



*“ ...then here's your opportunity to find out ”
by booking a place on an IT Surgery*

What are Surgeries – What's In It For Me?

IT Surgery days are short, focused, **1:1 training sessions**, where you can receive personal attention with a training consultant, concentrating on solving a problem, or overcoming any difficulties you may have with standard applications such as Word, Excel, PowerPoint, Outlook, Project and Visio. Surgeries are normally held once a month.

How do they work?

The day with the trainer is split into six sessions broken down into one hour individual slots. During the hour, you are not restricted to requesting help on one product only, but can ***mix and match*** the subject matter across the whole Microsoft suite. Whatever you wish to know, the trainer is able to assist, whether this is helping to fix a current issue you may have, or highlighting better ways of using a product, enabling you to become more efficient and productive in the future.

Why should I attend a Surgery – what are the Benefits?

This tailored approach to training enables you to **access your live data** and maximise the time with the trainer by working on specific areas of need. By having 'bite size' 1:1 training, it allows you to **work at your own pace**, without pressure, as you are not away from your desk for too long. Further added advantages for why you could attend a Surgery are:-

- As a follow up after attending a course, where you are still experiencing problems adapting what you have learned to a specific task
- If you have a specific need outside the areas covered by a recent training course
- To address a specific need that does not require a full day's training and can be resolved in a shorter period – a quick fix option
- If you simply wish to build on your existing knowledge and become more confident with the IT applications you use

How do I book a Surgery slot?

In the first instance, contact your **HR advisor** to find out when the next Surgery day is. The times slots are broken down into the following hourly sessions and you can choose the best time to suit your day:

9:15/10:15 • 10:25/11:25 • 11:35/12:35 • 13:15/14:15 • 14:25/15:25 • 15:35/16:35

We know that the surgeries help many individuals in many ways, so why not try them out and see for yourself – no pressure, just real help on live issues to make your life a lot easier in the future.