



Course Directory

Computer and Professional
Development Training



Tel: 1300 793 951

Fax: 1300 793 952

www.odysseytraining.com.au



Microsoft and General

We specialise in:

Computer Training

- MS Office
- MS Project & Access
- Graphics & Web

Professional Development Training

- Communication & Business Writing
- Supervision & Management
- Customer Service & Teams
- Project Management
- Time Management

Consultancy & Project Services

- Technical Writing
- Database Development
- Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951
Fax: 1300 793 952

info@odysseytraining.com.au
www.odysseytraining.com.au

Access Introduction	2 days
Creating Queries and Reports	1 day
Access Advanced	2 days
VBA for Access	2 days
Excel Introduction	1 day
Excel Intermediate	1 day
Excel Advanced	2 days
VBA for Excel	2 days
Introduction to Computers	1 day
Outlook Introduction	1 day
Outlook Advanced	1 day
Prioritise Your Work Using Outlook	1 day
PowerPoint Introduction	1 day
PowerPoint Advanced	1 day
Project Introduction	2 days
Project Advanced	2 days
Publisher Introduction	1 day
Visio Introduction	1 day
Word Introduction	1 day
Word Intermediate	1 day
Word Advanced	1 day
Creating Complex Docs in Word	1 day
VBA for Word	2 days
Microsoft Office 2007 New Features	1 day

Microsoft Access Introduction

2002 / 2003 / 2007

Duration

2 Days

Who Should Attend

This course has been developed for people currently using or wanting to use a database package to create a simple database then enter, edit and delete data from that database as well as conduct queries (search the database) and create reports.

Course Prerequisites

Experience using Windows and other Microsoft Office programs (e.g. Excel), including the ability to open and save files.

Expected Outcomes

At the completion of the course, participants should be able to:

- Create a new database
- Define and edit tables
- Add, edit and search for data
- Create relationships between tables and query the contents
- Use criteria to customise a query and create a calculated field
- Create professional reports and data input forms

Topics Covered

Overview of Access

Components of a Database
Database Wizards
Starting Access
Database Tour
The Task Pane
The Places Bar
Database Content
The Access Screen

Menus

Menu Elements
Changing Menu Options
Standard Menu Settings
Resetting Menus
Menu Animations
Removing Animations

Toolbars

Screen Tips
Displaying and Hiding Toolbars

Building a Database

Creating a New Database

Defining Tables

Names and Keys
Creating a Table

The Table Wizard

Field Names
Data Types
The Field Builder
Primary Keys

Working with Tables

Copying and Renaming
Deleting a Table
Modifying the Table Structure
Renaming a Field
Moving and Copying Fields
Deleting and Inserting Fields

Adding Records

Using Data Sheet View
Navigating in a Datasheet
Navigation Buttons

Datasheet Format

Text Font and Size
Font Formatting
Gridlines
Special Effects
Row Height
Column Widths
Hiding and Freezing Columns
Switching Views

Working with Records

Selecting Records and Fields
Moving Columns
Adding and Deleting Fields

Find and Replace Text

Filtering Records

Filter by Selection
Filter by Form
Sorting Data
Multiple Sort Columns

Relational Databases

Table Relationships

Creating a Lookup
Defining Relationships
Adding a Relationship
Join a Type
Join Properties
Creating a Value List
Viewing and Printing

Subdatasheet

Expanding and Collapsing
Nested Subdatasheets

Querying A Table

Creating and Customising
Using a Query Wizard
Sorting Records
Customising Query Results
Adding a Field
Saving a Query
Modifying a Query

Queries from Scratch

Adding a Table to a Query
Adding Fields
Saving and Modifying a Query

Summary Queries

Calculations in a Query

Query Criteria

Typing Criteria
'OR' Criteria
'AND' Criteria

Reports

Auto Reports
Previewing the Report
Using a Report Wizard
Choosing the Report Fields
Grouping Levels
Sort Order
Report Layout
Editing the Report Design
Report Page Numbers
Date and Time in Reports
Header and Footer

Forms

Auto Form
Using Form View
Using a Form Wizard
Selecting the Fields
Adding a New Record

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Database Development
Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Creating Queries and Reports in Microsoft Access

2002 / 2003 / 2007

Duration

1 day

Who Should Attend

This course has been developed for the intermediate Access user who needs to know more about the reporting and data manipulation features of Access for Windows and improve their working knowledge of the product.

Course Prerequisites

Participants will need to be familiar with all of the topics covered in the Microsoft Access Introduction course.

We specialise in:

Computer Training

- MS Office
- MS Project & Access
- Graphics & Web

Professional Development Training

- Communication & Business Writing
- Supervision & Management
- Customer Service & Teams
- Project Management
- Time Management

Consultancy & Project Services

- Technical Writing
- Database Development
- Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Expected Outcomes

At the completion of the course, participants should be able to:

- Import, link and export tables
- Work with table properties
- Use select queries and create crosstab queries and charts
- Use action queries
- Create subforms and subreports
- Publish Access reports to Word and Excel
- Perform a mail merge using an Access table

Topics Covered

Revision Exercise

Tables, Queries, Forms and Reports

Importing, Linking and Exporting Tables

Importing Data into Access
Drag and Drop Import
Linking Tables
Modifying Linked Tables
Importing vs Linking Tables
Exporting Data from Access
ODBC and SQL

Working with Table Properties

Using the Field Builder
Defining the Field Properties
The Field Size Property
The Format Property
Creating a Custom Format
Creating Custom Date Formats
The Decimal Place Property
The Input Mask Property
Input Mask Structure
The Input Mask Wizard
The Caption Property
The Default Value Property
The Validation Rule and Validation Text Properties
The Required Property
The Indexed Property
About Table Properties

Using Select Queries

Using the Expression Builder
About Joins
Types of Joins
Calculating Totals in a Query
Creating Parameter Queries
Using Forms in Parameter Queries
Returning Top Values in a Query
About SQL Specific Queries
Creating a Union Query

Using Crosstab Queries and Charts

About Crosstab Queries and Charts
Creating a Crosstab Query in Design View
Using the Crosstab Query Wizard
Creating a Chart

Using Action Queries

Action Query Types
Creating an Update Query
Running an Action Query
Creating an Append Query

Creating Subforms

About Subforms
Creating the Subreports
Inserting the Subreports into the Main Report

Publishing Reports to Word and Excel

Publishing a Report to Word
Publishing a Report to Excel

Creating Mail Merge Reports

Creating a Mail Merge Using an Access Database

Duration

2 days

Who Should Attend

This course has been developed for the Access "Power User" who requires advanced skills in manipulating and presenting data in Access.

Course Prerequisites

Participants will need to have attended or have a good working knowledge of the topics covered in the Microsoft Access Introduction and Intermediate level courses.

Expected Outcomes

At the completion of the course, participants should be able to:

- Create Complex Calculations within a Query
- Use Complex Formatting when Creating a Form
- Modify Forms with VBA
- Creating Macros and Basic SQL

Topics Covered

Planning the Database

What info do you need?
Summary of Customer Actions
Report Types
Plan Summary

The Tables

Refining the Table Fields Relationships
Revision Creating the Tables

Field Properties

An Input Mask

Importing Data

Import Wizard

Lookup Fields

Creating the Lookup Field
Row Source

Lookup Lists

Editing a Value List

The Relationship Window

Design and Normalisation

The Relationship Window
Compact and Repair
Performance Analyser

Forms Design

Creating a Form
Design View
Field Properties
Changing Captions
Moving Fields
Vertical Spacing
Nudging and Shrinking
Changing a Form Caption
Finishing Touches

Controls

Creating a Control
The Query Builder
Dragging a Linked Field onto a Form

Tab Order

Changing a Tab Order

Forms, Buttons and VBA

Accessing the Form Footer
Fill/Back Colour
Adding a Close Button
The Command Button Wizard
Viewing the VBA Code
Code Explanation

Creating a Module

Creating a New Module
Attaching the Function to a Button
Adding another Button
A New Function
Attaching the New Function

Form Templates

Setting Form Properties
Creating a Form Template
Testing the Template
Creating Forms from a Template

Calculations in Queries

Creating the Query
Selecting Multiple Fields
Calculated Fields
Typing the Formula
Mathematical Functions
The SeniorRate Function
The NewBrokerage Function
The StampDuty Function
The TotalPrice Function

Using SQL

Viewing SQL
Creating a Combo Box
Creating a Search Field in SQL

Modifying Program Code in Forms

A Form_Load Procedure
The Search_AfterUpdate Procedure

Creating a Form from a Query

Formatting the Form

Modifying a Form with VBA

VBA Code
Testing and Modifying the Form

Front Ends and Menus

Creating the Buttons
Vertical Spacing
Creating Button Procedures
Modifying the Procedure
Switching Buttons

Form Graphics

Inserting a Picture
Image Properties
Sizing the Image

AutoExec Macros

Creating and Running a Macro
Editing a Macro

Creating a Reports Form

The List Box Wizard
The Form Buttons
Removing a Column
Enhancing the Main Menu
Creating the Procedure

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Database Development
Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Duration

2 days

Who Should Attend

This course is designed for participants who would like to improve their knowledge and skills in the use of Visual Basic for Applications in Access to increase productivity by using automation.

Course Prerequisites

This course is designed for participants with little or no knowledge of VBA. However, an advanced working knowledge of Access is essential including formatting, reports, queries and relational databases.

Expected Outcomes

At the completion of the course, participants should be able to:

- Create and assign macros and understand the advantages and disadvantages of using macros
- Understand the programming environment and how forms and modules are used
- Create and work with subroutines, function procedures and variables
- Communicate with the user through input boxes and message boxes
- Program decision structures using IF and CASE statements
- Develop a variety of programming loops for repeating operations

We specialise in:

Computer Training

- MS Office
- MS Project & Access
- Graphics & Web

Professional Development Training

- Communication & Business Writing
- Supervision & Management
- Customer Service & Teams
- Project Management
- Time Management

Consultancy & Project Services

- Technical Writing
- Database Development
- Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Topics Covered

Development Basics

Access Development Environment
Splitting Databases
Maintaining Links
Using the Database Splitter
Queries for Reports and Forms
Access Run-Time
Understanding Client/Server

Macros and VBA

Creating Macros
Assigning Macros
More Complex Macros
Converting Macros to VBA
Why You Shouldn't Use Macros

VBA Essentials

Programming Overview
The Role of Forms
Creating a Startup Form
Understanding Modules
Code behind Forms
Standard Code Modules
Standard vs Class Modules
Naming Conventions

VBA Subroutines

The Anatomy of a Module
Creating a Subroutine
Creating a Function
Calling Procedures
Passing Parameters
Returning Values
Scoping Procedures

Variable VBA

Overview of Variables
Creating String Variables
Option Explicit
Working with Numbers
Dealing with Overflows

Variable VBA cont...

Working with Decimals
Working with Dates
Default Values
Scoping Variables
Local Variables
Module-Wide Variables
Passing Parameters
Passing Parameters by Value

Interactive VBA

The Act of Communicating
Creating a Simple Input Box
Creating Elaborate Input Boxes
Global Positioning
Simple Message Boxes
Creating Larger Messages
Breaking a Message Line
Customise Icons and Buttons
Message Box Functions
Responding to Different Buttons

Decisive VBA

Creating an In-Line If
Creating a Block If
Multiple If
Multiple If Using Text
Using Case Statements
Value Ranges in Case Statements
Case Statements with OR
Asking Yes/No Questions

Looping VBA

Program Loops
Creating a While Loop
Taking Care Of Counters
Creating an Until Loop
For Each Loops
Exiting from Loops
For Next Loops

The DoCmd Object

Navigating with DoCmd
Moving through Records
Filtering Records with DoCmd
Opening a Form with DoCmd
Opening a Report with DoCmd
Closing a Form
Creating Variable Reports

ActiveX Data Objects

Creating a Table ADO
Removing a Table ADO
Populating a Table ADO
Populating a Form ADO
Dealing with Empty Table
Navigating a Form
Finding a Record
Updating a Record
Deleting a Record
Adding a New Record

Debugging VBA

Setting a BreakPoint
Additional Breakpoints
Stepping Through Procedure
Viewing the Call Stack
Using the Locals and Immediate Windows
Adding a Watch
Deleting a Watch

Handling Errors in VBA

Error Handling Overview
Understanding Common Errors
Creating Simple Error Handler
Understanding Object Model
More Elegant Error Handling
Resuming from Errors
Forcing an Error
Creating Custom Errors

Microsoft Excel Introduction

2002 / 2003 / 2007

Duration

1 Day

Who Should Attend

This course has been developed for people who want to acquire basic skills to produce spreadsheets. Learn how to work with data and formatting, incorporate simple formula functions and print a workbook.

Course Prerequisites

Participants will need to be familiar with Microsoft Windows and basic Windows techniques such as opening, closing and saving files.

Expected Outcomes

At the completion of the course, participants should be able to:

- Create, modify and format a spreadsheet
- Use basic formulas and functions
- Create a calculation across multiple worksheets
- Sort a list
- Create a chart
- Proof a spreadsheet and preview before printing
- Print a spreadsheet using Headers and Footers and Page Breaks

Topics Covered

The Excel Screen

Moving around a Sheet
Displaying other Areas
Mouse Movements
Viewing other Sheets

Selecting Cells

Inserting Text and Numbers
Typing the Text
Adjusting Column Widths
Typing Numbers

Saving a Workbook

The My Places Bar
File Properties

Alignment and Indenting

Indenting
Centre Aligning
Merging and Centring

Calculations

BEMDAS Rule
AutoSum
Filling the Formula
Basic Formulas
AutoCalculate
Cell Editing

Multiple Worksheets

Copying Sheet Contents
Data Entry Ranges
Calculating across Worksheets
Copying Formulas

Functions

Function Syntax
The AVERAGE Function
The MAX Function
The MIN Function

Working with Worksheets

Renaming Sheets
Inserting a Sheet
Deleting Sheets

Formatting

Fonts and Font Sizes
Number Formatting
Formatting a Group of Sheets
Borders
The Format Painter
Cell Shading
Font Colour
Inserting Images

Proofing

Checking Spelling
AutoCorrect
Find and Replace
Comments

Sorting

Charts

Column Chart
Pie Chart

Print Preview

Page Break Preview
Adjusting the Page Breaks
Previewing the Workbook
Zoom
Margins and Column Widths
Column Widths in Print Preview

Page Setup

Orientation
Scaling
Margin Settings
Headers and Footers
Built-In Headers and Footers
Custom Headers and Footers
Sheet Options

Page Breaks and Print Areas

Inserting a Page Break
Setting a Print Area

Printing

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Database Development
Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Duration

1 Day

Who Should Attend

This course has been developed for people required to utilise Excel to create complex calculations and functions, who need to represent data as a chart and manipulate database lists by using a variety of built-in functions.

Course Prerequisites

Participants will need to have attended or be familiar with the topics covered in the Microsoft Excel Introduction course.

Expected Outcomes

At the completion of the course, participants should be able to:

- Understand and use statistical, financial and date functions
- Understand and utilise Range Names in formulas
- Organise a database list by sorting, filtering and subtotalling
- Use outlining to create easy to read database reports
- Create, modify and format charts
- Publish a workbook to the Web

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Database Development
Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Topics Covered

Absolute Cell Referencing

Functions

Function Syntax
The MAX Function
The MIN Function
The IF Function
Financial Functions
Date Functions

Range Names

Defining Range Names
Names in Formulas
Navigating with Names
Using Named Constants
Documenting Range Names

Conditional Formatting

AutoFill

Filling Dates
Filling Text
Custom Lists

Database Lists

Extended Formatting and Formulas
Adding Records
Sorting Data
Using a Data Form
Filtering Records
Advanced Filter
Subtotals
Outline Symbols
Using Other Functions
Using Page Breaks
Removing Subtotals

Outlining

Hiding Detail
Showing Detail
Grouping Rows

Charts

The Chart Wizard
The Chart Toolbar
Changing the Chart Type
The Legend
Gridlines
Removing an Axis

Formatting Charts

Deleting a Data Table
Printing Charts
Separate Chart Sheets
Coloured Sheet Tabs
Chart Titles
Formatting Chart Titles
Printing Separate Chart Sheets

Publishing to the Web

Previewing the Web Page
Publishing a Workbook
Adding a Page Title
Publishing Worksheet Items
Interacting with the Chart

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Microsoft Excel Advanced

2002 / 2003 / 2007

Duration

2 days

Who Should Attend

This course has been developed for people wanting to use more complex functions within Excel such as Financial, Math and Trigonometry, Lookup and Text functions and includes tools for linking and exporting of data. Participants will also learn how to use powerful What-If Analysing tools and a strong reporting tool known as PivotTables and PivotCharts.

