



**M TRAINING**

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# **Course Guide**

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**5 Star Rated Training**

# Our Courses



**Business Skills**

**IT & Microsoft**

**Marketing**

## 5 STAR RATED TRAINING COURSES

MANCHESTER | LEEDS | LIVERPOOL  
BIRMINGHAM | ONLINE | PRIVATE

We offer 5 star rated training, led by industry experts,  
in [Management & Business Skills](#), [Marketing Skills](#)  
and [IT/Microsoft Skills](#).

### Classroom and Online Courses

- Trainer-led Course
- No more than 6 delegates on public courses
- Practice Led Learning
- Course notes included
- 3 months of online support
- Certificates of achievement
- Private classroom & online courses throughout the UK
- Public courses in Manchester, Birmingham, Leeds, Liverpool & Online
- Tailored courses to suit your requirements

[www.mtraining.co.uk](http://www.mtraining.co.uk)



# Business Skills

*“Very well delivered [Conflict Management course]. Every aspect fully explained and also related to each person's experiences which helps resolution in the workplace.”*

Whether you would like to build your resilience, be able to deliver amazing presentations, or learn how to improve your team's performance, our business skills courses have you covered.

## Management Courses

- [Conflict Management](#)
- [2 day Leadership & Management](#)
- [1 day Leadership & Management](#)
- [Performance Management](#)
- [Remote Team Management](#)
- [Coaching for Business](#)
- [Diversity and Inclusion](#)

## Personal Development Courses

- [Assertiveness Skills](#)
- [Communication Skills](#)
- [Confidence Building](#)
- [Resilience](#)
- [Wellbeing](#)

## Business Skills Courses

- [Presentation Skills](#)
- [Project Management](#)
- [Time Management](#)
- [Train the Trainer](#)
- [Training Course Design](#)
- [Sales Training](#)
- [Public Speaking](#)
- [Customer Service](#)
- [GDPR](#)
- [Cyber Security Course - Level 1](#)



## Conflict Management

Learn how to identify and manage conflict in the workplace using resolution strategies to minimise impact

### During this 1 day course you will learn:

- About conflict & how it can develop
- The different types of conflict that can occur in an organisation
- To appreciate your own conflict management style
- How to facilitate conflict when others are disagreeing
- How to successfully make an intervention to stop poor or disruptive behaviour
- To be more proactive & assertive when dealing with conflict

### Who should attend this course?

Anyone who experiences or has experienced workplace conflict between another colleague or colleagues that they manage.

People who want standard mechanisms for dealing with conflict in a timely manner, so that they can minimise the effects within the organisation.

**Click here for full course details, dates & prices**

**[www.mtraining.co.uk/conflict-management/](http://www.mtraining.co.uk/conflict-management/)**



*“Very well delivered [Conflict Management course]. Every aspect fully explained and also related to each person's experiences which helps resolution in the workplace.”*



## 2 day Leadership & Management

Learn the essential knowledge and skills, to enable you to work with confidence as a manager & team leader

### During this 2 day course you will learn:

- Understanding Leadership & Leadership Styles
- Understanding the qualities of an Effective Leader
- Applying Leadership Models to lead people more effectively
- Effective Delegation Skills
- Understanding Behavioural & Working Styles of yourself and others
- How to motivate your team
- Goal & Objective Setting
- Performance Appraisals
- Giving Development Feedback
- The importance of productive 1:2:1s & how to structure them
- Performance Coaching

### Who should attend this course?

This training is ideal for anyone who manages, leads, or supervises a team and is looking to improve and expand their skill set.

This is a very practical course, suitable for both experienced and new managers. This course is ideal for anyone who wants to get the most out of the training in a short amount of time.

**Click here for full course details, dates & prices**

**[www.mtraining.co.uk/2-day-leadership/](http://www.mtraining.co.uk/2-day-leadership/)**



*“The great thing about M Training is that the groups are small so the whole experience is really personal. I've come away with a better knowledge of myself as a manager and the tools to get the best out of my team. I'd highly recommend M Training. I'm looking for my next course now!”*



## 1 day Leadership & Management

Learn how to improve your management skills and become an effective leader

### During this 1 day course you will learn:

- Leadership & management techniques
- How to apply Leadership models to lead people more confidently and effectively
- Your own and others' behavioural styles
- How to be assertive to influence and persuade
- How to motivate your team to aspire to greater efforts

### Who should attend this course?

This course is ideal for anyone who manages, leads or supervises a team that has not yet received formal training.

This course is also suitable for managers, team leaders & supervisors looking for a refresher leadership course.

**Click here for full course details, dates & prices**

[www.mtraining.co.uk/leadership-management/](http://www.mtraining.co.uk/leadership-management/)



*“I am really pleased with what I learned and how many situations it will help with. Each topic gave great insight into why problems occur in the workplace and how to identify issues and address them. Overall an excellent course.”*





## Performance Management

Discover how you can use performance management tools to maximise your team's motivation and performance.

### During this 1 day course you will learn:

- To identify & utilise different management styles
- How to delegate effectively
- How to set meaningful goals & objectives with your team
- How to make performance appraisals effective
- The importance of 1:2:1s & how to best use the time
- How to apply a coaching model to help motivate staff

### Who should attend this course?

This training is ideal for anyone who manages, leads, or supervises a team and is looking to improve and expand their skill set.

This is a very practical course, suitable for both experienced and new managers. It is also a really useful follow-on course for people who have attended our one day Leadership & Management Course.

**Click here for full course details, dates & prices**

**[www.mtraining.co.uk/performance-management/](http://www.mtraining.co.uk/performance-management/)**



*“Good informative day which has left me with lots of ideas to take back into the workplace. Looking forward to appraisals instead of dreading them!”*



## Remote Team Management

Learn how you can adjust your management practices so that you can effectively manage your team remotely

### During this 1 day course you will learn:

- The challenges faced by the manager & employees when working remotely
- How to develop trust between managers & team members
- How to connect effectively & maintain rapport with your team
- To create levels of reliability in working methods so transparency is maintained
- To be a more confident & engaging remote workforce manager

### Who should attend this course?

This course is intended for anyone who manages individuals and teams remotely and wants to create a system that will enable them to confidently and respectfully manage their workforce whilst maintaining motivation levels.

**Click here for full course details, dates & prices**

**[www.mtraining.co.uk/remote-team-management/](http://www.mtraining.co.uk/remote-team-management/)**



*“Really beneficial. I learnt so much in one day and I really feel these new skills will help me to be a much better manager. Would highly recommend.”*





## Coaching for Business

Develop your understanding & skills in coaching so you can impact people's learning & ability to perform

### During this 1 day course you will learn:

- A good understanding of coaching
- How to use the learning ladder
- To develop your questioning skills and improve conversations with employees
- How to create more meaningful goals for your team
- How to build confidence in your coaching methods

### Who should attend this course?

This one-day Coaching Course is aimed at managers and business professionals who want to develop their expertise and credibility in the fields of coaching and mentoring.

You may already be a manager or you may be looking to move into a role where you will be managing people.

**Click here for full course details, dates & prices**

[www.mtraining.co.uk/coaching/](http://www.mtraining.co.uk/coaching/)



*“Ricky was great, knowledgeable and attentive. He made me feel comfortable and kept me engaged. The time went fast and no minute was wasted. Well planned and organised delivery.”*



## Diversity & Inclusion

Understand the importance of building an inclusive culture within the workplace on this 1 day course

### During this 1 day course you will learn:

- Understanding Equality, Diversity & Inclusion
- The Equality Act
- The Role of Stereotyping & Unconscious Bias
- Developing a Culture of Conscious Inclusion
- Bring Your Whole Self to Work
- Making the Learning Real & Sharing the Learning
- Creating an Action Plan

### Who should attend this course?

This course is suitable for anyone who is responsible for managing staff and would like to improve and benefit from an inclusive work environment. No experience or prior training is required.

