clarify each team member's role within the team
- 🕒 Review how some teams successfully manage to operate effectively
- 🕒 Identify strengths of your current team
- 🕒 Identify and review areas in your current team that can be improved or changed
- 🕒 Role-play working as an effective team
- 🕒 Develop a team statement to guide and support your team into the future.

Please note the following:

- 🕒 Both duration and content can be customised to meet client requirements.
- 🕒 This workshop would be a closed-group session for a particular Team.
- 🕒 A consultant would need to meet with the client prior to the workshop to discuss inclusion of team-specific information.

Effective Coaching and mentoring skills (FULL-DAY)

Are you required to coach and mentor others as part of your job? Can you effectively use tried and tested methodologies to increase the effectiveness of your sessions? Are you aware of barriers to coaching and mentorship sessions? How do you build rapport and gain a motivated buy-in with your coachees / mentees?

Attending this workshop will help your team to:

- 🎯 Recognise effective listening and questioning skills
- 🎯 Recognise the benefits of workplace coaching and mentoring
- 🎯 Describe the difference between coaching & mentoring
- 🎯 Identify how to overcome potential barriers to coaching and mentoring
- 🎯 Demonstrate the use of various coaching / mentoring methodologies
- 🎯 Set SMART goals for your coachee / mentee
- 🎯 Motivate your coachee / mentee to achieve their goals
- 🎯 Identify and practice key skills required to become an effective coach / mentor.

Responding to Mentorship: My role as a mentee (HALF-DAY)

Attending this workshop will help you to:

- 🎯 Understand the importance and benefits of having a mentor
- 🎯 Identify desirable traits of a mentor
- 🎯 Understand difference between coaching and mentoring
- 🎯 Understand your role in the mentor / mentee relationship
 - ✓ The formal contract
 - ✓ Role of the mentor
 - ✓ Expectations of the mentor
 - ✓ Managing your expectations
- 🎯 Identify possible barriers to effective coaching and mentorship – and how to overcome them.

Diversity - getting along with others in the workplace (HALF-DAY)

Attending this workshop will help you to:

- 🌐 Review common team and conversation annoyances created by diversity
- 🌐 Identify how diversity currently applies to your team
- 🌐 Understand how diversity in your workplace can cause barriers
- 🌐 Learn how to overcome potential barriers caused by diversity
- 🌐 Practice overcoming such barriers in your team
- 🌐 Develop a personal plan to break down diversity barriers in your team.

Increasing my cross-cultural intelligence (FULL-DAY)

Today's workplaces are more multicultural than ever, and it's normal to work with people from many different places and backgrounds. This has opened up many new opportunities – but it's also created some challenges.

Attending this workshop will help you to:

- 🌐 Understand the advantages of having knowledge of cultures different to my own
- 🌐 Avoid common mistakes when dealing with various cultures; particularly when it comes to:
 - ✓ body language
 - ✓ food
 - ✓ language and gestures
 - ✓ clothing and colour
 - ✓ personal space
 - ✓ business cultures
 - ✓ social customs
- 🌐 Be more confident in exploring different cultures in my workplace.

Adapting to working from home (HALF-DAY)

Attending this workshop will help you to

- 🕒 Identify practical changes you may need to make to your home environment
- 🕒 Become confident in communicating with your team using an online virtual medium
- 🕒 Establish team expectations for working from home, including those of your manager
- 🕒 Identify barriers to your effectiveness and productivity – and what you can do to overcome these
- 🕒 Look after and nurture your mental wellbeing
- 🕒 Balance your work / home / family commitments.

Dealing with difficult BEHAVIOUR at work (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Reflect on examples common to the workplace
- 🕒 See the value in reflecting inwards for each situation
- 🕒 Review practical steps that you can take to help deal with difficult behaviour, before and while it is happening
- 🕒 Deal with people who lack empathy
- 🕒 Recognise and deal with various personality types
- 🕒 Display assertive techniques and conversation at the appropriate time.

Boost your interpersonal skills (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Understand what is meant by interpersonal skills
- 🕒 Recognise the importance of having good interpersonal skills in the workplace
- 🕒 Adapt 4 techniques to improve your interpersonal skills.

Working with a new boss (HALF-DAY)

Attending this workshop will help you to:

- 🌟 Start the new relationship in a positive way
- 🌟 Get to know key aspects of your new boss
- 🌟 Make the relationship work
- 🌟 See the importance of helping your new boss succeed
- 🌟 Prepare important conversations to have with your new boss.

Working effectively in a virtual team (HALF-DAY)

Attending this workshop will help you to:

- 🌟 Overcome common challenges for virtual teams
- 🌟 Communicate more effectively as a virtual team
- 🌟 Raise issues as a virtual team
- 🌟 Explore useful tools to help teams working virtually
- 🌟 Build team relationships and avoid isolation.

Fraud awareness in the workplace (HALF-DAY)

Attending this workshop will help you to:

- 🌟 understand what fraud is and how it can be attempted in your business
- 🌟 review your employer's key policies relating to fraud and reporting suspicious activity
- 🌟 review key fraud indicators and fraud mitigators implemented within your business
- 🌟 review past accounts of fraud, and their implications.

Company values in action (HALF-DAY)

Do my employees know – as in *really* know - our Company Values and Mission Statement? More importantly, do they *live* and *work* by them? Do they know *why* our Company Values are important and the *implications* of not embracing them? Are new employees aware?

Can my workplace benefit from an awareness campaign to put our Company Values **IN ACTION**?

Attending this workshop will help your company to

- 🕒 Create an awareness of what your Company Mission Statement and Company Values both mean and represent
- 🕒 Review with each Team how your company, clients and employees can be impacted by these (positive / negative)
- 🕒 Identify real-life situations and scenarios of how Company Values can be implemented in the workplace
- 🕒 Reward / commend real examples within your company of when this was recently done
- 🕒 Enthuse staff and teams to live Company Values during every-day routine.

Please note the following:

- 🕒 Both duration and content can be customised to meet client requirements.
- 🕒 This workshop would be a closed-group session for a particular client.
- 🕒 A consultant would need to meet with the client prior to the workshop to discuss inclusion of client-specific information.

EMPLOYEE WELLBEING

Identifying and managing my stress (HALF-DAY)



Attending this workshop will help you to:

- 🕒 Understand what stress means to you, and how your body reacts to stress
- 🕒 Identify your own pressure and stress points at work, college and other areas in your life
- 🕒 Become aware of your body's warning signs
- 🕒 Understand how stress can become a useful tool for you to use to your benefit
- 🕒 Introduce practical tools and techniques to reduce and manage your stress
- 🕒 Develop a personal and practical plan of action to minimise and manage your stress.

Mental health awareness (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Understand core aspects relating to mental health
- 🕒 Recognise the signs & symptoms of mental illness
- 🕒 Explain the relevance of mental health in the workplace
- 🕒 Understanding the importance on self-care & signposting.

Supporting a Friend / Co-Worker suffering from stress (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Know how to identify stress in others
- 🕒 Understand why giving support matters
- 🕒 Learn 5 ways you can show and provide support.

Uncover and beat 4 stress-types (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Identify and manage the following 4 types of stress:
 - ✓ time stress
 - ✓ anticipatory stress
 - ✓ situational stress
 - ✓ encounter stress.

Adjusting to change @ work (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Understand why change and adapting to change is necessary
- 🕒 Identify techniques others use to successfully adapt to change
- 🕒 Review how your work-role has changed recently
- 🕒 Identify the impacts these changes have had on you and your business
- 🕒 Apply these new techniques to becoming more adaptable to change
- 🕒 Prepare yourself to future changes you are likely to meet in your workplace.

Coping under pressure (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Understand and identify where your pressure come from
 - ✓ internal vs external
- 🕒 Keep yourself in control when under pressure
- 🕒 Recognise the toll of too much pressure
- 🕒 Find practical ways to stay on top of pressure.

Dealing with anxiety (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Understand the nature of anxiety
- 🕒 Explore why you are experiencing anxiety
- 🕒 Recognise the signs of anxiety
- 🕒 Identify 6 types of anxiety disorders
- 🕒 Effectively implement ways to deal with anxiety.

10 Personal morale boosters for YOU to implement (HALF-DAY)

It's inevitable that our morale may dip at times - but simply ignoring the problem and hoping it will go away is unlikely to work, and may even make things worse.

Actively rebooting your morale can have a many of advantages, such as:

- ✓ increased confidence
- ✓ increased productivity
- ✓ more energy
- ✓ more enjoyment of life.

This workshop will help you with 10 practical morale boosters to implement in your life.

Patience (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Understand the 3 variations of patience – and their benefits
- 🕒 Looking at the benefits and risks of patience
- 🕒 Understanding the symptoms of impatience
- 🕒 Identifying triggers of impatience
- 🕒 Managing impatience in myself – and others.

Self-Sabotage - Overcoming self-defeating behavior (HALF-DAY)

Attending this workshop will help you to:

- 🌟 Understand the meaning of self-sabotage – and how it damages you
- 🌟 Signs of self-sabotage
- 🌟 How self-sabotage impacts your self-esteem
- 🌟 5 ways to defeat this behaviour.

Boosting your self-esteem (HALF-DAY)

Attending this workshop will help you to:

- 🌟 Understanding what self-esteem really means
- 🌟 Exploring the link between self-esteem and confidence
- 🌟 Understanding how my skills and abilities can impact on my self-esteem
- 🌟 6 ways to increase your self-esteem.

How to stop saying YES! (HALF-DAY)

Attending this workshop will help you with:

- 🌟 Setting Boundaries
- 🌟 Delegation Techniques
- 🌟 Techniques to saying no with diplomacy and tact
- 🌟 A plan of action to stop saying YES!
- 🌟 Additional References.

Personal Empowerment: Taking charge of your life and career (HALF-DAY)

Attending this workshop will help you to:

- 🌟 What does personal empowerment really mean?
- 🌟 Benefits of taking charge- and pitfalls of not
- 🌟 4 ways to achieve self-empowerment
- 🌟 Activities and exercises to increase your personal empowerment.

Controlling your anger before it controls you (HALF-DAY)

Attending this workshop will help you to:

- 🌟 How effective is your anger management?
- 🌟 Understand what triggers your anger
- 🌟 Use a variety of skills to control your anger when you experience it
- 🌟 Dealing with the anger of others.

Avoiding burnout (HALF-DAY)

Attending this workshop will help you to:

- 🌟 Understand what burnout is
- 🌟 Causes of burnout
- 🌟 Common signs of burnout
- 🌟 Consequences of burnout
- 🌟 How to avoid burnout
- 🌟 How to find help, if i am already experiencing early signs of burnout.

Are you a positive or negative thinker? (HALF-DAY)

Attending this workshop will help you to:

- 🌟 Learn about, and change how you think
- 🌟 Turning negatives into positives
- 🌟 Re-framing your thinking
- 🌟 Benefits of moving into more positive thinking.

Perfectionism – overcoming All-or-Nothing thinking (HALF-DAY)

Attending this workshop will help you to:

- 🧠 Understanding the various types of perfectionism
- 🧠 Using perfectionism traits in a positive way
- 🧠 Understand how perfectionism can become a problem – to the employer and self
- 🧠 Strategies to deal with perfectionism
- 🧠 Guidance for those working with a perfectionist.

Overcoming the fear of failure (HALF-DAY)

Attending this workshop will help you to:

- 🧠 Understanding why I fear failure
- 🧠 Explore how I experience these feelings of failure
- 🧠 Understanding the concept of failure, and how it shapes my fear
- 🧠 Learning techniques to overcome fear of failure.

Improve your powers of observation (HALF-DAY)

Attending this workshop will help you to:

- 🧠 Understand the importance of observation skills
- 🧠 Impacts of living in your own bubble
- 🧠 6 ways to help you become more observant
 - ✓ at work
 - ✓ at home
 - ✓ with relationships.

How to become more flexible in the workplace (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Understanding what flexibility does and does not mean in the context of the workplace
- 🕒 Importance of becoming flexible, and possible negative impacts of not:
 - ✓ to the employer
 - ✓ to the employee
- 🕒 Responding to change quickly and positively
- 🕒 Uncover 6 ways to help you become more flexible in the workplace.

Getting the most from my Performance Review (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Understanding the role of performance reviews
- 🕒 Examine 8 steps to prepare for your review
- 🕒 Tips for during your review session
- 🕒 5 actions to take after your performance review.

Taking initiative (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Understand the meaning of initiative, in the work context
- 🕒 Benefits of taking initiative, and potential pitfalls
- 🕒 Knowing when not to take initiative
- 🕒 6 practical steps to help you develop your initiative in the workplace.

Returning to work after an extended absence (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Plan your return to work
- 🕒 Revisit your goals, and assess if they have changed
- 🕒 Take practical steps to assess and close any gaps that may have developed
 - ✓ knowledge
 - ✓ skills
 - ✓ relationships
- 🕒 Re-affirm your commitment
- 🕒 Allow yourself time to adjust and accept help.

Defeating procrastination (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Differentiate between procrastination and laziness
- 🕒 Understand the 4 common procrastination personality types
- 🕒 Identify why you are procrastinating
- 🕒 Adopt an anti-procrastination strategy
- 🕒 Create an action plan to increase your productivity
 - ✓ at work
 - ✓ at home.

Maintaining my work-life balance (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Review 5 important reasons of maintaining a work-life balance
- 🕒 Understand common reasons for a work-life imbalance to start taking effect
- 🕒 Implement ways to increase your balance
- 🕒 Talk with your boss about your work-life imbalance.

A listening ear (HALF-DAY)

Ask yourself: How am I doing?

Employers: How are my employees doing?

At this unprecedented and stressful time, it is imperative to take time out for 'self'.

These workshops are designed to build confidence and coping mechanisms during this exceptionally stressful pandemic period – and beyond, when the world is in an unnatural state of affairs, and people are expected to simply adjust and cope. But how? With what support?

Attending this workshop will help you to:

- 🧠 Know that your anxiety is not yours alone
- 🧠 Develop coping mechanisms during and after this anxious time
- 🧠 Share stories, experiences and make new friends
- 🧠 Find refreshment during a world in lockdown.

Any who can benefit from a supportive listening ear, combined with encouragement to heal are warmly welcomed. This can be in the context of a 1-1 or group setting.

Optimal Nutrition for the brain in the workplace (HALF-DAY)

This course is for any person in the work environment that understands the need to keep the brain healthy and sharp. This course will not dictate any specific way of eating, rather it provides information that is backed by science and will help you to decide what is best for you. References will be provided throughout the course which will provide an opportunity for further research.

This workshop will cover the following points based on current research:

- 🕒 What you eat makes a difference
- 🕒 Improving your memory
- 🕒 Protect your brain
- 🕒 Optimum food for brain health
- 🕒 Balance my hormones using the food I eat
- 🕒 Best supplements for brain health
- 🕒 Lunchbox ideas

Please note the following:

- 🕒 This course is half day.
- 🕒 Attending this course will require a stable internet connection. Having a second monitor is beneficial but not required.

GENERAL DIGITAL & IT RELATED

Digital inclusion related courses (HALF-DAY OR FULL-DAY)

Ask yourself

Do I feel confident to turn on and use any computer, laptop, smartphone or digital device? Am I expected to know how to use a computer at work, but don't know how? Maybe I used to know many years ago, but no longer feel confident?

Do I start to stress the moment I see a computer – or anything that looks like one?

Customize the workshop by selecting topics such as:

- 🕒 Turning a computer / laptop on and using a mouse
- 🕒 Basic navigation; organising, moving and copying files and documents; creating desktop shortcuts and tips in using windows
- 🕒 How to setup and use email (including sending attachments)
- 🕒 Navigating the internet
- 🕒 An overview of what Excel, Word and PowerPoint are used for
- 🕒 Using various applications on tablets and smartphones
- 🕒 How to print documents and emails
- 🕒 Exploring social media: LinkedIn.

Please note the following:

- 🕒 It is recommended that a brief meeting be held with the client to establish both content and duration, which can then be customised to the needs of the learner(s)
- 🕒 This outline is set at a basic level for learners with no or little digital skills.

Hardware Maintenance and Troubleshooting (HALF-DAY)

PC hardware changes at an ever-moving rate. It can be difficult to keep up to date with the latest hardware technology.

In this course, you will learn about the internal and external hardware options you should consider based on your use case scenario. From computers to printing to wifi and phones. We cover all business hardware related topics in this course.

Attending this workshop will provide you with a working knowledge of:

- 🕒 PC hardware and use case scenarios
- 🕒 Printer multi-functional devices
- 🕒 Cable management tips and options
- 🕒 Internal hardware components
- 🕒 Storage both hardware and in the cloud
- 🕒 Troubleshooting.

Please note the following:

- 🕒 This is a half-day course
- 🕒 No prior knowledge is required.

Hardware for Online Meeting (HALF-DAY)

This course is designed to help you create the perfect setup for online meeting. Whether it be physical devices or environmental elements, this course covers the hardware you will need to meet online professionally.

