

NextGen Training Solutions
Training Tips
(Week 19 - First)

Bursaries | Business Skills | Coaching and Mentoring | Computer Skills | E-Learning | Learnerships | Skills Development | Virtual Training

Tips Covered In The Newsletter

Business/Soft Skills	Microsoft Office
Critical Thinking Tip	Microsoft Outlook (Beginner) Tip
Coaching and Mentoring Tip	Microsoft Project (Beginner) Tip

Critical Thinking Tip

Critical Thinking
Training Tip (#CTT001)

- Formulate your questions.
- Consider the implications.
- Explore other points of view.
- Apply the necessary information.

Critical Thinking: 1 Day Course

- Be Smarter and know more.
- Do your research and gather information.
- Talk to more people and have more debates.
- Examine the decision in multiple times, places and moods.
- Evaluate what you hear, what you read and what you decide to do.

[Critical Thinking - Course Outline](#)

Coaching and Mentoring Tip

Coaching and Mentoring
Training Tip (#CMT001)

- Set meaningful goals.
- Give performance feedback.
- Mentor employees for growth.
- Motivate employees on their performance.

Coaching and Mentoring: 1 Day Course

- Always be kind and warm.
- Practice humility and humor.
- Ask open-ended questions and maintain a relaxed posture.
- Be transparent and approachable regarding tough decisions.
- Define the results that need to be achieved and how the goals will be measured.

[Coaching and Mentoring - Course Outline](#)

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Microsoft Outlook (Beginner) Tip

Outlook Training: E-mail Tips

Ctrl + D
Delete An Open E-mail
On the keyboard, press "Ctrl" and "D" at the same time.
Result: The email will be deleted from your current folder and it will be sent to your "Deleted Items".

Ctrl + F
Forward An Open E-mail
On the keyboard, press "Ctrl" and "F" at the same time.
Result: The current open email will be forwarded.

Microsoft Outlook is an application that is used mainly to send and receive emails.

- It can also be used to manage various types of personal data including calendar appointments, tasks, contacts and notes.
- You can share attachments, access contacts and book