Welcome to Pitman Training Edinburgh and Glasgow

TRANSFORMING PEOPLE. TRANSFORMING BUSINESSES

PITMAN

TRAINING

Building careers for 180 years.

Edinburgh: 0131 556 5650
Glasgow: 0141 223 0090

Training solutions that suit your business needs:

Welcome to Pitman Training Edinburgh and Glasgow – proudly serving Scotland with training services since 1987.

We take pride in offering a diverse range of training solutions tailored to meet your specific needs. Whether you prefer flexible study options, individual courses, or comprehensive Award and Diploma programs, we have got you covered.

In this brochure, you'll discover an array of classroom training options, providing you with the opportunity to join us in person. Our workshops encompass a wide range of subjects, including IT and Personal Development, empowering you and your team with essential skills for success.

For your convenience, we host courses on scheduled dates throughout the year, catering to both Edinburgh and Glasgow locations. Additionally, we are excited to introduce our virtual classroom, enabling you to participate in courses from the comfort of your own space.

With Pitman Training, you'll embark on a journey of continuous learning and professional growth. We look forward to helping you achieve your goals and enhance your capabilities.

Book a course with us today to unlock your true potential!

Don't see dates on our schedule that suit you?

We can arrange training for you on days and times that suit you best – we can even come to your workplace if that is convenient and appropriate to do so – just ask!

PITMAN
T R A I N I N G

What our clients say:

The overall experience for the face-to-face team was excellent.

The course was engaging, motivational and it was easy to apply the skills learnt into everyday tasks. We would highly recommend Pitman Training Edinburgh and Glasgow as the requirements of the whole team were met. Thank you very much for the support from the moment we booked and throughout.

Kelly Dunning – Time Management

CLINETIX

We wanted to increase team efficiency and turn our team into leaders for the future development and expansion of the company.

Pitman Training Edinburgh and Glasgow helped by developing members of our team to a new level, gave them tools to increase levels of accountability, confidence and understanding. We really liked the relationship from start to finish, high levels of communication and the wide range of course subjects available. This offers the team areas of advancement but lets them choose their own individual areas of training. We will continue to use Pitman in the future for our training, your standards and quality of training are spot on, as with the handbooks also issued for later guidance.

Charles Mair – Supervisory Skills, Management Skills, Leadership Skills

the REAL FOOD CAFE Tyndrum

PITMAN
T R A I N I N G

What our clients say:

We were able to use the training to upskill staff to ensure high standards are met when attending meetings to take minutes.

We wanted everyone to be trained to the same level and to feel confident in what they were doing. Pitman Training Edinburgh and Glasgow offer both in person and virtual training, it enables staff to do the training virtually over two mornings, without the need for travel and they can fit this in during working hours. The courses provided exactly what we needed. The staff all really enjoyed the course and feel they have learnt a lot from it. We would definitely recommend Pitman for training requirements.

Gemma Baxter – Meetings and Minutes

East Lothian
Health & Social Care Partnership

Pitman has helped us develop staff in areas that benefit their roles. The flexibility of the training was beneficial to staff learning which was invaluable.

We want to encourage staff to be the best version of themselves and to continue personal development throughout their careers with SFHA. We have used Pitman in the past and were really impressed with the service we received, and the course was enjoyable to the trainees.

I personally have used the Minute Taking and Train the Trainer courses. When I started working with SFHA my role involved lots of minute taking but without training I struggled to know whether I was doing a good job. The training allowed me to gain confidence in my job and gave me the skills I lacked. Train the Trainer was useful after a recent promotion where I found myself training colleagues for the first time. The skills I picked up from this course allowed me to confidently tackle my new role.

The courses were enjoyable the learning experience was very positive. It has helped with our own personal development plans as well as our team goals.

