

THE SAGE GROUP SM

BUSINESS AND PROFESSIONAL DEVELOPMENT COURSES

BEGINNING SPANISH

INTERMEDIATE SPANISH - PART A

INTERMEDIATE SPANISH - PART B

CALL CENTER MANAGEMENT

CRITICAL THINKING SKILLS

CUSTOMER RELATIONSHIP MANAGEMENT

EXCELLENCE IN SERVICE

MICROSOFT - INTRODUCTION TO OFFICE XP

ADVANCED OFFICE XP

ACCESS 2003 BASIC, INTERMEDIATE AND ADVANCED

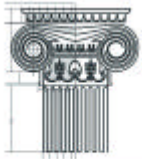
EXCEL 2003 BASIC, INTERMEDIATE AND ADVANCED

POWERPOINT 2003 BASIC AND ADVANCED

WORD 2003 BASIC, INTERMEDIATE AND ADVANCED

“THE PROVEN FORCE BEHIND WORKFORCE TRAINING”

5300 Maryland Way, Suite 103, Brentwood, TN 37027 • 615-376-5401 • 615-376-5432 (fax) • www.thesagegrp.com



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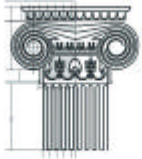
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OVERVIEW

Beginning Spanish is designed as an introductory course for individuals who wish to gain a basic understanding of the spoken language. The course is designed to prepare them for future studies in the language, plus enable them to conduct a simple conversation.

OBJECTIVES

At the conclusion of the course, participants will be able to:

- Demonstrate understanding of oral and written material in Spanish through interaction with the instructor and other participants
- Demonstrate mastery of the Spanish alphabet system and its discriminating sounds through pronunciation drills, tape recorded, and written exercise
- Utilize enhancement vocabulary by demonstrating correct stress, rhythm, and intonation during speaking
- Demonstrate understanding of grammatical structure of the Spanish language by correctly structured dialogue
- Demonstrate knowledge of the Hispanic culture and its contributions to our society by participation in in-class discussions

FORMAT

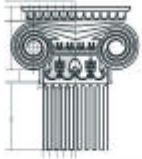
Beginning Spanish is a 40-hour program, offered two nights a week, for 2 hours each night. The course content is presented in an interactive, learner-centered style of facilitation. Participants are actively engaged in application exercises throughout the 20 sessions. Ample time is allotted for content assimilation, feedback, and skill practice.

SPECIAL FEATURES

- Interactive course delivery
- Extensive practice and feedback throughout each module
- Exposure to Spanish culture through class outings

BENEFITS

- Participants gain experience in using the language in both written and spoken form.
- Participants learn the foundational concepts necessary to understand the language.
- Participants achieve confidence in their ability to understand and conduct simple conversations in Spanish.



OVERVIEW

Intermediate Spanish Part A is designed for individuals who wish to build upon their basic understanding of the Spanish language. The course is targeted to individuals with basic skills achieved in the Beginning Spanish program.

OBJECTIVES

At the conclusion of the course, participants will:

- Develop proficiency in asking and answering questions orally related to the material
- Give verbal instructions in the Spanish language
- Gain proficiency in pronouncing Spanish
- Master sufficient vocabulary to understand and participate in conversations
- Develop practical writing skills in the Spanish language
- Gain a familiarity of values, traditions, and contemporary life of Hispanic cultures

FORMAT

Intermediate Spanish, Part A is a 28-hour program, typically offered in 14, 2-hour sessions that meet twice a week for seven consecutive weeks. An interactive, learner-centered approach is used, with an emphasis on application of skills.

SPECIAL FEATURES

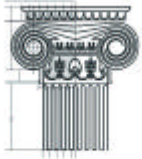
- Interactive course delivery
- Extensive practice and feedback throughout each module
- Oral and written skill practice

BENEFITS

- Participants gain experience in using the language in both written and spoken form.
- Participants expand their vocabulary and language structure skills.
- Participants improve their ability to understand the spoken language.

ISPA-S

“THE PROVEN FORCE BEHIND WORKFORCE TRAINING”



OVERVIEW

Intermediate Spanish Part B is designed for individuals who wish to broaden their level of basic skills, with special emphasis on communication. The course is targeted to individuals with basic skills achieved in the Intermediate Spanish Part A program.