Course Prerequisites

Participants will need to have attended or be familiar with all the topics covered in the Microsoft Excel Intermediate course.

Expected Outcomes

At the completion of the course, participants should be able to:

- Protect a workbook and save with a backup
- Understand and use advanced functions
- Consolidate data, link and export data
- Use What-If Analysis tools such as Goal Seek, Solver and Scenarios
- Create and modify PivotTables and PivotCharts
- Create and modify Macros

Topics Covered

File Protection

Attaching a Password
Modifying a Password

Saving with a Backup

Cell Protection
Protecting Cells

Circular References

Circular Error Messages
The Circular Reference Toolbar

Functions

Function Overview
Math and Trig Functions
Financial Functions
Logical Functions
The AND Function
The OR Function
More Functions
Lookup Functions
The VLOOKUP Function
The HLOOKUP Function
Concatenating Functions
Index and Match Functions
Using Help for Functions

Goal Seek

Using Goal Seek

Solver

Saving a Scenario
Solver Reports

Scenarios

Adding a Scenario
Showing Scenarios

Linking

Worksheet Linking
Workbook Linking

Data Consolidation

Using Statistical Functions

Importing Data

Importing CSV Files
Text Import Wizard

Exporting Data

Choosing a Specific Format
Exporting to Word
Pasting Data with a Link
Copying a Graph with a Link

PivotTable Reports

PivotTable Layout
Rearranging Data
Filtering a Report
Adding Fields
Field Settings
Refreshing Data
Formatting a PivotTable
Showing Detail

PivotChart Reports

Creating a PivotChart
Creating PivotChart Reports
from Scratch
Adding Fields to a PivotChart

Macros

Recording a Macro
Editing a Macro
Relative/Absolute Recording
Stepping through a Macro
Macro Buttons
Customising the Toolbar
Deleting a Macro

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Database Development
Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Duration

2 Days

Who Should Attend

This course has been developed for people who wish to improve their knowledge and skills by using Visual Basic for Applications in Excel to increase productivity by using automation.

Course Prerequisites

Participants will need to have attended the Microsoft Excel Advanced course or have a broad knowledge base and extensive experience in formulas, ranges, functions and multiple workbooks. Also need experience in recording Macros in Excel.

We specialise in:

Computer Training

- MS Office
- MS Project & Access
- Graphics & Web

Professional Development Training

- Communication & Business Writing
- Supervision & Management
- Customer Service & Teams
- Project Management
- Time Management

Consultancy & Project Services

- Technical Writing
- Database Development
- Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Expected Outcomes

At the completion of the course, participants should be able to:

- Record macros using the recorder and create an application using the recorder
- Create user-defined functions and work with the VBA editor
- Understand VBA concepts and features, create procedures and sub routines
- Work with variables and Excel objects
- Use standard programming techniques and concepts
- Create and program custom forms

Topics Covered

Recorded Macros

Macro Recorder Overview
Recording a Macro
Running a Recorded Macro
Relative Recording
Running a Relative Recording
Viewing the Module
Modifying a Recorded Macro

Recorder WorkShop

Creating a Recorded Application
Examining the Data
Recording a Summation Macro
Recording an Averaging Macro
Recording the Maximum Macro
Recording the Minimum Macro
Recording Divisional Macros
Testing Macros
Objects to Run Macros
Assigning a Macro to an Object

User-Defined Functions

Creating a User-defined Function
Using a User-defined Function
Creating another Function
Passing Multiple Arguments
Modifying a Function
Creating a Function Library

Using The VBA Editor

Opening and Closing the Editor
Project Explorer
Properties Window
Using the Work Area
Working with a Code Module
Procedures from the Editor
Set Break Points in the Editor
Step Through a Procedure

Understanding VBA

Using the Immediate Window
Working with Object Collections
Setting Property Values
Working with Worksheets
Programming Object Browser

Procedures

Creating a Command Procedure
Making Sense of IntelliSense
Commenting Statements
Bookmarking in Procedures

Using Variables

Creating and Using Variables
Implicit and Explicit Declarations
The Scope of Variables
Procedure Level Scoping
Module Level Scoping
Public Scoping of Variables
Passing Variables by Reference
Passing Variables by Value
Avoiding Variant Data Types
Using Arrays

Using Excel Objects

Splitting the Screen
Workbook Objects
Worksheet Objects
Using Worksheet Objects
Using Range Objects
Using Objects in a Procedure

Programming Techniques

Programming Conventions
Communicating with the User
Prompting for User Input
Using the Input Method
Using IF to make Decisions
Multiple Condition Looping

Creating Custom Forms

Custom Forms Overview
Creating a Custom Form
Changing the Form Properties
Adding Text Boxes to Forms
Moving Controls
Adding Label Controls to Forms
Changing Text Box Properties
Changing Label Properties
Combo Box, Option, Command
Running a Form

Programming Custom Forms

Forms Programming
Initialising the Form
Closing the Form
Updating the List
Creating Error Checking Procedure
Running a Form from a Procedure

Custom Menus

Overview of Custom Menus
Creating a New Menu
Creating a Cascade Menu
Adding Menu Commands
Assigning Macros to Menu Commands
Removing a Menu
Custom Menu Quick Reference

Automatic Startup

Programming Automatic Events
Running Automatic Procedures
Automatically Starting the Workbook

Introduction to Computers

Windows 2002 / 2007

Duration

1 Day

Who Should Attend

This course has been developed for people who want to gain an understanding of computer file storage as well as a few popular computer applications to create business correspondence and work with e-mail.

Course Prerequisites

There are no suggested prerequisites for this course.

Expected Outcomes

At the completion of the course, participants should be able to:

- Understand Hardware and Software
- Navigate around the Windows operating system
- Create, save, print and open a letter in Word
- Manage e-mails through Outlook
- Browse the Internet through Internet Explorer

Topics Covered

Orientation to Personal Computers

Hardware

The Unit
Monitor
Keyboard
Mouse
Printer

Software

Operating System Software
Application Software

Memory

ROM
RAM
Virtual Memory

Networks

Storage Devices

Floppy Disks
Hard Disks
Tape Drive
Read/Write CD-ROM

Storing and Retrieving Information

Computer Data

Windows XP

Exploring Windows XP
Starting Windows XP
To Log onto Windows XP
The Screen
Screen Elements
Other Elements
The Taskbar
Window Buttons

Case Scenario

Microsoft Word XP and 2003

The Word Screen
Creating a Letter
Typing Text into a Document
Saving a Document
Saving with a Different File Name
Saving to a Different Location
Working with Files
Closing a File
Opening an Existing Document
Editing Text
Using the Spell Checker
Deleting Text
Undoing Actions
Selecting Text
Moving about a Document
Formatting Text
Applying Bullets to Paragraphs

Microsoft Outlook XP and 2003

The Outlook Screen
The Inbox
Reading Messages
Creating a New Message
Attaching a File to an Email Message
AutoSignature
Address Book
Adding a Contact
The Calendar
Deleted Items
Retrieve a Deleted Item

Internet Explorer

Going to a Website
Using the History Feature
Using the Favourites Feature
Using a Search Engine

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Database Development
Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Microsoft Outlook Introduction

2000 / 2002 / 2003 / 2007

Duration

1 Day

Who Should Attend

This course has been developed for people who are familiar with the Windows environment and want to use Outlook to coordinate and manage mail, appointments, meetings, tasks, contacts, and notes.

Course Prerequisites

This course assumes that you have used a mouse and a keyboard and are able to navigate within the Windows environment.

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Database Development
Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Expected Outcomes

At the completion of the course, participants should be able to:

- Send and receive mail messages
- Organise and sort messages
- Schedule and edit appointments and meetings
- Add, edit and find contacts
- Track tasks in an electronic list
- Create and use notes

Topics Covered

Starting Outlook

The Navigation Pane
The Mail Pane
- Inbox
- Calendar
- Contacts
- Tasks
- Notes
- Folder List

Using the Calendar

Viewing the Calendar
Changing Views
Adding an Appointment
Reminders
Viewing an Appointment
Editing an Appointment
Previewing an Appointment
Printing an Appointment
Day View
Date Navigator
Deleting an Appointment
Recurring Appointments
Week View
Customising Views
Events
Finding Appointments
The Reading Pane
Printing the Calendar
Calendar Options

Notes

Creating a Note
Reading a Note
Note Colour
Note Views
View Icons
Note Options
Deleting Notes

Contacts

Adding a Contact
Creating a Contact
Phone Numbers
Choosing an Assistant Number
Typing a Business Address
Changing Views
Phone List View
Adding a Contact to Phone List
Maintaining Contacts
Editing Contact Details
Flagging a Contact
Setting a Flag Reminder
Responding to a Reminder
Viewing Follow Up Details
Marking a Follow Up as Complete

The Tasks Folder

Adding a Task
Task Dates
Task Details
Task Reminders
Task Views
Adding Tasks in the Detailed List
Editing a Task
Adding Task Details
Customising Detailed List View
Changing Column Widths
Adding a New Field
Marking a Task as Complete
Assigning a Task
Choosing the Recipient
Deleting a Task
Sorting Tasks
Task Timeline

E-mail

The Inbox
Creating a Message
Addressing a Message
Prioritising Messages
Viewing Sent Messages
Reading a Mail Message
Replying to a Message
Forwarding a Message
Printing a Mail Message

Message Options

CC and BCC fields
Setting a Sensitivity Flag
Flagging the Message for Follow Up
Routing Replies to another Person

Signatures

Creating a New Signature
Formatting the Signature
Removing the Signature as Default

Creating an E-mail Folder

Folder Contents
Folder Location
Moving Mail Messages

Stationery

Mail Attachments

Attaching a File
Saving an Attachment
Opening an Attachment

Address Book

Using the Address Book
Distribution Lists
Sending Mail to a Distribution List
Updating the Address Book

Duration

1 Day

Who Should Attend

This course has been developed for people who want to use the more advanced features of Outlook including coordinating schedules, archiving mail and mail merge.

Course Prerequisites

Participants will need to have attended or have a good working knowledge of the topics covered in the Microsoft Outlook Introduction course.

Expected Outcomes

At the completion of the course, participants should be able to:

- Customise menus, toolbars and messages
- Organise folders with the Rules Wizard
- Share and access information
- Know how to integrate Outlook components
- Use features such as Categories and Filtering to locate items in folders

Topics Covered

Customising Outlook

Customising the Navigation Pane
Using the Split Bar
Changing Display Order
Adding Buttons to the Navigation Pane
Adding a Favourite Folder
The Shortcut Pane
Customising Toolbars
Customising Menus
Resetting Menus

The Rules Wizard

Creating a Rule
Modifying a Rule
Creating a Rule Based on a Message
Renaming a Rule
Applying a Rule
Rule Order
Turning Rules On and Off
Deleting Rules

Out of Office Assistant

Replies Sent to another Person

Using AutoArchiving

Retrieving Archived Items

Voting

Customising Voting Buttons
Viewing Voting Responses

Sharing Information

Permissions
Setting the Permission Level
Viewing another User's Calendar
Removing Permissions

Delegate Access

Adding another Person's Mailbox
Sending an E-mail Message
Removing Delegate Access

Customising the Calendar

Displaying/Removing End Times
Showing Times as Clocks
Changing the Time Scale
Changing the Background Colour
Date Navigator Font
Reminders and Reminder Sounds
Week Numbers
The Date Navigator
Hiding Private Appointment Details

Categories

Assigning a Category
Creating a Category
Adding Birthday Events

Filters

Creating a filter
Filtering Calendar Appointments
Clearing a Filter

Distribution Lists

Creating a Distribution List
Adding a Name to the List
Deleting a Name from the List

Meetings

Requesting a Meeting
Inviting Others
Choosing a Meeting Time
Inviting Others Later
Checking Responses to a Meeting
Adding an External Attendee

Notes

Sending Notes Fast
Creating a Note from Word
Assigning Categories to Notes

The Journal

Journal Options
Viewing Other Journal Items
Changing Entry Type Settings
Tracking a Phone Call
Choosing a Journal Contact
Restarting the Timer
Adding Tasks to the Journal
Journal Views
Viewing Items in the Month View
Adding Meetings to the Journal

Mail Merge Contacts to Word

Preparing Contact List for Export
Starting the Merge
Editing the Main Document
Performing the Mail Merge

Group E-mail Distribution

Starting the Merge
Previewing the Letters
Performing the Merge

Forms and Templates

Designing the Form
Using the Control Toolbox
Adding a Label Control
Combo Boxes
A Text Box
Initial Values
The Read Page
Saving the Form as a Template
Using a Form
Editing your Custom Form

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Database Development
Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Prioritise Your Work Using Microsoft Outlook

Computer and Professional Development

Duration

1 Day

Who Should Attend

This course has been developed for anyone who needs to obtain tools to better manage themselves and their time, increase productivity and reduce stress by utilising features in Microsoft Outlook.

Course Prerequisites

Participants will need to be able to use Windows operating systems and have a basic understanding of Microsoft Outlook including sending and receiving e-mail.

We specialise in:

Computer Training

- MS Office
- MS Project & Access
- Graphics & Web

Professional Development Training

- Communication & Business Writing
- Supervision & Management
- Customer Service & Teams
- Project Management
- Time Management

Consultancy & Project Services

- Technical Writing
- Database Development
- Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Expected Outcomes

At the completion of the course, the participants should be able to:

- Understand the concept of time and its limitations
- Identify personality types and time management
- Develop a process of setting objectives or priorities
- Use the Microsoft Outlook calendar effectively
- Use the Microsoft Outlook tasks to manage lists and workload
- Use features of Microsoft Outlook such as Delegates and Permissions, Flags and Schedules

Topics Covered

An Overview

Some Benefits of Time Management
Time Management Horse Sense

Personality Types and Time Management

Procrastinator
Combating Procrastination
Perpetually Late
Combating Tardiness
Perfectionist
Combating Perfectionism
Easily Distracted
Combating Being Easily Distracted
Do-it All
Combating Being a Do-it All

Energy Cycles

Working within your Energy Cycle

Goals and Priorities

Characteristics of Goals
Characteristics of Priorities
Importance of Goals in Time Management
To-Do List

Introduction to Outlook

Parts of the Outlook Screen

The Outlook Calendar

Scheduling a Meeting
Inserting Hyperlinks to Files

Tasks

Creating a Task
Assigning a Task
Viewing Tasks with your Calendar
Adding New Fields to your Task List

Flags

Using Flags

Outlook Today

Customising Outlook Today

Taking Your Schedule with You

Printing Out your Schedule

Delegates and Permissions

Appointing Delegates

Organising Your Mailbox

The Organiser
Using Colour Coding
Organising your Mailbox
Using Rules

Categorise Your Information

Categorising Items

Linking Items

About Linking

Using folders

Creating Folders for Organising Related Items

Reducing Clutter

Personal Folders

How to Create a New Personal Folder in Outlook

Archiving Calendars

Automatic Archiving
How to Open an Archived Calendar

Microsoft PowerPoint Introduction

2002 / 2003 / 2007

Duration

1 Day

Who Should Attend

This course has been developed for people wanting to learn the fundamentals of PowerPoint to produce presentation materials for seminars, training sessions, presentations or workshops. Content includes text, bulleted text, pictures, ClipArt, AutoShapes and other objects. Participants will also learn how to create handouts from the presentation and print notes.

Course Prerequisites

Participants will need to be familiar with the Windows Operating System and basic Windows techniques such as opening, closing and saving files.