We have experience in running this course in public and private organisations.

**Click here for full course details, dates & prices**

[www.mtraining.co.uk/diversity-inclusion/](http://www.mtraining.co.uk/diversity-inclusion/)



*“We all found the session incredibly useful and have been implementing some of the actions based on our learnings.”*



## Assertiveness Skills

Learn how to be more confident and able to deal effectively with difficult and challenging situations and people

### During this 1 day course you will learn:

- The difference & characteristics between behavioural types
- Why we need to be assertive and the benefits of this type of behaviour
- Understand the theory of why people act in certain ways
- The ways to improve your face-to-face communication when being assertive
- How to be confident when having difficult conversations

### Who should attend this course?

This course is for anyone who has to deal with different personalities and difficult situations in the workplace – whether it is customers, colleagues or managers and wants to be confident in what they say and do.

**Click here for full course details, dates & prices**

[www.mtraining.co.uk/assertiveness/](http://www.mtraining.co.uk/assertiveness/)



*“I really enjoyed the [Assertiveness] course and feel it has given me practical tools & strategies which I had the chance to use [on the course], and can now put into practise in the workplace.”*



## Communication Skills

Learn how to interact more effectively with others and become a more inspirational and effective communicator

### During this 1 day course you will learn:

- How to communicate positively face-to-face
- How to control your communication skills in order to be more effective
- To recognise the different behavioural styles
- How to adapt your style to interact successfully with others
- About communication errors and how to prevent them

### Who should attend this course?

This course is targeted at any member of staff who wants to maximise the impact of their communication skills and whose work depends on successful interaction with others.

The course is also suitable for people who are looking to improve how they communicate and interact with others in a non-work environment.

**Click here for full course details, dates & prices**

[www.mtraining.co.uk/comm-skills/](http://www.mtraining.co.uk/comm-skills/)



“Not only did the communication skills help me to understand the people who I deal with in life, but it also helped me understand myself. This will help me a lot in communicating when I get back to work”



## Confidence Building

Develop techniques and strategies to enable you to feel more confident in various scenarios

### During this 1 day course you will learn:

- How to identify where we experience varying degrees of confidence
- To identify the most constructive way of thinking for any situation
- How to recognise where unconfident feelings originate from
- To question our beliefs about what is achievable despite suffering from low confidence
- To develop transferable strategies to build confidence

### Who should attend this course?

This course is suitable for anyone who would like to build self-confidence in their professional work environment or their everyday lives.

It is a practical course for people who are ready to take responsibility for tackling feelings of low confidence and are willing to challenge themselves to develop long-lasting positive change.

**Click here for full course details, dates & prices**

[www.mtraining.co.uk/confidence-building/](http://www.mtraining.co.uk/confidence-building/)



*“Excellent [Confidence Building] course, great introduction to confidence building. Great trainer who delivered content well. Small group size enables effective exercises and not feeling intimidated to participate.”*

# Personal Development Courses



## Resilience

Discover the tools and techniques needed to help you to develop your resilience to be able to deal with any situation and manage workplace stress

### During this 1 day course you will learn:

- To understand the implications of being resilient and motivated in your personal & professional life
- How to identify your own motivators and resilience techniques
- Tools and techniques to help you to be prepared for difficult situations
- To become better equipped to draw on your internal motivators in times of need

### Who should attend this course?

Managers within high-risk environments looking to support their teams.

Proactive teams looking to perform highly in a constructive and supportive environment.

Individuals who are seeking techniques to fall back on when they are lacking in motivation or looking to bounce back from a setback.

**Click here for full course details, dates & prices**

**[www.mtraining.co.uk/resilience-training/](http://www.mtraining.co.uk/resilience-training/)**



*“Rick was a fantastic facilitator, personalising the course to each delegate and really listening. He made it [Resilience Course] interactive and build rapport with each delegate, in a friendly, open way.”*

**WWW.MTRAINING.CO.UK**

# Personal Development Courses



## Wellbeing at Work

Learn the skills & tools that will help you increase the well-being and productivity of yourself and your team.

### During this 1 day course you will learn:

- Leadership & management techniques
- How to apply Leadership models to lead people more confidently and effectively
- Your own and others' behavioural styles
- How to be assertive to influence and persuade
- How to motivate your team to aspire to greater efforts

### Who should attend this course?

Our Wellbeing at Work course is designed for people who wish to develop a deeper understanding of how to build a resilient and mentally fit team.

It is a must for anyone working within organisations in this remote and agile world we are currently living in especially managers and people leading teams.

**Click here for full course details, dates & prices**

[www.mtraining.co.uk/wellbeing/](http://www.mtraining.co.uk/wellbeing/)



*“The course was delivered brilliantly and it was very interactive. His techniques and activities were perfectly tailored to the course objective which ensured, and also encouraged, my learning.”*

**WWW.MTRAINING.CO.UK**





## Presentation

Learn how to deliver presentations in a more relaxed, confident and professional manner

### During this 1 day course you will learn:

- Recognise the need to deliver impressive presentations
- Understanding the preparation that is required for an effective presentation
- Improve the use of your body language and tone of voice to become a more engaging presenter
- Understand the structure of each part of a presentation
- Being confident when handling questions during a presentation
- Use visual aids that are appropriate and supportive
- Control nerves positively when speaking so as to reduce anxiety
- Have an opportunity to practice all that you have learnt

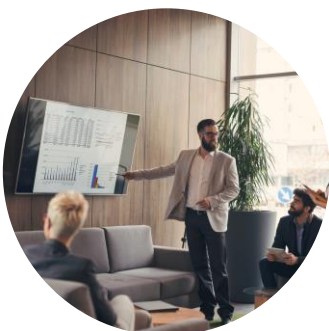
### Who should attend this course?

If you are new to making presentations or you are looking to take your existing presentation skills to the next level, this course is for you.

Basically, anyone who needs to present to an audience of any description, in any environment.

**Click here for full course details, dates & prices**

[www.mtraining.co.uk/presentation-skills/](http://www.mtraining.co.uk/presentation-skills/)



*“I will be putting the skills to use for any future presentations and feel a lot more confident and comfortable; plus the workbook provided will be a great aide moving forward.”*



## Project Management

Learn the theory and practical skills to manage and drive the performance of your projects

### During this 1 day course you will learn:

- Consistent processes to deliver superior project performance
- Linear & Agile project lifecycles, & alternative approaches to managing them (Gantt chart vs Scrum board)
- How to use planning tools to define the project & avoid scope creep
- To manage uncertainty & developing a risk management plan
- Tools to enhance the quality of the team's contributions to meetings

### Who should attend this course?

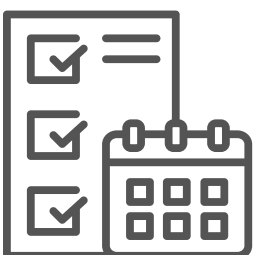
Anyone who works in project teams or manages projects, who has not yet received project management training, or would appreciate 'refresher' training.

Anyone who wishes to become a Project Manager

Anyone who has attended formal Project Management training (including formal qualifications) who would like to learn skills and tools and gain the confidence to put the theories into practice in real projects.