Lynsey McKie – Train the Trainer, Meetings and Minutes

sfha
Scottish Federation of Housing Associations

We are housing Scotland

Our full course list:

IT and Adobe Training Workshops

Adobe Illustrator

For Individuals who are new to illustrator or have only used Illustrator for limited tasks. During the course you will learn the fundamentals of Adobe Illustrator Creative Cloud from our certified Adobe Instructor. Classes are small group sessions guaranteeing time for practical training and questions and feedback from our tutor.

What you will learn:

- Design principles, digital media theory (vector, resolution, raster)
- Illustrator interface, workspace and navigation, preferences and colour settings, rulers, guides and grids, colour and colour swatches.
- Shape and line tools, transform and modify elements, design alignment, shape builder.
- Combining shapes with the pathfinder, introduction to pen tool and Bezier curves, applying effects, drawing with brushes, import, link and embed elements.
- Working with images, clipping mask, converting pixels to vector – image tracing, styling, and formatting text, special characters, Adobe fonts, colour spaces (RGB, CMYK), export settings and file formats.
- Output and optimize work for digital print use, creative cloud libraries, hidden gems and shortcuts, efficiency workflow.

Upcoming Courses:

2024 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January	On demand	On demand	15th January
February	On demand	On demand	12th February
March	On demand	On demand	12th March
April	On demand	On demand	23rd April
May	On demand	On demand	28th May
June	On demand	On demand	24th June
July	On demand	On demand	23rd July
August	On demand	On demand	27th August
September	On demand	On demand	24th September
October	On demand	On demand	29th October
November	On demand	On demand	18th November
December	On demand	On demand	17th December

Adobe InDesign

For individuals who are new to InDesign or have only used InDesign for limited tasks. Throughout the course you will learn the fundamentals of Adobe InDesign Creative Cloud from our certified Adobe Instructor. Classes are small group sessions guaranteeing time for practical training and questions and feedback from our tutor.

What you will learn:

- Design principles, digital media theory (vector, resolution, raster). InDesign interface, workspace and navigation.
- InDesign preferences and colour settings, rulers, guides and view modes, page layout.
- Design alignment, working with layers, colour and colour swatches, automation settings, shape and frame tools, import, link and embed elements.
- Working with images, styling and formatting text, character and paragraph styles, special characters.
- Adobe fonts, introduction to the pen tool and Bezier curves, combining shapes with the pathfinder, master pages and master items.
- Text wrap, interactivity, spell check and proofing, colour theory, colour spaces (RBG, CMYJ).
- Export settings and file formats, output and optimise work for digital print use.
- Creative Cloud libraries, hidden gems and shortcuts, efficiency workflows

Upcoming Courses:

2024 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January	On demand	On demand	29th January
February	On demand	On demand	19th February
March	On demand	On demand	19th March
April	On demand	On demand	16th April
May	On demand	On demand	14th May
June	On demand	On demand	18th June
July	On demand	On demand	15th July
August	On demand	On demand	13th August
September	On demand	On demand	17th September
October	On demand	On demand	22nd October
November	On demand	On demand	12th November
December	On demand	On demand	10th December

PITMAN
T R A I N I N G

Adobe Photoshop

For individuals who are new to Photoshop or have only used Photoshop for limited tasks. During the course you will learn the fundamentals of the Adobe Photoshop Creative Cloud from our certified Adobe Instructor. Classes are small group sessions guaranteeing time for practical training and questions and feedback from our tutor.

What you will learn:

- Design principles, digital media theory (vector, resolution, raster), Photoshop interface, workspace and navigation, Photoshop preferences and colour settings, rulers, guides and grids, resize and crop.
- Colour and colour swatches, enhancing through tonal and colour adjustments, camera RAW, adjustments layers.
- Selection tools and refining selections, working with layers and layer masks, layer blending modes and styles.
- Design alignment, transform and modify elements, retouching, styling and formatting text, special characters.
- Adobe fonts, resample resolution, colour theory, colour spaces (RGB, CMYK), export session and file formats, output and optimise work for digital print use.
- Creative Cloud libraries, hidden gems and shortcuts, efficiency workflow.

