



ODYSSEY
TRAINING™

An SGS Company

Practical, Relevant
Live Online Training Developed
for the Australian Workplace.

Computer Training • Professional Development • Leadership Development

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Microsoft Teams Online

⌚ Duration: 3 hours

So now you have to work remotely. Discover how to use Microsoft Teams to keep in touch with team members. Learn how to stay connected and communicate with colleagues.

LEARN MORE



Microsoft Power BI Online

⌚ Duration: 3 hours

The Power BI service is available to all users with a Power BI Pro account. Microsoft Power BI Live Online session will show you how to use the cloud service to data set into visual reports and dashboards.

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Microsoft Office 365 Online

⌚ Duration: 3 hours

Office 365 is the perfect platform for working from home. Learn how to connect to the various Office 365 apps using any device, anywhere, any time.

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Microsoft SharePoint Site Member Online

⌚ Duration: 3 hours

Learn how to access your company's Sharepoint Office 365 site remotely. This live online training session will give you an understanding on how to manage your site, document controls, and working with collaborators.

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Microsoft Power BI Introduction

⌚ Duration: 1 day

Microsoft Power BI Live Online session is beneficial for anyone wanting to create powerful interactive dashboards, chart and a range of visualisations to display data in a user friendly way from a range of sources.

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Microsoft Power BI Intermediate

⌚ Duration: 1 day

Learn to build more complex data models from a variety of sources; create more complex measures and columns; build more compelling and complex visuals in reports. Share reports and dashboards in a variety of ways through Power BI Service.

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Microsoft Power BI Advanced

⌚ Duration: 1 day

The Power BI Advanced course focuses on building your knowledge and understanding of the DAX language, as well as the Power Query M language. Gain insight into context, and what is the right context to build the visuals in your reports.

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Microsoft Excel Intermediate

⌚ Duration: 1 day

Learn how to perform calculations using a variety of common worksheet functions, filter, sort and summarise database lists, format and modify charts, and conditionally format cells.

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Microsoft Excel Advanced

⌚ Duration: 1 day

Learn advanced features of Excel including protecting your workbooks and restricting data entry, building calculations using advanced functions and how to import, clean up, and analyse data sets.

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Microsoft SharePoint for Office 365 Introduction

⌚ Duration: 2 day

This course has been developed for SharePoint Site Owners using Office 365 who are required to create and maintain content on a team site.

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Microsoft Word Intermediate

⌚ Duration: 1 day

Learn time-saving techniques in Word and use features such as styles, advanced tables and tracked changes.

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Microsoft Word Advanced

⌚ Duration: 1 day

Discover how to use the complex features of Word to work with long documents, create forms and use automation to limit repetitive tasks.

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Microsoft PowerPoint Introduction

⌚ Duration: 1 day

Learn the basics of PowerPoint to produce presentation materials for seminars, training sessions, presentations or workshops.

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Microsoft Project Introduction

⌚ Duration: 1 day

This Microsoft Project 2016 Live Online course is ideal for project managers, coordinators or team members who need to track projects electronically.

LEARN MORE



Microsoft Project Intermediate

⌚ Duration: 1 day

Learn advanced features of Microsoft Project 2016 to manage tasks and resources, as well as track and report on projects.

LEARN MORE



Microsoft PowerPoint Advanced

⌚ Duration: 1 day

This Live Online Course is ideal for the Microsoft PowerPoint 2016 "power user" who would like to acquire more advanced skills in manipulating data and objects in PowerPoint.

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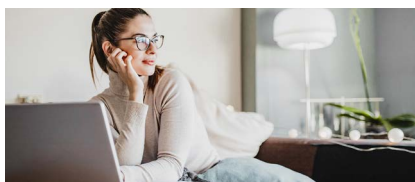
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Dealing with Change

 Duration: 2 hours

Learn practical techniques for dealing with change in a positive and constructive way, learning how to let go of the old way and embrace the new.

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Handling Difficult Issues and Behaviours

 Duration: 2 hours

If you feel uncomfortable managing difficult issues and behaviours, you are not alone. Learn practical strategies to review the issues and behaviours you need to address and a fantastic model that will assist you to give effective and outcome-oriented feedback.