OBJECTIVES

At the conclusion of the course, participants will:

- Demonstrate increased understanding of the spoken language
- Participate in simple conversations
- Ask and answer common questions orally related to materials
- Respond to unanticipated questions on familiar topics
- Express present, past, and future time consistently
- Write at the paragraph level using correct sentence structure
- Participate in discussions on issues related to the Hispanic cultures

FORMAT

Intermediate Spanish, Part B is a 30-hour program, typically offered in 15, 2-hour sessions that meet twice a week for eight consecutive weeks. An interactive, learner-centered approach is used, with an emphasis on application of skills.

SPECIAL FEATURES

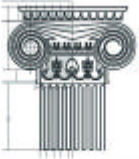
- Interactive course delivery
- Extensive practice and feedback throughout each module
- Oral and written skill practice

BENEFITS

- Participants gain experience in using the language in both written and spoken form.
- Participants expand their vocabulary and language structure skills.
- Participants improve their ability to understand the spoken language.

ISPB-S

“THE PROVEN FORCE BEHIND WORKFORCE TRAINING”



OVERVIEW

Call Center Management gives participants an overview of inbound call centers, managerial roles, and technologies that affect call centers. The course also covers how to establish a call center, identify the call center managers' typical responsibilities, and determine the necessary technologies needed to best serve the company's customers.

OBJECTIVES

After completing the course, participants will be able to:

- Identify the functions of a call center and determine the process for setting up a center
- Communicate effectively with employees and executives
- Evaluate employee performance
- Identify methods for monitoring employees
- Train employees
- Identify customer expectations
- Set and achieve service levels
- Identify the information that executives need

FORMAT

Call Center Management is a 15-hour course, offered in multiple sessions based on the needs of the customer. The course is delivered in an interactive, learner-centered style of facilitation.

SPECIAL FEATURES

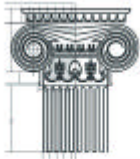
- Interactive course delivery
- Hands on
- Practice and feedback

BENEFITS

- Participants gain in-depth knowledge of call center management.
- Participants achieve skills and knowledge that will enable them to establish and effectively operate a call center.

CCM-S

"THE PROVEN FORCE BEHIND WORKFORCE TRAINING"



THE SAGE GROUP

CRITICAL THINKING SKILLS

OVERVIEW

Critical Thinking Skills is designed as a preparation course for individuals in the telecommunications industry who wish to improve their test taking skills. The course is structured to focus on four key areas that are essential in any job.

These key areas are:

- Written Communication Skills
- Logical Reasoning
- Quantitative Problem Solving
- Finding and Using Information

OBJECTIVES

The four key areas of focus structure the course objectives. At the conclusion of the course, participants will be able to:

- Demonstrate ability to find and interpret data contained in reports, spreadsheets, charts, graphs, and tables
- Define logical reasoning and demonstrate its application
- Demonstrate the ability to solve mathematical problems
- Demonstrate the ability to communicate effectively in writing

FORMAT

Critical Thinking Skills is a 39-hour program, offered two nights a week, for 3 hours each night. The course content is presented in an interactive, learner-centered style of facilitation. Participants are actively engaged in application exercises throughout the 39 hours. Ample time is allotted for content assimilation, feedback, and skill practice.

SPECIAL FEATURES

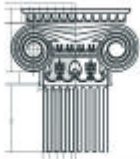
- Interactive course delivery
- Text workbooks for in and out of classroom study
- Extensive practice and feedback throughout each module

BENEFITS

- Participants gain writing efficiency that leads to increased productivity and cost-effective business communications.
- Participants learn the critical thinking skills necessary for taking advancement exams in the Telecommunications industry.
- Participants achieve confidence in their logical reasoning and problem-solving skills.

CTS-S

“THE PROVEN FORCE BEHIND WORKFORCE TRAINING”



OVERVIEW

Customer Relationship Management introduces the benefits of creating customer loyalty, developing a market intelligence enterprise, and incorporating customer relationship management in a company. The course will also equip participants with skills that allow them to manage customer relationships over the Internet.

OBJECTIVES

After completing the course, participants will be able to:

- Identify the goals and types of customer relationship management
- Define the four marketing tiers
- Define the four types of customer relationship management
- Evaluate critical success factors
- Manage and reduce costs associated with customer relationship management
- Implement customer relationship management processes

FORMAT

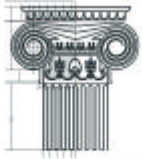
Customer Relationship Management is an 18-hour course, offered in multiple sessions based on the needs of the customer. The course is delivered in an interactive, learner-centered style of facilitation.

