

JMD Training and Consultancy
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July 2019 Newsletter

Our news

Summer holidays are fast approaching and at long last we have had some warmer weather. Sometimes the summer months are quieter in the office and it may therefore be easier to have some training during this time when things are less fraught.

What are the packages that you struggle with? Are you wonderful at [Word](#), excellent at [Excel](#), perfect at [PowerPoint](#) and outstanding at [Outlook](#)? Or, is there room for improvement?

Or could you do with help with [report writing](#) and improving your [communication skills](#)?

Any good training will increase your confidence in being able to do your job effectively and efficiently.

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/>

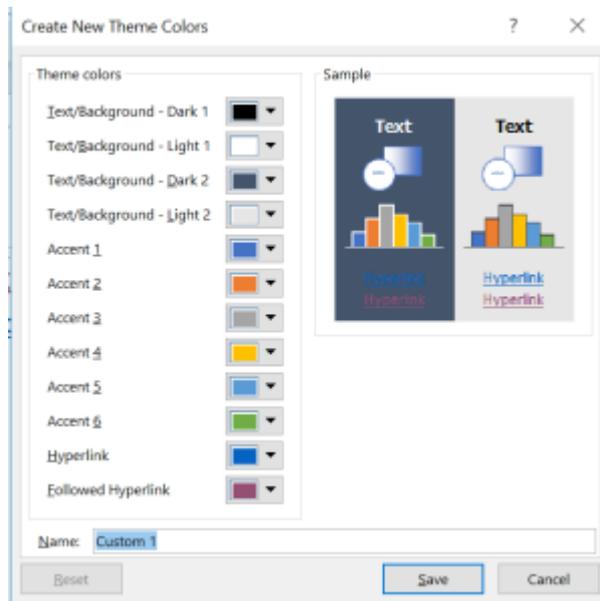
For example:

Microsoft PowerPoint - how can I stop my hyperlink changing colour when clicked

Not everyone is using PowerPoint for presentations; some use it to produce notices or reports. If you are creating something to put on a wall, you don't want some hyperlinks to be

differently coloured to others. The reason this happens is because you, or someone else, has clicked on the hyperlink at some point.

The colours for hyperlinks are linked to themes. Go to the **Design** tab, then open up the **Variants** gallery, click **Colors - Customize Colors**. The **Create New Theme Colors** dialog box will be displayed.



From the **Followed Hyperlink** dropdown, select the same colour as for **Hyperlink**. Click **Save**. The colours of your hyperlinks will then remain the same.

Find out more about our [Microsoft PowerPoint training](#) in the London area.

Microsoft Outlook - adding contacts to AutoComplete

Generally when you are using Microsoft Outlook, recently used contacts come up under the AutoComplete list when you are using the **To** box to address a new email. At one client site recently this wasn't happening for a few contacts - and ones they did use on a regular basis.

The solution involved going offline as you have to seem to send an email to the added contacts - click the **Send/Receive** tab, then in the **Preferences** group, click **Work Offline**. Now go to the relevant **Contacts** folder and select the required contacts by holding down the **Ctrl** key and clicking.

Then on the **Home** tab, in the **Communicate** group, click **Email**. The relevant email addresses will now show in the **To** box. Click **Send**.

Because you are offline, the message will now be in the **Outbox**. Go to that and delete the message. Then go back online, by going back to the **Send/Receive** tab and in the **Preferences** group, clicking **Work Offline** again.

Next time you try to send an email, the required contacts should be in the **AutoComplete** list.

Find out more about our [Microsoft Outlook training](#) in the London area.

Dealing with Difficult People at Work



It's not me it's you!

Here's some tips for dealing with the trials and tribulations of working with difficult colleagues and clients.

1. Don't sweat the small stuff. Pick which battles you really want to win. Sometimes it's easier just to walk away with your head held high.
2. Don't dwell on things. Deal with it and move on.
3. Talk things over with someone you trust and who will challenge your judgement. Your friends and family will always take your side and that's not always good!
4. Is it really the other person's fault or do you need to take a step away and acknowledge your part in the miscommunication.
5. Are you over reacting? Do you take everything personally even when the comment was well intentioned?

6. Work on yourself and your own personal resilience and life and work will become so much easier and enjoyable.
7. Accept that conflict is a natural process and will happen in the workplace from time to time.
8. Learn some new techniques for dealing with difficult people and conflict and enter a state of confidence and calm.

Interested in finding out more? Have a look at our [Dealing with Difficult People and Conflict Workshop](#) provisional course outline which is full of interesting insights and practical tips to help you change your approach at work.

Maybe 2019 will be the year you decide 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 and we will be happy to send you a pdf version of this guide.

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