

mass

providing world class business training solutions

mass  
training



-  software
-  training
-  support
-  services
-  development
-  resourcing

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## The History of **mass** Training

**mass** Training is a long established professional training and testing service provider and has been successfully delivering professional training and testing services in the UK for over 15 years. As a long established market leader in the delivery of both client-specific training and scheduled professional training courses, the **mass** training centre has provided certification to a wide spectrum of organisations throughout the UK.

**mass** provides a wide range of professional training courses to support our client requirements; resource needs and software products. In addition to our regular schedule of standard professional training courses, held at our impressive training centre facilities, we also offer considerable experience in the delivery of client-specific training programmes. From scheduled to tailored, beginner to advanced, classroom to client site and web-based e-learning, our aim is to match exactly all your professional training and testing requirements.

Some of our key training course deliveries include:

- ARCHIBUS / FM Facilities Management Training
- Primavera / Project Management Training
- AutoCAD Training
- ADT Training
- Adobe Training
- Microsoft Office Applications Training (including Access and Project)
- Macromedia Training
- Personal Development Training

**mass** also specialise in the development and training on E-Learning Solutions.

Our Testing Facilities offers exams and certifications in the following key areas:

- Prometric Testing – with Self-Study Courses
- Practicum Testing
- Autodesk CAD Certification Testing

The **mass** training centre has always been synonymous with quality and we pride ourselves on offering our customers the best professional training programmes available.

## mass Training Testimonials

NATS (formally National Air Traffic Services) is the UK's leading air navigation service provider. Owned by a public-private partnership between a consortium of UK airlines, airport operator BAA plc and HM Government, the company has an international reputation for the quality and safety of its services and its dynamic approach to system development and international harmonisation.

NATS has been a client of **mass** Training for over 10 years. One of the biggest challenges facing the company was the requirement to train new members of staff within a restricted timescale. This meant that their skills and resources could be utilised more quickly and efficiently. It was also important for existing staff members to develop their current skill sets.

Anthony Grey, a Draughtsman at NATS, has attended a number of courses with **mass**. He explains *"I have undertaken a range of courses not only to further my career as a Draughtsman but also to benefit my personal development. Mass were able to offer a range of courses to suit all our bespoke needs and they were able to fit them in around our tight timescale. They are proficient in what they do and can customise courses for your exact needs"*.

In addition to providing training on a range of software packages, **mass** provides a number of other services, including technical support. Anthony believes this to be an integral component to the success of **mass's** business solutions.

*"Mass provides us with technical support on the packages they train us on. This has become invaluable with software such as AutoCAD and ARCHIBUS as these are two highly sophisticated pieces of software."*

**Anthony Grey, Draughtsman, NATS**

### Further Quotes

AutoCAD 2008 Intermediate

*"I found the course extremely good and worthwhile attending. The trainer was very good and very knowledgeable, with a great understanding of the product. The course went at a good pace, not too fast and not too slow. I would definitely recommend the course."*

**P.Callan, TNS Global**

Microsoft Project 2003 Introduction

*"Very practical and 'involving' course that was really good. The trainer was great, knew his stuff, sense of humour, people oriented etc. The environment was also comfortable."*

**B.A.Browne, DSG (formally known as Abro)**

#### Microsoft Excel 2003 Intermediate

*"The hands on approach meant I learnt more than I expected to about Excel."*

**K.Salmon, Ascot Lawyers**

#### Adobe Photoshop CS3 Introduction

*"It was very good and very intensive. We could get the training adapted and customised to exactly our needs. We work with websites so we did a lot of animations and went through specific skills that are good to know when you work in a web environment. So all in all a very good course and we would like to come back for more training."*

**L.Schou, Now Training**

#### AutoCAD Advanced 2006/2008 Workshop

*"Revisiting some 'forgotten' aspects of the software was really useful. The 2D block building was very exciting and hopefully I can use this in the future. Good facilities and atmosphere."*

**J.Armstrong, World Duty Free**

#### Microsoft Project 2003 Introduction

*"Very well structured course and great course book to take back to work."*

**C.Bickerton, DSG (formally known as Abro)**

#### Stress Management

*"The stress management course is helpful for anyone who wishes to tackle stress by identifying the issues and considering workable ways to resolve them. The course was designed for employees and for those responsible for tackling work-related stress in the organisation. It helped me to spot early signs of stress in myself and the practical exercises were extremely useful and fun and I will be putting the skills I learnt on the course to good use at home and in the office!"*

**A.Grey, NATS**

#### Microsoft Excel 2003 Introduction

*"Very informative, a lot of answers explained very thoroughly. Can't wait to practise!"*

**G.Thorp, Instafoam**

## About mass Training

### Microsoft

As a Microsoft Partner, **mass** offers professional Microsoft Software Training at the prestigious **mass** Microsoft Training Centre.

The **mass** Microsoft Training Centre provides a variety of professional Microsoft training services including:

	Introduction Level	Intermediate Level	Advanced Level	Professional Level	Workshop Available
Microsoft Access	✓	✓	✓		✓
Microsoft Excel	✓	✓	✓	✓	✓
Microsoft Outlook	✓	✓			✓
Microsoft PowerPoint	✓		✓		✓
Microsoft Project	✓	✓	✓		✓
Microsoft Publisher	✓	✓			✓
Microsoft Visio	✓	✓	✓		✓
Microsoft Word	✓	✓	✓	✓	✓

### ARCHIBUS

**mass** is an Archibus specialist which provides a wide range of professional training courses in Archibus.

We run a regular schedule of Archibus training at our impressive East based Archibus Training Centre facility in the UK. Alternatively, if our clients prefer, it is possible to run our Archibus training courses from the client's own premises.

### AutoCAD

**mass** offers AutoCAD Accredited Software Training at our prestigious **mass** AutoCAD Training Centre. This AutoCAD accredited training centre also offers bespoke client site IT software training for the AutoCAD software product.

The **mass** AutoCAD Training Centre provides a wide variety of AutoCAD accredited training services and all our AutoCAD training courses are accredited by Autodesk and can either be delivered at our East training centre, or if the client prefers, we can provide services at the client's site.

## Adobe

mass offers Adobe Training for Adobe professionals at the prestigious mass Web Development Training Centre. mass also offers bespoke client-site web applications training for all those busy professionals who require a tailored solution to meet their website and business training needs.

Adobe Course	Course Duration
Acrobat	1 day
Dreamweaver	1 day
Flash	1 day
Illustrator	1 day
InDesign	1 day
Photoshop	2 days

## Personal Development

mass offers professional development training at the prestigious East mass Personal Development Training Centre. The Personal Development Training Centre also offers bespoke client site professional development training for all busy professionals who require a tailored solution to meet their business training needs.

The mass Personal Development Training Centre provides a variety of business professional training services in the following areas:

- Business Development and Sales
- Management Skills
- Personal Business Skills

All these personal and professional development training courses can be delivered either at our UK training centre or services can be provided at a client site.