SPECIAL FEATURES

- Interactive course delivery
- Hands on
- Practice and feedback

BENEFITS

- Participants gain in-depth knowledge of the processes related to customer management.
- Participants achieve skills and knowledge that will enable them to implement an effective customer relationship management program.



THE SAGE GROUP

EXCELLENCE IN SERVICE

OVERVIEW

Excellence in Service focuses on creating and maintaining an effective customer service climate. This program offers skills for determining customers' needs and for providing the service to meet those customer needs. Participants who will benefit from this program include service representatives, managers, supervisors, and team leaders.

OBJECTIVES

After completing the course, participants will be able to:

- Distinguish the different types of customers
- Build rapport and communicate with customers
- Handle difficult customer situations
- Determine customer wants and needs
- Evaluate service provided
- Discuss the basics of service standards and monitor those standards

FORMAT

Excellence in Service a 21-hour course, offered in multiple sessions based on the needs of the customer. The course is structured into two parts with foundational skills in the first part of the program and advanced skills in the second part of the program. The entire program is delivered in an interactive, learner-centered style of facilitation.

SPECIAL FEATURES

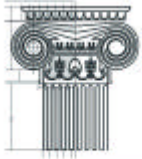
- Interactive course delivery
- Hands on
- Practice and feedback

BENEFITS

- Participants gain in-depth knowledge of the customer service climate needed for an effective call center.
- Participants achieve skills and knowledge that will enable them to create a customer service climate that fosters customer loyalty.

EIS-S

"THE PROVEN FORCE BEHIND WORKFORCE TRAINING"



OVERVIEW

The Introduction to Microsoft Office XP Suite provides an overview of microcomputer applications including a brief introduction to computer concepts, Microsoft Windows, Microsoft Office XP, Microsoft Word 2003, Microsoft Excel 2003, Microsoft Access 2003, Microsoft PowerPoint 2003, Microsoft Outlook 2003, OLE, creating web pages, and integration of the applications.

OBJECTIVES

After successfully completing this course, the participant will be able to:

- Demonstrate understanding of computer and operating systems
- Create, edit, and manipulate documents in Word 2003
- Generate worksheets, charts, formulas, and functions in Excel 2003
- Design, query, maintain, and publish databases in Access 2003
- Craft presentations in PowerPoint 2003
- Build scheduling and contact management skills in Outlook 2003

FORMAT

Introduction to Microsoft Office XP Suite is a 60-hour program. The course is typically offered in 3-hour sessions that meet twice a week.

SPECIAL FEATURES

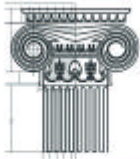
- Interactive course delivery
- Hands-on application for skill building
- Text workbook for in and out of classroom study

BENEFITS

- Participants gain comprehensive experience by working on projects that utilize various applications.
- Participants gain skills that enhance computer skills.

OX1-S

“THE PROVEN FORCE BEHIND WORKFORCE TRAINING”



THE SAGE GROUP

MS OFFICE XP SUITE - ADVANCED

OVERVIEW

The Advanced Microsoft Office XP Suite provides an advanced view of microcomputer applications including Microsoft Office XP, Microsoft Word 2003, Microsoft Excel 2003, Microsoft Access 2003, Microsoft PowerPoint 2003, and integration of the applications.

OBJECTIVES

After successfully completing this course, the participant will be able to:

- Demonstrate proficiency in advanced applications of Word 2003
- Perform advanced functions in Excel 2003
- Design, query, maintain, and perform other advanced functions in Access 2003
- Create and modify presentations in PowerPoint 2003
- Perform advanced functions in Outlook 2003

FORMAT

Introduction to Advanced Microsoft Office XP Suite is a 60-hour program. The course is typically offered in 3-hour sessions that meet twice a week.

SPECIAL FEATURES

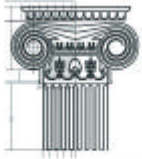
- Interactive course delivery
- Hands-on application for skill building
- Text workbook for in and out of classroom study

BENEFITS

- Participants gain comprehensive experience by working on projects that utilize various applications.
- Participants gain skills that enhance computer skills.

OX2-S

“THE PROVEN FORCE BEHIND WORKFORCE TRAINING”



THE SAGE GROUP

MICROSOFT ACCESS 2003 BASIC

OVERVIEW

Microsoft Access 2003 Basic is a database software program used to manage data that can be organized into lists of related information. This course consists of five units covering creating and using tables, queries, forms, and reports. Access 2003 Basic is an introductory level course that helps develop skills in Microsoft Office.

