2013

PCWORKSHOPS

Courses offered by PCWorkshops

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TRAINING MANAGEMENT COURSES

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TRAIN THE TRAINER ESSENTIALS

COURSE CONTENT

Why Train the Trainer ?

Do you want to train an employee or employees to deliver your own training?
Having your own in-house trainer can be cost-effective for:
- Company-specific training (eg products)
- Needs that change with different delegates
- Delegate availability that is unpredictable or limited

You will examine the techniques and disciplines required for a training role, and develop communication and key tutoring skills.
This programme focuses on the practical aspects of being a trainer. Learning is linked to workplace needs, with tips and techniques being shared at each stage of the programme.
The result? You will be well-equipped to deliver quality training sessions that get the best results from delegates.

Who Should Attend

The course is suitable for anyone new to a training position, who has been asked to take on training responsibilities within their existing role, or even experienced trainers wishing to refresh skills.
No prior experience is necessary.

Course Outline

Introduction and Course Overview, Case Study
Communication Skills for Training

• Good Communicators • Your Role as an Effective Communicator

Questioning Skills for Trainers

• Open Questions vs Closed Questions • Probing: Digging Deeper • Questioning as a Training Technique

Listening Skills for Trainers

• Your Listening Skills • Active Listening Skills in Training Sessions

Presentation Skills in Training

• Presentation Tips • Telling vs Showing • Overcoming Nerves

Developing Participation in Training

• Removing Barriers to Participation • Enhancing Participation

Managing Questions and Answers

• Objectives of the Question and Answer Period • Guidelines for Handling Questions

Games: Adding Fun and Humour

• The Use of Games • Types of Games • Getting Buy-In • Troubleshooting: When Games Go Wrong • Quick and Easy Games
Dealing with Difficult Trainees: • Characteristics of Difficult Delegates, examples, case studies, role plays

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TRAIN THE TRAINER: LESSON PLANNING

COURSE CONTENT

Course Aims

This intensive, hands-on one-day workshop deals with the process of developing a training programme.
By the end of this workshop, delegates will be able to:

- Recognise when a training need exists for an organisation
- Understand the basic rules of designing a training programme
- Write clear, concise training objectives
- Incorporate relevant methods into the design of a training session
- Know how and where to research training content
- Create evaluation strategies
- Use Kirkpatrick's Four Levels of Evaluation

Who Should Attend

The course is designed for trainers and HR professionals who want to develop programmes that are meaningful, practical, and will benefit both trainees and the organisations they work for.

Course Outline

Introduction and Course Overview

The Need for Training

• Organisational Objectives • When is Training Necessary? • Defining Training Needs • ICE: Analysis in Three Steps

Basic Rules of Programme Design

• Moderation • Balance • Involvement • Continue Your Learning • The Need for Collaboration

SMART Objectives

• Defining SMART • The Three Ps • Exercise: Improving Goals

Learning Objectives

• Determining Objectives • Considerations When Writing Objectives • Types of Objectives: KSAs • Setting the Scope • Exercise: Verbs for Writing Clear, Concise Training Objectives • Developing Objectives

Designing a Training Session

• Training Methods • Constraints on Methods Used • Designing a Learning Sequence

Researching and Developing Content

• Researching Content • Exercise: Availability of Information in Your Area of Training

Tips for Good Training Design

• Elements of Good Training Design

Evaluation Strategies

• The Basics of Evaluation • Evaluation Methods

Four Levels of Evaluation

• Level One: Reaction • Level Two: Knowledge (Learning) • Level Three: Transfer of Learning (Behaviour) • Level Four: Impact (Results)

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TRAIN THE TRAINER: FOR THE MORE EXPERIENCED

COURSE CONTENT

Course Aims

This intensive, hands-on one-day workshop teaches delegates how to deliver training courses in a way that will make them interesting, enjoyable and highly effective. Delegates will learn to:

- Use team teaching and develop participation
- Understand the use of visual aids and supporting materials
- Use games to add fun and humour
- Deal with difficult situations, conflict and difficult delegates

Who Should Attend

The course is designed for trainers, both new and experienced, who want to improve their delivery skills in a structured and organised way so that the courses they run will be more enjoyable and much more productive.

Course Outline

Introduction and Course Overview
Setting the Climate

• Simple Rules to Make the Session Positive

Team Teaching
Developing Participation in Training

• Removing Barriers to Participation • Enhancing Participation

Managing Questions and Answers

• Objectives of the Question and Answer Period • Guidelines for Handling Questions

Visual Aids

• Benefits of Visual Aids • Popular Visual Aids • Other Types of Visual Aids • Background Considerations • Exercise: Visual Aids and Your Training

Supporting Materials

• Delegate Workbooks • Handouts • Exercise: Supporting Materials for Your Training

Games: Adding Fun and Humour

• Humour • The Use of Games • Types of Games • Getting Buy-In • Troubleshooting: When Games Go Wrong • Quick and Easy Games

Difficult Situations: An Overview

• Potential Problems with Training Sessions

Managing Conflict in Training

• Warning Signs of Conflict • Causes of Conflict in Training

Managing Difficult Situations and Difficult delegates

• Your Toolkit for Dealing with Difficult Situations • Confronting Difficulties • Characteristics of Difficult Delegates, examples, case studies, role plays

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TRAINING NEEDS ANALYSIS

COURSE CONTENT

Training Needs Analysis

Training and Development is crucially important to the success of an organisation at all levels. It can and should be a powerful, positive process that helps individuals, groups and the whole organisation. Yet Training Needs Analysis (TNA) can be construed as expensive, or misunderstood, and not planned in a wider context of change and growth. It is necessary to recognise the value of properly implemented TNA in order to provide appropriate, cost-effective training that develops and motivates staff.

Course Aims

This intensive, hands-on, one-day workshop, delegates will explore how to accurately identify the training and development needs of three elements: the organization, the occupational groups within it and the individuals working there. They will look at each of the three in turn and work through approaches that are common to all, or unique to one.

Who Should Attend

All managers or supervisors, whether in an HR or line management role, who want an understanding of the purpose and principles of Training Needs Analysis that will form the basis of an ongoing development process for their staff.

Course Outline

Introduction and Course Overview

The Overall Picture

• Defining Training and Development Needs • Where Training Needs Occur • Whose Job Is It Anyway?

The Organisation

• The Systematic Approach • Organisation Development • Administrative Approach • Welfare Approach • Political Approach • Your Approach

Current Needs

• Current Versus Future Needs • Routine Monitoring • Investors In People Surveys • Discussions and Interviews • Your Experience

Occupations and Jobs

• Functional Analysis • Job Analysis • Task Analysis

The Individual

• Individual Training and Development Needs • Prioritising • Learning Requirements • Interviews

Bringing It All Together

• The Investors In People Action Plan • Planning to Meet the Needs • Avoiding Discrimination • Organisational Requirements

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ESSENTIAL PRESENTATION SKILLS

COURSE CONTENT

Course Aims

This intensive one-day workshop teaches delegates the essential skills necessary to plan and build presentations, then to deliver them in the most effective way.

Who Should Attend

Anyone who needs to present to audiences in any environment. The course focuses on a wide range of topics and will be extremely useful to new and experienced presenters alike.

Course Outline

Preparing Your Presentation: Overview

• Setting Your Objectives (Answering the WHY) • Knowing Your Audience (Answering the WHO) • Building the Structure (Answering the WHAT)

Setting Your Objectives

• What Are You Trying To Do? • Identifying your Objective • Discussion

Knowing Your Audience

• A Basic Definition of your Audience • Understanding Your Audience • Focus, Plan, and Convey • Audience Profile

Building the Structure

• The Consequences of Bad Preparation • The Three Benefits of a Plan • Presentation Structure: an Overview

Timing Your Presentation

• How to prevent over-running

Overview of Communication

• The Three Parts of Communication • Your Competition

Controlling Your Nerves

• Overcoming Your Fears • Thinking Positive • Being Realistic • Taking Control • Sticky Situations • Paying Attention to Your Appearance • Tips to Combat Nerves • Nervousness Presentation

Our Body Language

• First Impressions • Non Verbal Factors of Communication • Avoiding the Traps

The Importance of Voice

• Factors Affecting the Voice • Achieving Optimum Conditions for Speech • Using Your Voice

Presentations

• Presentation Preparation • Presentation Delivery • Presentation Evaluation

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PRESENTATION SKILLS BASICS : 12X 2 HOURS OVER 12 WEEKS, ON-SITE

COURSE CONTENT

Course Aims

This intensive half-day workshop has been designed to improve key skills, and also to help delegates to control their nerves, so they they will deliver much better presentations more easily.

Who Should Attend

Anyone who needs to present to audiences in any environment, whether at sales events or in meetings or seminars.

