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## Mi Crow
PARTNER

# MI CROW COURSES

Video Based Training in Just 3 Minutes

## About Microw

Mi Crow video-based training lets you learn what you want, when you want, in just 3 minutes.

Whether you're upgrading to Office 365 or want to manage Mental Health in the workplace, up to date skills means your business is efficient and a great place to work.

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# Contents

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# Office 365, Teams & Office 2016

## Office 365 & Teams Courses

- Essential Skills
- Office 365 basics
- Email
- More than just email
- Tasks
- Working with E Forms and Quizzes
- Planner Introduction
- Planner
- OneNote

- Delve
- Calendar
- Communicate
- Contacts
- Admin Basics
- SharePoint and OneDrive
- SharePoint Team Site

## Common to all Applications

- Office 2016 Interface
- Create, Open and Save in Office 2016
- Editing skills in Office 2016
- Getting creative in Office 2016
- Options & Settings in Office 2016

- Live Collaboration in Office 2016
- File Recovery
- PDF and XPS

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# Word 2016

## Word 2016 Courses

- Essential Word Skills
- Enhance Your Text
- Screen Views
- Set Your Page Up
- Envelopes and Labels
- AutoText
- Do You Create Newspaper-Style Leaflets?
- Document Design
- Finding & Replacing Data
- Header or Footer

- No More Bullet Nightmares
- References
- Learn Styles
- Tables in Word
- Play Around with Shapes
- Mailings Rock
- More Than Just a Table
- Pictures
- Adding Illustrations
- Document Collaboration

- Insert and Link
- Lines and Paragraphs
- Visually Communicate Data
- More Collaboration
- Customising Word
- New Features
- Take Control of Your Page
- Symbols & Equations
- Word & Other Applications
- Templates
- Recording a Macro

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# Word 2019

## Word 2019 Courses

- Word 2013 Interface
- Creating and Opening Documents
- Saving and Recovering Files
- Essential Word Skills
- Enhance your text
- Editing skills in Word 2013
- Screen Views
- Set your page up
- Envelopes and Labels
- AutoText
- Do you Create Newspaper-Style Leaflets?

- Document Design
- Finding and Replacing Data
- Header or Footer
- No More Bullet Nightmares
- Proofing Skills
- Styles
- Take Control of Your Page
- Tables in Word
- Paragraphs and Line Spacing
- References
- Mailings Rock

- Shapes
- Pictures
- SmartArt and WordArt
- Symbols and Equations
- Templates
- Document Collaboration
- Insert and Link
- More Than Just a Table
- Word and Other Applications
- More Collaboration
- Customising Word

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# Excel 2019

## Excel 2019 Courses

- Excel Essentials
- Excel 2013 Interface
- Creating and Opening Files
- Saving and Recovering Files
- Find, Replace, Undo and Redo
- Edit Like a Guru
- All About Columns, Rows and Worksheets
- Getting Your Head Around Basic Formula
- Introduction to Functions
- Print Like a Professional
- Freeze, Split and Hide

- Get Collaborating
- Looking up Things
- Tidy up your Spreadsheet
- Get Charting
- What Everyone Needs to Know About Charts
- Working With Graphics
- What's an IF Function
- Countif and Sumif
- Working with Dates and Time
- Templates and Styles
- Find Values Quickly

- Condition That Data
- Managing Huge Data
- Consolidating Data and Hyperlinks
- Pivot Table Basics
- More Pivot Tables Stuff
- Customise Excel
- The What If Gang
- Say Hello to Macros

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# Excel 2016

## Excel 2016 Courses

- Excel Essentials
- Finding & Replacing Data
- Do it Automatically
- Edit Like a Guru
- All About Columns Rows & Worksheets
- Changing Views
- Getting Your Head Around Basic Formula
- Introduction to Functions
- Print Like a Professional
- Freeze, Split & Hide
- Get Collaborating