Upcoming Courses:

2024 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January	On demand	On demand	9th January
February	On demand	On demand	6th February
March	On demand	On demand	5th March
April	On demand	On demand	9th April
May	On demand	On demand	7th May
June	On demand	On demand	10th June
July	On demand	On demand	8th July
August	On demand	On demand	6th August
September	On demand	On demand	9th September
October	On demand	On demand	8th October
November	On demand	On demand	4th November
December	On demand	On demand	3rd December

PITMAN
T R A I N I N G

Excel Introduction

For individuals who have never used spreadsheets or the Excel application before or only used Excel for limited tasks. At the end of the day, you will be able to create professional-looking spreadsheets.

What you will learn:

- **An Introduction to Excel** - the ribbon bar, enter move and clear data, saving in Excel, creating new workbooks, cut copy and paste, naming, deleting, and working with sheets.
- **Formulas** – introduction to basic formula, order of operations, add subtract multiply and divide, auto sum and auto average, percentages, absolute cell referencing.
- **Data Manipulation** – moving data, sorting, inserting rows and columns, widening rows and columns, deleting information.
- **Printing** – print preview, page layout, headers and footers and print area.
- **Formatting** – formatting numbers, formatting text, borders, and shading, align data.
- **Utilities** – introduction to charts, freeze panes, introduction to conditional formatting, auto fill options.

Upcoming Courses:

2024 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January			23rd and 24th January – 9.30 am – 12.30 pm
February	5th February	2nd February	
March			6th and 7th March– 1.30 pm – 4.30 pm
April	4th April	8th April	
May	28th May		1st and 2nd April – 9.30 am – 12.30 pm
June		10th June	
July			11th and 12th August – 9.30 am – 12.30 pm
August	5th August	6th August	
September			3rd and 4th September – 9.30 am – 12.30 pm
October	8th October	15th October	
November			5th and 6th November – 9.30 am – 12.30 pm
December		5th December	

PITMAN
T R A I N I N G

Excel Intermediate

For individuals who are already using Excel, this course will streamline and perfect their Excel skills by teaching the more intermediate features available in the application.

What you will learn:

- **Formula** – Vlookups, IF Statements, SumIf, CountIf, Text formula, Concatenate, linking spreadsheets.
- **Utilities** – Protecting data, hide and unhide data, named ranges, working with dates, comments, data validation, headers and footers.
- **Linking Data** – linking spreadsheets, identifying links, linking separate workbooks.
- **Data Analysis** – Updating Pivot Tables, filters, subtotals, icons and data bars in conditional formatting, filter and sort using colour.
- **Pivot Tables** – creating Pivot Tables, Pivot Charts, Slicers, refreshing data, updating ranges.

Upcoming Courses:

2024 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January	9th January	12th January	10th and 11th January– 1.30 pm -4.30 pm
February	6th and 22nd February	15th February	
March		13th March	
April	16th April	18th April	2nd and 3rd April – 9.30 am – 12.30 pm
May	9th May	7th and 31st May	
June	6th June	18th June	26th and 27th June – 9.30 am – 12.30 pm
July	17th July	2nd July	
August	8th August	16th August	20th and 21st August – 9.30 am – 12.30 pm
September	10th September	17th September	18th and 19th September– 9.30 am – 12.30 pm
October	10th October	21st and 31st October	
November	7th November		14th and 15th November– 9.30 am – 12.30 pm
December	9th December	4th December	

PITMAN
T R A I N I N G

Excel Advanced

For Individuals who already use Excel to an Intermediate level. This course will teach you how to use Excel to analyze, collaborate and validate with Advanced features and tools which are extremely useful for auditing and streamlining your workflow.

What you will learn:

- **Macros –** Editing and deleting macros, recording macros, customizing ribbon.
- **Review Data** – track changes, auditing tools, watch window, review changes, restricting data area.
- **Utilities** – Goal seek, data consolidation, power view reports, create scenarios, What -If analysis, drawing diagrams, recommended pivot tables.
- **Additional** – IfAnd/IfOr formula, IfNa formula, Convert to table, screenshots, removing duplicates, filter timeline, IfError, HLookups, Sparklines, Pivot tables, flash fill.