Course Outline

Introduction and Course Overview
Overview of Communication

• The Three Parts of Communication • Your Competition

Presentation: First Impressions

• First impressions last

Controlling Your Nerves

• Overcoming Your Fears • Thinking Positive • Being Realistic • Taking Control • Sticky Situations • Paying Attention to Your Appearance • Tips to Combat Nerves • Nervousness Presentation

Our Body Language

• First Impressions • Non Verbal Factors of Communication • Avoiding the Traps

The Importance of Voice

• Factors Affecting the Voice • Achieving Optimum Conditions for Speech • Using Your Voice

The use of Language
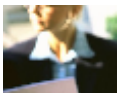**Working with props**
Using the stage
Telling a story
Inspiring your audience
Influencing your audience

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THE NEW PROJECT MANAGER

COURSE CONTENT

Project Management isn't just for construction engineers and military logistics experts any more. Today, in addition to the regular duties of your job, you are often expected to take on extra assignments - and to get that additional job done well, under budget, and on time. Whether you are a full time Project Manager, or part of your job requires the effective completion of projects, you need Project Management skills.

Course Aims

This intensive one-day training course teaches delegates basic project management techniques, and is intended to familiarise delegates with the most common terms and the most current thinking about projects. It will also provide the basic knowledge required to attend more advanced project management courses.

Who Should Attend

This one day workshop is targeted at new or intended Project Managers, administrators or support staff who have little or no knowledge of project management techniques, but have become involved with projects. They need to acquire a basic understanding in the shortest possible time.

Course Outline

Course Overview and Learning Objectives

Defining Projects and Project Management: • What is a Project? • What is Project Management? • Who are the Key Players?

The Role of a Project Manager

Eight Aspects of a Project

How Can Projects Help Me?

• The Benefits of Projects • Case Study

A Project's Life Cycle: • The Four Phases of a Project • Milestones • Why do Projects Fail? • Three Ways to End a Project

Selling a Project: • Tom Peters • The Priority Matrix

Creating a Vision

Project Goals: • SMART Goals • Your Project's Goals

Using a Target Chart

Preparing Your Project

Laying out the Project

• The SOW • The Purpose Statement • The Scope Statement • The Project Deliverables • The Goals and Objectives • SWOT Analysis • Cost and Schedule Estimates • List of Stakeholders • The Chain of Command • Assumptions and Agreements • The Communication Plan • Individual SOW • Project Planning Worksheet

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PROJECT MANAGEMENT ESSENTIALS

COURSE CONTENT

Course Aims

This highly intensive one-day training course teaches delegates basic project management techniques, and is intended to familiarise delegates with common terms and tools so that they can manage projects more effectively.

Who Should Attend

Anyone with little or no knowledge of project management tools or techniques, but who has become involved with projects and needs to acquire a basic understanding in the shortest possible time.

Course Outline

Course Overview and Learning Objectives

Defining Projects and Project Management

• What is a Project? • What is Project Management? • Who Are the Key Players?

How Can Projects Help Me?

• The Benefits of Projects • Case Study

A Projects Life Cycle

• The Four Phases of a Project • Milestones • Why do Projects Fail? • Three Ways to End a Project

Project Goals

• SMART Goals • Your Project's Goals

Using a Target Chart

Preparing Your Project

What Really Needs to be Done?

• Identifying Tasks • Identifying Resources

The Work Breakdown Structure

• About Milestones

Scheduling and Planning

• Preparing a Basic Schedule • Float Time • Scheduling Checklist • Activity Scheduling • Planning Tools • Action Planning Worksheets • Milestone Charts • PERT • Along the Critical Path • Gantt Charts • The Network Diagram • Five Steps to Create a Network Diagram • The Flow Chart
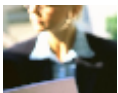
Project Risks

• Types of Risks • Five Steps to Deal With Risks

Execution Phase

• Maintaining the Rhythm • The 95% Phenomenon

Closing Out a Project

A Personal Action Plan

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PROJECT MANAGEMENT INTERMEDIATE

COURSE CONTENT

Planning and Control

Once a project has been set up correctly, the work needs to be planned, executed and controlled in response to events. In order to do this effectively, it is necessary to be familiar with a range of tools that assist in the successful implementation of the plan.

Course Aims

This intensive one-day training course builds on the fundamentals taught in our Project Management Introduction course. It takes delegates through the remaining three stages of the project lifecycle: planning, execution, and termination, providing the knowledge required for the technical aspects of managing a project.

Who Should Attend

This workshop is intended for those who understand the conceptual phase of a project's life cycle, including setting goals, creating a vision statement, and creating the Statement of Work. They should have attended the Project Management Introduction course or be fully familiar with the subjects it covers.

Course Outline

Course Overview and Learning Objectives

What Really needs to be Done?   • Identifying Tasks • Identifying Resources

The Work Breakdown Structure. • Milestones

Scheduling and Planning• Preparing a Basic Schedule • Float Time • Scheduling Checklist • Activity Scheduling • Planning Tools • Action Planning Worksheets • Milestone Charts • PERT • Along the Critical Path • Gantt Charts • The Network Diagram • Five Steps to Create a Network Diagram • The Flow Chart

Budgeting Basics

Project Risks: • Five Steps to Manage Risk

Preparing the Final Plan

Making it Fit: • Schedule and Budget Compression • Compressing the Schedule • Compressing the Budget • Case Study

The Execution Phase: • The Execution Phase • Maintaining the Rhythm • The 95% Phenomenon

Controlling Changes

Closing out a Project: • Closing Out A Project • Lessons Learned

Learning Objectives

By the end of the day, delegates will be able to:

- Identify your project's tasks and resources
- Order tasks using the Work Breakdown Structure
- Schedule tasks effectively
- Use basic planning tools such as a Gantt chart, PERT diagram, and network diagram
- Prepare a project budget
- Modify the project budget and schedule to meet targets
- Identify and manage risks
- Prepare a final project plan
- Execute and terminate a project
- Develop and manage a change control process

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PROJECT MANAGEMENT ADVANCED

COURSE CONTENT

Managing Teams

It's easy to forget the "manager" part of your "project manager" title amongst all the activity during a project. However, it is crucial that you hone your management skills as they are an important part of your success as a project manager.

Course Aims

This intensive one-day course focuses mainly on the man-management skills associated with the job. It also covers some advanced project management techniques that you can master to help bring your projects to the next level.

Who Should Attend

Delegates should have a thorough understanding of the technical aspects of project management, including topics such as preparing a statement of work, setting project goals, scheduling, budgeting, managing project risks, and executing a project.

Course Outline

Course Overview and Learning Objectives

Choosing the Project Team

• Choosing the Team • Project Skills Review • Four Issues to Address with Project Teams

Building a Winning Team

• Why is Teamwork Important? • The Four Stages of Team Development

Team Meetings

• Team Meetings • Setting the Tone • Status Meetings • Meeting Basics

Nine Easy Ways to Reward Your Team

• Nine Easy Ways to Reward Your Team

Developing a Communication Plan

• The Five Components of a Communication Plan • Case Study

Communicating with Sponsors and Executives

• Communicating with Sponsors and Executives • Communication Tips • Role Play

Dealing with Problem Team Members

• Dealing with Problem Team Members • Common Situations • Group Exercise

Learning Objectives

- By the end of the day, delegates will be able to:
- Think critically when choosing a project team
- Make the best of an assigned project team
- Help teams move through various stages to become a high-functioning machine
- Maximise productivity at team meetings
- Reward and motivate your team
- Develop and execute a communication plan
- Communicate with sponsors and executives more effectively
- Identify problem team members and strategies for working with them

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MICROSOFT PROJECT INTRODUCTION

COURSE CONTENT

Course Aims

The objective of this intendive, hands-on one-day training course is to provide delegates with a thorough understanding of the concepts and terminology used in Microsoft Project . Understanding the resource driven element of Microsoft Project and the alternative ways of using the software is the core benefit of this course. Following the course delegates will be able to able to produce both timeline and resource driven plans.

Who Should Attend

The course is aimed at new users of Microsoft Project who want to familiarise themselves with the basic concepts of the software in order to build project plans. Also existing users of the software who need a better understanding of the terminology used and need to prepare project plans based on resources and work. Note : No previous experience of either project management or the software is required, but due to the interactive nature of the course delegates should have a high level of competency in using Microsoft Windows.

Course Outline

Introduction and Course Overview

Terminology: • What is the Critical Path? • What is a Critical Task? • Critical Path Calculation • Definition of Slack • Multiple Critical Paths • Overall Critical Path

How Microsoft Project Schedules: • Auto and Manual Scheduling • Effort Driven Scheduling • Duration-Work-Units • Views-Tables-Filters • Milestones • Task Relationships • Lead & Lag Times

Setting Tasks to Manual Scheduling: • Setting Projects to Auto Schedule & Effort Driven

Overview of Microsoft Project : • Command Tabs • Short Cuts • ScreenTips • File Architecture • Organizer • Changing the Timescale • Timescale Options • Non-Working Time Tab • System Options • Filters • Help • Indicators • Hyperlinks

Task Information Dialog Box: • Task Information – General; Predecessors; Resources; Advanced; Notes; Custom Fields

Creating a Project

Setting the Environment

Outlining a Project: • Project Summary Task

Resource Driven Projects: • Resource Driven Projects • Question Marks

Resources: • Resource Sheet • Resource Information Dialog Box • Cost Table Selection • Assigning Resources • Deleting Resources • Resource Over Allocation

Task Usage and Resource Usage Views: • Task Usage View • Resource Usage View

Scheduling Issues: • Who Drives the Schedule? • Overtime • Extending the Working Day

Creating a Project – 11 Key Steps

Task Constraints: • Setting Soft & Hard Constraints

Scheduling Conflicts

Deadline Dates: • Deadline Indicator • Missed Deadline Alert

Project Timeline

Printing Reports: • Overview of Views and Reports • Printer Settings • Page Setup

Case Studies: • Creating a Timeline Project • Creating a Resource Driven Project

Overview: Microsoft Project Ribbons

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MICROSOFT PROJECT   COURSES

Course Aims

The objective of this intensive, hands-on one-day training course is to provide delegates with a thorough understanding of the advanced functionality of Microsoft Project 2010. Upon successful completion of the course, delegates will be able to able to use complex calendars, consolidate plans, share resources, base plan, track projects and customize Microsoft Project 2010.

