"The 10 Keys To Highly Effective Staff & Staff Training!"

Make Sure You And Your Staff Get The Best Training, The First Time Round.
Training and Knowledge That "STICKS"!

Here's what we'll cover in this report:

- ✓ **That 80% of people only use 30% or less of the power of MS Office.**

- ✓ The training style that makes it easier to learn and helps you to remember more.

- ✓ **The connection you already know between productivity and profitability.**

- ✓ The true costs to your business of inaccuracy both short term and long term.

- ✓ **That data sharing is easier and safer than you thought.**

From the desk of Ivor Kosowitz of Fast Track Computer Solutions:

You are about to make what is likely to be a substantial decision in the future of your business.

I don't mean to overdramatise the process but getting the right training for your staff and your company is a big deal.

It doesn't matter whether it's a one off training session or a series, whether it's a single staff member or it's a whole team you need to have trained. It has the same impact on your business as getting the right staff in the first place and its importance can't be understated.

You may have already been through this before. Staff training is still a big deal.

Unfortunately, many managers, supervisors and business owners do not take the time to research some of the little but weighty intricacies of staff training. Spending the time doing the research is well worth the effort when you consider the impact that it will have on your business.

This report has been written to inform you of the Ten ==keys== you need to know to getting highly effective staff and staff training. It makes sense to become as completely informed as you possibly can before you buy or refinance your home.

Would you agree? Remember, there is more to choosing the right type of training than just getting a trainer. You need to make good, sound business and economic decisions, based on your personal and business situation.

Some of these points you may well be aware of but we cover them anyway so all aspects are covered.

1. Getting The Full Effective Use From MS Office!

Do you know that at least 80% of people only use about 30% or less of the power of MS Office?

People pay a premium price for the MS Office Suite and yet utilize so little of its full potential.

The range of tools already built in and ready to utilize in MS Outlook, Excel, Word, Access, Project is simply awesome.

So often when we've run training sessions we've had clients say to us "I wish I'd known I could do that about 2 years ago" or "You can really do that?"

We recently showed a group of sales people how Excel Pivot Tables could work for them. They were absolutely "blown away" and had no idea that they could do this so simply in order to generate their sales statistics.

A client, Nelson, writes:

"Thanks very much again for completing the additional changes to the templates so promptly this morning. I must say that I am totally impressed with your competence and urgency in this matter for my client and will most certainly be utilising your skills and services again in the future as well as passing on your information for any requested templating/databasing work."

The very best staff training you can provide is not only academic training but it also has to come from an experiential perspective. The distinction is simply the integration of the academia knowledge into the "real world" application.

It's all very well to theorize about how something should be done or a system should be managed but the reality is that real people need to manage these new skills and processes and it needs to be easy, straightforward and most importantly, sustainable and consistent.

2. The Most Effective Way to Have Training Delivered.

We at Fast Track Computer Solutions, have been training spreadsheets since 1982! In addition, we have developed an industry specific Excel System that has been in use by 100's of personnel involved in the building industry.

Our training is based on 1000's of manhours of having worked with real working business spreadsheets to solve business related problems in many varied industries.

This experience has shown us that a two hour training session at any one time is the most effective way for a trainee to absorb new material. All day training simply does not work.

Reg wrote the following:

"I just wanted to thank you for the training provided.

Although I was sceptical about spreading the training over 3 x 2 hour sessions at first, I have to say that I found it very beneficial. I was able to take in the information gradually and go away and think about it. This allowed me to prepare with any questions before the next lesson.

I also found the one on one approach to training very beneficial. I was able to ask questions and get the answers I needed."

In addition, we only train one-on-one, or small groups within your organisation. This means that we train at your pace, and cover aspects that will be most beneficial to your staff.

Lynda wrote:

"Your suggestion of 3 x 2 hour sessions over 3 days was perfect. It allowed me to learn at a steady pace and facilitated me to have time to practice what I had learned in one session before moving on to the was paramount in my success in grasping all the aspects of Excel that I requested be covered in my training.

The formulas training in particular was absolutely brilliant and again your style of delivery in allowing me to do everything myself greatly assisted me in grasping all the concepts".