OBJECTIVES

After completing the course, participants will be able to:

- Describe the databases and database management systems
- Create a database
- Query databases
- Publish databases
- Print the contents of a table
- Create a custom report
- Use Microsoft Access help

FORMAT

Microsoft Access 2003 Basic is a 24-hour course, offered in multiple sessions based on the needs of the customer. The course is delivered in an interactive, learner-centered style of facilitation.

SPECIAL FEATURES

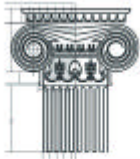
- Project based
- Hands on
- Practice and feedback

BENEFITS

- Participants gain comprehensive experience by working on projects that utilize practical applications.
- Participants acquire marketable skills through the use of Microsoft approved texts and supporting materials.

M3-A1-S

“THE PROVEN FORCE BEHIND WORKFORCE TRAINING”

**OVERVIEW**

Microsoft Access 2003 Intermediate is a database software program used to manage data that can be organized into lists of related information such as customers, products, and vendors. This course consists of six units covering modifying a database structure, creating multiple table and other advanced queries, sharing information with other programs, and creating data access pages. Access 2003 Intermediate is geared towards individuals who have completed Microsoft Access 2003 Basic.

OBJECTIVES

After completing the course, participants will be able to:

- Create select queries in Query Design View
- Create subforms
- Use the Database Wizard
- Compact and repair a database
- Import XML text files and export data to XML
- Create and add hyperlink fields to interact with an Access database

FORMAT

Microsoft Access 2003 Intermediate is a 27-hour course, offered in multiple sessions based on the needs of the customer. The course is delivered in an interactive, learner-centered style of facilitation.

SPECIAL FEATURES

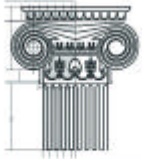
- Project based
- Hands on
- Practice and feedback

BENEFITS

- Participants gain comprehensive experience by working on projects that utilize practical applications.
- Participants acquire marketable skills through the use of Microsoft approved texts and supporting materials.

M3-A2-S

"THE PROVEN FORCE BEHIND WORKFORCE TRAINING"



OVERVIEW

Microsoft Access 2003 Advanced is a database software program that is used to manage data that can be organized into lists of related information. The course consists of five units covering creating advanced forms and reports, managing database objects, creating modules and macros, and maintaining a database. This course is geared towards individuals who have completed Microsoft Access 2003 Basic and Microsoft Access 2003 Intermediate.

OBJECTIVES

After completing the course, participants will be able to:

- Add check boxes and toggle buttons controls to improve forms and reports
- Work with objects
- Create, edit, troubleshoot, and run macros
- Compare macros and modules
- Convert databases to another version of Access

FORMAT

Microsoft Access 2003 Advanced is a 27-hour course, offered in multiple sessions based on the needs of the customer. The course is delivered in an interactive, learner-centered style of facilitation.

SPECIAL FEATURES

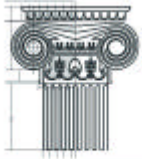
- Project based
- Hands on
- Practice and feedback

BENEFITS

- Participants gain comprehensive experience by working on projects that utilize practical applications.
- Participants acquire marketable skills through the use of Microsoft approved texts and supporting materials.

M3-A3-S

“THE PROVEN FORCE BEHIND WORKFORCE TRAINING”



OVERVIEW

Microsoft Excel 2003 Basic is an electronic spreadsheet program used to produce documents that perform numeric calculations rapidly and accurately. This foundational course consists of five units covering creating and editing worksheets, formatting worksheets, and working with charts, formulas, and functions. Microsoft Excel 2003 Basic is an introductory level course that helps develop skills in Microsoft Office.

OBJECTIVES

After completing the course, participants will be able to:

- Describe spreadsheet software
- Plan and design a worksheet
- Plan, design, and create a chart
- Create a formula with several operators
- Use the Office Assistant and other online Help tools to answer questions

FORMAT

Microsoft Excel 2003 Basic is a 21-hour course, offered in multiple sessions based on the needs of the customer. The course is delivered in an interactive, learner-centered style of facilitation.

SPECIAL FEATURES

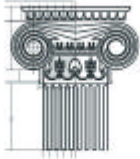
- Project based
- Hands on
- Practice and feedback

BENEFITS

- Participants gain comprehensive experience by working on projects that utilize practical applications.
- Participants acquire marketable skills through the use of Microsoft approved texts and supporting materials.