Expected Outcomes

At the completion of the course, participants should be able to:

- Create a PowerPoint presentation
- Add objects to a slide
- Add transitions and animation effects to slides
- Print notes and handouts

Topics Covered

Toolbars

Screen Tips
Displaying and Hiding Toolbars
Manipulating Toolbars
Moving, Sizing and Closing

Starting a Presentation

The Title Slide
Typing the Title Text
Typing a Subtitle
Changing Font Size
Saving a Presentation

Spacing

Creating a Two Column Text Slide
Typing the Slide's Content

Text and ClipArt

Inserting ClipArt
Sizing and Moving
The Last Slide
Deleting an Object
Inserting a Picture

Design Templates

Printing Slides

The AutoContent Wizard

Viewing Slides

Different Views
Editing Text in Normal View
Slide Sorter View
Rearranging and Duplicating
Notes Page View
Typing a Note
Arrange Panes, Slide Previews

Spelling

Design Templates

Applying a Template
Slide Shows

Object and Text Editing

Moving and Sizing Objects
Adding a Slide
Adding Text to a Slide

Adding Objects

Adding an AutoShape
Typing Text into the Object
Changing the Fill Colour
A Textured Fill
Object Rotation and Placement
Font Colour

Adjusting Objects

Drawing a Callout shape
The Adjustment Handle
Adding Other Objects
Adjustment Examples

Formatting Techniques

Format Painter
Embossed Text

Object Formatting

Object Shadows and Settings

Changing AutoShapes

Connecting Lines

Adjusting the Connector
Grouping and Selecting Objects

Text Editing

Selecting the Text Object
Choosing a Bullet
Paragraph Spacing

Indents

Copying and Pasting Text

Copying Text
Pasting Text
Converting a Paragraph
Promoting/Demoting Text

Normal View

The Outlining Toolbar
Moving Text between Slides
Deleting a Slide
Adding a slide in the Outline Pane

ClipArt

Accessing Clips
Locating a Picture
Inserting, Sizing and Moving a Picture
The Picture Toolbar
Clip Colour
Cropping a Picture
Picture Borders
More Lines

Searching ClipArt

Results of the Search

Inserting a Photograph

WordArt

Editing the Text
The WordArt Toolbar
The Adjustment Handle

Slide Shows

Running a Slide Show
Timing, Transitions and Speed

Animations

Custom Animation

Printing

Notes, Handouts, Outline

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Database Development
Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Microsoft PowerPoint Advanced

2002 / 2003 / 2007

Duration

1 Day

Who Should Attend

This course has been developed for the PowerPoint "power user" who would like to acquire more skills in manipulating data and objects in Microsoft PowerPoint.

Course Prerequisites

Participants will need to have attended or have a good working knowledge of the topics covered in the Microsoft PowerPoint Introduction course.

Expected Outcomes

At the completion of the course, participants should be able to:

- Use slide Masters for universal formatting
- Create and modify Charts, Organisation Charts and Tables
- Create Motion Paths and Triggers for animation
- Insert and link data from other applications
- Utilise Notes and Handouts for printing

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Database Development
Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Topics Covered

Slide Masters

Adding Objects to the Master
Adding a Logo to all Slides
Formatting the Object Area
Slide Numbering
Dates and Times
Slide Number Text

The Title Master

Notes and Handouts

Viewing the Notes Master
Viewing the Handouts Master

Inserting Charts

Inserting a Chart
The Datasheet
Deleting Columns and Rows
Changing Column Widths
Changing the Chart Type
Sizing the Chart
Sizing the Legend
Deleting an Axis
Rotating a Chart
A Data Table
Formatting a Chart
Returning to PowerPoint
Animating a Chart

Organisation Charts

Starting the Organisation Chart
Typing the Text
Adding Subordinates,
Co-worker's and Assistants
Styles
Box Formatting
Box Shadows
Colours
Line Formatting
Sizing an Organisation Chart

Tables

Inserting a Table
Merging Cells
Adding a Row
Vertical Alignment
Using the Table Icon
Formatting the Table
Column Width and Row Height

Inserting and Deleting a

Column
Inserting and Deleting a Row
Table Borders

Drawing a Table

Using the Eraser

Editing Clip Art

Inserting a Picture
Ungrouping a Picture
Formatting parts of a Picture
Altering the Position
Grouping a Picture

Media Clips

Inserting the Media Clip
Viewing the Media Clip

Motion Paths and Triggers

Adding and Editing Motion
Paths
Setting a Trigger

Inserting Slides from Other Presentations

Importing / Exporting Data

Linking an Object in PowerPoint
Importing from Microsoft Word
Exporting to Microsoft Word
Embedding in Microsoft Word

Summary Slide

Creating a Summary Slide

Hyperlinks and Action Buttons

Creating and Removing
Hyperlinks
Creating Action Buttons

Custom Shows

Creating a Custom Show
Running a Custom Show
Editing a Custom Show

Setting Up a Show

Annotating Slides

Annotating the Slide
Pen Colour
Black Screen

Meeting Minder

(not available in 2003 version)
Displaying Meeting Minder
Action Items

Meeting Minutes

(not available in 2003 version)
Typing Meeting Minutes
Exporting to Word
Speaker Notes
Viewing Notes Pages

The Pack and Go Wizard

(2000 and 2002 versions)
Using the Compressed Files

Package for CD

(2003 and 2007 versions only)
Copying to a Folder
Copying to a CD

Microsoft Project Introduction

2002 / 2003 / 2007

Duration

2 Days

Who Should Attend

This course has been developed for project managers, coordinators or team leaders who need to track projects electronically and/or are undertaking project management duties.

Course Prerequisites

Participants will need to be familiar with the Windows Operating System and be able to open, close and save files. Previous experience using Microsoft Excel is an advantage but not essential.

Expected Outcomes

At the completion of the course, participants should be able to:

- Understand the essential aspects of Project Management
- Create tasks and resources
- Enter various durations for tasks in a project
- Effectively use resource assignment in a project
- Assign materials and costs in a project and set constraints and deadlines for a project
- Use reporting features to track and analyse a project

Topics Covered

Project Basics

Overview of Microsoft Project
The Project Screen
Working with Views
Working with the Gantt Chart
Project Menus
Working with Existing Projects

Project Help

Overview of Help
Using the Project Map
Using the Office Help System

Creating A New Project

Understanding your Project
Creating and Save a New Project
Setting Specific Options
Pitfalls in Changing Options
Adjusting Standard Calendars
Creating Public Holidays
Creating a New Calendar
Specifying Project Summary Information
Specifying Project Information

Project Management

What is a Project?
Tasks and Resources
The Importance of Planning
Steps in Project Management
Project Management Tools
Using a Computer
The Advantages of Project
The Disadvantages of Project

Creating Tasks

Overview of Creating Tasks
Reviewing the Project
Entering Tasks
Creating Summary Tasks
Moving about a Sheet
Working with Summary Tasks

Task Durations

Task Duration Overview
Entering Task Duration
Displaying Critical Tasks
Checking Project Status
Understanding Project Slack
Entering Milestones

Creating Relationships

Using the Link Tool
Using Task Entry
Relationships in a Sheet
Keeping to a Schedule
Entering Lag and Lead Time

Resourcing A Project

Creating a Resource Pool
Entering Materials
Assigning Calendars
Adjusting Resource Information
Changing the Unit Display

Assignment Concepts

Resource Assignment
Calculation Methodologies
Understanding Effort
Creating Simple Assignments
Understanding Task Types
Fixed Unit Assignments
Fixed Duration Assignments
Fixed Work Assignments
Effort Driven Resourcing

Assigning Resources

Task Entry View
Part-time Resources
Contouring Resource Usage
Assigning Work Times
Problem Assignments
Assigning Resources Task Information
Assigning Resources in a Sheet
Resources you Don't Have

Resource Leveling

Creating Resource Chaos
Tracking Overallocations
Fix 1: Changing Work Effort
Fix 2: Assigning Overtime
Fix 3: Hiring Contract Labour
Fix 4: Switching Assignments
Fix 5: Rescheduling Tasks

Assigning Materials

Fixed Material Consumption
Contouring Materials Usage
Variable Usage Materials
Checking Work for Materials

Costs

Current Cost Status and Views
Variable Resource Costs
Costs for Equipment Hire
Resource Usage Costs
Fixed and Material Costs
Using Multiple Cost Tables
Changing Resource Rates

Constraints and Deadlines

Adding a Constraint
Using Elapsed Time
Adjusting to Meet Constraints
Creating a Deadline

Project Monitoring

Project Monitoring
Creating a Baseline
Updating Task Progress
Entering Delayed Tasks
Tracking Actuals
Using the Tracking Box
Viewing Task Slippage

Printing

Printing a Gantt Chart
Printing Jobs for Resources
Printing Resources for Tasks

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Database Development
Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Duration

2 Days

Who Should Attend

This course has been developed for those who would like to fully utilise the advanced features of Microsoft Project to assist them with managing the data and reporting in projects more effectively.

Course Prerequisites

Participants will need to have attended or have a good working knowledge of the topics covered in the Microsoft Project Introduction course.

Expected Outcomes

At the completion of the course, participants should be able to:

- Work with various views and create custom views
- Work with the various table and filter techniques
- Use, create and modify project templates
- Export data from Project to other applications
- Work with the predefined reports and create new custom reports
- Create web pages, work with multiple project files and create workspaces
- Work with linked projects, shared resources and create and use macros in Project

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Database Development
Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Topics Covered

Project Views

Working with Views
Combination Views
Creating your Own Views
Creating a Combination View
Placing Views on the Menu
Sharing New Views with Other Projects

More Tables and Filters

Understanding Tables
Creating a New Table
Using a New Table
A Clayton's Table
Exploring Filters
Creating a Custom Filter

Templates

Examining Existing Templates
Creating a New Template
Using a Template
Modifying a Template
Changing a Global Template
Removing Items from a Global Template
Copying Items between Projects

Other Applications

Copying to Word
Copying to Excel
Linking to Excel
Exporting to Excel
Exporting to a PivotTable
Exporting to a Database
Appending More Information

Reporting Techniques

Inserting Page Breaks
Removing Page Breaks
Using Predefined Reports
Modifying a Predefined Report
Crosstabulation Reports
Dissecting a Crosstabulation
Creating Crosstabulation Report
Sharing Custom Reports

Project on the Web

Saving to HTML
Viewing a HTML File
Saving to a HTML Template
Copying a Picture
Saving to HTML with a Picture

Multiple Files

Working with Multiple Files
Creating a Workspace
Using a Workspace File
Hiding Files
Unhiding Files

Linked Projects

Combining Multiple Projects
Using a Combined Project
Changing Data in a Combined Project
Saving a Combined Project
Opening a Combined Project
Inserting Projects
Breaking Project Links
Read-only Sub-Project
Inserting Task Links

Shared Resources

Common Resource Pool
External Resource Pool
Assigning Resources Pool File
Working Shared Resources
Checking for Links
Managing Shared Resource
Resource Workspace

Downsizing A Project

Examining the Large Project
Creating Smaller Projects
Creating a Master Project
Aligning the Projects

Project In A Workgroup

Sharing your Projects
Sending a Project
Create a Routing Slip
Send with a Routing Slip
Receive a Routed Project
Receive Feedback

Project VBA

Using Existing Macros
Examining the Macro Code
Recording your own Macro
Using the Visual Basic Toolbar
Running your Macro
Changing your Macro
Sharing the Macro with other Projects

Microsoft Publisher Introduction

2002 / 2003 / 2007

Duration

1 Day

Who Should Attend

The course has been developed for people who are currently creating, or who wish to create published documents such as brochures and newsletters using a desktop publishing application.

Course Prerequisites

Participants will need to be familiar with an operating system and basic windows techniques such as opening, closing and saving files. Previous experience using Microsoft Word is an advantage, but not essential.

Expected Outcomes

At the completion of the course, participants should be able to:

- Learn and use design techniques
- Understand the layout of a publication
- Use the design gallery for quick publications
- Create a publication from scratch
- Use formatting techniques on text and objects
- Create various types of publications i.e. brochures, letters, business cards and calendars

Topics Covered

Start Up Screen

Using a Page Wizard
Creating a Calendar
The Publisher Screen

Toolbars

How is a Page Created?
Selecting Objects
Page Views and Zoom Controls

Creating a Publication

Adding Text to a Flyer
Formatting Text
Line and Paragraph Spacing
Measurement Tool
Fill Colour and Borders

ClipArt

Accessing ClipArt
Previewing a Clip
Inserting a Picture
Cropping Pictures
Editing Wrap Points
Adding WordArt

Moving and Sizing Pictures

Helpful Mouse Pointers
Moving and Sizing Text Frames

Grouping and Ungrouping

Grouping and Ungrouping
Objects
Removing Objects

Publication Setup

Page Setup
Layout Guides
Hiding Guides

Text Boxes

Typing Text
Text Colour and Shadow
Rotating Text Freely
Tabs and Bulleted Lists
Leader Characters

Adding AutoShapes

Drawing and Formatting
Shapes
Flipping AutoShapes
Object Layering

Tables

Table Layout
Merging Cells
Cell Shading
Font Colour
Adjusting Rows and Colour

Text Files

Exporting a Text File
Changing the File Type
Importing a Text File
Formatting the Text

Connecting Text Frames

The Connect Button
Jumping to Frames
Connecting Text
Continued from Notices

Wrapping Text

Frame and Irregular Wrap
Cropping Pictures
Editing Irregular Wrap

Text Box Properties

Columns
Irregular Wrap
Text Box Borders

Master Pages

Page Numbers
Formatting Page Numbers
Viewing the Page Numbers
Ignoring a Master Page
Deleting a Page

Layers

Changing Layering

Mail Merge

Creating the Data Source
The Address List
Saving the Address List
An Address Block
Previewing the Publications
Performing the Merge

Printing

Tile Printing
Crop Marks
Banner Page Setup
Overlap Options

Create

A Letterhead
Business Cards
Envelopes
A Logo
An Attention Getter
A Coupon
A Newsletter
An Advertisement
Three Panel Brochure
A Banner

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Database Development
Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Microsoft Visio Professional Introduction

2002 / 2003 / 2007

Duration

1 Day

Who Should Attend

This course has been developed for people who want to learn the basic concepts for creating flowcharts including learning the basis for creating shapes, drawings, stencils including timesaving techniques and shortcuts.

Course Prerequisites

Basic understanding of computer's operating system. For example, how to launch an application, create and save files, and copy files from CDs and other media.

We specialise in:

Computer Training

- MS Office
- MS Project & Access
- Graphics & Web

Professional Development Training

- Communication & Business Writing
- Supervision & Management
- Customer Service & Teams
- Project Management
- Time Management

Consultancy & Project Services

- Technical Writing
- Database Development
- Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Expected Outcomes

After completing this course, participants should be able to:

- Create basic diagrams in Visio
- Use the drawing tools to create shapes
- Use advanced layout techniques and position shapes accurately
- Create and format Flowcharts and Organisation Charts
- Format Shapes and edit and create Stencils
- Adjust print settings for drawings and work with multiple page Visio files
- Create and work with custom properties and work with reports

Topics Covered

The Visio Environment

What is Visio?
Visio File Formats

Creating a Basic Diagram

Adding Master Shapes
Resizing Shapes
Moving Shapes
Rotating Shapes
Adding Text to Shapes
Selecting Shapes
Deleting Shapes
Zooming
Saving and Closing a Visio File

Drawing Tools

Rectangles and Squares
Ellipses and Circles
Lines and Arcs
Freeform and Compound Lines

Positioning Shapes

The Action Toolbar
Aligning Shapes
Distributing Shapes
Grouping Shapes
Centre of Rotation

Creating Flowcharts

Basic Flowchart Shapes
Connecting Shapes
Cross-Functional Flowcharts

Organisation Charts

Organisation Chart Wizard
Organisation Chart Template

Formatting Shapes

Formatting Text
Borders and Shading
Resizing Multiple Shapes
Page Backgrounds

Multiple Page Drawings

Background Pages
Working with Pages
Creating Hyperlinks

Printing Drawings

Working with Stencils
Searching for Shapes
The Document Stencil
Creating a New Stencil

Custom Properties

Adding Property Data
Editing Custom Properties
Custom Property Sets

Visio Shortcuts

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Microsoft Word Introduction

2002 / 2003 / 2007

Duration

1 Day

Who Should Attend

This course has been developed for people wanting to gain an understanding of the fundamentals of Microsoft Word. To know how to create professional correspondence and documents by using formatting features for text, paragraphs and tables.

Course Prerequisites

It is suggested that participants will need to be familiar with an operating system e.g. Windows and basic Windows techniques such as opening, closing and saving files.