3. Your Teams Productivity and Profitability.

The single biggest issue for most business owners, managers and supervisors is employee productivity.

Some organizations feel that peer-to-peer training ensures that their staff are working cooperatively and sharing information.

Monitoring business communication and minimizing personal communication is no small task. If users feel that needed information can only be obtained from another employee, they are likely to increase e-mail traffic which can impact the available work time for employees leading to lower productivity.

As the world economy tightens and you go over your budget to find yet another area to trim, it is all to tempting to make deductions from the travel and training budget. After all, travel is costly, and there is a cost that accrues from having your staff members away from their station.

Makes good cost accounting sense, right?

If you operate on this model at face value you need to consider the bigger picture – and the businesses that thrive clearly see the bigger picture.

The most effective companies see that rather than just cost cutting they need to improve efficiency – both from staff and of systems. To improve efficiency and therefore productivity followed by profits will take training – staff and systems training.

If there is an area that requires a stable budget it is in staff training. This is not only for reasons of productivity, but reasons of return on your hardware investments as well. One of arduous tasks in management is risk assessment ... don't fail to assess in the training area, too.

Look at productivity first. Well-trained personnel can do routine work faster and with fewer errors.

They can troubleshoot more quickly, and reduce supervisory involvement. Since the technologies that you use in processing, connectivity, and storage are constantly changing, training will keep your people up on the latest answers to a ceaseless variety of potential data centre problems.

4. The True Costs Of Inaccuracy!

Did you know that it is so easy to make mistakes in **MS Excel** that are virtually impossible to pick up?

Until maybe it's too late… or it's cost you a small fortune.

Or even more embarrassing – imagine an error showed up and then became public knowledge. An error in your systems that should have been so easily detected – a classic example is in the case of a well known WA internet service provider. They had a profit reporting error in their system which meant they were reporting much higher profits for a given time frame than was the actual. This was a legitimate mistake but how embarrassing. This could reflect on how people perceive you, legitimate mistake or not. But there could also be penalties or fines.

In extreme cases we know of businesses that have gone into liquidation! This is scary stuff!

In the main, software is "dumb", it's the detail, the systems and understanding of the processes that make it work and make it smart.

The old phrase is still true – You can't blame the computer, it's the operator.

That's the good news. The bad news is that the onus is still on you, the owner or manager to make sure it's done right, legally and otherwise.

5. The Benefits Of Data Sharing

Most of your staff are unaware that with a proper system being set up, and the relevant training, most of your data can be shared to avoid multiple un-synchronised copies of, for example, MS Outlook contacts or spreadsheets set up properly for all to use and not just the person who wrote it.

As an example: Sales staff can share a client, and can see when another team member has been in contact and what was discussed.

6. Save Time

This never ceases to amaze us. Within a month of our training courses the feedback that we most commonly get is that so much time has been saved now that they know how to use Excel properly. So your staff will be saving you money, and will be much more productive allowing them to more in the same time.

Off course what will truly save time is if you have a proper system in place by using a Database Program which has been built for your business. This will replace most Excel "un-connected" spreadsheets as your data can be centralised. All reporting can be "built-in". This will enable your staff to concentrate on using data in your system, rather than have to fiddle with spreadsheets at the end of the month.

We have been developing and training MS Access databases since 1989!

"Ivor, I have to say THANK YOU for the way in which you assembled our program. I'm really impressed with the way you incorporated my ideas and the way you customised it for my situation".

Ted

7. What Makes a Sustainable Happier Working Environment?

Confident staff are more knowledgeable staff, that are then happier staff, who are more productive staff who stick around longer.

And who wants that?

To achieve a stable work team has to be a primary goal for savvy businesses. It means your investment in recruiting the right staff in the first place is being protected. It also means that the investment in the right staff training is money well spent.

If the stress factor of your workplace is high, simply because that's the nature of your business then proper staff training is even more crucial – to keep the stress to a manageable level. Companies that invest wisely in this area are the companies who have a stable workforce and consistent growth.

Here's the other winning factor – Happy staff are infectious which permeates through every aspect of the business and that's always a good thing.

