

OBT Skill Sense Training Program



You want your staff to be more productive, but have you given them the tools and training they need to operate more effectively?

The **OBT Skill Sense Training Program**, developed exclusively for clients of OBT, will give your staff the confidence and skills they need to increase their efficiency. We understand the issues they face each day in trying to get more done in less time, and we have the tools and knowledge to make it happen.

This hands-on program is based on a comprehensive and **up-to-the-moment curriculum** and is presented in a **fun and interactive format**.

There are **various training modules**, each with a wealth of valuable information and insight compacted into tight **2-hour sessions**. There is also one module designed especially for company management.

We recommend the training be carried out as a series, although modules may be booked separately or customised as required. Descriptions of individual modules can be found overleaf.

To make a booking or for more information contact OBT on 1300 886 896 or email sales@obt.com.au

Reap the rewards of OBT Skill Sense Training

- Increase your staff's competency and efficiency, by equipping them to handle minor local technical issues without always having to ask colleagues for assistance
- Motivate them by giving them the tools that will help them to achieve more on their own
- Provide a means for you to fulfill your legislative requirements for training of staff
- Keep staff up to date with the latest technological developments in the marketplace
- Encourage your staff to take training seriously and regularly
- Reduce technical support costs



What participants have said ...

"The application of the topics was great, and the delivery of the presentation superb."
G.N. Sydney

"The thing I liked best was that it was about issues you face each day in the workplace."
T.D. Sydney

"OBT's Skill Sense program has been a great success in our organisation. The presentations were entertaining and refreshingly different from the usually dry training sessions. All sessions were very well received by our staff who all enjoyed attending. The program is one of the best training programs of this type and I can highly recommend it."
Quentin Shaw, Director, Eureka Funds Management

Call our friendly staff today on 1300 886 896 or email sales@obt.com.au

Module 1

Induction Services

- The ASP Concept
- Do's and don'ts on the OBT network
- Access to files stored on the local PC using FTP
- Copying files
- Internet browsing
- The famous M:\ drive
- Emailing large attachments
- Logging off vs. disconnecting
- Changing passwords
- Password Security
- Task Manager
- OBT Helpdesk – how to contact? What it covers.
- Rebooting your computer – when & why
- Why a standard operating system is important
- Role of the coordinator
- MS Word – recovery files
- Basic Troubleshooting Tips
- Online Interactive Manuals

Module 2

Maximising Email and Web Efficiency

- Archiving your Outlook and recovering archived information
- Dealing with pst files in general. How to import and export Outlook information.
- Setting up of rules in Outlook to automatically handle your emails
- The use of the bcc field in emails
- Use of Web Mail (MS Exchange users)
- Public Folders - how to set them up, to search for them
- How to use the Schedule feature in Outlook
- Internet Search Engines – Mainly Google (Tool Bar) and the use of it and how to select your search string.
- The use of Google Groups and Google Images as a powerful tool
- Using the Out of Office Assistant (MS Exchange)
- Advanced search features in Outlook
- Using your browser to maximum efficiency
- Viruses, Spam and other nuisances. Hints on how to identify fraudulent emails (phishing attempts)
- Using PDAs & Blackberry. Security issues associated with them

Module 3

Using Common Office Applications

(eg. Word, Excel, PowerPoint)

- Known problem areas in MS Word
 - ~ Mail Merges
 - ~ The use of Styles
 - ~ Headers, footers, page numbers
 - ~ Creating tables
 - ~ Tables of Contents and cross references
 - ~ Inserting graphics into a document
 - ~ How to deal with corrupt MS Word Files
- Introduction to MS Excel
 - ~ The use of basic formulas
 - ~ Creating graphs
 - ~ Dealing with more than one worksheet
 - ~ Printing a spreadsheet to look the way you want it
- Linking documents amongst each other (MS Office)
- Collaboration between MS Word and MS Excel (you can have full Excel functionality in a table in MS Word)
- Filing efficiently to reduce Data Storage
- Use pdfDocs to collate documents from various sources
- Other useful Hints & Tips

Module 4

Keeping abreast with Technology

- What's out there in the marketplace? How does this impact day to day business?
- Are you just acquiring gadgets, or are you really working more efficiently?
- Overview of latest products:
 - ~ Outlook Anywhere
 - ~ Email to SMS
 - ~ Online Fax (Inbound/Outbound)
 - ~ PdfDocs
 - ~ Penlink
 - ~ PDAs/Blackberry/Other mobile devices
 - ~ Anti-Spam
- Wireless Technology Options, Bluetooth etc.
- Web-based Conferencing
- Understanding certified hardware and compatibility issues
- Tips on achieving a paperless office
- Intranet sites
- Scanning systems

Module 5

Planning for future growth

Note: This module focuses on high-end consulting services and is suitable for Senior Management, with only 1-4 participants.

- How to assess cost of technology for future requirements
- Working with business partners while maximising the compliance & security advantages of your system
- Sourcing and Implementing New Software – Procedures & Opportunities
- Voice over IP
- Where is technology heading? What other workplace technological developments are on the horizon?
- Document Management Systems
- + more...

COST

\$695 (ex GST) per 2-hour session
PLUS TRAVEL COSTS for Modules 1-4

Discounts apply for two or more modules purchased upfront (excl. Module 5):

- Purchase any two modules = \$595 each
- Purchase three or more modules = \$495 each
(PLUS TRAVEL COSTS)

\$950 (ex GST) per 3-hour session
PLUS TRAVEL COSTS for Module 5

Up to 15 staff may participate in each session. Modules can be customised according to your requirements.