



Software and Management Training Brochure



Training Overview

Ashbury Training work in partnership with our corporate clients maximising the return from their investment in training by providing a comprehensive service which goes beyond the provision of courses alone.

We dedicate ourselves to an approach that is innovative, flexible and of the highest quality. Our experience is one of our greatest assets. Since being established in 1999, we have implemented highly successful training projects for blue chip clients such as Marks & Spencer and Ernst & Young.

As an Accredited Training Provider Ashbury Training is bound by the **Institute of IT Training** Code of Practice - a quality-assurance document, governing areas such as trainer qualifications, training course value, publicity and complaints procedures.

We are continually updating our services to offer training solutions encompassing the latest technologies and ideas including the creation of our pioneering **Ashbury Dashboard**. This will allow you to view your full training history, download free manuals and current project status on a personalised online site.

All proposals and programmes are designed specifically to suit individual client needs so no 'off the shelf' programmes here. We do not run 'open' courses where the focus of the course is diluted across many organisations.

Where appropriate we can also supply our clients with our **mobile classroom**. This includes a suite of laptops that can be setup in any meeting room on your premises allowing you to keep your people on-site and your equipment free for business use.

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Microsoft Word Introduction

Our training in Microsoft Word is in modular form, so that you select specific modules for groups of users who do not require full course.

The approximate time to teach each module is included with details of the content. Accordingly you will be able to gauge fairly accurately the training time required for your specific needs.

The full course comprises approximately three training days:

- the first day is an **introductory** course aimed at first-time users
- the second and third days are intended for experienced users wishing to attain **intermediate** or **advanced** proficiency levels.

Module 1.1: Word Basics Lesson A. Introduction to Word	<ul style="list-style-type: none"> • A-1: Starting Microsoft Word • A-2: Exploring the application window • A-3: Orientation to the toolbars • A-4: Orientation to the menus • A-5: Using Tools, Options to adjust some default features
Lesson B. Creating a New Blank Document and the Basics of Entering Text	<ul style="list-style-type: none"> • B-1: Creating a new document, entering text, and identifying formatting marks • B-2: Using Tab, AutoComplete, Backspace, and the word-wrap feature while entering text
Lesson C. The Save As command	<ul style="list-style-type: none"> • C-1: Saving a document for the first time and closing a document
Lesson D. Opening and Editing a Document	<ul style="list-style-type: none"> • D-1: Opening a document and inserting text • D-2: Deleting selected text and a blank line • D-3: Replacing selected text • D-4: Saving changes to a document
Lesson E. Getting Help in Word	<ul style="list-style-type: none"> • E-1: Exploring Help
Module 1.2: Navigating in a Document Lesson A. Scrolling within a Document	<ul style="list-style-type: none"> • A-1: Using the different Views options in the Open dialog box • A-2: Navigating a document using the vertical scroll bar and keyboard techniques • A-3: Determining which page you're looking at; locating the insertion point
Lesson B. Searching a Document	<ul style="list-style-type: none"> • B-1: Using the Find command • B-2: Using the Replace command • B-3: Using the Go To command • B-4: Using the Select Browse Object button
Module 1.3: Additional Editing Techniques Lesson A. Using AutoCorrect	<ul style="list-style-type: none"> • A-1: Using the AutoCorrect feature • A-2: Creating an AutoCorrect entry • A-3: Deleting an AutoCorrect entry
Lesson B. Techniques for Selecting Text	<ul style="list-style-type: none"> • B-1: Using various selection techniques • B-2: Using the Undo and Redo commands
Lesson C. Moving Text	<ul style="list-style-type: none"> • C-1: Moving selected text using Cut and Paste • C-2: Copying and pasting selected text • C-3: Copying text from one document to another using Copy and Paste
Module 1.4: Character and Paragraph Formatting Lesson A. Basic Character Formatting Techniques	<ul style="list-style-type: none"> • A-1: Using the Formatting toolbar to apply and remove character formats • A-2: Changing the font and font size
Lesson B. Additional Character Formatting Techniques	<ul style="list-style-type: none"> • B-1: Using the Font dialog box; repeating character formatting • B-2: Using the Format Painter button to copy character formatting

	<ul style="list-style-type: none"> B-3: Using Paste Special to remove character formatting
Lesson C. Paragraph Formatting	<ul style="list-style-type: none"> C-1: Experimenting with paragraph alignments
Lesson D. Working with Indents, Numbered Lists, and Bulleted Lists	<ul style="list-style-type: none"> D-1: Setting and repeating indents D-2: Creating numbered lists; adjusting a hanging indent D-3: Adding bullets to selected text; customizing bullets
Lesson E. Line Breaks and Line Spacing	<ul style="list-style-type: none"> E-1: Comparing new paragraphs and new lines E-2: Changing line spacing E-3: Using non-breaking spaces
Module 1.5: Introduction to Tabs and Tables	<ul style="list-style-type: none"> A-1: Using the default tab stops A-2: Using the ruler to set, move, and delete a tab stop A-3: Using different types of tab stops A-4: Setting a tab with a leader character
Lesson A. Working with Tabs	
Lesson B. Creating a Table	<ul style="list-style-type: none"> B-1: Creating a table B-2: Entering text in a table
Lesson C. Editing Tables	<ul style="list-style-type: none"> C-1: Adding a row and a column C-2: Changing column width by dragging column boundaries C-3: Deleting a row and a column
Module 1.6: Controlling Page Appearance	<ul style="list-style-type: none"> A-1: Creating a header and footer A-2: Editing the header and footer
Lesson A. Headers and Footers	
Lesson B. Modifying Margins	<ul style="list-style-type: none"> B-1: Changing the margins B-2: Using Zoom to change the magnification
Lesson C. Page Breaks	<ul style="list-style-type: none"> C-1: Inserting manual page breaks C-2: Deleting a manual page break
Module 1.7: Tools and Printing	<ul style="list-style-type: none"> A-1: Checking the spelling of an entire document A-2: Using the Automatic Spell Check feature A-3: Using the thesaurus and the Word Count tool
Lesson A. Using Proofing Tools	
Lesson B. Printing a document	<ul style="list-style-type: none"> B-1: Using Print Preview to view multiple pages B-2: Editing the document in Print Preview B-3: Printing a finished document
Lesson C. Envelopes and Labels	<ul style="list-style-type: none"> C-1: Creating and printing envelopes C-2: Creating and printing labels

Microsoft Word Intermediate

Module 2.1: Working with Sections Lesson A. Creating Sections	<ul style="list-style-type: none"> • A-1: Inserting a Section Break • A-2: Adjusting a Section's Margins and Vertical Alignment • A-3: Suppressing the Header and Footer
Lesson B. Newspaper Columns	<ul style="list-style-type: none"> • B-1: Formatting Text Into Newspaper Columns • B-2: Balancing Columns With a Column Break • B-3: Creating a Banner Heading
Lesson C. Using Sections to Change Page Orientation	<ul style="list-style-type: none"> • C-1: Changing A Section's Page Orientation
Module 2.2: Managing Tables and Table Data Lesson A. Creating And Formatting Tables	<ul style="list-style-type: none"> • A-1: Converting Tabbed Text Into a Table • A-2: Aligning Text Within a Table • A-3: Centering a Table and Changing Multiple Column Widths • A-4: Merging Cells In a Table • A-5: Adding Borders and Shading • A-6: Changing Text Direction within Table Cells
Lesson B. Working With Table Data	<ul style="list-style-type: none"> • B-1: Sorting Table Data • B-2: Adding Up Table Data and Repeating the Formula • B-3: Creating a Chart Based on Data In a Word Table • B-4: Excluding Data From a Chart
Lesson C. Drawing Your Own Table	<ul style="list-style-type: none"> • C-1: Using the Tables and Borders Toolbar to Draw a Table • C-2: Inserting and Resizing a Graphic • C-3: Using the Office Clipboard to Collect and Paste • C-4: Using AutoFormat to Modify a Table
Lesson D. Link and Embed Excel Data	<ul style="list-style-type: none"> • D-1: Linking Excel Data As a Word Table • D-2: Embedding an Excel Worksheet In a Word Table
Module 2.3: Using Mail Merge Lesson A. Creating a Mail Merge Document	<ul style="list-style-type: none"> • A-1: Creating the Main Document • A-2: Creating a Data Source and Removing Fields from the Header Row • A-3: Adding a New Field and Renaming an Existing One • A-4: Completing the Data Source
Lesson B. Completing a Main Document	<ul style="list-style-type: none"> • B-1: Inserting Merge Fields and Text Into the Main Document
Lesson C. The Merge	<ul style="list-style-type: none"> • C-1: Merging the Data Source With the Main Document
Lesson D. Sorting and Filtering Merges	<ul style="list-style-type: none"> • D-1: Sorting a Data Source Using Query Options • D-2: Filtering Data in Mail Merge • D-3: Clearing Query Options
Lesson E. Using An Alternative Data Source To Create Mailing Labels	<ul style="list-style-type: none"> • E-1: Creating Mailing Labels Based On An Excel Data Source
Module 2.4: Styles and AutoText Lesson A. Applying and Displaying Styles	<ul style="list-style-type: none"> • A-1: Applying Paragraph Styles and Repeating Them • A-2: Displaying and Adjusting the Style Area
Lesson B. Creating Custom Styles	<ul style="list-style-type: none"> • B-1: Using Click and Type; Creating a New Style • B-2: Creating a Character Style Using Existing Text • B-3: Assigning a Shortcut Key To a Style
Lesson C. Making Changes To Styles	<ul style="list-style-type: none"> • C-1: Modifying a Style • C-2: Applying Formatting Manually to Override a Style • C-3: Deleting a Style
Lesson D. Using Heading Styles to Organize a Document	<ul style="list-style-type: none"> • D-1: Creating an Outline With Styles and Organizing It in Outline View
Lesson E. AutoText Entries	<ul style="list-style-type: none"> • E-1: Creating and Inserting an AutoText Entry • E-2: Deleting an AutoText Entry
Module 2.5: Introduction to Templates Lesson A. Templates at a Glance	<ul style="list-style-type: none"> • A-1: Discussing the Normal Template • A-2: Using the Style Gallery
Lesson B. Using Templates	<ul style="list-style-type: none"> • B-1: Creating a New Document Based on a Template • B-2: Creating a Template from an Existing Document
Lesson C. Creating a New Fax Cover Sheet Based on a Template	<ul style="list-style-type: none"> • C-1: Using the Fax Wizard to Create a Fax Cover Sheet
Module 2.6: Introduction to Macros	<ul style="list-style-type: none"> • A-1: Running a Macro

Lesson A. Running and Recording Macros	<ul style="list-style-type: none"> • A-2: Recording a Macro
Lesson B. Working with Existing Macros	<ul style="list-style-type: none"> • B-1: Editing a Macro • B-2: Testing an Edited Macro; Renaming a Macro
Lesson C. Custom Toolbars	<ul style="list-style-type: none"> • C-1: Creating a Custom Toolbar • C-2: Adding a Macro To a Toolbar • C-3: Deleting a Macro, Button, and Toolbar • C-4: Copying, Renaming, and Deleting a Macro Project
Module 2.7: The Internet and the Web Lesson A. About the Internet, the Web, and Email	<ul style="list-style-type: none"> • A-1: Discussing the Internet, the Web and Email
Lesson B. Creating a Web Page Based on a Template	<ul style="list-style-type: none"> • B-1: Creating a New Web Page Based on the Simple Layout Template
Lesson C. Adding Hyperlinks to A Web Page	<ul style="list-style-type: none"> • C-1: Inserting a Hyperlink in a Web Page • C-2: Editing a Hyperlink
Lesson D. Adding Graphical Elements to a Web Page	<ul style="list-style-type: none"> • D-1: Using Clip Art and Picture Bullets