Upcoming Courses:

2024 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January	29th January		
February		7th February	26th and 27th February– 9.30 am – 12.30 pm
March	19th March		
April			24th and 25th April– 1.30 pm – 4.30 pm
May		14th May	
June	12th June	4th June	
July			16th and 17th July– 1.30 pm – 4.30 pm
August		1st August	
September	5th September		
October			16th and 17th October – 9.30 am – 12.30 pm
November		6th November	
December	11th December		12th and 13th – 1.30 pm – 4.30 pm

Macros Deep Dive

In this 'Deep Dive' we will devote the full day to exploring Macros and how they are used in Excel. We recommend that you have a basic to intermediate understanding of Excel already.

What you will learn:

- Introduction to Macros
- How to use the macro recorder
- Save your file support with macros
- Using absolute versus relative cell referencing when recording
- Run a macro from a button you create
- Use keyboard shortcuts to navigate during recording to get the correct result
- Apply macros to different sized data sets
- Add macro to Excel menu tabs
- Introduction to VBA Editior
- Add IF condition to macro VBA code
- Add Loop to macto VBA code
- Introduction to debugging VBA code
- Copy macros between workbooks

Upcoming Courses:

2024 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January			On demand
February			On demand
March	20th March		On demand
April		19th April	On demand
May			On demand
June			On demand
July			On demand
August		9th August	On demand
September			On demand
October	24th October		On demand
November			On demand
December		13th December	On demand

Microsoft Project Introduction

For Individuals who have never used Project. The course is designed to cover all aspects of Project at an Introduction level; to provide you with a good overall grasp of the application – it's different areas, features and how these can be adapted within a working environment.

What you will learn:

- **Project Environment –** Starting a project, different view areas of project, loading a project.
- **Planning a project** – Overview of planning, creating a new base calendar, creating other calendars.
- **Tasks** – Interesting tasks, linking tasks through predecessors, creating phases within project, view scheduling options, deleting, moving and editing tasks.
- **Views** – alrernative sheet views, viewing Gantt Charts, altering Gantt Charts.
- **Printing reports** – preview options, page setup, overview of project reports.
- **Track your projects** – create a baseline benchmark to mark against, view a tracking Gantt charge, see your project's progress.

Upcoming Courses:

2024 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January	16th and 26th January		On demand
February		13th February	On demand
March			On demand
April	17th April		On demand
May		15th May	On demand
June			On demand
July	18th July		On demand
August		15th August	On demand
September			On demand
October	18th October		On demand
November		12th November	On demand
December			On demand

Microsoft Project Complete – 2-day course

For individuals who have never used Project or have only used Project for limited tasks. At the end of the 2-day sessions you will be able to create professional-looking planning documentation.

What you will learn:

- **Project Introduction –** Ribbon bar overview, task area, Gantt chart area, view navigation, starting a project overview, project calendars.
- **Resources** – creating resource calendars, create resources, assign resources to tasks, over allocation, team planner view.
- **Creating Tasks** – insert tasks, delete, and move tasks, promote and demote tasks, link tasks, manual and auto scheduling, predecessors, task types, adding task summary and outline numbers, setting restraints.
- **Gannt Charts** – formatting Gantt Charts, altering Gantt Charts styles.
- Completing tasks – set baseline, tracking Gantt view, view reports, filter tasks, percentage complete.
- **Printing and views** – print preview, page setup.
- **Costs** – creating costs, assign costs to tasks, add new columns.

Upcoming Courses:

2024 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January		10th and 11th January	On demand
February			On demand
March		27th and 28th March	On demand
April	29th and 30th April		On demand
May			On demand
June		26th and 27th June	On demand
July	24th and 25th July		On demand
August		28th and 29th August	On demand
September			On demand
October	29th and 30th October		On demand
November		18th and 19th November	On demand
December			On demand

Pivot Tables Deep Dive

In this 'Deep Dive' topic, we will devote the full day to exploring Pitvot Tables and how they can be used for Data Analysis. We recommend that you have a basic to intermediate understanding of Microsoft Excel but no prior knowledge of Pivot Tables is required.