## ***Business Development and Sales***

Ongoing sales training is fundamental for people in a selling environment. Continual development and improvement of methods and skills is important to maintain relevant knowledge and skills. High performance depends on having access to the right training and support at the right time.

**mass** Training has developed a range of courses to help people achieve and maintain consistent results. We can tailor our training to a client's specific need and behaviour approach. Our course range comprises of the following:

- Customer Service Skills
- Effective Communication Skills
- Introduction to Selling Skills
- Listening Skills
- Presentation Skills
- Presentation and Communication Skills
- Professional Telephone Skills
- Successful Negotiation Skills
- Train the Trainer

## ***Management Skills***

Good business management skills guide you towards the right goal, and achieve higher results. Coaching and training are necessary to improve and maintain the performance of a team, whether you are looking for change management, leadership, team building, communication skills or even how to run effective meetings, **mass** Training will be able to help.

Management involves diverse skills that can be learnt or updated from one of many of our courses:

- Building a Successful Team
- Change Management
- Conflict Management
- Creative Thinking & Problem Solving
- Effective Delegation Skills
- Influencing & Persuading Skills
- Introduction to Management
- Leadership & Management
- Management & Communication Skills
- Managing Disruptive Behaviour
- Mentoring and Coaching
- Motivating Others
- Negotiation Skills
- Running Effective Meetings

## ***Personal Business Skills***

Self-improvement refers to self-guided development, whether that is economically, intellectually or emotionally; interpersonal skills are something we all use day in, day out. **mass** Training has created a range of personal business skills courses that will enable you to define and explore your goals, and plan ways to turn them into reality. It will allow you to express the skills you are developing now, allowing you to open up opportunities in the future and highlighting the importance of increasing confidence whilst developing useful and appropriate skills.

To see how you can develop your personal business skills, please take a look at our following courses:

- Achieving a Work / Life Balance
- Appraisal Interview Skills
- Assertive Working Relationships
- Assertiveness and Self Confidence
- Business Writing Skills
- Complaint Handling
- Conflict and Stress Management
- Interview Skills
- Self Awareness
- Self Confidence and Image Projection
- Stress Management
- Time Management
- Time and Priority Management
- Time, Stress and Assertiveness Skills

## **Primavera**

Primavera provides industry-specific solutions to more than 75,000 customers around the world.

Companies turn to Primavera to help them make better portfolio investment decisions, improve governance, prioritise their project investments and resources, and deliver tangible results back to the business.

Below is a sample of Primavera courses available with **mass** Training:

Course Code	Course Description
Course 401	Introduction to Sure Trak Project Manager
Course 601	Planning and Scheduling with P3
Course 602	Resource and Cost Analysis with P3
Course 603	Managing Project Data with P3
Course 102	Project Management – Basic
Course 106P	Project Management. Advanced – Projects
Course 106R	Project Management. Advanced – Resources
Course 106A	Primavera P6 Administration

## Testing Centre

Choose a Prometric testing course for the Microsoft certification, and Novell and Nokia training to help you reach your goals.

Your testing programme needs to be competent and up-to-date. It should be accurate, reliable and current. That's why it's so important to choose a provider with the expertise to take your testing programme in the right direction.

**mass** Training is a well established Prometric and Practicum Partner delivering over 100 exams each month.

Prometric offers a consultative approach to test development and test assessment. Closely collaborating with you, Prometric defines your programme goals and requirements, and delivers an assessment which is valid, reliable and legally defensible.

The Novell Practicum is designed to be extremely rigorous. It tests your working skills, not just your testing skills. Working with an established testing provider ensures that your testing programme is receiving the necessary security, resources and attention to detail to help you attain your business goals.

At **mass** Training, we also offer all Microsoft Certification self-study programmes, including MCSE and MCP, to help train you for your exam.

**mass** has also achieved authorisation to offer Autodesk certification within our testing environment. This cements our commitment to delegates and allows us not only to train professionally, but also to help delegates achieve an Autodesk qualification.

## Personal Development Courses

### Professional Telephone Skills

#### *Introduction*

This course will enable participants to better understand the hidden messages and language that customers use; to understand how to identify and handle 'telephone types'. It will provide them with questioning techniques and improve their listening skills so that they will be better able to turn an enquiry into a sale, as well as deal with customer complaints.

#### *Who should attend?*

We recommend this course for anyone who feels they would like a deeper understanding of how to deliver real quality customer service and how to retain customer loyalty.

#### *Duration*

1 day

#### *Course Outline*

- Communication skills
- The key elements in effective communication
- Effective telephone communication
- The barriers to communication
- Overcoming the barriers to communication
- The four 'telephone types'
- How the four types vocalise
- The effective telephone user
- Controlling the call / overcoming fear
- Relax!
- The angry caller
- Understanding your customer

#### *Course cost per delegate*

£250 ex VAT

## Introduction to Selling Skills

### *Introduction*

This one day programme is designed to introduce delegates to the principles of selling, to build confidence and to motivate.

When delivered as a closed company course, the trainer will ensure that all discussions and exercises are tailored to the specific products and services that delegates are selling. This is achieved by prior consultation with the organisation concerned.

### *Who should attend?*

We recommend this course to anyone new to the sales function, or those with some experience but without any formal training.

### *Duration*

1 day

### *Course Outline*

- What success means to you
- Effective sales people
- Why do people buy?
- First impressions
- Customer expectations
- Setting objectives
- Sales cycle
- Face-to-face vs. telephone selling
- Personal action plan

### *Course cost per delegate*

£250 ex VAT

## Successful Negotiation

### *Introduction*

Effective negotiation skills are essential for managers, sales personnel, customer service representatives and project managers.

This course will enable delegates to identify their current strengths and development needs in relation to their personal negotiation style. By the end of this course, delegates will be able to prepare, plan, conduct and review both formal and informal negotiations.

This programme is highly practical, offering a mix of theory, reflection and interactive sessions.

### *Who should attend?*

This course is ideal for anyone involved in negotiations, both professional and personal.

### *Duration*

*1 day*

### *Course Outline*

- What is negotiation?
- The process of negotiation
- Stages of negotiation
- Specific negotiation skills
- Signalling in negotiation
- Action plans to improve personal competencies
- Course summary

### *Course cost per delegate*

£250 ex VAT

## Running Effective Meetings

### *Introduction*

The success of a meeting depends largely on the skills displayed by the meeting leader, but face-to-face contact with team members and colleagues can easily fail without adequate preparation and leadership.

This one day course will provide a deeper insight into how to run effective meetings.

### *Who should attend?*

This course is ideal for anyone involved in arranging or providing meetings in the workplace

### *Duration*

1 day

### *Course Outline*

- Understand the different types of meetings
- Use meetings more effectively
- Understand the importance of preparation
- Ensure meetings are well organised, constructive and productive

### *Course cost per delegate*

£250 ex VAT

## Managing Disruptive Behaviour

### *Introduction*

By the end of this course, delegates will be able to define and identify what constitutes disruptive behaviour as well as understanding the possible causes. They will have a greater appreciation of the skills and techniques that can be employed to deal with disruptive behaviour, as well as being aware of the importance of taking responsibility for disruptive behaviour in the workplace.