**Click here for full course details, dates & prices**

[www.mtraining.co.uk/project-management/](http://www.mtraining.co.uk/project-management/)



*“A good overview with the right amount of detail in each area. Some great examples to work on during the workshop. Plenty to take away and put into practice.”*



## Time Management

Learn effective ways to manage time that will help you to achieve balance and productivity within your busy working environment

### During this 1 day course you will learn:

- Understanding your own poor time management style and how you can overcome it
- Identify the time wasters that you experience in the workplace
- How to set meaningful goals so that you can achieve more
- How planning and prioritising can make you more effective
- Apply all of the time management concepts to your daily life

### Who should attend this course?

Almost everyone could benefit from reviewing and improving our approach to time management and planning, particularly if you have an executive or management role.

This course looks at how we use our time and helps us to focus on what's important for us to achieve our goals and objectives, both long and short-term. This session helps the attendees identify where their time is being spent and to decide whether this is a good or poor use of their time.

**Click here for full course details, dates & prices**

[www.mtraining.co.uk/time-management/](http://www.mtraining.co.uk/time-management/)



*“This was a very useful course. It was good that the group was small so we were able to focus on specific, personal time related issues in the workplace.”*



## Train the Trainer

Learn the skills required to carry out effective training in the workplace

### During this 1 day course you will learn:

- The communication and presentation skills that form the basis of successful training delivery
- The importance of effective questioning and listening skills
- How to control your nerves and become a confident trainer
- To develop delegate participation
- Managing questions and dealing with difficult delegates

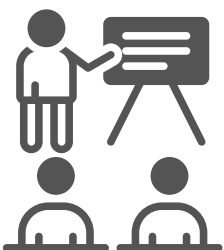
### Who should attend this course?

Anyone who is or will be required to provide training to people within the workplace but has not received any formal training or anyone that is looking to improve on existing training skills.

The course is suitable for trainers from all different kinds of industries.

**Click here for full course details, dates & prices**

[www.mtraining.co.uk/train-the-trainer/](http://www.mtraining.co.uk/train-the-trainer/)



*“The course trainer had a fantastic knowledge of the skills needing to provide good training, and I left feeling far more confident than when I arrived.”*



## Training Course Design

Learn how to design your own high-quality training courses and programmes, that will engage your workforce

### During this 1 day course you will learn:

- The training course design process
- How to create a logical structure
- How to design engaging content and test delegates
- To produce supporting documents to assist in the delivery of training
- To use visual aids effectively to help transfer information
- To identify the ways to evaluate the effectiveness of your courses

### Who should attend this course?

Anyone who is, or will be, required to provide training and training materials to people within the workplace but has not received any formal training, or anyone that is looking to improve on existing skills in designing training courses.

**Click here for full course details, dates & prices**

**[www.mtraining.co.uk/training-course-design/](http://www.mtraining.co.uk/training-course-design/)**



*“Excellent delivery from the trainer, it was very interactive and got us all thinking, we all learnt a lot of new things from this [Train the Trainer] course and from our trainer”*



## Sales

Discover how to improve your sales and customer service skills face to face, on the telephone and online

### During this 1 day course you will learn:

- How to identify your customers & understand their needs
- To improve telephone skills to deliver warm yet effective calls
- The structured step in the sales process
- 12 techniques for closing the sale
- How to arrange and prepare sales appointments
- To improve your listening and negotiating skills
- Questioning techniques and closing the sale

### Who should attend this course?

This course is ideal for any member of staff whose work depends on successful telephone skills, from receptionist and administration staff to new and existing sales staff.

The course is suitable for beginners and intermediate levels who want to maximise the impact of their telephone techniques, customer service and sales skills in work-based situations.

**Click here for full course details, dates & prices**

[www.mtraining.co.uk/sales/](http://www.mtraining.co.uk/sales/)



*“The trainer tailored the session to the group's needs which was a big help. It has made me feel confident in closing sales as she has equipped me with the relevant tips and techniques to follow.”*



## Public Speaking

Learn how to become a more confident, proficient and effective public speaker

### During this 1 day course you will learn:

- Recognise & acknowledge some of our fears when speaking in public
- Learn how to plan & structure what you want to say
- Develop strategies to overcome some of the most common pitfalls when speaking in public
- Understanding how to connect with your audience
- Learn how to remain focused, relaxed, and in control

### Who should attend this course?

This course is for anyone who would like to develop their public speaking skills.

You might be preparing for an event, are regularly required to speak in a professional setting, or would just like to be more confident addressing and interacting with others.

**Click here for full course details, dates & prices**

[www.mtraining.co.uk/public-speaking/](http://www.mtraining.co.uk/public-speaking/)



“ Really knowledgeable [Public Speaking] trainer.  
Made me feel very confident. ”





## Customer Service Skills

Learn the skills and techniques you require to deliver excellent customer service to your clients on this one-day course

### During this 1 day course you will learn:

- The essential elements of customer service
- An understanding of your customers' experience/journey
- How to use effective communication skills
- How to deal with difficult customers and situations
- How to deal with complaints
- Techniques for managing their workload

### Who should attend this course?

This course is for anyone in a customer service role or is moving into a customer service role.

It is ideal for anyone who would benefit from learning or refreshing their knowledge and skills in this area.

**Click here for full course details, dates & prices**

[www.mtraining.co.uk/customer-service/](http://www.mtraining.co.uk/customer-service/)



*“The trainer Miranda was very knowledgeable, professional and delivered the training in a professional and engaging manner. I found the course really interesting and very helpful for my job role.”*



## GDPR

Learn the essentials of GDPR and gain an understanding of the implications & best practices of GDPR & the secrets of practical implementation

### During this 1 day course you will learn:

- The background of Data Protection legislation
- The fundamental criteria of GDPR application & identify the sources of personal data in your organisation
- The GDPR implications of CCTV
- The options available to support sensible data integrity
- Understand what to do in the event of a data breach
- The most effective Data Management solutions for your organisation

### Who should attend this course?

This GDPR course is designed for anyone who uses personal data within an organisation, which is usually any member of staff.

**Click here for full course details, dates & prices**

[www.mtraining.co.uk/gdpr/](http://www.mtraining.co.uk/gdpr/)



*“The trainer keeps us up to date with changes to regulations, advising us and creating our policies for Data Regulation. This means we don't have to try to sift through it all ourselves. It's a huge weight off my mind and frees me up to focus my attention on other areas of the business.”*



## Cyber Security - Level 1

Learn how to defend yourself and your organisation from the potentially devastating risks and types of cyber attacks that most businesses face.

### During this 1 day course you will learn:

- Understanding Cyber Security and its importance
- Understanding the risks of Cyber Crime
- Types of Cyber Attacks & how to spot them
- Learn how to reduce the risk of Cyber Attacks
- Cloud / Network Security - Best Practice
- Keeping secure when browsing the web
- Keeping secure on Social Media & Email
- Keeping your mobile device & physical workspace secure
- Keeping secure at home & when working remotely

### Who should attend this course?

Whether you have a basic understanding of Cyber security, or you are a complete beginner, this course is designed for you. You do not need any prior knowledge of Cyber Security to attend this course.

**Click here for full course details, dates & prices**

[www.mtraining.co.uk/cyber-security/](http://www.mtraining.co.uk/cyber-security/)



“Excellent structure and thought-provoking content that’s informative and practical....Raj is Mr Cyber Security... he has the passion and personality to leave you feeling confident about Cyber Security.”



# Marketing

*“Can't recommend the two-day Digital Marketing course highly enough - Martin's expert knowledge with personalised hints and tips was exactly what I needed!”*

Grow your business with marketing. Our courses will give you the practical steps to improve your marketing, target your customers and increase conversions.