- Looking up Things
- Tidy up your Spreadsheet
- Get Charting
- What Everyone
- Countif & Sumif
- Find Values Quickly
- Consolidating Data
- Hyperlinks Needs to Know About
- Charts
- Working With Graphics
- What's an IF Function?
- Condition that Data

- Creating and Modifying a Cell Style
- Creating a Personal Template
- Customise Excel
- Working with Dates & Time
- Year-to-Date Calculations
- Managing Huge Data
- Splitting Data
- Removing Duplicates
- Pivot Table Basics
- More Pivot Tables Stu
- Pivot Tables Uncovered
- The What If Gang
- Say Hello to Macros

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# PowerPoint 2016

## PowerPoint 2016 Courses

- Fonts, Paragraphs and Line Spacing
- Find & Replace
- Bullets and Numbers
- Shapes
- Apply a Little Colour
- Charts That Rock
- Pictures
- Proofing Skills
- Linking
- PowerPoint and Other Applications

- Printing Techniques
- Professional Touch
- Let's Get Creative
- Table Essentials
- Take Control of Tables
- Templates
- Working With Graphics
- Video
- Screen Views
- Presentation Skills

- Collaborate
- Customise PowerPoint
- Add a Little Magic
- Files, Files, Files

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# PowerPoint 2019

## PowerPoint 2019 Courses

- PowerPoint 2019 Interface
- Creating and Opening Files
- Save and Recover
- Fonts, Paragraphs and Line Spacing
- Editing Essentials
- Find and Replace
- Bullets and Numbering
- Shapes
- WordArt
- Different Views

- Apply a Little Colour
- Charts That Rock
- Pictures
- Proofing Skills
- Linking
- PowerPoint and Other Applications
- Printing Techniques
- Professional Touch
- Table Essentials

- Take Control of Tables
- Templates
- Working with Graphics
- SmartArt

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# Outlook 2016

## Outlook 2016 Courses

- Create, Reply & Forward
- Email Essentials
- Different Views
- Folders
- Attachments
- Adding Graphics Into an Email
- Calendar
- Meetings & Appointments
- Tasks
- Contact Essentials
- Managing Contacts

- Contacts
- Customising Calendar, Contacts & Tasks
- Automating Outlook
- Customising Outlook
- Email Options
- Make it Personal
- More Than Just Email
- Shared Calendars
- What's in Your Inbox?
- A Little Bit More Technical

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# Outlook 2019

## Outlook 2019 Courses

- Outlook 2019 Interface
- Create, Reply and Forward
- Email Essentials
- Different Views
- Folders
- Attachments
- Adding Graphics Into an Email
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- Managing Contacts
- Contacts
- Customising Calendar, Contacts and Tasks
- Automating Outlook
- Customising Outlook
- Email Options
- Make it Personal
- More Than Just Email
- Shared Calendars
- What's in Your Inbox?
- A Little Bit More Technical

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# Skype for Business

## Skype for Business Courses

- The Basics
- Contacts
- Profile & Status
- Regular Tasks
- Sharing is Caring
- Meetings
- Meetings Can be Fun
- Instant Messaging
- Customise Skype for Business

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# Visio 2016

## Visio 2016 Courses

- Visio Essentials
- Shapes
- What's a Connector?
- Text
- Take Control of Objects
- Design
- Charts
- Containers
- Diagrams
- New Shapes
- Stencils
- Templates
- Layering Drawings
- Brainstorm Diagrams
- Bring it in and Take it Out!

# Visio 2019

## Visio 2019 Courses

- Visio 2019 Interface
- Visio Essentials
- Opening and Saving
- Shapes
- What's a Connector?
- Text
- Take Control of Objects
- Design
- Charts
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- Containers
- Diagrams
- New Shapes
- Stencils
- Templates
- Brainstorm Diagrams
- Layering Drawings
- Bring it in and Take it Out!