### *Who should attend?*

We recommend this course to anyone responsible for managing other people, where the business' success depends upon the collective contribution of its people.

### *Duration*

1 day

### *Course Outline*

- Defining disruptive behaviour
- Encounters with disruptive behaviour
- Behaviour vs. personality
- Behaviours I have difficulty handling
- Why do people behave the way they do?
- Whose responsibility is disruptive behaviour?
- Recognising behaviour as disruptive
- Dealing with disruptive behaviour
- Preventing and eliminating disruptive behaviour
- Role plays
- Alleviate or eliminate
- Course summary

### *Course cost per delegate*

£250 ex VAT

## Leadership and Management

### *Introduction*

As a manager or supervisor, expectations placed on you from your team - as well as your own manager- can place you under added pressure.

This course provides an introduction to leading a team and dealing with the common challenges experienced in this role, giving you the confidence to build and manage your team successfully.

### *Who should attend?*

This course is ideal for all managers and supervisors leading formal or informal teams on a daily basis.

### *Duration*

1 day

### *Course Outline*

- Give direction by setting a vision, team goals and individual objectives
- Discover ways of motivating and inspiring people to produce results
- Discover the differences between management and leadership
- Understand the 4 stages of team formation
- Use different leadership styles according to given situations
- Plan and manage the team, the task and the individuals
- Identify ways in which conflicts can be managed
- Produce a personal action plan to carry out after the course

### *Course cost per delegate*

£250 ex VAT

## Creative Thinking & Problem Solving Techniques

### *Introduction*

Managers today must have the ability to solve problems quickly, confidently and effectively. To do this they must also be creative, open minded and non-judgemental and gain consensus on the problem itself and any proposed solution.

This course covers problem-solving and decision making methodology, providing practical guidance using case studies to ensure that the skills learnt can be immediately transferred to the workplace.

### *Who should attend?*

We recommend this course to any managers, project leaders or professionals looking to enhance their decision-making skills.

### *Duration*

1 day

### *Course Outline*

- Apply a six-stage problem-solving model for an organised approach to a problem
- Use problem-solving and creative thinking techniques to improve your ability to define objectives, solutions and key areas of concern
- Generate and analyse data to ascertain hypotheses, cost benefit, value, ratio trends, probability and risk
- Make more effective use of your creative thinking skills to exploit external and internal information resources to produce effective solutions
- Exploit the skills and experience of staff for a wider appreciation of the problem and lead brainstorming sessions for cross-fertilisation of ideas, choices and judgements
- Gain commitment and harness available skills and talents to assist with solution implementation
- Write a detailed report of implementation plans that includes the key questions of: problem and solution choice, resource requirements, time frames, budget implications, roles, responsibilities and measurements.

### *Course cost per delegate*

£250 ex VAT

## Assertive Working Relationships

### *Introduction*

The aim of this course is to increase personal effectiveness in a variety of different situations. The programme covers a wide range of strategies and techniques to improve influencing and communication skills. The course focuses on the importance of an assertive behavioural style.

### *Who should attend?*

We recommend this course to anyone hoping to improve their level of assertiveness and influence in the workplace.

### *Duration*

1 day

### *Course Outline*

- Defining assertiveness
- Different behavioural styles
- Why we behave the way we do
- Defining what you want to achieve
- Assertiveness techniques
- Influencing styles and strategies
- Influencing strategies model
- Communicating assertively
- Managing difficult situations
- Personal action plan

### *Course cost per delegate*

£250 ex VAT

## Self Confidence and Image Projection

### *Introduction*

Most people could do with a bit more confidence in one or more areas of their lives, whether it's at work, in a relationship or in meeting new people or confronting new situations. We can all feel under pressure to live up to ideals imposed on us by our families, work colleagues, the media- and even ourselves. At times these goals are unrealistic. Such pressure can cause anxiety and bruise confidence.

This course covers a whole range of tools, or individual strengths, which can be used in a variety of different situations to increase confidence and change the way you project yourself or your "self-image".

### *Who should attend?*

This course is ideal for those who feel they would benefit from developing their self-confidence in different areas of their lives.

### *Duration*

1 day

### *Course Outline*

- What is confidence? Exploring definitions and examples of confidence problems
- What are your confidence issues? Pinpointing your specific confidence problems
- Self-awareness: how you see yourself, your strengths, how you relate to others
- Making an Impact: body language; motivating yourself
- Thoughts become things! The relationships between thoughts, beliefs and behaviour
- Practical strategies for building confidence: your toolkit for different situations, gaining assertiveness skills
- Personal action plan: create a personal action plan to continue your development after the course

### *Course cost per delegate*

£250 ex VAT

## Conflict and Stress Management

### *Introduction*

Have you ever been involved in a conflict which caused you a lot of stress? Do you wish you could have handled it better? Conflict comes about from differences - in needs, values and motivations. Sometimes through these differences we complement each other but sometimes we will conflict. Conflict is not a problem in itself - it is what we do with it that counts. Conflict management builds stronger and more cohesive organisations and more rewarding relationships, enabling personal differences to be bypassed and new possibilities to be opened up.

### *Who should attend?*

This course is ideal for anyone who feels they would like to identify, understand and gain control of any conflict and stress in their working lives.

### *Duration*

1 day

### *Course Outline*

- Identify different types of conflict at work and discover your preferred method of dealing with conflict
- Transform problems into creative opportunities
- Use listening skills to clarify understanding and build rapport
- Apply strategies to attack the problem not the person
- Eliminate "power over" to build "power with" others
- Express fear, anger, hurt and frustration assertively to effect change
- Understand how conflict can cause stress and look at ways to overcome it
- Plan and apply effective strategies to reach agreement

### *Course cost per delegate*

£250 ex VAT

## Time, Stress and Assertiveness Skills

### *Introduction*

Stress is common in the workplace these days and there are many reasons it can occur. Most frequently it is caused by having to deal with increased workloads and ever-tightening deadlines, or having to resolve difficult situations involving working relationships.

This course is designed to help delegates use two action-based approaches to stress management: time and priority management, and assertiveness skills.

### *Who should attend?*

We recommend this course for anyone needing to reduce stress by developing their time management and assertiveness skills, in order to achieve positive, productive results in their job role.

### *Duration*

1 day

### *Course Outline*

- Understand what stress is and why it happens
- Develop awareness of the stress warning signals and symptoms in yourself and others
- Discover the best ways to become more productive by prioritising your activities
- Identify ways to combat 'time thieves' in your working life
- Recognise assertive, non-assertive and aggressive behaviour, and the effect of each type of behaviour on you and others
- Understand 6 types of assertion and when to use them
- Develop a strategy for handling unproductive feelings in order to reduce stress and behave more confidently in difficult situations
- Understand the steps in applying time management and assertiveness to your own situation

### *Course cost per delegate*

£250 ex VAT

## Assertiveness and Self Confidence

### *Introduction*

Assertiveness skills are needed in any business environment where individuals have to deal with people as part of their job.

