



Key Steps to Mastering Microsoft Office

What programs do we offer?

We offer Microsoft Windows and all levels (beginners, intermediate and advanced) of Microsoft Office (2016, 2019 and 365), including the following programs:

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Outlook
- Microsoft OneNote
- Microsoft Projects
- Microsoft Publisher
- Microsoft SharePoint
- Microsoft Visio
- Microsoft Exchange
- Microsoft Visual Basic
- Internet Explorer

What makes us different?

We only offer in-house Microsoft Office training because we customise the training to suit your individual business requirements. This can be done at your offices or virtually so you can use this Covid-19 period to upskill your team and make them more productive. We put a great deal of emphasis on working with people to apply and integrate learning so they don't just walk away having learnt interesting features. They walk away knowing where to use them to achieve better results in their working environment.

We also offer free pre-assessments (where required) to ensure that the workshop is pitched at the correct skill level. In addition, we have a follow-up support option that you can purchase called floor walking. This is an on-site consulting type service, allowing people in your team to book a slot with our facilitator who spends the day at your offices or online with you in the case of doing this virtually. They receive specific help on the challenges they face with their documents, spreadsheets and/or presentations. Our clients using this service find it saves them days (sometimes weeks) of time and dramatically increases productivity.

In summary, we customise to meet your specific needs, we offer pre-assessments and have a specialised consulting follow-up service available to accelerate application and streamline your documents – saving hours and hours of wasted time and enhancing the professionalism of your documents. We offer all of this online too and are still working with our clients despite Covid-19.

Contact us to discuss your needs and ensure your computer training really adds value to your bottom-line and enables you and your team to immediately...

'be the difference that makes the *difference*.'

What do our clients have to say?

Microsoft Excel

My expectations have been exceeded. I have learned more than I expected. Excel has become more vibrant and useful. Even with years of Excel experience, I learned a huge amount. I enjoyed the shortcuts and tips in arranging data. You are brilliant Sharon Thank you. -- **Joey van Wyk, Mercedes Benz SA** --



Mercedes-Benz

The course was well presented, articulate, organised and pitched at the right level. It was incredibly helpful to work through such insightful examples. I gained a better understanding of formulas, pivottables and macros. Sharon was helpful, friendly and definitely knows her stuff. -- **David Baxter, EY** --



This was a very well presented workshop. I attended an advance course (with another company) four years ago and back then it was information overload. This time I feel the examples used were better and more practical. The course kept my attention and has helped me take my skills to a whole new level.



The Chemical Company

-- **Henning Pantke, Controller, BASF** --

Thank you for a brilliant two days of learning. The information on formulas and macros was excellent, I learned a lot of valuable information. -- **Neera Gewanlal, Creditors Managers, Ernest Lowe** --



Microsoft Word

This workshop exceeded my expectations. The facilitator worked at a good pace and really knows her stuff. I gained practical knowledge through the use of the training examples and shortcuts. Thank you!

-- **Cale Hollis, CA, EY**



This was such a powerful course. Thank you, Sharon. The best thing about it was learning all the shortcuts, document styles and the link between Word and Excel. I learnt improved functions in word, which has helped me develop documents more efficiently. -- **Deon Govender, Account Manager, BASF** --



The Chemical Company

On behalf of the committee, a huge thank you for an outstanding morning of teaching us Microsoft Office and for your patience. The evaluations were some of the best we have ever had. We are fortunate to have you as a member. -- **Marlene Ward, President Johannesburg Chapter (2011), PSASA** --



Microsoft PowerPoint

Thank you for an excellent workshop. It was so practical and I learnt shortcuts and easy ways of doing things that I am already applying! -- **Bridgette Khanyile, Risk Management, Mercedes-Benz** --



Mercedes-Benz

Thank you for the insightful session. It way exceeded my expectations and I have gained so much knowledge and confidence. -- **Thato Sebozo, Pioneer Hi-bred RSA**--



PIONEER HI-BRED INTERNATIONAL, INC.