Attending this workshop will help you to learn about:

- 🕒 Internet connection and latency
- 🕒 Microphone preferences
- 🕒 Webcam preferences
- 🕒 Foreground and background setup
- 🕒 Choosing the right device
- 🕒 Setup ergonomics for lengthy meetings
- 🕒 How Environment elements affect online meetings.

Please note the following:

- 🕒 This course is half day
- 🕒 Attending this course will require a stable internet connection. Having a second monitor is beneficial but not required.

Software for Online Meeting (HALF-DAY)

This course is designed to help you create the perfect setup for online meetings. Whether it be device drivers or background noise isolation, this course covers the software you will need to meet online professionally.

Attending this workshop will help you to learn about:

- 🌐 Background noise isolation
- 🌐 Webcam picture colour correction
- 🌐 Background video removal
- 🌐 Screen recording software
- 🌐 The best online meeting applications
- 🌐 Tips for effective communication during video calls.

Please note the following:

- 🌐 This course is half day
- 🌐 Attending this course will require a stable internet connection. Having a second monitor is beneficial but not required.

Introduction to Storyboard Animation (FULL-DAY)

In this course, we are going to take you through the basics on how to create a storyboard animation. We will talk through the typical pipeline and give you a solid foundation to start building your very own Storyboard animation.

Attending this workshop will help you to:

- 🕒 Understand the layout of a Storyboard
- 🕒 Know how to create and edit Storyboard characters
- 🕒 Fully customise text speed and visuals
- 🕒 Understand advanced functions
- 🕒 Be able to create your own Storyboards from scratch.

Please note the following:

- 🕒 This is a full day course
- 🕒 No prior knowledge is required
- 🕒 Videoscribe software is required.

Using ZOOM for interactive business (HALF-DAY)

Attending this workshop will help you to

- 🕒 Explore the various pricing options
- 🕒 Understand how to set up and schedule a meeting / class
- 🕒 Confidently run a virtual class in zoom
- 🕒 Use various settings to enhance the session security and user experience
- 🕒 Explore various security features.

Making the most of social media: OVERVIEW (HALF-DAY)

Individuals new to social media who are wanting to understand and explore potential business and personal benefits should attend.

Note, this is a half-day overview session intended to cover the basic concepts and tools of social media. This workshop is not intended for individuals who are looking for in-depth training covering on-line marketing tools and techniques.

Attending this workshop will help beginners to

- 🕒 Familiarise themselves with various social media tools, such as:
 - ✓ Facebook
 - ✓ LinkedIn
 - ✓ Twitter
 - ✓ Instagram, and others
- 🕒 Become confident in understanding the purpose of the various tools
- 🕒 Understand basic cyber security techniques
- 🕒 Open and connect on relevant tools.

LinkedIn introduction (HALF-DAY)

LinkedIn is a social network that focuses on professional networking and career development. In this course, we will learn how to create a professional profile that highlights your abilities. We will also learn how to leverage the features within LinkedIn to connect with the right people. Let's create a strong LinkedIn profile together so you can stand out among the competition as you learn how to use the platform effectively.

Attending this workshop will help you to

- 🌟 Build your connections
- 🌟 Make the most of other profiles
- 🌟 Highlight skills – and get endorsed
- 🌟 Setup your profile
- 🌟 Understand how to navigate LinkedIn.

Please Note:

- 🌟 This is a half day course
- 🌟 No prior knowledge is required.

How SMART is your SMARTPHONE (HALF-DAY)

Attending this workshop will help beginners to

- 🕒 Navigate and adjust settings and icons
- 🕒 Familiarise themselves with various tools, such as:
 - ✓ Setting up and using email
 - ✓ Using the calendar
 - ✓ Setting up and using WhatsApp
 - ✓ Taking, editing, saving and sharing photos
 - ✓ Using Google and Google Maps
 - ✓ Exploring voice to text functionality
 - ✓ Bluetooth.
- 🕒 Become confident in searching and downloading various relevant apps (eg transport, weather, news etc)
- 🕒 Understand how to download the app, and register (in own time) for internet banking.

Cyber security awareness (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Understand the risks inherent with the cyber world
- 🕒 Review general internet and website safety, including the use of secure passwords
- 🕒 Understand various types of hacking – and how to avoid / protect yourself from them
- 🕒 Develop an action plan to reduce the risk of a cyber security breach in your personal life.

Principles for Accessibility (FULL-DAY)

The industry standard guidelines for web content accessibility are organized around four principles: Perceivable, Operable, Understandable, and Robust (or POUR). This course will help you understand the basics of accessibility, and how to apply these principles to your development.

Attending this workshop will help you to understand:

- 🌐 Experiences of people with disabilities
- 🌐 Regulations
- 🌐 Business case for accessibility
- 🌐 How to write readable text content (including why block capitals and italics should be avoided)
- 🌐 Office documents (Word, Excel, PowerPoint)
- 🌐 Basics of web accessibility (WCAG principles, alt text, no moving text unless it's easy for the user to turn it off, creating content in a CMS, SharePoint)
- 🌐 Advanced web accessibility (Detailed WCAG, ARIA, semantics, testing)
- 🌐 PDFs (without Acrobat)
- 🌐 PDFs (with Acrobat)
- 🌐 Presentations
- 🌐 Live events
- 🌐 Pre-recorded videos
- 🌐 Social media
- 🌐 Procuring accessible digital services

Please note the following:

- 🌐 This course is full day.
- 🌐 No prerequisites are required.

MICROSOFT WORD, POWERPOINT & EXCEL

Microsoft Word – Introduction (HALF-DAY)

Attending this beginners-level Word workshop will help you to:

- 🕒 Understand basic, but functional, principles of using MS Word
- 🕒 Practice various options of saving your file
- 🕒 Use short-cuts to enable commands
- 🕒 Enter, edit and format data through the menu and icons
- 🕒 Apply the use of margins
- 🕒 Understand and effectively use the ruler to enhance your document
- 🕒 Create, format and edit paragraphs and bullets
- 🕒 Confidently print your document, with various settings.

Note: Less time is spent in exercises and applied learning.

Microsoft Word – Introduction (FULL-DAY)

Attending this beginners-level Word workshop will help you to:

- 🕒 Understand basic, but functional, principles of using MS Word
- 🕒 Practice various options of saving your file
- 🕒 Use short-cuts to enable commands
- 🕒 Enter, edit and format data through the menu and icons
- 🕒 Apply the use of margins
- 🕒 Understand and effectively use the ruler to enhance your document
- 🕒 Create, format and edit paragraphs, bullets and basic tables within your document
- 🕒 Find and replace functions
- 🕒 Confidently print your document, with various settings.

Microsoft Word – Intermediate (HALF-DAY)

Attending this intermediate-level Word workshop will help you to:

- 🕒 Insert, edit, format and position:
 - ✓ pictures
 - ✓ objects
 - ✓ shapes
 - ✓ text boxes and quick parts
 - ✓ headers and footers within your document.
- 🕒 Understand background options settings
- 🕒 Explain and use page vs section breaks
- 🕒 Apply styles, word-art, signature lines, watermarks and page borders within your document
- 🕒 Insert comments

Note: Less time is spent in exercises and applied learning.

Microsoft Word – Intermediate (FULL-DAY)

Attending this intermediate-level Word workshop will help you to:

- 🕒 Insert, edit, format and position:
 - ✓ pictures
 - ✓ screenshots
 - ✓ objects
 - ✓ shapes
 - ✓ text boxes and quick parts
 - ✓ headers and footers within your document.
- 🕒 Understand background options settings
- 🕒 Explain and use page vs section breaks
- 🕒 Create links within your document to external websites
- 🕒 Apply styles, word-art, signature lines, watermarks and page borders within your document
- 🕒 Insert comments
- 🕒 Create an automatically linked and updateable contents page
- 🕒 Create a professional looking cover page
- 🕒 Print envelopes and labels.

Microsoft Word – Advanced (HALF-DAY)

Attending this advanced-level Word workshop will help you to:

- 🕒 Insert, edit, format and position tables:
 - ✓ apply advanced table styles and formats
 - ✓ convert text into tables
 - ✓ convert tables into text
 - ✓ sorting tables
- 🕒 Customise the menu, even including your favourite functions under your own menu-name
- 🕒 Protecting the document
- 🕒 Compare documents functionality
- 🕒 Insert, edit, format and position:
 - ✓ videos
 - ✓ charts
 - ✓ embedded files.

Note: Less time is spent in exercises and applied learning.

Microsoft Word – Advanced (FULL DAY)

Attending this advanced-level Word workshop will help you to:

- 🕒 Insert, edit, format and position tables:
 - ✓ apply advanced table styles and formats
 - ✓ convert text into tables
 - ✓ convert tables into text
 - ✓ sorting tables
 - ✓ using formula in tables
- 🕒 Customise the menu, even including your favourite functions under your own menu-name
- 🕒 Protecting the document
- 🕒 Use track changes
- 🕒 Compare documents functionality
- 🕒 Insert, edit, format and position:
 - ✓ videos
 - ✓ charts
 - ✓ embedded files
- 🕒 Mail merging with external data
- 🕒 Apply and use templates.

Microsoft PowerPoint Introduction (HALF-DAY)

Attending this beginners-level PowerPoint workshop will help you to:

- 🕒 Understand basic, but functional, principles of using MS PowerPoint
- 🕒 Practice various options of saving your file
- 🕒 Use short-cuts to enable commands
- 🕒 Enter, edit and format data through the menu and icons
- 🕒 Apply the use of text boxes
- 🕒 Working with slides:
 - ✓ sorting
 - ✓ moving / copying
 - ✓ deleting
 - ✓ duplicating
 - ✓ transitioning to next slide
- 🕒 Create, format and edit paragraphs, bullets and basic tables within your slides
- 🕒 Working with slide options
 - ✓ normal
 - ✓ outline
 - ✓ slide sorter
- 🕒 Confidently print your document, with various settings
- 🕒 Running a basic slide show (excluding the features of presenter view).

Note: Less time is spent in exercises, running a presentation and applied learning.

Microsoft PowerPoint Introduction (FULL-DAY)

Attending this beginners-level PowerPoint workshop will help you to:

- 🕒 Understand basic, but functional, principles of using MS PowerPoint
- 🕒 Practice various options of saving your file
- 🕒 Use short-cuts to enable commands
- 🕒 Enter, edit and format data through the menu and icons
- 🕒 Apply the use of margins and text boxes
- 🕒 Working with slides:
 - ✓ sorting
 - ✓ moving / copying
 - ✓ deleting
 - ✓ duplicating
 - ✓ formatting background
 - ✓ transitioning to next slide
- 🕒 Create, format and edit paragraphs, bullets and basic tables within your slides
- 🕒 Working with slide options
 - ✓ normal
 - ✓ outline
 - ✓ slide sorter
- 🕒 Confidently print your document, with various settings
- 🕒 Running a basic slide show.

Microsoft PowerPoint – Intermediate (HALF-DAY)

Attending this intermediate-level PowerPoint workshop will help you to:

- 🕒 Insert, edit, format, copy, cut and position:
 - ✓ audio / music
 - ✓ pictures
 - ✓ photos
 - ✓ charts
 - ✓ objects
 - ✓ shapes
 - ✓ text boxes within your slides.
- 🕒 Change and re-arrange your menu options, icons and quick access toolbar
- 🕒 Create single advanced animations in your slides
- 🕒 Use and manipulate master views
 - ✓ slide master
 - ✓ handout master
 - ✓ notes master
- 🕒 Present the slides using key presentation features.

Note: Less time is spent in exercises, running a presentation and applied learning.

Microsoft PowerPoint – Intermediate (FULL-DAY)

Attending this intermediate-level PowerPoint workshop will help you to:

- 🕒 Insert, edit, format, copy, cut and position:
 - ✓ videos
 - ✓ audio / music
 - ✓ pictures
 - ✓ photos
 - ✓ charts
 - ✓ screenshots
 - ✓ objects
 - ✓ shapes
 - ✓ text boxes within your slides.
- 🕒 Change and re-arrange your menu options, icons and quick access toolbar
- 🕒 Use pre-set themes
- 🕒 Create links within your presentation to external websites and other slides
- 🕒 Create single and multiple advanced animations in your slides
- 🕒 Use and manipulate master views
 - ✓ slide master
 - ✓ handout master
 - ✓ notes master
- 🕒 Present the slides using key and advanced presentation features
- 🕒 Using templates.

Microsoft PowerPoint - Advanced (FULL-DAY)

Attending this workshop will help you to:

- 🕒 Create your own master slides in Slide Master
- 🕒 Change Slide Master colours to match your corporate identity colours
- 🕒 Add Slide Layouts to Slide Master
- 🕒 Use and animate Smart Art
- 🕒 Understand why and how to use a roadmap throughout your presentation
- 🕒 Understand and effectively use the Morph Transition
- 🕒 Use Zoom for professional navigation and transition
- 🕒 Understand and use recording options
- 🕒 Compress your file without losing quality
- 🕒 Create simple yet amazing presentations that absolutely wow your target audience.

Microsoft Excel – Introduction (HALF-DAY)

Attending this beginners-level Excel workshop will help you to:

- 🕒 Learn valuable shortcuts of navigation, selection and commands (with and without a mouse)
- 🕒 Confidently enter and manipulate data into a spreadsheet
- 🕒 Become confident in formatting a spreadsheet
- 🕒 Change the structure of a spreadsheet
- 🕒 Apply basic formula to your spreadsheet
- 🕒 Apply various print-options
- 🕒 Develop a fully functioning spreadsheet from scratch.

Note: Less time is spent in exercises, fewer formula are covered and applied learning is reduced.

Microsoft Excel – Introduction (FULL-DAY)

Attending this beginners-level Excel workshop will help you to:

- 🕒 Learn valuable shortcuts of navigation, selection and commands (with and without a mouse)
- 🕒 Confidently enter and manipulate data into a spreadsheet
- 🕒 Become confident in formatting a spreadsheet
- 🕒 Change the structure of a spreadsheet
- 🕒 Apply basic formula to your spreadsheet
- 🕒 Understand the principle of absolute vs relative referencing
- 🕒 Apply various print-options
- 🕒 Insert and format graphs / charts
- 🕒 Develop a fully functioning spreadsheet from scratch.

Microsoft Excel – Intermediate (HALF-DAY)

Attending this intermediate-level Excel workshop will help you to:

- 🕒 Learn great shortcuts of navigation, selection and commands
- 🕒 Apply exciting formula to save you time, such as if statements, sum-if and count-if – to name a few
- 🕒 Protect your worksheets and workbooks
- 🕒 Apply great data validation techniques, allowing you to automate functions off entered text
- 🕒 Manipulate text data through formula
- 🕒 Work efficiently with relative and absolute referencing
- 🕒 Link cells, worksheets and workbooks to create dynamic automatic reports.

Note: Less time is spent in exercises, fewer formula are covered and applied learning is reduced.

Microsoft Excel – Intermediate (FULL-DAY)

Attending this intermediate-level Excel workshop will help you to:

- 🕒 Learn great shortcuts of navigation, selection and commands
- 🕒 Apply exciting formula to save you time, such as if statements, nested if statements, sum-if and count-if – to name a few
- 🕒 Protect your worksheets and workbooks
- 🕒 Apply great data validation techniques, allowing you to automate functions off entered text
- 🕒 Manipulate text data through formula
- 🕒 Work efficiently with relative and absolute referencing
- 🕒 Link cells, worksheets and workbooks to create dynamic automatic reports
- 🕒 Using templates within excel.

Microsoft Excel – Advanced (HALF-DAY)

Attending this advanced-level Excel workshop will help you to:

- 🕒 Effectively apply v-lookups in your spreadsheets
- 🕒 Use multiple nested formula within a single cell
- 🕒 Customise the menu, even including your favourite functions under your own menu-name
- 🕒 Create your own customised auto-fill lists
- 🕒 Automate the analysis of data through advanced custom conditional-formatting rules
- 🕒 Apply and define names to cells and ranges.

Note: Less time is spent in exercises, fewer formula are covered and applied learning is reduced.

Microsoft Excel – Advanced (FULL-DAY)

Attending this advanced-level Excel workshop will help you to:

- 🕒 Effectively apply v-lookups in your spreadsheets
- 🕒 Work confidently with pivot tables, creating dynamic reports and graphs in minutes
- 🕒 Record macros to automate repetitive tasks
- 🕒 Use multiple nested formula within a single cell
- 🕒 Customise the menu, even including your favourite functions under your own menu-name
- 🕒 Create your own customised auto-fill lists
- 🕒 Automate the analysis of data through advanced custom conditional-formatting rules
- 🕒 Apply and define names to cells and ranges
- 🕒 Data forecasting: what-if and scenario manager
- 🕒 Use formula auditing tools for problem solving.

