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

Make Sure You And Your Staff Get the Best Training, the First Time Round.

Training and Knowledge That "STICKS"!

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

- ✓ **That 80% of people only use 30% or less of the power of MS Office.**
- ✓ The training style that makes it easier to learn and helps you to remember more.
- ✓ **The connection you already know between productivity and profitability.**
- ✓ The true costs to your business of inaccuracy both short term and long term.
- ✓ **That data sharing is easier and safer than you thought.**

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

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

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

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

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

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

This report has been written to inform you of the Ten Keys you need to know to getting highly effective staff and staff training. It makes sense to become as completely informed as you possibly can before you make that decision.
Would you agree? Remember, there is more to choosing the right type of training than just getting a trainer. You need to make good, sound business and economic decisions, based on your personal and business situation.

Some of these points you'll be aware of but we cover them anyway so we're all on the "same page".

1. Getting the Full Effective Use from MS Office!

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

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

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

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

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

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

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

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

Next we'll share the most effective way to have training delivered.

2. The Most Effective Way to Have Training Delivered.

Our training is based on 1000's of man hours of having worked with real working business spreadsheets, databases and projects to solve business related problems in many varied industries.

This experience has shown us that a two hour training session at any one time is the most effective way for a trainee to absorb new material. All day training simply does not work as effectively, it can quite often become information overload.

> ***Reg wrote the following:***
>
> *"I just wanted to thank you for the training provided.*
>
> *Although I was sceptical about spreading the training over 3 x 2 hour sessions at first, I have to say that I found it very beneficial. I was able to take in the information gradually and go away and think about it. This allowed me to prepare with any questions before the next lesson.*
>
> *I also found the one on one approach to training very beneficial. I was able to ask questions and get the answers I needed."*

In addition, we recommend training in either small groups within your organisation or one-on-one.

This means that we train at your pace, and that the training and knowledge "sticks". Your staff won't be so overwhelmed and it'll help to boost their confidence and morale.

> ***Lynda wrote:***
>
> *"Your suggestion of 3 x 2 hour sessions over 3 days was perfect.*
>
> *It allowed me to learn at a steady pace and facilitated me to have time to practice what I had learned in one session before moving on to the was paramount in my success in grasping all the aspects of Excel that I requested be covered in my training.*
>
> *The formulas training in particular was absolutely brilliant and again your style of delivery in allowing me to do everything myself greatly assisted me in grasping all the concepts".*

3. Your Teams Productivity and Profitability.

The single biggest issue for most business owners, managers and supervisors is employee productivity. Obviously it directly relates to profitability

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

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

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

Makes good cost accounting sense, right?

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

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

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

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

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

> *"I would like to thank you for the invaluable Microsoft Project training that you provided before Xmas.*
>
> *By staging the training over a 4 day period it enabled the information to be properly absorbed, which is a refreshing change to the majority of trainings that inundate you with information that ultimately proves to be overwhelming.*
>
> *The relaxed atmosphere was conducive to questions and ensured a thorough understanding of benefits and pitfalls of the software itself, as well as how it is to be best applied in a project environment.*
>
> *"Thank you for your assistance in improving my understanding of Microsoft Project".*
>
> ***Clint, Project Controls, Turner & Townsend***

4. The True Costs Of Inaccuracy!

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

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

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

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

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

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

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

> *"I have undertaken the Microsoft Project course offered by Ivor of Fast Track Computer Solutions. Ivor offered a training timetable that was well suited to my requirements. As the working managing director of a small business, I could never find the right time to take the full day off to do a computer course.*
>
> *The 2 hour sessions suited me as I found I could concentrate fully for 2 hours then go back to work and put into practice what I had learnt, anything I had not grasped or had forgotten was picked up on at the next session.*
>
> *I have found this course well worth while and would recommend it to anyone, no matter what your level of expertise."*
>
> ***Cliff, Chambers Welding & Fabrication***

5. The Benefits Of Data Sharing

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

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

6. You Can Save Time From the Very First Training Session!

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

The biggest danger for a lot of business owners is "what you don't know that you don't know".

What will truly save you time is if you have proper systems in place that suit your business and people. We see so many businesses with "un-connected" spreadsheets and database applications.

Your data can be centralised. All reporting can be "built-in". This will enable your staff to concentrate on using data in your system, rather than have to fiddle with spreadsheets at the end of the month.

As an example, imagine you have MYOB running your accounting and you're also exporting data to excel. It comes to the end of the month and you want to create a report.

Did you know that auto importing can cross reference and check data and it's all available at the click of a button?

We have been developing and training in MS Access and Excel since 1989!

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

7. What Makes a Sustainable Happier Working Environment?

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

Who wants that? A stable workforce that are committed, motivated, have integrity and are loyal?

To achieve a stable work team has to be a primary goal for savvy businesses.

It means your investment in recruiting the right staff in the first place is being protected. It also means that the investment in the right staff training is money well spent.

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

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

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

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

"We found the course to be most helpful to our business and Mr. Kosowitz a professional and dedicated instructor.

Of particular mention were his detailed planning and the individual attention given to students."