The demeanour of your staff will impact on each other as well as your prospects and clients. Research has consistently shown that prospects and new clients are attracted to a business based more on a psychological and emotional factor than any other point – and a happy team is a more positive team.

The same principle applies to existing clients, they are more likely to do repeat business you're your team is a pleasure to do business with.

8. The Risks Of In-House Only Training.

The cost of correcting errors made by poorly trained software users can easily go unrecognized, which makes it difficult to calculate actual loss in revenue – or the raw outright cost.

In the publicly held financial industry, when corporations cannot fully comply with regulations, the costs of unseen errors can extend to hours of premium priced auditing and time documenting report inconsistencies.

Another risk is when incorrect practices are passed from one user to the next, it may be months or even years before bad practices are identified and corrected.

Corporations or larger companies may have difficulty enforcing corporate policy if the training or trainers don't have a structured approach. Having procedures in place is one thing but the challenge is in having them adhered to. If bad practices go undetected the potential risk and cost can be huge.

While using in-house employees as trainers may be a useful interim or supplemental approach to training in specialised software, training will always have maximum results when left to professional trainers who are experts in the software.

Unknowing trainers can, unwittingly, expose a company to a wide range of threats including the risk of exposing confidential information, security access or unintentionally provide a conduit to internal security breeches.

9. The Real Cost Of Staff Replacement and Retraining!

With the average cost to replace an entry level person between $1,100 and $3,000 per employee, and the time to replace the departing staff person at three to six months, retaining well-trained staff is an important expense control strategy.

Accurate handling of financial transactions in complex software like MYOB, QuickBooks, Excel etc is the backbone of real time reporting.

When inadequately trained staff record erroneous transactions, book journal entries to suspense accounts or spend countless hours reversing transactions and tying out reports, it leads to lost hours locating and correcting mistakes.

When your office has expert trained, for example, Excel users, this can make the difference between an accurate real time reporting and an end of the month reporting nightmare.

Retaining well-trained effective staff can save a company thousands of dollars in personnel costs.

A large organisation evaluated a software training program that they put into place to determine the real ROI (Return on Investment). By tracking performance before and after the training, capturing the net benefit of the program and dividing that figure by cost, the ROI of the investment in training was 206%. Considering that most companies regard a ROI of 25 percent as a good outcome, a training program with this kind of return on investment is an excellent one.

The monetary reward of training personnel can be difficult to calculate, and with high turnover in some areas, using seasoned specialised software users as in house trainers may appear to be a budgetary necessity, but it may be a costly lesson in penny-wise and pound-foolish.

10. The Best Managing Skills Ever!

Many managers or business owners seem to hold back on staff training. The reasons vary but the problem seems to be more prevalent in the baby boomer group, but not always, maybe there are just more of them in these roles.

Some are perhaps concerned of the unknown. Many managers, business owners and supervisors have never had any formal software training at all yet they are excellent at their supervisory position or management role.

When you're in this situation it's hard to ask the right questions when you don't fully understand or even fully appreciate the power of programs in the MS Office Suite.

Have you heard the story of Henry Ford? He was being challenged by his financial backers and they wanted to pull out of the deal that had been set. They were claiming he wasn't capable of pulling off this new venture called the 'production line' and the Model T Ford.

Their concern was he didn't have the knowledge to manage so many different aspects of the business. Henry's response was simple, "Let's have a meeting and at that meeting you ask me any question, on any aspect of the business and if I don't satisfy you with the correct solution or answer then I'll walk away from our contract. However, if I do cover each issue amply then we are to proceed as planned."

When they gathered for their meeting all the backers were all there, all with lawyers and the like and so was Henry, along with his team.

As they shot question and query at him he simply called on each of his key people to address each issue. "Not fair" they touted and Henry's response was calm with "You didn't expect me to do all this on my own did you?"

The Greatest Credit To Any Manager, Business Owner Or Supervisor!

The greatest credit to any business owner, manager or supervisor is to have staff that are better trained and equipped and to know their part of the business better than the oversight. Henry showed his critics it was a matter of having the right people, with the right skill sets in the right place that would make the Ford company the pioneer company it became.

