

Free Online Training Webinars

RESERVE
NOW



Multiple Sessions Available for One Day Only!

+ OFFICE + EXCEL + OUTLOOK +



BUSINESS SKILLS +

May 9, 2018

NEW HORIZONS CORDIALLY
INVITES YOU!

We will be offering a day of one-hour Tips & Tricks Training Sessions free to our clients.

Attend what interests you the most or attend all. Be sure to pass this offer along to your colleagues!

Time Management

9:00 am – 10:00 am

- The Three P's
- Why We Procrastinate
- Eat That Frog!
- Deciding if a Meeting is Necessary

Excel 2016

10:30 am – 11:30 am

- Analyzing Data
- Create & Modify Tables
- Apply Intermediate Conditional Formatting
- Apply Advanced Conditional Formatting

Customer Service

12:00 pm – 1:00 pm

- What Is Customer Service?
- Understanding the Customer's Situation
- Turning Difficult Customers Around
- Advantages & Disadvantages of Telephone Communication
- Advantages & Disadvantages of Electronic Communication

Outlook 2016

2:30 pm – 3:30 pm

- Organizing, Searching & Managing Messages
- Search Outlook Items
- Automating Message Management
- Use the Rules Wizard to Organize Messages
- Managing Contacts
- Using Electronic Business Cards

Word 2016

4:00 pm – 5:00 pm

- Organizing Content Using Tables & Charts
- Sort the Rows in a Table
- Manage the Display of a Cell
- Create a Chart
- Embed and Link an Excel Table in a Word Document