## Digital Marketing Courses

- [2 day Digital Marketing](#)
- [SEO Essentials](#)
- [SEO Advanced](#)
- [GA4](#)
- [Google Ads](#)
- [Email Marketing](#)
- [Mailchimp](#)
- [Blogging](#)
- [Website Design Optimisation](#)

## Social Media Courses

- [Social Media](#)
- [Social Media Ads](#)
- [LinkedIn](#)
- [Facebook](#)
- [Instagram](#)

## General Marketing Courses

- [Introduction to Marketing](#)
- [Copywriting](#)
- [Marketing Communications Strategy](#)
- [Internal Marketing Communications](#)
- [Photoshop](#)
- [PowerPoint](#)
- [Presentation Skills](#)
- [Customer Service](#)
- [Sales](#)



## 2 day Digital Marketing

Learn the essential Digital Marketing skills every marketer should know on this jam packed 2 day course

### During this 2 day course you will learn:

- Website Design Optimisation
- SEO
- Google Analytics 4
- Google Ads/PPC
- Email Marketing
- Social Media

### Who should attend this course?

This training course is ideal for anyone who is new to the world of digital marketing or anyone who wants to increase the presence or traffic to their website through online sources.

This course does not require any specific prior knowledge. However, it is expected that delegates will have some understanding of digital marketing or, have some responsibility for the marketing of a company or organisation.

**Click here for full course details, dates & prices**

[www.mtraining.co.uk/digital-marketing/](http://www.mtraining.co.uk/digital-marketing/)



*“A comprehensive introduction that demystifies SEO and provides up-to-date best practice, with useful handouts to refer back to. I found the interactive parts (e.g. keyword searches) most interesting.”*



## SEO Essentials

Learn how to optimise your website to get a higher ranking in Google Search Results

### During this 1 day course you will learn:

- How Google works and what it looks for in a website
- How to identify the keywords you should target
- To optimize On page content, Technical SEO elements and Off Page SEO of your website
- What to look for and where to measure and maintain SEO activity
- To create an SEO strategy

### Who should attend this course?

This training course is ideal for anyone who wants their website to appear high in Google Search results.

You might have some experience with SEO, but it is not necessary for the course.

If you already have knowledge of the essentials of search engine optimisation then you might want to take a look at our Advanced SEO Course

**Click here for full course details, dates & prices**

[www.mtraining.co.uk/seo/](http://www.mtraining.co.uk/seo/)



“A comprehensive introduction that demystifies SEO and provides up-to-date best practice, with useful handouts to refer back to. I found the interactive parts (e.g. keyword searches) most interesting.”



## SEO Advanced

Develop your SEO knowledge further to fine tune your website to increase your traffic from Google

### During this 1 day course you will learn:

- How to develop the basic SEO skillset further
- About Technical aspects of SEO including, solving duplication issues, Schema Mark Up
- How to consider User Intent to better aid your keyword research
- Utilising tools to monitor and analyse SEO activity

### Who should attend this course?

This course is for anyone who already has a basic knowledge of search engine optimisation and wants to further their technical knowledge.

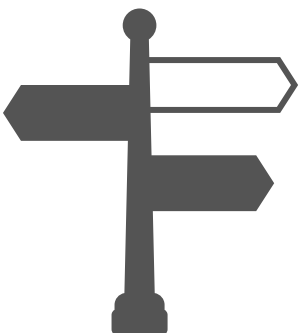
This course is ideal if you are in marketing, a developer, or have responsibility for a website, and want to ensure you understand the essential SEO techniques used to raise the ranking of websites in Google.

If you are new to SEO you might want to take a look at our Essentials Search Engine optimisation course public course.

**Click here for full course details, dates & prices**

[www.mtraining.co.uk/advanced-seo/](http://www.mtraining.co.uk/advanced-seo/)

“The course was fantastic and extremely useful! Luis was extremely knowledgeable and a great teacher. The course is jam packed with useful information and is personalised to your business, which means you go away with new plans to implement straight away. I can't wait to share what I've learnt with my team and apply the new techniques to our website.”







## Google Analytics 4

Learn how to set up Google's new analytic software GA4, how it works and how to use the data to improve your website performance and your marketing campaigns

### During this 1 day course you will learn:

- How Google Analytics works
- How it should be set up, including Filters, Views etc.
- Configuration of Goals and Funnels
- About the data it provides and the issues with the data
- How to evaluate your website behaviour and the effectiveness of your marketing
- Automated reporting options, including dashboards and scheduled reports

### Who should attend this course?

This training course is ideal for anyone who wants to use Google Analytics 4 to monitor, analyse and improve their website, and marketing activities and gain insights about their customers.

You might have some experience of using Universal Analytics (GA3) but no experience is necessary.

**Click here for full course details, dates & prices**

[www.mtraining.co.uk/google-analytics-4/](http://www.mtraining.co.uk/google-analytics-4/)



*“We all thoroughly enjoyed yesterday's [GA4] training, thank you so much for coming to visit us! I personally had several ‘ohhh I get it now!’ moments which was fantastic! We now have the confidence to go forward and use the system.”*



## Google Ads

Learn how to set up, evaluate and optimise successful Google Ads campaigns

### During this 1 day course you will learn:

- The advertising options available and best strategies to use
- How to target the right audience & undertake keyword research
- How to set up a well targeted campaigns
- Setting up conversion tracking in Analytics & Google Ads
- How to evaluate and optimise Campaigns, Ad Groups & Keywords

### Who should attend this course?

This Google Ads (AdWords) course is aimed at people who are new or relatively new to Google Ads and the world of PPC.

You may not have started any campaigns yet or you may have had a go but been unsure how to make your campaigns more effective.

**Click here for full course details, dates & prices**

[www.mtraining.co.uk/google-ads/](http://www.mtraining.co.uk/google-ads/)



*“The Google Ads course was really useful and informative. The hands on learning approach meant I came away with a bespoke Adwords campaign set up ready for our company, as well as the knowledge on how to create more!”*



## Email Marketing

Learn how to improve your email marketing campaigns to generate greater engagement and conversions

### During this 1 day course you will learn:

- The rules and legal requirements of email marketing
- How to develop an effective email marketing strategy
- About building lists and utilizing segmentation to increase the relevance of campaigns
- Strategies to increase open rates & click-through rates
- Creating effective, engaging well-structured templates/content
- How to analyse email marketing reports

### Who should attend this course?

This course is ideal for anyone who wants to start email marketing for their business or organisation or for anyone who is currently running email marketing campaigns and wants to improve the results they are getting.

You do not need prior knowledge to attend this course.

**Click here for full course details, dates & prices**

[www.mtraining.co.uk/email-marketing/](http://www.mtraining.co.uk/email-marketing/)

“An engaging and extremely informative course, Martin was very enthusiastic and provided me with some great tips to improve my email marketing. I found the practical parts of the course (creating email campaigns, drafting out content) very useful and would highly recommend this course to anyone who wishes to gain thorough knowledge on email marketing.”





## Mailchimp

Learn how to use Mailchimp to manage your data and run effective email campaigns

### During this 1 day course you will learn:

- The basic rules of email marketing strategy
- How to manage your audience including Tags, Groups and Segments
- To create templates using the email template builder
- To set up campaigns and test emails
- How to get started with A/B Testing & Automated Emails
- To understand reports and Stats given throughout Mailchimp

### Who should attend this course?

Whether you are a complete beginner who has never opened Mailchimp or you have been using it in a limited capacity, this course is for you.

You do not need any prior knowledge of Mailchimp to attend this course but it would be advantageous (but not required) to have access to a Mailchimp account you can use during the training.