M3-E1-S

“THE PROVEN FORCE BEHIND WORKFORCE TRAINING”



OVERVIEW

Microsoft Excel 2003 Intermediate is an electronic spreadsheet program used to produce documents that perform numeric calculations. This course consists of six units covering managing workbooks, using macros and lists, enhancing charts and worksheets, sharing Excel files, and incorporating Web information. Excel 2003 Intermediate is geared towards individuals who have completed Microsoft Excel 2003 Basic.

OBJECTIVES

After completing the course, participants will be able to:

- Freeze columns and rows
- Insert and delete worksheets
- Plan, record, edit and run a macro
- Plan and create a list
- Use AutoFilter
- Select a custom chart type
- Customize a data series
- Set up a shared workbook

FORMAT

Microsoft Excel 2003 Intermediate is a 24-hour course, offered in multiple sessions based on the needs of the customer. The course is delivered in an interactive, learner-centered style of facilitation.

SPECIAL FEATURES

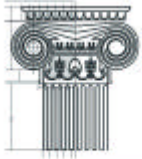
- Project based
- Hands on
- Practice and feedback

BENEFITS

- Participants gain comprehensive experience by working on projects that utilize practical applications.
- Participants acquire marketable skills through the use of Microsoft approved texts and supporting materials.

M3-E2-S

“THE PROVEN FORCE BEHIND WORKFORCE TRAINING”



OVERVIEW

Microsoft Excel 2003 Advanced is an electronic spreadsheet program. This course consists of five units covering What-if analysis, PivotTables and Pivotcharts, exchanging data with other programs, and customizing Excel. Microsoft Excel 2003 Advanced is geared towards individuals who have completed Microsoft Excel 2003 Basic and Microsoft Excel 2003 Intermediate.

OBJECTIVES

After completing the course, participants will be able to:

- Debrief what-if analysis
- Plan, design, create and update a PivotTable report
- Insert a graphic file in a worksheet
- Use Excel auditing feature
- Plan a data exchange
- Find files using Excel search tools
- View, analyze, and write VBA code

FORMAT

Microsoft Excel 2003 Intermediate is a 24-hour course, offered in multiple sessions based on the needs of the customer. The course is delivered in an interactive, learner-centered style of facilitation.

SPECIAL FEATURES

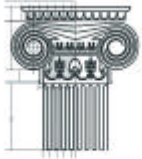
- Project based
- Hands on
- Practice and feedback

BENEFITS

- Participants gain comprehensive experience by working on projects that utilize practical applications.
- Participants acquire marketable skills through the use of Microsoft approved texts and supporting materials.

M3-E3-S

“THE PROVEN FORCE BEHIND WORKFORCE TRAINING”



OVERVIEW

Microsoft PowerPoint 2003 Basic is a presentation program that transforms your ideas into professional, compelling presentations. This course consists of five units covering creating, modifying, and enhancing a presentation. PowerPoint 2003 Basic is an introductory level course that helps develop skills in Microsoft Office.

OBJECTIVES

After completing the course, participants will be able to:

- Define presentation software
- Plan a presentation
- Open and customize an existing presentation
- Insert clip art
- Create tables in PowerPoint
- Set slide show timings, transitions, and animation effects
- Use PowerPoint masters

FORMAT

Microsoft PowerPoint 2003 Basic is a 21-hour course, offered in multiple sessions based on the needs of the customer. The course is delivered in an interactive, learner-centered style of facilitation.

SPECIAL FEATURES

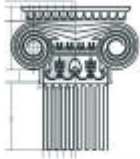
- Project based
- Hands on
- Practice and feedback

BENEFITS

- Participants gain comprehensive experience by working on projects that utilize practical applications.
- Participants acquire marketable skills through the use of Microsoft approved texts and supporting materials.

M3-P1-S

“THE PROVEN FORCE BEHIND WORKFORCE TRAINING”



OVERVIEW

Microsoft PowerPoint 2003 Advanced is a presentation program, which builds on the skills gained in Microsoft PowerPoint 2003 Basic. This course consists of three units covering enhancing charts, linking and embedding objects, and using the advanced features of PowerPoint.

OBJECTIVES

After completing the course, participants will be able to:

- Import data from a file into a datasheet and format a datasheet with Microsoft Graph
- Animate charts and sounds
- Embed and modify an organizational chart
- Embed a picture in an Excel chart
- Insert a Word table
- Insert an animated GIF file
- Send a presentation for review and combine reviewed presentations
- Create a custom slide show
- Use the Meeting Minder
- Publish a presentation on the Web
- Use the Pack and Go Wizard

FORMAT

Microsoft PowerPoint 2003 Advanced is a 21-hour course, offered in multiple sessions based on the needs of the customer. The course is delivered in an interactive, learner-centered style of facilitation.