This one day course enables delegates to understand processes which will help them communicate more effectively, especially in difficult situations. This in turn will increase their self-confidence and sense of achievement.

### *Who should attend?*

We recommend this course to anyone needing to develop their assertiveness skills in order to achieve positive, productive effects in their job role.

### *Duration*

1 day

### *Course Outline*

- Recognise assertive, non-assertive and aggressive behaviour, and the effect of each type of behaviour on you and others
- Recognise verbal and non-verbal aspects of behaviour used in assertion, non-assertion and aggression
- Understand how individual rights and responsibilities are important to assertiveness and how beliefs can influence the rights you accept for yourself
- Understand how assertiveness impacts self-confidence
- Practise behaving more assertively in 6 typical work situations
- Understand 6 types of assertion and when to use them
- Develop a strategy for handling unproductive feelings in order to behave more assertively
- Discover 3 steps for negotiating acceptable outcomes where there are conflicting needs
- Discover how assertiveness can help you handle stress
- Understand the 4 steps in applying assertiveness techniques to your own situation

### *Course cost per delegate*

£250 ex VAT

## Business Writing Skills

### *Introduction*

Success in today's organisations is closely related to the ability to communicate ideas and messages effectively and succinctly. Poorly written correspondence can have disastrous results for your organisation, besides wasting valuable time and resources.

By the end of this course, delegates will have developed the necessary skills to communicate ideas in a clear, concise and effective way. This course is highly practical and gives delegates the opportunity to apply all the techniques covered.

### *Who should attend?*

We recommend this course to individuals from all disciplines who are called on to communicate their ideas in written format.

### *Duration*

1 day

### *Course Outline*

- Why is writing important?
- Fine-tune your writing
- Obstacles to avoid
- Use the right word
- Most frequently misspelt words
- Know your reader
- The readability test

### *Course cost per delegate*

£250 ex VAT

## Customer Service Skills

### *Introduction*

This one day course equips delegates with the skills to deliver consistent service excellence. The programme covers a wide range of strategies and techniques to improve communication and influencing skills, as well as focusing on the importance of an assertive behavioural style. It will enable delegates to handle difficult situations more effectively to achieve increased customer satisfaction and loyalty.

### *Who should attend?*

We recommend this course to all employees who communicate with internal or external customers using the telephone.

### *Duration*

1 day

### *Course Outline*

- Defining service excellence
- Incoming calls
- Preparing to make calls
- Telephone vs. face-to-face communication
- Practical / psychological advantages and disadvantages
- Questioning techniques
- Listening skills
- Assertive, aggressive and submissive behaviour
- Assertiveness techniques
- Influencing styles and strategies
- Influencing strategies model
- Managing difficult situations
- Quiz
- Practical session

### *Course cost per delegate*

£250 ex VAT

## Microsoft Courses

### Microsoft Excel 2003 Introduction

#### *Introduction*

This course is designed to help delegates to obtain the basic skills required to create and use a spreadsheet using Microsoft Excel. Delegates will learn to enter and edit data, create formulas, format elements of a worksheet and insert charts.

#### *Who should attend?*

This course is designed for anyone wanting to obtain basic skills in using a spreadsheet, such as updating data, applying formatting, printing and making simple calculations.

#### *Duration*

1 day

#### *Course Outline*

- What is Excel?
- Creating a workbook
- Entering and editing data
- Creating a formula
- Moving and copying data
- Editing a formula
- Formatting cell values
- Formatting cell contents
- Structuring a worksheet
- Page layout
- Printing worksheets and workbooks
- Creating a chart

#### *Course cost per delegate*

£150 ex VAT

## Microsoft Excel 2003 Intermediate

### *Introduction*

This course is designed to help you to develop your skills in using the spreadsheet tool Microsoft Excel. Delegates will learn to use more advanced functions and create more complex formulas, and also learn to manage and link together multiple worksheets.

### *Who should attend?*

We recommend this course to anyone wanting to develop their skills in using Excel. Delegates should already be able to use Microsoft Excel to create, edit, format, and print a spreadsheet incorporating simple formulas and charts.

### *Duration*

1 day

### *Course Outline*

- Data lists
- Borders and shading
- Viewing a large worksheet
- Managing worksheets
- Logical and nested functions
- Financial functions
- String, date, and time functions
- Statistical functions
- Creating and applying styles
- Proofing tools
- Adding comments
- Formatting a chart
- Inserting pictures and clip art
- Distributing a workbook
- Creating a hyperlink
- Research tools

### *Course cost per delegate*

£150 ex VAT

## Microsoft Excel 2003 Advanced

### *Introduction*

This course is designed to help delegates to develop spreadsheets in which data on different sheets can be linked, consolidated, summarised and analysed using a variety of tools. Delegates will learn to apply different formatting options to sheets and charts, and how to use LOOKUP functions to extract data from a table.

### *Who should attend?*

We recommend this course to anyone wanting to develop their skills in using Excel to design spreadsheet solutions and use tools for creating and formatting more complex spreadsheets. Delegates will learn how to solve more difficult problems and incorporate data from a wider range of sources. Before undertaking this course delegates should be competent with the objectives and able to use formulas confidently, and create charts.

### *Duration*

1 day

### *Course Outline*

- Application options and file properties
- Using named ranges
- Custom number and conditional formatting
- Linking worksheets and workbooks
- Consolidating data
- Summarising a list
- PivotTable and PivotChart reports
- Lookup functions
- Customising a chart
- Importing text data
- Inserting spreadsheets and charts
- Publishing to a web page
- Working with objects

### *Course cost per delegate*

£150 ex VAT

## Microsoft Excel 2003 Professional

### *Introduction*

This course will help delegates master the features of Excel required to develop and maintain spreadsheets for use in a workgroup. Delegates will learn to use security, validation and auditing tools to ensure the integrity of data. Delegates will also learn to customise the user environment by creating command bars and recording and editing macros. Finally, delegates will learn to integrate Office applications using XML data and Microsoft Query.

With its companion course, Microsoft Excel Advanced, this course can be used to prepare for Microsoft Office Specialist Excel Expert Objectives.

### *Who should attend?*

We recommend this course to those wanting to develop their skills in using Excel to design spreadsheets that solve complex problems and which can be deployed effectively in a workgroup. Before undertaking this course, delegates should be comfortable using formulas to link worksheets and workbooks, use list function, and create and format charts.

### *Duration*

1 day

### *Course Outline*

- Templates and add-ins
- Using analysis tools
- Scatter and combination charts
- Protecting data
- Validating data entry
- Auditing a worksheet
- Sharing a workbook
- Querying a database
- Using XML
- Customising command bars
- Using Views and workspaces
- Recording a macro
- Digitally signing a file

### *Course cost per delegate*

£150 ex VAT

## Microsoft Access 2003 Introduction

### *Introduction*

This course is designed to help delegates to obtain the skills required to update records in a database and to use Access to create a simple database. Delegates will learn to design tables and queries, and to create forms and reports using built-in tools.