Who Should Attend

The course is intended for existing users of Microsoft Project 2010 who want to use the more advanced features of the software in order to increase their knowledge, productivity and effectiveness. Delegates should have a good working knowledge and understanding of the concepts covered in the Introduction course.

Course Outline

Creating Projects

• Timeline Projects • Resource Driven Projects

Setting Projects to Auto Schedule & Effort Driven

Complex Calendars

• Base Calendars • Resource Calendars • Task Calendars

Subprojects

• Subprojects

Resource Pools

• Resource Sharing • Reviewing Workloads

Tracking

• Setting the Baseline • Tracking • Updating Tasks • Updating Actual Work • Updating a Project • Clearing the Baseline

Advanced Topics

• Recurring Tasks • Task Splitting • Network Diagram • Node Layout • Gantt Chart – Customize • Gantt Chart – Insert Notes • Sort Projects • Ribbons • Custom Fields • New Views • Tables • Filters • AutoFilters • Group Filters • Define Group Structure • Global File • Default View

Overview: Microsoft Project 2010 Ribbons

• Microsoft Project Ribbons
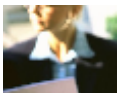
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SALES MANAGEMENT INTRODUCTION

COURSE CONTENT

Course Aims

This intensive one-day training course teaches the fundamentals of sales team management. Delegates will learn how to be successful sales managers, select sales professionals, build unity and trust in a sales team, interview successfully, train sales professionals, set performance standards, and conduct performance evaluations. Course activities also cover choosing a territory strategy, conducting territory reviews, developing and using sales forecasts, conducting sales meetings, and setting goals in meetings. Delegates will also learn how to motivate sales team members, implement compensation practices to keep top performers, identify and improve substandard performance.

Who Should Attend

New, existing or potential sales managers who want to acquire or refresh sales management skills in a structured manner in the shortest possible time.

Course Outline

Effective Sales Teams

• Managing sales • Selecting sales professionals • Building relationships • Building trust in sales teams

Effective Sales Performance

• Training sales professionals • Sales performance • Sales meetings

Managing Sales Territories

• A territory strategy • Conducting territory reviews

Forecasting Sales Revenue

• Understanding sales forecasts • Developing forecasts

Motivating Sales Teams

• Motivating sales professionals • Measuring motivation levels • Improving sales performance

A Personal Action Plan

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MANAGING STAFF PERFORMANCE

COURSE CONTENT

Course Aims

To provide a good understanding of the principles of leadership and the processes / skills required for effectively managing staff performance.

Who Should Attend

All those who have responsibility for managing staff.

Course Outline

Leadership versus Management

• Adairs Top Leadership Qualities • Action Centred Leadership • Management Styles

Giving Feedback

• Receiving Feedback • Assertiveness, Aggressiveness And Passivity • Assertiveness – The 3 Steps • Assertiveness And Feedback Exercise

Setting S.M.A.R.T. Objectives

• Measurability of Objectives • Defining Standards Exercise

Performance Management

• Skill / Will Matrix • Applying the Skill/Will Matrix • Managing Poorer Performance • Overcoming Performance Blockages

Managing Poor Performance

• Performance Counselling Meeting • Performance Counselling Meeting: Preparation • Undertaking The Performance Counselling Meeting • Performance Counselling Meeting Process • Exercise: Friday the 13th !
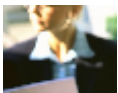
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RELATIONAL DATABASES & DATA MODELLING OVERVIEW TRAINING COURSE

COURSE CONTENTS - DAY 1

COURSE INTRODUCTION

- Administration and Course Materials
- Course Structure and Agenda
- Delegate and Trainer Introductions

SESSION 1: INTRODUCTION TO RELATIONAL DATABASES

- The Database Approach
- Database Management Systems
- The function of a Database Management System
- The Processing Architecture
- The Schema Architecture
- The Storage Architecture
- An overview of Database System Development
- An overview of general database principles

SESSION 2: CONCEPTUAL DATA MODELS

- Overview of Entity Models
- Entities and how to identify them
- Attributes and how to identify them
- Relationships and their qualities
- Building an Entity Relationship Diagram
- Resolving many-to-many relationships
- Sub-type and Super-type Relationships
- Arc Relationships
- Recursive Relationships
- Constraints and Assumptions
- Normalisation to the First Normal Form (1NF)
- Normalisation to the Second Normal Form (2NF)
- Normalisation to the Third Normal Form (3NF)
- Exercises: Analysing a specification
  - Creating an Entity Relationship Diagram from it

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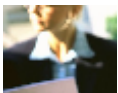
COURSE CONTENTS - DAY 2

SESSION 2: CONCEPTUAL DATA MODELS (CONTINUED)

- Normalisation to the First Normal Form (1NF)
- Normalisation to the Second Normal Form (2NF)
- Normalisation to the Third Normal Form (3NF)
- Exercises: Data Normalisation producing table specifications and Entity Diagrams

SESSION 3: THE RELATIONAL MODEL

- Relational Structure
- Relational Terminology
- Domains
- A Relational schema
- Candidate keys and Primary Keys
- Foreign Keys
- Key Constraints
- Attribute Constraints
- Implementing Sub-type/Super-type Relationships
- Views
- Denormalisation using Pre-joined Tables
- Denormalisation using Derived Data
- An Introduction to Structured Query Language (SQL)
- Simple Queries
- Simple Updates of the Data
- Exercise: Data Modelling from an Invitation to Tender

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INTRODUCING SQL

COURSE CONTENT

To provide the knowledge and skills needed to retrieve and update data held in a relational database.

WHO SHOULD ATTEND

Anyone who needs to understand and use SQL to manipulate a database.
There are no formal pre-requisites for this Introduction to SQL course, although an understanding of databases and exposure to information technology in general would be useful.

COURSE OUTLINE

Relational Database Concepts

• What is a Relational Database? • Tables, Rows and Columns • Indexes, Primary Keys and Foreign Keys • Data Types • The Data Dictionary • Getting Started

SQL Language Essentials

• The Select Statement • The Select and From Clauses • Conditions and the Where Clause • The Order By Clause • Arithmetic Operations • Column Aliases • Practical Exercises

Summarising and Grouping Data

• Aggregate Functions • The Group By Clause • The Having Clause • Practical Exercises

Querying Multiple Tables

• Joining Tables • Inner Joins • Column Qualification and Table Aliases • Outer Joins • Self Joins • Alternative Join Syntax • Practical Exercises

Additional SQL Features

• Combining Queries • The Union, Intersect and Minus Operators • Basic Subqueries • Practical Exercises

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INTRODUCTION TO MYSQL TRAINING COURSE DAY1

COURSE CONTENTS - DAY 1 COURSE INTRODUCTION

- Administration and course materials
- Course structure and agenda
- Delegate and trainer introductions

SESSION 1: DATABASE CONCEPTS

- What is a database?
- Database management systems
- Tables, rows and columns
- Indexes, primary keys, unique constraints and foreign keys
- Client-Server architecture
- Supported data types
- Storage engines and table types
- The Information_Schema and MySQL Databases
- Exercise: Using a MySQL Database

SESSION 2: USING THE MYSQL CLIENT

- What is the MySQL client?
- Getting started and Logging in
- Selecting a database
- Client commands
- Entering and executing SQL statements
- Retrieving previous commands
- Creating, editing and executing SQL files
- Redirecting output into a file
- Command line execution of MySQL Scripts
- Exercise: Using the MySQL Client

SESSION 3: BASIC SELECT

- The SQL SELECT statement
- Case sensitivity
- Quotes
- Statement terminator
- Syntax conventions
- The select clause
- The FROM clause
- Conditions and the WHERE clause
- Logical operators
- The ORDER BY clause
- Column aliases
- Arithmetic expressions
- Precedence of operators
- Exercises: Querying the sample database

SESSION 4: LIMIT, UNION AND AGGREGATE FUNCTIONS

- The LIMIT clause
- UNION
- UNION ALL
- Aggregate functions
- The GROUP BY clause
- Using Rollup with GROUP BY
- The HAVING clause
- Exercises: Using Limit, Union and Aggregate Functions

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INTRODUCTION TO MYSQL TRAINING COURSE DAY 2

COURSE CONTENTS - DAY 2

SESSION 5: SUBQUERIES AND JOINS

- Subqueries
- Cartesian products
- Joins with original syntax
- Table aliases
- Natural joins
- Join using
- Join on
- Multi-table joins
- Exercises: Using Subqueries and Joins

SESSION 6: NUMERIC AND CHARACTER FUNCTIONS

- Function types
- Testing functions
- Numeric functions
- Character functions
- Exercise: Using Numeric and Character Functions

