FREQUENTLY ASKED QUESTIONS:

How do I know what level I am at?

You may be using Excel or Word etc. a while and if you're self-taught then it can be hard to know what level of training you require. I have Training Needs Analysis forms available for you to fill in. I'm happy to receive these back for analysis and to help with the subsequent course design – free of charge. If you'd like to use these then drop me an email and I'll send them directly to you.

Otherwise we can work fluidly on the day of the training. It is very easy for me to assess people as I work with them. We can make sure essentials are covered before moving on to more advanced topics.

How long is the training?

I have found that half day sessions which are three hours long work really well. After three hours people find they have generally learnt enough to absorb in one sitting. Morning training is generally better – after lunch it is often hard for people to concentrate! I prefer to run the training sessions from 9.30 – 12.30. That way people can get into work, check their email and grab a coffee before we start. We finish by lunchtime so they are back at their desks after lunch ready to apply everything they have learnt.

However, if it is more convenient for you to have two courses run on the one day, I am happy to run a second session in the afternoon.

Is training always on-site?

Generally, yes. By providing the training at your workplace it is easy for people to attend. People don't have to worry about travel or parking and best of all they are back at their own desks by lunchtime. Training doesn't have to mean a whole day missed by being away from the office!

What resources do we need to supply?

Each attendee needs a laptop/computer – these do not need to be linked to a network for our training sessions. I bring my own laptop to instruct with. For group sessions if there is a projector available that I can plug into then that is ideal. A whiteboard is handy as well. I supply USB sticks to each attendee. These contain the support files for us to work from during the session and any manuals and hand-outs will copied onto here as well. Each attendee also receives a certificate on course completion.

Note: For Outlook training it is preferable if attendees are able to log in as themselves and work with their own Outlook profile.

Do you travel outside of Auckland for training?

Yes, I am happy to provide training outside of Auckland. However, there is a travel cost for this – please contact me and we can discuss what is involved.

Can we mix the courses up and have Word, Outlook and Excel etc. in one session?

Of course! This is Tailored Training. You can choose specific topics to meet your particular needs. Have a look at the Course Outlines and choose any topics from any course to create your own training. You don't have to decide in advance, I can identify with you (and/or your group) on the day as to what would be most helpful to focus on across each Application and the training can evolve as we go.

Do you run set courses as well?

Yes, sometimes it may be easier to have people sign up to a particular level. For example: you may offer **Excel Training Introduction** or **Excel Intermediate** and run a course based on demand for each level. Prior to the training we can fine-tune the course content to be offered for each level to ensure a consistent standard is reached across the company.

Our whole company needs to Upgrade – can you offer training for us all?

Yes. Companies are currently upgrading to Office 2016 or Office 365. See my Upgrade Course Outline to give you an idea of topics covered. Typically I would run lecture style sessions for 12-15 people at one time. I would often run four of these sessions in one day. In these sessions I show how to navigate around the new software and I introduce the new features of each Application so that your staff can fully benefit from the latest version that you are offering. These courses can be tailored depending on what apps in Office 365 your company is using.

Do you offer training in Microsoft Skype?

Yes – I offer a one hour lecture style training session that covers the features, benefits – tips and tricks for working with Microsoft Skype. To run training this way I need access to two active Skype profiles and two laptops hooked up to two projectors. With this setup I can show the communication, screen sharing and other tools from both sides. If you are using Office 365 you may wish to focus on Teams and the communication tools integrated there.

Any other questions? Please send me an [email](mailto:) and I'm happy to help with any further queries.