Microsoft Excel – Expert (FULL-DAY)

Attending this expert-level Excel workshop will help you to:

- 🕒 Learn how to write and use your own custom functions using Lambda and Let
- 🕒 Perform advanced lookups and filters using the Filter function
- 🕒 Copy macros between workbooks
- 🕒 Manage workbook versions
- 🕒 Configure formula calculation options
- 🕒 Configure editing and display languages
- 🕒 Create custom number formats
- 🕒 Group and ungroup data
- 🕒 Use advanced date and time functions
- 🕒 Use advanced data analyses functions like AND(), OR(), NPER(), PMT()
- 🕒 Monitor cells and formulas by using the Watch Window
- 🕒 Get an introduction to the Visual Basic editor
- 🕒 Create and modify advanced charts including Box & Whisker, Combo, Funnel, Histogram, Map, Sunburst, and Waterfall charts.

Please note the following:

- 🕒 This course is full-day.
- 🕒 In this course, participants will develop a deep understanding of advanced and custom functions, data manipulation, macros, filters, charts and much more. VB coding for macros will also be introduced.
- 🕒 Attending this course will require an advanced understanding of Microsoft Excel and a stable internet connection. Having a second display is beneficial but not required.

Clean Excel Data Prior To Analysis (FULL-DAY)

Learn amazing tips and tricks to help you clean data in Excel including using Excel to trim text with the TRIM, PROPER and CLEAN functions; Resizing and formatting data to make it visually attractive; Paste Values in Paste Special; How to remove blank rows or populate blank cells across an entire workbook; How to make the most of the Find and Replace and SUBSTITUTE formulas; How to fix date problems and format dates properly; How to import data from an external source and how import using a delimiter

Attending this workshop will help you to learn:

- 🕒 Why it's so important to work with a clean dataset
- 🕒 The basics of cleaning your data
- 🕒 Spell checking
- 🕒 Removing duplicate rows
- 🕒 Finding and replacing text
- 🕒 Changing the case of text
- 🕒 Removing spaces and nonprinting characters from text
- 🕒 Fixing numbers and number signs
- 🕒 Fixing dates and times
- 🕒 Merging and splitting columns
- 🕒 Transforming and rearranging columns and rows
- 🕒 Reconciling table data by joining or matching.

Please note the following:

- 🕒 This course is full day.
- 🕒 An intermediate working knowledge of Excel is recommended.

Microsoft Excel Macros Deep Dive (FULL-DAY)

In this course, participants will be introduced to Excel macros and then develop a deeper understanding of advanced and custom macros including an introduction to VB coding for macros.

Attending this workshop will help you to:

- 🕒 Introduction to macros
- 🕒 How to use the macro recorder
- 🕒 Save your file with support for macros
- 🕒 Using absolute versus relative cell referencing when recording
- 🕒 Using absolute AND relative cell referencing when recording
- 🕒 Run a macro from a button you create
- 🕒 Use keyboard shortcuts to navigate during recording to get the correct result
- 🕒 Apply macros to different sized data sets
- 🕒 Add macro to Excel menu tabs
- 🕒 Introduction to the VBA Editor
- 🕒 Add IF condition to macro VBA code
- 🕒 Add Loop to macro VBA code
- 🕒 Introduction to debugging VBA code
- 🕒 Copy macros between workbooks.

Please note the following:

- 🕒 This course is full day.
- 🕒 Attending this course will require a basic understanding of Microsoft Excel and a stable internet connection. No previous understanding of macros is required. Having a second display is beneficial but not required.

Microsoft Excel Pivot Tables Deep Dive (FULL-DAY)

In this course, participants will be introduced to Excel pivot tables and then develop a deeper understanding of advanced pivot table features including a high-level introduction to Microsoft Power Pivot.

Attending this workshop will help you to master the following topics:

- 🕒 Introduction to pivot tables
- 🕒 Convert data to tables
- 🕒 Adjust field list settings
- 🕒 Create multiple reports with one click
- 🕒 Add data bars to pivot tables
- 🕒 Master pivot table settings
- 🕒 Add and remove calculated fields to pivot tables
- 🕒 Calculate the difference between columns
- 🕒 Add smart custom number formatting
- 🕒 Create custom groupings to pivot tables
- 🕒 Group dates as unique
- 🕒 Add slicers to easily filter data
- 🕒 Add dynamic charts
- 🕒 Add a timeline to pivot tables
- 🕒 Introduction to Microsoft Power Pivot.

Please note the following:

- 🕒 This course is full-day.
- 🕒 Attending this course will require an intermediate understanding of Microsoft Excel and a stable internet connection. No previous understanding of pivot tables is required. Having a second display is beneficial but not required.

Large Data Set Analytics (Excel) (FULL-DAY)

Overview

What is big data?

- ✓ **High volume** - Both in terms of data items and dimensionality.
- ✓ **High velocity** - Arriving at a very high rate, with usually an assumption of low latency between data arrival and deriving value.
- ✓ **High variety** - Embraces the ability for data shape and meaning to evolve over time.

This course will demonstrate how to work with big data in excel. From data analytics to metrics, this course will show you how to effectively and efficiently organise large data sets.

Attending this workshop will help you to learn:

- 🕒 Understand PowerPivot
- 🕒 Querying big data
- 🕒 Transforming data
- 🕒 Handling large data sources
- 🕒 Handling large volumes of data in Excel
- 🕒 How to work with unstructured data.

Please note the following:

- 🕒 This is a full day course
- 🕒 A working knowledge of Excel is recommended.

Microsoft Power Query and Power Pivot (FULL-DAY)

With Power Query and Power Pivot in Excel, you'll spend less time manipulating data, and more time driving impact. Whether it's small data sets or large ones with up to millions of rows, in this course you will learn how you can connect, clean, analyze, and share your data faster using Power Query and Power Pivot.

Attending this workshop will help you to learn:

- 🕒 Short overview of Pivot Tables
- 🕒 Where you can find Power Query and Power Pivot
- 🕒 Basic business analytics features
- 🕒 Advanced business analytics features
- 🕒 Fast, easy data gathering and shaping capabilities
- 🕒 How to connect, transform, combine, and refine data sources
- 🕒 Use the Data Model and a collection of tables to create relationships stored as part of the workbook
- 🕒 How to mash up large volumes of data from various sources
- 🕒 How to use PivotTables, slicers, charts, and basic import capabilities
- 🕒 How to perform powerful data analysis and create sophisticated data models
- 🕒 How to perform information analysis rapidly, and share insights easily.

Please note the following:

- 🕒 This course is full day
- 🕒 An advanced working knowledge of Excel and Pivot Tables is recommended.

Create Compelling Interactive Dashboards with Microsoft Excel (FULL-DAY)

In this Excel course you will learn how to create impressive and interactive Microsoft Excel dashboards from scratch by combining Pivot Tables, Pivot Charts, Slicers, and a beautiful design concept. This will empower users of your dashboards to make informed decisions quickly and easily. Get ready to wow your dashboard users!

Attending this workshop will help you to learn how to:

- 🕒 Create a basic dashboard
- 🕒 Apply advanced design principles
- 🕒 Automate and integrate advanced features like:
 - ✓ fully functional info buttons
 - ✓ in-tile tab functionality
 - ✓ collapsible settings area
 - ✓ state-of-the-art radio buttons
 - ✓ dashboard colour theme selection
 - ✓ modern toggle buttons that control the visibility of specific dashboard elements
- 🕒 Create a beautiful background and gradient tile design for an Excel dashboard
- 🕒 How to make use of PowerPoint for quick and effective design preparations
- 🕒 How to integrate your designs in an Excel dashboard file with only a few clicks.
- 🕒 How to create a modern and minimalistic Pivot Table Slicer design
- 🕒 How to make the Pivot Tables and Pivot Charts in Excel automatically refresh when the source data changes.

Please note the following:

- 🕒 This course is full day
- 🕒 An advanced working knowledge of Excel, data and Pivot Tables is recommended.

Analysing and Visualising Data with Excel (2-DAYS)

In this advanced Excel course, we look at how to create stunning, interactive dashboards in Excel. A dashboard is a great way to visualize your data. An interactive dashboard allows you to change what results you see at the click of a button. In this in-depth course, we look at how to prepare your data for analysis, some essential formulas you'll need to help you create dashboards in Excel, Pivot Tables, Pivot Charts, Form Controls and so much more.

Attending this workshop will help you to learn:

- 🕒 About Dashboard architecture and inspiration
- 🕒 How to prepare data for analysis (cleaning data)
- 🕒 Useful formulas for creating dashboards in Excel
- 🕒 How to create and edit Pivot Tables in Excel
- 🕒 How to create Pivot Charts from Pivot Tables
- 🕒 Advanced chart techniques in Excel
- 🕒 How to add interactive elements (form controls) into your dashboards
- 🕒 How to create a Sales Dashboard from scratch
- 🕒 How to create an HR Dashboard from scratch.

Please note the following:

- 🕒 This course is recommended for two days.
- 🕒 An intermediate understanding of Microsoft Excel is required. A stable internet connection is required. Having a second display is beneficial but not required.

Microsoft Excel Charts Deep Dive (FULL-DAY)

The goal of any chart is to tell a story about the data. We want to make it easy for the reader to quickly understand the chart. We might also want to make the chart interactive so that they can explore the data and find additional insights.

The charts in this course are definitely more advanced creations with added functionality to the existing chart types in Excel. The goal is to make them: easier to read, interactive, and/or more dynamic.

Attending this workshop will help you to learn how to build the following charts:

- 🕒 Column Chart with Percentage Change
- 🕒 Conditional Doughnut Progress Chart
- 🕒 Interactive Histogram with Details
- 🕒 Dynamic Histogram or Frequency Distribution Chart
- 🕒 Annual Trend with Monthly Details
- 🕒 Interactive Waterfall Chart
- 🕒 Variance on Clustered Charts
- 🕒 Actual vs. Multiple Targets Chart
- 🕒 Stacked Bar with Dynamic Data Labels
- 🕒 Comparative Distribution Chart
- 🕒 Zoom on Charts Macro.

Please note the following:

- 🕒 This course is recommended for one day.
- 🕒 An intermediate understanding of Microsoft Excel is required. A stable internet connection is required. Having a second display is beneficial but not required.

OTHER MICROSOFT APPLICATIONS

Microsoft Power Apps Canvas Apps (2-DAYS)

Design and build a business app from a canvas in Microsoft Power Apps without writing code in a traditional programming language such as C#.

Design the app by dragging and dropping elements onto a canvas, just as you would design a slide in PowerPoint. Create Excel-like expressions for specifying logic and working with data. Build apps that integrate business data from a wide variety of Microsoft and third-party sources. Share your app so that users can run it in a browser or on a mobile device, and embed your app so they can run it in SharePoint, Power BI, or Teams.

Attending this workshop will help you to:

- 🕒 Understand what Power Apps are
- 🕒 Know the difference between canvas and model-driven and portal apps
- 🕒 Learn how to plan an app project
- 🕒 Prepare the data model for your app using Microsoft Lists
- 🕒 Create a canvas app from data
- 🕒 Understand different types of pages and how to add them
- 🕒 Understand what controls are and add them
- 🕒 Create calculated controls
- 🕒 Create input forms and data lists
- 🕒 Add filters
- 🕒 Modify the appearance of an app
- 🕒 Learn what Power Automate is
- 🕒 Add a trigger to a Power Automate flow
- 🕒 Learn how to publish and share an app and its dependencies to your organisation
- 🕒 Learn how to effectively test an app
- 🕒 See how apps run responsively on computers and mobile devices
- 🕒 Learn how to integrate apps into SharePoint sites and Teams channels.

Please note the following:

- 🕒 This course is recommended for two days. However, it can be completed in one day with fewer exercises.
- 🕒 Attending this course requires no previous understanding of app development. A stable internet connection is required. Having a second display is beneficial but not required.

Microsoft Power Automate - Introduction (FULL-DAY)

Power Automate is a new enterprise system from Microsoft that allows you to integrate and synchronize all your data analysis and applications in an automated way, with the aim of increasing productivity and business efficiency. Build automated processes with flows in Power Automate.

Use low-code, drag-and-drop tools and hundreds of prebuilt connectors that automate repetitive, mundane tasks with ease.

Attending this workshop will help you to:

- 🕒 Understand what Power Automate is and what it does
- 🕒 Set up the environment
- 🕒 Explore Power Automate desktop
- 🕒 Create a flow
- 🕒 Run a flow
- 🕒 Learn how to use the Power Automate mobile app
- 🕒 Receive text and email notifications from flows
- 🕒 Integrate various Microsoft apps like SharePoint sites with flows
- 🕒 Record Power Automate Desktop actions
- 🕒 Edit and test recorded actions.

Please note the following:

- 🕒 This course is recommended for one day.
- 🕒 Attending this course requires no previous understanding of Microsoft Power Automate. A stable internet connection is required. Having a second display is beneficial but not required.

Microsoft Power Automate Intermediate (FULL-DAY)

Power Automate is a new enterprise system from Microsoft that allows you to integrate and synchronize all your data analysis and applications in an automated way, with the aim of increasing productivity and business efficiency. Build automated processes with flows in Power Automate.

Use low-code, drag-and-drop tools and hundreds of prebuilt connectors that automate repetitive, mundane tasks with ease – using intermediate functionality.

Attending this workshop will help you to:

- 🕒 Learn the difference between a business process flow and a regular flow
- 🕒 Develop more complex flows
- 🕒 Create approval request process flows
- 🕒 Use a flow to store documents as part of a process
- 🕒 Create multiple flow branches based on conditions
- 🕒 Create recurring flows
- 🕒 Add user input dialogs
- 🕒 Use data from apps in flows
- 🕒 Introduction to expressions
- 🕒 Learn how to monitor flows
- 🕒 Introduction to Process Advisor.

Please note the following:

- 🕒 This course is recommended for one day.
- 🕒 Attending this course requires a basic understanding of Microsoft Power Automate. A stable internet connection is required. Having a second display is beneficial but not required.

Collaborate and Ideate Using Microsoft Whiteboard (HALF-DAY)

Sometimes you just need to draw to convey to others what is on your mind. Microsoft Whiteboard is a very effective whiteboarding tool with a rich set of tools to let you do this effectively.

This course will help you master all of these tools and learn how you can effectively share your thoughts securely and collaboratively with others.

Attending this workshop will help you to:

- 🕒 Understand why drawing is sometimes better to convey thoughts
- 🕒 Confidently use the Microsoft Whiteboard user interface
- 🕒 Compare web version to installed version
- 🕒 How to draw good diagrams using a stylus instead of a mouse
- 🕒 Collaborate with others
- 🕒 Share your whiteboard
- 🕒 Add your whiteboard to a Teams channel
- 🕒 Change editing permissions during a call
- 🕒 Use tools like ruler, sticky notes, pens, etc.

Please note the following:

- 🕒 This course is half day.
- 🕒 You will require an existing Microsoft Account.

Microsoft Power BI – Introduction (FULL-DAY)

Learn how you can leverage Power BI to easily build reports and dashboards with interactive visualizations. Connect to and visualize any data using the unified, scalable platform for self-service and enterprise business intelligence (BI) that's easy to use and helps you gain deeper data insight.

Attending this workshop will help you to:

- 🕒 Get to know the Microsoft Power BI interface
- 🕒 Understand the purpose of Microsoft Power BI for data analytics
- 🕒 Understand basics regarding capacities, workspaces, datasets, shared datasets, reports, and dashboards
- 🕒 Get to know data modelling and visualizations using different kinds of visuals like charts and tables
- 🕒 Learn how to filter, clean and transform data with services like Power Query
- 🕒 Understand aggregates and when to use them
- 🕒 Learn how to secure your data
- 🕒 Perform exercises to secure your knowledge and understanding
- 🕒 Create and share your first Power BI report.

Please note the following:

- 🕒 This course is full-day.
- 🕒 In this course, participants will perform practical use-case learning exercises to prepare them to be able to confidently develop and style their own Power BI dashboards
- 🕒 Attending this course will require no previous experience using Microsoft Power BI but a basic understanding of Microsoft Office 365 is recommended. Microsoft Power BI requires a separate license in addition to Microsoft Office. Learners will require this additional license to perform the exercises on their own computers.
- 🕒 A stable Internet connection is required. Having a second display is beneficial but not required.

Microsoft Power BI – Intermediate (FULL-DAY)

Learn how you can leverage Power BI to easily build reports and dashboards with interactive visualizations. Connect to and visualize any data using the unified, scalable platform for self-service and enterprise business intelligence (BI) that's easy to use and helps you gain deeper data insight.

Attending this workshop will help you to:

- 🕒 Design a data model
- 🕒 Introduction to developing with the Microsoft Power Platform
- 🕒 Use Dax in Power BI Desktop
- 🕒 Publish and share
- 🕒 How to build a Power BI dashboard
- 🕒 Model data in Power BI
- 🕒 Visualize data in Power BI
- 🕒 Data analysis in Power BI
- 🕒 Manage workspaces and datasets in Power BI
- 🕒 Optimise a model for performance.

