

**JMD Training and Consultancy**  
**Computer and Professional Development Specialists**  
**020 8108 0298, 07477 578417**  
[www.jmdtraining.co.uk](http://www.jmdtraining.co.uk)  
[info@jmdtraining.co.uk](mailto:info@jmdtraining.co.uk)  
**November 2019 Newsletter**

## **Our news**

Those of you who are using Office 365 may, or may not, be aware that Microsoft is continually making updates to the packages within the suite. It is often difficult to work out what those updates are and whether you can put them to good use in your work.

For example, are you aware that there is now a **Dictate** option in both **Microsoft Word (Home tab)** and **Microsoft Outlook (Message tab)**, so if you prefer you could use that instead of typing. My experience is that it works reasonably well and doesn't require any special voice recognition.

Or have you tried the **Get and Transform** features within **Microsoft Excel**? If you have data that you want to bring into Excel on a regular basis and needs some cleaning before it can be used, **Get and Transform** remembers the steps you took and will do the same for you next time you load the data - this saves creating a macro. It certainly came in very useful when I was working with a client recently - without Get and Transform a lot of macros would have had to be written to manipulate his data - now he has data from four different sources all appended together with Get and Transform and put into a suitable form so that the whole lot can be used in Pivot Tables and provide easy analysis of his data.

A reasonably new function within Excel is the **TEXTJOIN** function - read more about it in the blog post below.

In any of our [Microsoft Office training](#) - [Microsoft Word training](#), [Microsoft Excel training](#), [Microsoft PowerPoint training](#), [Microsoft Outlook training](#), [Microsoft OneNote training](#), [Microsoft Publisher training](#) - we will ensure you are up-to-date with the features in your version of the package.

We will also provide [Office 365 upgrade workshops, training and floorwalking](#), which not only covers the Microsoft Office aspects, but will also help you learn more about **OneDrive**, **SharePoint**, **Teams** and whichever other of the Office 365 apps that your organisation is using. Why try and work it all for yourself when we can quickly help you get to grips with it and take away the mystique!

Remember that we **come to you - training is delivered at YOUR site and can all be tailored to YOUR needs, even using YOUR files if required.**

We are proud of our experience and authority in training and consulting in IT packages and personal development skills. For a full list of our courses, visit <http://www.jmdtraining.co.uk>.

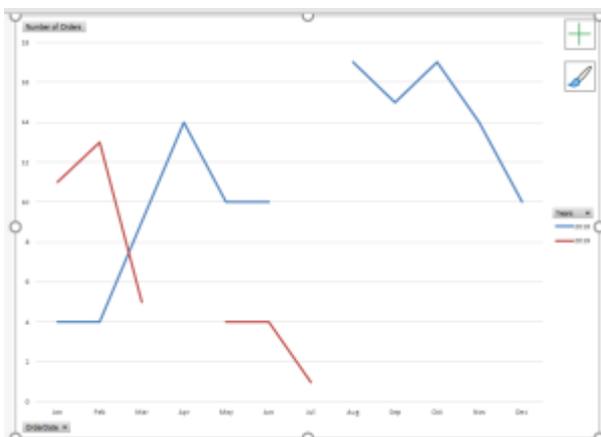
## If Only I'd Known That Blog

If only I had £50 for every time someone says to me during a training session 'If only I'd known that last week...' So, I have set up a blog with some of the answers that have proved very useful to people. You can see this at <http://ifonlyidknowthat.wordpress.com/>

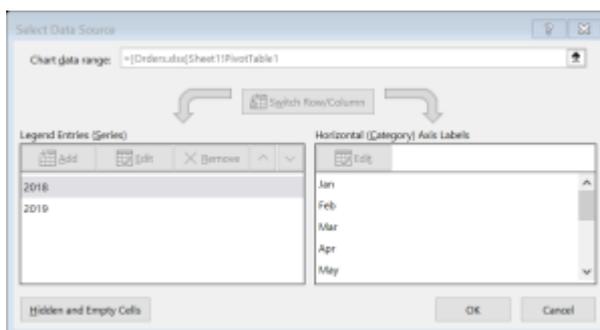
For example:

## Microsoft Excel – Charts with missing values

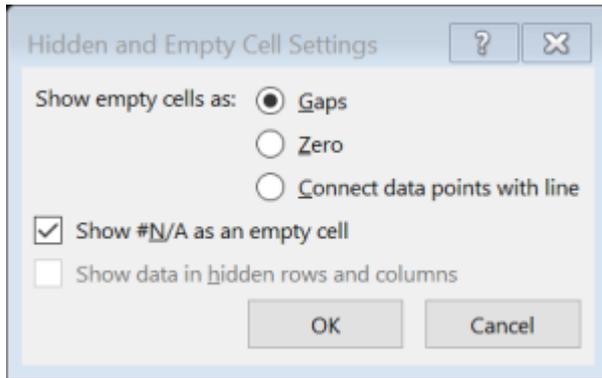
If you create a line chart where there are blanks in the data, the resulting chart can look rather odd!



