

Archway Computer Training
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June 2019 Newsletter

Our news

The Bank Holiday season is over, so we are now back to 5 day weeks!

[Microsoft Project](#) and [Microsoft Excel](#) are still the packages that we get the most requests for. We are always happy to tailor our training for you and the feedback we receive reflects the fact that people feel empowered by our training.

We are getting plenty of requests for making the most out of **Office 365** - some organisations just need advice on saving files to **OneDrive** and collaborating on files and learning about the new features in the general Microsoft Office packages, whilst others want to take advantage of the **Teams** app and **SharePoint**. We offer **Office 365 upgrade training** and **SharePoint training** geared to your organisation as we realise that one size doesn't fit all.

We are also asked for **Outlook training** as people realise that they are not using the package to its full potential and that they could save themselves a lot of time if they were!

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.archwayct.co.uk>.

If Only I'd Known That Blog

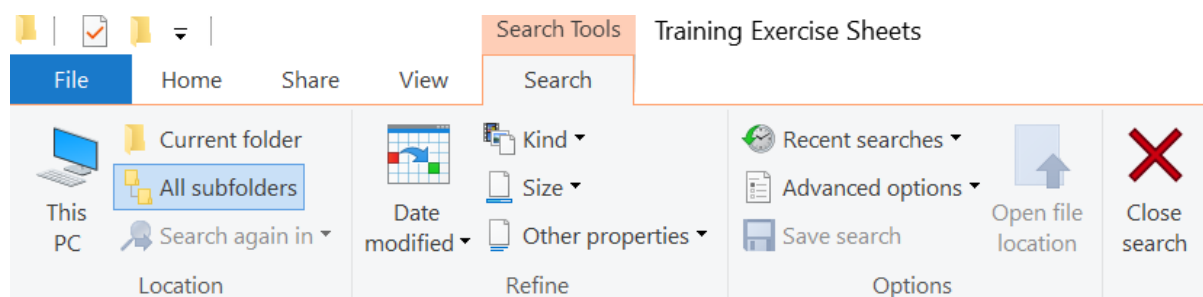
If only I had £50 for every time someone says to me during a training session 'If only I'd known that last week...' So, I have set up a blog with some of the answers that have proved very useful to people. You can see this at <http://ifonlyidknownthat.wordpress.com/>

For example:

Searching File Contents Using File Explorer

I was at client site recently and was told that File Explorer wasn't searching within files but only file names. I checked on my laptop and didn't have the same problem. It turned out that their Search options were configured differently from mine.

If you have the same problem, go into File Explorer and type your search term in the **Search** box at the top right under the Ribbon. Click the magnifying glass. The search will be started and a contextual **Search** tab will appear.



From the **Advanced options** dropdown, select **File contents** (and **System files** if that isn't ticked). From now on, your file contents will be searched.

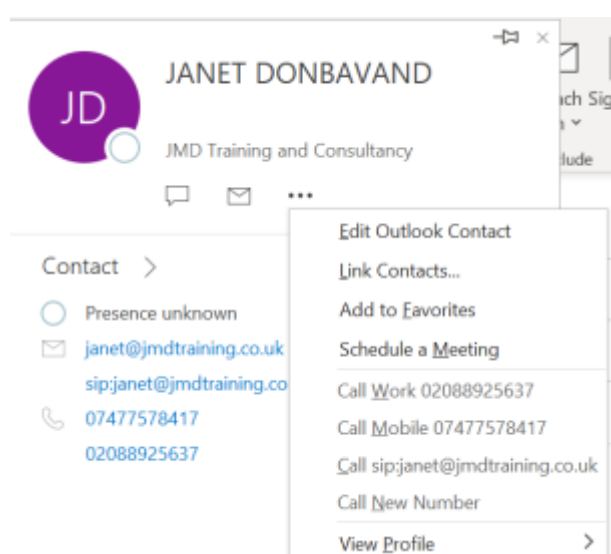
Find out more about our [Microsoft Office training](#).

Problems with Outlook contacts showing wrong names

by [jdonbavand](#)

I was at a client site yesterday and although contact names and email addresses looked right in the Contacts list, on trying to send an email some of them were getting mixed up e.g. John Smith was showing as Jane Smith (another contact) but with John's email address. I tried deleting the contacts and then re-entering but without much success.

On further investigation, it seems that the two contacts were linked and that this was causing the problem.



To check whether contacts are linked, start an email to one, then double-click on the email address. Click on the three dots ..., then click **Link Contacts**. This will show whether there are

any linked contacts. To remove the link, select the contact to be unlinked and click **Unlink**, then click **OK**.

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

Presentation Skills – Vocal Skills

Your voice is the vehicle that will carry the message of what you are presenting. It is like two cars – you can have an old piece of junk that clatters along or a smooth, finely tuned machine. Both will get you to where you are going, but the quality of the ride can vary greatly.

General tips on voice quality:

- **Be natural.** Don't try to impersonate other speakers or announcers thinking that they have the perfect voice.
- **Use vocal inflection.** By introducing change to your voice, you can add variety and expressiveness to your training and it will help prevent a monotone voice. Good use of vocal inflection shows you audience that you are enthusiastic about your subject.
- **Vocal tone and quality** counts for 38% of your message, according to research by the Journal of Counselling.
- **Rate** – the speed at which you talk. A fast delivery can be used to excite and stimulate the audience. A slow delivery may help to emphasise your message, to inspire and to control.
- **Pacing** – not just the speed at which you speak but also the length of pauses which can be used to create impact.
- **Articulation** – how clearly and correctly you speak. You need to be able to pronounce words correctly and not mumble.
- **Volume** – neither too soft nor too loud
- **Pitch** – it is generally considered that it is better to have a lower-pitched voice.
- **Emphasis** – Emphasising or stressing particular words within a presentation can be used to make your statements more persuasive.

Find information regarding our [Presentation Skills training courses](#) .

Maybe 2019 will be the year you decide to upgrade to 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 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@archwayct.co.uk and we will be happy to send you a pdf version of this guide.

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