### *Who should attend?*

We recommend this course to those wanting to design simple database structures using Access.

### *Duration*

1 day

### *Course Outline*

- Basic database concepts
- What is Access?
- The database and table wizards
- Adding and editing records
- Using a datasheet
- Designing a table
- Using a form
- Using a select query
- Using criteria expressions
- Using a report
- Creating a report
- Modifying a table

### *Course cost per delegate*

£250 ex VAT

## Microsoft Access 2003 Intermediate

### *Introduction*

This course will help delegates to obtain the skills required to create a relational database. Delegates will learn relational database concepts and practise and understand the importance of documenting and maintaining database files. Delegates will also learn to customise forms, reports and data access pages in design view. Finally, delegates will be able to calculate and summarise data, and import and export data in different formats for different purposes, like mail merge, analysis or reporting.

### *Who should attend?*

We recommend this course to anyone wanting to design relational database structures using Access, and master the design and customisation tools available for queries, forms and reports.

### *Duration*

1 day

### *Course Outline*

- Designing a relational database
- Creating table relationships
- Joining tables with queries
- Enforcing referential integrity
- Summarising and calculating data
- Creating a summary report
- Using parameter and crosstab queries
- Designing Forms and reports
- Modifying controls
- Importing data
- Exporting data
- Designing a data Access page
- Managing the database file

### *Course cost per delegate*

£250 ex VAT

## Microsoft Access 2003 Advanced

### *Introduction*

This course will help delegates to customise and manage a database application using Microsoft Access. Delegates will learn to use macros and command bars, link to external data sources and update data using action queries. Delegates will also learn the basics of managing a shared database.

### *Who should attend?*

We recommend this course to those wanting to customise basic database applications or to manage a database in a multi-user network environment.

### *Duration*

1 day

### *Course Outline*

- Normalisation
- Using a subform or subreport
- Creating chart reports
- Creating PivotTable reports
- Using an action query
- Linking to an external data table
- Optimising database performance
- Managing shared access
- Managing database replication
- Designing a macro
- Designing an application

### *Course cost per delegate*

£250 ex VAT

## Microsoft Project 2003 Introduction

### *Introduction*

The objective of this one-day course is to provide delegates with an understanding of how to produce both timeline and resource driven plans using Microsoft Project 2003.

### *Who should attend?*

We recommend this introductory course to anyone wanting to gain working knowledge of Microsoft Project. Prior knowledge of Microsoft Project or other project management software is not required.

### *Duration*

1 day

### *Course Outline*

- Project management concepts
- Terminology software overview
- Calendars
- Create a timeline project
- Resources
- Create a resource-driven project

### *Course cost per delegate*

£250 ex VAT

## Microsoft Project 2003 Intermediate

### *Introduction*

The objective of this one-day course is to provide delegates with a thorough understanding of how to use the software in an environment where a team of resources are shared over multiple projects. The process of setting a base plan and tracking progress is covered in detail.

### *Who should attend?*

This course is designed for participants with a basic knowledge of Microsoft Project 2003. An understanding of essential Windows concepts, especially file management, is desirable.

### *Duration*

1 day

### *Course Outline*

- Calendars
- Project consolidation
- Printing & reports
- Sharing resources
- Base planning and tracking
- Other topics
  - Recurring tasks
  - Task splitting
  - Network diagram
  - Customise the Gantt chart
  - Sorting projects
  - Customise toolbars
  - Custom fields
  - Create new views
  - Create new tables
  - Create new filters
  - Create a corporate global file

### *Course cost per delegate*

£250 ex VAT

## Microsoft Project 2003 Advanced Workshop

### *Introduction*

The objective of this one-day interactive workshop is to provide existing users of Microsoft Project 2003 with the chance to address both the business and software issues that arise when using Microsoft Project 2003 in a corporate environment.

### *Specific Requirements*

For closed company workshops the workshop could focus on existing Microsoft Project 2003 plans. By prior agreement the structure of the day can be adapted to accommodate the company's specific requirements. Delegates can bring along existing plans to review during the workshop.

### *Duration*

1 day

### *Course Content*

The areas covered include:

- Microsoft Project 2003 scheduling engine
- The key fields duration/work/units
- Allocating work to resources
- Investigating resource over-allocation
- Sharing resources
- Project consolidation
- Setting a base plan
- Tracking progress
- The Global file in the corporate environment
- Definition of corporate standards
- Customisation for the corporate user
- Protecting the integrity of the software and project plans
- Implementation and control of reports

### *Course cost per delegate*

POA

## Microsoft & Personal Development

### Presentation Skills with Microsoft PowerPoint

#### *Introduction*

This course is designed for delegates who rely on presentations to communicate with others- whether it be for informing, persuading, inspiring or any other reason. The course improves delegates' understanding of how to present more effectively using MS PowerPoint.

#### *Who should attend?*

This course is aimed at those who can already create PowerPoint slides, helping them to develop the skills they have already obtained, with a focus on the presenting aspects. Prior experience of presenting is not required; however the course will benefit those who have difficulty with presenting or anyone who wants to improve their presenting style.

#### *Duration*

2 days

#### *Course Outline*

- Revision of basics
- Creating and applying templates
- Using master slides
- Animation effects for text
- Inserting slides from another presentation
- Hyperlinking to other slides
- Custom shows
- Rehearsing and fine-tuning presentations
- Rehearsing timings
- Slide meter
- Self-running slide shows
- Slide show controls
- Annotation pen
- Using and improving PowerPoint and visual aids
- Techniques to enhance your own confidence and calm
- Increasing rapport with the audience
- Planning and structuring of presentations
- Time management of presentations
- Handling questions
- Practice delivering a presentation with PowerPoint and dealing with feedback

#### *Course cost per delegate*

£495 ex VAT

## Time Management with Microsoft Outlook

### *Introduction*

This course is designed for delegates who use Microsoft Outlook for communication, tasks and basic information workflow such as emails and appointments.

The course provides delegates with a clearer understanding of how to manage their time more effectively.

### *Who should attend?*

This course is aimed at those who already have basic Outlook skills. This course will help you to make the best and most effective use of the functions in Outlook. Prior training in time management is not required; however this course will benefit those who feel they could improve their time management in the workplace.

### *Duration*

2 days

### *Course Outline*

- Revision of basics
- What is time management?
- The importance of planning and prioritising
- Managing tasks
- Delegation
- Assertiveness

### *Course cost per delegate*

£495 ex VAT

## Adobe Courses

### Adobe Acrobat Professional

#### *Introduction*

This course is designed to help delegates share files electronically by email, over a network or on the web so that recipients can view, print and offer feedback. On this course, delegates will use Adobe Acrobat to make information more portable, accessible and useful, to meet the needs of their target audience.

#### *Who should attend?*

This course is designed for office professionals who need to create and share PDF files and PDF Portfolios.