Expected Outcomes

At the completion of the course, participants should be able to:

- Open, create, save and edit Word Documents
- Spell check, print preview and print a document
- Use a range of automatic features in Word
- Format text, paragraphs and borders and shading
- Create and draw tables in a document
- Refer to the Office Assistant for help in Word

Topics Covered

Starting Word

The Screen

Opening a Document

Opening a Second Document
Viewing Open Documents
Using the Taskbar

Closing a Document

Shortcuts
The Recent File List

Moving Around

Mouse Techniques
Keyboard Techniques
Go To

Creating a Letter

Click and Type
Inserting a Date
Typing the Letter

Saving a Document

The Places Bar

Spelling and Grammar

Spelling Options
Deleting a Word
Grammar
Correcting as you Type
Checking a Whole Document

Personalised Menus

Menu Elements
Changing Menu Options
Menu Animation

Printing a Document

Print Preview
Zoom Icon
Printing
Printing Multiple Pages

Formatting Text

Selecting Text
Character Formatting
Format Font
Text Animation
Scaling Characters
Character Spacing and Kerning
Changing Case
Correcting Text as you Type

Auto Correct

Using Predefined Entries
Creating an AutoCorrect Entry
Exceptions
Initial Caps
Deleting AutoCorrect
Deleting Exceptions

Paragraph Formats

Alignment
Indents
Using the Ruler for Indents
Numbered Lists
Numbering Type
Customising a Numbered List
Numbering Spacing
Bullets
Bullet Types
Using a Picture Bullet
Bullet Spacing

Borders and Shading

The Table and Borders Toolbar
A Custom Border
Removing a Border
A Shadow Border
Shading
Text Borders
Page Borders
Page BorderArt
Paragraph Spacing

Copying and Moving Text

Copy and Move Text
Dragging Text
Collect and Paste
The Clipboard Toolbar
Clearing the Clipboard
Clipboard Options

Tables

Inserting a Table
The Completed Table
Centring the Heading
Formulas
Formatting the Table
Changing Column Widths
Changing Row Heights
Inserting a Column
Text Direction
Text Alignment
Inserting a Row
Splitting Cells
Deleting Rows and Columns
AutoFormat
Table Borders
Deleting a Table

Drawing a Table

Using the Eraser
Moving and Sizing a Table

Automatic Formatting

Ordinals and Fractions
Automatic Formats
Automatic Bullets
Automatic Numbers
Automatic Tables

The Office Assistant

Asking a Question
Display and Print Topics
Other Search Places
Assistant Options

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Database Development
Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Duration

1 Day

Who Should Attend

This course has been developed for people who are required to create and edit Microsoft Word documents and would like to learn time saving techniques such as styles and mail merge and for those who want to know how to apply different page setups to different sections of one document.

Course Prerequisites

Participants are required to have attended or have working knowledge of the topics covered in the Microsoft Word Introduction course.

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Database Development
Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Expected Outcomes

At the completion of the course, participants should be able to:

- Use page setup features for document formatting
- Apply headers and footers to a Word document
- Use columns and sections to format with different page setups
- Create a range of tabs to display lists of information
- Use a more advanced range of editing functions
- Understand the benefits and use styles for creating documents
- Modify documents using tracked changes for editing

Topics Covered

Document Formatting

Margins
Landscape Printing
Page Breaks

Headers and Footers

Typing a Header
Header Icons
Typing a Footer
Page Numbering
Using AutoText in the Footer
Inserting the File Name

Autoformats

The Style Gallery

Columns and Sections

Creating Columns
Multiple Column Formats
Creating Sections
Inserting a Column Break

Section Breaks

Inserting a Section Break
Numbering a Section

Tabs

Types of Tabs
Before you Start
Editing the Tabs
Leader Characters

Using Views

Page Layout View
Outline View
Reading Layout View
Zoom Control

Drop Caps

Margin Drop Caps

Merge Documents

Starting the Merge
Field Names
New Address List
Typing the Main Document
Previewing the Letters
Performing the Merge

Find and Replace

Finding Text
Find Options
Finding all Occurrences
Replacing Text

Styles

Style Characteristics
Applying Styles
Updating Styles
Creating New Styles
Adding Styles to the Template
Viewing the Style Area

Tracking Changes

Highlighting Changes
Track Change Options
Reviewing Changes
Turning off Changes

AutoText

Creating an AutoText Entry
Storing an AutoText Entry
Using AutoText Entries

Sorting

Sorting Text or Numbers
Sorting Tables

Synonyms

Using the Thesaurus

Symbols

Inserting Symbols
Choosing a Different Font Set

Pictures

Previewing a Clip
Inserting a Picture
Moving a Picture
Formatting a Picture
Finding a Picture
Moving a Picture

Duration

1 Day

Who Should Attend

This course has been developed for people wanting to learn the complex features of Microsoft Word to produce professional documents using time saving techniques and automation to limit repetitive tasks when working with long documents and forms.

Course Prerequisites

Participants will need to have attended the Microsoft Word Intermediate course or have a working knowledge of the topics.

Expected Outcomes

At the completion of the course, participants should be able to:

- Work with captions, WordArt and drawing tools
- Create fields such as 'Table of Contents' and 'Index Lists' for documents
- Customise Word with macros and create new toolbars and menus
- Integrate Word with other applications
- Create more advanced tables

Topics Covered

Captions

Adding Captions
Adding a Figure Number

Multiple Documents

Splitting a Window
Opening Multiple Documents
Dragging Text between Documents
Saving all Documents

Page Borders

BorderArt
Border Options
More Border Options

Advanced Table Features

Formula Revision
Merging and Splitting Cells
Splitting Cells
Table Headings
Tabs in Tables
Decimal Tabs in Tables
Inserting Tabs in Tables
Updating Table Formulas
Text Direction
Converting Tables
Converting Tabs to a Table
Splitting the Table

Replacing Characters

Converting Spaces to Tabs
Converting Text to a Table
Sorting the Table

Forms and Fields

Drop Down Form Fields
Text Form Fields
Check Box Form Fields
Custom Help Text
Protecting the Form

Footnotes

Inserting Footnotes
Viewing Footnotes
Footnote Options

Templates

Creating a Template
Creating Fill-in Fields
Viewing Fields
Saving a Template
Using a Template

Macros

Creating a Macro
Assigning the Macro to a Toolbar
Formatting the Macro Icon
Recording the Macro Actions
Using the Macros Dialog Box
Deleting a Macro

Customising the Toolbar

Removing an Icon
Adding an Icon
Modifying an Icon
Modifying a Screen Tip

Table of Contents

Generating the Table of Contents
Using Hyperlinks
Updating the Table of Contents

Indexes

Compiling the Index
The Index
Changing the Index Format
Updating the Index

Charts

Editing Data
Changing a Chart Type
Sizing a Chart
Rotating a Chart
A Data Table
Deleting a Series Axis
Formatting a Chart
Returning to Word

WordArt

Editing the Text
The WordArt Toolbar
Text Wrap
The Adjustment Handle
Diagramming
Adding Shapes
Diagram Style Gallery
Changing Shapes

Creating Links

Establishing the Link
Testing the Link

Drawing Tools

The Drawing Toolbar
Drawing and Formatting an Object
AutoShapes

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Database Development
Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Creating Complex Documents in Microsoft Word

2002 / 2003 / 2007

Duration

1 Day

Who Should Attend

This course has been developed for people responsible for creating, setting up, modifying or maintaining long documents in Microsoft Word. The course will teach timesaving techniques when working with long documents and skills to set-up and control user friendly forms.

Course Prerequisites

Participants must have attended or have an applied knowledge of topics covered in the Microsoft Word Intermediate course and be competent in producing simple documents.

We specialise in:

Computer Training

- MS Office
- MS Project & Access
- Graphics & Web

Professional Development Training

- Communication & Business Writing
- Supervision & Management
- Customer Service & Teams
- Project Management
- Time Management

Consultancy & Project Services

- Technical Writing
- Database Development
- Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Expected Outcomes

Upon completion of this course, participants should be able to:

- Create, modify and use Templates
- Use Sections to correctly format documents
- Use Headers and Footers
- Automate documents using Macros
- Use Fields that prompt the user for input

Topics Covered

Templates

Creating a New Template
Using a New Template
Modifying a Template

Longer Documents

Creating a Table of Contents
Navigating a Table of Contents
Updating a Table of Contents
Updating Page Numbering
Marking Index Entries
Creating a Concordance File
Using a Concordance File
Deleting Index Entries
Creating an Index

Sections

Next Page Section Breaks
Continuous Section Breaks
Controlling Odd and Even
Section Breaks

Master Documents

Creating a Master Document
Creating Subdocuments
Working with a Master Document
Inserting Subdocuments
Formatting a Master Document
Editing Subdocuments
Merging Subdocuments
Splitting Subdocuments
Deleting Subdocuments
Building a Table of Contents

Headers And Footers

Formatting Headers and
Footers
First Page Headers and Footers
Creating Odd and Even Pages

Importing

Pasting and Linking a
Worksheet
Inserting a Document
Importing a Database Table
Importing a Chart

Merging Techniques

Performing a Conditional Merge
Sorting a Merge
Another Data Source
Using IF for Merging
Skipping Records
Merging Statistics
Merging Fields that Prompt
Merging with Prompts

Drawing Techniques

Aligning and Distributing
Objects
Drawing Grid Settings
Rotating and Flipping
Working with Layers
Applying 3-D Effects
Applying Fills and Shadows
Grouping Drawing Objects

Fields

Document Information Fields
Working with Fields
Formula Fields
Unlinking Fields
Updating Fields when Printing

Electronic Forms

Creating a Structure for Forms
Text Fields in a Form
Form Field Properties
Date in a Form Field
Text Field Help
Adding Numeric Fields
Creating Calculation Fields
Creating Fields that Total
Creating Drop Lists
Creating Tick Boxes
Protecting an Electronic Form

Macros

Macro Security Level
Recording a Simple Macro
Running a Macro
Assigning a Macro
Modifying a Macro
Creating a Custom Menu
Editing a Macro
Deleting a Macro
Removing References

Additional Topics:

WordArt
Captions
Document Review
Document Security
General Computer Usage

Duration

2 Days

Who Should Attend

This course aims to increase the participant's productivity by providing the skills and knowledge to create VBA code within Microsoft Word effectively.

Course Prerequisites

This course is designed for participants with little or no knowledge of VBA, however, an advanced working knowledge of Microsoft Word is essential including advanced tables, creating a basic macro and using form fields.

Expected Outcomes

At the completion of the course, participants should be able to:

- Create Macros in Word and understand the Word object model and VBA concepts
- Create command procedures, create and use variables and create and work with functions
- Use decision structures to control outcome and looping structures to repeat sections of code
- Work with a range of objects and customise the way files and folders are managed
- Create a custom form complete with controls and event procedures
- Create code to drive a UserForm and write a variety of error handling routines

Topics Covered

Macros

Understanding Word Macros
Setting Macro Security Level
Recording a Simple Macro
Running, Assigning and Modifying a Macro
Creating a Custom Menu
Editing and Deleting a Macro
Creating a Macro Button Field
Tips for Developing Macros

Understanding VBA

VBA Terminology
Using the Immediate Window
Object Collections
Setting Property Values
Using the Object Browser
Programming with the Object Browser

Using the VBA Editor

Opening and Closing the Editor
The Project Explorer
The Properties Window
The Work Area
Code Module

Procedures

Creating a Command Procedure
Making Sense of IntelliSense
Commenting Statements
Indenting Code
Bookmarking in Procedures

Using Variables

Creating and Using Variables
Implicit and Explicit Declaration
The Scope of Variables
Procedure Level Scoping
Module Level Scoping
Passing Variables by Value
Declaring Data Types
Using Arrays
Using Intrinsic Constants

Functions

Functions Theory
Creating and Calling Functions
The MsgBox Function
Sending Messages to the User
Input Techniques
Using the InputBox Function
Nesting Functions
Function Procedures

Decision Structures

The IF Statement
Using IF for Single Conditions
Using IF for Multiple Conditions
The Select Case Statement
Using Select for Sets of Values
Selecting for Ranges of Values

Looping Structures

Known or Specified Iterations
Looping for Each Item
Adding an Exit to a Loop
The Do Loop Statement
Unknown Iterations

Working with Text

Text and Document Components
The Story Range
The Selection Object
The Range Object
Inserting Text
Displaying Text in a Text Box

Document Management

Opening and Closing Methods
Opening and Closing Documents
The Ad Method
The Save and SaveAs Methods
Returning and Getting Information
Files Folders and Drives
Displaying Files in a UserForm

Creating Custom Forms

Adding Text Boxes to a Form
Text Box Control Properties
Adding a Combo Box Control
Adding Option Buttons
Adding Command Buttons
The Appearance of Controls
Running a Custom Form

Programming UserForms

Initialising a Form
Closing a Form
Functions for a Form
Coding Option Buttons
Using the After Update Event
Bookmarks for Data Entry
Bookmarks to Enter Data
Setting the Tab Order
Forcing Correct Entry
Template AutoStart Macros

Error Handling

Error Types
The On Error Statement
A Simple Error Handler
Using the Resume Statement
Decision Structures in Errors
Using the ERR Object
Defining Custom Errors

Built-In Dialogs

The Dialogs Collection
Dialog Box Arguments
Using the Execute Method
Using the Show Method
The Display Method
Using the Display Method
Working with Dialog Tabs
Using Dialogs with a UserForm

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Database Development
Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Microsoft Office 2007 New Features

Upgrade to 2007

Duration

1 day

Who Should Attend

This course has been developed to provide people upgrading from Microsoft Office 2002/2003 with an overview of the new features of Microsoft Office 2007.

Course Prerequisites

Participants will need to be familiar with Microsoft Windows XP and Microsoft Office 2002/2003 applications including Word, Excel, PowerPoint and Outlook to an introductory level, including opening, closing and saving files and inserting text into documents.

We specialise in:

Computer Training

- MS Office
- MS Project & Access
- Graphics & Web

Professional Development Training

- Communication & Business Writing
- Supervision & Management
- Customer Service & Teams
- Project Management
- Time Management

Consultancy & Project Services

- Technical Writing
- Database Development
- Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Expected Outcomes

At the completion of the course, participants will be familiar with:

- The New Office 2007 Interface
- Office XML File Formats
- New Word Features
- New Excel Features
- New PowerPoint Features
- New Outlook Features

Topics Covered

New Office 2007 User Interface

The Microsoft Office Button
Application Options
Document Information Panel
The Ribbon
Mini Toolbar
The Quick Access Toolbar
The Status Bar

Office XML File Formats

New Word Features

Styles
Themes
Cover Pages
Quick Parts and Building Blocks
Comparing Document Versions
Charts

New Excel Features

Larger Worksheet Size
Charts
Column Chart
Page Layout View
New Table Features
Sorting Data
Using a Data Form
Filtering Records
Pivot Tables

New PowerPoint Features

SmartArt Graphics
Design Themes
Shape Effects
Improved WordArt
Custom Slides Layouts

New Features in Outlook

Instant Search
Colour Categories
Attachment Preview
The To-Do Bar
Calendar Snapshots

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au



Publishing and Web

Adobe Acrobat Introduction	1 day
Adobe Acrobat Advanced	1 day
Adobe Illustrator Introduction	2 days
Adobe Illustrator Advanced	1 day
Adobe InDesign Introduction	2 days
Adobe InDesign Advanced	2 days
Adobe Photoshop Introduction	2 days
Adobe Photoshop Advanced	1 day
Design Fundamentals	1 day
Dreamweaver Introduction	2 days
Dreamweaver Advanced	1 day
Fireworks Introduction	1 day
Fireworks Advanced	1 day
Flash Introduction	1 day
Flash Advanced	1 day

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Database Development
Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Adobe Acrobat Introduction

7.0 / 8.0 / 9.0

Duration

1 Day

Who Should Attend

This course has been developed for people who are required to distribute a document over a range of platforms e.g. Windows, Macintosh etc.

Course Prerequisites

Participants will need to be familiar with an operating system and basic windows techniques such as opening, closing and saving files.