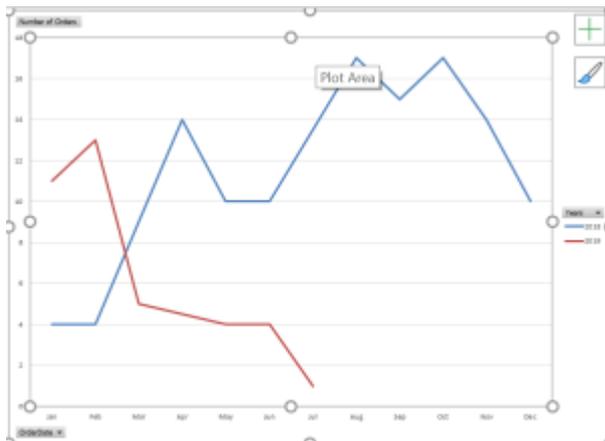
On the **Chart Design** tab, click **Select Data**.



From the **Select Data Source** dialog box, click **Hidden and Empty Cells**.



Choose from one of the options. Here, I have chosen **Connect data points with line**. Click **OK**. Your chart will no longer have gaps.



Find further details of our [Microsoft Excel training](#).

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## Microsoft Excel - the TEXTJOIN function

When storing names in Excel, it is usual to create three separate fields - Title, FirstName and Surname. Sometimes we want to join the words together, for example, for sending out an invoice. Joining two or more words together into one string is called **concatenation**.

The **CONCAT** function was introduced in Excel 2016 and replaces the earlier **CONCATENATE** function. The syntax for this is **CONCAT(text1, [text2],...)** where text1, text2 etc are the strings you want to join together.

We can concatenate a space character within the **CONCAT** function as follows:

**=CONCAT(A2," ",B2," ",C2)**

Another way of typing this is **=A2&" "&B2&" "&C2**.

With the new **TEXTJOIN** function, the same process would look something like this:

**=TEXTJOIN(" ", TRUE, A2:C2)**. Even more usefully, the **TEXTJOIN** function allows you to ignore empty cells.

The syntax is:

**TEXTJOIN(delimiter, ignore\_empty, text1, [text2],...)**

The delimiter is the separator required between each text string and needs to be enclosed in double quotes.

If you want to ignore empty cells in a range, then **ignore\_empty** should be **True**, otherwise **False**.

**Text1**, **Text2** etc are the parts of text you want to join and can be actual text or a cell range.

If you were using a Slicer in an Excel pivot table, the **TEXTJOIN** function would allow you to create a title for the table.

Formula bar: A1 =\"Number of Orders for \"&TEXTJOIN(\" \", \",TRUE,A4:A11)

Row Labels	Number of Orders
Anne Boleyn	27
Jane Grey	20
Joe Bloggs	6
Lucy Liu	35
Peter Piper	14
Sandy Shaw	13
Steve Smith	24
Tim Turtle	11
<b>Grand Total</b>	<b>150</b>

Slicer Name: Anne Boleyn, Jane Grey, Joe Bloggs, Lucy Liu, Peter Piper, Sandy Shaw, Steve Smith, Tim Turtle

If I remove the Grand Total and then adapt my slicer my title will change accordingly.

Formula bar: A4 Peter Piper

Row Labels	Number of Orders
Peter Piper	14
Steve Smith	24

Slicer Name: Anne Boleyn, Jane Grey, Joe Bloggs, Lucy Liu, Peter Piper, Sandy Shaw, Steve Smith, Tim Turtle

Find out more about our [Microsoft Excel training](#).

## The Telephone and Time Management

The telephone can waste time. Because it rings, we feel we have to answer it even in we're in the middle of some concentrated work. Just imagine if your phone didn't ring for a whole hour. Most people estimate that if they had one hour's peace and quiet from their phones

when their brains were at their peak they could achieve three times as much work as they might normally do otherwise.

- Interruptions decrease your productivity and efficiency.
- Don't answer every call immediately.
- Enable voice mail to answer your calls as required. People will be more focused when leaving messages than in person. Use for the same time each day and people will soon realise that it is difficult to talk to you at certain times.
- Tell people the best time of the day to make calls to you – very few people will ring outside the best possible time. Of course if you run a help desk this may not be feasible.
- Work out a system so that your phone calls are all handled by one person if you're busy.

### **Minimising time spent on the phone**

- Plan your calls in writing
- Focus on the subject of the call
- Stand up while talking
- Place a time limit on each call
- Develop verbal messages to end a call
- Use voice mail when appropriate

Find out more information about our **[Time Management training](#)**.

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Maybe you are about to upgrade to Microsoft Office 2016 or Microsoft Office 365! If so, we provide upgrade training, workshops and floorwalking to enable your staff to quickly get up-to-speed and ensure no loss of productivity.

We offer Microsoft Office 2016 upgrade workshops and Microsoft Office 365 upgrade workshops and floorwalking.

If you would like a free guide on the major changes between Office 2010 and Office 2016 and insight into the new features available in Microsoft Office 2016, please contact us at [info@jmdtraining.co.uk](mailto:info@jmdtraining.co.uk) and we will be happy to send you a pdf version of this guide.

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