#### *Duration*

1 day

#### *Course Outline*

- Accessing a PDF document
- Creating PDF documents
- Navigating to specific content in a PDF document
- Modifying PDF documents
- Working with multiple PDF documents
- Reviewing a PDF document
- Validating a PDF document

#### *Course cost per delegate*

£250 ex VAT

## Adobe Illustrator

### *Introduction*

On this course, delegates will use Adobe Illustrator by drawing and manipulating simple shapes to design a layout for their product.

### *Who should attend?*

This course is intended for designers, publishers, pre-press professionals, marketing communications professionals or people switching to a design job or taking on design responsibilities. It is designed for anyone who needs to use Illustrator to create illustrations, logos, advertisements or other graphic documents.

### *Duration*

1 day

### *Course Outline*

- Getting acquainted with Adobe Illustrator
- Creating shapes in a document
- Creating custom paths
- Working with text
- Enhancing documents
- Proofing a document
- Saving images for web and print

### *Course cost per delegate*

£250 ex VAT

## Adobe InDesign

### *Introduction*

Delegates will familiarise themselves with print layouts and designs whilst learning about the tools and features available in Adobe InDesign. On this course, delegates will have the opportunity to work with some of these tools and features to create eye-catching printed documents using InDesign.

### *Who should attend?*

This course is intended for delegates who want to explore the basic tools and features of InDesign for creating professional page layouts and designs.

### *Duration*

1 day

### *Course Outline*

- Exploring the InDesign environment
- Designing documents
- Enhancing documents
- Working with page elements
- Managing objects
- Working with tables
- Finalising documents

### *Course cost per delegate*

£250 ex VAT

## Adobe Photoshop

### *Introduction*

Delegates will explore the Photoshop interface, customise it and use tools for selecting parts of images. Delegates will learn to use layers and to apply layer effects and filters for creating special effects. Additionally, delegates will use painting tools and blending modes to enhance the appearance of their designs before saving images in both print and web formats.

### *Who should attend?*

This level 1 course is intended for a diverse audience including professionals who want to create and enhance graphics for marketing materials, newsletters, blogs and websites; photographers who want to work with and prepare photos for print or web; delegates with an interest in graphic design; or those with novice design skills.

### *Duration*

1 day

### *Course Outline*

- Exploring the Adobe Photoshop environment
- Determining resolution and graphic type
- Working with selections
- Working with layers
- Enhancing images with paint and filters
- Exploring image modes and colour adjustments
- Saving images for web and print

### *Course cost per delegate*

£250 ex VAT

## Adobe Dreamweaver

### *Introduction*

Delegates will design, build and upload a website using Dreamweaver.

### *Who should attend?*

This course is intended for novice web designers, web developers, web graphic artists and media marketing personnel who need to build simple websites and want to utilise the features of Adobe Dreamweaver.

### *Duration*

1 day

### *Course Outline*

- Getting started with Dreamweaver
- Building a website
- Working with web pages
- Working with reusable site assets
- Working with links
- Uploading a website

### *Course cost per delegate*

£250 ex VAT

## AutoCAD Courses

### AutoCAD Essentials

#### *Introduction*

This courseware is designed for new AutoCAD® / AutoCAD LT® software users who require comprehensive training. It incorporates the features, commands, and techniques for creating, editing, and printing drawings with AutoCAD and AutoCAD LT.

Hands-on exercises throughout the courseware explore how to create 2D production drawings. The exercises are provided in a printed format as well as an onscreen format that can be viewed next to AutoCAD.

#### *Who should attend?*

This courseware is designed for new users of AutoCAD or AutoCAD LT.

#### *Duration*

3 days

#### *Course Outline*

The primary objective of this courseware is to teach students the basic commands necessary for professional 2D drawing, design, and drafting using AutoCAD / AutoCAD LT.

After completing this course, students will be able to:

- Navigate the AutoCAD / AutoCAD LT user interface
- Use the fundamental features of AutoCAD / AutoCAD LT
- Use the precision drafting tools in AutoCAD / AutoCAD LT to develop accurate technical drawings
- Present drawings in a detailed and visually impressive manner

#### *Course cost per delegate*

£660 ex VAT

## AutoCAD Intermediate

### *Introduction*

This courseware is designed for the experienced AutoCAD® user who requires additional training. It incorporates the features, commands, and techniques for becoming more productive when creating, annotating, and printing drawings with AutoCAD.

This intermediate-level course builds on the basic concepts of the AutoCAD Essentials course.

Hands-on exercises throughout the courseware explore how to create 2D production drawings. The exercises are provided in a printed format as well as an onscreen format that can be viewed next to AutoCAD.

### *Who should attend?*

This courseware is designed for the experienced AutoCAD user who wants to learn more about AutoCAD.

### *Duration*

3 days

### *Course Outline*

The primary objectives of this courseware are:

- To teach students powerful tools and techniques for drawing, dimensioning, and printing 2D drawings
- To enable students to reuse content that has been previously created, and extract information from their drawings
- To teach students to grasp the high-level concepts of designing in 3D
- Equipped with an understanding of these tools, students can begin to streamline the design process and become more productive with AutoCAD.

### *Course cost per delegate*

£660 ex VAT

## AutoCAD Architecture for Architects

### *Introduction*

This courseware provides introductory training in AutoCAD® Architecture for new users. The hands-on lessons cover features, commands, and techniques for creating, editing, and printing drawings with AutoCAD Architecture. Exercises can be completed using imperial or metric units.

### *Who should attend?*

This courseware is designed for new users of AutoCAD Architecture.

### *Duration*

1 day

### *Course Outline*

The primary objective of this courseware is to teach students the basic commands for architectural designing and drafting with AutoCAD Architecture software.

After completing this course, students will be able to:

- Access and use the basic functionality of the software
- Use specific components of AutoCAD Architecture that are needed for their company
- Describe the key characteristics and advantages of Building Information Modeling
- Use AutoCAD Architecture to augment their use of AutoCAD.
- Apply what they have learnt whilst working through the practical exercises and realistic datasets supplied with the courseware.

### *Course cost per delegate*

£220 ex VAT

## AutoCAD Architecture Essentials

### *Introduction*

This courseware provides new users with comprehensive training in AutoCAD® Architecture. The hands-on lessons cover features, commands, and techniques for creating, editing, and printing drawings with AutoCAD Architecture. Exercises can be completed using imperial or metric units.

### *Who should attend?*

This courseware is designed for new users of AutoCAD Architecture.

### *Duration*

3 days

### *Course Outline*

The primary objective of this courseware is to teach students the basic commands for architectural designing and drafting with AutoCAD Architecture software.

After completing this course, students will be able to:

- Use design resources and tools to increase productivity in the architectural design process
- Add ceiling grids, ceiling fixtures, column grids and structural members to a building model
- Add floors, walls and roofs to a building model
- Add doors, windows, spaces and stairs to a building model
- Create and distribute plotting sheets for a building model design that includes views, display themes, annotations, schedules and callouts

### *Prerequisites*

Previous AutoCAD experience is necessary. Drafting, design, or engineering experience is a plus.

### *Course cost per delegate*

£660 ex VAT

## AutoCAD Architecture Advanced

### *Introduction*

This hands-on courseware covers many of the advanced features of AutoCAD® Architecture. Students learn how to set up a project, create tool catalogs and styles, and export to different output formats.