Microsoft Word Advanced

Module 3.1: Advanced Styles Lesson A. The AutoFormat Feature	<ul style="list-style-type: none"> • A-1: Using AutoFormat to Apply Styles • A-2: AutoFormat and Review Each Change • A-3: Using the AutoFormat as You Type Feature
Lesson B. Linking Styles	<ul style="list-style-type: none"> • B-1: Creating a New Style Based on an Existing Style • B-2: Changing a Base Style • B-3: Setting Styles for Consecutive Paragraphs
Lesson C. Replacing Styles and Other Items	<ul style="list-style-type: none"> • C-1: Searching for and Replacing Styles • C-2: Replacing Formatting
Module 3.2: Creating a form Template Lesson A. Forms and Fields	<ul style="list-style-type: none"> • A-1: Inserting Fill-In Fields and Saving the Form as a Template • A-2: Adding Text Form Fields • A-3: Adding a Drop-Down Form Field • A-4: Adding Check-Box Form Fields
Lesson B. Protecting and Using a Form Template	<ul style="list-style-type: none"> • B-1: Protecting a Form • B-2: Testing a Form and Protecting a Document • B-3: Updating a Fill-In Field In a Protected Document
Module 3.3: Using Graphic Effects Lesson A. Working with Dropped Capital Letters (Drop Caps) and Watermarks	<ul style="list-style-type: none"> • A-1: Observing and Applying a Drop Cap • A-2: Creating a Watermark From a Piece of Clip Art
Lesson B. Inserting and Editing WordArt	<ul style="list-style-type: none"> • B-1: Inserting a WordArt Object • B-2: Editing a WordArt Object
Lesson C. Drawing in a Document	<ul style="list-style-type: none"> • C-1: Drawing Lines • C-2: Drawing and Positioning an AutoShape • C-3: Modifying a Drawn Object • C-4: Drawing and Formatting a Text Box • C-5: Adding Text To a Drawn Object and Creating Callouts • C-6: Grouping a Drawing and Aligning It on a Page
Module 3.4: Working with Large Documents Lesson A. Creating a Table of Contents	<ul style="list-style-type: none"> • A-1: Creating a table of contents • A-2: Updating and modifying a table of contents
Lesson B. Footnotes and Endnotes	<ul style="list-style-type: none"> • B-1: Creating a footnote • B-2: Creating an endnote • B-3: Edit and delete footnotes and endnotes
Lesson C. Bookmarks	<ul style="list-style-type: none"> • C-1: Creating a bookmark • C-2: Viewing and deleting a bookmark
Lesson D. Cross-References	<ul style="list-style-type: none"> • D-1: Creating and using a cross-reference
Lesson E. Using a Concordance File to Index	<ul style="list-style-type: none"> • E-1: Editing a concordance file • E-2: Using the concordance file to mark index entries • E-3: Formatting, generating, and updating the index
Lesson F. Preparing to Print	<ul style="list-style-type: none"> • F-1: Creating different headers and footers for odd and even pages • F-2: Applying page and paragraph borders and shading • F-3: Using mirror and gutter margins
Module 3.5: Managing Document Changes Lesson A. Using Different Versions of a Document	<ul style="list-style-type: none"> • A-1: Looking at multiple versions of a document • A-2: Creating more than one version of a document
Lesson B. Tracking Changes to a Document	<ul style="list-style-type: none"> • B-1: Tracking Changes While Editing a Document
Lesson C. Using Highlights and Comments	<ul style="list-style-type: none"> • C-1: Highlighting text for emphasis • C-2: Viewing comments • C-3: Inserting and editing comments • C-4: Deleting a comment • C-5: Printing comments
Lesson D. Comparing Similar Documents	<ul style="list-style-type: none"> • D-1: Comparing two documents • D-2: Reviewing changes • D-3: Merging Documents
Module 3.6: Preparing Word Documents for an Intranet Lesson A. Creating Hyperlinks Using Bookmarks	<ul style="list-style-type: none"> • A-1: Creating hyperlinks to internal bookmarks and headings • A-2: Creating hyperlinks to external bookmarks in other files • A-3: Saving a Web page and setting Web options

Lesson B. Viewing and Editing a Web Page	<ul style="list-style-type: none">• B-1: Viewing a Web page and editing its code• B-2: Editing a Word document in Internet Explorer 5• B-3: Round-tripping a Word document
Lesson C. Inserting Multimedia Elements into Your Web Pages	<ul style="list-style-type: none">• C-1: Inserting scrolling text• C-2: Placing a movie clip in a Web page• Optional Task C-3: Inserting sound into a Web page

Microsoft Excel Introduction

Our training in Microsoft Excel is in modular form, so that you are select specific modules for groups of users who do not require full course.

The approximate time to teach each module is included with details of the content. Accordingly you will be able to gauge fairly accurately the training time required for your specific needs.

The full course comprises approximately three training days:

- the first day is an **introductory** course aimed at first-time users
- the second and third days are intended for experienced users wishing to attain **intermediate** or **advanced** proficiency levels.

Module 1.1: Excel Basics Lesson A. The Paper Spreadsheet	<ul style="list-style-type: none"> • A-1: Examining a paper spreadsheet
Lesson B. The Excel Program	<ul style="list-style-type: none"> • B-1: Starting Excel
Lesson C. The Workbook Environment	<ul style="list-style-type: none"> • C-1: Identifying the features of a workbook • C-2: Identifying toolbar buttons and the Office Assistant
Module 1.2: Entering Data and Navigating in a Worksheet Lesson A. Entering and Correcting Data	<ul style="list-style-type: none"> • A-1: Entering text • A-2: Replacing text in a cell • A-3: Correcting an entry before entering it • A-4: Entering numbers and dates
Lesson B. Saving a File	<ul style="list-style-type: none"> • B-1: Saving the workbook file
Lesson C. Using Formulas	<ul style="list-style-type: none"> • C-1: Entering formulas • C-2: Completing the worksheet • C-3: Identifying numbers and formulas in a worksheet • C-4: Clearing the contents of a cell and using the Undo button
Lesson D. Opening a Second File	<ul style="list-style-type: none"> • D-1: Updating a file and working with more than one workbook
Lesson E. Navigation and Movement Techniques	<ul style="list-style-type: none"> • E-1: Using movement techniques • E-2: Moving to a specified cell in a worksheet • E-3: Using the Window, Freeze Panes command • E-4: Using the Window menu to switch between open files • E-5: Creating a new workbook
Module 1.3: Cells, Ranges & Functions Lesson A. Working with Ranges	<ul style="list-style-type: none"> • A-1: Selecting ranges • A-2: Entering numbers in a selected range
Lesson B. Working with Functions	<ul style="list-style-type: none"> • B-1: Experimenting with the AutoCalculate feature • B-2: Entering the SUM function by using the mouse to specify a range • B-3: Using the AutoSum button • B-4: Using the Edit Formula button • B-5: Using the Paste Function button
Lesson C. Editing Cell Contents	<ul style="list-style-type: none"> • C-1: Entering text longer than the standard cell • C-2: Editing text • C-3: Creating and correcting a formula containing a circular reference
Module 1.4: Moving and Copying Data Lesson A. Inserting Rows and Ranges	<ul style="list-style-type: none"> • A-1: Inserting and deleting columns and rows using shortcut menus • A-2: Inserting a range of cells • A-3: Deleting a range of cells
Lesson B. Moving Data	<ul style="list-style-type: none"> • B-1: Moving data by dragging it • B-2: Moving data by using the Cut and Paste buttons

Lesson C. Copying Data	<ul style="list-style-type: none"> • C-1: Copying text • C-2: Copying formulas by using a fill handle • C-3: Copying formulas to nonadjacent cells • C-4: Using the Edit, Paste Special command
Lesson D. Absolute References	<ul style="list-style-type: none"> • D-1: Demonstrating that relative references aren't always desirable • D-2: Creating an absolute reference • D-3: Copying a formula containing an absolute reference
Lesson E. Using the Fill Series Feature	<ul style="list-style-type: none"> • E-1: Experimenting with filling cells with a series of data
Module 1.5: Formatting a Worksheet Lesson A. Formatting a Worksheet	<ul style="list-style-type: none"> • A-1: Using buttons on the Formatting toolbar to change text appearance • A-2: Selecting and formatting nonadjacent cells • A-3: Changing the font and font size • A-4: Rotating and indenting text • A-5: Clearing formats • A-6: Adding borders and colour
Lesson B. Number Formats and Text Alignment	<ul style="list-style-type: none"> • B-1: Selecting and formatting the entire worksheet • B-2: Changing column widths and row height • B-3: Formatting selected numbers and observing the rounding that can result from formatting numbers • B-4: Aligning text in a cell • B-5: Centering text across a range of cells
Lesson C. Copying and Pasting Formats	<ul style="list-style-type: none"> • C-1: Using the Format Painter tool to copy and paste formats
Lesson D. Special and Custom Formatting	<ul style="list-style-type: none"> • D-1: Applying special formats • D-2: Creating and using a custom format
Module 1.6: Printing a Worksheet Lesson A. Checking Spelling	
Lesson B. Using the Print Preview Command	<ul style="list-style-type: none"> • B-1: Examining the My Short Report file by using Print Preview • B-2: Examining the Long Report file by using the Zoom button
Lesson C. Printing a Large Worksheet	<ul style="list-style-type: none"> • C-1: Changing margins • C-2: Adding a header and footer • C-3: Using print titles • C-4: Fitting the report on two pages • C-5: Changing the page orientation • C-6: Adjusting a page break
Lesson D. Additional Print Options	<ul style="list-style-type: none"> • D-1: Using a name • D-2: Defining a name for a range of cells • D-3: Specifying a range to print • D-4: Printing a worksheet • D-5: Deleting a named range
Module 1.7: Introduction to the Workbook Environment Lesson A. Using a Multiple-Sheet Workbook	<ul style="list-style-type: none"> • A-1: Viewing sheet tabs in a workbook and renaming sheet tabs • A-2: Completing the summary worksheet and working with formulas containing 3-D references • A-3: Examining recalculation • A-4: Deleting a worksheet • A-5: Observing the Options dialog box • A-6: Printing a 3-D range • A-7: Printing a workbook
Lesson B. Creating a Chart	<ul style="list-style-type: none"> • B-1: Creating a chart and changing the chart type
Lesson C. Outlining	<ul style="list-style-type: none"> • C-1: Creating an outlined worksheet • C-2: Collapsing and expanding an outline
Lesson D. Spreadsheet Solutions	

Microsoft Excel Intermediate

Module 2.1: Creating Charts Lesson A. Creating A Chart Sheet	<ul style="list-style-type: none"> • A-1: Starting Microsoft Windows and Excel • A-2: Creating a Chart with the F11 Key • A-3: Examining Chart Terminology • A-4: Charting Non-Adjacent Worksheet Data • A-5: Renaming Chart Sheets
Lesson B. Creating an Embedded Chart	<ul style="list-style-type: none"> • B-1: Creating a Pie Chart; Reviewing the Chart Wizard Dialogue Boxes • B-2: Moving an Embedded Chart • B-3: Sizing an Embedded Chart; Deleting The Legend • B-4: Examining the Link Between Worksheet Data and Charts
Lesson C. Comparing Chart Sheets with Embedded Charts	<ul style="list-style-type: none"> • C-1: Comparing Chart Sheets with Embedded Charts
Module 2.2: Modifying Charts Lesson A. Chart Types	<ul style="list-style-type: none"> • A-1: Changing the Chart Type • A-2: Observing Chart Sub-Types and Custom Chart Types
Lesson B. Modifying Embedded Charts	<ul style="list-style-type: none"> • B-1: Changing the Chart Type of an Embedded Chart • B-2: Exploding a Pie Slice • B-3: Previewing the Printed Worksheet • B-4: Working with Page Setup Options
Lesson C. Adding and Deleting Chart Items	<ul style="list-style-type: none"> • C-1: Adding and Editing Titles • C-2: Adding and Deleting Data Labels • C-3: Adding Selected Data Labels • C-4: Linking Chart Text to Worksheet Data
Lesson D. Moving and Sizing Chart Items	<ul style="list-style-type: none"> • D-1: Moving the Chart Title • D-2: Moving the Legend • D-3: Sizing the Plot Area
Module 2.3: Formatting a Chart Lesson A. Formatting Chart Text	<ul style="list-style-type: none"> • A-1: Adding a Border Around the Chart Title • A-2: Changing the Font of All Chart Text • A-3: Changing the Font of Individual Chart Text Items • A-4: Changing the Alignment of Axis Labels
Lesson B. Formatting Labels	<ul style="list-style-type: none"> • B-1: Changing The Number Format and Alignment Labels
Lesson C. Formatting the Chart	<ul style="list-style-type: none"> • C-1: Formatting the Plot Area • C-2: Formatting the Data Markers
Lesson D. Printing a Chart Sheet	<ul style="list-style-type: none"> • D-1: Previewing the Formatted Chart • D-2: Working with Page Setup Options
Module 2.4: Using Graphic Objects Lesson A. Adding Graphic Objects	<ul style="list-style-type: none"> • A-1: Experimenting with The Drawing Toolbar • A-2: Changing the Order of Graphic Objects • A-3: Moving and Copying Graphic Objects
Lesson B. Formatting Graphic Objects	<ul style="list-style-type: none"> • B-1: Formatting Graphic Objects • B-2: Adding the 3-D Effect to the Text Box • B-3: Deleting Objects
Lesson C. Using Graphic Objects to Enhance Worksheets And Charts	<ul style="list-style-type: none"> • C-1: Using the Drawing Tools to Enhance the Worksheet • C-2: Using the Drawing Tools to Enhance a Chart Sheet
Module 2.5: Sorting Data Lesson A. Single-Level Sorting	<ul style="list-style-type: none"> • A-1: Exploring the Worksheet Sort Data • A-2: Sorting the List by Using Quick Sort • A-3: Returning the List to Its Original Order • A-4: Importing Data from a Text File
Lesson B. Multiple-Level Sorting	<ul style="list-style-type: none"> • B-1: Performing a Two-Level Sort • B-2: Performing Consecutive Sorts • B-3: Performing a Three-Level Sort
Lesson C. Sorting Options	<ul style="list-style-type: none"> • C-1: Using an Excel Custom Sort Order • C-2: Creating Subtotals For a Sorted List • C-3: Examining the Subtotals
Lesson D. Importing Data	<ul style="list-style-type: none"> • D-1: Importing Data From an Access Database • D-2: Importing a Table From an HTML File
Lesson E. Design Considerations	<ul style="list-style-type: none"> • E-1: Considering Design Issues • E-2: Creating and Using a Data Validation Rule