Please note the following:

- 🕒 This course is full-day.
- 🕒 In this course, participants will perform practical use-case learning exercises to prepare them to be able to confidently develop and style their own Power BI dashboards and manage, analyse, and modify data
- 🕒 Attending this course will require learners to have a basic understanding of Microsoft Power BI and a basic understanding of Microsoft Office 365 is recommended. Microsoft Power BI requires a separate license in addition to Microsoft Office. Learners will require this additional license to perform the exercises on their own computers. A stable Internet connection is required. Having a second display is beneficial but not required.

Microsoft Visio - Introduction (FULL-DAY)

Transform the way you use and visualize data so you can bring your best ideas to life. With dozens of ready-to-use templates and thousands of customizable shapes, Visio makes it easy—and fun—to create powerful visuals.

Attending this workshop will help you to:

- 🕒 Organize complex ideas visually
- 🕒 Start using templates
- 🕒 Add & connect shape, text and pictures and tables with dynamic relationships
- 🕒 Learn how to use the ruler, guides, and grid to arrange and position shapes neatly in your drawings
- 🕒 Add a drawing scale to represent real-world objects and scale
- 🕒 Link diagrams to data from other Microsoft Office apps
- 🕒 Collaborate with others.

Please note the following:

- 🕒 This course is full-day.
- 🕒 In this course, participants will perform practical use-case learning exercises to prepare them to be able to confidently develop and style their own Microsoft Visio diagrams
- 🕒 Attending this course will require no previous experience using Microsoft Visio but a basic understanding of Microsoft Office 365 is recommended. Microsoft Visio requires a separate license in addition to Microsoft Office. Learners will require this additional license to perform the exercises on their own computers. A stable Internet connection is required. Having a second display is beneficial but not required.

Microsoft Visio – Intermediate (FULL-DAY)

Transform the way you use and visualize data so you can bring your best ideas to life. With dozens of ready-to-use templates and thousands of customizable shapes, Visio makes it easy—and fun—to create powerful visuals.

Attending this workshop will help you to:

- 🕒 Align and position shapes
- 🕒 Apply a theme to a diagram
- 🕒 Organise shapes into containers
- 🕒 Organise flowchart shapes in swimlanes
- 🕒 Add or delete a page
- 🕒 Add a background to a drawing page
- 🕒 Add a header or footer
- 🕒 Work with layers to help manage objects
- 🕒 Share and protect
- 🕒 Customise shapes and stencils.

Please note the following:

- 🕒 This course is full-day.
- 🕒 In this course, participants will perform practical use-case learning exercises to prepare them to be able to confidently develop and style their own Microsoft Visio diagrams
- 🕒 Attending this course will require a basic knowledge of Microsoft Visio. A basic understanding of Microsoft Office 365 is recommended. Microsoft Visio requires a separate license in addition to Microsoft Office. Learners will require this additional license to perform the exercises on their own computers. A stable Internet connection is required. Having a second display is beneficial but not required.

Microsoft Project 2019 - Introduction (2-DAYS)

Microsoft Project 2019, which is a project management and scheduling tool, helps you organize, manage, and control defined variables. For everyday tasks to complex projects and programs, Microsoft Project combines powerful planning capabilities with advanced collaboration tools to help you set realistic expectations - and manage time, personnel, and resources to stay on time and budget.

Microsoft Project gives individual users an intuitive, easy way to lay out tasks and timelines.

Attending this workshop will help you to:

- 🕒 Learn the purpose of Microsoft Project
- 🕒 Confidently navigate the MS Project Workspace, The Ribbon, Help and Project Options
- 🕒 Confidently navigate project calendars, timelines and critical paths
- 🕒 Learn how to set-up tasks and dependencies between them, including lag and lead times
- 🕒 Manage project costs, levelling and how to resolve resource over-allocations
- 🕒 Understand project security, saving and protecting Project files
- 🕒 Learn useful techniques for tracing task paths to simplify unruly Gantt charts
- 🕒 Learn about setting up baselines and interim plans
- 🕒 Learn how to work with costs, deadlines and overcome scheduling issues
- 🕒 Save your project as a template for future projects.

Please note the following:

- 🕒 This course is recommended for 2 days.
- 🕒 Attending this course requires no previous understanding of Microsoft Project. A stable internet connection is required. Having a second display is beneficial but not required.
- 🕒 Please ensure learners have the application installed.

Microsoft Project 2019 - Intermediate (2-DAYS)

Microsoft Project 2019, which is a project management and scheduling tool, helps you organize, manage, and control defined variables. For everyday tasks to complex projects and programs, Microsoft Project combines powerful planning capabilities with advanced collaboration tools to help you set realistic expectations - and manage time, personnel, and resources to stay on time and budget.

Microsoft Project gives individual users an intuitive, easy way to lay out tasks and timelines.

Attending this intermediate-level workshop will help you to:

- 🕒 Understand more advanced aspects of the user interface and how to create projects
- 🕒 Schedule projects without resources
- 🕒 Confidently use Filters layouts, printing, baselines
- 🕒 Update an un-resourced project
- 🕒 Create and assign roles and resources
- 🕒 Control projects with resources and costs.

Please note the following:

- 🕒 This course is recommended for 2 days.
- 🕒 Students should be working in a project environment and understand how projects are planned and controlled and should have knowledge of the following subjects: project management processes, how to plan a project including the development of a Work Breakdown Structure and experience in the use of PCs and an understanding of the operating system.
- 🕒 A stable internet connection is required. Having a second display is beneficial but not required.
- 🕒 Please ensure learners have the application installed.

Microsoft Forms (FULL DAY)

Microsoft Forms allows users to create custom surveys, quizzes, polls, and questionnaires. It also can send an invitation to other users asking them to fill out the Microsoft Forms using a web browser on any device or computer. The creator can review the results in real time and can perform analysis on the collected data.

Attending this workshop will help you to:

- 🕒 Create your first form by adding questions
- 🕒 Use themes and styles for your form
- 🕒 Share your form to known and anonymous users
- 🕒 See what recipients of forms experience
- 🕒 Preview the results of your form and save them
- 🕒 Explore the different kinds of forms like surveys, polls, questionnaires, and more
- 🕒 Build reports from form results
- 🕒 Explore form results in Excel and chart form results
- 🕒 Explore mobile and offline form experiences
- 🕒 Integrate forms with other Microsoft Office applications like Teams and SharePoint.

Please note the following:

- 🕒 This course is full-day.
- 🕒 In this course, participants will develop multiple forms as part of practical use-case learning exercises to prepare them to be able to confidently develop and style their own forms
- 🕒 Attending this course will require no previous experience using Microsoft Forms but a basic understanding of Microsoft Office 365 is recommended. A stable Internet connection is required. Having a second display is beneficial but not required.
- 🕒 Please ensure learners have the application installed.

Microsoft Bookings (2-DAYS)

Microsoft Bookings makes scheduling and managing appointments a breeze. Bookings includes a web-based booking calendar and integrates with Outlook to optimize your staff's calendar and give your customers flexibility to book a time that works best for them. Email and SMS text notifications, reduce no-shows and enhances customer satisfaction Your organization saves time with a reduction in repetitive scheduling tasks.

With built in flexibility and ability to customize, Bookings can be designed to fit the situation and needs of many different parts of an organization.

Attending this workshop will help you to:

- 🕒 Streamline your business with online booking
- 🕒 Launch and set up Bookings
- 🕒 Add your business information and define your business offerings
- 🕒 Add a service for groups
- 🕒 Set reminder emails and scheduling policies
- 🕒 Customize, publish, and preview your Bookings page
- 🕒 Create and manage your staff list and schedule time off
- 🕒 Share a link to your bookings page
- 🕒 Schedule a new booking for a customer
- 🕒 Modify staff availability
- 🕒 Manage your customer list
- 🕒 Create a group booking
- 🕒 Re-assign staff to a booking
- 🕒 Book an appointment as a customer
- 🕒 Access Bookings on a mobile device
- 🕒 Reschedule a booking on a mobile device
- 🕒 Cancel a booking on a mobile device.

Please note the following:

- 🕒 This course is recommended for two days.
- 🕒 No prior understanding of Microsoft Bookings is required. A stable internet connection is required. Having a second display is beneficial but not required.

Microsoft Kaizala (HALF-DAY)

Microsoft Kaizala is a secure messaging and work management app that lets you collaborate with others in and outside of your organization. Send and receive instant messages, coordinate tasks, submit invoices, and use special tools to interact with your team wherever you are.

Attending this workshop will help you to learn how to:

- 🕒 Download and install Kaizala on your mobile device
- 🕒 Set up your profile
- 🕒 Start a chat
- 🕒 View pending actions
- 🕒 Use Kaizala actions like quiz, announcement, send location, create meeting, etc.
- 🕒 Use Kaizala groups and hierarchical groups
- 🕒 Introduction to the Kaizala Management Portal.

Please note the following:

- 🕒 This course is recommended for half day
- 🕒 No previous understanding of Microsoft Kaizala is required. A stable internet connection is required. Having a second display is beneficial but not required.

Microsoft Stream (HALF-DAY)

Microsoft Stream is an Enterprise Video service where people in your organization can upload, view, and share videos securely. You can share recordings of classes, meetings, presentations, training sessions, or other videos that aid your team's collaboration.

Microsoft Stream also makes it easy to share comments on a video, tag timecodes in comments and descriptions to refer to specific points in a video and discuss with colleagues.

Attending this workshop will help you to learn how to:

- 🕒 Become familiar with the Stream interface
- 🕒 Share great content with co-workers
- 🕒 Categorize and organize your videos
- 🕒 Create groups and channels and manage settings
- 🕒 Understand and manage Stream security
- 🕒 Add videos to groups and channels
- 🕒 Collaborate with other Microsoft 365 apps like Teams, Yammer, SharePoint and Sway
- 🕒 Use Stream transcripts.

Please note the following:

- 🕒 This course is recommended for half day
- 🕒 No previous understanding of Microsoft Stream is required. A stable internet connection is required. Having a second display is beneficial but not required.

Take Smarter Notes with Microsoft 365 Apps (HALF-DAY)

In this course, participants will learn how to take more efficient notes using the apps in Microsoft 365 (formerly Office 365). Learn which is the best tool for the job, whether it's taking notes for yourself, note-taking as a team, taking meeting minutes, or note-taking on a mobile device.

Attending this workshop will help you to learn:

- 🕒 How to take more efficient notes using the apps in Microsoft 365
- 🕒 Which is the best tool for the job, whether it's taking notes for yourself, note-taking as a team, taking meeting minutes, or note-taking on a mobile device
- 🕒 How to take handwritten notes with digital pens in OneNote
- 🕒 How to create OneNote notes from Outlook emails
- 🕒 How to capture and save images with the Office Lens and OneDrive mobile apps
- 🕒 How to take a quick note with a keyboard shortcut
- 🕒 How to automatically create a notebook page from Outlook meeting details
- 🕒 How to ideate with others using the Microsoft Whiteboard app. In conclusion
- 🕒 How to add a notebook to a team channel for group collaboration.

Please note the following:

- 🕒 This course is half day
- 🕒 No previous prerequisites are required.

Microsoft 365 Essential Training for Administrators (FULL-DAY)

Once configured properly, Microsoft 365 can enhance an enterprise's security and productivity and help them meet their compliance requirements. In this course, you will learn all the features, capabilities, and opportunities within Microsoft 365 by exploring key scenarios.

After attending this course, you will understand how to administrate Microsoft 365, as well as how the technology within the suite fits together.

Attending this workshop will help you to learn about:

- 🕒 How to setup your own organisation, personal or business
- 🕒 How to choose the right package for you
- 🕒 What roles in a business would utilize the various Microsoft products?
- 🕒 All the main Microsoft products
- 🕒 What collaboration use case scenarios will fit you best
- 🕒 How to improve communication using Microsoft
- 🕒 How to setup predictable spending inside Microsoft
- 🕒 Mobile Device Management using Microsoft Intune
- 🕒 How to Obtain Microsoft 365 support.

Please note the following:

- 🕒 This course is full day
- 🕒 A basic understanding of computers and productivity applications is required.

Microsoft Dynamics 365 - Introduction (FULL-DAY)

Dynamics 365 is a cloud-based customer relationship management (CRM) tool from Microsoft. In this course, you will learn the basics, providing the essential information you need to start leveraging this popular cloud service to power your business.

After becoming acquainted with its user interface, record types, and business processes, you will learn how to create records, track activities, and work with leads and opportunities in Dynamics 365. You will also be introduced to insights on how to make use of dashboards, reports, and charts.

Attending this workshop will help you to learn:

- 🕒 Sales records types and business processes
- 🕒 Navigating in Dynamics 365
- 🕒 Creating records
- 🕒 Creating, completing, cancelling, and deleting activities
- 🕒 Qualifying leads
- 🕒 Assigning and sharing leads
- 🕒 Viewing and creating opportunities
- 🕒 Creating a quote
- 🕒 Completing the closing stage.

Please note the following:

- 🕒 This course is full-day
- 🕒 A basic understanding of computers and productivity applications is required.
- 🕒 Please ensure learners have access to Dynamics.

Microsoft Dynamics 365 - Intermediate (FULL-DAY)

In this course you will learn how to personalize Dynamics to support your work by customizing reports, templates, and dashboards. Learn how to create, modify, and share custom reports and how to build custom charts, and then create dashboards that incorporate those charts.

Plus, learn how to create custom templates in Microsoft Word and Excel.

Attending this workshop will help you to learn:

- 🕒 Running, managing, exporting, and sharing reports
- 🕒 Creating charts and dashboards
- 🕒 Adding dashboard charts
- 🕒 Modifying dashboard appearance
- 🕒 Using system templates
- 🕒 Creating personal Word templates
- 🕒 Downloading data for an Excel template
- 🕒 Modifying a template in Excel
- 🕒 Creating a personal email signature.

Please note the following:

- 🕒 This course is full day
- 🕒 A basic understanding of Microsoft Dynamics and productivity applications is required.

Microsoft 365 Planner - Introduction (HALF-DAY)

Learn how to stay organized and manage projects with Microsoft Planner, a planning and project management app for Microsoft 365.

Follow along as you learn how to get things done in Planner, from creating new plans and setting due dates to updating a project's status and sharing files with team members. Plus, see how to switch over to Microsoft Teams from Planner and create new teams based on existing plans. Learn how to work more efficiently and stay focused on what's important by using Microsoft Planner for your next project.

Attending this workshop will help you to learn:

- 🕒 Creating a plan
- 🕒 Adding and assigning tasks
- 🕒 Sorting tasks into buckets
- 🕒 Attaching files to tasks
- 🕒 Flagging tasks with labels
- 🕒 Updating a task's status
- 🕒 Viewing progress on a plan
- 🕒 Using charts to view progress.

Please note the following:

- 🕒 This course is half day
- 🕒 A basic understanding of computers and productivity applications is required.

Microsoft 365 Planner Deep Dive (HALF-DAY)

This course helps teams use Microsoft Planner to its fullest potential. Learn how to apply best practice when planning and building Planner boards, integrate Planner with various apps for notifications and effective collaboration and much more.

Attending this workshop will help you to:

- 🕒 Filter and group tasks
- 🕒 Learn best practices for building a planner board
- 🕒 Use Planner on mobile
- 🕒 Use checklists
- 🕒 Copy Plans
- 🕒 Export plans to Microsoft Excel
- 🕒 Get Planner tasks in Microsoft To-Do
- 🕒 Get task assignment notifications in Microsoft Teams
- 🕒 Modify and use labels to categorise tasks
- 🕒 Use Board, Charts and Calendar views
- 🕒 Integrate Planner with SharePoint, Outlook, OneNote, etc.
- 🕒 Manage group notification settings.

Please note the following:

- 🕒 This course is half day
- 🕒 A basic working knowledge of Microsoft Planner required. You will require an existing Microsoft Office 365 for Work account.

Microsoft 365 Newer / Lesser-Known Features (HALF-DAY)

This course covers the latest features added to Microsoft 365 including Word, Excel, Outlook, and PowerPoint, and new apps added to the Office suite.

Find out how to use the new natural language query feature in Excel, get writing and research assistance, get someone's attention in Outlook, create better lists in PowerPoint, and visualize maths concepts using the maths assistant in OneNote. Plus, learn about new apps in the Office 365 suite including To-Do and Forms.

Attending this workshop will help you to learn about:

- 🕒 Using natural language queries in Excel
- 🕒 Getting writing assistance from Editor
- 🕒 Using the Resume Assistant in Word
- 🕒 Turning data into maps in Excel
- 🕒 Setting access to linked files right within Outlook
- 🕒 Creating better PowerPoint lists with Designer
- 🕒 Using the math assistant in OneNote
- 🕒 Working with Microsoft To-Do and Forms.

Please note the following:

- 🕒 This course is half day
- 🕒 A basic understanding of computers and productivity applications is required.

Using MS Teams- Overview (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Effectively use features of Teams for chats, meetings and collaboration
- 🕒 Understand how to set up and schedule a meeting / class
- 🕒 Confidently run a virtual class in Teams
- 🕒 Use more advanced features of Teams.