SESSION 7: DATE, TIME AND OTHER FUNCTIONS

- Date and time column types
- Date and time formats
- The date format function
- Functions to return date time
- Functions to extract components from date time
- Date time arithmetic
- Miscellaneous functions
- Exercise: Using Date, Time and other functions

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INTRODUCTION TO MYSQL TRAINING COURSE DAY 3

COURSE CONTENTS - DAY 3

SESSION 8: DATABASES AND TABLES

- Creating a database
- Selecting a database
- Creating tables
- Auto_increment
- Show create table
- Column operations
- Constraint operations
- Copying tables
- Renaming tables
- Changing engine for tables
- Dropping tables
- Temporary tables
- Exercises: Maintaining databases and tables

SESSION 9: INDEXES AND VIEWS

- What is an index?
- Creating an index
- Reviewing indexes
- Dropping indexes
- What is a view?
- Creating views
- View restrictions
- Dropping views
- Exercise: Maintaining indexes and views

SESSION 10: MANAGING DATA

- Inserting rows
- Replacing rows
- Updating rows
- Deleting rows
- The truncate statement
- The COMMIT and ROLLBACK commands
- Savepoints
- Implicit commits
- Exercise: Managing data

SESSION 11: ACCESS CONTROL

- Creating users
- Renaming users
- Dropping users
- Granting privileges
- Revoking privileges
- Exercise: Creating users, granting and revoking

SESSION 12: IMPORT AND EXPORT

- Exporting using SQL
- Importing using SQL
- Exporting from the command line
- Importing from the command line
- Exercise: Export and import data

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MICROSOFT OFFICE ACCESS   INTRODUCTION

Course Aims

This intensive one-day training course is designed to enable users to get to grips with the main features of Microsoft Access , including a thorough treatment of the new 'Ribbon' interface. It is entirely 'hands on', so delegates will get practice in using the software in a realistic and practical way.

Who Should Attend

The course is intended for new users of Microsoft Office Access   who want to become productive in the shortest possible time. Delegates should be proficient in using a PC with the Microsoft Windows operating system, but no prior experience with Access is required.

Course Outline

Getting Started with Access
• Starting Out • Interface Basics • Database Security • Getting Help
The New Ribbon Interface
• The Quick Access Toolbar • Basics of Tabs • The Home Tab • The Create Tab • The External Data Tab • The Database Tools Tab
Creating a Simple Database
• First Steps in Database Creation • Database Records • Creating a Table • Formatting Text
Forms; Queries; Reports and Filters
• Creating and Using Forms • Creating and Using Queries • Creating and Using Reports • Sorting and Filtering Data • Viewing Data • Printing a Database Object

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MICROSOFT OFFICE ACCESS   INTERMEDIATE

Course Aims

This intensive, hands-on one-day training course has been designed to give delegates a solid understanding of more advanced Access   tools and concepts in order to increase their knowledge and productivity.

Who Should Attend

Users with a basic understanding of Microsoft Office Access   who want to consolidate and expand on their knowledge of the basic features in a short space of time. Delegates should have a good working knowledge and understanding of the concepts covered in the Introduction course.

Course Outline

Advanced File Tasks
• Using Windows Explorer within Access • Database Management • Saving Your Files • Exporting Files • Linking Files
Working with Tables
• Customising Tables • Table Properties: Formatting • More Table Properties • Data Validation and Lookup Wizard
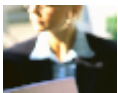Working with Forms
• Basic Form Controls • Advanced Form Controls • Formatting Your Form • Formatting Controls • Using Themes
Working with Reports
• Organizing Report Data • Formatting Reports • Common Report Tasks
Working with Queries
• Basic Queries • Doing More with Queries • Creating Advanced Queries • Creating Management (Action) Queries

MICROSOFT OFFICE ACCESS   ADVANCED

COURSE CONTENT

Course Aims

This intensive hands-on one-day training course has been designed to provide delegates with a solid understanding of advanced tools and concepts in Access in order to increase their knowledge and productivity.

Who Should Attend

Users with a good understanding of Microsoft Office Access   who want to expand on their capabilities in a short space of time. TSome of the lessons are quite technical and delegates must have a good working knowledge and understanding of the concepts covered in the Introduction and Intermediate courses.

Course Outline

Advanced Data Management
• Referential Integrity • Table Relationships • An Introduction to SQL • Modal Dialog Boxes
Advanced Form Tasks
• Using Subforms • Creating a Navigation Form • Advanced Form Controls • Exporting a Form • Other Form Tasks
Pivoting Data
• Creating a PivotTable • Using PivotTables • Advanced PivotTable Tasks • Creating a PivotChart • More on PivotCharts
SQL and Microsoft Access
• Understanding SQL • Using the SELECT Statement • Using Subqueries • Using SQL Joins

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FUNDAMENTALS OF JAVA PROGRAMMING

The Fundamentals of Java Programming course introduces delegates to programming using the Java language. It explains the concepts of programming using the Java technology stack and gives delegates a practical introduction to the Java landscape.

SKILLS GAINED

The delegate will practise:

- Object-oriented analysis
- Basic programming techniques
- Using classes and methods
- Using variables
- Using operators and loop constructs
- Using encapsulation and constructors
- Using inheritance and arrays

WHO WILL THE COURSE BENEFIT?

The Fundamentals of Java Programming course is aimed at beginners to programming that wish to learn the Java language. From technical writers and managers to administrators with a non-technical and non-programming background. The course is also of benefit to those wishing to begin their study towards the Oracle Certified Java Associate Exam (OCJA), being aimed at those that wish to begin learning Java practically and at a steady pace.
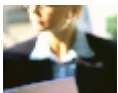
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JAVA PROGRAMMING INTERMEDIATE

COURSE CONTENTS - DAY 1

SESSION 1: JAVA TECHNOLOGY PRIMER

- Key Concepts of the Java Language
- Java Technology Landscape
- Understanding the Product Lifecycle
- Setup the Java SE Development Kit

SESSION 2: PACKAGE, COMPILE, INTERPRET

- Understanding Packages
- Understanding Package-Derived Classes
- Compiling and Interpreting Java Code

SESSION 3: DEVELOPING AND TESTING A JAVA PROGRAM

- Creating Classes
- Compile and Run Command Line Programs
- Run Applications using the Main Method
- Moving from Procedural to Object Oriented Java

SESSION 4: PROGRAMMING WITH JAVA STATEMENTS

- Assignments
- Conditional Statements
- Algorithms and Pseudo-Code

COURSE CONTENTS - DAY 2

SESSION 5: JAVA OPERATORS AND STRINGS

- Assignment Operators
- Arithmetic Operators
- Relational Operators
- Logical Operators
- String Objects and Methods

SESSION 6: UNDERSTANDING METHODS

- Declare and Invoke Methods
- Methods with Return Types
- Overloading Methods
- Overriding Methods
- Method Outputs

SESSION 7: BASIC CLASSES AND VARIABLES

- Understand Primitives
- Primitive Wrapper Classes
- Understand Enumerations

SESSION 8: VARIABLE SCOPE AND CLASS CONSTRUCTION

- Local Variables
- Method Variables
- Instance Variables

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SESSION 9: DECLARE, INITIALIZE AND USE VARIABLES

- Understand Variable Syntax
- Use Java Primitive Variables
- Declare, Initialise and Utilise Variables and Constants
- Adhere to Coding Standards
- Use of Java Operators
- Type Casting and Promotion

SESSION 10: LOOP CONSTRUCTS

- Create and Use While Loops
- Create and Use For Loops Including For/Each Syntax
- Create and Use Do/While Loops

SESSION 11: CREATE AND USE OBJECTS

- Declare, Instantiate, and Initialize Object Variables
- Understanding Java Objects
- Understanding Java Enumerations
- Strong Typing

SESSION 12: USING ARRAYS

- Building One-Dimensional Arrays
- Setting Array Values and Looping Through Arrays
- Array Methods and Properties
- Building Two-Dimensional Arrays
- Array Examples

SESSION 13: CLASSES AND RELATIONSHIPS

- Class Compositions and Association
- Class Relationships
- Multiplicities
- Examples of Classes and Relationships

SESSION 14: UNDERSTANDING INHERITANCE

- Inheritance and Class Type
- Overriding Methods
- Abstract Classes
- Interfaces
- Examples of Inheritance and Encapsulation

SESSION 15: ENCAPSULATION AND CONSTRUCTORS

- Data Protection Through Encapsulation
- Access Modifiers
- Object Initialisation with Constructors

SESSION 16: UNDERSTANDING POLYMORPHISM

- Polymorphism Explained
- Inheritance and Interface Polymorphism
- Coding to the Interface
- Examples of Polymorphism

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SESSION 17: UML TO REPRESENT OBJECT-ORIENTED CONCEPTS

- Class, Abstract Class and Interface Diagrams
- Attributes and Operations
- Create Basic UML Diagrams
- Recognise UML Associations

SESSION 18: JAVA PLATFORMS AND INTEGRATION TECHNOLOGIES

- Multiple Tiers for Java: JSE, JME, JEE
- High Level Overview of Java Remote Method Invocation (RMI)
- High Level Overview of Java Database Connectivity (JDBC)
- Understand the Use of Java Integration API's

SESSION 19: UNDERSTANDING JAVA CLIENT-SIDE TECHNOLOGIES

- Thin Clients Technologies (HTML and JavaScript)
- JME MIDlets
- Java Applets
- Java Swing

SESSION 20: UNDERSTANDING JAVA SERVER-SIDE TECHNOLOGIES

- JEE Tiers and Technologies
- Server Side Components and Options
- Java Dynamic Web Components
- Business Tier Components
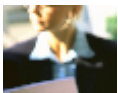
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MICROSOFT OFFICE POWERPOINT   INTRODUCTION

Course Aims

This intensive one-day training course is designed to enable users to get to grips with the main features of Microsoft PowerPoint 2007 or , including a thorough treatment of the 'Ribbon' interface, introduced with Powerpoint 2007. It is entirely 'hands on', so delegates will get practice in using the software in a real life and practical way.