Module 2.6: Filtering Data Lesson A. Filtering a List	<ul style="list-style-type: none"> • A-1: Single-Column Filtering • A-2: Displaying the Entire List • A-3: Using a Multiple-Column Filter to Create an AND Condition • A-4: Removing a Single-Column Filter • A-5: Finding Empty Cells and Non-Blank Cells
Lesson B. Custom Criteria	<ul style="list-style-type: none"> • B-1: Observing Single-Column AutoFiltering • B-2: Using Custom Criteria to Create an OR Condition • B-3: Filtering to Find a Range of Values • B-4: Filtering by Using the * Wildcard
Lesson C. Multiple-Condition Criteria	<ul style="list-style-type: none"> • C-1: Observing the Limitations of AutoFilter • C-2: Turning off AutoFilter • C-3: Entering Comparison Criteria in a Range • C-4: Defining the Criteria Range; Completing the Filter
Lesson D. Managing a Filtered List	<ul style="list-style-type: none"> • D-1: Sorting a Filtered List • D-2: Using the AutoSum Button with a Filtered List • D-3: Previewing the Filtered List

Microsoft Excel Advanced

Module 3.1: Customising the Work Area Lesson A. Working with Built-In Toolbars	<ul style="list-style-type: none"> • A-1: Adding, Deleting, and Rearranging Toolbar Buttons • A-2: Restoring a Toolbar to Its Default Settings
Lesson B. Using Custom Toolbars	<ul style="list-style-type: none"> • B-1: Creating a Toolbar • B-2: Moving And Displaying a Toolbar • B-3: Deleting a Custom Toolbar
Lesson C. Creating and Using Styles	<ul style="list-style-type: none"> • C-1: Creating a Style by Example and Applying a Style • C-2: Creating a Style by Definition • C-3: Modifying a Style
Lesson D. Using Templates	<ul style="list-style-type: none"> • D-1: Creating a Template • D-2: Creating a Worksheet Based on a Template • D-3: Editing a Template
Module 3.2: Advanced Formula Construction Lesson A. Using Names	<ul style="list-style-type: none"> • A-1: Observing Named Ranges • A-2: Defining Names • A-3: Naming a Cell by Using Existing Row and Column Labels
Lesson B. Using the IF Function	<ul style="list-style-type: none"> • B-1: Using IF to Create a Conditional Function • B-2: Using IF to Return a Text Value • B-3: Using the NOW and PMT Functions
Lesson C. Using the VLOOKUP Function	<ul style="list-style-type: none"> • C-1: Examining Nested IF Functions • C-2: Entering a VLOOKUP Function • C-3: Observing the Flexibility of the VLOOKUP Function
Lesson D. Using IS Functions and the Auditing Features	<ul style="list-style-type: none"> • D-1: Observing the ISERROR Function • D-2: Using the Auditing Toolbar to Trace Cell Precedents • D-3: Tracing Cell Dependents • D-4: Using the Trace Error Button
Module 3.3: Using Pivot Tables Lesson A. Creating Pivot Tables	<ul style="list-style-type: none"> • A-1: Observing a Pivot Table • A-2: Using the PivotTable Wizard to Create a Pivot Table • A-3: Adding and Deleting Fields In a Pivot Table • A-4: Adding and Using the Page Field
Lesson B. Modifying Pivot Tables	<ul style="list-style-type: none"> • B-1: Rearranging Data in a Pivot Table • B-2: Formatting Data in a Pivot Table • B-3: Refreshing Data in a Pivot Table
Lesson C. Grouping and Summarizing Data in a Pivot Table	<ul style="list-style-type: none"> • C-1: Grouping Items in a Pivot Table • C-2: Creating a PivotChart Report from an Existing PivotTable Report
Lesson D. Creating Interactive PivotTables for the Web	<ul style="list-style-type: none"> • D-1: Creating an Interactive Pivot Table for the Web
Module 3.4: Working with Multiple Worksheets Lesson A. Working with Workbooks	<ul style="list-style-type: none"> • A-1: Observing a Workbook File • A-2: Moving and Copying Workbook Sheets • A-3: Inserting and Deleting Workbook Sheets
Lesson B. Linking Cell in Different Workbooks	<ul style="list-style-type: none"> • B-1: Observing Related Workbooks • B-2: Building Formulas that Link Workbooks • B-3: Observing the results of linked formulas • B-4: Saving Changes in Linked Files • B-5: Using the Edit, Links Command to Open Source Documents • B-6: Changing the Source Document for a Linked Workbook
Lesson C. Workbook Versus Links and Workspaces	
Lesson D. Sharing and Merging Workbooks	<ul style="list-style-type: none"> • D-1: Tracking Changes
Module 3.5: Consolidating and Analysing Data	<ul style="list-style-type: none"> • A-1: Preparing to Consolidate Data • A-2: Consolidating Data by Position

Lesson A. Consolidating Data from More Than One Worksheet	<ul style="list-style-type: none"> • A-3: Observing Consolidated Data • A-4: Consolidating Data by Category
Lesson B. Using the Goal Seek and Solver Utilities	<ul style="list-style-type: none"> • B-1: Using Solver
Lesson C. Using Scenario Manager to View a Worksheet with Different Input Values	<ul style="list-style-type: none"> • C-1: Creating a Scenario • C-2: Creating a Second Scenario • C-3: Viewing Scenarios
Module 3.6: Using Protection and Display Options	<ul style="list-style-type: none"> • A-1: Viewing and Adding Comments • A-2: Editing a Comment • A-3: Controlling the Display of Comment Indicators • A-4: Deleting Comments
Lesson A. Using Comments	
Lesson B. Protecting Workbooks	<ul style="list-style-type: none"> • B-1: Experimenting with an Unprotected Workbook • B-2: Unlocking Selected Cells • B-3: Enabling and Disabling Worksheet Protection • B-4: Enabling and Disabling Workbook Protection • B-5: Applying and Removing a File Password
Lesson C. Using Custom Views	<ul style="list-style-type: none"> • C-1: Creating Views • C-2: Showing Views • C-3: Using Outlining to Create a View
Module 3.7: Introduction to Macros	<ul style="list-style-type: none"> • A-1: Running a Macro by Using a Button or a Shortcut Key • A-2: Running the Create_Worksheet Macro
Lesson A. Running Macros	
Lesson B. Recording a Macro	<ul style="list-style-type: none"> • B-1: Using the Edit, Paste Special Command's Values Option • B-2: Recording a Macro • B-3: Running the Recorded Macro • B-4: Assigning a Macro to a Toolbar Button
Lesson C. Viewing and Editing VBA Code	<ul style="list-style-type: none"> • C-1: Viewing and Editing VBA Code • C-2: Examining Module Design
Module 3.8: Working with Interactive Excel Web Documents	<ul style="list-style-type: none"> • A-1: Saving an Excel Worksheet as an Interactive Web Document • A-2: Saving an Excel Chart as an Interactive Web Document
Lesson A. Saving Excel Worksheets as Web Documents	
Lesson B. Spreadsheet Web Components	<ul style="list-style-type: none"> • B-1: Observing the Spreadsheet Web Components Interface • B-2: Recalculating Data in an Excel Web Document • B-3: Sorting Data in an Excel Web Document • B-4: Filtering Data in an Excel Web Document • B-5: Formatting an Excel Web Document

Visual Basic for Excel

This Visual Basic for Applications (VBA) training course is designed to give a good working knowledge of **using Visual Basic with Microsoft Excel**.

The VBA content of the training course **can be applied to other Microsoft Applications**.

Delegates should have attended the Advanced Excel Course and have a good understanding of Excel functions and templates.

Course Contents

<ul style="list-style-type: none">• Creating Record Macros• Recording a Macro• Running a Macro• Running a Macro from the Macros Dialog Box• Creating a Short-cut key to run a macro• Running a Macro with a Shortcut key• Assigning a Macro to a Menu or Toolbar• Editing a Macro with Visual Basic• Visual Basic Editor• Objects• Methods• Properties• Programming Tools• The Menu Bar• Running Code• Run mode and Design mode• Running Code from the development environment• Running Code from the host application• The Project Explorer• Using the Project Explorer• The Properties Window• Changing a Property• Using Constants• Excel Constants• Variable Constants• Excel Objects• Objects, Properties and Methods• Getting & Setting Properties• Calling Methods• Passing Arguments• Singular Objects & Collections of Objects	<ul style="list-style-type: none">• Variables• Dimensioning a variable• Using variables in routines• Object Variables• Using Visual Basic Functions• InputBox Function• MsgBox Function• Using a Set Statement• Building Formulae Control Structures• If...Then Decision Structures• Logical Operators• Select Case Decision Structures• Case Else• Comparison Operators with Select Case Structure• For... Loops• Do Loops• While...Wend Statement• UserForms• Designing & Creating Forms• Working with Controls• Creating Custom Dialog Boxes• Userform Properties Methods & Events• Event Handling• VBA Editing & Debugging• Auto Macros• Error Handling
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Microsoft PowerPoint Introduction

Our **Microsoft PowerPoint** training comprises **two courses lasting approximately one day each**:

- the **introductory course**, for first-time users of PowerPoint, covers all the skills required to create presentations using existing templates and including imported images and spreadsheets;
- the **advanced course** covers issues such as customisation, graphs & charts and using PowerPoint on the internet.

All delegates must be confident in using a keyboard, Windows and a mouse.

Introduction to PowerPoint	<ul style="list-style-type: none"> • The Main Screen & Toolbars
Creating, Opening and Saving a Presentation	<ul style="list-style-type: none"> • Entering Summary Information • Adding, Deleting & Changing the Layout & order of Slides
Working with Templates and Masters	<ul style="list-style-type: none"> • Templates • Editing, Detaching & Reapplying Masters • Removing Background Items from Slides
Using the Drawing Toolbar	<ul style="list-style-type: none"> • Selecting Objects • Using the Drawing Tools • Resizing, Copying, Moving, Aligning • Rotating, Scaling, Duplicating Rotating & Flipping, Grouping Objects
Changing the Appearance of Lines/Objects	<ul style="list-style-type: none"> • Adding Arrows • Changing the Colour of a Line/Object • Adding Borders, Fills & Shading Patterns • Adding a Shadow and/or Offsets
Working with Clipart	<ul style="list-style-type: none"> • Adding, Ungrouping, Recolouring Clipart • Cropping • Auto Clip Art
Adding Text to Slides	<ul style="list-style-type: none"> • Using, Adding & Deleting Titles • Adding Text Using the Text Tool • Text in Shapes • Formatting Text • Line/Paragraph Spacing, Alignment, Tabs, Indents
Working with Bullets	<ul style="list-style-type: none"> • Adding & Deleting Bullets • Changing the Bullet Style
Using the Outline Facility Creating Handout and Notes Pages Working with Objects	<ul style="list-style-type: none"> • Tables & Organisational Chart Facility • WordArt, Charts & Worksheets
Working with Colour Schemes	<ul style="list-style-type: none"> • Choosing & Changing Schemes • Adding a Shaded Background to Slides • Picking up & applying a colour scheme from one slide to another • Reapplying the Slide Master colour scheme to a slide
Printing	<ul style="list-style-type: none"> • Setting up the Slide • Printing Outlines, Handouts & Notes
Presentational Conferencing, Control Tools, Screen Show	<ul style="list-style-type: none"> • Adding Transitions, Timings, Sounds (optional) • Creating Builds, Running a Slide Show • Pack up & go Wizard
Using PowerPoint with Other Applications	