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Database Development
Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Expected Outcomes

At the completion of the course, participants should be able to:

- Navigate through Acrobat documents
- Produce, edit and annotate documents
- Add indexes, notes and comments
- Produce an e-mail based reviewed document
- Rearrange and manipulate pages within a document
- Edit a PDF by adding and changing text and graphics
- Include simple navigation features

Topics Covered

Starting with Acrobat

Getting Started
Examining the Initial Screen
Menus and Toolbars
Customising Toolbars
Working with Navigation
Panels
Setting Preferences

Viewing a Document

Opening a PDF File
Moving from Page to Page
Moving between views
Zooming In and Out
Selecting a Page Layout
Searching for Text
Arranging a Document on the Screen
Using Reading Mode
Using Links and Bookmarks
Measuring Sizes and Areas

Saving and Printing Files

Saving a PDF File
Exporting to other Formats
Minimising File Size
Printing a Document
Print Options
Printing Multiple Pages Per Sheet
Printing a Booklet

Making PDF Files

Printing to a PDF File
Using PDFMaker in Microsoft Office
Converting Images
Scanning Directly to PDF
Merging PDF Files
Creating a PDF Package
Converting Web Pages to PDF
Converting Screen Shots

Adding Comments to a Document

Commenting Tools
Adding Sticky Notes to a Page
Adding a Text Box Comment
Adding a Callout Comment
Adding Lines and Arrows
Drawing Ovals
Drawing Rectangles, Polygons and Clouds
Editing Text
Applying a Stamp to the Page
Spell Check in Comments
Exporting and Importing Comments
Enabling Commenting

Reading Commented Documents

Examining the Comments List
Replying to a Comment
Marking Comments
Managing the Comments List
Searching for Text
Printing Comments
Migrating Comments

Reviewing PDF Documents

An Email-Based Review
Reviewing a Document
Receiving Email-Based Reviews
Starting a Shared Review
Reviewing a Shared Document
Receiving Server-Based Reviews

Manipulating Pages

Rearranging Pages
Extracting Pages
Inserting One File into Another
Replacing Pages
Rotating pages
Cropping Pages

Adding and Changing Text and Graphics

Touching Up Text
Modifying LineArt
Adding Headers and Footers
Adding a Background
Adding a Watermark
Reading a Document

Adding Simple Navigation Features

Adding Bookmarks
Creating Links
Modifying Existing Links
Making Automatic Web Links
Creating Articles



Adobe Acrobat Advanced

7.0 / 8.0 / 9.0

Duration

1 Day

Who Should Attend

This course has been developed for people who are required to create complex documents in Adobe Acrobat.

Course Prerequisites

Participants should have attended or be familiar with the content covered in Adobe Acrobat Introduction course.

Expected Outcomes

At the completion of the course, participants should be able to:

- Create an Acrobat presentation
- Organise documents and use the collections category
- Create forms
- Password protect files and create digital signatures

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Database Development
Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Topics Covered

Creating an Acrobat Presentation

Setting Open Options
Creating a Full Screen Slide Show
Creating a Next Page Button
Creating a Self-Running Presentation
Placing a Movie on a Page
Playing a Movie
Adding Sound to a PDF Page

Organising Documents

Examining the Organiser
Using the History Pane
Using the Places Pane
Using the Collections Category

Creating Forms with Acrobat Pro

About Live Cycle Designer
Using Form Templates
Editing Forms with Live Cycle Designer
Converting Electronic Documents to Forms
Adding a Form Field with the Forms Toolbar
Adding a Submit Button using the Forms Toolbar
Distributing Forms
Receiving Forms

Password Protection

Restricting File Access
Restricting Reader Activities

Digital Signatures

About Adobe Self-Sign Security
Creating a Digital ID
Creating a Certificate from an ID
Importing a Certificate as a Trusted Identity
Signing a PDF Document
Creating a Signature Appearance
Creating a Signature Field
Validating a Signed Document

Converting Paper to PDF

Typing on a Paper Form
Creating a Searchable Image
Converting a Scan to Text and Graphics
Correcting OCR Suspects

Adobe Illustrator Introduction

CS2 / CS3 / CS4

Duration

2 Days

Who Should Attend

This course has been developed for those who wish to acquire skills for drawing and rendering images through electronic media, to produce professional illustrations.

Course Prerequisites

Participants will need to be familiar with Windows XP or Macintosh OS and have an understanding of page layout programs.

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Database Development
Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Expected Outcomes

At the completion of the course, participants should be able to:

- Create and understand paths
- Create complex shapes using drawing objects
- Apply Fill or Stroke to objects and understand the difference between CMYK and RGB
- Arrange shapes by grouping, aligning and changing stacking order
- Use layers to assist in creating an illustration
- Use the transform options to assist in creating illustrations

Topics Covered

Getting Started

Main Screen Elements
Illustrator Basics
Changing Views
Using Default Colours

Object Basics

Rectangle and Ellipse Tool
Polygon, Start and Spiral Tools
Flare Tool
Pencil Tool
Guides and Rulers

Selecting Objects

Magic Wand and Lasso Tool
Hiding Edges
Hiding/Showing Centre Point
Hiding and Showing Selected Items
Dragging and Dropping to Illustrator
Selecting a Hidden Object
Offsetting Copy to a Path

Paths

Anchor and Corner Points
Direction Points and Lines
Curve and Line Segment
Drawing a Curve Segment
Editing Paths
Converting an Anchor Point
Moving an Anchor Point
Reshaping a Curve
Reshaping using Pencil Tool
Converting Curve to Corner
Splitting a Path with Scissors Tool
Joining Two Endpoints to Anchor Points
The Reshape Tool
Cut Objects using Knife Tool

Using the Pen Tool to Draw Paths

Drawing with the Pen Tool
Drawing a Corner Point
Drawing a Smooth Point
Add Points to Path
Delete Anchor Points
Drawing a Complex Path
Other Pen Icons

Transforming an Object

The Transform Tools
Rotate an Object
Reflect an Object
The Free Transform Tool
The Make Blend Command

Fill or Stroke

Palettes used for Fill or Stroke
Basic Colouring Steps
Save to the Swatch Palette
A Spot or Process Colour
CMYK versus RGB
Change Width of Stroke
Creating a Dashed Stroke
Create Arrowheads
To Delete a Swatch
Duplicate a Swatch
Using the Paint Bucket Tool
Using the Eyedropper Tool
Adjust or Convert Colours
Create and Modify a Fill Pattern
Create a Geometric Pattern

Working with Type

Horizontal Type Tool
Area Type
Type on Path Tool
Vertical Type and Area Tools
Creating Type Outlines
The Envelope Distort Option

Working with the Paintbrush Tool

Using the Paintbrush Tool
Apply a Brush Stroke
Create or Modify a Brush

Arranging Items

Grouping Objects
Bring to Front/Send to Back
Create New Layer
Select Multiple Layers
Duplicate and Delete Layers
Aligning Items

Combining Paths

Create Compound Paths
Shape Modes and Pathfinders
To Use the Reshape Tool
Auto Trace and Live Trace Tool

Working with Gradients

Fill an Object with a Gradient
Create and Save Gradients
Edit an Existing Gradient
Multi Colour Gradients

Masks and Transparency

To Mask Objects
Release a Mask
Transparency and Opacity

Filters and Effects

What's Raster?
Apply Arrowheads
Apply a Drop Shadow
The Appearance Palette?
Using Live Shapes with Text
Removing Effects



Adobe Illustrator Advanced

CS2 / CS3 / CS4

Duration

1 Day

Who Should Attend

This course has been developed for those needing to use Adobe Illustrator to create dynamic effects using patterns and brushes, as well as using advanced text manipulation techniques and effectively integrating text into illustrations.

Course Prerequisites

Participants will need to have completed the Illustrator Introduction course or be familiar with and have experience with the topics.

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Database Development
Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Expected Outcomes

On completion of this course, participants should be able to:

- Use the Tab Ruler palette and advanced type features
- Transform objects to modify their shape and colour attributes
- Apply colour and distort filters and special effects
- Use Raster Art in Illustrator and filters
- Work with a variety of file formats to save, link, embed and export Illustrator files
- Recording and playing actions to automate tasks

Topics Covered

Working with Advanced Type Features

Using the Tab Ruler and MM
Design Palettes
Using Advanced Type Features

Modifying Images

Transforming Objects
Using Pathfinder
Managing Colours
Creating Masks

Applying Filters and Effects

Using the Colours Filters
Using the Distort Filters
Using Pen and Ink Filters
Applying Special Effects

Working with Raster Images

Using Raster Art in Illustrator
Using Filters on Raster Images

Importing, Saving, and Exporting Files

Importing Files
Saving Files in Illustrator
Exporting to Other File Formats

Creating Web Graphics

Assigning URLs to Objects
Optimizing and Saving in Web File Formats

Automating Tasks

Recording and Playing Actions
Modifying Actions

Adobe InDesign Introduction

CS2 / CS3 / CS4

Duration

2 Days

Who Should Attend

The course has been developed for people with minimal experience using Adobe InDesign and who are currently, or who would like to create published documents such as brochures, newsletters and booklets.

Course Prerequisites

Participants will need to be familiar with Windows XP or Macintosh OS and have an understanding of page layout.

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Database Development
Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Expected Outcomes

At the completion of the course, participants should be able to:

- Create new publications and set up the document attributes
- Create text frames and format with character and paragraph commands
- Create basic shapes, manipulate and arrange shapes on the page
- Work with colour, applying fill and stroke attributes to objects
- Use drawing tools to create open and closed paths
- Prepare publications for press

Topics Covered

Getting Started

Opening a Publication
Changing Views
The Toolbox and Tools
Using Default Colours
Restoring Colours
Reversing Colours
Applying a Colour

Editing a Document

Moving between pages
Editing text
Finding and Changing Text
Using the Story Editor
Previewing Your Document
Printing Your Document

Basic Formatting

Changing Font Type and Size
Changing Leading
Aligning Text
Hyphenating Text
Working with Bullets
Manipulate Tracking and Kerning
Copying Type Attributes

Text Frames

Basic Text Frames
Text Threads
Deleting a Text Box
Threading Text
Columns within a Text Box
Placing Text

Images

Place an image
Adding borders and fill
Restoring Default Colours
Applying Colours

Working With Templates

Accessing a Template
Applying paragraph styles
Using Object Styles
Applying Colours

Creating A Flier

Identifying the purpose
Identifying the audience
Determine printing requirements
Design Elements
• Connecting elements
• Contrast
• Repetition
• Alignment
Working with images
Design the flier

Working with Graphics

Placing a graphic
Resizing a graphic
Rotating a graphic
Deleting a graphic
Linking and embedding images
Clipping Paths

Arranging Items

Send to Back
Bring to Front
Aligning Boxes

Working with Colour

Creating and manipulating Swatches
Using a Swatch Library
Selecting Colours with the Eyedropper
Applying gradients

Indents, Tabs and Tables

Setting up tabs
Aligning tabs
Setting indents
Creating a table
Formatting a table

Creating Your Own Styles

Creating and applying styles
Editing styles
Loading Styles from other documents

Pages

Inserting and deleting pages
Master pages
Page Numbering

Preparing For Press

Linking and embedding images
Create a preflight report
Create a package
Create a PDF



Adobe InDesign Advanced

CS2 / CS3 / CS4

Duration

2 Days

Who Should Attend

Candidates who would like to increase their knowledge of using InDesign should attend this course. Real design scenarios are utilised, so participants struggling with the finer points of InDesign will gain a solid working knowledge.

Course Prerequisites

Participants will need to have attended the InDesign Introduction course or have equivalent working knowledge.

We specialise in:

Computer Training

- MS Office
- MS Project & Access
- Graphics & Web

Professional Development Training

- Communication & Business Writing
- Supervision & Management
- Customer Service & Teams
- Project Management
- Time Management

Consultancy & Project Services

- Technical Writing
- Database Development
- Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Expected Outcomes

At the completion of the course, participants should be able to:

- Use advanced style techniques to automate formatting
- Create a merged document
- Place graphics into tables and place Excel spreadsheets into documents
- Control the flow of text within an InDesign document using typography controls
- Use long document features such as 'Table of Content's and 'Indexing' to create books
- Select print preferences and settings

Topics Covered

Keyboard Shortcuts

Using and Creating Keyboard Shortcuts

Setting Application Defaults

Creating Defaults to Personalise InDesign

Master Page Setup

Basing Masters on Existing Master Pages
Applying Master Pages to Multiple Document Pages

Advanced Styles

Local Overrides in Styles
Basing One Style on Another
Importing and Redefining Styles
Changing Styles using Find and Change
Nested Styles

Data Merge

Creating a Merged Document

Tables

Placing Graphics in Tables
Placing an Excel Spreadsheet

Controlling Text Flow

Inline Graphics
Anchored Objects
Advanced Tracking and Kerning
Inserting Footnotes

Page Elements and Graphics

Dragging Items Between Documents
Aligning Sizing and Transforming Images
Using a Library
Using Bridge to Place Graphics
Object Styles

Advanced Paragraph Formatting

Keep Paragraph Options
Using a Baseline Grid

Managing Long Documents

Tables of Contents
Sectioning Documents
Creating a Book
Using the Book Palette
Basic Indexing
Adding Bookmarks
Creating a PDF with Bookmarks and Hyperlinks

Print Settings

Printer Styles
Colour Separations
Print Settings
Tiling
Bleeds

Adobe Photoshop Introduction

CS2 / CS3 / CS4

Duration

2 Days

Who Should Attend

This course has been developed for those who would like to use the tools of Adobe Photoshop to manipulate images through electronic media for use with professional application.

Course Prerequisites

Participants will need to be familiar with Windows XP or Macintosh OS and have an understanding of page layout.

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Database Development
Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Expected Outcomes

At the completion of the course, participants should be able to:

- Open a publication, and become familiar with the different tools in the tool box
- Select parts of an image, use the cropping tool and paste into a selection
- Create selections with soft edge, borders, erase and change foreground/background colours
- Create a layered document, use the layers palette and paste a selection into a new layer
- Enter and edit type, create warped and vertical text and fill text selection with an image
- Repair resize, sharpen and adjust an image tone
- Draw and edit a path and understand the basic use of colour for enhancing images

Topics Covered

Getting Started

Opening a Publication
Main Screen Elements
The Photoshop Window
Changing Views
Photoshop Basics
The Toolbox and Tools

The Selection Tools

Tool Options
Lasso, Polygon and Magnetic
Add or Subtract a Selection
Magic Wand Tool
Grow and Similar Commands
Smoothing a Selection
Cropping Tool
Copy and Paste a Selection
Copying Between Images
Pasting into a Selection
Saving your File
The Extract Filter

Modifying Your Selection

Feather Edges of a Selection
Anti Aliasing
Selecting a Colour Range Using
Sampled Colours
Border around a Selection
Change Foreground /
Background colour
Eraser Tools and Erase History

Transformation Effects

Copying and Pasting between
Documents
Transformation Options
Filling an Area with Colour

Working with Layers

Creating a Layered Document
Select Layers
Layers Palette and Naming
Add, Delete and Edit Layers
Drag Layers to Documents
Showing and Hiding Layers
Convert Layer to Background
Pasting Selections into Layers
Adjustment Layers
Creating Clipping Masks
Linking Layers
Layer Masks
Layer Opacity and Blend modes
Creating a Layer Style
Flattening Layers

Using the Type Tools

Entering Type with Type Tool
Font, Size and Style of Text
Tracking and Scaling Text
Kerning Text
Changing the Leading
Changing the Colour of Text
Wrapped and Vertical Text
Using the Type Mask Tool
Fill Selection with a Picture

Repairing an Image

The Clone Stamp Tool
Brush Size and Hardness
The Pattern Stamp Tool
The Burn and Dodge Tool
The Sponge Tool
The Smudge Tool
The History Brush Tool
The Healing Tool
The Patch Tool

Retouching an Image

Scanned or Digital Images
Image Size or Resolution
Specific Sizes
Cropping Tool for Resizing
Adjusting Tonal Balance
Adjusting Basic Curves
Sharpening an Image
Dust and Scratches
De-speckle

The Pen Tool

Paths
Creating Paths
Reshaping Paths
Select and Deselect Paths
The Paths Palette
Create a Clipping Path
Selections from Paths
Convert Selection to Path
Editing paths
Filling a Path
Stroking a Path
Deleting a Path

An Introduction to Colour

Image Modes and Colours
Picker Palette
Selecting Pantone Colours
Swatches Palette
Non-printable Colours
Channels Palette
Alpha Channel

Add and Replace Colour

Adjusting Colour Balance
Replacing Colour
Desaturation
Hue Saturation
Selective Colour



Adobe Photoshop Advanced

CS2 / CS3 / CS4

Duration

1 Day

Who Should Attend

This course has been developed for people who want to learn more advanced Adobe Photoshop techniques such as preparing photographic images for the web, printing and illustration.

Course Prerequisites

Participants will need to have completed the Photoshop Introduction course or be familiar with and have experience with the topics.

