



The IT Trainer
"We only teach the stuff you need!"



**Training Feedback
Manchester County FA
Microsoft Outlook Training
5th October 2015**

Presented by The IT Trainer for
Colin Bridgford, Chief Executive Officer of Manchester County FA

October 2015



Contents

1	Introduction	3
1.1	Training Undertaken	3
1.2	Contact Details	3
2	Training Requirements	4
2.1	Satisfaction Survey	4
2.2	Training Aspects	5
2.3	Training Improvements	6
2.4	Training Items	7
2.5	Comments/Suggestions	7





1 Introduction

1.1 Training Undertaken

The IT Trainer, part of TWH (The Whole Hogg) Ltd (TWH), are pleased to submit this training feedback to Colin Bridgford of Manchester County FA. Training was undertaken in the following:

Subject:	Microsoft Outlook
Location	Manchester
Type of training:	Group
Date(s):	5 th October 2015
Trainer:	Andy Hogg

All 14 delegates who attended the training completed the survey.

Please do not hesitate to make contact if you require any clarification or additional information.

1.2 Contact Details

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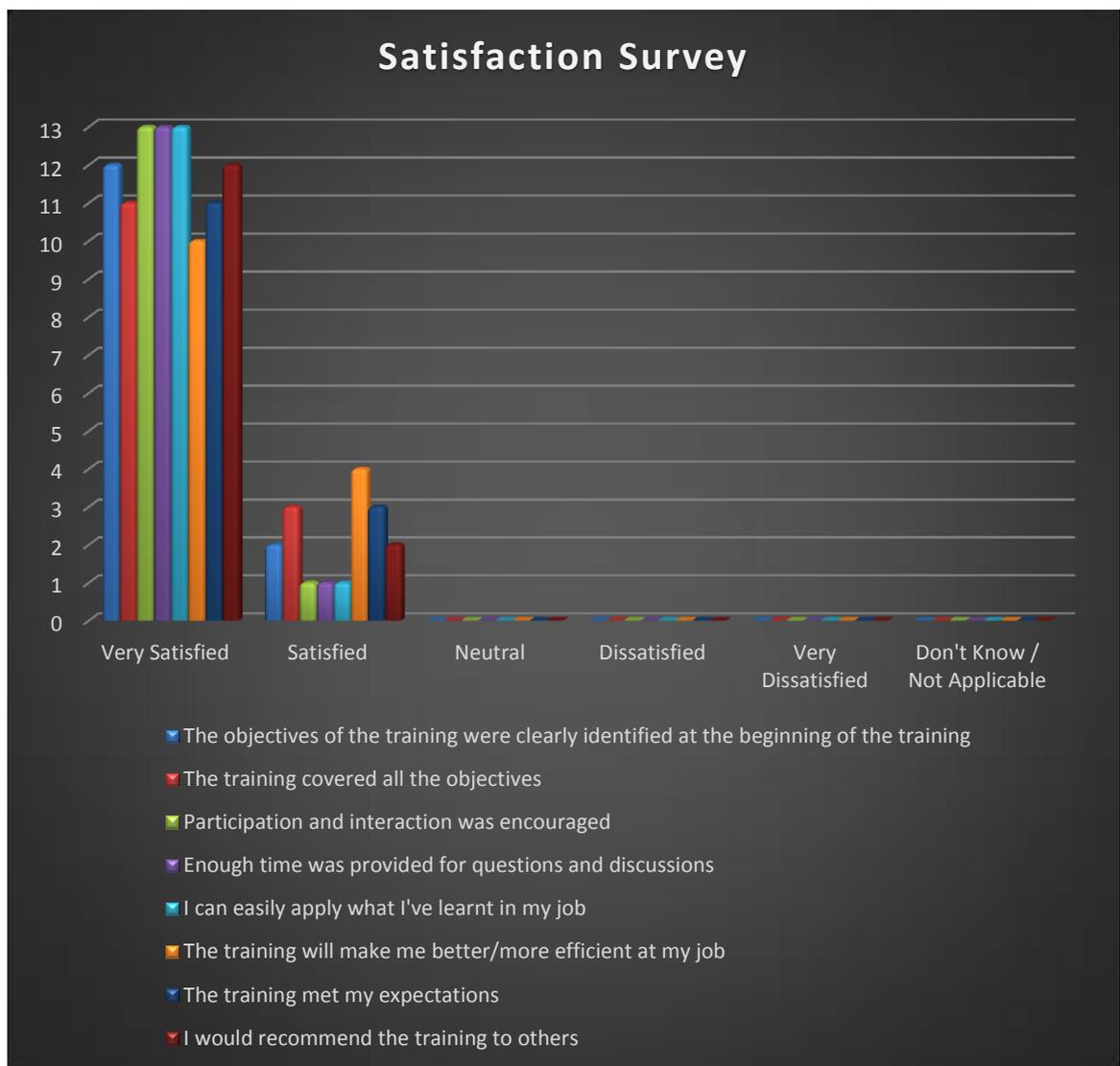