TZMI

"Training in MS Project has been useful as I can apply it to my work as soon as I leave the training room. I have previously used MS Excel for managing projects but MS Project has many more uses and ways to better manage a project - big or small.

The training by Fast Track Computer Solutions teaches the essentials for MS Project but matches it to individual work needs"

Kirilee, Department of Environment and Conservation

8. The Risks Of In-House Only Training.

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

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

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

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

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

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

Michael from St. Vincent de Paul Society writes:

"Thank you very much for responding so quickly to my enquiry yesterday. Your trainer was able to see me yesterday afternoon. I was extremely impressed with his knowledge & skills.

He both trained and helped me in the development of an Access 2007 database application, which will provide information on Society Membership & Training."

AND

"The databases are coming along really well thanks to your Company's great support and your staff's expertise [boy, that young man can click around a computer screen!].

By having up to date and efficient databases for all our members' and volunteers, the service we will be able to provide the community will be significantly enhanced."

9. The Real Cost Of Staff Replacement and Retraining!

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

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

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

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

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

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

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

"We are a commercial building company and he (Ivor) installed our first computerised accounting program and has upgraded and customised same over that time.

This program enables us to produce a variety of reports - particularly braking down the cost factors in our developments into Trade and Sub-Trades.

I am personally very happy with this program and did not have great problems in understanding its workings. I find it a very easy program to move around in and isolate relevant information. Ivor has at all time been helpful and accommodating when we have required any help over the phone or needed on-site visits."

Lynn, Office Administrator

"Thank you again for the tailored training program you delivered to me.

I found the one-on-one approach to be most beneficial, particularly in gaining an understanding about the aspects of MS Project that work well, and those which are best left alone!"

Cameron, Karara Mining

10.The Best Managing Skills Ever!

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

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

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

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

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

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

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

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

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

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

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

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

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

27 Years Business Experience…

Thousands of Businesses…

Virtually Every Business Sector…

Multi Award Winning MS Office Specialists!

We have been doing this for 27 years and trained hundreds of people from virtually every business sector with a focus like no other trainer in MS Office and related software.

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

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

PLUS…

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

> *"I found the 1 on 1 training to be more beneficial to me than a class room atmosphere as you are able to absorb more than you normally would, and that the training is spread over a number of days.*
>
> *I would highly recommend this course to anyone who is serious about learning Microsoft Project the correct way".*
>
> ***Paul Meyer***

> ***Quan from Crescent Gold, writes:***
>
> *"It was a pleasure dealing with you guys, the training was excellent and the amount of professionalism was a surprise.*
>
> *The trainer was exceptional in training and with his experience and background. His knowledge in my particular industry was more than sound. The access database he produced works a treat!"*

Where Do We Go From Here?

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

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

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

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

- Go to www.perthsoftware.com and use the "Contact Us" page.
- Shoot an email straight to me at ivor@perthsoftware.com
- Call right now on (08) 9275 9188.

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

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

Let us help you…

"Make Sure You And Your Staff Get the Best Training, the First Time Round!"

Training and Knowledge That "STICKS"!

Ivor Kosowitz

Ivor Kosowitz

Managing Director

E: ivor@perthsoftware.com

W: www.perthsoftware.com

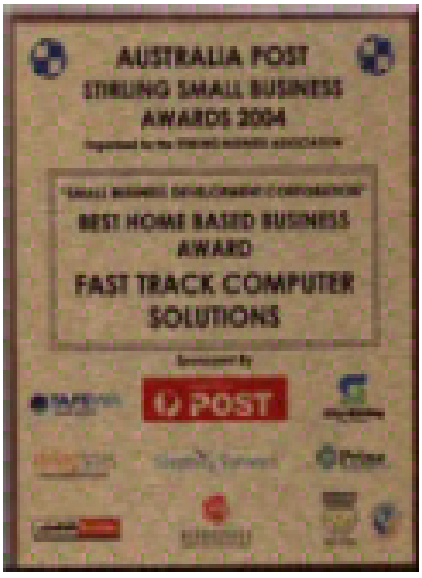
P: (08) 9275 9188

FastTrack Computer Solutions

PS: You can see more testimonials and awards over the page

… or on our website at www.perthsoftware.com/client-testimonials

Or more recent client raves here http://www.perthsoftware.com/category/testimonials



Another long term client, writes:

"I have been using "FastBuild" for several years, and have tried most other estimating software. "FastBuild" is the most easiest to use, you don't need to be a computer expert to operate this system. The back up from Ivor is excellent. He will help you any time and with Ivor you're not just a number. He is a true gentleman.

The estimating module is foolproof and so easy to use. Many builders don't have the time to learn complicated software.

Before I started to use "FastBuild", I had never used a computer before, and within two days I generated my first accurate estimate. The Price Book-Check List follows the Standard Estimating sequence, and the "Auto Take-Off" is amazing as it automates much of the measurements which saves hours and hours.

***As it is written in Microsoft Excel**, it is very easy to customise yourself. Otherwise, Ivor will gladly do this for you".*

Malcom Nanovich - Malcom Nanovich Designs