Who Should Attend

The course is intended for new users of Microsoft PowerPoint   who want to become productive in the shortest possible time. Delegates should be proficient in using a PC with the Microsoft Windows operating system, but no prior experience with PowerPoint is required.

Course Outline

Getting Started with Powerpoint

• Meeting Microsoft Office PowerPoint   • Creating a Presentation • Working with Your Presentation • Editing Your Presentation • Arranging Slides • Getting Help in PowerPoint

Understanding & Customising the PowerPoint Interface

• Getting Acquainted • The Quick Access Toolbar • Tabs and Groups • Customising the Ribbon

Creating and Formatting Presentations

• Using Templates • Working with Text Boxes • Basic Editing Tools • Formatting Text: Effects; Fonts and Spacing • Formatting Text: Alignment; Indenting and Lists • Advanced Text Tools

Adding Shapes and Art to Your Presentation

• Drawing Shapes • Working with Shapes • Working with Text and Shapes • Advanced Shape Tasks

Viewing and Printing Your Presentation

• Using Layouts and Views • Viewing a Slide Show • Preparing Your Presentation • Printing Your Presentation

Adding the Finishing Touches

• Research Tools • Using Themes and Backgrounds • Creating Slide Transitions • Creating Basic Animations • Creating Advanced Animations

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MICROSOFT OFFICE POWERPOINT   ADVANCED

Course Aims

This intensive hands-on one-day training course has been designed to provide delegates with a solid understanding of advanced PowerPoint tools and concepts in order to bring their ability to create powerful presentations to an expert level.

Who Should Attend

Users with a good understanding of Microsoft PowerPoint 2007 or   who want to expand on their capabilities in a short space of time. Delegates should have a good working knowledge and understanding of the concepts covered in the Introduction course.

Course Outline

Managing PowerPoint Files

• Using Windows Explorer within PowerPoint • File Management Tools • Using Presentation Tools: Optimisation and Compression • Using Presentation Tools: Inspection and Checking

Working with Pictures

• Inserting Pictures • Editing Pictures • Manipulating Pictures • Formatting Pictures • Managing Pictures

Adding Multimedia to a Presentation

• Inserting Video Files • Editing Video Files • Inserting Audio Files • Editing Audio Files

Adding Tables Charts and Diagrams

• Inserting Tables • Editing Tables • Formatting Tables • Inserting Charts • Inserting SmartArt • Formatting SmartArt

Setting up Slide Masters

• Creating a Slide Master • Using Placeholders • Using Slide Masters • Using Hand-out Masters • Using Notes Masters

Reviewing Presentations

• Using Comments • Reviewing a Presentation

Creating Advanced Types of Shows

• Setting up Your Show • Presenting Your Show • Creating a Custom Show • Advanced Presentation Techniques

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MICROSOFT OFFICE PUBLISHER   INTERMEDIATE

COURSE CONTENT

Course Aims

This intensive, hands-on one-day training course has been designed to give a solid understanding of Publisher's large collection of templates and required basic skills, to set delegates on the path towards creating professional publications with ease.

Who Should Attend

The course is intended for people with a basic understanding of Microsoft Windows and Microsoft Word who need to learn how to use Microsoft Publisher   to create, layout, and edit publications. Note: Delegates should be familiar with using a PC in the Windows environment and be able to use Windows to manage information on their computers.

Course Outline

Getting Started with Publisher

• Identify the Components of the Publisher Interface • Customize the Publisher Interface • Create a Basic Publication • Add Content to a Publication

Modifying the Layout and Structure of a Publication

• Import Text into a Publication • Organize Text Boxes and Picture Placeholders in a Layout • Control the Display of Content in Text Boxes • Insert Common Layout Elements • Use Building Blocks

Formatting Text in a Publication

• Format Text • Format Paragraphs • Apply Paragraph Styles • Apply Schemes

Editing Content in a Publication

• Edit Text in a Publication • Present Content in Tables • Review Text in a Publication • Insert Symbols and Special Characters

Formatting Graphics in a Publication

• Customize the Appearance of Pictures • Add Graphical Objects to a Publication

Preparing a Publication for Distribution

• Check the Design of a Publication • Save a Publication for Distribution • Preview and Print a Publication • Send a Publication by Email

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MICROSOFT OFFICE WORD   INTRODUCTION

Course Aims

This intensive one-day training course is designed to enable users to get to grips with the basic features of Microsoft Word , including a thorough treatment of the new 'Ribbon' interface, introduced with Word 2007. It is entirely 'hands on', so delegates will get practice in using the software in a real life and practical way.

Who Should Attend

The course is intended for new users of Microsoft Word   who want to become productive in the shortest possible time. Delegates should be proficient in using a PC with the Microsoft Windows operating system, but no prior experience with Word is required.

Course Outline

Getting Started With Word

• Meeting Microsoft Office Word   • Creating a Document • Navigating in Your Document • Doing More with Your Document • Working with Your Document • Getting Help in Word

The Word   Interface

• Getting Acquainted • The Quick Access Toolbar • Tabs and Groups • The Home Tab • The Insert Tab • The View Tab

Advanced Tabs and Customisation

• The Page Layout Tab • The References Tab • The Mailings Tab • The Review Tab • Contextual Tabs • Customising the Ribbon

Creating Documents

• Creating a New Document • Selecting Text • Moving Text • Applying Advanced Text Effects

Doing More with Text

• Fonts on the Home Tab • The Font Dialog • Using Tabs • Paragraph Options

Viewing and Printing Your Document

• Using Layouts and Views • Basic Viewing Tools • Advanced View Tools • Preparing Your Document • Printing a Document

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MICROSOFT OFFICE WORD   INTERMEDIATE

Course Aims

This intensive, hands-on one-day training course has been designed to give delegates a solid understanding of more advanced tools and concepts used in Word , in order to increase their knowledge and productivity.

Who Should Attend

Users with a basic understanding of Microsoft Office Word   who want to consolidate and expand on their knowledge of the basic features in a short space of time. Delegates should have a good working knowledge and understanding of the concepts covered in the Introduction course.

Course Outline

Managing Your Documents

• Using Windows Explorer within Word • Saving Your Files • Finishing Your Files • Making Word Work Backwards • Viewing Your Files

Using Formatting Tools

• Working with Templates • Using Bullets and Numbering • Using the Paragraph Dialog • Using Delineation Tools • Working with Pages • Adding Hyperlinks

Creating Headers and Footers

• Creating Basic Headers and Footers • Using the Header & Footer Tools – Design Tab • Inserting Page Numbers • Doing More with Headers and Footers

Working with Pictures

• Inserting Pictures • Editing Pictures • Doing More with Pictures • Formatting Pictures • Managing Pictures

Working with Shapes

• Drawing Shapes • Working with Shapes • Working with Text and Shapes • Advanced Shape Tasks

Performing a Mail Merge

• Using the Mail Merge Wizard • Performing a Manual Mail Merge • Sending a Document Electronically

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MICROSOFT OFFICE WORD   ADVANCED

Course Aims

This intensive hands-on one-day training course has been designed to provide delegates with a solid understanding of advanced Word   tools and concepts in order to increase their knowledge and productivity.

Who Should Attend

Users with a good understanding of Microsoft Word   who want to expand on their capabilities in a short space of time. Delegates should have a good working knowledge and understanding of the concepts covered in the Introduction and Intermediate courses.

Course Outline

Managing and Reviewing Documents

➲ Using Comments • Tracking Changes • Combining Multiple Versions of Documents • Creating an Outline

Working with Reference Tools

➲ • Creating a Table of Contents • Creating References within a Document • Creating a Bibliography • Creating Index and Reference Tables • Creating References to Other Documents

Using Time Saving Tools

➲ • Using Language Tools • Inserting Pre-Defined Text • Using the Navigation Pane

Working with Advanced Graphics and Objects

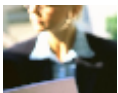➲ • Inserting Text Boxes • Inserting WordArt • Creating SmartArt • Editing SmartArt • Using Building Blocks and Quick Parts

Creating Tables

➲ • Inserting Tables • Editing Tables • Formatting Tables • Working with Table Data

Creating Equations and Charts

➲ • Working with Equations • Creating Charts • Formatting Charts • Analysing Chart Data

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MICROSOFT OFFICE EXCEL   INTRODUCTION

Course Aims

This intensive one-day training course is designed to let users get to grips with the main features of Microsoft Office Excel , including a thorough treatment of the new 'Ribbon' interface, introduced with Excel 2007. It is entirely 'hands on', so those attending will get practice in creating and modifying actual spreadsheets.