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Database Development
Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Expected Outcomes

At the completion of the course, participants should be able to:

- Use Quick Mask mode, alpha channels, and Layer Masks
- Create Layer Styles and Manipulate Layers
- Use Layer Blending and Layer Techniques
- Use Channels to learn advanced Techniques
- Learn to lighten and darken Images
- Create an Action for Automation

Topics Covered

Working with Selections and images

What is a Quick Mask?
Using Quick Mask to
Graduate an Image
Applying Selection
Properties

Tonal Enhancing of Images

Adjusting Colours
Adjusting an Image
Using Curves
The Info Palette
Eyedropper Settings
Using Threshold to
Determine Highlight and
Shadow
Adjusting Highlights and
Shadows
Neutralising an Image
Using Numbers to Correct
Tonal Contrast
The Histogram
Using the Shadow Highlight Control
Enhancing Faces
Whiten Teeth
Change to Grayscale

Removing Red Eye

Layer Enhancements

Using Layer Styles
Creating Gold Looking Text
Copy and Paste a
Layer Style
Saving a Layer Style
Layer Blending Sliders
Non-Destructive Burn
and Dodge

More about Channels and Masks

Another Method for a
Layer Mask
Five Steps with Masking
Accentuating an
Existing Sky
Adding a New Sky

Image Tricks

Lighten Image
Darken Image
Over Exposed

Automation

Creating an Action
Batch Processing

Vanishing Point

Design Fundamentals

Professional Development

Duration

1 day

Who Should Attend

When creating printed media you must first understand the underlying principles of good design in order to produce a professional result. This course has been developed to teach non-designers document layout and typography to help create a visually appealing finished product.

Course Prerequisites

Participants need to have completed or have a working knowledge of the topics covered in the Adobe InDesign Introduction course.

Expected Outcomes

At the completion of this course participants should:

- Understand the elements of design
- Use colour effectively
- Understand their audience and design accordingly
- Understand the printing process
- Understand images and image banks

Topics Covered

What is Design

Design Concept

Target and secondary Audience
Using appropriate colour

Layout

Design for your budget
Eye flow
White space

Elements of Design

Contrast
Scale
Tone
Type colour
Pattern and texture
Space

Colour

Document Types

Posters
Flyers
Press Ads
Display Ads
Brochures
Stationery

Colour

CMYK / RGB
Different applications
The effect of colour on emotion

Type and Text

Type styles
Points
Using type effectively

Images

Using digital images
Image banks

The Print Process

Bleed, trim marks, fold marks, registration marks
File management
What is the best format?
Printer requirements
Creating a PDF for print
RIP to print process

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Database Development
Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Dreamweaver Introduction

8.0 / CS3 / CS4

Duration

2 Days

Who Should Attend

This course has been developed for people who would like to acquire web skills to produce or modify web sites and/or those who have an interest in basic web site design using Dreamweaver.

Course Prerequisites

Participants will need to be familiar with Windows XP or Macintosh OS and a basic knowledge of HTML is advantageous.

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Database Development
Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Expected Outcomes

At the completion of the course, participants should be able to:

- Plan and create a new site and use templates
- Add and manage layers
- Add a navigation bar and hotspots
- Create and format tables
- Create framesets and frames and use layers and frames
- Create and use forms
- Directly edit HTML code

Topics Covered

Web Overview

Plan your site
Starting to plain
Framesets, layers and tables

File Structures

Naming your files
HTML - What is it?

Preparing Images for the Web

Graphics tips
Graphics size issues
Viewing image sizes

The Screen

Screen resolutions
The site panel
Creating a home page
Setting a home page
Opening a page
Page properties

Adding and Managing Layers

Resizing and moving a layer
Adding an image to a Layer
A page background image
The standard toolbar

Browsers

Previewing your site

Adding a Navigation Bar

Adding text to a layer
Typing text
Formatting text
Text colour
Bulleted text
Checking your spelling
A numbered list

Creating a New Page

Page properties
Inserting an image
An image border

An Image Map Hotspot

Creating the image map
Creating a hyperlink

The Site Panel

Map view
Page titles
Dependent files
Expanding the site panel
Collapsing the site panel

Tables

Creating a new page
Inserting a table
Sizing rows
Inserting images into a table
Typing text into a table
Removing a table border

Framesets and Frames

Creating a frameset
Saving the frameset
Page properties
Understanding the frames
Adjusting the frames
Inserting a table into a frame
Inserting an image into a cell
Adding the content
Inserting a column
Indenting text

Using Layers and Frames

Copying a frames page
Creating hyperlinks to frame pages
Final touches

Planning a Site

Defining the site

Preparing the Home Page

Adding the layers
Inserting images
Adding the text
Hotspots, links and alt text
An e-mail link
Modifying the page layout

Templates

Editable regions
Creating a page from a template
A fax page
The links page

External Hyperlinks

Modifying a template
Manually changing a page

Creating and Using Forms

What is a script?
Writing code for a form
Using a CGI script
Explanation
Form icons
Text field settings
Submit and reset buttons
Checkboxes

Editing HTML Code

Creating a link to a form
Using text anchors

META Tags, Keywords and Descriptions

Editing site settings
Uploading your site
Remote site files

Dreamweaver Advanced

8.0 / CS3 / CS4

Duration

1 Day

Who Should Attend

This course has been developed for people wanting to create dynamic interactive sites and interactive Web applications.

Course Prerequisites

Participants should have completed the Dreamweaver Introduction course or have a working knowledge of the topics. Experience using HTML is an advantage but not essential.

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Database Development
Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Expected Outcomes

At the completion of the course, participants will be able to:

- Define elements of the head tag, refresh a web page and edit the head content of a page
- Use styles to format web pages and link and edit style sheets
- Create forms, add text fields, lists, radio buttons and check boxes to a form
- Create rollovers to enhance web pages, work with flash text and objects and assign behaviours
- Add layers, set their properties and modify their visibility
- Check for browser compatibility and use the check browser behaviour

Topics Covered

Creating Head Content for a Web Page

Defining the elements of a head tag
Using elements in the head tag

Introduction to Style Sheets

Working with cascading style sheets
Using linked style sheets

Working with Forms and Libraries

Using forms
Database and server-side scripting
Creating libraries

Working with Rollovers and Behaviours

Working with rollovers
Using flash objects
Using behaviours

Working with Layers

Adding layers
Modifying layers by using the layers panel
Attaching behaviours to layers
Repeating and recording commands

Working with Timelines

Creating timelines
Modifying timelines
Working with timelines

Testing Sites in Target Browsers

Checking browser compatibility



Fireworks Introduction

CS3 / CS4

Duration

1 Day

Who Should Attend

This course has been developed for people wanting to produce high quality images for use on the Web.

Course Prerequisites

Participants will need to be familiar with Windows XP or Macintosh OS and have an understanding of web page concepts and/or word processing skills. A basic knowledge of HTML is advantageous but not essential.

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Database Development
Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Expected Outcomes

At the completion of the course, participants should be able to:

- Use Fireworks to create web graphics using vector drawing tools
- Edit and optimise web graphics using a range of editing tools

Topics Covered

Getting Started with Fireworks

Defining graphics basics
Exploring the fireworks environment
Creating and saving documents

Working with Vector Graphics

Viewing and selecting images
Drawing paths
Cropping images
Customizing stroke and fill settings

Working with Bitmap Graphics

Viewing and importing bitmap images
Using the marquee and lasso tools
Using the magic wand and rubber stamp tools

Working with Colours and Colour Settings

Changing stroke and fill colours
Using the paint bucket and eyedropper tools

Optimising Images

Understanding optimization
Exporting images



Fireworks Advanced

CS3 / CS4

Duration

1 Day

Who Should Attend

This course has been developed for people involved in designing or maintaining web sites and want to enhance their skills in creating web graphics including vector graphics, effects, slicing, rollovers, symbols, animation and exporting to HTML.

Course Prerequisites

Participants will need to have completed the Fireworks Introduction course or have the equivalent working knowledge.

We specialise in:

Computer Training

- MS Office
- MS Project & Access
- Graphics & Web

Professional Development Training

- Communication & Business Writing
- Supervision & Management
- Customer Service & Teams
- Project Management
- Time Management

Consultancy & Project Services

- Technical Writing
- Database Development
- Training Project Management

Expected Outcomes

At the completion of the course, participants should be able to:

- Create and name layers in a document
- Create new effects and styles
- Create hotspots and add interactivity
- Create and test rollover buttons and create and preview pop-up menus
- Use the History panel, create a command, and use batch processing
- Use tweening to create an animation, use onion skinning, and customize an animation

Topics Covered

Working with Layers

- Creating layers
- Manipulating layers

Modifying Objects

- Using effects
- Using styles
- Masking images

Working with Hotspots and Slices

- Creating hotspots
- Creating slices

Working with Rollovers

- Creating rollover buttons
- Creating disjoint rollovers
- Creating pop-up menus

Automating Tasks

- Using the find and replace panel
- Using symbols and instances
- Working with commands

Animating Images

- Creating Animations
- Customising Animations



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au



Flash Introduction

MX2004 / 8.0 / CS3 / CS4

Duration

1 Day

Who Should Attend

This course has been developed for people who would like to develop the skills to produce interactive elements to create high impact websites.

Course Prerequisites

Participants will need to be familiar with Windows XP or Macintosh OS and have an understanding of web page concepts and basic word processing skills. A basic knowledge of HTML is advantageous but not essential.

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Database Development
Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Expected Outcomes

At the completion of the course, participants will be able to:

- Apply colours to shapes and create custom colours, gradients, and line styles
- Combine and group shapes, import bitmaps, and convert them to vector shapes
- Add text to a movie and format the text
- Use layers to arrange shapes in a movie and modify the layers
- Play an animation, create a frame-by-frame animation and use onion skins

Topics Covered

Getting Started with Flash

Introducing Flash
Getting help
Opening Existing Files
Closing Files and Exiting Flash

Creating Shapes

Creating Basic Shapes
Selecting Shapes
Viewing and Editing Shapes
Handling Shapes

Working With Colours

Applying Colours
Creating Custom Colours, Gradients and Line Styles

Manipulating Shapes and Images

Combining Groups and Shapes
Using External Images

Inserting Text

Using the Text Tool
Formatting Text

Using Layers

Introducing Layers
Modifying Layers

Introducing Animation

Animation Basics
Creating Animations



Flash Advanced

MX2004 / 8.0 / CS3 / CS4

Duration

1 Day

Who Should Attend

This course has been developed for people who will use Flash to create dynamic applications that range from e-commerce shopping carts to online forms.

Course Prerequisites

Participants enrolling in this course should be familiar with the concepts of the Web, including Web delivery methods and HTML. Participants need to have also attended the Flash Introduction course or have the equivalent knowledge.

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Database Development
Training Project Management

Expected Outcomes

At the completion of the course, participants should be able to:

- Create, edit, and tween symbols, create instances, and set instance properties
- Add interactivity to movies using ActionScript, mouse events, adding actions to objects/frames
- Create fields and set field properties, variables, and expressions
- Import, edit, and compress sound objects and associate sound to layers and buttons
- Test the download performance of the movie, create a pre loader, export/publish a movie

Topics Covered

Symbols and Instances

Creating symbols
Editing symbols
Animating symbols and shapes
Working with instances

Interactivity in Flash

Using ActionScript
Working with actions

Advanced Interactivity

Creating forms
Working with variables and expressions

Associating Sound in Flash

Associating sounds
Working with sound objects

Publishing on the Web

Testing movies
Publishing movies



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Professional Development

Assertiveness	1 day
Certificate IV in Training and Assessment	8 days
Certificate IV in Training and Assessment (Update)	4 days
Change Management in Turbulent Times	1 day
Coaching and Feedback Skills for Managers	1 day
Conflict Resolution	1 day
Creating Powerful Presentations	1 day
Customer Service	1 day
Dealing with Difficult Behaviour	1 day
Developing Leaders	2 days
Effective Minute Taking	3 hours
Effective People and Communication Skills	1 day
Emotional Intelligence – The Leading Priority	2 days
Essential Administration Skills	2 days
Evaluate and Build Teams	1 day
Generation @ Work	1 day
Innovative Thinking and Problem Solving	1 day
Negotiation Skills	1 day
Performance Management	2 days
Productive Meetings	1 day
Project Management Fundamentals	2 days
Resilience in the Workplace	1 day
Selling Skills	2 days
Strategic Thinking	1 day
Stress Management	1 day
Supervision and Management of People	2 days
Team Building Workshop	1 day
Time Management	1 day
Train the Trainer	1 day
Workgroup Facilitation	1 day
Writing Skills for Business	1 day



Professional Development Program Model

Communication
<ul style="list-style-type: none">• Assertiveness• Conflict Resolution• Creating Powerful Presentations• Dealing with Difficult Behaviour• Effective People and Communication Skills• Emotional Intelligence – the Leading Priority• Negotiation Skills• Resilience in the Workplace• Stress Management• Team Building Workshop• Writing Skills for Business
Management and Leadership
<ul style="list-style-type: none">• Change Management in Turbulent Times• Coaching and Feedback Skills for Managers• Developing Leaders• Evaluate and Build Teams• Generations @ Work• Performance Management• Supervision and Management of People• Workgroup Facilitation
Business
<ul style="list-style-type: none">• Customer Service• Effective Minute Taking• Essential Administration Skills• Innovative Thinking and Problem Solving• Project Management Fundamentals• Selling Skills• Time Management
Training and Assessment
<ul style="list-style-type: none">• Certificate IV in Training and Assessment• Certificate IV in Training and Assessment – Upgrade from BSZ40198 to TAA40104• Train the Trainer

Personality Insight Profile

Each participant who attends our **Supervision and Management of People** and **Effective People and Communication Skills** courses completes the Personal Insight Profile Indicator Questionnaire. This profile helps each participant gain an accurate insight into their own personality and learn how to adapt their communication style when working with other people.

Understanding Yourself and Others

Being able to identify different personality styles, their strengths, weaknesses and natural inclinations is the key to improved people and communication skills. When used in our business lives understanding these principles can increase our effectiveness in communicating, negotiating and dealing with people – which is the real business of business – the people business.

Understanding how other people see the world is the key to success in the people business. It helps us with the power of empathy and leads to better communication and understanding of what makes us different and be able to appreciate the differences. Being able to identify the strengths and weakness of ourselves and others helps managers and team leaders tap into the potential of those around them. By doing this we develop stronger working relationships, better utilise individual talents, strengthen team spirit and ultimately increase productivity.

Questionnaire and Profiles

To work, communicate and lead people effectively we need to first understand our own strengths and weakness. In these courses the facilitator explains the four basic personality types, the major motivating forces of each and relationship strategies. This does not suggest that we all fit neatly in to one category, but depending upon the degree, these personality types can influence our perceptions and behaviour. It also helps us to understand why differences of opinion can lead to conflict and misunderstanding.

The 4 Basic Personality Styles

<p style="text-align: center;">The Peacock</p> <p style="text-align: center;">Confident Persuasive Enthusiastic Optimistic Outgoing</p>	<p style="text-align: center;">The Dove</p> <p style="text-align: center;">Calm Loyal Patient Dependent Helpful</p>
<p style="text-align: center;">The Eagle</p> <p style="text-align: center;">Decisive Independent Determined Productive Disciplined</p>	<p style="text-align: center;">The Owl</p> <p style="text-align: center;">Careful Analytical Efficient Diligent Systematic</p>

Duration
1 Day

Who Should Attend

People who want to improve their ability to influence others by being more confident, positive and cooperative in their approach. Participants will learn techniques to improve self confidence and effectiveness when dealing with people.

Expected Outcomes

At the completion of the course, participants should be able to:

- Differentiate between styles of communication
- Learn various assertive techniques
- Demonstrate an understanding of what part self esteem plays in assertive communication
- Recognise when assertive behaviour is appropriate
- Identify negative self-talk and formulate positive self-talk

Topics Covered

Why be assertive?

What is assertiveness?

Comparing the effects of passive, assertive and aggressive behaviour

The 'Assertive Bill of Rights'

Aspects of passive, assertive and aggressive behaviour

Assessing assertiveness

Emotional Intelligence

Our brain

Developing self esteem

Belief model

Assertive techniques

Accepting compliments or praise

Steps in assertive communication

Assertiveness checklist

Action plan

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au



Certificate IV in Training and Assessment

(TAA40104)
Professional Development

Duration

8 Days

Who Should Attend

This course is designed for trainers working in the VET sector who require a formalised qualification to deliver and assess nationally recognised units of competency and qualifications.