Microsoft PowerPoint Advanced

Customising Presentation Slides	<ul style="list-style-type: none"> • Tab Setting • Creating Custom Backgrounds • Customising the Slide Colour Scheme
Working with Templates	<ul style="list-style-type: none"> • Working with the Slide Master • Working with the Title Master • Masters and Design Templates • Modifying Slides Based on the Slide Master • Creating your Own Templates
Working with Tables and Organisation Charts	<ul style="list-style-type: none"> • Creating a Table in PowerPoint • Changing Table Attributes • Creating an Organisation Chart • Changing Organisation Chart Attributes
Using PowerPoint with other Programs	<ul style="list-style-type: none"> • Object Linking and Embedding • Editing Linked and Embedded Objects • Transferring Text into PowerPoint from Word • Transferring PowerPoint Data to a Word Document • Embedding an Excel Worksheet in a Slide • Inserting Slides from Other Presentations
Creating Graphs	<ul style="list-style-type: none"> • Starting MS Graph • The Datasheet Window • Entering and Editing Data in the Datasheet Window • The Graph Toolbar • Choosing a Chart Type • Adding Chart Elements • Editing a Chart • Inserting a Chart into a Presentation • Inserting a Chart from Excel • Setting chart Defaults
Delivering On-Screen Presentations	<ul style="list-style-type: none"> • What is a slide Show? • Hiding Slides • Working with Transition Effects • Rehearsing a Presentation • Interactive Slide Shows • Creating Summary Slides
PowerPoint and the Internet	<ul style="list-style-type: none"> • Web Publishing • What you need to publish a Presentation • What to expect with a Web Presentation • Publishing a Presentation • Saving a Presentation as a Web Page • Saving HTML files to a Specific Target Browser • Using Web Folders

Microsoft Access Introduction

Our **Microsoft Access** training comprises **three courses lasting approximately four days in all:**

- the **one-day introductory course**, for first-time users of Access, covers database concepts, forms, queries and reports;
- the **one-day intermediate course** considers database maintenance & security and higher level forms, queries & reporting functions;
- the **two-day advanced course** cover functions, relationship, graphs, macros, and command bars.

All delegates must be confident computer users with Word and Excel experience

Database Concepts	<ul style="list-style-type: none"> • Database concepts and terminology • Exploring the Access environment • Planning and designing databases • Getting help • Closing a database and Access
Access basics	<ul style="list-style-type: none"> • Exploring tables and forms • Examining Queries • Exploring reports
Creating databases	<ul style="list-style-type: none"> • Creating a database • Using the Table Wizard • Working in Design View
Working with fields and records	<ul style="list-style-type: none"> • Changing the design of a table • Adding and deleting records • Finding and editing records • Sorting and filtering records
Querying tables	<ul style="list-style-type: none"> • Creating and using queries • Modifying query results and queries • Using calculations in queries
Creating and using forms	<ul style="list-style-type: none"> • Creating forms by using AutoForm • Using the Form Wizard • Using Design view • Finding, Sorting, and filtering records
Creating and using reports	<ul style="list-style-type: none"> • Using the Report Wizard and queries • Creating, modifying, and printing reports
Importing, exporting, and linking objects	<ul style="list-style-type: none"> • Importing Access objects • Exporting Access objects • Exporting and importing XML documents • Linking Access objects

Microsoft Access Intermediate

Advanced Forms and Reports	<ul style="list-style-type: none"> • Using Properties • Sub Forms and Sub Reports • Calculated Fields in Forms and Reports • Tabbed Forms • Graphics in Forms and Reports • Programming with Command Buttons • Using Active-X Controls
Queries	<ul style="list-style-type: none"> • What are Queries? • Query Types • Designing a simple Select query using the QBE grid • Calculated Fields • View Totals and Subtotalling • Parameter Queries • Setting Parameters • Running the Query • Conditional Branching -the IF function • Action Queries • Make Table Query • Update, Append and Delete Queries • Programming
Database Maintenance	<ul style="list-style-type: none"> • Compacting and Repairing a Database • Backing Up • Upsizing to a MS SQL Server Database • Analysing the Database
Database Security	<ul style="list-style-type: none"> • Password Protecting the Database • Removing a Password • Encryption • Setting User-Level Security with the Wizard
User and Group Accounts	<ul style="list-style-type: none"> • Predefined Accounts
Permissions	<ul style="list-style-type: none"> • What are Permissions • Assigning Permissions • Access and MS Office • Access and the Web

Microsoft Access Advanced

Creating Queries that Relate to Open Forms	
Using Functions in Forms	<ul style="list-style-type: none"> • Date and Formatting Functions • Text Processing Functions • Conditional Functions
Outer Join Query Types and Exception Reporting	<ul style="list-style-type: none"> • SQL Query statements and ANSI SQL • Select Queries • Distinct and Distinct Row variations • Union Queries • Data Processing Queries
Creating Relationships and Integrity Creating and Customising Reports and Groups Graphics and Graphs in Reports	<ul style="list-style-type: none"> • Sub Reports • Running Reports from Open Forms
Extending Form Usage	<ul style="list-style-type: none"> • Custom Data Entry Forms • Sub Forms and Graphs in Forms • Using UnBound forms and Controls • Using Aggregate Dfunctions() in Forms and reports • Using Advanced Functions in Forms Reports and Queries • Using Controls and Control Properties
Setting Access Default Properties Introduction To Macros	<ul style="list-style-type: none"> • Using and Building Macros • Adding Buttons to Forms • Introduction to the Macro Windows • Building Basic Macros • Chaining Macros and Conditional Macros • File Processing Macros • Macros that perform menu Actions • Opening and Closing Forms • Modifying Fields with Macros • Macros to Filter Data • Macros to transfer data • Activating Dialogue Boxes • Running and Printing Reports from Macros • Conditional Actions in Macros • Running External Applications • Using The SENDKEYS to Transfer Data Instructions • Transfer and Attach database options • Mail-Merge and Excel and Word • Custom Menu Design • Customising the Toolbar and ACCESS 2.0 • Removing the Toolbars from Use • AUTOEXEC Macros • Using Switchboard Forms for Dialogue • Using Dialogue Boxes for simple interrogation • Creating User Dialogue Boxes with UnBound Forms and Controls • Form and Control Events
Building Command Bars & Menus Security in Access	<ul style="list-style-type: none"> • Database v User Level Security • Enabling Access Security • Using the Security Wizard • Creating Administrator Accounts • New Users and Groups • Changes to database Ownership

Visual Basic for Access

This two-day course is intended for **Microsoft Access users who wish to develop personal applications with the help of Visual Basic.**

Delegates must be proficient in the use of Access. Previous programming experience is not necessary although some experience of the use of macros and events within Access will be an advantage.

Course Content:

Where Code is Stored	<ul style="list-style-type: none"> • Standard Modules • Class Modules
Development Environment	<ul style="list-style-type: none"> • Adding Code to a Form or Report • Types of Procedures • Entering Code
Running Code	<ul style="list-style-type: none"> • Run mode and design mode • Running code from the development environment • Running Code from the host application
Reusing Code	<ul style="list-style-type: none"> • Exporting a File • Importing a file
Using Visual basic for Applications	<ul style="list-style-type: none"> • Using Variables • Lifetime and scope of variables • Using and writing sub procedures • Using and writing Function Procedures.
Controlling Programme flow	<ul style="list-style-type: none"> • Conditional Structures • Looping Structures • Trapping Errors
Debugging	<ul style="list-style-type: none"> • Using the break mode • Using the debug features of the VB editor
Using Standard Visual Basic functions in your code	<ul style="list-style-type: none"> • Input Boxes • Message Boxes • Standard Visual Basic Functions
Access Object Module	<ul style="list-style-type: none"> • Forms and form events • Reports and report events • Creating a Workspace using the Microsoft Jet Engine • Retrieving a recordset • Navigating records
Updating records	<ul style="list-style-type: none"> • Adding Records • Querying Data
Using VB Objects, Methods and properties to manipulate, read, edit and update data in a Database.	

Dreamweaver

Our one-day introduction to **Macromedia Dreamweaver** is **for new or prospective web designers** wishing to create websites with the help of this leading professional software. After completing this course, students will be able to create websites that include frame-based pages, tables, graphics, and links.

Participants should have a basic understanding of an operating system: for example, how to launch an application, create and save files and copy files from CDs and other media.

Course Objectives

- Explain basic concepts about the Internet and the World Wide Web, identify the basic issues concerning proper site design, and navigate in the Dreamweaver work environment.
- Define a site in Dreamweaver to organize and maintain the Web pages; and create a basic Web page by typing text and applying character and paragraph formatting.
- Use Site Panel to create and organize files and folders.
- Insert images, set image properties, create and format tables.
- Add links within a site, create anchors, and specify external links, as well as use images as links, and create image maps.
- Build a frame-based set of pages.
- Upload a site to a remote Web server.

Course Content

Internet Access and HTML	<ul style="list-style-type: none">• Internet Access and HTML• Planning Web Sites• The Dreamweaver Environment• Viewing and Managing HTML Code
Creating a Web Site	<ul style="list-style-type: none">• Defining a Web Site• Creating a Basic Web Page• Page Properties
Building a Web Site	<ul style="list-style-type: none">• The Site Panel• Templates
Adding Content to Web Pages	<ul style="list-style-type: none">• Images• Tables• Templates Containing Repeating Regions• List Formats
Working with Links	<ul style="list-style-type: none">• Links within a Site
Enhancing Navigation in a Site	<ul style="list-style-type: none">• Framesets• Re-Usable Navigation Bars
Managing and Uploading a Web Site	<ul style="list-style-type: none">• The Site Map

FrontPage Introduction

Learn how to build **FrontPage Web Sites** from the ground up. This course will teach you everything from the basics of **Web page creation** all the way up to the more advanced features.

Introduction to HTML	<ul style="list-style-type: none"> • Explain hypermedia vs. linear media • Define HTML • Describe the Basic Document Structure
Overview of FrontPage 2000	<ul style="list-style-type: none"> • Switch between and describe the three editor views • Work with the menu options • Enable and disable toolbars in FrontPage
The Anatomy of HTML	<ul style="list-style-type: none"> • Describe the Basic Document Structure • Identify the sub-elements of the header
Content Formatting	<ul style="list-style-type: none"> • List and describe the different Heading elements • Know when paragraphs are created • Insert line breaks where necessary • Add a Horizontal Rule
Character Formatting	<ul style="list-style-type: none"> • Change the colour and size of your text • Use the Format Toolbar to change the appearance of text • Align your text • Add special characters • Use other character formatting elements
Lists	<ul style="list-style-type: none"> • Create an unordered list • Create an ordered list • Create a definition list • Create other lists Nest Lists
Anchors, URL, and Maps	<ul style="list-style-type: none"> • Insert links into documents • Define Link Types • Define URL • List some commonly used URLs • Set Link Colours • Create an Image Map using FrontPage's Mapping Tools
Images	<ul style="list-style-type: none"> • Distinguish between supported graphics formats and unsupported graphics formats • Determine which graphic format for the type of image • Add images to your pages
Tables	<ul style="list-style-type: none"> • Create a Table • Change a table's properties • Edit a table • Add a caption • Modify a Table Cell and it's properties • Perform advanced Table editing
Frames	<ul style="list-style-type: none"> • Create a Frames based page • Work with the Frameset, Frame, and Noframes elements • Use the attributes of the Frames elements to control the display • Set Targets appropriately
Forms	<ul style="list-style-type: none"> • Create a FORM • Add elements to a FORM • Define CGI • Describe the purpose of a CGI Application
Special Elements	<ul style="list-style-type: none"> • Create live pages using the Meta element • Use the Meta element to add information relevant to Internet search engines and people viewing your source code

	<ul style="list-style-type: none"> • Add background sound to an HTML page • Add a Marquee • Add Blinking text
Page Layout	<ul style="list-style-type: none"> • Use Technical Design Considerations in planning an HTML page or project • Discuss Effective Page Layout • Plan a successful web site • Create a web site that is easily navigated
Cascading Style Sheet	<ul style="list-style-type: none"> • Describe how to use a Cascading Style Sheet • Add an Inline Style • Add an Embedded Style Sheet
Java and JavaScript	<ul style="list-style-type: none"> • Describe JAVA • Add a JAVA Applet to a page • Describe JavaScript • Add JavaScript to an HTML page
ActiveX and VBScript	<ul style="list-style-type: none"> • Describe ActiveX • Add and ActiveX object to a web page • Describe VBScript • Add some VBScript to an HTML page Managing and Uploading a Web Site

FrontPage Advanced

Designed for experienced FrontPage users wishing to enhance their skills.