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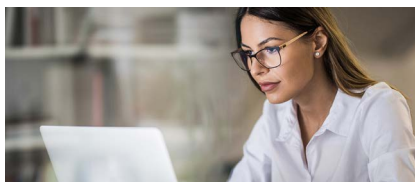


Inclusive Leadership

 Duration: 2 hours

Learn how inclusive leadership can help you connect with your people on a much deeper level and get them to make remarkable and sometimes surprising contributions to the organisation.

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Leading Remote Teams

 Duration: 2 hours

Learn the techniques for creating a great team dynamic when people are geographically dispersed in our leading remote teams' course.

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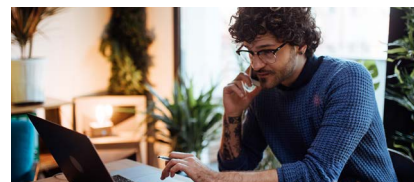


Maintaining Motivation and Focus

 Duration: 2 hours

Just getting into the right head space can be difficult. Our motivation and focus course gives you techniques to help maintain your efficiency when working outside of your normal work environment.

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Performance Conversations

 Duration: 2 hours

Learn how to hold a meaningful conversation that can effectively support in managing employee expectations as well as differing views so that you can focus on results.

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Productive & Effective Techniques for Working Remotely

⌚ Duration: 2 hours

Our working from home training course will show you some of the techniques you can use to maximise your efficiency levels when working away from the traditional office environment.

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Assertiveness

⌚ Duration: 1 day

Learn strategies and tools to express your thoughts and opinions while being receptive to the needs, wants and feelings of other people.

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Customer Service: Exceeding Expectations

⌚ Duration: 1 day

Understand the fundamental principles of excellent customer service delivery, whether you communicate with customers in person, on the phone or via email.

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Dealing with Difficult Customer Behaviours and Complaint's

⌚ Duration: 1 day

Learn to deal with difficult customer service conversations and increase your chance of winning back unhappy customers by providing you with the skills to listen and act on the best decision, stay positive, and communicate effectively under pressure.

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Effective People and Communication Skills

 Duration: 1 day

Effective communication forms the basis of successful relationships. Learn the skills to communicate with confidence and improve your workplace relationships through an increased understanding of yourself and others.

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Negotiation Skills

 Duration: 1 day

The art of successful negotiation is the careful exploration of opposing positions with the goal to achieve a positive outcome. Learn to understand what it takes to engage in principled negotiations and get the outcome both you and the other parties desire.

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Resilience and Stress Management

 Duration: 1 day

There are many stressors in this modern world that can lead to low levels of resilience. Learn practical tools and techniques to help you identify your stressors and build your resilience.

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Time Management

 Duration: 1 day

When life gets busy, it is common to feel overwhelmed or spiral into procrastination. Discover how to prioritise effectively and achieve peak performance through practical time management tools that are easy to apply.

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Coaching in the Workplace

⌚ Duration: 1 day

Having the ability to coach others effectively is an essential skill of any supervisor or manager. Learn practical tools to create and implement a successful coaching relationship.

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Difficult Conversations in the Workplace

⌚ Duration: 1 day

As a manager, it is inevitable that you will need to have conversations you would rather not. Learn to have the confidence to recognise, plan for and manage these conversations.

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Emerging Leaders

⌚ Duration: 2 day

Learn more about yourself as a person and a leader will allow you to improve your leadership approach and achieve positive results both personally and for your entire team. Focus course key aspects of leading others: Personal Performance, Managing Others & Tailoring your Leadership Skills.

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Employee Engagement and Motivation

⌚ Duration: 1 day

Empower yourself with a real-world understanding of employee engagement so that you can build the emotional commitment level of your staff, and they start to care for their work, not just their paycheck.

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Leading Teams

⌚ Duration: 1 day

Discover how to apply the six different leadership styles depending on the situation, and how to successfully navigate your team through the different stages of team formation.

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Managing People Performance

⌚ Duration: 1 day

This Management Course has been developed to provide supervisors, managers and team leaders with practical skills, tools and knowledge to assist in effectively managing each of your team members.

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Supervision and People Management



Duration: 2 day

This course will help you get the balance right and gain the respect of your team members through understanding yours and others preferred styles of communication, understanding performance management and how to give effective feedback..

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We work closely with our clients to ensure that the training meets organisational objectives and provides individuals with the skills and knowledge they need.