Students practice different installation setups, create new styles, edit section/elevation objects, use ACE dimensions, display themes and mask blocks. Exercises can be completed using either imperial or metric units.

### *Who should attend?*

This courseware is designed for experienced users of AutoCAD Architecture.

### *Duration*

3 days

### *Course Outline*

The primary objective of this courseware is to prepare students to perform many of the advanced functions of AutoCAD Architecture.

After completing this course, students will be able to:

- Install AutoCAD Architecture on a network and configure projects
- Apply advanced object display features using display configurations, layer key styles, and object profiles
- Customise design object styles
- Customise documentation object styles and block styles
- Use advanced design tools such as the Stair Tower Generator
- Integrate AutoCAD Architecture with other applications and file types

### *Prerequisites*

Before using this courseware, the student should already be able to add grids, fixtures, floors, walls, ceilings, roofs, doors, walls, and stairs to a building model. The student should also have created output that includes different views, annotations, tables and legends.

### *Course cost per delegate*

£660 ex VAT

## Essentials of Customising AutoCAD

### *Introduction*

This courseware is designed for the AutoCAD user who requires comprehensive training on customising AutoCAD tool palettes and the user interface, and how to work with Customise User Interface file types.

Customisation of tool palettes can quickly increase productivity by placing the most commonly used commands and objects in a single place. Additionally, tailoring the user interface to contain the commands, menus, and palettes that are commonly used during daily drafting tasks is another important key to improving productivity.

Hands-on exercises are used throughout the courseware to demonstrate the techniques that are taught. The exercises are printed in the course book and are also provided in an onscreen format that can be viewed next to AutoCAD.

### *Who should attend?*

This courseware is designed for the intermediate level user of AutoCAD.

### *Duration*

1 day

### *Course Outline*

The primary objective of this courseware is to teach students powerful tools and techniques for tailoring the AutoCAD user interface, including the creation and management of custom tool palettes.

### *Prerequisites*

It is recommended that students have a working knowledge of:

- The current or a previous release of AutoCAD
- Creating and editing basic AutoCAD objects

### *Course cost per delegate*

£220 ex VAT

## Creating and Presenting 3D Models with AutoCAD

### *Introduction*

This courseware provides a basic understanding of how to design and modify 3D models using AutoCAD software. Creating 3D models helps users better visualise and present designs that are created with CAD.

Hands-on exercises throughout the courseware demonstrate the modeling process using techniques that can be applied to the mainstream drafting industries. The exercises printed in the course book are also provided in an on-screen format that can be viewed next to AutoCAD.

### *Who should attend?*

This courseware is designed for AutoCAD users who are proficient in working with 2D objects and have a need to create 3D models of their designs.

### *Duration*

3 days

### *Course Outline*

This courseware introduces students to the fundamental concepts and workflows for creating 3D models with AutoCAD. Students explore how to create and modify both solid and surface models. Students learn how to present their designs while they are still being created, using visualisation tools such as visual styles, model walk and fly throughs, materials, and lighting. Students also learn how to output 3D models from the CAD system to either paper or a distributable, electronic version. The concepts and practices taught will help students take their AutoCAD designs to the next dimension: 3D.

### *Prerequisites*

Students should have worked in the current or a previous release of AutoCAD. They should have experience of creating and editing basic AutoCAD objects, and creating and working with layouts.

### *Course cost per delegate*

£660 ex VAT

## mass Training Course Costs

Our aim at **mass** is to match exactly all your professional training requirements from scheduled to tailored training; beginner's level through to advanced; classroom to client site, and web-based e-learning.

At **mass** we are dedicated to providing high quality, cost effective training to both individuals and organisations whether on a public or private courses.

Our public courses are held in Berkshire and are charged at an individual set course price. We offer very favourable discounts as introductions to new companies and when more than one person from the same company is registered for the course.

Our private courses are charged at a group rate ranging between £695 and £825 dependent on the course topic. For this price, a company can send up to 6 delegates and can tailor the course content to suit specific company requirements.

All prices are charged exclusive of VAT.

On site training is available with **mass** and we encourage this as it provides the trainer with the best insight into delegates' working lifestyles. On site training is particularly useful for personal development courses as it allows the trainer to understand the impact of the workplace on delegates' personal development, and address this during training. On site training is charged at private course rates, plus the basic travel expenses of the trainer.

Off site training is held in one of **mass'** Training Centres. We have training environments set up with PCs for 12 delegates in computer-based training and a seminar area which can accommodate up to 30 delegates on a non-IT related course.

Our prices are negotiable and our flexible approach aims to accommodate all of a company's training requirements.

## mass Training Locations

### Wokingham

**Mass**' new state of the art Training Headquarters is set in an attractive market town situated midway between Reading and Bracknell. The town enjoys excellent communications; Junction 10 of the M4 is only 5 miles away and our Wokingham Training Centre is a modern office building with an impressive entrance and extensive parking facilities.

### Reading

Our Reading site is situated just 2 minutes from the town's main high street and 3 minutes from Reading train station (with rail access to Paddington, Heathrow, Gatwick, Manchester, Birmingham, and Bristol).

On-site parking is also available.

### Guildford

Our Guildford site is situated just a short walk from Guildford town centre and train station (with direct trains to London Waterloo and Victoria).

If travelling by car, our Guildford site is located a short distance from junction 10 of the M25 and close to the A3, offering good access routes to both Heathrow and Gatwick Airport.

## Trainers' Profiles

All of our trainers have a minimum of 5 years' training experience in their field and actively upgrade their skills to suit changing economic climates. Below is a selection of our trainers' profiles, highlighting the specialisms of each trainer in their own key areas of training.

### Head of mass Training

Sarah-Jane is a highly motivated professional, competent in both the development and delivery of training programmes for a global audience.

With over 12 years of training experience, Sarah-Jane has consistently achieved exceptional client feedback scores and has achieved recognition of this through her Institute of IT Training Certification (ICIP).

Another achievement for Sarah-Jane was becoming a Crystal Reports Certified Professional (CRCP) and with the technical training experience she has gained, we couldn't be happier that our ARCHIBUS courses are safely in her hands.

Not only does Sarah-Jane travel between client sites to deliver all their ARCHIBUS needs but also trains Microsoft courses from our East locations.

### Kiira - Personal Development Courses

Kiira is a training consultant with over 18 years experience in the learning industry. She has highly developed skills in the management, development and delivery of training programmes.

Kiira adopts a consultative approach to her training delivery and maintains excellent communication skills. She is enthusiastic, self-motivated and creative and is passionate about inspiring and motivating others to maximise their potential through learning.

Kiira has experience of dealing with people at all levels and always strives to understand and be sensitive to the culture of an organisation.

### Ken - Personal Development Courses

Ken is a Training and Development professional with over 25 year's additional experience in Sales, Marketing, Senior Management and Customer Care.

Working with organisations throughout the UK and Europe Ken designs and implements training programmes to assist them in improving their business results.