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Training Project Management

Expected Outcomes

At the completion of the course, participants should be able to:

- Promote and plan a group based learning session and facilitate training
- Design and develop learning programs, plan assessments and assess competencies
- Deliver final validation of the above to achieve course competencies

Topics Covered

Part A - 3 Days

TAAENV401A Work effectively in Vocational Education and Training (VET)
TAAENV402A Foster and promote an inclusive learning environment
TAADEL403A Ensure a healthy and safe learning environment
TAADEL401A Plan and organize group-based delivery
TAADEL402A Facilitate group-based learning
TAADEL403A Facilitate work-based learning
TAADEL301A Provide training through instruction and demonstration of work skills

Part B - 3 Days

TAADES401A Use training packages to meet client needs
TAADES402A Design and develop learning programs
TAAASS401A Plan and organize assessment
TAAASS402A Assess competence
TAAASS403A Develop assessment tools
TAAASS404A Participate in assessment validation

Part C - 2 Days

TAADES402A Design and develop learning programs
TAADEL401A Plan and organize group-based delivery
TAADEL402A Facilitate group-based learning
TAAASS404A Participate in assessment validation



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

* Qualifications issued by Quality Unlimited



Certificate IV in Training and Assessment

(TAA40104 - Update from BSZ40198)
Professional Development

Duration
4 Days

Who Should Attend

For people who have completed the now superseded BSZ40198 Certificate IV in Workplace Assessment and Training and require an upgrade to the new Certificate IV in Training and Assessment TAA40104.

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Training Project Management

Expected Outcomes

At the completion of the course, participants should be able to:

- Promote and facilitate a work-based learning session
- Develop assessment tools and participate in assessment validation
- Plan and organise group-based and individual learning and assessment

Topics Covered

Part A - Train the Trainer

TAAENV401A Work effectively in Vocational Education and Training (VET)
TAAENV402A Foster and promote an inclusive learning environment
TAAENV403A Ensure a healthy and safe learning environment
TAADEL403A Facilitate work-based learning

Part B - Assessor Workshops

TAADES401A Use training packages to suit client need
TAAASS403A Develop assessment tools
TAAASS404A Participate in assessment validation

Part C - Completion

TAADEL401A Plan and organize group-based delivery
TAADEL403A Facilitate individual learning
TAAASS404A Participate in assessment validation

* Qualifications issued by Quality Unlimited



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au



Change Management in Turbulent Times

Professional Development

Duration

1 Day

Who Should Attend

The course has been developed for managers, supervisors, team leaders and trainers who are required to take their staff through the change process and successfully implement change within their organisation.

Expected Outcomes

The benefits of attending this workshop will include strategies to:

- Understand change
- Communicate change
- Evaluate the effect of change
- Manage resistance and negativity

Topics Covered

What is change management?
Driving forces for change
Levels of change
Resistance to change
The three phases of transition
Nine stages in responding to change
Overcoming resistance to change
Change management problem solving
Eight steps to successful change
Action plan

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Coaching and Feedback Skills for Managers

Professional Development

Duration

1 Day

Who Should Attend

This course has been developed to assist managers, team leaders and supervisors to implement frameworks for providing feedback and coaching to staff.

People who coach others reap many unexpected rewards such as getting a "buzz" from "helping someone develop".

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Training Project Management

Expected Outcomes

At the completion of the course, participants should be able to:

- Understand what coaching means for both the manager and the employee
- Undertake coaching sessions with confidence using GROW model
- Learn the rules of motivation
- Understand types of feedback
- Plan and conduct a feedback session
- Deal with employees who have regressed

Topics Covered

Why coach?
Asking versus telling
Coaching basics
Grow model of coaching
Coaching for development: coaching guide
Skill/will matrix
Motivation
Giving feedback
Feedback sessions
Conducting a feedback session
Dealing with employees who have regressed
Recalcitrant employees
What next? Describe a problem
Action plan



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au



Conflict Resolution

Professional Development

Duration

1 Day

Who Should Attend

This course has been developed to empower participants with techniques on how to recognise conflict and implement strategies to deal effectively with conflict with the view to ensuring a positive outcome.

Expected Outcomes

At the completion of the course, participants should be able to:

- Recognise difficult behaviours and learn key strategies needed to deal with them
- Be more assertive
- Use positive language techniques
- Recognise and use strategies to resolve conflict

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Training Project Management

Topics Covered

Introducing Conflict
Stages of Conflict
Choosing a Conflict Management Style
The Ladder of Inference
Emotional Intelligence
Our Brain
Effective Listening
What is Assertiveness
Characteristics of Assertive communication
Comparison of the effects of passive, assertive and aggressive behaviour
Resolving conflict
Mediation Skills
Tips for Mediators
Action Plan



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Creating Powerful Presentations

Professional Development

Duration

1 Day

Who Should Attend

This course has been developed for anyone who is required to make business presentations for both formal and informal situations. This course outlines the importance of understanding your audience and the benefits of adequately preparing.

Expected Outcomes

At the completion of the course, participants should be able to:

- Plan, prepare and deliver a presentation
- Interact with the audience
- Create powerful audio/visuals
- Evaluate the success of the presentation

Topics Covered

Understanding what makes a great presentation
How to make an effective presentation
Steps in preparing a presentation
A.U.D.I.E.N.C.E. Analysis - it's your key to success
Presenting your thoughts in a compelling manner
Using humour in your presentation
Presentation plan
Feeling confident about your presentation
Dealing with stress
Making a great first impression
Creating interactive presentations
Dealing with difficult audience members
Using presentation aids to gain more impact
The value of evaluation
Action plan

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au



Customer Service

Professional Development

Duration

1 Day

Who Should Attend

This course will help participants develop the practical people skills to project a "customer first" attitude when communicating face-to-face or over the telephone. Ideal for sales, customer service, administration staff, or anyone wanting to develop their customer service and communication skills for internal and external customers.

Expected Outcomes

At completion of this course, participants should be able to:

- Understand internal and external customers
- Understand the importance of customer needs
- Understand effective communication skills
- Use questioning techniques to understand customer requirements
- Confidently deal with customer complaints

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Training Project Management

Topics Covered

Uncovering why customers quit
Understanding why people give bad service
Providing excellent service to your customers
How successful are you – self reflection
The relationship is with the person not the customer
10 commandments of good business
Put the customer at the centre of your focus
Moments of truth
Understanding your customers needs leads to loyal customers
How to establish good working relationships with your customers
First impressions
Rapport building
Tips to create the right first impression
Active listening
Empathy
What customers want to hear
Questioning techniques
Understanding customer behavioural styles
Dealing positively with difficult customers
Customer problem solving
Dealing with customer complaints
Action checklist
Action planning



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Dealing with Difficult Behaviour

Professional Development

Duration

1 Day

Who Should Attend

This course will provide participants with the necessary skills required to recognise difficult behaviours and learn techniques to work through difficult behaviours and situations.

Expected Outcomes

At the completion of the course, participants should be able to:

- Recognise difficult behaviours and identify strategies to deal with them
- Focus on the behaviour and not the person
- Be more assertive
- Manage difficulties to achieve positive outcomes

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Training Project Management

Topics Covered

Recognising difficult behaviour
Coping with difficult situations
The ladder of inference
Emotional Intelligence
Our brain
Effective listening
What is assertiveness?
What are the differences between passive, aggressive and assertive behaviours?
Coping with difficult behaviours
Tips on how to cope
Action plan



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au



Developing Leaders

Professional Development

Duration

2 Days

Who Should Attend

Leadership requires the creation of new systems and the vision to see something new or something beyond the status quo. This course has been developed for experienced managers wanting to understand the value of self-management, self-motivation and empowerment.

The focus of the program is on moving from a manager to a successful leader.

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Expected Outcomes

At the completion of the course, participants should be able to:

- Differentiate what it takes to be a leader as opposed to a manager and define the characters of a true leader
- Understand Emotional Intelligence and how this relates to leadership
- Be able to focus less on traits and more on relationships
- Define what makes a transformational leader

Topics Covered

Are managers and leaders the same?
Personal qualities of leaders
Leadership competencies
Emotional Intelligence
Understanding yourself and others
The importance of self awareness – Johari Window
Defining values
Developing trusting relationships
Understanding generations
Types of leadership power
Influencing styles
Change management identification
Organisational barriers to leadership
What is a vision?
Transformational leadership
Action plan

Effective Minute Taking

Professional Development

Duration

3 Hours

Who Should Attend

This course has been developed for anyone who is required to take minutes at meetings. We've all sat through countless meetings and we know they are important, but how can our minute taking be more effective? It is crucial to be able to take effective minutes for ongoing productivity and record keeping purposes. This course will help participants identify key points and present minutes in a clear and concise manner.

Expected Outcomes

At the completion of the course, the participants should be able to:

- Understand what details should be included in minutes
- Identify the 10 commandments of a meeting
- Overcome any obstacles to listening
- Effectively use a minute taking template

Topics Covered

Preparing for the meeting

What are minutes?

Why should a team take minutes?

What are different ways to take minutes?

What should be included in the minutes?

Tips for taking good minutes

Agenda items

10 commandments of meetings

Obstacles to listening

Action plan

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au



Effective People and Communication Skills

Professional Development

Duration

1 Day

Who Should Attend

Communication skills form the basis of all our relationships and by understanding other people and how they communicate we can enhance our effectiveness when dealing with customers, colleagues or staff. This course has been developed for anyone wanting to improve their people skills through effective communication.

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Expected Outcomes

At completion of this course, participants will learn techniques to:

- Understand personalities
- Identify the role of workplace communication
- Understand the different approaches
- Understand the principles of listening, questions and feedback
- Understand emotions

Topics Covered

Personal Insight Profile Indicator
Your communication experiences
Communication skills
Feedback
Barriers to communication
How do we communicate?
A framework for understanding non verbal communication
Non verbal communication
Rapport
Obstacles to listening
Effective listening
Listening assessment
Questioning skills
Clarifying questions
Positive language
How to say "no"
Introduction to NLP
Action plan
References

Emotional Intelligence – The Leading Priority

Professional Development

Duration

2 Days

Who Should Attend

Emotions are essential for us to make good decisions, take action to solve problems, cope with change and succeed. This intensive course has been developed to meet the growing need among professionals to harness the impact of emotional intelligence in the workplace, everyday life and promote understanding of how individuals behave and adapt to their social environment.

Expected Outcomes

At the completion of the course, participants should be able to:

- Understand what Emotional Intelligence is
- Apply strategies to improve personal self awareness
- Apply strategies to promote and improve your Emotional Intelligence
- Understand how Emotional Intelligence can be applied in the workplace

Topics Covered

What is Emotional Intelligence
How Emotional Intelligence Is Related To Your IQ
Elements of Emotional Intelligence
Self Awareness
Social Awareness
Managing Your Emotions
Nine Strategies for Promoting Emotional Intelligence
Teamwork and Emotional Intelligence
Leadership and Emotional Intelligence
Management vs Leadership
Communication Principles
Effective Communication Techniques
Active Listening
Improving Your Communication
Improving Your Emotional Intelligence
Emotional Intelligence within the Workplace
Action Plan

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au



Essential Administration Skills

Professional Development

Duration

2 Days

Who Should Attend

This course has been developed for anyone in an administrative support role who wishes to improve/enhance their communication, organisation and customer service skills.

The role of the Administrative professional has changed considerably in recent years and requires a high level of organisation, communication and technical ability.

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Expected Outcomes

At completion of this course, participants will enhance their ability to:

- Present a professional image
- Deal with interruptions in an effective manner to minimise time wastage
- Gain respect from colleagues and managers
- Improve both verbal and written communication

Topics Covered

Goal setting, career management and personal motivation

Setting individual goals

Managing your time

Steps for planning your day

Dealing with interruptions

First impressions

Effective communication

Different communication styles

Body language

Good telephone etiquette

What is assertiveness?

Managing upwards

Coping with multiple bosses

Handling criticism

Written business communication

Punctuation (reminders/overview)

The business letter

What makes an effective email?

Effective minute taking and meetings

Action Plan

Evaluate and Build Teams

Professional Development

Duration

1 Day

Who Should Attend

The course has been developed for managers, supervisors and team leaders who want strategies to develop and maintain high performance teams.

Teams need to work together in a cohesive and structured manner to ensure the success of a project or work environment. This is achieved by building a team with a view to understanding not only the objective but also the team itself.

Expected Outcomes

At the completion of the course, participants should be able to identify:

- The basic requirements for high performance teams
- Roles and responsibilities of team members and team leaders
- Stages of team development
- The predictable phases of team development
- Tips, tricks and techniques for team success

Topics Covered

Best/worst team experience

What is a team?

Evaluating team effectiveness

Developing high energy work teams

Team goals and objectives

Setting goals

Performance objectives

Stages of team development

Belbin team roles

Action centred leadership

Team briefings

Delegation and team development

Developing team commitment and co-operation

Action plan

We specialise in:

Computer Training

MS Office

MS Project & Access

Graphics & Web

Professional Development Training

Communication & Business Writing

Supervision & Management

Customer Service & Teams

Project Management

Time Management

Consultancy & Project Services

Technical Writing

Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au



Generations @ Work

Professional Development

Duration

1 Day

Who Should Attend

This course is relevant to managers, team leaders and team members who work in an age diverse workplace and would like to gain a better understanding of employees, managers and co-workers from their generational perspectives.

Expected Outcomes

At the end of this course, participants should be able to:

- Describe Australia's current generational profile and its impact on the modern workplace
- Define the characteristics of the three primary generations found in the workplace and identify why differences occur
- Understand the key motivators of each generational group
- Discuss and analyse common areas of generational conflict
- Apply strategies to recruit, retain and lead Generation Y more effectively
- Identify the challenges for organisations and leaders and apply strategies to meet those challenges

Topics Covered

Reflecting on Your Generation

Australia's Generational Profile

Characteristics of Generational Groups

- Baby Boomers
- Generation X
- Generation Y

Introducing Generation Z

Key Motivators of Each Group

Common Areas of Conflict

Recruiting, Managing and Retaining Generation Y

The Challenge for Leaders

- Retention: Fighting the War for Talent
- Balancing the Generational Mix

Action Plan

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Innovative Thinking and Problem Solving

Professional Development

Duration

1 Day

Who Should Attend

This course has been designed to help participants facilitate creative thinking and adapting this thinking to problem solving. Creative thinking sessions will enhance their ability to deliver worthwhile creative outcomes. Suitable for managers, supervisors, team leaders or anyone who needs to develop their skills in creative thinking and resolve problems effectively.

Expected Outcomes

At the completion of the course, participants should be able to:

- Learn the principles of creative thinking
- Follow the steps in creative problem solving
- Use a logical path to identify and clarify problems clearly
- Create an action plan to solve problems
- Learn some strategies to break the monotony and have fun

Topics Covered

The principles in critical thinking
Creativity and Innovation in Business
The creative process
But I'm not creative...
The PPC Technique
Problem solving model
The six-step problem solving model
Skills for problem solving in teams
Why Why Diagrams
Cause and Effect
Nominal group technique
How How Diagrams
Force field analysis
Six Thinking Hats
Action Plan

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au



Negotiation Skills

Professional Development

Duration

1 Day

Who Should Attend

This course has been developed for anyone looking to improve their personal negotiation skills to achieve outcomes that meet the needs of all parties. When most of us think of negotiation, we assume one of two things will happen: either we'll win or we will lose, however the true professionals don't look at it that way. They know that a successful negotiation is one in which both sides feel like winners - at least to some degree. Participants will learn how to achieve a "win-win" outcome when undertaking the negotiation process.

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Expected Outcomes

At the completion of the course, participants should be able to:

- Develop a plan for the negotiation process
- Understand different approaches to negotiation
- Negotiate both positively and effectively
- Resolve conflicts that arise in the negotiation process and achieve a win-win outcome.

Topics Covered

Your communication experiences
Communication skills
Barriers to communication
How do we communicate?
Present viewpoint about negotiating
Negotiating style beliefs
What is negotiation?
Understanding your negotiation style
Approaches to negotiations
Negotiation on processes
Negotiating on interest vs position
Integrative vs distributive solutions
Interest based negotiations
Principled negotiations or negotiations on merit
The phases of the negotiation process
Preparation for the negotiation
Planning for negotiating a real issue
Tactics, problems and dirty tricks
A Final Word
Action Plan

Performance Management

Professional Development

Duration

2 Days

Who Should Attend

Staff are an important asset to a business and it is crucial that managers are able to motivate and mentor staff effectively in order to both maximise staff output and maintain staff satisfaction.