What you will learn:

- Introduction to pivot tables
- Convert data to tables
- Adjust field list settings
- Create multiple reports with one click
- Add data bars to pivot tables
- Master pivot table settings
- Add and remove calculated fields to pivot tables
- Calculate the difference between columns
- Add smart custom number formatting
- Create custom groupings to pivot tables
- Group dates as unique
- Add slicers to easily filter data
- Add dynamic charts
- Add a timeline to pivot tables
- Introduction to Microsoft Power Pivot

Upcoming Courses:

2024 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January		4th January	On demand
February			On demand
March	21st March		On demand
April			On demand
May			On demand
June		20th June	On demand
July			On demand
August			On demand
September	11th September		On demand
October		22nd October	On demand
November			On demand
December	16th December		On demand

Power BI Introduction

Learn how you can leverage Power BI to easily build reports and dashboards with interactive visualizations. Connect to and visualize any data using the unified, scalable platform for self-service and enterprise business intelligence (BI) that's easy to use and helps you gain deeper data insight.

What you will learn

- Get to know the Microsoft Power BI Interface
- Understand the purpose of Microsoft Power BI for data analytics.
- Understand basics regarding capacities, workspaces, datasets, shared datasets, reports, and dashboards.
- Get to know data modelling and visualizations using various kinds of visuals like charts and tables.
- Learn how to filter, clean, and transform data with services like Power Query
- Understand aggregates and when to use them.
- Learn how to secure your data.
- Perform exercises to secure your knowledge and understanding.
- Create and share your first Power BI report.

If attending our virtual classroom courses – you will need to have the Microsoft Power BI license in addition to Microsoft Office. Having a second display is beneficial but not required.

Upcoming Courses:

2024 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January	30th January		On demand
February		29th February	On demand
March			On demand
April	11th April		On demand
May		21st May	On demand
June			On demand
July	23rd July		On demand
August		23rd August	On demand
September			On demand
October	14th October		On demand
November		25th November	On demand
December			On demand

Power BI Intermediate

Learn how you can leverage Power BI to easily build reports and dashboards with interactive visualizations. Connect to and visualize any data using the unified, scalable platform for self-service and enterprise business intelligence (BI) that's easy to use and helps you gain deeper data insight.

What you will learn:

- Design a data model.
- Introduction to developing with the Microsoft Power Platform.
- Use Dax in Power BI Desktop.
- Publish and share.
- How to build a Power BI dashboard.
- Model data in Power BI
- Data analysis in Power BI
- Manage workspaces and datasets in Power BI
- Optimise a model for performance.

If attending our virtual classroom courses – you will need to have the Microsoft Power BI license in addition to Microsoft Office. Having a second display is beneficial but not required.

Upcoming Courses:

2024 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January			On demand
February	20th February		On demand
March		12th March	On demand
April			On demand
May	13th May		On demand
June		19th June	On demand
July			On demand
August	19th August		On demand
September		25th September	On demand
October			On demand
November	20th November		On demand
December		19th December	On demand

PowerPoint Introduction

For Individuals who have never used PowerPoint or have only used it for limited tasks. At the end of the course, you will be able to create professional-looking presentations.

What you will learn:

- **Initial screen and data entry –** Introduction to the PowerPoint App, inserting and selecting text, moving, and resizing objects, adding new slides.
- **Bullet slides and pictures** – entering bullet points, multi-level bullets, changing and deleting bullet points, working with pictures, grouping, and ungrouping images.
- **Organisation** – using organisation charts and tables, basic tables, and charts.
- **Formatting** – free text, format test colours, freehand drawings, working with objects, colouring objects, backgrounds on slides.
- **Slide master options** – learning about master slides, insert footers and page numbers, using hyperlinks, view slides and note pages, slide orders.
- **Slide shows** – setting and running slide shows, slide transitions, animation effects, printing presentations.

