

**NextGen Training Solutions**  
 Training Tips  
 (Week 20 - First)

[Bursaries](#) | [Business Skills](#) | [Coaching and Mentoring](#) | [Computer Skills](#) | [E-Learning](#) | [Leaverships](#) | [Skills Development](#) | [Virtual Training](#)

**Together as the nation, we can beat the spread of Coronavirus.**

We are **#StrongerTogether** when we **#StayAtHome**.

**#StaySafe #StayHome #FlattenTheCurve**

**Tips Covered In The Newsletter**

<b>Business/Soft Skills</b>	<b>Microsoft Office</b>
Effective Selling Tip	Microsoft Project (Intermediate) Tip
Telephone Courtesy Tip	Microsoft Word (Beginner) Tip

**Effective Selling Tip**

**Effective Selling Training Tip (#EST001)**

- Track your progress.
- Know your competitors.
- Learn from your mistakes.
- Be systematic about generating leads.

**Effective Selling: 1 Day Course**

- Ask, listen, and act.
- Work on the basics.
- Sell on purpose to customer's needs.
- Take the responsibility but not the credit.
- Create and maintain favourable attention.
- Develop your attitude and maximise your time.
- Clarify your mission and break it into specific goals.

Effective Selling - Course Outline

**Telephone Courtesy Tip**

**Telephone Courtesy Training Tip (#TCT001)**

- Answer the phone promptly.
- Know the purpose of the call.
- Take permission and be polite.
- Identify yourself and your organisation.

**Telephone Courtesy: 1 Day Course**

- Listen carefully and actively.
- When leaving messages, speak clearly and slowly.
- Speak into the telephone receiver with an even and low tone of voice.
- Think through exactly what you plan to say and discuss before you place a call.
- Treat every caller with the utmost courtesy and respect by giving him/her your undivided attention.

Telephone Courtesy and Customer Service - Course Outline

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**Microsoft Project (Intermediate) Tip**

**Microsoft Project: Training Tip**

**Filter Data**  
 On the main menu select the "View" tab.  
 On the "Data" group, choose the arrow next to "Filter".  
 Select "Filter Option" depending on which type of filter you want to create.  
**Result:** Data will be showing based on the item that you filtered on.

**Sort Tasks By Date**  
 Click the "Arrow" to the right of the "Start" or "Finish" column heading.  
 Click "Sort" earliest to latest or sort latest to earliest.

**With Microsoft Project you can:**

- Create customised fields, filters and views.
- Create customised reports and analyse data.
- Use advanced features to manage resources and costs.
- Use advanced features to manage tasks and create a timeline.
- Track the progress of a project including creating multiple baselines.

Microsoft Project (Intermediate) - Course Outline

**Microsoft Word (Beginner) Tip**

**Microsoft Word: Training Tips**

**Date and Time**  
 Microsoft Word 2013 is designed to help you move smoothly through the task of creating professional-looking documents. Its rich features and powerful tools can make your work easy and a great fun.

**Insert today's date in a Word document**  
 On the "Insert" tab on your main menu.  
 On the "Text" group, click "Date & Time" command.  
 In the "Date and Time" dialog box, under "Automatic" format, select the "Format" you want.  
 Click "OK".  
**Result:** Today's date will be inserted as text.

**With Microsoft Word you can:**

- Work with tables and charts to organise and summarise data.
- You can change the font, color, size and other style settings for text.
- Work with styles and themes to customise the look of your documents.
- Add images and custom graphic elements to your documents to graphically show information.

Microsoft Word (Beginner) - Course Outline

**Training Tips Covered Next**

Covered in our next Training Tip Newsletter will be the following:

<b>Business/Soft Skills</b> <ul style="list-style-type: none"> <li>Call Centre Helpdesk Tip</li> <li>Sales Planning and Forecasting Tip</li> </ul>	<b>End User Computer</b> <ul style="list-style-type: none"> <li>Excel Dashboard and Reporting Tip</li> <li>Microsoft PowerPoint (Beginner) Tip</li> </ul>
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