It's the same with your staff – You need them to be trained to be the best they can be!

Another classic modern day case of this is Richard Branson – he is a part of around 200 businesses. Could he personally manage that on his own? … No way!

But he knows how to bring the best out of people and that can take courage and a confidence that many of us aspire to achieve.

Some managers and business owners don't invest anywhere near the amount of money and time that they should or could. Perhaps for some it's to do with the knowledge itself, or maybe it's finding the right trainers or training organisation itself.

29 Years Business Spreadsheet Experience…

Thousands of Businesses…

Virtually Every Business Sector…

Multi Award Winning MS Office Specialists!

We have been doing this for 29 years and trained hundreds of people from virtually every business sector with a focus like no other trainer in MS Office and related software.

What is the other single biggest thing that set us apart? Apart from the 4 points above?

We are known as the trainer that trains and the knowledge "Sticks". People remember far more effectively through our structured and repetitive learning process.
PLUS…

We will either come to you or you can come to our training facility. Every business is different so we'll deliver the most effective training program that suits your specific situation.

We are also specialist trainers and consultants with **MS Project**. John, a Sydney builder writes:

"The knowledge I gained from the few hours was more "relevant" information on planning projects than I received over numerous courses over 30 years in this business. Just do it!"

Ivor, also has 40 years experience in the Building, Construction, Engineering and Mining Industries. He has worked as a professional Project Controls Engineer (Cost and Planning Engineer). He and his Team have developed Cost Control, Contract Administration, Estimating and Operations Software Applications, currently in use by 100's of users.

Top 10 Signs It's Time To Retire Your Spreadsheet
by Jessica Penton on May 27, 2011

Many small and medium sized businesses experience growing pains when their budgeting or forecasting software fails to grow at the same pace as their business. Whether it's for finance, accounting, supply chain management, customer relationship management or sales – most businesses rely on spreadsheets in some way. Spreadsheets aren't wrong or bad for your business, but when used improperly they can lead to a lot of negative aspects such as wasted effort, bottlenecks, incorrect decision-making and overall frustration and anxiety with each of these limitations.

Here's a lighter look at the top 10 signs you've moved beyond the spreadsheet and need an upgrade:

 - Predicting financial outcomes for your investors and shareholders is more accurate when you use a Magic 8 ball than the answers you get from your MS Excel.
 - You pass around the same spreadsheet to so many people it turns into a game of Telephone, where the final result always ends up incomprehensible
 - It takes more time to close the month that you took for your last vacation.
 - Double-checking (or triple-checking) spreadsheets is showing up in job descriptions for new hires.
 - By the time you finish formatting your spreadsheet to print on a reasonable number of pages, the numbers you go into your meeting with are no longer current.
 - You spend more time cutting and pasting every day than your son does in pre-school.
 - You have a bruise on your forehead from opening the wrong version of a spreadsheet for the 10th time today.
 - Thanks to the spreadsheet, uncovering hidden errors is taking longer than it did to unravel the Caramilk secret.
 - You've added so many tabs to your spreadsheet that it looks more like a Table of Contents for the latest eBook you are reading.

- You know your spreadsheets have cost you more in lost employee productivity, delayed orders and customer workarounds than a new system would cost – but you can't find an Excel formula to give you that data.
- Sometimes the risks of using a spreadsheet outweigh the benefits. Stop wasting time and losing money – find a solution for your business that works.

Have Some of Your Spreadsheets Outgrown Excel?

Many small businesses start out keeping track of their data in an Excel spreadsheet. As your business grows and becomes more complex, so your spreadsheets grow and become more complex, until eventually Excel really isn't suitable anymore. When you get to this stage it's time to think about switching to an **Access** database.

So what are the signs that you've outgrown Excel and should switch to **Access**? Here are seven key indicators that your data needs a database like **Access.**

1) You need to see the same information on multiple spreadsheets. In a spreadsheet system, you will often end with spreadsheets that are and should be separate, but which use the same information. For example, your customers need to appear on your order information, and a summary of the order data needs to appear on the invoices. Usually, Access is the better tool for the job. Access is specifically designed to connect up different sets of information. Remember, if you have to enter the same thing more than once, Access can probably do it better.