Please note the following:

- 🕒 This course is half day
- 🕒 This course provides a working overview of Microsoft Teams.

Microsoft 365 – Introductory Overview (FULL-DAY)

Attending this workshop will provide you with an overview of:

- 🕒 OneDrive
- 🕒 OneNote
- 🕒 Teams
- 🕒 Yammer
- 🕒 Sway
- 🕒 Delve
- 🕒 SharePoint.

Please note the following:

- 🕒 This course is full day
- 🕒 This course provides a basic overview of the more common O365 apps.

Microsoft 365 Intermediate (FULL-DAY)

In this course you will learn more advanced features of various Microsoft 365 apps with specific emphasis on how to leverage the collaboration features that result from Microsoft 365 apps being so powerfully integrated.

Attending this workshop will help you to learn:

- 🕒 Apply best practice configurations with Microsoft Outlook
- 🕒 Easily and efficiently manage large quantities of email, appointments and shared calendars
- 🕒 Use OneDrive to securely store and access any type of files, images, or presentations anywhere you have Internet access
- 🕒 Apply SharePoint to collaborate with your colleagues, taking advantage of real time updating to the same version of a document, spreadsheet, or presentation
- 🕒 Collaborate inside and outside your organization via chat and voice or video calls using Microsoft Teams.

Please note the following:

- 🕒 This course is full day
- 🕒 A basic understanding of Microsoft 365 and productivity applications is required.

Microsoft 365 Administration Intermediate (FULL-DAY)

More organizations are moving resources to the cloud—and for many of those organizations, Microsoft 365 is the solution of choice. It's a one-stop shop for user management, email services, real-time collaboration, and secure file storage. From managing global settings to configuring advanced security, this course details the process of successfully managing an enterprise implementation of Microsoft 365.

Learn how to adjust user and subscription settings, configure Exchange mailboxes and groups, set up SharePoint sites, manage Microsoft Teams, and perform advanced configurations, such as multifactor authentication and PowerShell scripting.

You will be guided through key factors that you need to competently and confidently manage in an Office 365 deployment at your organization.

Attending this workshop will help you to learn:

- 🕒 Managing global subscribing settings
- 🕒 Creating new Office 365 users
- 🕒 Managing Exchange Online mailboxes
- 🕒 Creating groups and dynamic distribution lists
- 🕒 Managing mail flow
- 🕒 Configuring SharePoint sites
- 🕒 Managing Microsoft Teams policies and users
- 🕒 Advanced Office 365 configurations.

Please note the following:

- 🕒 This course is full day
- 🕒 A basic understanding of computers and productivity applications is required.

Manage Project Communication with Microsoft 365 (FULL-DAY)

When you're juggling everything from task tracking to meeting facilitation, and you leverage several different applications in your workflow, keeping yourself and your stakeholders up to date can be a challenge. In this course, learn about the Microsoft 365 tools and services—including Outlook, Planner, Teams, and more—that can help you manage your projects more efficiently.

Attending this workshop will help you to:

- 🌟 Learn about the Microsoft 365 tools and services—including Outlook, Planner, Teams, and more
- 🌟 Manage your projects more efficiently
- 🌟 Leverage several different applications in your workflow
- 🌟 Keep yourself and your stakeholders up to date
- 🌟 Create templates, leverage reusable content, and automate emails in Outlook
- 🌟 Keep the right stakeholders informed by creating threaded conversations and private chats in Teams
- 🌟 Create and manage tasks in Planner, including how to update a Planner task from the Teams app
- 🌟 Manage cloud-based files in OneDrive, SharePoint, or Teams
- 🌟 Collect feedback using Forms
- 🌟 Use SharePoint lists to organize projects.

Please note the following:

- 🌟 This course is full day but can be adapted for half day with fewer exercises
- 🌟 A basic understanding of computers and productivity applications is required.

Microsoft 365 - Improve Productivity Through Collaboration (FULL-DAY)

Microsoft 365 offers the latest Office apps and features for communication, file sharing, and project planning. The apps in Microsoft 365—Word, Excel, PowerPoint, Outlook, Teams, and more—are designed with collaboration in mind, yet many users aren't leveraging all that these tools have to offer.

In this course, you will learn tips for maximizing team productivity in Microsoft 365.

Attending this workshop will help you to:

- 🕒 Learn about the latest Office apps and features for communication, file sharing, and project planning
- 🕒 Maximize team productivity in Microsoft 365
- 🕒 Work with shared calendars in Outlook
- 🕒 Connect with your colleagues in Teams
- 🕒 Manage files that have been shared in Teams (as well as accessing those shared files in tools like SharePoint and Outlook)
- 🕒 Communicate more efficiently using Groups
- 🕒 Use file libraries in SharePoint
- 🕒 Share notes and files via OneDrive
- 🕒 Create shared tasks and projects in Planner.

Please note the following:

- 🕒 This course is full day but can be adapted for half day with fewer exercises
- 🕒 A basic understanding of computers and productivity applications is required.

Microsoft 365 - Manage Files & Folders Via OneDrive & SharePoint (HALF-DAY)

One of the most common workday challenges is organizing OneDrive and SharePoint documents and sites. This course helps learners master ways they can organize documents and sites in OneDrive and SharePoint.

Attending this workshop will help you to:

- 🕒 Store documents in OneDrive or in your Team Site library
- 🕒 Find documents
- 🕒 Follow documents to make them easy to find later
- 🕒 See a list of documents you've recently opened
- 🕒 See documents people have shared with you
- 🕒 Set alerts on documents to track changes
- 🕒 Follow sites to make them easy to find later
- 🕒 Go to document libraries in team sites you're following
- 🕒 Store many documents in one library
- 🕒 Create multiple libraries
- 🕒 Add a column to a library
- 🕒 Create a view
- 🕒 Create a folder in a library.

Please note the following:

- 🕒 This course is half day
- 🕒 No previous prerequisites are required. You will require an existing Microsoft Office 365 for Work account.

Microsoft Outlook Calendar Deep Dive (HALF-DAY)

In this course, learn how to use the Microsoft Outlook Calendar to schedule appointments, meetings, and more. Outlook can also send invitations to those events and track who is going to attend.

Learn advanced calendar features like adding additional calendars and sharing calendars.

Attending this workshop will help you to:

- 🕒 Navigate your calendars
- 🕒 Use the Date Picker
- 🕒 Select the best views
- 🕒 Search for appointments
- 🕒 Add weather
- 🕒 Create events
- 🕒 Using Show As
- 🕒 Add reminders
- 🕒 Assign a resource like Rooms
- 🕒 Understand and use Response Options
- 🕒 Use Scheduling Assistant
- 🕒 Send meeting invitations and track responses
- 🕒 View other people's calendars
- 🕒 Create additional calendars
- 🕒 Change calendar views
- 🕒 Share your calendars with others.

Please note the following:

- 🕒 This course is half day
- 🕒 No previous prerequisites are required. You will require an existing Microsoft Office 365 for Work account.

Microsoft OneNote Deep Dive (FULL-DAY)

OneNote is a robust note-taking app that allows you to jot down and save your ideas—from thoughts hastily scribbled on napkins to saved articles on the web and cross tag them for easy recall.

In this course, you will learn tips to help you be even more organized and productive with this powerful tool. Explore top power shortcuts, how to set up and organize your notebooks, learn how to take better notes and improve the look of your notes, as well as how to import content from other apps.

Attending this workshop will help you with the following:

- 🕒 Understand the purpose of OneNote
- 🕒 Get familiar with the user interface
- 🕒 Using shortcuts
- 🕒 Customizing the canvas view
- 🕒 Merging content containers to consolidate ideas
- 🕒 Password protecting notebook sections
- 🕒 Taking meeting notes directly in an Outlook meeting
- 🕒 Converting handwritten text to typed text
- 🕒 Converting hand-drawn shapes to polished symmetrical shapes
- 🕒 Importing content from other apps
- 🕒 Sharing notes in a Skype for Business meeting
- 🕒 Marking up web pages and saving to a notebook.

Please note the following:

- 🕒 This course is full day
- 🕒 No previous prerequisites are required.

Microsoft Sway Deep Dive (HALF-DAY)

Learn how to create and share interactive presentations, reports, and stories with Sway, the popular app included in Office 365.

Learn how to get started using Sway, whether you're creating Sways from existing documents or from scratch. Discover how to add titles, use cards to lay out a storyline, choose a design, and determine navigation. Master how to embed rich content including audio and video, as well as how to remix Sways and share them with others.

Attending this workshop will help you to:

- 🕒 Understand the Sway user interface
- 🕒 Formulate Sways from existing documents or from scratch
- 🕒 Integrate heading cards and backgrounds into a Sway.
- 🕒 Plan a design and navigation strategy for a Sway
- 🕒 Explain how to duplicate and remix when putting together a Sway
- 🕒 Recognize how to embed other content such as a YouTube video into a Sway
- 🕒 Illustrate how to make a copy or a template
- 🕒 Summarize ways to share a Sway.

Please note the following:

- 🕒 This course is half day
- 🕒 You will require an existing Microsoft 365 Account.

Microsoft Yammer Deep Dive (HALF-DAY)

The new Yammer is an enterprise social network designed to help businesses get work done smarter and faster.

This course takes you through all of the essential features of Yammer. Learn how the new Yammer works and find out how to join or create a Yammer network at your organization. Discover how to communicate with colleagues using posts, messages, and chat; collaborate on files; and create and administer Yammer communities. Plus, find out how to get and give feedback with polls and praise.

Attending this workshop will help you to:

- 🌟 Master the Yammer user interface
- 🌟 Learn of the essential features of Yammer
- 🌟 Learn how the new Yammer works
- 🌟 Find out how to join or create a Yammer network at your organization
- 🌟 Communicate with colleagues using posts, messages, and chat
- 🌟 Collaborate on files
- 🌟 Create and administer Yammer communities
- 🌟 Get and give feedback with polls and praise.

Please note the following:

- 🌟 This course is half day
- 🌟 You will require an existing Microsoft 365 Account.

MS Access Deep Dive (FULL-DAY)

Microsoft Access is a database management system from Microsoft that combines the relational Microsoft Jet Database Engine with a graphical user interface and software-development tools.

In this course you will learn about the Access screen, table and report objects, query objects and properties, form objects and advanced tables, advanced queries and reports, advanced forms and automating things in your forms, more form automations like buttons and macros.

Attending this workshop will help you to:

- 🎯 Create Effective Database Tables
- 🎯 Understand Table Relationships
- 🎯 Build Dynamic User Data Forms
- 🎯 Effectively Retrieve Data Using Access Queries
- 🎯 Build Effective Reports
- 🎯 Automate Access Database Tasks with Macros.

Please note the following:

- 🎯 This is a full day course
- 🎯 Intermediate data knowledge is required.

Microsoft Lists (FULL-DAY)

Microsoft Lists is a Microsoft 365 application that allows you to create simple, intelligent, and flexible lists to help you keep up to date with your team and have all the information at hand so that you can organize your work much more effectively.

In this course, we are going to cover use case scenarios by creating lists to improve workflow. We will also be integrating with Excel, Teams and SharePoint to show you the full functionality of Lists.

Attending this workshop will help you to:

- 🕒 Make a list from scratch
- 🕒 Import Excel sheets into Lists
- 🕒 Use List templates
- 🕒 Customize your layout
- 🕒 Use List in Teams and SharePoint.

Please note the following:

- 🕒 This is a full day course
- 🕒 No prior knowledge is required.

GOOGLE APPLICATIONS

Google Sheets – Beginner (FULL-DAY)

In this course, participants will develop a working understanding of basic function terminology, understanding layouts, working with data and practical implementation.

Attending this beginners-level Google Sheets workshop will help you to:

- 🕒 Learn valuable shortcuts of navigation, selection, and commands (with and without a mouse)
- 🕒 Confidently enter and manipulate data into a sheet
- 🕒 Become confident in formatting a sheet
- 🕒 Change the structure of a spreadsheet
- 🕒 Apply basic formula to your sheet
- 🕒 Understand the principle of absolute vs relative referencing
- 🕒 Apply various print-options
- 🕒 Insert and format graphs / charts
- 🕒 Develop a fully functioning spreadsheet from scratch.

Please note the following:

- 🕒 This course is full-day. Half-day can be arranged, but is not recommended
- 🕒 Attending this course will require a stable internet connection and an existing Google Free or Google Workspace account. Having a second display is beneficial but not required.

Google Sheets – Intermediate (FULL-DAY)

In this course, participants will develop a working understanding of more advanced function terminology, sharing and collaborating with others, and report creation.

Attending this intermediate-level Google Sheets workshop will help you to:

- 🕒 Learn great shortcuts of navigation, selection and commands
- 🕒 Apply exciting formula to save you time, such as if statements, nested if statements, sum-if and count-if – to name a few
- 🕒 Protect your sheets and ranges and spreadsheets
- 🕒 Sharing and collaborating with others
- 🕒 Effectively apply lookups in your spreadsheets
- 🕒 Apply great data validation techniques, allowing you to automate functions off entered text
- 🕒 Manipulate text data through formula
- 🕒 Work efficiently with relative and absolute referencing
- 🕒 Link cells, sheets and spreadsheets to create dynamic automatic reports.

Please note the following:

- 🕒 This course is full-day. Half-day can be arranged, but is not recommended
- 🕒 Attending this course will require a basic understanding of Google Sheets, a stable internet connection and an existing Google Free or Google Workspace account. Having a second display is beneficial but not required.

Google Sheets – Advanced (FULL-DAY)

In this course, participants will develop a working understanding of advanced functions data pivots and manipulation, data validation, add-ons, macros and much more.

Attending this advanced-level Google Sheets workshop will help you to:

- 🕒 Effectively apply nested lookups in your spreadsheets
- 🕒 Use advanced lookup formulas like Index-Match, Query and more
- 🕒 Work confidently with Pivot Tables, creating dynamic reports and graphs in minutes
- 🕒 Record macros to automate repetitive tasks
- 🕒 Use multiple nested formula within a single cell
- 🕒 Customise the menu, even including your favourite functions under your own menu-name via Apps Scripts
- 🕒 Create your own customised auto-fill lists with Data Validation
- 🕒 Automate the analysis of data through advanced custom conditional-formatting rules
- 🕒 Apply and define names to cells and ranges
- 🕒 Introduction to REGEX (regular expressions)
- 🕒 Data forecasting: Learn how to install and use Add-Ons like Causal Scenarios Manager
- 🕒 Use formula auditing tools for problem solving.

Please note the following:

- 🕒 This course is full-day.
- 🕒 Attending this course will require a good understanding of Google Sheets, a stable internet connection and an existing Google Free or Google Workspace account. Having a second display is beneficial but not required.

Google Sheets – Expert (FULL-DAY)

In this course, participants will develop a working understanding of advanced functions data pivots and manipulation, data validation, add-ons, macros and much more.

Attending this expert-level Google Sheets workshop will help you to:

- 🕒 Get an introduction to Apps Scripts
- 🕒 Learn how to write your own custom functions
- 🕒 Saving custom functions
- 🕒 Calling custom functions from your sheets
- 🕒 Write apps script functions that automate your sheets like automatically adding a date when text is entered in another cell, changing the format of ranges via code, automatically incrementing numbers in a column when text is entered in another cell
- 🕒 Performing advanced lookups and filters
- 🕒 Using regular expressions to filter and modify data.

Please note the following:

- 🕒 This course is full-day
- 🕒 Attending this course will require an advanced understanding of Google Sheets, a stable internet connection and an existing Google Free or Google Workspace account. Having a second display is beneficial but not required.

Google Docs – Beginner (FULL-DAY)

In this course, participants will develop a working understanding of the Google Docs interface, basic document setup, working with text and practical use.

Attending this beginners-level Google Docs workshop will help you to:

- 🕒 Understand basic, but functional, principles of using Google Docs
- 🕒 Renaming your file
- 🕒 Use short-cuts to enable commands
- 🕒 Enter, edit and format text through the menu and icons
- 🕒 Apply the use of margins
- 🕒 Understand and effectively use the ruler to enhance your document
- 🕒 Create, format and edit paragraphs, bullets and basic tables within your document
- 🕒 find and replace functions
- 🕒 Confidently print your document, with various settings.

Please note the following:

- 🕒 This course is full-day. Half-day can be arranged, but is not recommended
- 🕒 Attending this course will require a stable internet connection and an existing Google Free or Google Workspace account. Having a second display is beneficial but not required.

Google Docs – Intermediate (FULL-DAY)

In this course, participants will develop a deeper understanding of the Google Docs interface, advanced document functionality and working with text and styling.

Attending this beginners-level Google Docs workshop will help you to:

- 🕒 Insert, edit, format and position text, objects and photos
- 🕒 Understand background options settings
- 🕒 Explain and use page vs section breaks
- 🕒 Create links within your document to external websites
- 🕒 Apply styles, word-art, signature lines, watermarks and page borders within your document
- 🕒 Insert comments and collaborate with other users
- 🕒 Create an automatically linked and updateable contents page
- 🕒 Create a professional looking cover page
- 🕒 Add and style headers and footers include automatic page numbers.

