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March 2020 Newsletter

Our news

We hope you are not feeling too down with the continual rain and bad weather we have been having. Look at the positives - no hosepipe bans this summer and we don't need to worry - unless we are looking at a smart meter - about how much water we want to use in a bath or shower. Looking at **positives** rather than **negatives** is covered in various of our courses and workshops:

- **Managing Seasonal Affective Disorder**
- **Presentation Skills**
- **Work Smarter, Not Harder**
- **Assertiveness**
- **Dealing with Difficult People**
- **Negotiation and Influencing Skills**
- **Handling Conflict Situations**
- **Resilience and Emotional Intelligence**
- **Achieving Greater WorkLife Balance**
- **Effective Goal Setting**, etc, etc.

See further down this newsletter for some advice on **Turning Negatives into Positives**.

It also helps people who say 'I hated Maths at school, therefore I can't do Excel'. Our **Microsoft Excel training** breaks down this barrier.

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://ifonlyidknownthat.wordpress.com/>

For example:

Microsoft Excel – using INDEX and MATCH with a Risk Matrix

A risk matrix may look something like:

	A	B	C	D	E	F
1		Very Likely	Likely	Unlikely	Very Unlikely	
2	Major	Extreme	Extreme	High	High	
3	Moderate	High	High	Medium	Medium	
4	Minor	Medium	Medium	Medium	Low	
5	Insignificant	Medium	Low	Low	Low	
6						
7						
8						

with likelihood of risk occurring being related to the severity of the risk.

If we have two columns of data, one representing the likelihood of the risk and the other the severity of the risk, then a third column should be able to use a formula to give the relevant rating.

D2		fx =IFERROR(INDEX(Risks,MATCH(C2,'Risk Rating'!\$A\$2:\$A\$5,0),MATCH(B2,'Risk Rating'!\$B\$1:\$E\$1,0)), "")												
A	B	C	D	E	F	G	H	I	J	K	L	M	N	
	Likelihood	Consequence	Risk rating											
	Very Likely	Major	Extreme											
	Very Likely	Moderate	High											
	Very Likely	Minor	Medium											
	Very Likely	Insignificant	Medium											
	Likely	Major	Extreme											
	Likely	Moderate	High											
	Likely	Minor	Medium											
	Likely	Insignificant	Low											

I have named cells b2 to E5 in the first screenshot as **Risks** and they are in a worksheet called **Risk Rating**.

The relevant formula to go in cell D2 is
=(INDEX(Risks,MATCH(C2,'Risk Rating'!\$A\$2:\$A\$5,0),MATCH(B2,'Risk Rating'!\$B\$1:\$E\$1,0))

Where the consequence in C2 is matched in the risk rating cells A2 to A5 and the likelihood in B2 is matched in the risk rating cells B1 and E1 and the intersection of both is returned.

I added the **IFERROR** function to allow copying of the formula down column D before values have been input in columns B and C without showing an error message.

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

Microsoft Outlook - creating a template (can include attachment)

If you need to send a similar message quite regularly in Outlook, you can create a template instead of typing the same information each time. You can even include an attachment in the template.

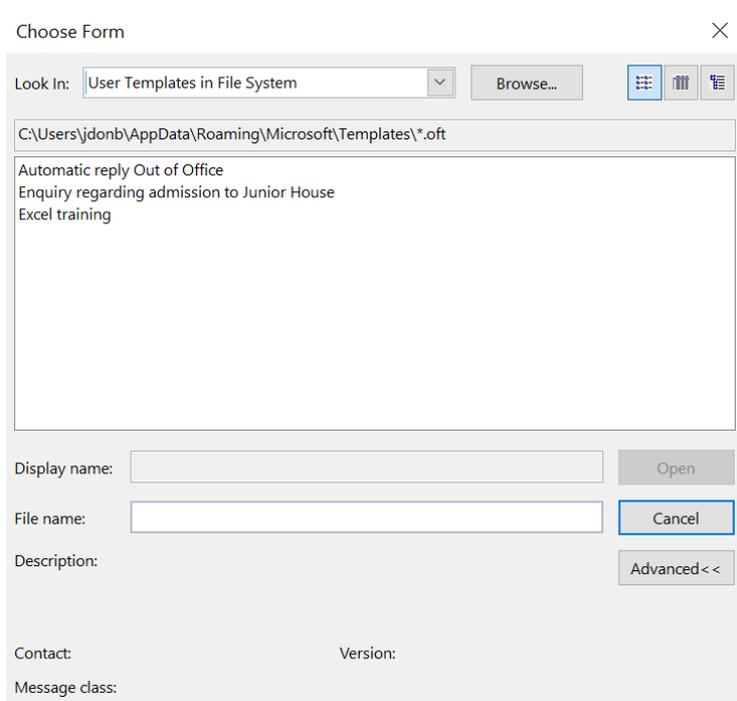
To create a template, start composing a message in the usual way, with the text you want to be included in the template. Remove your signature from the message body or it will appear twice when you use the template.

To create a template in Outlook:

1. Compose the message you want to use as a template.
2. From the **File** tab, click **Save As**.
3. In the **File name** text box, type a name for the template.
4. From the **Save as type** dropdown, select **Outlook template (*.oft)**.
5. Make sure the **Save** list displays the drive and path containing the Outlook templates.
6. Click **Save**.

To use a template in Outlook:

1. From the **Home** tab select **New Items**, and then **Choose Forms** from the submenu. The **Choose Form** dialog box will be displayed.



2. In **Look in:** select **User Templates in File System**.
3. Select the template and then click **Open**.
4. Compose and send the message.

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

Techniques to build confidence and create a positive outlook

Here are some common behaviours which can only result in negative beliefs:

- **Worrying** can only hinder success; it **never** helps.
- A **negative inner voice** serves only to lower self-esteem.
- **Other people's negative opinions** will sap your confidence if you take them to heart.
- **Fears** prevent action but they are usually out of proportion and rarely come to fruition.

The following is a list of techniques you can use to counter the above negative behaviours:

- **Reframing** – listen to your negative inner voice and turn it on its head, re-writing it as a positive message.
- **Create a positive mantra or affirmation** – repetition of short, punchy statements which build positive beliefs.
- **Scripting** – write a detailed paragraph of what success looks like. Read it once everyday for three weeks.
- **Visualisation** – create positive visual images of success in your mind.
- **Look for the fun** – seeing the lighter side of your fears and worries helps to gain some perspective.
- **Expect success** – tell yourself you will succeed. Imagine thoughts of failure being swept out of your mind.
- **Write an achievement ladder** – plan small steps. Behaviour changes are more likely to occur when we see positive results. Trying to run before we can walk (known as flooding) runs the risk of failure and prevents us from trying again.
- **Make time for yourself** – doing activities for yourself builds your sense of self worth.
- **Playing consequences** – for every fear or worry ask yourself “if the worst did happen, what would the consequence be?” If that results in another fear ask the same question. The answers inevitably demonstrate that the world will not end and our perspectives are out of proportion.

Maybe you are about to upgrade to **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 365 upgrade workshops and floorwalking](#).

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