**Click here for full course details, dates & prices**

[www.mtraining.co.uk/mailchimp/](http://www.mtraining.co.uk/mailchimp/)

*“I really enjoyed the course – felt it was at the right level for me – I had some knowledge and I am now more confident with templates lists reports and campaigns. The trainer Luis was knowledgeable, clear speaking confident and asked throughout whether we understood what we had been shown – the small group felt very relaxed and personable. The surroundings were clean and tidy and lunch was amazing. Thank you :)”*





## Blogging for Business

Discover how you can exploit the power of blogging to generate a loyal following, improve your marketing, and generate income and/or engagement with your organisation

### During this 1 day course you will learn:

- How to use a blog within your marketing
- How to define your objectives and strategy
- How to write engaging blog headings and articles
- How you can identify and create content your audience wants
- How to promote your blog using SEO, social, blogging & content platforms

### Who should attend this course?

This course is designed for anyone who is looking to improve their blogging skills, whether they want to start their blog or improve an existing blog.

This course is ideal for people who are using a blog for business or personal.

### Click here for full course details, dates & prices

[www.mtraining.co.uk/blogging-course/](http://www.mtraining.co.uk/blogging-course/)



“The [Blogging] course was great. Very informative and incredibly helpful. It was pitched at exactly the right level for me and being able to engage with the trainer and ask questions was very useful. Jon was a skilled and approachable professional and I learned a great deal from his experience and insight.”



## Website Design Optimisation

Discover you how you can improve your website so that it converts more visitors into enquiries and sales

### During this 1 day course you will learn:

- Key rules for website design
- Developing your messages and value proposition
- Best practice for website structure and navigation
- Designing your home page, landing pages & content pages
- Developing effective Forms & Checkout Design

### Who should attend this course?

This course is for people who are new to website design and conversion rate optimisation (CRO); no prior knowledge is required to attend this course.

This course does not cover the use of software to create websites or graphics. It is primarily designed for anyone who has responsibility for a website, such as a marketing professional or business owner, who wants to know how to make it perform better, get your website visitors to engage more with your content and improve your leads/sales generation.

**Click here for full course details, dates & prices**

**[www.mtraining.co.uk/web-design-optimisation/](http://www.mtraining.co.uk/web-design-optimisation/)**

**“** *I have done 2 courses [Conversion Rate Optimisation & SEO] and am booked on a third. I really cannot recommend M-Training highly enough. The courses are informative and accessible, with small numbers of delegates. The courses are very targeted at the individual businesses and extremely relevant.* **”**



# Social Media Marketing Courses



## Social Media

Learn how to build and execute an effective Social Media strategy covering Facebook, Instagram, Twitter and LinkedIn

### During this 1 day course you will learn:

- The latest trends in Social Media
- About the importance of brand Identity & Policy
- How to develop your audience
- Which platforms are the right ones for your target audience
- About creating content, scheduling and calendars
- How to Create a social media strategy

### Who should attend this course?

This training is ideal for anyone who uses Facebook, LinkedIn, Twitter or Instagram (as well as others) on a regular basis for their business and wants to improve their reach & engagement of their audience or generate more leads through the social media platforms.

It is also suitable for people who are looking to start using Social Media platforms for their businesses and want to understand best practices for doing so.

### Click here for full course details, dates & prices

[www.mtraining.co.uk/social-media/](http://www.mtraining.co.uk/social-media/)

*“I attended a brilliant social media training course taught by Kathryn. It went in depth and was much more personal than most training courses tend to be. Kathryn was a huge help and I feel much more confidence across all areas of social media including specific platforms and content creating and planning.”*



**WWW.MTRAINING.CO.UK**



# Social Media Marketing Courses



## Social Media Ads

Learn the essentials of building and executing an effective social media advertising strategy across Facebook, Instagram, Twitter and LinkedIn

### During this 1 day course you will learn:

- To create an ad campaign strategy
- Understanding how ads work on different platforms
- Targeting your audiences effectively and on the right platform
- About creating quality content for engagement and leads
- Optimising your campaigns to efficiently meet your objectives

### Who should attend this course?

This course is suitable for people who have not previously used social media advertising, but you should have some experience of using social media for business.

If you are new to Social Media for Business, take a look at our Social Media Training Course.

**Click here for full course details, dates & prices**

[www.mtraining.co.uk/social-media-advertising/](http://www.mtraining.co.uk/social-media-advertising/)

*“We really enjoyed our session yesterday. She took it at the right speed for our varying levels and had clearly done some research into our company and social channels which meant it was very relevant and we came away with lots of ideas.”*



**WWW.MTRAINING.CO.UK**

# Social Media Marketing Courses



## LinkedIn

Learn how to utilize the tools and features of LinkedIn to achieve your business or personal objectives

### During this 1 day course you will learn:

- How LinkedIn works and the latest trends
- To create an optimized and effective profile/ business page
- How to Build a strategy for Lead Generation and engagement
- About utilising Search, Groups and developing your voice
- How to get started with LinkedIn Ads

### Who should attend this course?

This course is aimed at company directors, marketing, sales and communication executives looking to maximise their presence on LinkedIn and develop their understanding of the opportunities it provides.

**Click here for full course details, dates & prices**

**[www.mtraining.co.uk/linkedin/](http://www.mtraining.co.uk/linkedin/)**



*“This informative [LinkedIn] course offers relevant up-to-date and practical techniques to leverage the most out of LinkedIn in order to promote oneself for employment or attracting new clients.”*

**WWW.MTRAINING.CO.UK**



## Facebook for Business

Learn to maximise the power of Facebook to market your business. The training will cover strategy, lead generation, Facebook advertising, and more.

### During this 1 day course you will learn:

- How Facebook works and the latest trends
- How to build and optimise your Business Page
- Develop a strategy to increase leads and engagement
- The importance of creating the right content for your audience
- Understanding Facebook Analytics and how to measure your success
- How to get started with Facebook Ads

### Who should attend this course?

This course is ideal for anyone that uses Facebook for their business or organisation and wants to make more of the platform.

**Click here for full course details, dates & prices**

[www.mtraining.co.uk/facebook/](http://www.mtraining.co.uk/facebook/)



*“ Claire was fantastic at presenting the [Facebook] course to meet my specific needs, very engaging and now I feel totally confident in what I came for! ”*

# Social Media Marketing Courses



## Instagram

Learn how to take advantage of the marketing potential of Instagram to grow your business' profile on this 1 day private Instagram course.

### During this 1 day course you will learn:

- How Instagram & Instagram Audiences work and the latest trends
- How to build and optimise your Business Page
- Develop a strategy to increase leads and engagement
- The importance of creating the right content for your audience with all the options available
- Understanding Instagram algorithm and analytics and how to measure your success
- How to get started with Instagram Ads

### Who should attend this course?

This course is ideal for anyone that uses Facebook for their business or organisation and wants to make more of the platform.

**Click here for full course details, dates & prices**

[www.mtraining.co.uk/instagram/](http://www.mtraining.co.uk/instagram/)



*“A great trainer - very friendly, clear, and helpful. I would definitely recommend to others!”*

**WWW.MTRAINING.CO.UK**



## Introduction to Marketing

Develop your understanding of marketing and how it can be used to drive your organisation forward

### During this 1 day course you will learn:

- Understanding how marketing can help drive your business
- Creating a strategic approach
- Understanding and developing a brand
- Developing your value proposition
- Understanding your market segments and how to target them
- How to measure the effectiveness of your marketing

### Who should attend this course?

This course is intended for people new to marketing or people with some responsibility for the marketing of their organisation but does not have any significant training or extensive expertise in this area.