As a skilled coach and mentor, Ken also helps individuals and teams to realise their full potential, maximise performance and achieve their goals.

### **Cathy - Personal Development Courses**

Cathy is a dedicated professional with a strong management background and sound commercial experience. Cathy adds value to client organisations by designing and delivering training programmes, tailored to client needs and expectations.

Not only does Cathy have a variety of management and training knowledge but also has front line experience in sales and marketing leading her to believe that 'training is a key driver behind business success'.

### **Alan - Adobe Training Courses**

Alan is a highly skilled computer trainer with over 16 years experience and extensive knowledge in training a wide diversity of computer software packages. Alan has a natural ability to relate empathetically at all levels allowing him to develop a fantastic rapport with delegates, also to impart and customise the information on courses in an understandable form so that it relates to the particular client.

Alan has undertaken numerous roles in Graphic Design and has completed a Web Design/authoring intensive course covering Flash and Dreamweaver.

Alan is now in the process of becoming our Adobe Certified Instructor (ACI) since we are as committed to our trainers as we are our clients.

### **Ellen - Microsoft Advanced Courses**

Ellen has been actively involved with Training and Development in the IT industry for over 25 years and has been working as a training consultant for the last 13 years achieving a Microsoft Office User Specialist Accreditation in Word, Excel and PowerPoint. Ellen has also achieved Microsoft Certified Trainer and Microsoft Certified Professional Accreditations from her training background.

Ellen trains our Advanced and Professional Microsoft Office courses and thoroughly enjoys the interaction with clients from the inception of a training programme through to its delivery, whether it be through a one-to-one or a group environment.

### **Chris - Microsoft Access Courses**

Chris is a highly skilled IT trainer, Project Consultant and Access Database Developer. Working within the computer industry for the last 30 years, Chris has gained invaluable experience in end-user training and exceptional knowledge in the development of computer systems internally.

Chris covers all of the Access training with **mass** and has received impeccable feedback from the delegates in all of his courses.

### **Garry - Microsoft Project Courses**

Garry is an experienced and creative IT Manager with a successful track record in developing corporate IT policy and the implementation and management of corporate IT systems. Extensive experience in the preparation and delivery of PC courses to a large user base encouraged Garry to move into the area of training and consultancy over 16 years ago; specialising on Microsoft Project for the Microsoft XP and Vista platforms

Garry has developed his own courseware for Microsoft Project and runs formal courses, workshops and provides consultancy in this specialised software product.

### **Natasha - AutoCAD Training Courses**

Natasha has been heavily involved with Technology Systems, in both Management and Design for the last 11 years, becoming a dedicated CAD Consultant in 2005 and now training AutoCAD, Architectural Desktop and Revit.

Natasha has obtained City and Guilds qualifications in 2D and 3D CAD level2 and is currently registered as a certified trainer with Autodesk.

Natasha has consistently received outstanding feedback results from training delegates at **mass** due to her technical expertise and commitment to learning.

## mass Information Systems Ltd

mass has recently launched a new brand image which has been designed to enable our clients to clearly identify our services. This came about by addressing both market and client needs more closely and has resulted in the formation of six distinct business units covering:



mass specialises in the development and distribution of high quality computer based management solutions software for facilities, property and estates managers, design professionals and project managers based in the UK and internationally. These services encompass all aspects of the property and building environment, from project bidding to design, build and maintenance of buildings through facilities management.

Due to our expertise in the facilities management industry, at mass we have extended our tailored business solutions and asset management systems to give clients an improved selection of services. mass now offers additional award-winning software, bespoke training courses and product support, as well as tailored IT services, customised development and the recruitment of specifically trained staff.

### Market Leadership

The market leader in the provision of Facilities, Estates & Property Management services and solutions

mass has earned an enviable reputation for excellence in the provision of IT services and solutions within the built environment and is regarded as a clear market leader in these fields. By providing premier products, supported by our professional services, we deliver world-class business solutions for our customers.

### Financial Strength

Over 15 years' successful trading history

mass was formed in 1991 and has grown impressively year on year. The strength of our balance sheet is a clear indicator of our successful trading history and signals a solid assurance to our delegates of our company's stability both now and in the future.

## **Substantial Client Base**

Over 300 Organisations

Supporting more than 300 organisations in virtually every industry in both the public and private sectors throughout the UK and continental Europe. **mass** can offer customers a tremendous breadth of expertise and understanding of business and industry issues.

## **Partnership with Clients**

Focus on Partnering with customers

Renowned for our strong partnering relationships, **mass** works closely with customers to gain a clear understanding of organisational and departmental goals and objectives, and identify opportunities for mutual benefit.

## **Premier Solutions**

Suppliers of best of breed products and technology

Built on best of breed products & technology, **mass**' solutions comprise fully integrated, technologically advanced applications that provide real business benefits. From stand-alone systems that address immediate operational needs to enterprise-wide, web-enabled strategic solutions, **mass** provides the optimum solution, from planning through to implementation and beyond.

## **Excellent Customer Service**

Renowned for excellent customer service

Our focus on customer satisfaction is the driving force behind **mass**' success. Customer feedback is an essential ingredient in our drive to provide the best possible support services. Frequent customer surveys are undertaken as part of our customer care programme to assess our performance against service levels where we maintain a customer retention level in excess of 96%.

## **Extensive Range of Services**

Extensive range of professional services providing first class customer support

**mass** offers an impressive range of professional services designed to provide our customers with the best support available. These services include consultancy, systems integration, project management services, software customisation and development, installation and training, survey and audit services, data capture and management, managed services, recruitment and software support.

## Client-Centred Solutions

Provider of client-centred solutions

**mass** takes great care to ensure that our solutions work in the way that our customers want to work.

Their in-built flexibility guarantees that our customers are not forced to adapt their working practices to suit 'out-of-the-box' or 'one-size-fits-all' constraints imposed by some suppliers. With **mass**' solutions, the customer is definitely in control.

## Staff Expertise

Professional staff offering unique blend of experience and expertise

Our people are undoubtedly our strength. They comprise a team that includes business professionals, project managers, technical consultants, software analysts and programmers, IT training professionals, certified developers and engineers, all of whom have extensive IT/industry skills, product and market knowledge, training and experience. We have also built strategic alliances and partnerships with other systems and service experts to complement our solutions and add even greater value for our customers.

## Award Winners

Consistent winner of many industry awards for Partnership and Excellence

Recognition by one's peers is one of the hallmarks of a successful enterprise. **mass** has received numerous accolades in the form of prestigious industry awards for partnership with customers and excellence in the development and delivery of customer-oriented solutions. We set very high standards – by working with **mass**, your organisation, too, can share in these achievements.

## Contact Us

**mass**

Innovation House,  
Molly Millars Close,  
Wokingham,  
Berkshire,  
RG41 2RX

Tel: +44 01189 778560

Fax: +44 01189 799885

Mailto : [info@mass-trainingcentre.com](mailto:info@mass-trainingcentre.com)

Website : [www.mass-plc.com](http://www.mass-plc.com)