Upcoming Courses:

2024 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January			
February	8th February		
March		7th March	
April			18th and 19th April – 9.30 am – 12.30 pm
May	16th May		
June			
July			25th and 26th July – 1.30 pm – 4.30 pm
August	22nd August		
September		9th September	
October			
November	21st November		
December		2nd December	

PowerPoint Intermediate/Advanced

For individuals who are already using PowerPoint to an introductory level – this course will streamline and perfect your PowerPoint skills by teaching the more advanced features available in the app.

What you will learn:

- **Master slides –** creating master slides, formatting masters, hand-out masters, headers and footers, page numbering.
- **Insert data** – insert sound files and video clips, working with sound and video, creatin hyperlinks, embed objects.
- **Custom and auto timings** – create custom shows, Ink annotations when running slides, set options for custom shows, running custom shows, create an agenda slide, rehearse timings, loop continuously, setting up presenter's view, using online video.
- **Other** – add multiple effects, motion paths, re-using slides, screenshots, insert objects, new animation, new transition, reading view.

Upcoming Courses:

2024 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January			On demand
February		23rd February	On demand
March	26th March		On demand
April			On demand
May			16th and 17th May – 9.30 am – 12.30 pm
June	24th June		On demand
July			On demand
August			On demand
September	23rd September	24th September	On demand
October			On demand
November		14th November	On demand
December	12th December		On demand

Word Introduction

For individuals who have never used a word processing package before or have only used Word for limited tasks. At the end of the day, you will be able to create professional looking Word documents.

What you will learn:

- **Introduction –** screen layout, ribbon bar, entering and editing text, spell and grammar checking, change case, saving documents, creating new documents, saving as different versions.
- **Printing** – print preview, applying page settings, page layouts, page numbering, basic headers and footers, page breaks.
- **Formatting** – selecting text, moving text – copy, cut and paste, navigating a document, full formatting text options, aligning text, applying text styles.
- **Paragraph formatting** – setting tabs, using bullets and numbering, paragraph spacing, borders and shading, watermarks.
- **Other** – basic tables, pictures, shapes, drawing.

Upcoming Courses:

2024 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January	22nd January		
February			5th and 6th February – 9.30 am – 12.30 pm
March	25th March		
April		23rd April	
May	17th May		
June		17th June	20th and 21st June – 1.30 pm- 4.30 pm
July	22nd July		
August		5th August	
September	19th September		12th and 13th September – 9.30 am - 12.30 pm
October		23rd October	
November	26th November		18th and 19th November – 1.30 pm – 4.30 pm
December		9th December	

PITMAN
T R A I N I N G

Word Intermediate

For Individuals who are already using Word to an introductory level – this course will streamline and perfect your Word skills by teaching you intermediate features available within the Word application.

What you will learn:

- **Tables –** creating tables, altering tables rows and columns, deleting tables, entering date, table layouts, formatting tables, sorting data, drawing tables.
- **Paragraph** – page and section breaks, linking headers, applying text styles, modifying and create styles, using styles, create table of contents.
- **Charts and pictures** – creating charts, editing charts, formatting charts, moving, resizing charts, changing chart type, insert images, insert pictures, working with pictures, text wrap pictures.
- **Other** – creating columns, using templates, introduction to mail merge, protecting documents, working with comments, drawing diagrams, screenshots, front covers.

Upcoming Courses:

2024 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January			
February			13th and 14th February – 9.30 am – 12.30 pm
March		8th March	
April	22nd April		
May			8th and 9th May – 1.30 pm – 4.30 pm
June		14th June	
July	30th July		
August			1st and 2nd August – 1.30 pm – 4.30 pm
September		18th September	
October	11th October		14th and 15th October – 9.30 am – 12.30 pm
November			
December		20th December	2nd and 3rd December – 9.30 am – 12.30 pm

PITMAN
T R A I N I N G

Word Advanced

For individuals who are already using Word to an Intermediate level – this course will streamline and perfect your Word skills by teaching you the advanced features available in the Word application.