Whether you are a company director, have recently been promoted into a marketing role, or are looking to move into a marketing career - this is the ideal course for you.

**Click here for full course details, dates & prices**

**[www.mtraining.co.uk/introduction-to-marketing/](http://www.mtraining.co.uk/introduction-to-marketing/)**

*“Excellent informative [Intro to Marketing] training session. Easy to follow and tailored to our business needs.”*





## Copywriting

Learn how to create great copy for a range of different media, including email, websites, literature, presentations and social media

### During this 1 day course you will learn:

- How to create compelling messages
- Sentence and story construction
- Writing clean copy without errors
- How to find your voice as a writer
- Creating Five Essential elements of successful copywriting
- Practical writing exercises, one based on your own material

### Who should attend this course?

This course is designed for anyone in a business or organisation who wants to develop their copywriting skills.

**Click here for full course details, dates & prices**

[www.mtraining.co.uk/copywriting/](http://www.mtraining.co.uk/copywriting/)



“I had lost my confidence in writing. This course gave me the skills to improve writing but also made me see people critique my work, which was initially very scary but really useful for improving. This was the best course I have been on. I will be able to use what I have learnt on a daily basis at work.”

# General Marketing Courses



## Marketing Communications Strategy

Develop a marketing communications strategy and action plan on this 2 day workshop

### During this 1 day course you will learn:

- Setting your Marketing Objectives
- Developing your brand and unique selling points
- Identifying key market opportunities
- Creating your marketing communications strategy
- Creating an Agile Action Plan

### Who should attend this course?

This marketing communications training course is designed for people with responsibility for the marketing of their company/organisation but do not have any significant training or extensive expertise in marketing, or are looking for assistance in the development of their marketing strategy.

### Click here for full course details, dates & prices

[www.mtraining.co.uk/marketing-communications/](http://www.mtraining.co.uk/marketing-communications/)

**“***We've taken a lot away which will help with our rebrand. I really enjoyed the personable approach, & how Martin made sure the core of the course was surrounded by R52's own marketing strategy. [We were] provided with all knowledge and assets and ways of breaking this down. He also advised us on what we could be doing to improve our own marketing and how to assess this at interval stages. We came away from the training feeling a lot more confident. It also sparked many new ideas for us going forward!***”**



**WWW.MTRAINING.CO.UK**



## Internal Marketing Communications

Develop your understanding of effective internal marketing communications

### During this 1 day course you will learn:

- Understanding & engaging your internal audience
- Understanding your organization, brand and EVP
- Developing your values, objectives, vision and mission
- Creating your internal voice
- Creating engaging content
- How to measure and understand the results

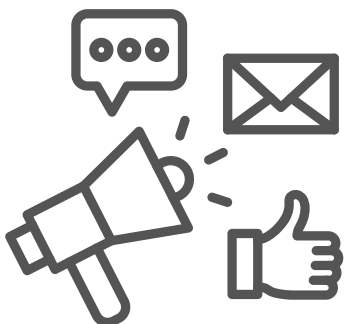
### Who should attend this course?

This course is designed for anyone who wants to improve internal marketing communications within their organisation to improve staff awareness.

This is a practical course for people responsible for internal marketing communications.

**Click here for full course details, dates & prices**

[www.mtraining.co.uk/internal-marketing-communications/](http://www.mtraining.co.uk/internal-marketing-communications/)



*“M Training developed our bespoke training offer it was so relevant to our business and the trainers were fantastic.”*





## Photoshop

Learn the essentials of using Photoshop to edit your images for online and print

### **During this 1 - 2 day course you will learn:**

- Creative techniques using image, shape and text layers
- Correcting images and retouching techniques
- Special effects with filters
- Working with paint and colour
- Integration with Indesign & Illustrator

### **Who should attend this course?**

Our Photoshop course can, therefore, be designed to meet almost anyone's requirements, whether you are a novice or already have some Photoshop experience.

We tailor the course and the content to suit your needs.

**Click here for full course details, dates & prices**

[www.mtraining.co.uk/photoshop/](http://www.mtraining.co.uk/photoshop/)



*“The [Photoshop] course was very informative and well-structured with good materials to work on and documents to refer back to. I managed to apply my new skills to a couple of new projects we are currently working on which is great.”*

# General Marketing Courses



## PowerPoint

Learn to use PowerPoint efficiently and effectively to create impactful presentation slides

### During this 1 day course you will learn:

- How to structure a good presentation & how to use visual aids
- How to use Smart Art, Images, Shapes, Tables & Charts
- To design great slides; templates, backgrounds, formatting text
- Master Slides; how to set up master slides & create layouts, & create custom themes
- Animations & Transitions and Audio & Video
- More useful hints & tips

### Who should attend this course?

This course is designed for people who need to put together PowerPoint presentations and know the basics but want to create something more professional and impressive.

You should be reasonably confident in opening up PowerPoint, adding slides, adding text and inserting pictures.

If you don't know the basics then please contact us and we will give you a short introduction before the course starts.

### Click here for full course details, dates & prices

[www.mtraining.co.uk/powerpoint/](http://www.mtraining.co.uk/powerpoint/)



“The course was very informative and hands on which I like as this is my preferred method of learning. The course will prove very useful when I produce presentations. Martin was extremely knowledgeable and you can tell that he had used Powerpoint to a very high level for many years.”



## Presentation Skills

Learn how to deliver presentations in a more relaxed, confident and professional manner

### During this 1 day course you will learn:

- Understanding the preparation that is required for an effective presentation
- Improve the use of your body language & tone of voice to become a more engaging
- Understand the structure of each part of a presentation
- To be confident when handling questions during a presentation
- Control nerves positively when speaking to reduce anxiety

### Who should attend this course?

This course will benefit those who want to learn the fundamentals of delivering a range of presentations to a variety of audiences, for both newcomers and presenters requiring a refresher session.

If you are new to making presentations or you are looking to take your existing presentation skills to the next level, this course is for you.

Basically, anyone who needs to present to an audience of any description, in any environment.

**Click here for full course details, dates & prices**

[www.mtraining.co.uk/presentation-skills/](http://www.mtraining.co.uk/presentation-skills/)



“The training was incredibly helpful, and I can already see the effect it is having on my presenting skills. We received honest feedback from the start of the day, along with fantastic support and motivation from Jane, which really made the difference in boosting my confidence when it comes to presenting. The tips we were given will help me throughout my career.”



## Sales

Discover how to improve your sales and customer service skills face to face, on the telephone and online

### During this 1 day course you will learn:

- How to identify your customers & understand their needs
- To improve telephone skills to deliver warm yet effective calls
- The structured step in the sales process
- 12 techniques for closing the sale
- How to arrange and prepare sales appointments
- To improve your listening and negotiating skills
- Questioning techniques and closing the sale

### Who should attend this course?

This course is ideal for any member of staff whose work depends on successful telephone skills, from receptionist and administration staff to new and existing sales staff.

The course is suitable for beginners and intermediate levels who want to maximise the impact of their telephone techniques, customer service and sales skills in work-based situations.

**Click here for full course details, dates & prices**

[www.mtraining.co.uk/sales/](http://www.mtraining.co.uk/sales/)

*“I would recommend this Sales course to anybody looking to improve their skills. It had good ideas to take forward & new techniques to use through good presentation & examples.”*





## Customer Service Skills

Learn the skills and techniques you require to deliver excellent customer service to your clients

### During this 1 day course you will learn:

- The essential elements of customer service
- An understanding of your customers' experience/journey
- How to use effective communication skills
- How to deal with difficult customers and situations
- How to deal with complaints
- Techniques for managing their workload

### Who should attend this course?

This course is for anyone in a customer service role or is moving into a customer service role.