This course has been developed to assist managers, supervisors and team leaders to identify and resolve performance gaps and improve productivity.

Expected Outcomes

At the completion of this course, participants should be able to:

- Set up a framework which maximises opportunity for staff productivity
- Set and monitor performance standards
- Understand the importance of the Performance Appraisal process
- Know how to conduct a Performance Appraisal session effectively
- Undertake training, coaching and mentoring sessions

Topics Covered

Keys to unlock Peak Performance and Productivity

Identify Key Result Areas and Performance Standards

Understand the importance of Role Clarification

Job Design

Motivation

Training - creating a learning environment culture

Coaching for development

Assessing possible barriers which inhibit productivity

Leadership

Ways to appraise performance - conducting a performance appraisal

Planning and leading review discussions:

Looking backward and planning forward

Pitfalls and tips

Mentoring

We specialise in:

Computer Training

MS Office

MS Project & Access

Graphics & Web

Professional Development Training

Communication & Business Writing

Supervision & Management

Customer Service & Teams

Project Management

Time Management

Consultancy & Project Services

Technical Writing

Training Project Management



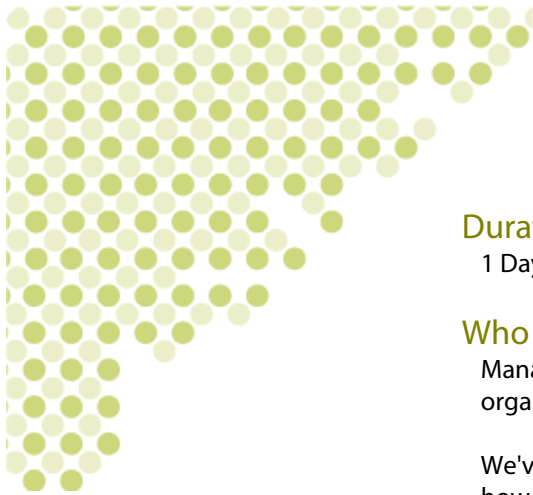
- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au



Productive Meetings

Professional Development

Duration

1 Day

Who Should Attend

Managers, supervisors, team leaders and anyone new to the responsibilities of organising and running business meetings should attend this course.

We've all sat through countless meetings and we know they are important, but how many are effective? As a busy manager, it is crucial to have the ability to plan and conduct effective meetings that are time efficient and have a positive outcome on the day-to-day workings of the company.

We specialise in:

Computer Training

- MS Office
- MS Project & Access
- Graphics & Web

Professional Development Training

- Communication & Business Writing
- Supervision & Management
- Customer Service & Teams
- Project Management
- Time Management

Consultancy & Project Services

- Technical Writing
- Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Expected Outcomes

At the completion of the course, participants should be able to:

- Identify why we meet
- Identify the 10 commandments of a meeting
- Develop a plan for an effective meeting
- Identify rules for on and offsite meetings
- Learn some strategies to break the monotony and have fun

Topics Covered

- Personal objectives
- Why hold a meeting?
- Effective meeting vs. Ineffective meeting
- Types of meetings
- Seven deadly sins in meetings
- Responsibilities before the meeting
- Ground rules
- Leader self-evaluation
- Facilitation techniques
- Preparing for the meeting
- 10 commandments of meetings
- Influencing in meetings
- Problems in meetings
- Cut meetings in half
- Action plan

Project Management Fundamentals

Professional Development

Duration

2 Days

Who Should Attend

This course has been developed to assist anyone who needs to learn a structured process for projects. It gives an overview of the different phases of a project and provides useful templates that participants can take away with them to use after the course.

Expected Outcomes

At the completion of the course, participants should be able to:

- Identify what makes up a project
- Develop relevant project and/or task objectives
- Determine the importance and impact of quality, performance, budgets and time constraints
- Identify the human resource management issues in managing projects

Topics Covered

What is a project?
The four phases of a project
Skills of the project manager
Phase one of the project
Definition of project players
Stakeholder analysis and stakeholder management
Risk assessment and management
Project goal statement
Phase two of the project
Project outline
Develop a schedule
Budgeting methods
Stakeholder responsibility matrix
Select the project team
Team roles
Allocate resources
Communication and reporting plan
Project proposal
Phase three of the project
Project teams
Handling problems in meetings
Controlling the work in progress
Status reports
Phase four of the project
Skills evaluation and action planning

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au



Resilience in the Workplace

Professional Development

Duration

1 Day

Who Should Attend

Resiliency is about the positive adaptation by individuals despite their experiences of significant stress, change or adversity. Constant and persistent pressures can leave employees drained, produce burn out, or negatively impact on emotional, physical and mental well-being as well as lead to decreased satisfaction and performance. This course has been designed to arm participants with tools to become more resilient in the workplace with the aim of bouncing back when challenges and pressure arise.

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Expected Outcomes

At the completion of the course, participants should be able to:

- Understand resilience, what it is and why it is important
- Understand various techniques to assess and develop inner resiliency
- Understand the importance of self-awareness and response to stress
- Understand coping resources and how to implement them to enhance resilience
- Identify your relevant resilience strengths and resilience vulnerabilities and how to enhance them
- Understand how personal and professional performance is impacted by resiliency

Topics Covered

What is pressure and individual responses
Contributors to stress
Self-awareness in stressful situations
Attitudes and coping with events
What are coping resources
Reactive vs Proactive coping
Managing stress vs building resiliency
What is resilience
Identify and address barriers to resilience
Resilience and emotional well being
Resilience techniques
Listen to and respond to self talk
Performance and resilience
Reframe or change
Action Plan to enhance your resiliency

Secrets to Selling

Professional Development

Duration

1 Day

Who Should Attend

This intensive course has been developed to provide sales people with the essential skills and necessary tools required to successfully build relationships with prospective clients, identify individual needs and close with confidence in today's highly competitive marketplace.

Expected Outcomes

At the completion of the course, participants should be able to:

- Understand how attitude relates to success in sales
- Confidently build rapport with clients through improved communication skills
- Understand how to close with confidence and ease
- Recognise the need for after sales service and follow through with individual clients

Topics Covered

Sales Fundamentals
Attributes for Success
Loyalty Ladder
Sales Structure
First Impressions
Building Relationships
Understanding Needs
Presenting the Solution
Closing Obstacles and Opportunities
Closing with Confidence
After Sales Service
Questioning Techniques
Closing Techniques
Overcoming Objections
USP: Unique Selling Points
Business Development
Time Management

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au



Selling Skills

Professional Development

Duration

2 Days

Who Should Attend

Possessing a good understanding of the sales process and having good communication skills are vital for sales people in today's highly competitive marketplace. This course has been developed to provide sales people with an understanding of the fundamentals behind the sales process and improve their chances of success through improved people skills and self management.

Expected Outcomes

At the completion of the course, participants should be able to:

- Understand the attributes of a successful sales person
- Understand how attitude determines your success
- Understand your customers and why they purchase from you
- Understand the importance of time management in the sales process

Topics Covered

How delighted are your customers?
Attitude does make a difference
What is quality customer service
Understanding our customers expectations
Loyalty Ladder
Sales Fundamentals
Attributes for Success
Sales Structure
First Impressions
Building Relationships
Understanding Needs
Presenting the Solution
USP: Unique Selling Points
Overcoming Obstacles and Opportunities
Closing with Confidence
After Sales Service
Effective Questioning Techniques
Cold Calling
Business Development Model
Time Management in Sales
Smart Goals

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Strategic Thinking

Professional Development

Duration

1 Day

Who Should Attend

This course has been developed for managers to gain an understanding of the concepts underpinning strategic thinking and planning. The course focuses on the thinking and processes associated with developing and implementing solutions, which are aligned to the values, goals and objectives of an organisation.

Expected Outcomes

At the completion of the course, participants should be able to:

- Gain a clear understanding of strategic thinking processes
- Understand why strategic thinking is important to an organisation's overall success
- Learn how to use and apply strategic thinking principles in the workplace
- Identify strategic thinking tools and their everyday application
- Strategically align thinking to the organisation's values, goals and objectives
- Identify personal blocks to thinking strategically and how to overcome these limitations
- How to develop 'mind maps' and its application to strategic thinking

Topics Covered

Strategic thinking self assessment

What is strategic thinking?

What influences our thinking?

Why is strategic thinking important?

Defining goals and objectives

Applying strategic thinking

Strategic thinking tool

Blocks to strategic thinking

Strategically thinking to plan your work day

Mind maps

Organisational values

We specialise in:

Computer Training

MS Office

MS Project & Access

Graphics & Web

Professional Development Training

Communication & Business Writing

Supervision & Management

Customer Service & Teams

Project Management

Time Management

Consultancy & Project Services

Technical Writing

Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au



Stress Management

Professional Development

Duration

1 Day

Who Should Attend

This course has been developed for anyone who wants to learn management strategies and techniques to reduce stress. Participants will learn simple and effective stress lowering techniques including how to be more organised which can minimise the effects of stress.

Expected Outcomes

At the completion of the course, participants should be able to:

- Identify stress triggers
- Understand the impact lifestyle has on stress
- Learn techniques to manage stress
- Develop and action plan to prevent stress

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Training Project Management

Topics Covered

Personal objectives

What is stress?

10 causes of harmful work stress

6 symptoms of a stressful workplace

3 stages of stress

Holmes and Rahe scale

Understanding Drivers

Driver's questionnaire – what are your personal stressors?

Questionnaire score sheet

Planning and improving your organisational skills

Delegation

Action plan



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Supervision and Management of People

Professional Development

Duration

2 Days

Who Should Attend

This course is designed for managers, supervisors, and team leaders who would like to develop the various skills involved with managing their staff.

Arguably one of the most important and demanding jobs in the workplace is the supervision and management of people and this course has been designed for those who require the practical tools and techniques to gain cooperation and support of their staff or teams.

Expected Outcomes

At the completion of the course, participants should be able to:

- Identify expectations of the supervisor's role
- Identify and apply key skills of communication, motivation and delegation
- Apply appropriate management skills to situations
- Coach and motivate employees to increase productivity
- Identify and apply key skills for performance management

Topics Covered

The role of supervisor / team leader

Skill mix

What is effective communication?

How we communicate

Importance of non-verbal communication

Effective listening

Obstacles to listening

Active listening

Questioning skills

Understanding personalities

Personality Insight Profile Indicator

Situational leadership

What is delegation?

How to delegate effectively

Team building

Five stages of team development

Monitoring performance

Managing performance - determining the gap

Coaching model

Giving feedback

Techniques for giving regular feedback

Guidelines for giving constructive feedback

Team meetings

Motivation strategies

Action plan

We specialise in:

Computer Training

MS Office

MS Project & Access

Graphics & Web

Professional Development Training

Communication & Business Writing

Supervision & Management

Customer Service & Teams

Project Management

Time Management

Consultancy & Project Services

Technical Writing

Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au



Team Building Workshop

Professional Development

Duration

1 Day

Who Should Attend

This workshop has been specifically designed for people from varied roles within an organisation who work as part of a team. Teams need to work together in a cohesive and structured manner to ensure the success of a project or general working environment. This is achieved by building a team with a view to understanding not only the objective but also the team itself.

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Training Project Management

Expected Outcomes

At the completion of the course, participants should be able to:

- Understand themselves and others
- Identify the role of workplace communication
- Understand how important listening is
- Identify different personality types and how they work
- Stages of team development

Topics Covered

What is a team?
Understanding ourselves and others
Communication skills
Barriers to communication
Non-verbal communication
Listening skills
Personal Insight Profile Indicator
Working with others
Team effectiveness questionnaire
Team goals and objectives
Stages of team development



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Time Management

Professional Development

Duration

1 Day

Who Should Attend

Never have enough time in a day? Working to other people's priorities and not your own? This course has been developed for anyone who needs to obtain tools to better manage themselves and their time, increase productivity and reduce stress.

Expected Outcomes

At the completion of the course, the participants should be able to:

- Understand the difference between time management and your self management
- Identification of personal time wasters
- Develop a process of setting objectives or priorities
- Understand the role that delegation plays in managing time
- Developing an action plan to schedule future activities

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Training Project Management

Topics Covered

Managing Your Time
The Distinction Between Time and Self Management
Balancing Lifestyles
Theories on Time Management
Analysing How You Use Your Time
Daily Time Log
Understanding Your Purpose
Identifying and Setting Priorities
Making a 'To do' List
Daily Action Plan
Controlling Your Work Environment
Assertive Communication
"I" statements
Choose assertive words carefully
How to say "no"
Delegation
Procrastination
Managing Meetings
Staying Alert for Monkeys
Action Planning



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au



Train the Trainer

Professional Development

Duration

1 Day

Who Should Attend

This course has been designed to provide participants with an introduction to the planning, facilitation and evaluation of adult training in the workplace.

During the session participants will also learn the importance of presentation style in order to deliver a relevant and interesting training session.

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Training Project Management

Expected Outcomes

At the completion of the course, participants will learn techniques to:

- Plan a relevant training session for adult learners
- Deliver individual and group training effectively whilst maintaining audience interest
- Identify techniques to evaluate the training program

Topics Covered

Understanding how different people learn

Learning principles

Adult learners

How do adults learn?

What adult learners want

Ice breaker tips

Tips for facilitating

Trainer tips

Why use visual aids?

Basic visual aid and flip chart guidelines

Feedback techniques

Evaluating the training session



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au

Workgroup Facilitation

Professional Development

Duration

1 Day

Who Should Attend

We've all sat through countless meetings and group sessions that we know they are important, but how many are effective? As a busy manager it is crucial to have the ability to facilitate groups to maximise outputs and reduce time wastage.

This course has been designed for managers, supervisors, team leaders or anyone who is required to bring together groups to make decisions, solve problems or facilitate creative outcomes for the business unit.

Expected Outcomes

At the completion of the course, participants should be able to:

- Develop a plan for a session/meeting
- Identify the rules for on and offsite meetings/sessions
- Learn strategies to break the monotony and have fun
- Develop your facilitating style
- Keep your group focused and on track

Topics Covered

Do I train, coach or facilitate?

What is facilitation?

Understanding the role of the facilitator

Group cohesiveness

Increasing group cohesiveness

Five stages of group development

The initial stage of group development

Characteristics of initial stage

What makes effective meetings

Steps to make your meetings work

Problems facilitators may encounter

Critical thinking

Six thinking hats – changing your thinking habit

How to use the tool

Brainstorming

Nominal group technique

Mind map

SWOT analysis

Affinity diagrams

Why-why diagrams

Force field analysis

How-how diagrams

We specialise in:

Computer Training

MS Office

MS Project & Access

Graphics & Web

Professional Development Training

Communication & Business Writing

Supervision & Management

Customer Service & Teams

Project Management

Time Management

Consultancy & Project Services

Technical Writing

Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au



Writing Skills for Business

Professional Development

Duration

1 Day

Who Should Attend

This course is designed for people who would like to improve their writing skills particularly for business correspondence including letters, emails, memos and short reports. The course will assist with planning to write, structuring the content and ensure the use of professional language to meet the business objective.

Expected Outcomes

At the completion of the course, participants should be able to:

- Apply the 4 step Writing Process to more effectively plan, write, edit and proof your correspondence
- Practice using different writing formats that effectively deliver a specific business message
- Write one-page reports for discussion, analysis and persuasiveness

Topics Covered

Introduction to Business Writing

Types of Business Writing - which is best?

Effective and ineffective correspondence

The 4 Step Writing Process

1. Planning to Write

- Why, who, what, how

2. Writing the Draft

- Layout of your document
- Professional format and structure
- Developing the message

3. Editing and Revising

- Sentence construction
- Positive / Negative language

4. Proofreading

- Proofreading techniques
- Punctuation essentials

Good news/bad news correspondence

Memos

Short Reports

We specialise in:

Computer Training

MS Office
MS Project & Access
Graphics & Web

Professional Development Training

Communication & Business Writing
Supervision & Management
Customer Service & Teams
Project Management
Time Management

Consultancy & Project Services

Technical Writing
Training Project Management



- Brisbane
- Cairns
- Melbourne
- Sydney
- Townsville

Phone: 1300 793 951

Fax: 1300 793 952

info@odysseytraining.com.au

www.odysseytraining.com.au