Who Should Attend

The course is intended for new users of Microsoft Excel   who want to become productive in the shortest possible time. Delegates should be proficient in using a PC with the Microsoft Windows operating system, but no prior experience with Excel is required.

Course Outline

Getting Started with Excel
• Starting Out • About Workbooks • Exploring your Workbook • Getting Help with Excel
The Excel Interface
• The Quick Access Toolbar and File Menu • The Home Tab • The Insert Tab • The Page Layout Tab • The Formulas Tab • The Data Tab • The Review Tab
Excel Basics
• Working with Excel • Basic Excel Features • Moving your Data • Smart Tags and Options Buttons • Editing Tools
Editing your Workbook
• Modifying Cells and Data • Cell Formatting • Enhancing a Worksheet's Appearance
Printing and Viewing your Workbook
• Using the View Tab • Managing a Single Window • Managing Multiple Windows • Printing your Workbook
Working with Charts
• Creating Charts • Selecting Chart Data • Working with Chart Options

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MICROSOFT OFFICE EXCEL   INTERMEDIATE

Course Aims

This hands-on one-day training course has been designed to give delegates a solid understanding of more advanced tools and concepts used in Excel , in order to increase their knowledge and productivity.

Who Should Attend

Users with a basic understanding of Microsoft Excel   who want to consolidate and expand on their knowledge of the basic features in a short space of time. Delegates should have a good working knowledge and understanding of the concepts covered in the Introduction course.

Course Outline

Advanced File Tasks
Using Windows Explorer within Excel • Saving your Files • Using File Management Tools, Part One • Using File Management Tools, Part Two
Working with Functions and Formulas
Using Formulas in Excel • Exploring Excel Functions • Using Functions in Excel • Working with Names and Ranges • Working with Array Formulas
Managing Tables
Working with Tables • Working with Records and Fields • Working with Tables and Filters • Using Excel as a Database
Adding the Finishing Touches
Research Tools • Using Themes • Adding Text Boxes • Inserting Pictures and ClipArt • Editing Pictures
Showing Data as a Graphic
• Inserting SmartArt • Formatting SmartArt • Adding Symbols, Equations, and Shapes • Sparklines • Editing Sparklines
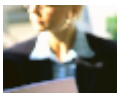
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MICROSOFT OFFICE EXCEL ADVANCED

Course Aims

This intensive hands-on one-day training course has been designed to provide delegates with a very advanced set of Excel tools and concepts in order to further increase their knowledge and productivity.

Who Should Attend

Users with a solid understanding of, and experience with, Microsoft Excel who want to increase their ability in a short space of time. Delegates should have a good working knowledge and understanding of the concepts covered in the Introduction, Intermediate and Advance courses.

Course Outline

Advanced Conditional Formatting
• Editing Standard Formatting Rules
. Input Validate rules
• Using Formulas in Conditional Formatting

Using Form Controls and Templates
• Using Form Controls
• Creating Templates

Macros
Advanced Calculations
Goal seek, consolidate and scenarios

Advanced Lookup Functions
•Using Hlookup and VLookup Functions
Using the Index Function
• Using the Match Function
• Using Index and Match Together
• Using the Indirect Function

Advanced Functions
• Using Error Functions
• Using Logical Functions
• Using Array Formulas
• Using Rounding Functions

Advanced Pivot Table Tools
• Importing Pivot Table Data
• Calculated Fields in Pivot Tables
• Showing Pivot Data as a Percentage
• Creating Custom Pivot Tables Styles

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MICROSOFT OUTLOOK 2007 INTRODUCTION

COURSE CONTENT

Course Aims

This intensive, hands-on one day training course is designed to teach delegates how to identify the components of the Outlook environment, compose, send, responding to and organise email messages, use folders, manage contacts and schedule appointments, meetings, tasks and notes.

Who Should Attend

New, intending or existing users of Microsoft Outlook 2007 who want to master the basic features and learn best practice in order to become more productive in their communications and organisation. Note: Delegates should be proficient in using a PC with the Microsoft Windows operating system, but no prior experience with Microsoft Outlook is required.

Course Outline

Getting Started with Outlook

➲ Explore the Outlook Interface • Send a Simple Message • Read Messages • Reply to and Forward a Message • Print a Message • Delete a Message

Composing Messages

➲ • Address a Message • Format a Message • Check Spelling and Grammar • Attach a File

Organizing Messages

➲ • Open and Save an Attachment • Flag a Message • Organize Content with Folders

Managing Contacts

➲ • Add a Contact • Find the Geographical Location of a Contact • Manage Contacts

Scheduling Appointments

➲ • Explore the Outlook Calendar • Schedule an Appointment • Assign Categories and Edit Appointments

Scheduling Meetings

➲ • Schedule a Meeting • Reply to a Meeting Request • Propose a New Meeting Time • Manage Meetings • Print the Calendar

Managing Tasks and Notes

➲ • Create a Task • Edit and Update a Task • Create a Note • Edit a Note • Display a Note on the Desktop

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MICROSOFT OUTLOOK 2007 INTERMEDIATE

COURSE CONTENT

Course Aims

This intensive, hands-on one day training course is designed to teach delegates how to customise their Outlook environment, calendar, mail, folders, and also track, share, assign, and quickly locate items within Outlook.

Who Should Attend

Existing users of Outlook 2007 who wish to further develop their understanding of the software and improve their performance at work. Note: delegates must have a thorough understanding of, and experience in, the subjects covered in the Introduction course.

Course Outline

Setting Calendar Options

• Set Work Days and Times • Display an Additional Time Zone • Set Availability Options

Customizing Message Options

• Modify Message Settings • Modify Delivery Options • Change the Message Format • Notify Others that You Will Be Out of the Office • Create a Distribution List • Insert a Hyperlink

Tracking Work Activities Using the Journal

• Automatically Record a Journal Entry • Manually Record a Journal Entry • Modify a Journal Entry

Managing Tasks

• Assign a Task • Reply to a Task Request • Send a Task Update • Track Assigned Tasks

Sharing Folder Information

• Specify Folder Permissions • Delegate Access to Folders • Access Another User's Folder • Send Calendar Information in an Email Message

Customizing the Outlook Environment

• Customize the Toolbar • Create a New Toolbar • Customize the Menu Bar • Customize the Quick Access Toolbar • Customize the To-Do Bar • Create a Folder Home Page

Locating Outlook Items

• Sort Messages Using Multiple Criteria • Find Messages • Find Outlook Items Using Multiple Criteria • Filter Messages • Organize Messages • Manage Junk Email

Working with Public Folders

• Create a Public Folder • Add Users to a Public Folder • Post Information in a Public Folder • Send an Email Message to a Public Folder

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MICROSOFT OUTLOOK 2007 ADVANCED

COURSE CONTENT

Course Aims

This intensive, hands-on one day training course is designed to teach delegates how to personalize email, organize Outlook items, manage Outlook data files, share and link contacts, save and archive email, create forms, and work offline and remotely.

Who Should Attend

Existing users of Outlook 2007 who wish to use the advanced features of outlook to improve their productivity and effectiveness. Note: delegates must have a thorough understanding of, and experience in, the subjects covered in the Introduction and Intermediate courses.

Course Outline

Personalizing Your Email

• Apply Stationery and Themes • Create a Custom Theme • Create Signatures • Modify Signatures • Configure Email Message Security Settings

Organizing Outlook Items

• Group Items • Create Search Folders • Apply Conditional Formatting

Managing Outlook Data Files

• Create a Data File • Add Outlook Data Files to a Mail Profile • Change Data File Settings

Working with Contacts

• Forward Contacts • Edit an Electronic Business Card • Export Contacts • Perform a Mail Merge • Link Items to Business Contact Manager

Saving and Archiving Email

• Save Messages in Alternate Formats • Archive Messages • Protect Personal Folders

Creating a Custom Form

• Add Form Fields • Save a Form as a Template • Test a Form

Working Offline and Remotely

• Make Folders Available Offline • Configure RPC Over HTTP • Download Selected Messages • Publish Calendar Information to Office Online

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MICROSOFT OUTLOOK 2007 NEW FEATURES

COURSE CONTENT

Course Aims

This intensive, hands-on one-day training course introduces the new features and functionality in the latest version of Microsoft Outlook. There have been substantial changes to the user interface in this database application, and this course will help delegates get proficient in the shortest possible time.

Who Should Attend

The course is designed for experienced Outlook users who have worked with earlier versions of Microsoft Outlook , and who have or are planning to upgrade to Microsoft Outlook 2007. Ideally delegates should also have some familiarity with the Internet. This course covers the commonly used new features for a typical user.

Course Outline

Getting Started

• Starting Out • Interacting with Outlook • The New Interface, Part 1 • The New Interface, Part 2 • Using the Outlook Panes • Getting Help in Outlook

Using E-mail

• Answering E-mail • Doing More with E-mail • Polishing your Message • Adding Word Elements • Adding Outlook Elements

Advanced E-mail Features

• Advanced Calendar Options • Advanced Mail Options • Advanced Contact Management Options • Signatures and Stationery • RSS

More Advanced E-mail Features

• Using Categories • Linked Items • Publishing your Calendar • Using the Account Settings Window

Security and Search Tools

• Security Tools • The Trust Center, Part 1 • The Trust Center, Part 2 • Instant Search

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HTML PROGRAMMING INTRODUCTION

COURSE CONTENT

A ONE-DAY TRAINING COURSE

COURSE AIMS

This hands-on one day training course is designed to provide the basic foundation necessary to create Web pages using HTML.