2 Training Requirements

2.1 Satisfaction Survey

The delegates were asked:

"Please indicate the extent of how satisfied you were with the following"





2.2 Training Aspects

The delegates were asked:

"How would you rate each of the following aspects of your training?"

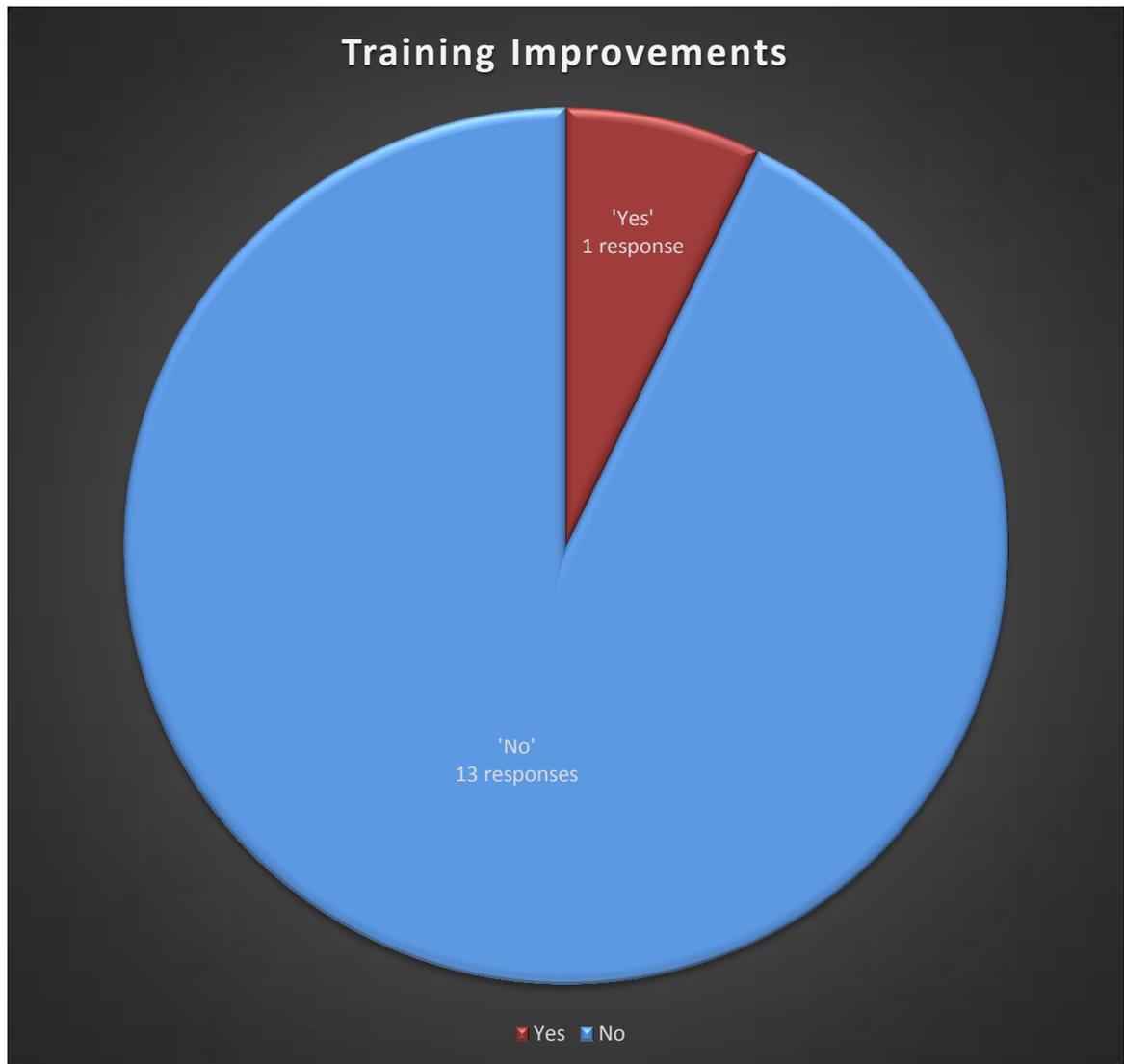




2.3 Training Improvements

The delegates were asked:

"Do you think any aspects of the training could be improved?"



The comments of the delegate who responded 'Yes':

- *"Possibly instead of a big PDF booklet – offering video tutorials to refer back to?"*



2.4 Training Items

The delegates were asked:

"What is the most useful item that you have learnt on your training? Please tell us why you found it useful."

- *"Utilisation of Tasks"*
- *"The training session gave us a clear, methodical process in order to have a more efficient process in place in our working day. Not only that but as a middle-management team, we will now be putting a strategy together for the whole team to adhere to."*
- *"Utilising Tasks and linking an email to a Task as a point of reference"*
- *"The use of Tasks in Outlook – had a huge impact already on my organisation"*
- *"Setting emails as Tasks. I can see that it will create increased efficiency within my working day."*
- *"Organising Inbox, taking off the pop up for emails, and tasking appropriately"*
- *"The use of Tasks – allows the Inbox to be kept clean and provides you with a track-record of work done"*
- *"The training was focussed on how to use 'Tasks' and was very useful"*
- *"Clarity on Task Allocation over Diary Entry"*
- *"Task Assignment"*
- *"Sorting of emails into files and using the Task functions has allowed me to be more organised"*