Frames	<ul style="list-style-type: none">• Frames overview• Creating a frames page• Setting frame properties• Hyperlinks and targets• Noframes content
Cascading style sheets	<ul style="list-style-type: none">• CSS overview• Using FrontPage styles• User-defined styles• Inline cascading style sheets• Creating embedded stylesheets• Creating external style sheets• Adding and removing styles• Applying styles to page elements
Animation	<ul style="list-style-type: none">• Creating page transitions• Dynamic HTML effects• Overview of events• Swapping images• Interactive buttons• Adding sound and video• Inserting Flash content
Layers	<ul style="list-style-type: none">• Layers and CSS2• Creating layers• Specifying attributes• Manipulating layers• Adding layer behaviours• Showing and hiding layers
Components	<ul style="list-style-type: none">• Overview of built-in components• Include Page• Scheduled Include Page• Scheduled Picture• Hit Counter• Date and Time• Table of Contents
Databases	<ul style="list-style-type: none">• Overview of data-driven sites• Creating a database connection• Setting up query pages• Displaying database results• Formatting database results

Photoshop

This introduction to Photoshop enables delegates to:

- Scan, re-touch, and optimise images for print or the web.
- Work effectively and flexibly with layer masks in the production of montage and image manipulation.
- Use filters and layer effects both as tools and effects.
- Export from Photoshop using the most appropriate file format for the job in hand.

Basics	<ul style="list-style-type: none"> • Basic Photoshop concepts • Paint versus Draw • Ways of acquiring images • Overview of Photoshop tools • Document options • Background and foreground colours • How text works in Photoshop
Selection & Masks	<ul style="list-style-type: none"> • Use of layer masks in montage • Modifying masks • Rectangular and elliptical marquee • Using the lasso tool • How the magic wand works • Defining a feather edge • Defining an anti-aliased edge • Subtracting and adding • Essential keyboard image navigation • Moving and exporting a selection • Saving and reloading a selection • Transforming and editing Tools & Layers • Brushes and brush types • Erasing and canvas colour • How text works in Photoshop • The advantages of using layering • Transforming and distorting • Layer blending modes
Image Preparation & Re-touching	<ul style="list-style-type: none"> • Layer masks adjustment layers • Advantages of adjustment layers • Colour correction techniques • Using levels. Levels explained • Colorizing greyscale images • Achieving subtlety when retouching • Removing unwanted detail • Correcting a damaged image
Combining Images	<ul style="list-style-type: none"> • Creating montages • Saving feathered borders • The gradient tool and selection • Working with multiple layers • Overlaying images • Ways of combining images • Creating layer masks Working With Paths • Creating and saving paths • Adding and deleting points • Converting selection to paths • Exporting paths to Quark
Filters As Tools	<ul style="list-style-type: none"> • Tips on using filters • Blurring and sharpening • Synthesising texture • Preparing video grabs
Exporting Files	<ul style="list-style-type: none"> • Creating common file types • Setting transparency • Images for print • Images for the web • Examination of file types • Advantages of various formats • Converting the image type

Importing Files

- Overview of scanner types
- Scan-time resolutions
- Output resolutions
- Using scanner controls

Flash

Flash MX is a unique program which can be used to produce movies capable of being played back on web sites using the freely available Flash player. **Movies** may be simple animations but can also include interactivity. In fact, you can build a complete web site in Flash. Because the software uses vector images rather than bitmaps for graphics, Flash movies tend to be **extremely compact** in size and therefore download very quickly.

Suitable for users completely new to Flash.

Basics	<ul style="list-style-type: none">• The Flash environment• Setting movie attributes• Previewing and testing• Using the toolbar• Using the timeline• Moving the playhead• Creating scenes• Creating labels and comments
Animation	<ul style="list-style-type: none">• Overview of techniques• About tweened animation• Creating symbols• Editing symbols• Creating motions tweens• Creating key frames• Extending still images• Setting the frame rate• Creating a movie clip• Shape tweening
Drawing	<ul style="list-style-type: none">• Drawing shapes and lines• Tool modifiers• Selecting shapes• Modifying shapes• Changing colours• Creating gradient fills• Changing gradient direction• Using the ink bottle tool
Interactivity	<ul style="list-style-type: none">• Working with multiple scenes• Creating buttons• Editing button states• Creating rollover effects• Setting button actions• Setting frame actions
Output	<ul style="list-style-type: none">• Available output options• Testing download time• Publish settings• Creating SWF files• Adding a Flash movie to a web page

Fireworks

Fireworks MX is a flexible and powerful **graphics environment** in which both bitmapped and vector images may be used to **generate artwork for web pages**. It also allows the creation of animations, buttons and rollover effects, generating all of the HTML and JavaScript necessary to make everything work.

Suitable for users completely new to Fireworks.

Fundamentals	<ul style="list-style-type: none"> • Fireworks' role in web site creation • The Fireworks Interface • Document and optimisation display • The Fireworks tools • Panels and inspectors • Using context menus • Creating a new document • Viewing documents • Fireworks' use of symbols
Manipulating type	<ul style="list-style-type: none"> • Using the text editor • Applying attributes and effects • Manipulating text blocks • Typographic controls • Converting text to paths • Transforming text • Attaching text to a path
Working with graphics	<ul style="list-style-type: none"> • Bitmaps and vectors compared • Drawing lines and shapes • Drawing curves • Setting stroke and fill attributes • Transforming objects • Bitmaps and image edit mode • Using Live Effects • Using the selection tools • Optimising and exporting • Working with layers • Adjusting layer opacity • Layer blend modes
Hotspots and slices	<ul style="list-style-type: none"> • Creating hotspots and image maps • Assigning URLs to hotspots • Slicing an image • Rectangular and polygonal • Naming slices • Adding interactivity to slices • Mixing GIF and JPEG formats • Exporting slices
Buttons	<ul style="list-style-type: none"> • Fireworks' button states • Creating buttons • Assigning URLs • Using symbols • Exporting buttons
Animation	<ul style="list-style-type: none"> • How animated GIFs work • Organising frames • Working with layers • Using tweening • Setting playback options • Optimising and exporting

Adobe Acrobat

Adobe Acrobat is a unique suite of applications (**Acrobat 6 Professional, Acrobat Reader, Acrobat Distiller, Acrobat Catalog**) which enables the creation of portable document format (**PDF**) files. Once converted to PDF, documents can be viewed by anyone who downloads the freely available **Acrobat Reader** with all their original layout, pagination and graphic content intact. Because of their extremely compact file size, PDF documents constitute an ideal way of distributing documents over the web, via email or on CD-ROM.

Adobe Acrobat PDFs are also increasingly being used as a highly efficient method of delivering publications to prepress agencies.

Suitable for users completely new to Adobe products.

Acrobat components	<ul style="list-style-type: none"> • What is Adobe Acrobat • Overview of Reader • Overview of Distiller • Overview of Catalog • Overview of Acrobat 5 • What can Acrobat produce
Creating a PDF file	<ul style="list-style-type: none"> • Creating a PDF in MS Word • Acrobat Distiller vs. PDFWriter • Distiller's preset job options • Creating a PDF in PowerPoint • Using Open as PDF
Acrobat basics	<ul style="list-style-type: none"> • The Acrobat work area • Moving through documents • Zooming in and out • Changing screen modes • Searching a PDF document • Setting Acrobat preferences
Navigation controls	<ul style="list-style-type: none"> • Using thumbnails • Using bookmarks • Using articles for navigation • Page actions • Using links and buttons
Editing PDF files	<ul style="list-style-type: none"> • Selecting and modifying text • Selecting and moving graphics • Moving pages around • Deleting and inserting pages • Cropping pages
Comments	<ul style="list-style-type: none"> • Adding text comments • Adding graphical comments • Highlighting and marking • Exporting and importing comments • Reviewing comments
Distributing PDFs	<ul style="list-style-type: none"> • Emailing from Acrobat • Optimising files • Specifying how documents open • Using full-screen mode • Adding password protection • Embedding searchable information • Checking spelling

Illustrator

Adobe Illustrator has become an industry-standard and is used for producing **print, multimedia and on-line graphics**. It can be used to create such elements as **illustrations, drawings, maps, logos, advertisements, multimedia** and **web navigation graphics**. - Drawings created in Illustrator are commonly exported to desktop publishing programs such as **QuarkXPress** or **PageMaker** to form part of a larger publication. - Users with experience of using software like CorelDraw or Macromedia Freehand will find many familiar tools and techniques.

Basics	<ul style="list-style-type: none"> • Overview of feature • Illustrator's approach to drawing • Setting stroke and fill attributes • Printing documents • Basic geometrical shapes • Drawing straight paths • Drawing curved paths • The freehand tool • The autotrace tool • Selecting and arranging objects • Editing objects
Text handling	<ul style="list-style-type: none"> • Entering and editing text • Text labels and text boxes • Entering text along a path • Entering text within a path • Creating and editing text outlines
Drawing techniques	<ul style="list-style-type: none"> • Creating your own patterns • Measuring and constraining • Guide objects and crop marks • Hiding and locking objects • The transformation tools • The use of compound paths • The use of masking objects • The blend tool • Working with layers • Overview of Illustrator filters
Setting object attributes	<ul style="list-style-type: none"> • Defining colours • Saving colours as swatches • Spot and process colours • Setting stroke attributes • Adding arrows • Setting fill attributes • Creating gradients • Applying gradients
Manipulating objects	<ul style="list-style-type: none"> • Making selections • Saving selections • Moving objects • Duplicating objects • Aligning objects • Changing the stacking order • Grouping and ungrouping • Locking and hiding
Graphs	<ul style="list-style-type: none"> • Creating a graph • The graph types • Importing data

PageMaker

Adobe PageMaker is a professional page layout package more widely favoured by business users than designers-who tend to opt for QuarkXPress. It is suitable for **producing publications** of any size either for in-house output or for high-quality printing. It has an interface which is easy-to-use and yet powerful.

Our **Introduction to PageMaker** shows users the fundamentals of PageMaker **page layout** and the **manipulation of text** and **graphics** within basic publications.

Suitable for users completely new to PageMaker

Basics	<ul style="list-style-type: none"> • Creating and saving a document • Working with page layout programs • Overview of the PageMaker tools • Creating and manipulating objects • Placing text and graphics • Page set-up and printing • Creating templates
Text handling	<ul style="list-style-type: none"> • Entering and editing text • Importing text • Tabs and indentation • Using style sheets • Rotating text • The story editor mode • Find and replace • Spell-checker • Leading, Kerning and Tracking • Font handling and printing • Hyphenation
Style sheets	<ul style="list-style-type: none"> • PageMaker's built-in styles • Defining your own styles • Default and document styles • Linking styles • Applying styles • Updating styles
Colours	<ul style="list-style-type: none"> • Defining new colours • Document vs default colours • RGB vs CMYK colours • Spot vs process colours • Applying colour to objects • Applying colour to text
Page layout	<ul style="list-style-type: none"> • Overview of the control palette • Using column guides • Double-sided and facing pages • Mixing text and graphics • Independent and in-line graphic • Baseline shift on in-line graphics • Cropping and resizing a graphic • Creating graphic elements • Running text around an object • Customising text flow
Frames	<ul style="list-style-type: none"> • Frames vs direct placement • Adding text to a frame • Setting text frame options • Linking frames • Adding a picture to a frame • Setting options for framed pictures
Output	<ul style="list-style-type: none"> • Importing EPS, PICT and TIFF file • Editing imported image • Updating imported files • Using master pages • Automatic page numbering • Working with longer documents

Publisher

Course Length:

1 day

Prerequisite:

Windows Essentials or equivalent experience.

Course Description:

Topics include adding text to a publication, adding graphics, formatting and wrapping text, importing, connecting text frames, aligning objects, using backgrounds, creating tables, using styles, formatting frames, and using the Design Gallery.

Performance Objectives:

Students will become skilled in ...