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# OneNote 2016

## OneNote 2016 Courses

- Opening & Saving
- Text
- Getting Creative
- Pages & Sections
- Pictures
- Inserting Links and Files
- Change the way OneNote Looks
- Page Settings
- Proofing
- Working with Tables

- Send to OneNote
- Templates
- Audio & Video
- Keep it Secure
- More Options
- Sharing is Caring
- Other Interesting Features

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# OneNote 2019

## OneNote 2019 Courses

- OneNote 2019 Interface
- Create, Open and Save
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- Getting Creative
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- Pictures
- Inserting Links and Files
- Change the Way OneNote Looks
- Page Settings
- Proofing
- Working with Tables

- Send to OneNote
- Templates
- Audio and Video
- Keep it Secure
- More Options
- Sharing is Caring
- Other Interesting Features

# Gmail

## Gmail Courses

- Introduction to Gmail
- Let's Get Started with Gmail
- A Few More Skills
- Other Bits
- Snoozing and Muting
- Working Oine
- Automating Gmail
- Organising Your Inbox
- Sorting Your Email
- Signatures and Stuff
- Change Your Inbox

- Events
- Contacts and Groups
- Gmail Management
- Using the Calendar
- More About Calendars
- Tasks and To-Do Lists

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# Mental Health in the Workplace

## Mental Health Courses

- The Way to Good Mental Health
- An Introduction to Mental Health in the Workplace
- Promoting Wellbeing in the Workplace
- More Ways of Promoting Wellbeing in the Workplace
- What is a Mentally Healthy Workplace?
- Key Measures for a Mentally Healthy Workplace
- Supporting Your Colleagues and Team Members
- Support from Managers & Team Leaders
- Understanding Young People's Mental Health Issues

- What Exactly is Stress?
- Dealing With Stress
- Work Related Anxiety
- Exploring Relaxation and Some Different Ways to Relax
- A Quiet Place
- Can You Hear Me?
- Can You See Me?
- Me Time
- Supporting Staff to Stay in Work
- Fit Back to Work

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# Leadership & Management

## Leadership & Management Courses

- Becoming a Leader
- Team Leadership
- Importance of Self-Management
- Being a Leader
- How It Can Go Wrong?
- The Art of Delegation
- Leading by Example
- Importance of Motivation
- Watch Out for Demotivators
- Communicating Effectively

- Creating an Ownership Culture
- Why Do People Leave?
- Effective Criticism & Feedback
- Time for Yourself
- Managing Your Boss
- Effective Meetings
- Recruiting Successfully
- Getting the Best Out of Others
- Staff Appraisals

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# Customer Care

## Customer Care Courses

- What is Customer Service?
- Customer Value
- Question Your Customers
- Why do Customers Leave?
- Who is the Customer?
- Customer Culture
- Driving a Customer Culture
- Internal Perspective
- Customer Communication
- Customer Partnerships

- What do Customers Want?
- Tangible and Intangible Customer Care
- Brand and Image
- Delivering Customer Care
- Customer Feedback
- Handling a Complaint
- Going Online

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# Selling Skills

## Selling Skills Courses

- What is Selling?
- We All Sell
- The Recipe for Selling
- Selling Yourself
- Don't be Frightened of Selling
- Growing Your Business
- Sales Audience
- Securing the Appointment
- The First Meeting
- Being a Great Listener

- Asking the Right Questions
- Body Language
- Closing the Sale
- Sales Hacks
- The Sales Objection
- Know What You Are Selling
- The Art of Negotiation
- Buyers Emotions
- How to Quote

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# How to be Successful

## How to be Successful Courses

- Being Successful
- What Is Success?
- Value
- Balance
- Happiness
- Taking Ownership
- Deciding On and Setting Goals
- Planning Smart Goals
- The Power of Your Mind
- Being Positive
- Visualising Success

- Don't Get Stressed
- Sales Resilience
- Bouncing Back
- Persistence
- Being Negative
- Pay Something Forward
- Worries
- Self Motivation
- Driving Revenue
- Being Enthusiastic

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