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**March 2018 Newsletter**

## Our news

February has been an interesting month with unusual clients - we have trained [Excel](#) on a superyacht moored in Monaco and also trained Excel to staff of a First Division Football Club. We have also given completely tailored [Excel training](#), using their workbooks, to the Finance team of a Housing Association.

We have also helped someone create their [project plan](#) for a specific project.

And being an emotionally intelligent group of trainers, we have delivered [Resilience and Emotional Intelligence training](#) for staff at a local university.

We are now at the last month of this present financial year! If you have **training budget to use up before the end of the financial year**, now is a great time to look at spending it rather than letting it go to waste. We can provide **training needs analysis forms** if you are unsure what level of training is needed by staff.

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>.

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## The Importance of Resilience

Resilience (or resiliency) is our ability to adapt and bounce back when things don't go as planned. Resilient people don't wallow or dwell on failures; they acknowledge the situation, learn from their mistakes, and then move forward. According to the research of leading psychologist, Susan Kobasa, there are three elements that are essential to resilience:

1. **Challenge** – Resilient people view a difficulty as a challenge, not as a paralyzing event. They look at their failures and mistakes as lessons to be learned from, and as opportunities for growth. They don't view them as a

negative reflection on their abilities or self-worth.

2. **Commitment** – Resilient people are committed to their lives and their goals, and they have a compelling reason to get out of bed in the morning. Commitment isn't just restricted to their work – they commit to their relationships, their friendships, the causes they care about, and their religious or spiritual beliefs.

3. **Personal Control** – Resilient people spend their time and energy focusing on situations and events that they have control over. Because they put their efforts where they can have the most impact, they feel empowered and confident. Those who spend time worrying about uncontrollable events can often feel lost, helpless, and powerless to take action.

Find out more about our [Resilience and Emotional Intelligence training](#).

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### 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:

### Crystal Reports – using Propercase but with some words needed in lower case – for example Wired for Sound

In Crystal Reports, if the data coming into a report is a mess of upper, lower and proper case, you may well want to convert the field using the function

**PROPERCASE**. However, on doing so, you may find there are one or two that still look strange – for example 'Bikes And Trikes' may look better as 'Bikes and Trikes', etc. Decide which words you want to still be in lower case, for example, 'to', 'and', 'for' and 'the'.

```
if " And " in cstr({@Customer Proper Case})
then Replace ({@Customer Proper Case}, " And ", " and ")
else
if " To " in cstr({@Customer Proper Case})
then Replace ({@Customer Proper Case}, " To ", " to ")
else
if " For " in cstr({@Customer Proper Case})
then replace ({@Customer Proper Case}, " For ", " for ")
else
if " The " in cstr({@Customer Proper Case})
then replace ({@Customer Proper Case}, " The ", " the ")
else {@Customer Proper Case}
```

In the example above, I have created a formula which converted my original customer name to proper case. I then use **cstr** to convert the resulting formula to a string.

To take into account that there may be a string where **and** is part of a word for example **Bikes of England**, when looking for a particular word in the string I have included spaces on either side of the word.

In the screenshot below, the Proper case column is to the left and the column to the right shows the result using the formula above.

Randy Remy Company	654,931.46	Randy Remy Company
Dolan Air Transportation Co.	623,789.25	Dolan Air Transportation Co.
Howard De Heerle	652,863.92	Howard De Heerle
C-Gale Cycle Shoppe	626,815.11	C-Gale Cycle Shoppe
Walt C&C Cycles	628,284.22	Walt C&C Cycles
The Bike Cafe	638,938.07	The Bike Cafe
Headline Mountain Bikes	618,380.08	Headline Mountain Bikes
Wesley Bikes	608,380.08	Wesley Bikes
Bikes and Trikes	612,380.08	Bikes and Trikes
Changping Cycles	626,765.65	Changping Cycles
Wheeler Air & Blue	625,555.11	Wheeler Air & Blue
Urn-Cycle	652,430.13	Urn-Cycle
Cash Components	618,000.11	Cash Components
Corporate Cycle	627,381.31	Corporate Cycle
Paul Paulsen Bikes Inc.	638,271.58	Paul Paulsen Bikes Inc.
Bicycle Cycling	608,818.19	Bicycle Cycling
BRADY SADDLES	645,799.28	BRADY SADDLES
The Great Bike Shop	615,215.08	The Great Bike Shop
Patrol Inc.	65,080.69	Patrol Inc.
Black Bikes	618,193.58	Black Bikes
Spencer For Parts	643,320.54	Spencer For Parts
To The Limit Bikes Co.	632,487.13	To The Limit Bikes Co.
Spikes	627,164.98	Spikes
Fulham Cycles	612,815.98	Fulham Cycles
OFF The Mountain Biking	629,380.08	OFF The Mountain Biking
Mad Mountain Bikes	638,380.02	Mad Mountain Bikes
Walden Bikes Paradise	638,747.24	Walden Bikes Paradise
Has Been Bikes (Colognes)	620,900	Has Been Bikes (Colognes)
Tyrod Gif	618,125.33	Tyrod Gif
Wheeler Inc.	621,842.14	Wheeler Inc.
Cycle's Trail Co.	614,317.96	Cycle's Trail Co.
Deale On Wheels	611,717.24	Deale On Wheels
Road Bikes	641,364.12	Road Bikes

Find out more about our [Crystal Reports training](#)

Or

## Microsoft Word – I cannot see Heading 3 in my Quick Style Gallery – how can I locate it?

When teaching Styles in Microsoft Word recently, we were doing an exercise to use Heading 1, Heading 2 and Heading 3 styles. However, on some of the training computers, Heading 3 was not visible on the **Styles Gallery** in the **Styles** group on the **Home** tab.

To add any built-in style to the **Styles Gallery**, click on the little arrow at the bottom right of the **Styles** group to open up the **Styles window**. At the bottom, you will see three buttons:



Click on the third of these buttons, which will open the **Manage Styles** dialog box. Click on the **Recommend** tab.



In the list, select the styles that you want in your gallery that are not presently visible. Click the **Show** button, then click **OK**. The required styles will be added to your **Styles Gallery**.

Find more information about our [Microsoft Word training](#)

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**Maybe 2018 will be the year you decide to upgrade to Microsoft Office 2013, 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 2013 upgrade workshops and floorwalking](#), [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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