Publisher Basics	<ul style="list-style-type: none">• Navigating the Work Area• Using Publisher's Toolbars• Creating a New Publication• Adding Text• Adding Graphics
Working with Frames	<ul style="list-style-type: none">• Using Text Wrap• Grouping Graphics
Importing Text and Graphics	
Using Layout Techniques	<ul style="list-style-type: none">• Using Layout Guides• Aligning Frames• Nudging Objects• Checking the Layout
Working with Multiple Pages	<ul style="list-style-type: none">• Connecting Text Frames• Creating a Background
Creating Tables	<ul style="list-style-type: none">• Creating a New Table• Entering and Editing Table Data• Expanding Tables and Formatting Tables
Formatting Text	<ul style="list-style-type: none">• Formatting Characters• Setting Tabs• Using the Format Painter
Proofing Text	<ul style="list-style-type: none">• Using Spelling Tools• Using Find and Replace Text• Hyphenating Text
Using Advanced Text Formatting	<ul style="list-style-type: none">• Adjusting Letter Spacing• Adjusting Line Spacing• Creating and Using Styles• Creating a WordArt Frame• Creating WordArt
Using Advanced Design Techniques	<ul style="list-style-type: none">• Formatting Frames• Creating Multiple Columns• Drawing Simple Lines and Shapes

Visio

Microsoft Visio enables you to create a variety of different **diagrams** and **drawings** – from **organizational charts** and **flowcharts**, **web site maps** and **network drawing** to **office plans**, **calendars** and **timelines**.

Our **Introduction to Visio** course assumes no prior knowledge of the program and gives users a good basic familiarity with the program interface, showing them how to use the drawing tools to create shapes, how to manipulate shapes and assign them attributes. By the end of the training, users will be confident in using Visio to create basic diagrams and drawings.

First steps	<ul style="list-style-type: none"> • Starting Visio • Using stencils • Using toolbars • Using the shape explorer • Closing Visio
Visio basics	<ul style="list-style-type: none"> • Opening a file • Moving between pages in a drawing • Adding, reordering, and deleting pages • Saving a visio file • Closing a visio file • Using print preview • Using page setup • Printing a drawing
Drawing	<ul style="list-style-type: none"> • Starting a drawing • Adding master shapes to a drawing • Selecting shapes • Zooming in and out in the drawing • Understanding shapes components
Connecting shapes	<ul style="list-style-type: none"> • Using connectors • Connecting shapes automatically • Manipulating connectors • Using the connector tool • Using control handles • Adding connection points
Working with text	<ul style="list-style-type: none"> • Adding text to shapes • Creating text-only shapes • Editing existing text • Modifying a text block • Formatting text
Working with shapes	<ul style="list-style-type: none"> • Using the drawing tools • Resizing shapes • Formatting shapes • Moving shapes • Copying shapes • Manipulating shapes • Rotating shapes • Aligning shapes • Distributing shapes • Creating and using guides
Altering shapes	<ul style="list-style-type: none"> • Changing the stacking order of shapes • Grouping and ungrouping shapes • Changing double-click behaviour

Lotus Notes

Through lecture, discussion, tips, and practice, students discover how to use basic mail, calendar, To Do, and database features available in Notes 6. Education offerings for IBM Lotus Notes 6 are designed for both Notes 6 and 6.5 users, and will take into account your company's present Lotus status.

Topics covered:

Getting Started	<ul style="list-style-type: none"> • Navigating the Notes desktop • Finding information with online Help
Using Mail Preparing outgoing messages	<ul style="list-style-type: none"> • Customizing outgoing messages with letterheads and signatures • Using your address book • Performing basic Mail tasks to create, send, reply, and forward messages • Working with attachments • Formatting message content • Using keyboard shortcuts
Managing your Inbox	<ul style="list-style-type: none"> • Setting mail preferences • Using colour coding to organize incoming messages • Arranging the display of your mail Inbox • Organizing messages with personal folders • Removing and deleting messages • Creating, moving, deleting, renaming, and finding folders • Finding and printing messages
Using the Calendar and Managing the To Do List Personalizing your calendar	<ul style="list-style-type: none"> • Setting calendar preferences • Assigning colours to calendar entries • Printing the calendar
Scheduling your dates	<ul style="list-style-type: none"> • Navigating the calendar • Adding and modifying Calendar entries • Sending and accepting Meeting invitations
Prioritizing tasks	<ul style="list-style-type: none"> • Creating To Do tasks • Tracking incomplete To Do tasks
Working with Databases	<ul style="list-style-type: none"> • Using databases remotely • Adding and removing database • Participating in a discussion database
Managing and Organizing Information	<ul style="list-style-type: none"> • Adding and using bookmarks • Using bookmark folders to organize bookmarks • Using different search techniques to find information
Creating Effective Documents	<ul style="list-style-type: none"> • Creating sections of information within a document • Linking a document or message to other Notes documents and databases • Adding header and footer content to prepare a document for printing

Quark Xpress

QuarkXPress is used by just about every graphic designer on the planet. It is a **precision tool** used for the page layout aspect of **electronic publishing**. Powerful yet user-friendly, Quark can be used for putting together anything from a promotional flier to a film poster or magazine.

QuarkXPress Passport is a special edition of the software which includes features for multi-language publishing.

Our **Introduction to QuarkXPress** covers essential QuarkXPress concepts, tools and techniques.

Suitable for users completely new to Quark Xpress

Overview	<ul style="list-style-type: none"> • Creating and saving a document • Overview of features • The 'box' concept of page -layout • Measurements and Colours • Page set-up and printing • Print Preview and Print • Using the help menu
Text handling	<ul style="list-style-type: none"> • The XPress text box • Changing the style of text • Using style sheets • Tabs and indentation • Cut, Copy and Paste • Find and replace • Spell-checker • Automatic and manual text chains • Drop caps
Style sheets	<ul style="list-style-type: none"> • Paragraph and character styles • Defining a style by example • Creating paragraph style • Setting character attributes • Setting paragraph attributes • Rules and tabs • Linking styles • Setting keyboard shortcuts • Creating character styles • Applying styles • Updating styles
Page layout	<ul style="list-style-type: none"> • The document layout palette • Importing text and graphics • Modifying text and graphics boxes • Frame and runaround options • Step and repeat, Group and Lock • Creating and applying colours • Editing imported graphics • Embedding objects • Using master pages • Automatic page numbering • Creating sections in a document • Defaults and preferences
Colours	<ul style="list-style-type: none"> • Defining new colour • Document vs default colours • RGB vs CMYK colours • Spot vs process colours • Defining Pantone colours • Setting the fill colour • Applying colour to text
Tables	<ul style="list-style-type: none"> • Creating tables • Formatting table cells • Adding images to tables • Inserting rows and columns • Setting gridlines • Convert Text to Table

Typography

- Kerning and tracking
- Leading and baseline shift
- Horizontal scale
- Keyboard shortcuts
- Text rotation
- Vertical justification
- Using the baseline grid

Occupational Health and Safety Training

We provide a range of bespoke **Occupational Health and Safety** training focused on the particular needs of your staff. All are designed to cover essential health and Safety training but will focus on the issues that arise from the individuals work environment and work related **hazards**. Our emphasis is on empowering and motivating your employees to protect their health in the work environment. Specially designed tasks raise awareness of Health and Safety issues and our aim is to produce a long-term positive change in attitudes to self-care. We work with you to ensure that all aspects of workplace health and safety are addressed.

Course overview

Over a decade working in health care and training has allowed us to design the most thorough **health and safety awareness training** available. The course provides a comprehensive overview of all aspects of Workplace Healthcare. Particular emphasis is given to the major causes of work place injury, **posture, lifting, repetitive motion injury; ergonomics, hazardous substances and VDU screen usage**. The course covers **awareness, prevention and treatment**. The material has been designed to equip your staff with the knowledge and tools they need to **avoid injury**, empowering them to safeguard their **physical health in the workplace**.

The session is split into three segments. The time being used to cover all necessary aspects of Health and Safety.

Awareness

- The facts about a range of work place injuries long-term effects, with demonstrations.
- Students are provided with a practical understanding of the Anatomical and Physiological causes injury
- Students learn to understand the impact of workplace injury on their own lives.

Prevention

- Students learn to assess their work environment for hazards, and recognize potential dangers in the work place.
- Established health and safety procedures and risk control measures are taught. Students are familiarized with health and safety signage and regulations.
- Students learn to assess risks to their own physical health and the all-important early warning signs of injury.
- Students learn simple exercises to maintain good physical health and learn the importance of posture and flexibility.
- A primary line of defense RSI/upper limb injury first Aid routine is taught.
- A full range of workstation injury prevention equipment and furniture is demonstrated and assessed.

Treatment

- Students are given information on the variety and effectiveness of treatments currently available.
- Students practice a self-treatment for use outside work for periods when physical stress is unavoidable or injury has occurred.

Teaching techniques

The course avoids the pitfalls of lengthy, theoretical lecture training. The material is easily understood and jargon free. A variety of teaching techniques, (demonstrations, hands on exercises, self assessment, pair work and group work), keep students engaged and focused. Trainees are given exercises to make them examine their own working practices in order to be able to make decisions about changes that need to be made.

Duration

Formulated to take place in the work environment with groups of up to ten trainees per session, the 3.5-hour course fits easily into the working day.

Time Management

This is a **one-day course** for individuals who want to keep control of a full schedule and achieve the best results in managing time effectively.

As a result of attending this course, participants will:

- be able to take responsibility for their own time
- be able to achieve targets by setting measurable working goals and objectives
- know how to reduce the impact of time wasters by dealing with interruptions effectively
- know how to respond to changing priorities and other demands within the organisation
- be able to pull on a 'toolbox' of hints and tips to manage their time more effectively

Facilitation Skills Course

Internal Consultancy Skills Development

Effective facilitation enables you to gain many of the benefits of an external consultancy assignment, but at a fraction of the cost.

Any action plan resulting from a facilitated meeting is far more likely to be successfully implemented since the plan has been created by and for the people who know how to make things happen.

Last but not least, your directors and managers stand to gain consultancy skills that will help them to increase their contribution to your organisation in the future.

Effective Action Planning

Ashbury's facilitation service enables you to get the most out of your management team in terms of:

- strategic and tactical thinking and planning;
- sharing of knowledge;
- team working;
- effective communications.

We will work with you to set the agenda for a management meeting: e.g. an executive board meeting, a cross-disciplinary strategic planning session or a conference of middle managers.

When setting the agenda we will help you to include issues that are often overlooked. For example, senior people are often unable to think strategically either because they are preoccupied with operational issues or because they lack techniques for effective strategic thinking.

When conducting the meeting we will ensure that:

- everyone makes the fullest possible contribution according to personal knowledge and experience;
- all the important issues are properly considered;
- the delegates arrive at a realistic action plan of their own making.

Skills Development Opportunities

Our facilitation service provides at least some benefit in terms of skills development. Even in a short meeting whose specific focus is action planning, for example, delegates can be expected to pick up a few useful techniques for solving unstructured problems.

The skills development component increases commensurably with the amount of facilitated meeting time to the point where the meeting produces usable action plans and training benefits in equal measure.

For example, Ashbury's innovative **Report Writing** course is at its most effective when delegates are set the task of writing actual consultancy-style reports with the help of several training/facilitation days spread over weeks or months.

Report Writing

Ashbury Training's Report Writing course is aimed at enhancing the analytical and creative skills of middle and senior management staff.

The course is primarily designed to equip delegates with crucial **problem solving and report writing skills**.

We will be pleased to prepare a specially customised version of this presentation for your organisation on request.

We encourage you to base the course on the writing of reports that focus on actual issues facing your organisation. Accordingly you stand to benefit from

- **high quality, strategic/tactical planning reports produced by your own staff,**
- **while also gaining powerful evidence of their career development potential.**

For example, you might set up a course in which delegates respectively prepare reports on improving customer relationship management, health and safety regulations and their implications for the company, and so on. (These are illustrative ideas only: we will help you identify appropriate areas for investigation.)

We offer considerable flexibility in the running of this course, such that the added value actually delivered depends on:

- **how much of delegates' time you choose to invest in the course**
- **and the number of delegates attending the course.**

Content

The course consists of five core modules:

- **Specification,**
- **Content,**
- **Structure,**
- **Language & Style, and**
- **Presentation.**

The **Content** module is subdivided into two parts.

- In the first (**Research**), delegates construct hypothetical conclusions and recommendations and gather data to test them.
- In the second (**Conclusions and Recommendations**), delegates determine the actual report content based on their research.

We also provide a subsidiary module, concerned with **Constructive Criticism**, at an early stage in the course. This is not strictly concerned with report writing, but is designed to improve the added value of the course by enabling and encouraging delegates to use positive criticism as a means of raising the quality standards of individual and team work.

Anger Management

This one day training course in Anger Management is designed to help you overcome anger in yourself or anger directed at you by other people.