- *"Utilising Tasks, has made my job far more productive and has assisted in reducing the size of my Inbox"*
- *"Using Outlook to its full ability = efficient use of time"*
- *"Learning how to do Tasks and losing the old 'To Do' list."*

2.5 Comments/Suggestions

The delegates were asked:

"Finally, please add any further comments or suggestions you would like to share with us."

- *"Further training on Contacts etc. would be beneficial"*
- *"Andy is excellent – his manner is engaging, warm and friendly, so everyone on the course, no matter which end of the spectrum they are at, feels at ease in asking questions"*



- *"Honestly, Andy Hogg is an absolute gent and great tutor. I wasn't looking forward to the training beforehand, because I thought it would've been a waste of time... how wrong was I. As soon as I entered Andy taught us the benefits of Outlook and some processes that make life so much easier. I like to think I'm an organised person, but Andy has taken me to new heights. I can't thank him enough!"*
- *"I thought Andy was excellent. He has a very relaxed style but still provides lots of content."*
- *"Andy was superb, as CEO I would recommend 'The IT Trainer' to everyone. It's amazing how Outlook is there to help you prioritise and become more efficient. Andy's offer to stay for our team meeting, although not accepted was valued by all."*
- *"I thought Andy was a really good trainer. He was very approachable, understanding and clear with instructions. It was good that he was to the point and didn't use too much technical language."*
- *"Great session, would certainly benefit from other elements of training through Andy"*
- *"Andy was great!"*

