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## May 2012 Newsletter

### In this Issue:

[Latest News](#) What we've been up to recently.

[If Only I'd Known That.... Blog](#)

[My Twitter Account](#)

[Our Australian sister site](#)

[What's new in Office 2010 free e-book](#)

[EZine Articles](#)

### Latest News

Things seemed to go quiet in March; perhaps all financial year training budgets had already been spent. Since Easter, things have gradually picked up again, with [Microsoft PowerPoint](#), [Microsoft Outlook](#), [SharePoint end-user](#) and tailored [Microsoft Excel](#) training proving popular.

#### **'Lack of staff training a liability'**

Many employers overlook the importance of offering their employees professional development programs, a director of recruitment firm Hays, Jane McNeill, warns.

She says that as well as assisting the career progress of staff, there are also benefits for employers. 'By providing ongoing professional development, an organisation ensures it has the skills and capabilities needed and that all employees are making the best contribution possible.' McNeill says. 'Development also allows an organisation to advance individual employees' skills in the direction of existing skills and knowledge gaps.'

She adds that employees tend to be more alert to job opportunities in the current market 'in response to a lack of career development over recent years.'

I agree, but would add that it is important to check whether the training is really going to make the person more productive, or is it just generic training that employees will find difficult to translate into their job role.

At JMD Training and Consultancy, we **tailor** much of our training **to client needs**, rather than 'off the shelf' courses from other training companies. That is why so many people choose us! Knowing that **training happens on their site**, gives people **confidence the training will be completely relevant** and that they can use their files and ask specific advice.

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## If Only I'd known that...Blog

If only I had £100 for everyone someone says to me during a training session “If only I'd known that last week....”. As a result of this I have set up a blog giving some of the answers that have proved very useful to people. This can be viewed at <http://ifonlyidknowthat.wordpress.com/>.

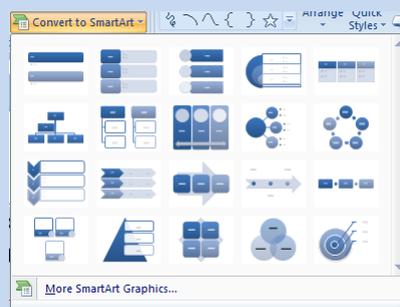
One of my most recent blogs is on **transforming bulleted lists into SmartArt in Microsoft PowerPoint 2007 and 2010**. Here it is:

### Transforming a bulleted list to SmartArt – Microsoft PowerPoint 2007 and Microsoft PowerPoint 2010

You may want to create a slide, showing the stages in a process, which will look better if not in a straightforward bulleted list. To start with, select the bulleted list from which to create the diagram.

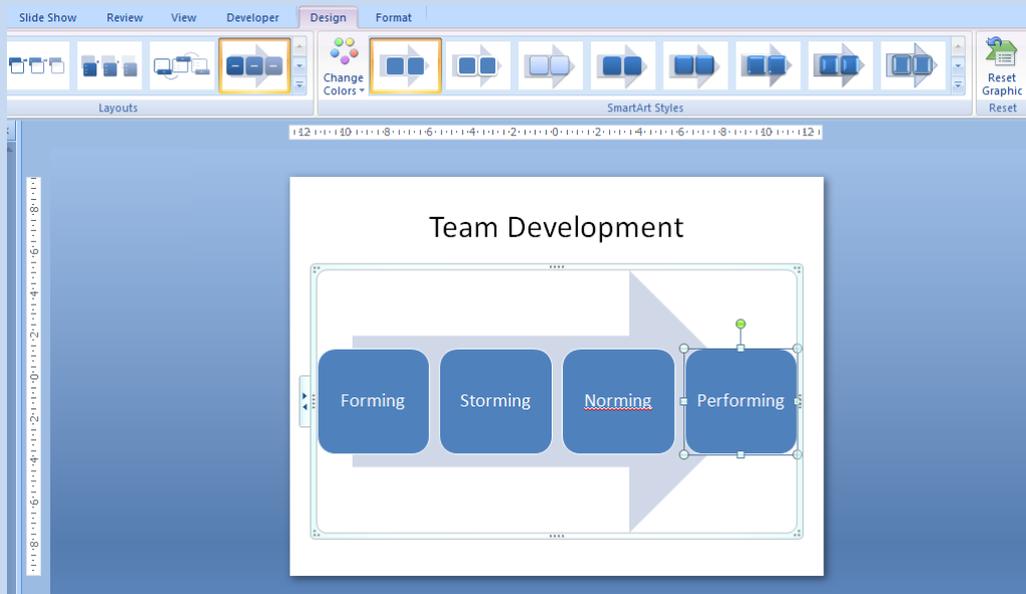


On the **Home** tab, in the **Paragraph** group, click **Convert to SmartArt Graphic**.



From the dropdown, select an appropriate graphic for the bulleted list, or click **More SmartArt Graphics**, in which case the **Choose a SmartArt Graphic** dialog box opens.

Click on an option in the middle section to see what effect it produces in the right section. Select a suitable graphic, then click **OK**.



The diagram is displayed on the slide and the **SmartArt Tools Design** tab is uppermost, allowing styles and colours to change.

To find out more about our Microsoft PowerPoint training courses London, UK, visit <http://www.jmdtraining.co.uk/microsoft-office-training/microsoft-powerpoint-training/>

Another recent post was on the subject of communication.

### **Communication Skills – Reading Body Language**

How do you know whether someone you are talking to face-to-face is feeling uncomfortable? They may feel you are intruding on them, or you may be making them nervous.

Tell-tale signs are:

- Tapping
- Rocking
- Leg swinging
- Intermittent closing of the eyes
- Hunching of the shoulders
- Tucking of the chin into the chest

If you realise this and notice the signs, you can learn to adjust your approach and make people more relaxed and open with you. Sometimes it means you need to step back a pace or two to give the person more personal space. Sometimes it means stopping talking and listening to the other person instead!

For information about our Effective Communication Skills training courses London, UK, please visit <http://www.jmdtraining.co.uk/personal-development-training/effective-communication-skills-training>.

Visit at regular intervals to see what else has been posted.

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## My Twitter Account

I have recently started a Twitter account [@JanetDonbavand](#)

If you follow, you will get Microsoft Office shortcut tweets, as well as more general offerings.

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## JMD Training and Consultancy, Australia

Our Australian web site <http://www.jmdtraining.com.au> was launched in late November. We are concentrating on the Sydney area at present, but who knows longer term. So if any of you have sister companies in the Sydney area, we would be really pleased to have an introduction to them. The top courses given so far have been for tailored [Microsoft Access training](#), tailored [Microsoft Project 2010 training](#) and [Time Management training](#).

We have already called on the services of an extra associate trainer there.

## What's New in Office 2010 e-book

We have produced a free Office 2010 e-book with information about all the latest features.

For further information, [click here](#), and we will send the free guide to you.

We are able to offer help with both [Office 2007](#) and [Office 2010 rollouts](#) in the form of floorwalking, workshops, surgeries, etc. This means that staff quickly become able to find their way round the new system and back to full productivity very quickly. For further information, please [click here](#) and we will get in touch to discuss your requirements.

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## Ezine articles

We have started publishing articles in Ezines. Our latest article on Crystal Reports can be read here: <http://ezinearticles.com/?How-Crystal-Reports-Training-Can-Help-You-Create-Crystal-Clear-Reports&id=6497528>

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## Email Admin Center

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