- To develop an awareness of anger in yourself and others
- To understand how we put pressures on others and ourselves
- To consider different ways of recognising and dealing with different effects of anger
- Learning the techniques to overcome anger and to deal with conflict
- Putting into practise techniques to overcome anger

This course covers a wide range of skills, activities and interaction including:

- Understanding and recognizing anger
- Recognizing the different ways that anger manifests itself
- Understanding the different expressions of anger
- Appreciating how you yourself react to anger
- Understanding what triggers anger
- Recognising the early signs of anger and “nipping it in the bud”
- Identifying and changing thoughts that cause anger to arise
- Using NLP to change your anger thought patterns
- Keeping cool in difficult situations
- Looking at different ways of solving the problem
- How to be constructive in situations of conflict, not destructive
- What to do when anger is directed at you
- Techniques for sustaining new behaviour patterns
- Overcoming setbacks in establishing new anger controls and habits
- Self assessment on the anger “chart”
- Practical exercises that work!
- Your personal action plan

Stress Management Training

This one day course is designed to help you manage stress in the workplace.

You will learn many techniques to help you to deal with difficult or traumatic situations, in order to be able to deal with such problems with confidence.

Negotiation Skills

This one- or two-day course is suitable for beginner negotiators and those looking to refresh their existing skills. It is challenging, thought provoking, motivational and, above all, fun. It is suitable for anyone involved in negotiating internally with colleagues, or externally with customers or suppliers.

Course Objectives

- Understand the phases of negotiation
- Compile information & knowledge and plan comprehensively for negotiation
- Understand & control the psychological aspects of negotiation & the exchange of information
- Understand & apply the principles of concession, compromise and mutual benefit
- Bargain, build agreement & conclude negotiations

Delegates will become more confident, assertive and motivated, effecting better working relationships and obtaining more win-win deals. Candidates will use a variety of learning tools including workshops, games, real life scenarios, workshops and open learning.

Course Content

- Identifying objectives and all factors affecting negotiation
- Understanding the four phases of effective negotiations
- Approach, planning and preparation
- Effective openings
- Focusing on outcomes not positions
- Planning workable concessions and alternatives
- Listening, questioning and assertion skills
- Creating a 'win-win' situation
- Bargaining skills
- Action planning

Selling Skills

Gone are the dark days of high-pressure sales tactics. There is no room in today's business climate for such an approach. Today, it is the **consultative Selling style** that breeds and builds **long term relationships** that will be successful.

As such, the selling skills, tools, strategies and tactics underpin a consultative influencing style, rather than a hard-nosed, pushy style. Yet, salespeople by their very name are engaged to make sales. That is why they are there! Therefore, it is the use of a subtle blend of **influencing skills** and **personal power**, along with the initiation of sales approaches and **strategies** that provide a unique formula for success.

Our approach to improving our selling and influencing skills is in three prime ways:

1. Introduction and coaching on basic skills and tools
2. The review and implementation of a range of advanced skills and tools
3. A personal, one to one coaching approach to helping individual needs

All proposals and programmes are designed specifically to suit individual team needs so no 'off the shelf' programmes here. We do not run 'open' courses where you will find a range of companies from varying product backgrounds.

All programmes are designed for a sales team of varying size within one company. Research would be carried out looking at things such as, although not exclusively:

- The type of customer you sell to
- Your sales cycle
- Why people buy from you today?
- Current skill levels and desired competencies
- Product and service offering
- Competitive propositions

We focus very much in the **face to face** selling environment, although we also carry out a number of **telephone sales** assignments. The programme would focus very much on the needs and objectives of your team, although it could well embrace things such as:

- How to find and qualify **worthwhile leads**
- How to make **making appointments** more successful than ever before
- How to build an **influential, organised** approach to face to face sales
- How to build **trust** and rapport at an early stage
- How to **motivate** a potential customer to want buy from you
- How to uncover real needs and wants in a **prospective customer**
- How to deliver **powerful** and influential presentations
- How to facilitate a **'consultative' style** agreement process

Our much talked about style of facilitation is open, fun, dynamic, relevant, powerful, non-threatening and above all, a proven success!

The first step would be for us to gain a better understanding of your needs and objectives to help determine the shape of the programme. This could involve discussing issues with individual members of the team.

Once you have approved the programme, and the necessary preparation had been done, the programme (that could be modular in style) would commence over a sustained period.

If you are looking to improve the effectiveness of your sales team's skills and efforts and seek better results, take the first step to those results and call us today.

Disciplinary Skills

Disciplinary skills training cannot be simply bought 'off the shelf' because of the complexity and organisation-specific nature of the disciplinary issues.

We will be pleased to create a course according to your specific requirements.

To do this, we will need to review and understand your HR documents:

- contracts of employment
- staff handbooks
- organisational structures
- communications protocols
- samples of disputes and explanations of 'concerns' and how these came to light.

The case studies, training notes etc would then be tailored to your in-house rule book and other circumstances, including ethnic and cultural mixes. Our trainers will provide case studies based on personal experience and the latest law reports in the UK and USA.

The following are **illustrations of the sort of courses that we could deliver for you.**

Illustration 1: Senior Management Overview

A hard-paced one-day tutorial outlining the latest developments in 'grievance and discipline' issues, with the aim of helping top management understand how best to get their staff to prevent and separately deal with potential and real differences, grievance, disputes and disciplinary situations in order to avoid elephant traps and grow the business. Pre-course reading would be provided and required, as the scenarios and cases reviewed will be used to tease out learning outcomes.

Illustration 2: HR Practitioner Course

A two- or three-day in-depth examination of best practice in preventing and handling employment disputes, with particular reference to the ACAS codes and fast-developing case law in the areas of

- duty of care
- discrimination and harassment
- grievance and discipline
- investigations, mediation and preventative strategies.

The course is case-study based, will require pre-course reading and extensive role-play. Detailed notes will be provided.

Leadership and Management

Our **three-day-long leadership development programme** is designed to equip managers with the skills needed to manage their teams effectively.

The course will enable managers to understand how their style and role impact on their teams' ability to meet the organisations' goals within its ever-changing environment. **Particular emphasis is placed on individual development and the importance of coaching others** in the development of their skills.

Course Objectives:

- Improve communication technique
- Learn how to set clear plans and objectives
- Identify own decision-making technique and understand its potential as well as its limitations
- Develop the ability to deliver specific and constructive feedback
- Learn techniques for motivating and inspiring
- Know individual strengths and target areas for development

Appraising Performance

This **one-day course** is designed for **managers, supervisors or team leaders who have direct reports and are responsible for managing the performance of their staff.**

As a result of attending this course, participants will be able to:

- explain the meaning and importance of performance management and how appraisal links in to the business
- demonstrate the key skills in delivering effective feedback
- deal with disagreement
- set measurable objectives
- effectively document the appraisal process

Presentation Skills

This **two-day** presentation skills course is for anyone who is required to present information to small or large groups.

By the end of the course participants will:

- have gained confidence in their ability to give presentations and developed a positive attitude to presenting before an audience
- be able set realistic objectives and choose content appropriate for presenting to a specific audience
- know how to select and prepare effective visual support material to enhance presentations
- be able to identify those delivery skills that allow them to project with greater confidence and conviction

This course focuses on developing delegate skills in an encouraging, positive and patient environment whilst maintaining an element of fun and active participation.

Course Content

- How to write and structure a presentation
- How to make your presentation powerful, punchy and to the point
- The dos and don'ts of effective presentations
- Overcoming presentation fear
- Calming nerves using relaxation and breathing techniques
- Powerful first impressions and punchy endings
- How to time your presentations
- Using notes effectively
- Techniques to hold the audiences' attention
- Maximising voice projection to create impact
- Powerful body language
- Handling questions from difficult audiences
- How to design and use visual aids to support your message
- Projecting a credible image
- Communication skills
- How to read an audience
- Writing impromptu presentations
- Using equipment expertly

People Management

People Management is a **one-day course** for new and existing managers or supervisors who have never had any formal training or who need a refresher in managing teams to achieve results.

Course Contents

Current thinking on the role of the manager Effective communication Characteristics of successful teams and understanding team roles Managing Performance	<ul style="list-style-type: none">• What is performance management• Benefits of appraisal• Objective-setting methodology• Giving feedback
Delegation	<ul style="list-style-type: none">• Why delegate• When to delegate• Who to delegate to
What motivates individuals Techniques for problem solving and decision making	

Assertiveness

This **one- or two-day course** is for anyone wanting to improve their ability to **communicate views and ideas to others professionally, both face to face and on the telephone.**

Assertive behaviour, based on carefully controlled self-expression and reasonable opposition, can be used to produce positive results as long as the aim is the not just to gain a win but also to solve the problem and get the best result for the benefit of both parties. Assertiveness does not come naturally to some people because we tend to learn passive behaviours as a means of avoiding confrontation.

Assertiveness training courses and workshops can help delegates increase work effectiveness and productivity, achieve greater control of their daily activities and overcome work stressors.

Participants will learn to:

- express opinions / views clearly and confidently without causing offence or isolating others
- recognise the barriers to communication and how to overcome them
- communicate effectively through proven methodology such as active listening, questioning technique and showing empathy
- say 'no' without feeling guilty or apologising
- identified their preferred style of communication and how it impacts others
- handle difficult situations / conflict effectively

Course Content

- Assertiveness self-assessment
- Learn to recognise assertive behaviour and its positive results in the workplace
- Developing assertive body language
- Developing assertive language
- Developing confidence and self-esteem
- Developing an assertive vocal image
- Giving feedback, criticism and praise
- Recognising your 'self-talk'
- Understanding and asserting your rights
- Challenging and changing internal dialogue
- Accessing external resources and self-help strategies
- Simple assertive techniques and exercises
- Recognising assertive, aggressive and passive behaviours in yourself and others
- Reacting to and managing aggressive and passive behaviours in others
- Practise assertive behaviour
- Individual rights and responsibilities
- Taking the first steps to becoming assertive
- How to say "no" with confidence and without feeling guilty

Telephone Skills

This **one-day course** will help to ensure that your staff always project the correct image to your potential customers and clients. It is designed for anyone who uses the telephone in their work and is written with both the customer and the organisation in mind to maximise service and customer care.

More and more companies are increasing their use of the telephone as the quickest and most convenient way of establishing customer contacts. Call centres and mail order are the fastest growing operational departments for UK organisations. It is essential that all employees represent their organisation in a professional and friendly way. Clear and effective communication is essential to ensure that the business is not lost. If your staff are not trained properly on telephone skills, how much business are they losing your company?

Course Content

- Projecting a professional image, building rapport, voice presentation skills.
- Customer service essentials
- Understanding the power of the phone and how to use it to influence
- Call planning and follow up
- Active listening techniques, hearing the whole picture.
- Questioning and summarising skills
- How to direct calls and not leave the customer hanging on
- Putting your customers at ease
- Time management on the telephone
- Handling complaints and angry customers
- Managing different customer behaviour
- Recovery strategies and how to turn a complaint into a happy customer
- The power of a good attitude

Cisco

We offer the full range of Cisco courses, using Cisco accredited trainers.

Whatever your level of certification, we can certainly help you progress towards the next.

Please [contact us](#) for further information on pricing and course bookings.