SPECIAL FEATURES

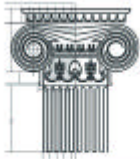
- Project based
- Hands on
- Practice and feedback

BENEFITS

- Participants gain comprehensive experience by working on projects that utilize practical applications.
- Participants acquire marketable skills through the use of Microsoft approved texts and supporting materials.

M3-P2-S

“THE PROVEN FORCE BEHIND WORKFORCE TRAINING”



THE SAGE GROUP

MICROSOFT WORD 2003 BASIC

OVERVIEW

Microsoft Word 2003 Basic is a word processing program that makes it easy to create professional-looking documents. This course consists of five units covering creating, editing, formatting text and documents, and creating and formatting tables. Word 2003 Basic is an introductory level course that helps develop skills in Microsoft Office.

OBJECTIVES

After completing the course, participants will be able to:

- Discuss word processing software
- Open a document
- Select, cut, copy, and paste text
- Use the office clipboard
- Format with fonts
- Set document margins
- Insert and edit headers and footers
- Insert a table
- Insert and modify table rows and columns
- Use Table AutoFormat

FORMAT

Microsoft Word 2003 Basic is a 21-hour course, offered in multiple sessions based on the needs of the customer. The course is delivered in an interactive, learner-centered style of facilitation.

SPECIAL FEATURES

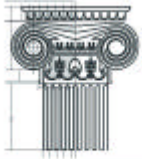
- Project based
- Hands on
- Practice and feedback

BENEFITS

- Participants gain comprehensive experience by working on projects that utilize practical applications.
- Participants acquire marketable skills through the use of Microsoft approved texts and supporting materials.

M3-W1-S

“THE PROVEN FORCE BEHIND WORKFORCE TRAINING”



OVERVIEW

Microsoft Word 2003 Intermediate is a word processing program that builds upon the skills gained in Microsoft Word 2003 Basic. This course consists of five units covering creating graphics and Web pages, merging documents, and creating and using styles and templates.

OBJECTIVES

After completing the course, participants will be able to:

- Add, resize, and position graphics
- Create text boxes and AutoShapes
- Use the drawing canvas
- Create WordArt and charts
- Create a main document and add merge fields
- Design a data source and enter, edit, sort, and filter records
- Create and modify paragraph and character styles
- Create list and table styles
- Attach a template
- Build a multi-page document in Outline view
- Modify pages in multiple sections
- Add footnotes and endnotes
- Generate a table of contents and index

FORMAT

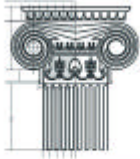
Microsoft Word 2003 Intermediate is a 24-hour course, offered in multiple sessions based on the needs of the customer. The course is delivered in an interactive, learner-centered style of facilitation.

SPECIAL FEATURES

- Project based
- Hands on
- Practice and feedback

BENEFITS

- Participants gain comprehensive experience by working on projects that utilize practical applications.
- Participants acquire marketable skills through the use of Microsoft approved texts and supporting materials.



OVERVIEW

Microsoft Word 2003 Advanced is a word processing program that builds upon the skills gained in Microsoft Word 2003 Basic and Microsoft Word 2003 Intermediate. The course consists of six units covering using styles and templates, using other Office programs with Word, and working with large documents, graphics, forms, charts, and macros.

OBJECTIVES

After completing the course, participants will be able to:

- Embed an Excel worksheet and link and Excel chart
- Import a table from Access
- Manage document links
- Insert drop caps and edit clip art
- Use advanced positioning options
- Construct a form template
- Create and edit a column chart and pie chart
- Include comments in a document created by someone else
- Plan, create, and run a macro
- Create a custom toolbar
- Customize menus

FORMAT

Microsoft Word 2003 Advanced is a 27-hour course, offered in multiple sessions based on the needs of the customer. The course is delivered in an interactive, learner-centered style of facilitation.

SPECIAL FEATURES

- Project based
- Hands on
- Practice and feedback

BENEFITS

- Participants gain comprehensive experience by working on projects that utilize practical applications.
- Participants acquire marketable skills through the use of Microsoft approved texts and supporting materials.

M3-W3-S

“THE PROVEN FORCE BEHIND WORKFORCE TRAINING”