Please note the following:

- 🕒 This course is full-day. Half-day can be arranged, but is not recommended
- 🕒 Attending this course will require a basic understanding of Google Docs, a stable internet connection and an existing Google Free or Google Workspace account. Having a second display is beneficial but not required.

Google Docs – Advanced (FULL-DAY)

In this course, participants will develop a deep understanding of the advanced Google Docs tools and features, advanced document functionality and working with text and styling.

Attending this beginners-level Google Docs workshop will help you to:

- 🕒 Insert, edit, format and position tables including sorting and using formulas
- 🕒 Customise the menu, even including your favourite functions under your own menu-name via Apps Scripts
- 🕒 Protect and sharing the document
- 🕒 Use revisioning to manage changes
- 🕒 Collaborate with other users
- 🕒 Insert, edit, format and position objects like videos and charts
- 🕒 Apply and use templates
- 🕒 Create an attractive document that includes many of the advanced features.

Please note the following:

- 🕒 This course is full-day
- 🕒 Attending this course will require a good understanding of Google Docs, a stable internet connection and an existing Google Free or Google Workspace account. Having a second display is beneficial but not required.

Unlock Advanced Gmail Productivity (FULL-DAY)

Did you know that Gmail can do more than send emails?

Gmail is actually a very powerful tool that can help speed up your productivity.

In this course, we will learn the tips and tricks around how to unlock the potential of Gmail. Whether it's sending bulk emails or setting automatic auctions, we will give you all the functionality of Gmail.

Gmail is a free email, chat and video client from Google. Discover how to use all the key features of Gmail, the free email service from Google and advanced messaging and meet features.

Attending this workshop will help you master the following:

- 🕒 How to be a Gmail productive ninja
- 🕒 Create a text or image signature
- 🕒 Navigate the brand-new Gmail
- 🕒 How to manage your emails with labels
- 🕒 How to set a Gmail reply for you if you are on vacation
- 🕒 Perform actions quickly on many emails
- 🕒 Search in Advanced and find any email you're looking for
- 🕒 How to use filters to automatically process a message
- 🕒 How to clean up your email: archiving and deleting
- 🕒 Set contacts and contact groups: save time and be productive
- 🕒 How to use templates to save time
- 🕒 Master advanced settings
- 🕒 Use Offline mode
- 🕒 How to work faster by utilizing keyboard shortcuts
- 🕒 How add additional email accounts.

Please note the following:

- 🕒 This course is full day
- 🕒 No previous prerequisites are required.

Google Calendar Deep Dive (HALF-DAY)

Google Calendar is much more than just a calendar app. Attend this course to get an in-depth understanding of all of the features of Google Calendar from basic use to advanced features to help you remain productive.

Attending this workshop will help you to:

- 🕒 Master the Calendar user interface
- 🕒 Create appointments
- 🕒 Change sharing permissions for events
- 🕒 Attach items to an event
- 🕒 Customise event details
- 🕒 Add a video call to an event
- 🕒 Send notifications to attendees
- 🕒 Add additional calendars
- 🕒 Show/hide calendars
- 🕒 Share calendars with others securely
- 🕒 View the calendars of others who have shared them with us
- 🕒 Format calendars
- 🕒 Add calendars of interest
- 🕒 Add a task event from Calendar.

Please note the following:

- 🕒 This course is half day
- 🕒 No previous prerequisites are required. You will require an existing Google Account.

Google Forms Deep Dive (FULL-DAY)

Google Forms is a Survey admin software. In this course, we will go through the basic to advanced features of Forms. We are going to create forms, polls, surveys and much more. Bringing you the latest up to date features that can assist your survey creation.

Attending this workshop will help you to:

- 🎧 Understand the interface
- 🎧 Work with the advanced features of forms
- 🎧 Know how to create surveys, polls and forms
- 🎧 Edit your surveys using features like Multiple choice and dropdown options
- 🎧 Understand how to structure your questioning.

Please note the following:

- 🎧 This is a full day course
- 🎧 No prior knowledge is required.

Google Keep Deep Dive (HALF-DAY)

Google Keep is a note-taking service included as part of the free, web-based Google Docs Editors suite offered by Google. In this course, we will dive into the advanced note taking features of Keep. You will immediately be able to utilize the skills you learn in this course.

Attending this workshop will help you to:

- 🎧 Captures ideas with your voice
- 🎧 Create and edit notes
- 🎧 Organise and find notes
- 🎧 Set reminders
- 🎧 Archive and organise
- 🎧 Note collaboration.

Please note the following:

- 🎧 This is a half day course
- 🎧 No prior knowledge is required

Google Slides Deep Dive (HALF-DAY)

Google Slides is a presentation program included as part of the free, web-based Google Docs Editors suite offered by Google. With its various templates and themes, it can be as simple as plugging text into the provided text boxes. However, you can take your presentation one step further by adding in customizations. By inserting images, animations, transitions, charts, and diagrams you can amaze your audience!

In this course, we show you how to create professional slides and review ways to build an effective presentation.

Attending this workshop will help you to:

- 🕒 Design compelling and visually-appealing presentations
- 🕒 Combining basic skills to create more advanced designs
- 🕒 Customize pre-set templates, diagrams and more
- 🕒 Use functions and resources to help better your presentations.

Please note the following:

- 🕒 This is a half day course
- 🕒 No prior knowledge is required.

Google Analytics - Overview (FULL-DAY)

Google Analytics is a service offered by Google that assists you to improve Website traffic, build reports, optimize your audience and so much more. Quickly master Google Analytics with this hands-on, scenario-driven course which will help you to start measuring the performance of your website(s) today

Attending this workshop will help you to:

- 🕒 Learn the best ways to get more traffic to your website
- 🕒 Understand where your traffic comes from
- 🕒 See how and why your audience travels through pages on your website
- 🕒 Build and manage reports
- 🕒 Optimize your content using Analytics
- 🕒 Learn how your audience interacts with your website.

Please note the following:

- 🕒 This is a full day course
- 🕒 A basic understanding of Google is recommended.

OTHER APPLICATIONS

Essential Computer skills (Mac) (HALF-DAY)

Have you recently transitioned to Mac OS, or, are you looking for a guide to the features your computer has to offer?

In this course, we will show you how to navigate the Mac OS with keyboard shortcuts and other quick features that will allow you to be efficient.

Attending this workshop will help you to:

- 🕒 Know the easiest way to get things done on your Mac OS
- 🕒 Keep your OS Organised
- 🕒 Modify your environment
- 🕒 Utilize all the tool available to you
- 🕒 Save time improving your workflow.

Please note the following:

- 🕒 This is a half day course
- 🕒 No prior knowledge is required.

MacBook - Installing and using Parallels for Windows (FULL-DAY)

Whether you need to run Windows programs that don't have Mac versions, or you are making the switch from PC to Mac and need to transfer your data, Parallels Desktop has you covered.

Run thousands of Windows apps like Microsoft Office, Internet Explorer, Access, Quicken, QuickBooks, Visual Studio, even graphic intensive games and CAD programs without compromising on performance or rebooting. This course has you covered for everything you need to know to download, install, configure and use Parallels Desktop for Mac - Now supporting MacBook M1 chips and Windows 11

Attending this workshop will help you to:

- 🕒 Understand what Parallels Desktop for Mac is and how it works
- 🕒 Download it from the Internet
- 🕒 Configure the installation for best performance
- 🕒 Install it on your MacBook
- 🕒 Configure it for efficiency and security
- 🕒 Download Windows
- 🕒 Install Windows in Parallels
- 🕒 Optimise Windows for best performance
- 🕒 Install Parallels Toolbox
- 🕒 Ensure best practice use of Windows apps on MacBook via Parallels.

Please note the following:

- 🕒 This course is full day
- 🕒 No previous prerequisites are required
- 🕒 Please ensure learners have access to Parallels.

Coding Fundamentals (Python) – Beginner (FULL-DAY)

The target audience is anybody who is looking to be involved more in the development process of applications or an introduction into application development. This can be beneficial for those with a management role who require a greater understanding of what a development role entails in order to completely understand their team.

Any company that works with a development team or contracts work for development services can gain much insight from this course as to what is involved in IT solutions and the difficulty of it.

This Beginner-Level Python workshop will help you to:

- 🕒 Understand the difference between Coding and Programming
- 🕒 Understand what Software Development is
- 🕒 Know when Coding is necessary
- 🕒 Understand what Python is
- 🕒 Learn Python fundamentals (Spacing, commenting and context)
- 🕒 Get familiar with Python Glossary
- 🕒 Understand basic data types (JSON, string, Boolean, list and dictionary)
- 🕒 Understand basic programming (variables, Assignment statement, print, data navigation).

Please note the following:

- 🕒 This course is full-day
- 🕒 Attending this course will require a stable internet connection and a python code editor (Sublime text is recommended). Having a second monitor is beneficial but not required.

Coding Fundamentals (Python) – Intermediate (FULL-DAY)

The target audience is anybody who is looking to be involved more in the development process of applications or an introduction into application development. This can be beneficial for those with a management role who require a greater understanding of what a development role requires in order to better understand their team.

Any company that works with a development team or contracts work for development services can gain much insight from this course as to what is involved in IT solutions and the difficulty of it.

This Intermediate Python workshop will help you to:

- 🕒 Research and troubleshoot Python exceptions
- 🕒 Python Shell
- 🕒 Python Keywords
- 🕒 Create Python Loops (If, While, For and Try statements)
- 🕒 Core Python Built in Functions
- 🕒 Write your first Function (Parameters and Return statements).

Please note the following:

- 🕒 This course is full-day
- 🕒 Attending this course will require a stable internet connection and a python code editor (Sublime text is recommended). Having a second monitor is beneficial but not required
- 🕒 An basic working knowledge of Python is required.

Coding Fundamentals (Python) – Advanced (FULL-DAY)

The target audience is anybody who is looking to be involved more in the development process of applications or an introduction into application development. This can be beneficial for those with a management role who require a greater understanding of what a development role requires in order to better understand their team.

Any company that works with a development team or contracts work for development services can gain much insight from this course as to what is involved in IT solutions and the difficulty of it.

This advanced Python workshop will help you to:

- 🌟 Understand Python classes
- 🌟 Core Python operators
- 🌟 Python Set methods
- 🌟 Python Libraries
- 🌟 Python Request (Working with API's).

Please note the following:

- 🌟 This course is full-day
- 🌟 Attending this course will require a stable internet connection and a python code editor (Sublime text is recommended). Having a second monitor is beneficial but not required
- 🌟 An intermediate working knowledge of Python is required.

API Development with Postman – Introduction (FULL-DAY)

Postman is an API platform for building and using APIs. Over 15 million developers use Postman. Postman simplifies each step of the API lifecycle and streamlines collaboration so you can create better APIs—faster.

In this course, get to understand APIs, learn how to send API requests, test public APIs, create APIs and work with your team using this great free application.

Attending this workshop will help you to:

- 🌟 Understand what API's are
- 🌟 Download and install Postman
- 🌟 Get familiar with the user interface
- 🌟 Create a workspace
- 🌟 Make requests
- 🌟 Test APIs
- 🌟 Build and manage APIs
- 🌟 Publish APIs
- 🌟 Collaborate with your team
- 🌟 Develop with Postman.

Please note the following:

- 🌟 This course is full day
- 🌟 No prior knowledge required. A second display is recommended.

API Management Beginner (FULL-DAY)

API management is the process of creating and publishing web application programming interfaces, enforcing their usage policies, controlling access, nurturing the subscriber community, collecting and analyzing usage statistics, and reporting on performance.

This is the Introduction to APIs and API Cloud Management. In this course, you will learn how APIs work and how they interact with an application. There is no coding in this course. By the end of this course you will completely understand how APIs work, and how computers talk to each other. You'll also be familiar with RESTful APIs which make use of the HTTP protocol.

If that sounded confusing, scary, or overly technical — it's not — it's just a fancy way of saying "it uses the internet".

Attending this workshop will help you to:

- 🌟 Understand what an API is
- 🌟 Know how API's Work
- 🌟 Know what a RESTFUL API is
- 🌟 Understand how computers talk to each other
- 🌟 Get to know 5 Main Request methods
- 🌟 Know what Json is
- 🌟 Identify HTTP and HTTPS request and responses.

Please note the following:

- 🌟 This is a full day course
- 🌟 No prior knowledge is required.

API Management - Intermediate (FULL-DAY)

API management is the process of creating and publishing web application programming interfaces, enforcing their usage policies, controlling access, nurturing the subscriber community, collecting and analyzing usage statistics, and reporting on performance.

This is an interactive lead jump-start into API Management in the cloud. We will provide fundamental knowledge about API definition, provisioning, policy enforcement and usage within API Gateway and API Portal.

Attending this workshop will help you to:

- 🎯 Explain the purpose and benefits of API Management
- 🎯 Understand methods of API cloud offering and its related products
- 🎯 Create and test APIs in a cloud-based API Gateway
- 🎯 Understand cloud-based API Portal
- 🎯 Acquire knowledge in API Testing
- 🎯 Know about the need to secure APIs
- 🎯 Define the tested APIs Policies in a API Gateway.

Please note the following:

- 🎯 This is a full day course
- 🎯 Very basic understanding of an API is recommended to attend this course.

API Management Advanced (FULL-DAY)

API management is the process of creating and publishing web application programming interfaces, enforcing their usage policies, controlling access, nurturing the subscriber community, collecting and analyzing usage statistics, and reporting on performance.

In this advanced course we will take your current API understanding to a new level, building an API together both natively and in the cloud.

Attending this workshop will help you to:

- 🕒 Fully understand how API's integrate with Applications
- 🕒 Prepare your data for an API
- 🕒 Secure your API
- 🕒 Build test scripts for further functionality
- 🕒 Work effectively with Postman (An API Testing Service)
- 🕒 Work with advanced parameters.

Please note the following:

- 🕒 This is a full day course
- 🕒 A basic level API knowledge is advised.

AWS API Gateway Advanced Deep Dive (FULL-DAY)

An Amazon API Gateway is a collection of resources and methods that are integrated with back-end HTTP endpoints, Lambda functions or other AWS Services.

In this course we will cover the features of API Gateway as well as how it integrates with other AWS Services.

Attending this workshop will help you to:

- 🕒 Create Resources and define Methods
- 🕒 Set up Authorisation
- 🕒 Integrate with an Ec2 instance
- 🕒 Document your API
- 🕒 Secure your API
- 🕒 Understand the advanced features of the gateway.

Please note the following:

- 🕒 This is a full day course
- 🕒 No prior knowledge is required.

AWS Cloud Computing Overview (HALF-DAY)

This course introduces you to the core concepts of cloud computing. You gain the foundational knowledge required for understanding cloud computing from a business perspective. You will also learn the definition and essential characteristics of cloud computing, its history, the business case for cloud computing, and emerging technology use-cases enabled by cloud and all the different services offered by AWS.

Attending this workshop will help you to understand the following:

- 🕒 How IOT fits in with the cloud
- 🕒 Cloud Databasing
- 🕒 High level overview on API Management
- 🕒 Security Management
- 🕒 Cloud Storage
- 🕒 Cloud Networking
- 🕒 What an Instance is.

Please note the following:

- 🕒 This is a half day course
- 🕒 No prior knowledge is required.

Monday Deep Dive (2-DAYS)

Monday is a Cloud-based platform that allows companies to create their own applications and work management software. It's a simple, but intuitive, Work OS for teams to shape workflows, adjust to shifting needs, create transparency, connect collaboratively, and stop doing manual grunt work.

Monday allows you to set up Project management systems that allow you to automate what you do manually. In this course we will create an end-to-end project management integration that will give transparency in task assignments and fast forward design workflows.

Start working smarter rather than harder, start on a Monday.

Attending this workshop will help you to:

- 🕒 Understand and know how to use the important features of Monday
- 🕒 Comfortably navigate Monday's interface
- 🕒 Create boards
- 🕒 Create Monday views and how to use them
- 🕒 Create intuitive dashboards for workflow
- 🕒 Integrate with other applications
- 🕒 Automate tasks
- 🕒 Monitor and manage workflows
- 🕒 Create useful data visualization.

Please note the following:

- 🕒 This is a 2-day course
- 🕒 No prior knowledge is required.

Slack Deep Dive (FULL-DAY)

You can think of Slack like your digital HQ. Slack is made up of organised spaces for anything you are working on for everyone. This gives full transparency on all current and future tasks. Slack gives you the ability to share and collaborate in real time. You also have the ability to keep your data in a secure central location, with full authorisation customization.

Slacks works both on pc, phones and tablets, keeping your team up to date at all times.

Attending this workshop will help you to:

- 🕒 Create channels for different divisions of groups within your company
- 🕒 Create data storage functionality with a data hierarchy
- 🕒 Setup data permissions braced on authorisation level
- 🕒 Setup project management systems
- 🕒 Navigate in Slack on PC and phone or Tablet
- 🕒 Set up communication lines braces on authorisation level.