This was one of the best trainings I have ever had. I feel that I can really use this. This will really add value! Thank you, Sharon. -- **Bernice van der Merwe, Hollard Life** --



Why Key Steps?

We are a niche training, development and coaching consultancy that have a reputation for providing solutions that really get results. We are MICT Seta and Services Seta Accredited (#2257), BEE Level 2 and have over 20 years' experience making a *difference*. We are unique in our ability to quickly and strategically analyse your specific and diverse needs to create "Key Steps" to meet your learning and development objectives. This ensures you receive optimal return on your investment (ROI).

Our programmes are rooted in many cognitive behavioural methodologies, scientific practices and structured theories and frameworks. These include Neuro-Linguistic Programming (NLP), coaching, dialogue education principles, age-old success tools and various psychological and philosophical principles. Extensive research, training techniques, tools, stories, theories, case studies, practical exercises (including much peer interaction and team building strategies) are blended to create an experience that inspires individuals and teams to take their learning out of the classroom and make it count!

Our founder and CEO, Dr Sharon King Gabrielides, is faculty of GIBS and Henley Business School, where she develops and facilitates modules of their leadership development programmes. We also work with leading corporates, including ABB, Absa, ACSA, Adcock, Aon Group, Atlas Copco, AVI, Barloworld, BASF, Bateman, Bayer, BCG, Bidvest, BMG, BMW, Bombela, Bühler, Bytes, Caterpillar, Citibank, Clover, Colgate, Daimler, Dimension Data, EY, Epiroc, Eskom, First Rand, Flight Centre, FNB, Fraser Alexander, Hogan Lovells, Hollard, Hytech, IBM, Imperial, Investec, Kaefer, Kraft Foods, Krones, Mc Cain, Mercedes-Benz, Merchants, Mondelez, Mondi, National Brands, Nedbank, NEF, Nestlé, Openserve, Primedia, REEF Insurance, Refinitiv, RMB, Sandvik, Servest, Siemens, SKF, Standard Bank, Stanlib, Sun International, Telkom, Tenova, Thomson Reuters, UCS, UTi and VW.

And there's more...

1. We really care about developing people; we immerse ourselves in your business, offer follow-up support and go on a journey with you.
2. Recent research shows that our Leadership and Emotional Intelligence Programme is **28% more effective** than most! This means you get the ROI you deserve.
3. We can increase your BEE score as we are a B-BBEE Level 2 contributor and a Services and MICT SETA accredited provider offering NQF aligned programmes.
4. Seasoned and accredited ETD practitioners and assessors conduct ALL our programmes.
5. Sharon personally attends to ALL keynotes and customised programmes.
6. Sharon is one of only three woman CSP's in SA (the highest international designation a speaker and facilitator can obtain) and spent years researching the best way to develop leadership capacity in a holistic and sustainable way.
7. Our clients rave about us (let their comments speak for themselves: www.keysteps.co.za/testimonials/) and keep coming back to take more Key Steps to... 'be the difference that makes the *difference*'.

“ Jenny Greyling
Talent Development Leader
EY Africa

Sharon King has been a preferred learning vendor at EY for many years. She facilitates our core firmwide learning programs, based on global EY material. She brings in her own best practice to the content and ensures the programs remain at a high standard. Sharon is a sought after facilitator and her programs are well attended with excellent ratings. She is passionate about making a difference in the lives of our learners and has a flexible style to customise programs for individual business unit needs. She also aims to deliver material that is relevant for the organisation she is working with and hence, I highly recommend her as a facilitator.

“ Linda Buckley
Executive Education Director
Henley Business School

It is great having you on board and we look forward to more of your wonderful inputs this year. You are such a professional – talented, interesting and well received by all. Thanks for that which you bring to our success.

Please feel free to contact Sharon with any questions you might have. We really look forward to the possibility of working with your team to enhance their Microsoft skills so they can...

'be the difference that makes the *difference*.'