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November 2017 Newsletter

Our news

November is looking very busy which is great for us.

A course I would like to bring your attention to this month is our [Dealing with Difficult People training](#).

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](#) training which is full of interesting insights and practical tips to help you change your approach at work.

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 – getting Monday and Wednesday dates into a workbook](#)

I was training the other day and demonstrating sequences with dates, working days etc. Someone asked me whether they could quickly put all Monday and Wednesday dates into a worksheet as these were the days maintenance staff were on site.

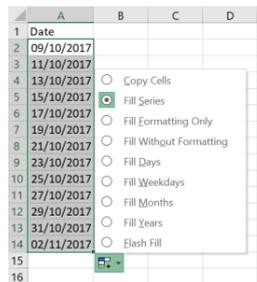
Enter the first two Monday and Wednesday dates.

	A
1	Date
2	09/10/2017
3	11/10/2017
4	

Select both cells and then use the fill handle to drag down.

	A
1	Date
2	09/10/2017
3	11/10/2017
4	13/10/2017
5	15/10/2017
6	17/10/2017
7	19/10/2017
8	21/10/2017
9	23/10/2017
10	25/10/2017
11	27/10/2017
12	29/10/2017
13	31/10/2017
14	02/11/2017
15	

From the **Auto Fill Options** button, select **Fill Weekdays**.



You will then have all Mondays and Wednesdays!

	A
1	Date
2	09/10/2017
3	11/10/2017
4	16/10/2017
5	18/10/2017
6	23/10/2017
7	25/10/2017
8	30/10/2017
9	01/11/2017
10	06/11/2017
11	08/11/2017
12	13/11/2017
13	15/11/2017
14	20/11/2017
15	22/11/2017
16	27/11/2017

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

OR

[Microsoft Excel – finding a week number](#)

Although it is easy enough to work out the month or year of an Excel date, using the **MONTH** and **YEAR** functions, it is not as obvious to work out what week of the year a date falls in.

However there is a function called **WEEKNUM** which we can use.

The syntax for this is

=**WEEKNUM**(serial number, return type), where serial number is the cell containing the date and return type is a number 1 or 2 which indicates whether you want the week to begin on a Sunday (1 or omitted) or a Monday (2).

You will then see the relevant week number.

	A	B	C	D	E
1	Date	Week Num			
2	17/10/2017	42			
3	14/07/2017	28			
4	08/02/2017	6			
5	15/05/2017	20			
6	25/04/2017	17			
7					

When using Pivot tables, it is easy enough to group dates by **Day**, **Month**, **Quarter** or **Year**, but not so easy to group on a weekly basis, unless you use the **WEEKNUM** function. If you use the resulting field as a row label in your Pivot Table, you then have weekly data.

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

Maybe 2017 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 and we will be happy to send you a pdf version of this guide.

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