Please note the following:

- 🕒 This is a full day course
- 🕒 No prior knowledge is required.

Metabase Deep Dive (FULL-DAY)

Metabase is an open source business intelligence tool. It lets you ask questions about your data, and displays answers in formats that make sense, whether that's a bar graph or a detailed table.

Metabase also makes it easy to share questions and dashboards with the rest of your team. In this course we are going to learn how to transform our data into multiple desired formats and query data using advanced features.

Attending this workshop will help you to:

- 🕒 Add a question
- 🕒 Use custom columns
- 🕒 Create and join multiple tables
- 🕒 Segment your data
- 🕒 Build interactive dashboards
- 🕒 Make your charts.

Please note the following:

- 🕒 This is a full day course
- 🕒 Basic data knowledge is advised.

Lark Deep Dive (FULL-DAY)

Lark Suite is an enterprise collaboration platform designed to assist in task management. Lark is essential for building a highly-productive collaboration experience for optimal team efficiency.

From messaging, calendars, meetings, and bot development, Lark is a full end to end management Suite.

Attending this workshop will help you to:

- 🕒 Manage a team meeting software
- 🕒 Create task related chat room hierarchies
- 🕒 Build team collaborated calendars
- 🕒 Set up Drives with permissions
- 🕒 Build a workspace
- 🕒 Set tasks
- 🕒 Create a help desk
- 🕒 Create bots for notifications
- 🕒 Generate approval and attendance reports.

Please note the following:

- 🕒 This is a full day course
- 🕒 Basic Excel knowledge is recommended.

Micro Services - Overview (FULL-DAY)

Overview

Microservices - also known as the microservice architecture - is an architectural style that structures an application as a collection of services that are

- Highly maintainable and testable
- Loosely coupled
- Independently deployable
- Organized around business capabilities
- Owned by a small team.

The microservice architecture enables the rapid, frequent and reliable delivery of large, complex applications. It also enables an organization to evolve its technology stack.

In this course, we will look at what role Microservices play in a native vs a cloud service.

Attending this workshop will provide you with an overview of:

- 🕒 API: Deploying a Microservice
- 🕒 What is a service
- 🕒 Design principles of a microservice
- 🕒 Automation
- 🕒 Microservice technology
- 🕒 Scaling
- 🕒 Visualisation and self-scaling
- 🕒 API Gateway.

Please note the following:

- 🕒 This is a full day course
- 🕒 Minor Cloud service understanding is advised.

SMALL BUSINESS SUPPORT

Digital marketing (HALF-DAY)

Attending this workshop will help you to:

- 🌟 Review 8 principles of effective digital marketing
- 🌟 Get an overview of popular social media tools – and how best to capitalise on their reach
- 🌟 Select the most appropriate digital marketing tools for your own business
- 🌟 Understand how digital customer engagement differs to f2f
- 🌟 Network with other entrepreneurs and business owners within your own and similar industries.

LinkedIn marketing - Intermediate (FULL-DAY)

Attending this workshop will help you to:

- 🌟 Generate Email Leads from LinkedIn
- 🌟 Connect with Your Target Audience
- 🌟 Brand Your Background Image to Stick Out
- 🌟 Optimized Your LinkedIn profile
- 🌟 Create a Company Page on LinkedIn
- 🌟 Learn Growth Hack Tools
- 🌟 Write articles that compel attention.

LinkedIn marketing – Advanced (FULL-DAY)

Attending this workshop will help you to:

- 🌟 Apply the full range of tools, applications and features to transform your sales impact and revenue
- 🌟 Understand how to measure performance and use analytics to inform future sales strategy
- 🌟 Access ongoing advanced learning resources
- 🌟 Apply rarely used tactics which put you ahead of your competition
- 🌟 Understand how to use content marketing applications such as slide share and Pulse to accelerate sales performance.

Presentation skills – When pitching to a prospective client (FULL-DAY)

Attending this workshop will help you to:

- 🕒 Effectively research your client prior to your preparation
- 🕒 Know what to include (and avoid) in your presentation
- 🕒 Effectively use a mind-map to prepare, simplify and deliver your presentation
- 🕒 Uncover 3 secrets and techniques used by great presenters
- 🕒 Identify gaps in your style to becoming a great presenter
- 🕒 Consider what the client wants to hear – and prepare you to confidently exceed their expectations
- 🕒 Gain practical tips for virtual presentations
- 🕒 Network with other entrepreneurs and business owners within your own and similar industries.

Know and find your correct target audience (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Understand and identify your target market
- 🕒 Consider the benefits and limitations of a niche market
- 🕒 Know whether to refine, or re-define your current target market
- 🕒 Explore ways that you can effectively reach your correct target audience
- 🕒 Network with other entrepreneurs and business owners within your own and similar industries.

Understanding your unique selling point (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Understand what a unique selling point (USP) is, and why it is necessary for success
- 🕒 Review and refine your USP
- 🕒 Reconsider your USP in line with your competitors – and the needs of your customers
- 🕒 Link your USP into your marketing strategy
- 🕒 Network with other entrepreneurs and business owners within your own and similar industries.

Developing new products and services (FULL-DAY)

Attending this workshop will help you to:

- 🕒 Review your current offering
- 🕒 Reconsider your current offering in line with your competitors – and the needs of your customers
- 🕒 Ascertain if there is a need for an increase in offering – or if there are other ways to grow your business
- 🕒 Include 8 factors while developing your ideas
- 🕒 Price your new offering appropriately
- 🕒 Effectively implement the 7 key stages of product / service development
- 🕒 Analyse the impacts of the growth, and ensure any impacts are successfully managed
- 🕒 Network with other entrepreneurs and business owners within your own and similar industries.

Finding and adjusting to new ways of working (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Review how covid19 has forced new ways upon your business
- 🕒 Explore how your competitors have adapted, and adopted new / various ways of working
- 🕒 Learn how creativity and innovation can lead to change
- 🕒 Research trends of change within your subsector of your current industry
- 🕒 Analyse the impacts of the growth, and ensure any impacts are successfully managed
- 🕒 Network with other entrepreneurs and business owners within your own and similar industries.

Adapting to working from home (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Identify practical changes you may need to make to your home environment
- 🕒 Become confident in communicating with your team using an online virtual medium
- 🕒 Establish team expectations for working from home, including those of your manager
- 🕒 Identify barriers to your effectiveness and productivity – and what you can do to overcome these
- 🕒 Look after and nurture your mental wellbeing
- 🕒 Balance your work / home / family commitments
- 🕒 Network with other entrepreneurs and business owners within your own and similar industries.

Building patronage to your business and brand (FULL-DAY)

Attending this workshop will help you to:

- 🕒 Use 4 strategies to increase patronage to your brand and business
- 🕒 Review platforms, networks and tools that you can introduce to leverage off the skills and coverage of other professionals
 - ✓ Patreon
 - ✓ YouTube
 - ✓ bloggers
 - ✓ affiliate marketers
 - ✓ effectively using your own website
- 🕒 Network with other entrepreneurs and business owners within your own and similar industries.

Building community and income (FULL-DAY)

Attending this workshop will help you to:

- 🕒 Understand what it means to build a community around your brand – and how to do it
- 🕒 Implement 6 steps to building community around your brand
- 🕒 Strategize how you can use the pandemic period to level the playing-field with your competitors
- 🕒 Move your sales online to increase sales and revenue
- 🕒 Incorporate 8 ways to market your business for free into your marketing strategy
- 🕒 Network with other entrepreneurs and business owners within your own and similar industries.

Crowd funding and other funding opportunities (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Understand what crowdfunding is, and identify the 3 types that are often used
- 🕒 Review and research some of the best crowdfunding websites of 2021
- 🕒 Create and implement a plan of action to kickstart your crowdfunding initiative
- 🕒 Identify the skills required, and gaps that you will need to address to make your campaign a success
- 🕒 Be confident in creating a successful and creative crowdfunding campaign
- 🕒 Identify other funding opportunities for your business
- 🕒 Network with other entrepreneurs and business owners within your own and similar industries.

How to run online webinars and events (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Understand what an online event is – and decide what online events your business could host
- 🕒 Incorporate 12 important steps into your online event strategy and plan
- 🕒 Be confident in creating a successful and creative online event
 - ✓ marketing your event
 - ✓ practical hosting tips
 - ✓ effective online presenting guidelines and tips
- 🕒 Effectively follow-up after the event
- 🕒 Network with other entrepreneurs and business owners within your own and similar industries.

Write your story to draw your audience (FULL-DAY)

Attending this workshop will help you to:

- 🕒 Understand the difference between advertising and marketing – and the purpose of each
- 🕒 Evaluate how your advertising and marketing strategy builds your brand, while meeting the needs of your customers
- 🕒 Evaluate your marketing and adverts to ensure they effectively
 - ✓ draw an audience
 - ✓ draw the correct audience
 - ✓ draw your audience closer to your brand
 - ✓ draw your audience to purchase your service / product
 - for the first time
 - yet again
- 🕒 Network with other entrepreneurs and business owners within your own and similar industries.

Route to market (HALF-DAY)

Attending this workshop will help you to:

- 🕒 Understand what route to market means, and the importance of giving this consideration for your business
- 🕒 Review common routes to market – along with their advantages and disadvantages
- 🕒 Incorporate 5 important steps into your route to market strategy so you can choose the right route to market for your business
- 🕒 Implement top 10 ways to effectively grow your market on a small budget
- 🕒 Network with other entrepreneurs and business owners within your own and similar industries.

TEEN PACKAGE

Story-writing, learn how to create a dynamic plot - (Teen Package) (FULL-DAY)

Do you get writers-block when you have a story-writing assignment?

Learn how to create interesting character profiles and irresistible plot-hooks in this fun and creative course.

This Beginner-Level creative workshop will help you to:

- 🌟 Structure a dynamic plot
- 🌟 Define your genre
- 🌟 Create interesting characters
- 🌟 Create irresistible plot hooks
- 🌟 layer scenes and events
- 🌟 Write attractive dialog
- 🌟 Write descriptively.

Please note the following:

- 🌟 This course is full day
- 🌟 Attending this course will require a stable internet connection.

Writing an effective article - (Teen Package) (FULL-DAY)

A great interactive and fun way of increasing your article-writing skills.

This Beginner-Level creative workshop will help you to:

- 🌟 Define your topic
- 🌟 Identify your target audience
- 🌟 Research the subject
- 🌟 Write attractively
- 🌟 Induce credibility
- 🌟 Keep your reader's attention
- 🌟 Refine the material.

Please note the following:

- 🌟 This course is full day
- 🌟 Attending this course will require a stable internet connection.

How to write and publish a great novel - (Teen Package) (FULL-DAY)

This course is designed to help teenagers who are curious about starting a novel. It covers key concepts in writing skills, storytelling, and publishing. Whether it be for a personal project, or prospecting a future career, this course is a fun kickstart into publishing a novel.

This workshop will help you to:

- 🕒 Scope out a story
- 🕒 Create an outline
- 🕒 Practice key writing skills
- 🕒 Write your first chapter
- 🕒 Understand Editing, Concept Art and Cover pages
- 🕒 Understand the basics of publishing
- 🕒 Understand the importance of book marketing and book reviews.

Please note the following:

- 🕒 This course is full day
- 🕒 Attending this course will require a stable internet connection.

Develop your creativity with Dungeons and Dragons - (Teen Package) (FULL-DAY)

Creativity. Problem solving. Abstract thinking. Collaboration. Empathy. Confidence. These are incredible life-skills taught through playing this on-line game. Learn great techniques and tips to master these skills while having fun!

This exciting creative workshop will help you to:

- 🎮 Learn what D&D is and why it's become incredibly popular
- 🎮 Learn the rules and principles of dungeons and dragons
- 🎮 Create an exciting adventure for you and your friends
- 🎮 Develop a story with a thrilling plot
- 🎮 Setup fascinating player characters
- 🎮 Find everything you need for in person play
- 🎮 Setup everything you need for online play.

Please note the following:

- 🎮 This course is full day
- 🎮 Attending this course will require a stable internet connection.

Understanding PC Hardware - (Teen Package) (FULL-DAY)

PC Hardware is a study of the basic assembly, maintenance, and repair of micro-computer systems.

A computer is broken into components such as system board, video, memory, storage, multimedia, networking, and printers.

In this course you will learn how to assemble computer components, choose the right components, learn how each part interacts with each other. We will also delve into different ports and computer accessories that are available.

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

- 🎯 Understand various pc components, and what they do
- 🎯 Know how to install pc components
- 🎯 Identify a computer's hardware, software, and firmware
- 🎯 Identify and categorize inputs and outputs. Compare and contrast various connection interfaces and cables and know their purposes
- 🎯 Assemble your own computer!

Please note the following:

- 🎯 This is a full day course
- 🎯 No prior knowledge is required.

Navigating Windows 10 - (Teen Package) (HALF-DAY)

The target audience of this course is teenagers who are looking to gain a better understanding of how to operate their windows computer. Whether it be for work, play or both, this course will help you to setup an optimal computer environment.

This beginner-level software workshop will help you to:

- 🌟 Find all your hidden meme stashes in the file system
- 🌟 Install your favourite applications and games
- 🌟 Setup a focused study / play environment using multiple desktops
- 🌟 Switch to better network settings for lower latency
- 🌟 Understand core features of windows 10
- 🌟 Setup your preferred browser
- 🌟 Save all your passwords in one secure place.

Please note the following:

- 🌟 This course is half-day
- 🌟 Attending this course will require a stable internet connection. Having a second monitor is beneficial but not required.

Navigating Windows 11 - (Teen Package) (HALF-DAY)

The target audience of this course is teenagers who are looking to gain a better understanding of how to operate their windows computer. Whether it be for work, play or both, this course will help you to set up an optimal computer environment.

This beginner-level software workshop will help you to:

- 🕒 Find all your hidden meme stashes in the file system
- 🕒 Install your favourite applications and games
- 🕒 Setup a focused study / play environment using multiple desktops
- 🕒 Switch to better network settings for lower latency
- 🕒 Understand the difference between windows 10 and windows 11
- 🕒 Setup your preferred browser
- 🕒 Save all your passwords in one secure place.

Please note the following:

- 🕒 This course is half-day
- 🕒 Attending this course will require a stable internet connection. Having a second monitor is beneficial but not required.

Google Suite overview - (Teen Package) (FULL-DAY)

The Google Suite is perfect for managing your online schedule, data, tasks, and so much more.

In this course you will get to understand the different aspects of Google and how it can assist you in your school or college assignments and studies. We will create a work environment that makes studying and projects easy.

Get ahead of your competition, get started with Google!

At the end of this course you will learn:

- 🕒 How to create an effective working environment
- 🕒 Important ways to protect your data
- 🕒 How Google can aid your studying and research
- 🕒 How to plan, track, and organise your projects
- 🕒 Ways to create reminders for tasks
- 🕒 How to build great presentations
- 🕒 All about collaborating in real time.

Please note the following:

- 🕒 This is a full day course
- 🕒 No prior knowledge is required.

Learn how to SWAY! - (Teen Package) (FULL-DAY)

Sway is a GREAT presentation program that is part of the Microsoft office suite.

With Sway, you can create and share interactive reports, presentations, personal stories, and more. Its built-in design engine helps you create professional and fun designs in minutes. With Sway, your images, text, videos, and other multimedia all flow together in a way that enhances your story.

In this course, we'll show you how to have fun making impressive presentations using Sway, whether you're creating Sways from existing documents or from scratch.

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

- 🌟 Add titles, use cards to lay out a storyline, choose a design, and determine navigation.
- 🌟 Create eye-catching Sways from existing documents or from scratch
- 🌟 Confidently remix Sways and share these with your friends
- 🌟 Use advanced Sway features to create impressive presentations.

Please note the following:

- 🌟 This is a full day course
- 🌟 No prior knowledge is required
- 🌟 Please ensure you have access to Sway.

Impress with PowerPoint - (Teen Package) (FULL-DAY)

Are you interested in getting ahead of your classmates? Would you like to create presentations that impress your teachers and others?

In this course, we show you how to showcase your presentations in an effective and impressive way. We will also be diving into fascinating features that PowerPoint has to offer.

Learn today, shine tomorrow.

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

- 🕒 Work comfortably with PowerPoint and many of its advanced features
- 🕒 Create sophisticated and well-organized PowerPoint presentations
- 🕒 Feel more confident when delivering presentations to the classroom
- 🕒 Create fully-animated and transition-filled presentations
- 🕒 Increase impact through graphs, videos and images.

Please note the following:

- 🕒 This is a full day course
- 🕒 No prior knowledge is required
- 🕒 Access to PowerPoint is required.

Microsoft Excel Basics - (Teen Package) (HALF-DAY)

Did you know that you can use Excel to program?

This playful course covers the very basics of using excel in the perspective of creating a unique character. By covering basic formulas, you will dip your toes into the very basics of programming – and ensure you are prepared to tackle any school assignments that come your way!