Course Outline

Overview of HTML

• Overview • Introduction to HTML • Creating an HTML document

Formatting text with HTML

• Paragraph formatting with HTML • Character formatting with HTML • Comparing procedural and descriptive formatting

Adding local and remote links

• Adding local links • Adding remote links • Adding internal links with the named anchor tag

Adding graphics and sound

• Linking to and embedding graphics • Linking to multimedia files

Creating lists in HTML

• Creating lists • Creating nested lists

Creating tables in HTML

• Creating and modifying tables • Creating advanced table elements

Setting body and background attributes
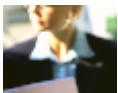
• Setting backgrounds and text colors

Web page design guidelines

• Web page style considerations

Adding links to other Internet services

• Links to non-Web Internet services

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HTML PROGRAMMING INTERMEDIATE

Course Aims

This hands-on one day training course is designed to provide some of the more advanced HTML elements and techniques. Delegates will learn several new topics including customizable tables and forms.

Who Should Attend

The course is intended for existing users of HTML who want to use more advanced features in order to increase their productivity and effectiveness. Delegates should have a good working knowledge and understanding of the concepts covered in the Introduction course.

Course Outline

Advanced tables

• Creating nested tables • Using tables for page layout

Graphics

• Incorporating graphics into a document • Creating and using imagemaps

Creating forms

• Introduction to forms

Advanced forms

• Using advanced input types • Setting input type attributes • Creating a text area • Creating form list boxes

Frames

• Overview of frames • Creating frames • Applying frame attributes • Using nested framesets

Dynamic and interactive documents

• Interactive Web pages • JavaScript in HTML documents • Java in HTML documents

Cascading Style Sheets (CSS-1)

• Introduction to style sheets (CSS-1) • Working with style sheet properties and selectors • Linked style sheets

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ADOBE DREAMWEAVER INTRODUCTION

COURSE CONTENT

Course Aims

This intensive, hands-on one day training course is designed to teach delegates how to design, build, and upload a website.

Who Should Attend

This course is intended for novice web designers, web developers, website designers, and graphic artists with some programming background who need to build simple websites and want to utilize the features of Adobe Dreamweaver CS5. Note: Delegates should be proficient in using a Windows PC, and be familiar with HTML and basic CSS.

Course Outline

Getting Started with Dreamweaver

• Identify the Basic Concepts of Web Design • Locate Dreamweaver Interface Elements • Customize the Interface

Initiating a Website

• Identify the Elements of a Project Plan • Determine the Workflow of a Web Project • Define a Website • Create a Document

Designing Web Pages

• An Introduction to Cascading Style Sheets • Format a Web Page • Identify Copyright and Citation Requirements • Insert Images • Insert Tables • Import Data from Other Applications • Organize Files and Folders
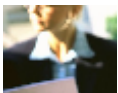
Creating Reusable Site Assets

• Create and Use Library Items • Update Library Items • Use Snippets • Create a Template

Working with Links

• Create Hyperlinks • Create Anchors • Create Email Links • Create Image Maps • Create Image Link Rollovers

Uploading a Website

• Validate a Website • Upload Files onto a Site

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ADOBE DREAMWEAVER INTERMEDIATE

COURSE CONTENT

Course Aims

This intensive, hands-on one day training course is designed to teach delegates how to develop professional-looking web pages using the Adobe Dreamweaver application.

Who Should Attend

This course is intended for web developers, designers, and administrators who are familiar with the basic tools and features of Adobe Dreamweaver and want to expand on existing knowledge to gain intermediate to advanced skills for creating and maintaining more robust interactive websites. Note: Delegates should have a good working knowledge and understanding of the concepts covered in the Introduction course.

Course Outline

Working in Code View

• Use Coding Tools • Search for and Replace Code • Add Design Notes and Comments

Formatting with Advanced CSS Techniques

• Use External Style Sheets • Create a Layout Using CSS • Apply Rollover Effects Using CSS

Working with AP Elements

• Create AP Elements • Control AP Elements

Working with Spry Elements

• Use Spry Interface Widgets • Use Spry Data Sets

Creating a Form

• Set Up a Form • Add Form Elements • Validate a Form

Integrating External Files with Dreamweaver

• Integrate Photoshop Images in Dreamweaver • Insert Media Objects • Integrate XML-Based Data

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ADOBE DREAMWEAVER ADVANCED

COURSE CONTENT

Course Aims

This intensive, hands-on one day training course is designed to teach delegates how to develop professional-looking web pages using the Adobe Dreamweaver application.

Who Should Attend

This course is intended for web developers, designers, and administrators who are familiar with the basic tools and features of Adobe Dreamweaver and want to expand on existing knowledge to gain intermediate to advanced skills for creating and maintaining more robust interactive websites. Note: Delegates should have a good working knowledge and understanding of the concepts covered in the Introduction course.

Course Outline

Establishing Database Connectivity

• Connect to a Server • Identify the Components of a Database-Driven Site • Create a Connection to the Database

Working with Recordsets

• Create Recordsets • Display Records • Navigate Through Recordsets

Creating Interactive Page Elements

• Create Master and Detail Pages • Create Search and Results Pages • Use Dynamic Form Elements

Administering Records

• Insert Records • Edit Records • Delete Records

Creating User Authentication Systems

• Create User Registration Forms • Secure Web Pages

Administering Websites

• Transfer Files to Servers • Manage Websites

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SAGE 50 ACCOUNTS : INTRODUCTION

Course Aims

This training course provides the basic knowledge required to operate the Sage 50 Accounts package. It is an extremely 'hands-on' course : delegates will be maintaining ledger accounts, inputting opening balances and processing journals through to production of VAT and relevant management reports.
In addition, delegates will cover bank transactions and reconciliation, plus the maintenance and use of the Sales, Purchase and Nominal Ledgers and the Product file including stock control and the production of invoices.
In all, it provides a solid background for the day-to-day use of the Sage 50 Accounts package in a commercial environment.

Who Should Attend

All Accounts staff who need to learn how to use the Sage 50 Accounts accounting package.
Note: Participants should be competent in operating a PC.

Course Outline

Programme Basics

• Starting Sage 50 Accounts • The main programme window • Modules, windows and views • Getting help • Exiting Sage 50 Accounts

Getting Started

• Getting started • Restoring data for the first time • Setting the financial year • Backing up for the first time

Account Names & Numbers

• Debit and credit • Double entry book-keeping • Viewing the accounts list • Printing the current list • Viewing and printing Nominal List report • Account ranges • Changing account names • Control accounts

Bank Entries

• Bank Receipts • Bank Payments

Financials

• The financial state of the company • The Trial Balance report • The Profit and Loss report • The Balance Sheet

Customers

• The Customers module • Entering a new customer • The Customer Record Wizard • Adding more customers • About selecting customers • Editing customer details • Customer delivery addresses • Customer address lists

Suppliers

Service Invoices

• The Invoice window • Service Invoices • Printing invoices • Updating ledgers • Viewing customer and invoice information • Re-printing the invoice

Products

• Products • Adding new products • The Product Record window • Non-Stock and Service items

Stock Control

• Stock adjustments in • Stock adjustments out • Stock returns • Product activity • Stocktaking • Re-order levels • The Product Dashboard

Product Invoices

• Product Invoices • Adding an invoice with a customer delivery address • Adding a further invoice • Mix and match invoicing • Printing the invoices • Changing an invoice • Updating the ledgers • Adjustments in

Product Credit Notes

Reviewing your Accounts

• The financial state of your company
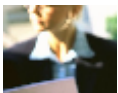
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Sending Statements

• Customer Dashboard • Account balances • Aged debtors analysis • Statements

Customer Receipts

• Customer Receipts • Automatic allocation of receipts • Manual allocation of receipts • Partial allocation of receipts • Giving a discount • Payments on account

Customer Activity

Purchase Invoices

• Supplier details • Batch invoices • Supplier account balances

Supplier Payments

• Payments to suppliers • Making a payment • Printing remittance advice notes • Printing cheques • Supplier activity

More about the Nominal Ledger

• Journal entries • Nominal code activity • Nominal Ledger Graph • Nominal records

More about Bank Accounts

• Bank transfers • Combined payments • Petty cash transactions

Bank Reconciliation

Recurring Entries

• What are recurring entries? • Adding new recurring entries • Adding a receipt • Adding journal credits and debits recurring entries • Setting up a bank transfer recurring entry • Editing an entry • A recurring entry processed weekly • Processing recurring entries • Suspending postings • Deleting recurring entries

VAT Returns

• Notes on VAT returns • Producing a VAT return • VAT adjustments • Printing the VAT return • Reconciling the VAT transactions • Updating the VAT account references

Simple Reports & Information

• Information • Reports

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SAGE 50 ACCOUNTS : INTERMEDIATE

Course Aims

This training course takes participants beyond the basics of day-to-day bookkeeping, and into the use of Sage 50 Accounts for prepayments, accruals, depreciation, contra payments and global changes. It also deals with pricing options and currencies (including the Euro). This is a very 'hands-on' course : delegates will use the package to carry out tasks, and will acquire practical experience as well as an enhanced knowledge of Sage 50 Accounts and the accounting principles behind it.