2) You have more than one person needing to view or edit the data at the same time. Initially it is likely to be only you that needs to use the spreadsheets. But as your business grows and you start to take on your own staff, or as the job your spreadsheet does grows, you will find that you want more people to be able to view and edit the data at the same time. In Excel you each have to wait until no-one else is using the spreadsheet to open it and save changes. In Access however you can have multiple users all making changes to different pieces of information simultaneously.

3) You often enter the same data more than once. Do you end up needing to enter the same person's name and email address in multiple rows? Do you want to see details of a product whenever you enter its code number? Whenever you find yourself typing in data that already exists elsewhere in your spreadsheets, you're making extra work for yourself. You're also increasing the chances of typing errors cropping up. Access, on the other hand, is designed to link data together so you only enter new information and you do it once only - you never have to repeat yourself.

4) You regularly produce reports from the data. Do you produce monthly reports? Or a list of outstanding invoices? If you are copying and pasting data in Excel or have spreadsheets with complex formulae to pull the information together, you should definitely consider moving on to Access. Access is ideally suited to collating data and presenting it in a useful format. You can restrict the data with criteria that you specify each time you produce the report. You can display the data grouped by, for example, Customer or Product. You can also use these same tools to produce invoices and receipts.

5) You need more than 100,000 rows. Excel has a limit of about 100,000 rows per sheet. If you find yourself approaching this limit, which is easier than it sounds, you will have to spend a significant amount of time reworking your spreadsheets. Access does not have this limit.

6) You need more than 256 columns. Excel has a limit of 256 columns. If you need to store more data than this, you could set up a complex system with multiple spreadsheets. However you will probably be better served switching to Access. Not only does Access not have this limit, but as your data will be stored more efficiently you will most likely not need this many columns either. Your data will be easier to search through and quicker to access.

7) You want to make regular changes to the layout. Do you often want to add or move columns in your spreadsheets? Do you want to change easily the order your data is displayed in? Any design changes in Excel carry with them a high risk of accidentally altering your data. This is at best problematic; at worst you lose information that is impossible to recover. In Access however the data is stored completely separately from the layout, so you can make as many changes as you like to help you view your data without ever risking changes to your data.

So if any one of the above points apply to you, or you think they will in the near future, you should think about switching to Access. And best of all, your existing Excel spreadsheets can be used to populate your new database, so you won't lose any data and it will all be available in your new system!

Source: Software-Matters (UK)

Where Do We Go From Here?

You can call and we'll set up a time for a verbal consultation. The consultations usually only take 10 minutes and they can be done over the phone.

Or we can meet in person to find out what your specific need are so I can suggest the best training package that will suit the outcomes you want to achieve..

There is absolutely no charge, it's totally **Free** and there is **No Obligation.**

So, you've got 3 choices on what you can do right now.

- Go to www.perthsoftware.com and use the "Contact Us" page.

- Shoot an email to ivor@perthsoftware.com

- Call now on **(08) 9275 9188**.

You got this report for a reason so as Victor Kiam the CEO of Remington put it…

"Procrastination is opportunity's natural assassin" so don't hesitate, just take action … NOW!

> **Fast Track Computer Solutions also can provide an IT Audit of your Business Systems. We can look at your total operations and make recommendations as to how your staff can improve their productivity.**

Let us help you...

"Make Sure You And Your Staff Get The Best Training, The First Time Round!"
Training and Knowledge That "STICKS"!
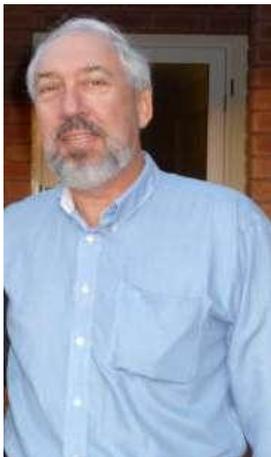
Ivor Kosowitz

Ivor Kosowitz

Managing Director & Principal Accredited Trainer.

PS: Ask Ivor to explain "CEAPS".

E: ivor@perthsoftware.com
W: www.perthsoftware.com
P: (08) 9275-9188