This course can naturally be progressed to more advanced levels. Please view our Digital Skills courses for further options.

This beginner-level Excel workshop will help you to:

- 🌐 Confidently navigate Excel's layout
- 🌐 Structure rows and columns into a detailed character sheet
- 🌐 Insert and format custom traits using the formatter
- 🌐 Link traits together using references
- 🌐 Create dropdown selections using cell formatting
- 🌐 Develop automated proficiencies using formulas
- 🌐 Save and share your unique character builder with your friends!

Please note the following:

- 🌐 This course is half day
- 🌐 Attending this course will require a stable internet connection. Having a second monitor is beneficial but not required
- 🌐 Access to Excel is required.

Microsoft Word Basics - (Teen Package) (HALF-DAY)

Need to brush-up on your MS Word skills for your assignments?

We will get you confident in using the tools MS Word has to offer. This course can naturally be progressed to more advanced levels. Please view our Digital Skills courses for further options.

This Beginner-Level creative workshop will help you to:

- 🕒 Structure text neatly
- 🕒 Format text attractively
- 🕒 Style your document
- 🕒 Insert attractive illustrations
- 🕒 Define the document layout
- 🕒 Position pages precisely.

Please note the following:

- 🕒 This course is half day
- 🕒 Attending this course will require a stable internet connection
- 🕒 Access to Word is required.

Fundamental online services - (Teen Package) (FULL-DAY)

This course is designed for teenagers with little to no exposure with online services. This course covers the basics of online services, what features you can leverage and how to be careful while using these tools.

This Beginner-Level creative workshop will help you to:

- 🌐 Understand what an online browser is and what different types there are
- 🌐 Navigate safely through the internet
- 🌐 Save favourite websites as bookmarks
- 🌐 Setup basic Google services
- 🌐 Setup email and online file storage
- 🌐 Avoid online dangers
- 🌐 Understand online privacy.

Please note the following:

- 🌐 This course is full day.
- 🌐 Attending this course will require a stable internet connection.

Programming Part 1 - (Teen Package) (FULL-DAY)

The target audience of this course is teenagers who are looking to learn the basics of coding. Whether you are trying to learn coding for a pet project or taking your first steps into application development, this course will teach you the very basics as a kickstart into the EXCITING world of programming.

By the end of Part 3, you will be able to create your own game, app or story generator!

This Beginner-Level coding workshop will help you to:

- 🕒 Know what coding is
- 🕒 Understand the different programming languages
- 🕒 Understand what Python is
- 🕒 Setup a basic programming environment
- 🕒 Run Python shell commands
- 🕒 Learn Python fundamentals (Spacing and commenting)
- 🕒 Understand basic data types (string, Boolean and list)
- 🕒 Understand basic programming (variables, assignment statement, print).

Please note the following:

- 🕒 This course is full day
- 🕒 Attending this course will require a stable internet connection. Having a second monitor is beneficial but not required
- 🕒 We will help you download the relevant applications required for this course.

Programming Part 2 - (Teen Package) (FULL-DAY)

The target audience of this course is teenagers who are looking to learn the basics of coding. Whether you are trying to learn coding for a pet project or taking your first steps into application development, this course will teach you the very basics as a kickstart into the exciting world of programming. Ideally you would already have attended Part 1.

This Beginner-Level coding workshop will help you to:

- 🕒 Understand Python Glossary concepts
- 🕒 Research and troubleshoot Python exceptions
- 🕒 Learn Python Keywords
- 🕒 Create functional scripts using basic logic loops
- 🕒 Learn what JSON is and create JSON Dictionaries
- 🕒 Write your own unique functions.

Please note the following:

- 🕒 This course is full day
- 🕒 Attending this course will require a stable internet connection. Having a second monitor is beneficial but not required.

Programming Part 3 - (Teen Package) (FULL-DAY)

The target audience of this course is teenagers who are looking to learn the basics of coding. Whether you are trying to learn coding for a pet project or taking your first steps into application development, this course will teach you the basics as a kickstart into the exciting world of programming. Ideally you would already have attended Part 2.

This Beginner-Level coding workshop will help you to:

- 🕒 Create a complex script using multiple custom functions
- 🕒 Learn how to use Python libraries
- 🕒 Connect your scripts to online resources using API's
- 🕒 Understand Python Set Methods
- 🕒 Learn core Python operators
- 🕒 Create your own game, app or story generator!

Please note the following:

- 🕒 This course is full day
- 🕒 Attending this course will require a stable internet connection. Having a second monitor is beneficial but not required.

Dealing with isolation as a Teen - (Teen Package) (HALF-DAY)

This course is designed to help teenagers to cope with distance from their peers during the covid lockdown – and beyond. It is especially valuable for those who are home schooling.

This positive mental workshop will help you to:

- 🌟 Maintain a social connection despite distance
- 🌟 Find opportunity for personal growth in isolation
- 🌟 Maintain a productive routine
- 🌟 Preserve regular physical activity
- 🌟 Peruse constructive goals
- 🌟 Make the best use of your time.

Please note the following:

- 🌟 This course is half day
- 🌟 Attending this course will require a stable internet connection.

Coping successfully with stress - (Teen Package) (HALF-DAY)

This course is designed for teenagers who would like to learn basic techniques in coping with stress or those who want to help their family / friends cope with stress.

This positive mental workshop will help you to:

- 🌟 Understand what triggers stress
- 🌟 Understand the difference between positive and negative stress
- 🌟 Learn how stress effects the body
- 🌟 Put circumstances into perspective
- 🌟 Practice keys in coping with stress
- 🌟 Help others manage their stress
- 🌟 Live happy despite stressful conditions.

Please note the following:

- 🌟 This course is half day
- 🌟 Attending this course will require a stable internet connection.

Fighting procrastination, TODAY! - (Teen Package) (HALF-DAY)

If you're thinking about taking this course another day – then this is the course for you!

This positive mental workshop will help you to:

- 🕒 Identify what is procrastination
- 🕒 Eliminate the fear of failing
- 🕒 Prioritize important things
- 🕒 Organize for success
- 🕒 Create goals and plan ahead
- 🕒 Motivate yourself to achieve.

Please note the following:

- 🕒 This course is half day
- 🕒 Attending this course will require a stable internet connection.

Learn to be more productive - (Teen Package) (HALF-DAY)

This course will cover key principles to help you become a more productive and responsible teen.

This workshop will help you to:

- 🕒 Be motivated for success
- 🕒 Leverage powerful applications to help you organize tasks
- 🕒 Prioritize responsibilities reasonably
- 🕒 Identify choking points in your productivity
- 🕒 Remove distractions and focus on important tasks
- 🕒 Tune your environment for productivity.

Please note the following:

- 🕒 This course is half day
- 🕒 Attending this course will require a stable internet connection.

Resilience, enduring with a purpose - (Teen Package) (HALF-DAY)

Teens today are under incredible stresses, unknown just a decade ago. This course is designed to help teenagers to cope with difficult emotional stress. To not just survive each day, but to endure with a purpose - enjoying life despite emotional strain.

This positive mental workshop will help you to:

- 🌟 Understand the importance of resilience
- 🌟 Decern the true weight of a situation
- 🌟 Tackle distressing events with hope
- 🌟 Reduce emotional fallout
- 🌟 Push past negative paranoia
- 🌟 Maintain a positive outlook
- 🌟 Live confidently despite a painful incident.

Please note the following:

- 🌟 This course is half day
- 🌟 Attending this course will require a stable internet connection.

Manage your money effectively - (Teen Package) (HALF-DAY)

This course is designed to help teenagers learn how to manage their income. As your skills increase and you start earning your wage, we will help you budget your growing income responsibly.

This workshop will help you to:

- 🌟 Distinguish between needs and wants
- 🌟 Develop monetary self-control
- 🌟 Manage expenses responsibly
- 🌟 Build an automated budget
- 🌟 Prepare for unexpected expenses
- 🌟 Invest for the future
- 🌟 Reduce financial waste.

Please note the following:

- 🌟 This course is half day
- 🌟 Attending this course will require a stable internet connection.

How to manage your time better - (Teen Package) (HALF-DAY)

As individual responsibilities increase, it's critical that young adults learn how to spend their time wisely. This course will help you learn how to make the best use of your time.

This positive mental workshop will help you to:

- 🌟 Understand why effective time management is critical
- 🌟 Prioritize your responsibilities wisely
- 🌟 Leverage powerful applications to track and schedule tasks in advance
- 🌟 Set personal goals for self-improvement
- 🌟 Achieve your goals faster, leading to more personal time
- 🌟 Avoid burnout.

Please note the following:

- 🌟 This course is half day
- 🌟 Attending this course will require a stable internet connection.

Empathy, Power Through Perspective - (Teen Package) (HALF-DAY)

This course is designed to help teenagers learn about empathy. This lesson will help you to learn what empathy means and how it can help you make friends, cope better with difficulties, reduce stress and even make you a happier person.

This workshop will help you to:

- 🌟 Understand what empathy is
- 🌟 How to practice empathy
- 🌟 Understand people better
- 🌟 Build peaceful friendships
- 🌟 Reduce negative arguments
- 🌟 Enjoy the benefits of empathy.

Please note the following:

- 🌟 This course is half day
- 🌟 Attending this course will require a stable internet connection.

Find and boost your motivation - (Teen Package) (HALF-DAY)

Are you battling to find or keep your motivation? Lack of motivation is something very few people are immune to. This course covers key principles that can help you maintain motivation consistently as a teen.

This positive mental workshop will cover the following topics:

- 🎯 Focus on why, not just what
- 🎯 How to set realistic goals
- 🎯 Find your ideal environment
- 🎯 Supplement boring with fun
- 🎯 Idealize the reward
- 🎯 How diet and exercise affect motivation
- 🎯 Include your peers.

Please note the following:

- 🎯 This course is half day.
- 🎯 Attending this course will require a stable internet connection.

Coping successfully with change - (Teen Package) (HALF-DAY)

Change is constant – yet it is one of the largest factors causing stress among teens today. This course will help teenagers cope with sudden and constant change. Whether it be moving away from your friends, dealing with the covid pandemic, or starting your first job – we will help you reduce the impact that change may have on your life.

This positive mental workshop will cover the following topics:

- 🧠 Understanding how change affects you internally
- 🧠 Accepting reality for what it is
- 🧠 Make it an opportunity
- 🧠 Slow down the change, keep home at heart
- 🧠 Focus on what you can control
- 🧠 Prepare for change
- 🧠 Reduce shock with a familiar environment and routine
- 🧠 Look to the future, see the positive possibilities.

Please note the following:

- 🧠 This course is half day
- 🧠 Attending this course will require a stable internet connection.

Self-Control, outdated or under-valued? - (Teen Package) (HALF-DAY)

This course is designed to help teenagers discern the importance of self-control. Whether it be handling money, building friendships or even diet, we will help you learn what self-control means and how it can benefit you as a teen – and later in life.

This workshop will cover the following topics:

- 🕒 What is self-control?
- 🕒 How can self-control help me today?
- 🕒 Maintaining peace with friends and family
- 🕒 Avoid overspending with discipline
- 🕒 Escape encounters that might test your self-control
- 🕒 Preparation is the key to success
- 🕒 How self-discipline leads to a happier teen-life.

Please note the following:

- 🕒 This course is half day.
- 🕒 Attending this course will require a stable internet connection.

Dealing with my mistakes positively - (Teen Package) (HALF-DAY)

We all make mistakes – but how we deal with them, particularly as a teen will shape how we deal with them as adults. This course is designed to help teenagers manage their mistakes. As you take this course, you will learn how you can make the most of them and learn from your mistakes.

This positive mental workshop will cover the following topics:

- 🌟 Understand yourself and how you react to failure
- 🌟 Admitting your mistakes to yourself and others
- 🌟 How your attitude towards failure affects relationships
- 🌟 How your attitude towards failure affects self-improvement
- 🌟 How to make the most of your mistakes
- 🌟 Accept support from family and friends
- 🌟 Letting go of past disappointments.

Please note the following:

- 🌟 This course is half day
- 🌟 Attending this course will require a stable internet connection.

How can I conquer shyness? - (Teen Package) (HALF-DAY)

Helping teenagers view shyness in a better perspective, will build their confidence. This course will help you understand the difference between quietness and timidity, how you can gain confidence and how you can make friends despite shyness.

This positive mental workshop will cover the following topics:

- 🕒 The difference between quietness and timidity
- 🕒 Be realistic about your fears
- 🕒 Avoid comparing yourself with your peers
- 🕒 See your strengths, conquer timidity with boldness
- 🕒 Be observant, learn from it
- 🕒 How to sustain a compelling conversation
- 🕒 Make the most from mildness.

Please note the following:

- 🕒 This course is half day
- 🕒 Attending this course will require a stable internet connection.

How to handle perfectionism - (Teen Package) (HALF-DAY)

This course is designed to help teenagers view perfectionism in a better perspective. This course will help you understand the difference between obsession and diligence and how you can gain balance in expectations of yourself and others.

This positive mental workshop will cover the following topics:

- 🌀 What's wrong with perfectionism?
- 🌀 Be realistic, not perfect
- 🌀 How to accept positive criticism
- 🌀 How to have reasonable expectations of others
- 🌀 The benefits of diligence
- 🌀 Conquer the fear of failure
- 🌀 Find precision, not obsession
- 🌀 Less is more, find balance.

Please note the following:

- 🌀 This course is half day
- 🌀 Attending this course will require a stable internet connection.

Prevent burnout as a Teen - (Teen Package) (HALF-DAY)

It is vital for teenagers to understand and avoid the risks of burnout. This course will cover various topics on what causes burnout, how to avoid burnout and how burnout affects you.

This workshop will cover the following topics:

- 🌟 What is burnout?
- 🌟 How to identify unreasonable expectations
- 🌟 How sleep affects burnout
- 🌟 Avoid overstimulation for better productivity
- 🌟 Develop a supportive diet
- 🌟 Organize yourself for success
- 🌟 Focus on one thing at a time
- 🌟 Consider the long-term outcome.

Please note the following:

- 🌟 This course is half day
- 🌟 Attending this course will require a stable internet connection.

How to conquer negativity? (Teen Package) (HALF-DAY)

This course is designed to help teenagers tackle negativity. With the constant pressures teens are facing daily, we will help you to tackle negative thinking in a realistic and positive manner.

This positive mental workshop will cover the following topics:

- 🌟 What is negativity?
- 🌟 How do you view yourself?
- 🌟 How negativity affects your health
- 🌟 How negativity affects relationships
- 🌟 Keeping your thoughts in perspective
- 🌟 Avoid comparing yourself with others
- 🌟 Cultivate gratitude
- 🌟 Develop mindfulness.

Please note the following:

- 🌟 This course is half day
- 🌟 Attending this course will require a stable internet connection.

Build public speaking confidence - (Teen Package) (FULL-DAY)

Do you find it difficult to talk in front your class or even crowds? In this course, we will show you how to overcome public speaking anxiety and give you tips on how to speak to an audience. We will cover mind management techniques that will help you be a confident speaker.

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

- 🕒 Gain Confidence when you address a group of people
- 🕒 Engage your audience
- 🕒 Know how to read your audience
- 🕒 Be an effective host
- 🕒 Learn how to influence from a stage
- 🕒 Know how to deal with stage anxiety
- 🕒 Know how to be “Centre of attention comfortable”
- 🕒 Overcome fears of public speaking.

Please note the following:

- 🕒 This is a full day course
- 🕒 No prior knowledge is required.

Optimal nutrition for peak learning - (Teen Package) (HALF-DAY)

This course is designed for students who want to perform their best with either home schooling or attending a public / private school. With all the demands on young students today, this course will provide them with amazing tools to help them feel as that they are in control of their goals at school. This will be an encouraging and interesting interactive experience.

This workshop will cover the following points based on current research:

- 🍌 Smart food makes for smart students
- 🍌 Understanding ADHD
- 🍌 Balance my hormones using the food I eat
- 🍌 Best supplements for brain health
- 🍌 Protect your brain
- 🍌 Lunchbox ideas.

Please note the following:

- 🍌 This course is half day
- 🍌 Attending this course will require a stable internet connection.

Tips on how to learn effectively - (Teen Package) (FULL-DAY)

Do you want to **improve your study skills**?

Problems with procrastination? Don't know where to start? Afraid of missing something important?
Would you like to have more free time?

Let us introduce you to proven studying techniques that will assist you in time management, study-skills, brain function and so much more.

Learn smarter, not harder!

At the end of this course, you will know:

- 🧠 How to overcome some learning difficulties.
- 🧠 How to study effectively.
- 🧠 How to get more focus and better grades.
- 🧠 More about YOUR preferred learning-style
- 🧠 How to end procrastination.

Please note the following:

- 🧠 This is a full day course
- 🧠 No prior knowledge is required.

CONTACT US

If you would like to book any training, or discuss how we can assist you / your project with any Learning & Development service, then please contact us as follows:

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