What you will learn:

- **Mail Merge –** Creating mail merge, merge envelopes and labels, creating data sources, editing data sources.
- **Tracking** – tracking changes, accept and reject options, viewing track changes, compare document versions.
- **Forms** – creating user forms, save and protect forms, editing forms, create drop lists.
- **Utilities** – creating foot and endnotes, creating front cover pages, create an index, captions, collaborating with other documents, cross-referencing, recording macros, edit and remover macros, embedding objects, online video, design themes, backstage features.

Upcoming Courses:

2024 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January			
February			
March	18th March		11th and 12th March 9.30 am – 12.30 pm
April		11th April	
May			
June	18th June		4th and 5th June – 9.30 am – 12.30 pm
July		8th July	
August			
September	27th September		26th and 27th September – 1.30 pm – 4.30 pm
October		2nd October	
November			
December	19th December		

PITMAN
T R A I N I N G

Personal Development Workshops

Assertiveness

This workshop is about helping you recognize your own type of behavior and how you come across to others. It will help you to identify situations in which you would like to be less aggressive or less passive and learn how to be assertive in these situations. The course will show you how to overcome your natural, instinctive behavior in situations and learn more effective responses.

What you will learn:

- What is assertive, aggressive, and passive behavior?
- What effect does this behavior have on you and others?
- Understanding our rights and responsibilities.
- Recognizing an assertive response.
- Three steps to assertive behavior
- Saying 'no' without feeling guilty.
- Comparing constructive criticism and destructive criticism.
- Dealing with criticism assertively.

Upcoming Courses:

2023 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January	10th January	19th January	
February	15th February		28th and 29th February – 1.30 pm – 4.30 pm
March		6th March	
April			
May	2nd May	9th May	
June			
July		12th July	
August	1st August		
September		5th September	
October	2nd October		
November		5th November	
December	2nd December		19th and 20th December – 1.30 pm – 4.30 pm

Better Business Writing

In this course we will look at what business writing is, how to do it and how to do it well. Although business writing can seem a little overwhelming to begin with, it can be relatively easy to learn – once you understand the basics of what is required.

What you will learn:

- **Introduction –** why it's important and the benefits of good business writing, back to basics with grammar, punctuation, and spelling.
- **Writing with impact** – be clear, write less, active verbs, setting the tone, using positive versus negative language, condescension, cliches and jargon, writing with your reader in mind, non-sexist language.
- **Structure and style** – knowing your audience and knowing your purpose.

Upcoming Courses:

2024 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January		9th January	
February	2nd February		
March		14th March	28th March
April			
May	1st May		
June			14th June
July		17th July	
August	16th August		
September			
October		3rd October	
November	15th November		
December			

PITMAN

T R A I N I N G

Communication Skills

This practical workshop is ideal for those who need to build effective working relationships or depend on effective communication in critical situations. It will also benefit those who would like to develop their own skills and confidence in communication generally.

What you will learn:

- Practical verbal and non-verbal communication
- The importance of rapport and how to build relationships.
- Methods of organizing your thinking to convey the message you really mean.
- To use precise questioning skills to control and move the conversation along.
- How to communicate carefully in difficult situations.
- How to resolve conflict and open up communication.
- How to implement changes on return to the office.

Upcoming Courses:

2024 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January	18th January		On demand
February		8th February	On demand
March	15th March		On demand
April		4th April	On demand
May	14th May		On demand
June	19th June	6th June	On demand
July		23rd July	On demand
August			On demand
September	3rd September		On demand
October	31st October	14th October	On demand
November		15th November	On demand
December			On demand

PITMAN
T R A I N I N G

Executive PA – 2-day workshop

This 2-day workshop is ideal for any PA looking to increase the contribution they make to their organisation. It is also aimed at secretaries who wish to develop and move up to the role of a PA.