Who Should Attend

All Accounts staff who want to move beyond the basics of the Sage 50 Accounts accounting package. Note: Participants should be competent in operating a PC, with a good basic knowledge of the package.

Course Outline

Prepayments & Accruals

• What are prepayments and accruals? • Setting up prepayments • Setting up accruals • Processing prepayments and accruals • Deleting prepayments and accruals

Fixed Assets & Depreciation

• What are fixed assets? • Depreciation methods • Entering a new fixed asset • Entering an existing asset • Depreciating assets • Asset valuation • Asset reports • Writing off an asset

Delivery Addresses

• Delivery addresses • Adding delivery addresses • Setting the invoice & order defaults for delivery addresses • Editing a customer delivery address

Entering Purchase Orders

• Purchase order processing • The Purchase Order Processing window • Entering a purchase order for product items • Entering a non-product purchase order • Entering long descriptions

Purchase Order Skeletons

• What is a purchase order skeleton? • Using a non-recurring purchase order skeleton

Processing Purchase Orders

• Printing purchase orders • Putting purchase orders on order • Deliveries • Deliver - complete deliveries • GRN - Goods Received Notes • Amending deliveries • Changes made to the accounts data • Creating purchase invoices from purchase orders • Purchase order reports • Deleting orders

Product Records & Purchase Orders

• Product records

BOMs & Product Transfers

• What are BOMs? • Case studies • Checking availability of components • Stock transfers • Product reports

Product Pricing Options

• Pricing options • Setting a special customer price • Creating customer price lists • Changing a cost price • Moving a customer from one price list to another • Deleting price lists • Price list reports

Entering Sales Orders

• Sales order processing • The Sales Order Processing window • Sales order - product items • Multiple line sales orders, discounts, goods not in stock • Non-product sales orders

Recurring Sales Order Skeletons

• Sales order skeletons • Editing a sales order skeleton • Processing a recurring sales order skeleton • Editing the frequency of a recurring sales order • Deleting a sales order skeleton

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Processing Sales Orders

• About sales order processing • Printing sales orders • Allocating stock • Using the ShortFall Generator • Sales order reports • Recording despatches • Changing a sales order • Manual processing • Partly allocated orders • Cancel, hold and unallocate • Deleting orders

More about Sales Invoices

• Checking sales invoices • Printing invoices • Updating ledgers

Credit Control

• Credit control basics

Using the Search Option

• The Customers window • Using the Search option

Statements & Account Letters

• Sending statements • Accounts letters • Disputed invoices

Customer Refunds

• Entering the overpayment • Checking the customer activity • Processing the customer refund

Late Payment Legislation

• What is the late payment legislation? • Setting up your system for late payment charges • Adding an invoice • Charging customers for late payment

Writing Off Bad Debts

• Writing Off Bad Debts

The Sage Task Manager

• Opening the Sage Task Manager • Entering tasks • Closing the Sage Task Manager

Paying Bills using the Sage Task Manager

• Entering bills into the Sage Task Manager • Paying bills using the Sage Task Manager

Cash Flow Forecasting

• Showing the Cash Flow window

Versions of Sage 50 Accounts

NOTE: Content may vary slightly between versions (eg V10, V11, etc) or applications (Accountant, Accountant Plus, Financial Controller). These differences are usually if little significance and do not affect the core skills acquired during the course.

Because we need to cater for a wide range of users, most of whom do not use the latest version, we deliver the courses on a version that is 2-3 years old.

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SAGE 50 ACCOUNTS : ADVANCED

COURSE CONTENT

Course Aims

This training course takes participants into advanced use of Sage 50 Accounts, including subjects such as budgets, quotes, proforma invoices, currencies, batch payments and the audit trail. It is a very 'hands-on' course : delegates will use the package to carry out tasks, and will acquire practical experience as well as an enhanced knowledge of Sage 50 Accounts and the accounting principles behind it.

Who Should Attend

All Accounts staff who need to learn how to use advanced features of Sage 50 Accounts. Note: Participants should be competent in operating a PC, with a solid working knowledge of the package.

Course Outline

Importing Data

• Preparing data for importing • Importing customer records

Setting up Departments

• Why use departments? • Setting up departments

Setting Budgets

• Budgets • Entering nominal code budget details • Advanced budgeting method • Setting your budget by department • Checking the departmental budgets • Using one year's actuals for the next year's budget

Setting up Discounts

• Customer discounts • Discount by invoice value • Discount by product quantity • Applying a customer discount • Settlement discounts • Discounts by invoice item line • Net value discounts • Product discount scheme descriptions

Quotations

• About quotations and converting quotations • Creating a product quotation • Creating a service quote • Printing quotations

Converting Quotations

• Winning and losing quotations • Winning a quotation • Losing a quote • Retrieving a lost quotation and winning it

Pro-forma Invoices

• Creating a pro-forma invoice • Processing the payment on account • Creating the invoice

The Euro & Other Foreign Currencies

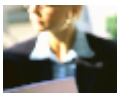• The euro • Setting up the Foreign Trader option • Setting up the currency table • Foreign currency bank accounts

Invoicing in Euros

• Creating a sales invoice with a euro total • Adding a euro sales invoice

Receiving Payments in Euros

• Updating the currency table • Receiving euro payments • How Sage 50 Accounts Professional has dealt with the

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exchange rate variance

Paying Foreign Currency Invoices

• Entering supplier invoices • Paying foreign currency invoices • Checking the supplier activity for exchange rate variance

Contra Entries

• - What is a contra entry? • - Entering the purchase invoices for the customer/supplier • - Entering contra entries

Batch Payments

• Entering the supplier invoices • Entering batch purchase payments • Printing cheques

Changing Posted Records

• Adding incorrect payments • Checking the audit trail • Using journal reversals • File maintenance • Checking the petty cash account

Batch Changes & Global Changes

• What are batch changes? • What are global changes? • Changing specific records

The Opening and Closing Stock Wizard

• Calculating the cost of sales • Using the Opening and Closing Stock Wizard

Analysing Budgets & Departments

• Analysing the budget • Analysing department sales & expenditure

The Audit Trail

• What is the audit trail? • Viewing the audit trail • Printing the audit trail report • Clearing the audit trail

Report Designer Basic Skills

• About reports and layouts • Using the Report Designer • Basic skills • Customising a customer letter • Tooltips and selecting objects

Report Designer More Skills

• Opening an invoice form for editing • Customising the invoice • Using the customised invoice

The Sage Report Wizard

• Creating a new report • Changing the page setup • Saving the telephone list report • Accessing the new report • Deleting a report

Project Costing

• What is project costing? • Setting up project costing • Using project costing • Analysing the project • Project enquiry • Project credits • Raising the sales invoice • Completing the project • Project reports

Setting Passwords & Access Rights

• Setting password access to Sage • Setting a company password • Setting up individual password protection
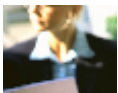
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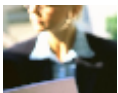www.pcworkshops.wordpress.com

SAGE ACT! CRM ADMINISTRATOR COURSE

What do I learn?

This is a more advanced course to help you maximise your knowledge and use of Sage ACT! It will help you master everything you need to know about creating a new database and users, customising fields and layouts

Objectives

- Know how to create a new database, create and delete users and manage user passwords
- Understand how to customise database fields, including modifying existing fields or setting up new ones, creating drop down lists and using field security
- Know how to use the Layout Designer to amend existing layouts and create new tabs
- Be able to customise menus, toolbars and the Navbar, including adding/removing icons and menu items
- Understand how to customise Smart tasks
- Become familiar with and customise ACT! Dashboards
- Know how to setup and use the Sage Accounting Integration, including importing and creating Sage Accounts records
- Understand how to Import Sage Accounts products into ACT! and converting opportunities to sales orders / invoices
- Be able to export from one ACT! Database to another ACT! Database
- Know how to deal with duplicate records and make global changes
- Understand how to use Database Maintenance including taking a backup.
- Be able to import and export data from Microsoft®Excel
- Learn how to customize ACT! reports using report designer
- Become familiar with Sage E-marketing and Business services tools.

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Sage ACT! Crm user course

What do I learn?

This is an introductory course that will help you understand and get the best out of Sage ACT! It includes setting up contacts, lookups and searches, exporting data to Microsoft® Excel, activities and opportunities, email, letter templates and how to mail merge.

Objectives

What will I learn by the end of this course?

- Be more familiar with navigation and what Sage ACT! can do for you
- Understand how to manage your contacts
- Know how to use lookups and searches
- Know how to use the Document tab, including editing, adding and mapping to spreadsheets
- Know more about Groups and Companies and how to use subgroups and divisions
- Understand how to schedule activities, including creating types and priorities, adding resources, contacts and users and how to use activity reporting
- Understand the Opportunity process and how to manage opportunities from creation to closing, including reports and pipeline management
- Be able to create letters, letter templates and understand how to use mail merge
- Understand how to use email integration
- Overview of database synchronisation.

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