EXPERT

CCIE Certification

Cisco Certified Internetwork Expert

- CCIE Routing and Switching
- CCIE Service Provider
- CCIE Security
- CCIE Voice

PROFESSIONAL

CCSP Certification

Cisco Certified Security Professional

- Securing Cisco IOS Networks (SECUR)
- Cisco Secure PIX Firewall Advanced (CSPFA)
- Cisco Secure Intrusion Detection System (CSIDS)
- Cisco Secure VPN (CSVPN)
- Cisco SAFE Implementation (CSI)

CCNP Certification

Cisco Certified Network Professional

- Building Scalable Cisco Internetworks (BSCI)
- Building Cisco Multilayer Switched Networks (BCMSN)
- Building Cisco Remote Access Networks (BCRAN)
- Cisco Internetwork Troubleshooting (CIT)

CCIP Certification

Cisco Certified Internetwork Professional

- Building Scalable Cisco Internetworks (BSCI)
- Building Cisco Multilayer Switched Networks (BCMSN)
- (needed for Composite exam only)
- Implementing Cisco Quality of Service (QoS)
- Configuring BGP on Cisco Routers (BGP)
- Implementing Cisco MPLS (MPLS)

CCDP Certification

Cisco Certified Design Professional

- Building Scalable Cisco Internetworks (BSCI)

- Building Cisco Multilayer Switched Networks (BCMSN)
- Designing Cisco Network Architectures (ARCH)

ASSOCIATE

CCNA Certification

Cisco Certified Network Associate

- Introduction to Cisco Networking Technologies (INTRO)
- Interconnecting Cisco Networking Devices (ICND)

CCDA Certification

Cisco Certified Design Associate

- Designing for Cisco Internetwork Solutions (DESGN)

SPECIALIST

VPN and Security Certifications

Cisco Firewall Specialist

- Securing Cisco IOS Networks (SECUR)
- Cisco Secure PIX Firewall Advanced (CSPFA)

Cisco IDS Specialist

- Securing Cisco IOS Networks (SECUR)
- Cisco Secure Intrusion Detection System (CSIDS)

Cisco VPN Specialist

- Securing Cisco IOS Networks (SECUR)
- Cisco Secure Virtual Networks (CSVPN)

Cisco VPN/Security Sales Specialist

- Cisco Product Solutions Essentials (CPSE)

IP Telephony Certifications

Cisco IP Telephony Design Specialist

- Enterprise Voice over Data Design (EVODD)
- Implementing Cisco Quality of Service (QOS)

Cisco IP Telephony Express Specialist

- Cisco Voice Over IP (CVOICE)
- Implementing Cisco Quality of Service (QOS)

Cisco IP Telephony Operations Specialist

- IP Telephony Troubleshooting (IPTT)
- Implementing Cisco Quality of Service (QOS)

Cisco IP Telephony Support Specialist

- Cisco IP Telephony (CIPT)
- Cisco Voice Over IP (CVOICE)

Cisco Unified Communications Design Specialist

- Cisco Unity Design and Networking (CUDN)
- Unified Communications for System Engineer (UCSE)

Wireless LAN Certifications

Cisco Wireless LAN Design Specialist (pre-requisite CCDA)

- Aironet Wireless LAN Fundamentals and Cisco Aironet Wireless Site Survey (AWFSS)

Cisco Wireless LAN Sales Specialist

- Account Manager Learning Environment (AMLE) - Wireless LAN 3.0
- Cisco Products Solutions Essentials (CPSE) 8.0 for AMs: Wireless for AMs

Cisco Wireless LAN Support Specialist (pre-requisite CCNA)

- Aironet Wireless LAN Fundamentals and Cisco Aironet Wireless Site Survey (AWFSS)

Lotus Professional

We are authorised providers of the full range of training courses in IBM Lotus Notes and Domino. In addition to the current Version 6 courses, we also continue to offer training in Version 5.

Please [contact us](#) for further information on pricing and course bookings.

End Users

- Update your IBM Lotus Notes skills to version 6/6.5
- Learn IBM Lotus Notes 6/6.5

Application Developers

- Create Domino Applications
- Add Domino Applications to Portal and Workplace Applications
- Integrate Domino and J2EE applications
- Create Enterprise Applications on the J2EE Platform
- Create Custom Portal applications

System Administrators

- Administer a Notes/Domino 6 Infrastructure
- Update Current Notes/Domino Administration Skills
- Deploy a new Notes/Domino 6 Infrastructure
- Manage an existing Notes/Domino 6 Infrastructure

Introduction to Visual Basic

This **five-day course** provides a thorough introduction to the use of Visual Basic 6.

The main goal of the course is to enable the participant to **create business applications with Visual Basic** that utilise multi-tier application design strategy for maintainability and reusability. The hands-on exercises are focused on solving commonly encountered business problems.

The course introduces the Visual Basic Integrated Development Environment (IDE) and its wealth of development tools. Students will learn to build effective user interfaces with Visual Basic controls, forms, and other GUI components.

The Visual Basic language is covered in detail. Students will learn the use of the debugging and testing tools available in Visual Studio. Database access is introduced, using Visual Basic's ADO Control (ADC) and data-aware components like the Data Grid, Data Environment Designer and DBList control.

The Course includes an introduction to object-oriented programming techniques, integrating help files, and using the Packaging and Deployment tool to deliver completed applications to end users.

Prerequisites: Basic computer skills and familiarity with Microsoft Windows.

Course Contents

Introduction to Visual Basic Course Overview:	<ul style="list-style-type: none"> • Visual Basic Overview • Capabilities of Visual Basic • Visual Basic Overview • Types of Visual Basic Projects • Rapid Application Development • RAD Problems • Visual Basic Editions • The Visual Basic IDE • Managing the Workspace
Visual Basic Project Development Cycle	<ul style="list-style-type: none"> • Life Cycle Overview • The Visual Basic Project Lifecycle • Creating Projects • Project Files • Source Management • Test Running a Project • Compiling • Deploying Applications • Three Layer Applications
Using VB Reference Resources	<ul style="list-style-type: none"> • Integrated Documentation • Microsoft Developer Network
Using Visual Basic Objects	<ul style="list-style-type: none"> • Forms • Form Design Window • Code Window • Form Properties and Methods • Controls • Overview of Control Types • Properties • Events and Event Handling
Developing Data Entry Dialogs	<ul style="list-style-type: none"> • Dialogs • Dialog Modality • Data Entry Dialogs • Validating Entries • Command Dialogs • Standard Windows Dialogs • Creating a New Dialog • Form Load and Unload • Form Control Syntax

Dialog Layout	<ul style="list-style-type: none"> • Laying Out a Dialog Interface • Control Layout • Working with Frames • Tab Order • Hot Keys • Layout Tools and Techniques • Validation Controls
Developing Code Modules	<ul style="list-style-type: none"> • Fundamentals of Coding • Code Editor • Module Basics • Event Procedures • Code Window Tips and Shortcuts • Statements and comments
Data Declarations	<ul style="list-style-type: none"> • Scope in Visual Basic Programs • Setting Scope Blocks • Data Types • Constants
Manipulating Data	<ul style="list-style-type: none"> • Arithmetic Expressions • Logic and Boolean Expressions • Type Conversion • Arrays • Working with Strings • Dates, Currency and Variants • The Format Function
Logic and Iteration	<ul style="list-style-type: none"> • Logic Statements • Conditional Constructs (If/Then, Select Case) • Iteration (Do Loop, For Loop) • Background Loops • Background Processing • DoEvents • Exit, Stop and End
Writing Subroutines	<ul style="list-style-type: none"> • Application Structure • Purpose of Subroutines • Procedures • Local Stack v. Global Heap • Functions • Arguments • ByRef vs. ByVal Parameters • Optional Arguments • Designing for Maintainability
Debugging and Error Handling	<ul style="list-style-type: none"> • Types of Errors • Error Handling • Creating Error Handlers • Debugging • Debugging Tools
Validating User Input	<ul style="list-style-type: none"> • Writing Validation Routines • Invoking Validation • Controlling Flow • Keyboard Event Handling • The Validate Event
Application Frameworks	<ul style="list-style-type: none"> • SDI Applications • MDI Applications • Application Lifecycle • Displaying Child Windows
Application Interfaces	<ul style="list-style-type: none"> • Menus • Toolbars • Status Bars • The Application Wizard • Mouse Events • Drag and Drop Interfaces • Other Useful Controls & Objects • Control Arrays
I/O and Persistence	<ul style="list-style-type: none"> • Visual Basic File Access • File I/O Commands • File Common Dialogs • File System Objects • The Registry
Database Client Applications	<ul style="list-style-type: none"> • Database Concepts • The ADO Data Control

	<ul style="list-style-type: none">• The DataGrid Control• DBList and DBCombo Controls• Data View Window• Data Form Wizard• Data Environment Designer
Deploying Applications	<ul style="list-style-type: none">• Help Files• Integrating a Help File• The Packaging and Deployment Wizard• Creating Deployment Packages

Visual Basic Advanced Programming

This **five-day course** emphasizes **object-oriented programming, component development and deployment**, and techniques for **connecting client applications to databases**.

Students start by interacting directly with the Win32 API to provide grounding in important Visual Basic programming principles. Students are then shown how to design and use class hierarchies.

In the course's hands on exercises, students gain direct experience creating Visual Basic programs that both use existing components and create new ones. Students create both in-process and out-of-process COM components that can be deployed directly to the client's machine and shared by multiple client programs, as well as in-process components that can be deployed to Microsoft Transaction Server (MTS).

Students build ActiveX controls that can be used both in Windows applications and on web pages. The course provides extensive practice developing database client/server systems. It provides thorough coverage of building 3-tier, component-oriented client applications that can use both RDO (ODBC) and ADO (OLEDB) to connect to databases.

Students practise low-level programming to retrieve and output data from databases, invoke stored procedures, and also use Visual Basic database development tools such as DataView, DataEnvironment, and DataReport. During the hands on exercises, students also gain practice creating Visual Basic IIS applications that use WebClasses and WebItems. Students also use a suite of Microsoft's ActiveX controls to interact with a local area network and/or the internet.

Prerequisites: Visual Basic programming experience.

Course Overview:

Windows API Programming	<ul style="list-style-type: none"> • Understanding the Win32 API • Interacting with the Win32's C Data Structures • Using the API Text Viewer • Using Declare Statements • Calling Win32 Functions
COM Components and Clients	<ul style="list-style-type: none"> • Understanding COM and ActiveX • Creating a COM Component • Registering a COM Component • Using the OLE/COM Object Viewer Tool • Controlling COM Component Versions • Creating a COM Client • Interacting with a COM Server using Late Binding • Interacting with a COM Server using Early Binding • Understanding the Differences between .DLL and .EXE Components
Object-Oriented Programming	<ul style="list-style-type: none"> • Understanding Classes and Objects • Understanding Private vs. Public Members • Defining Classes • Defining Data Members • Defining Methods and Properties • Instancing Objects using New • Instancing Objects using CreateObject

	<ul style="list-style-type: none"> • Calling Methods and Properties using Object Variables • Defining Events • Trapping Events • Understanding Interfaces • Implementing Interfaces • Using Interfaces • Defining Type Hierarchies • Using Polymorphism
Multithreaded COM Servers	<ul style="list-style-type: none"> • Understanding Threading • Understanding VB's Limited Threading Capabilities • Comparing Thread Per Object and Thread Pool Options for Threading • Comparing Single Use and Multi Use Options for Instancing
MTS-Compatible COM Components	<ul style="list-style-type: none"> • Understanding MTS and its Role in Three-Tier DNA Systems • Building MTS Components • Installing a Component under MTS • Understanding Proxy/Stub .DLLs • Building MTS Clients • Deploying MTS Applications
ActiveX Controls	<ul style="list-style-type: none"> • Understanding the ActiveX Control Standards • Building an ActiveX Control • Designing the GUI Interface • Implementing Methods and Properties • Interacting with Extended and Ambient Properties • Implementing Property Pages • Persisting Properties • Testing the ActiveX Control • Using the ActiveX Control Interface Wizard • Deploying Controls
Developing Database Desktop Clients	<ul style="list-style-type: none"> • Understanding RDO (ODBC) and ADO (OleDb) Technologies • Registering a Data Source Name (DSN) using the ODBC Administrator • Using the DataView Tool • Connecting to a Database • Executing Queries • Interacting through Records • Working with Transactions • Controlling Record Locking • Working with the DataEnvironment Tool • Handling Database Exceptions
Stored Procedure Programming	<ul style="list-style-type: none"> • Understanding Stored Procedure Concepts • Calling Stored Procedures • Sending Parameters

	<ul style="list-style-type: none"> • Retrieving ResultSets and Return Values • Using the Stored Procedure Editor
Data Reporting	<ul style="list-style-type: none"> • Understanding Reporting Concepts • Designing a Report • Interacting with a Report's Properties • Binding a Report to a Query • Displaying a Report • Using Report Functions • Working with Group Sections
Visual Data Manager	<ul style="list-style-type: none"> • Understanding the Visual Data Manager's Capabilities • Creating Databases • Creating and Modifying Tables • Defining Relationships • Creating Schema Diagrams
Data-Aware Components	<ul style="list-style-type: none"> • Understanding Data Providers and Data Consumers • Creating Data-Bound ActiveX Controls • Creating Data Sourced Components
IIS Applications	<ul style="list-style-type: none"> • Introducing IIS, ASP and HTML • Understanding IIS Objects • Creating a WebClass • Defining the HTML Template • Creating a WebItem • Associating an Event with an HTML Action • Deploying IIS Applications
Network and Internet Programming	<ul style="list-style-type: none"> • Using the WebBrowser Control • Using the Winsock Control • Using the Internet Data Transfer Control

Additional Programming Courses

Please feel free to contact us for course overviews for the programming courses shown below:

- **ASP**
- **ASP.NET**
- **C++**
- **Java**
- **JavaScript**
- **Perl**
- **PHP**
- **SQL**
- **XML**

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