It is ideal for anyone who would benefit from learning or refreshing their knowledge and skills in this area.

**Click here for full course details, dates & prices**

[www.mtraining.co.uk/customer-service/](http://www.mtraining.co.uk/customer-service/)



*“The trainer Miranda was very knowledgeable, professional and delivered the training in a professional and engaging manner. I found the course really interesting and very helpful for my job role.”*



# IT & Microsoft

*“Great training, carried out a pace and level we could follow, we were encouraged to ask questions and with the course being small meant we could get the most out of it.”*

The ability to use Microsoft Office suite of products such Microsoft Word, PowerPoint and Excel are standard job requirements. It is important for companies, and individual career development, that all staff be well-versed in Microsoft Office 365 software. Our courses will get you up to speed.

## Microsoft Courses

- [PowerPoint](#)
- [PowerPoint Advanced](#)
- [Word: Beginner](#)
- [Word: Advanced](#)
- [Outlook](#)
- [Power BI](#)
- [MS Teams](#)
- [Microsoft Project](#)

## Excel Courses

- [Beginner Excel](#)
- [Advanced Excel](#)

## SharePoint Courses

- [SharePoint for End Users](#)
- [SharePoint for Administrators](#)

## Cyber Security Courses

- [Cyber Security: Level 1](#)



## PowerPoint

Learn to use PowerPoint efficiently and effectively to create impactful presentation slides

### During this 1 day course you will learn:

- How to structure a good presentation & how to use visual aids
- How to use Smart Art, Images, Shapes, Tables & Charts
- To design great slides; templates, backgrounds, formatting text
- Master Slides; how to set up master slides & create layouts, & create custom themes
- Animations & Transitions and Audio & Video
- More useful hints & tips

### Who should attend this course?

This course is designed for people who need to put together PowerPoint presentations and know the basics but want to create something more professional and impressive.

You should be reasonably confident in opening up PowerPoint, adding slides, adding text and inserting pictures.

If you don't know the basics then please contact us and we will give you a short introduction before the course starts.

**Click here for full course details, dates & prices**

**[www.mtraining.co.uk/powerpoint/](http://www.mtraining.co.uk/powerpoint/)**



“The course extremely helpful and presented in a visually interesting and informative style and at a pace which was easy to follow. Any questions I asked were answered in a positive and informative manner. Nothing was too much trouble.”



## PowerPoint Advanced

Learn advanced PowerPoint skills to create impressive presentations

### During this 1 day course you will learn:

- Creating Master Slides and Master Layouts
- Structuring decks using Sections and Zoom
- Advanced Image Editing
- Creating Interactive Navigation / Menus
- Advanced Shapes - Custom Shapes & Infographics
- Making text-heavy slides look good
- Advanced Tables, Charts, and SmartArt
- Using Audio and Video
- How to use Transitions to add impact
- Custom Animations and Sequencing
- And much more

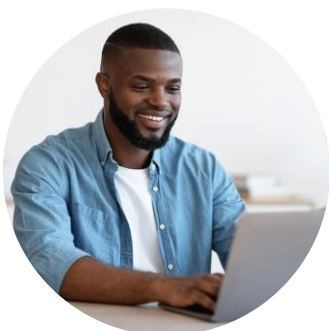
### Who should attend this course?

Our Microsoft PowerPoint Intermediate/Advanced course is suitable for those who are regular users of PowerPoint and wish to create more impressive presentations and reduce the time it takes to create slide decks in PowerPoint.

This Advanced PowerPoint course is usually customised to the delegates who attend to ensure you learn the appropriate skills to allow you to make the most of this powerful presentation tool.

**Click here for full course details, dates & prices**

**[www.mtraining.co.uk/powerpoint-advanced/](http://www.mtraining.co.uk/powerpoint-advanced/)**



*“I found the course very beneficial and Martin was great with taking his time and talking through issues I have.”*





## Beginner Word

Learn the essential skills to create simple yet effective documents using Microsoft Word

### During this 1 day course you will learn:

- Editing text and using Cut, Copy & Paste
- Text Alignment, Margins & Indents, Bulleting and Numbering
- Creating themes, applying formatting and using the headers & footers
- Creating Tables & performing calculations in tables
- Saving and Printing Documents
- Using shortcuts, spell check and thesaurus features

### Who should attend this course?

This course is designed for people who are new to Word or are using Word in a limited capacity and want to learn more. You do not need any prior knowledge of Microsoft.

**Click here for full course details, dates & prices**

**[www.mtraining.co.uk/beginner-word/](http://www.mtraining.co.uk/beginner-word/)**



*“Andy kept me engaged and taught me a lot during the [Intro to Word] session. His training style was perfect for my learning style.”*



## Advanced Word

Learn how to create templates, document automation, document flow and using the advanced features of Word

### During this 1 day course you will learn:

- Customising Heading Styles
- Effective use of Graphics and Images with a document
- Automation of Documents
- Creating and using templates
- Document Flow
- Working With Columns

### Who should attend this course?

This course is designed for people who are new to Word or are using Word in a limited capacity and want to learn more. You do not need any prior knowledge of Microsoft.

**Click here for full course details, dates & prices**

**[www.mtraining.co.uk/advanced-word/](http://www.mtraining.co.uk/advanced-word/)**

“A great informative course, I have learnt so many useful tips. Great pace, lots covered, delivered by a great trainer.”





## Outlook

Whether it's the basics or the more advanced features, learn how to use Outlook to become more effective in managing your everyday tasks

### During this 1 day course you will learn:

- Using the Calendar effectively & managing Contacts
- Creating tasks, to do lists and using Notes
- Utilising Email Options incl sending email, setting an expiry and redirecting
- Managing incoming mail and using Automatic Replies,
- Automated Rules & Archiving
- Creating and using Folders and Search
- Managing Safe, Unsafe and blocking recipients

### Who should attend this course?

This course is designed for people who are new to Outlook or are using Outlook in a limited capacity and want to learn more.

You do not need any prior knowledge of Outlook.

**Click here for full course details, dates & prices**

**[www.mtraining.co.uk/outlook/](http://www.mtraining.co.uk/outlook/)**



*“The training was really useful, very good and easy to understand, Louise was a great trainer'. This was the collective opinion!”*



## Power BI

Learn how to create dynamic, interactive visualisations of your business data

### During this 2 day course you will learn:

- How to connect data sources and edit data queries
- To use Charts, Maps and Tables to visualise your data
- How to create reports and dashboards
- About automating and sharing reports
- How and when to use DAX ( Data Analysis Expressions)

### Who should attend this course?

This course is designed for anyone with the responsibility of creating reports using organisational data.

Ideally, you should have some knowledge of Excel and Office 365.

**Click here for full course details, dates & prices**

[www.mtraining.co.uk/power-bi-course/](http://www.mtraining.co.uk/power-bi-course/)

*“ John was very informative and he explained why things are the way they are, not just how to do them. John went above and beyond to solve any issues and questions we had, even following up on these after the course was complete. ”*





## MS Teams

Discover the full potential of Teams to enable you to communicate and collaborate more effectively online

### During this 1 day course you will learn:

- About the features, navigation and menus
- How to utilise conversations via chat, messages and file sharing
- The functions and controls of the Calls tab
- How to set up and collaborate within a Team
- Organise meetings through Calendar, Outlook and the Scheduling Assistant
- How to get started with Shifts & Planner functions

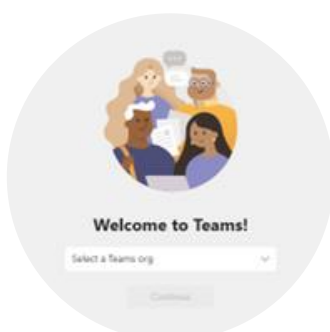
### Who should attend this course?

