

## **On Site Training**

### **One on One Sessions**

If you or someone in your home/office need some specific or refresher training, this is the session for you. Maybe you have a project, spreadsheet or document that needs some help. Our experienced trainer schedules a convenient time (day, evening or weekend) and works individually with you and provides the necessary training to get the job done!

### **Group Sessions (including Lunch'n'Learns!)**

We will come to your office and train from 2-8 people. We come with our own portable lab of laptops. Students use the laptops, equipped with external keyboard and mouse. If we are supplying the computers, all the set up is done by us, no worries for your IT staff! We are equipped with wireless network cards, so if you want us to hook up to your network to access your own data, we can do that too. These sessions can be any length any time (ie. one hour lunch and learns, two hours after work, full day 6 hour classes, etc). We are flexible!

Have an office out of town that need training too? No problem, we travel. Same rate, just add travel costs.

## **Public Courses**

We also offer courses to the general public. This has been a community initiative at the Burnewood Community Hall in Millwoods and are looking at expanding to other communities. The community league is able to provide a great service as well as receive a portion of the profits. These may be evening courses open to absolutely everyone or special daytime courses, designed for Seniors. Typically they are held in two hour blocks and run between 3 and 6 weeks in length. Our classes are no larger than 8 students and everyone gets a computer to work on during the course as well as a handout or manual. Check out our website at [www.knowitsooner.com](http://www.knowitsooner.com) for a schedule of current course offerings.

## **Webinars**

The busy folk love our webinars! All that is required is a computer at your office which can project sound and connect to the internet. The instructor is on her computer at her office, and the student is on their's at their location. You are able to see the instructor's computer screen and hear her voice delivering your training course!

### **Live Sessions**

If you would like to "meet" with an instructor without leaving the comfort of your /home office, consider scheduling a webinar. These sessions are similar to the above one-on-one sessions and you are able to connect and ask questions. You can even request that the instructor views your screen, in case you're having problems or questions about something on your computer.

### **Recorded Sessions**

These sessions are typically one hour in length and allow the flexibility for the student to start and stop the training as they need to. These are on specific topics (ie. Mail Merge, Creating Formulas in Excel, etc).

### **Video Tips**

These are new and will be available soon. They are recorded webinars, like above, but they are only 5-10 minutes in length. We are offering monthly or annual subscriptions to users who would then receive an informative video tip weekly. No more reading! Although many different types of computer users would benefit from these tips, we are excited for the folks who never seem to have the time to attend a course! Who doesn't have 10 minutes per week to watch a short webinar that could save them hours of time later! It is also very economical and low administration.

# Suggested Topics for Sessions

We are flexible for course content, but here's a list to get you started if you're not sure what your employees need for training! Let us know the lengths of the sessions you're interested in and the topics, and we'll prepare a program for you! We also offer traditional one day courses which include many of the below topics and we label them: Level 1 (Introduction), Level 2 (Intermediate), etc.

## Microsoft Word:

- Changes in Microsoft Office 2007
- The Basics
- General Tips and Tricks
- Lining things up – Tabs, Indents and the Ruler
- Autotext, Autocorrect and Toolbar Customizing
- Formatting (Setting and Clearing Line Spacing, Alignment, Fonts, Keep with Next, Borders, etc)
- Creating Styles and Table of Contents
- Sections and Headers and Footers and Page numbering
- Bullets and Numbering
- Working with Columns and Inserting Pictures
- Mail Merge, Labels and Envelopes
- Tables – everything you wanted to know about tables
- Keystrokes – do it all with your keyboard
- The Toolbars – explore every tool on the standard and formatting toolbars or the Ribbon
- Find and Replace – a very powerful, and under-utilized tool

## Excel:

- Changes in Microsoft Office 2007
- The Basics
- General Tips and Tricks
- Beginner Formulas – (Relative and Absolutes formulas, AUTOSUM, Average, Min, Max)
- Intermediate Formulas – (IF, VLOOKUP, Round, COUNTIF, SUMIF)
- Printing – setting what to print, headers/footers, print titles
- Graphs/Charts
- The Toolbars – explore every tool on the standard and formatting toolbars
- Formatting – dates, numbers, text, custom formats, copying formats, conditional formatting
- Breaking apart cells and putting them back together, importing data
- Working with large spreadsheets – sorting, filtering, subtotaling, pivot tables
- Working with multiple worksheets, linking, adding cells across sheets
- Naming ranges - using them in formulas and for navigation

## PowerPoint:

- General Tips and Tricks
- The Basics
- Multimedia – incorporating sounds and movies
- Setting up your slide show – animation, timings and transitions
- The Drawing Toolbar
- Working with the Master slide (making global changes to the presentation)

## Outlook:

- The Basics
- Managing your Mailbox (sorting, deleting, restoring, filing, flagging messages)
- Calendars and Tasks
- Rules, Out of Office message, Auto signature, Voting Buttons, Options
- Managing Contacts