This course is designed for end users of Microsoft Teams. You do not have to have any prior knowledge or experience of Teams.

**Click here for full course details, dates & prices**

[www.mtraining.co.uk/ms-teams/](http://www.mtraining.co.uk/ms-teams/)

*“John was very informative and he explained why things are the way they are, not just how to do them. John went above and beyond to solve any issues and questions we had, even following up on these after the course was complete.”*





## MS Project

Learn how to utilise MS Project features to enable you to manage your projects effectively and produce the reports you need

### During this 1 day course you will learn:

- Creating new project files
- Creating tasks and setting durations for tasks in a project
- Create relationships between tasks in a project
- Impose constraints and deadlines on a project
- Create resources for a project
- Assign resources to tasks
- Monitor a project and track its progress
- Create reports

### Who should attend this course?

Our Introduction to MS Project course is designed for people who are new to MS Project or have started to use MS Project and want to accelerate their learning

You do not need any prior knowledge of Microsoft Project.

You will need to have access to MS Project Standard or Professional solutions. Cloud solutions are not covered in this course.

### Click here for full course details, dates & prices

[www.mtraining.co.uk/microsoft-project/](http://www.mtraining.co.uk/microsoft-project/)

*“I attended several courses which were all very informative, well-structured and delivered to a high standard. All questions I had during the day were answered. I left with increased knowledge and feeling confident about the specific areas”*





## MS Project

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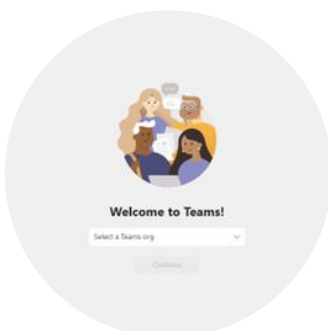
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**[www.mtraining.co.uk/microsoft-project/](http://www.mtraining.co.uk/microsoft-project/)**

*“I attended several courses which were all very informative, well-structured and delivered to a high standard. All questions I had during the day were answered. I left with increased knowledge and feeling confident about the specific areas”*





## Beginner Excel

Learn to effectively use the key features and shortcuts of Excel including simple formulas and reports

### During this 1 day course you will learn:

- Excel-related terminology
- To navigate and customize the Excel environment
- How to enter, edit and format data and cells
- To work with ranges, filters and lists
- How to create and use simple formulas
- Working with multiple workbooks
- Creating Reports & Graphs

### Who should attend this course?

Whether you have been using Excel in a limited capacity, or you are a complete beginner, this course is designed for you.

If you already have a good knowledge of the basics of Excel take a look at our Intermediate / Advanced Excel Classes.

You do not need any prior knowledge of Microsoft Excel to attend this course but you should be comfortable using a laptop/PC/Mac.

**Click here for full course details, dates & prices**

[www.mtraining.co.uk/beginner-excel/](http://www.mtraining.co.uk/beginner-excel/)



“Really well thought out course with extra benefits regarding computer shortcuts, being self taught this course has changed how I will start Excel projects, and save me time!”





## Advanced Excel

Learn to use some of Excel's more advanced and powerful features to get more out of your data efficiently

### During this 1 day course you will learn:

- How to protect cells and workbooks and set user permissions
- To utilize and edit tables
- Data validation and conditional formatting
- Formulas and nested formulas
- How to create and use Pivot Tables
- To create and use Macros

### Who should attend this course?

This course is designed for people who are currently using Excel within their work and have a good understanding of the basic data manipulations and formulas and want to expand on this.

You will have prior knowledge of Excel basics and are comfortable using Excel.

If you do not feel like you have enough knowledge of the basics of Excel take a look at our Beginners / Intermediate Excel Course

**Click here for full course details, dates & prices**

**[www.mtraining.co.uk/advanced-excel/](http://www.mtraining.co.uk/advanced-excel/)**



“ I really enjoyed the [Advanced Excel] course and found it most helpful especially with the pivot table section ... but the course helped me and I have put it in to good use already, your trainer was excellent and I would recommend the course to anyone that wanted to further their skills in Excel advanced. ”



## SharePoint for End Users

Learn the common features and functions of Sharepoint to enable you to get the most out of it

### During this 1 day course you will learn:

- About opening, editing and managing files
- To work with Libraries, setting filters and views
- How to create and work with Team Sites, Sub Sites & Site Pages
- Creating & managing Site pages, working with tables and custom lists
- Setting and managing user permissions

### Who should attend this course?

This SharePoint training is ideal for any one who is currently using the platform day to day on a basic level and wants to get more out of it.

This course is for beginners but prior to the course, attendees should at least be familiar with the layout of the platform.

### Click here for full course details, dates & prices

[www.mtraining.co.uk/sharepoint-for-end-users/](http://www.mtraining.co.uk/sharepoint-for-end-users/)



“SharePoint for End Users is a practical user-orientated course that struck a good balance between showcasing the new site and serving as a refresher on established SharePoint functionality. Focusing on the look and feel of the site as well as different ways of navigating through it from a data access perspective made for a rounded course. The use of a training site for exercises was also a powerful training tool as there can be a tendency for remote courses (in particular) to be a bit too passive”



## SharePoint for Administrators

Learn the skills and knowledge to design, create and manage your own SharePoint sites.

### During this 1 day course you will learn:

- How to work with sites, setting themes, managing pages and setting teams
- To use and edit types, views and settings within document libraries
- How to mass migrate data into SharePoint
- To understand the differences and how and when to use and edit Web parts, app & lists
- Creating Templates, setting security & permissions

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### Click here for full course details, dates & prices

[www.mtraining.co.uk/sharepoint-for-administrators/](http://www.mtraining.co.uk/sharepoint-for-administrators/)

“The trainer was very informative and he explained why things are the way they are, not just how to do them. John went above and beyond to solve any issues and questions we had, even following up on these after the course was complete.”





## Cyber Security Level 1

Learn how to defend yourself and your organisation from the potentially devastating risks and types of cyber attacks that most businesses face

### During this 1 day course you will learn:

- Understanding Cyber Security and its importance
- Understanding the risks of Cyber Crime
- Types of Cyber Attacks & how to spot them
- Learn how to reduce the risk of Cyber Attacks
- Cloud / Network Security - Best Practice
- Keeping secure when browsing the web, on social media, email, on mobile and more

### Who should attend this course?

Whether you have been using Excel in a limited capacity, or you are a complete beginner, this course is designed for you.

If you already have a good knowledge of the basics of Excel take a look at our Intermediate / Advanced Excel Classes.

You do not need any prior knowledge of Microsoft Excel to attend this course but you should be comfortable using a laptop/PC/Mac.

### Click here for full course details, dates & prices

[www.mtraining.co.uk/cyber-security/](http://www.mtraining.co.uk/cyber-security/)






*“I learned a lot including best practices, which are valuable for today's marketplace. Firstly, the workshop was interactive and engaging with plenty of time to digest the information and ask curious questions. There were a number of takeaways for my business and I have implemented better Password Management and Secured our Data with new protocols.”*



**Want to book a course or  
ask questions? Contact us**

**If you would like more information about  
any of courses, please visit our website or  
contact us at:**

**info@mtraining.co.uk  
0161 226 6032**

-  5 Star Rated Training
-  Small Class Sizes
-  Public & Private Courses
-  Online & Classroom Courses
-  Leaders in Business Skills training