What you will learn:

- To understand the role of the Executive PA
- To learn to communicate effectively at all levels.
- To organize your time and your boss's time more efficiently
- To understand how to set priorities and stick to them.
- To acquire basic management skills

Upcoming Courses:

2024 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January		17th and 18th January	On demand
February			On demand
March			On demand
April		24th and 25th April	On demand
May	21st and 22nd May		On demand
June			On demand
July		24th and 25th July	On demand
August	20th and 21st August		On demand
September			On demand
October		16th and 17th October	On demand
November	12th and 13th November		On demand
December			On demand

Identify and Manage Stress

This course is designed to understand what stress is, where it comes from and how it can affect you and those around you. As well as what you can do about it.

What you will learn:

- Understand what stress means to you and how your body reacts to stress.
- Identify your own pressure and stress points at work and other areas in your life.
- Become aware of your body's warning signs.
- Understand how stress can become a useful tool for you to use to your benefit.
- Introduce practical tools and techniques to reduce and manage your stress.
- Develop a personal and practical plan of action to minimize and manage your stress.

Upcoming Courses:

2024 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January			16th January
February		5th February	
March	4th March		
April			
May		22nd May	15th May
June	11th June		
July			
August		8th August	
September	9th September		
October			11th October
November		7th November	
December	3rd December		

Influencing Skills

The aim of this course is to learn how to develop and apply the skills of influential communication.

What you will learn:

- To understand how we are influenced.
- How to tailor your communications for different people and situations.
- To communicate confidently and with purpose.
- How to put across complex ideas in simple, understandable ways.
- How to use non-verbal behavior to impact others.
- Influencing through feedback.
- Dealing with objections.

Upcoming Courses:

2024 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January	17th January		On demand
February		9th February	On demand
March			On demand
April	3rd April		On demand
May		8th May	On demand
June			On demand
July	3rd July		On demand
August		7th August	On demand
September			On demand
October	3rd October		On demand
November		29th November	On demand
December			On demand

Leadership Skills

For managers who are developing into senior leaders. You are even less involved in the day-to-day delivery of the work; your success depends on your ability to manage your managers as well as mentor and inspire others. Your people skills need more finesse because there is more at stake; your emotional intelligence comes to the fore as people look to you to set the tone and the organizational culture. This course is going to show you the way of becoming an inspiring leader.

What you will learn:

- Identify the main types of leadership.
- Identify the main characteristics of different theories of leadership – train, transactions etc.
- Demonstrate an ability to apply different leadership styles and characteristics to different business situations.
- Demonstrate an understanding of the advantages and disadvantages of different leadership approaches to a problem.
- Develop emotional intelligence skills.
- Demonstrate mentoring techniques.
- Understand the importance of starting with your 'why'.

Upcoming Courses:

2024 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January		8th January	On demand
February	7th February		On demand
March		5th March	On demand
April	18th April		On demand
May			On demand
June		3rd June	On demand
July	4th July		On demand
August			On demand
September		10th September	On demand
October	7th October		On demand
November			On demand
December		16th December	On demand

Management Skills

As you develop as a manager you are even less involved in the day-to-day delivery of the work. Your success depends on your ability to manage your team, manage others who supervise and manage technical specialists. Your role is less about your technical skills and will demand even higher levels of people skills. Your coaching skills will need more finess as you may find yourself coaching supervisors and junior managers who act as coaches at their own level.

This course will help you develop the right people skills and keep you developing for future management roles. Ideal for those with some management experience, this course will help you benchmark your skills, trouble shoot pinch points and set the scene for middle levels of management.

What you will learn:

- Develop your team.
- Use different management approaches.
- Plan and attend productive meetings.
- Deal with disciplinary situations with confidence.
- Manage absence.
- Develop and conduct competency-based interviews.
- Structure inspiring coaching sessions

Upcoming Courses:

2024 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January			On demand
February	12th February	1st February	On demand
March			On demand
April			On demand
May		2nd May	On demand
June	10th June		On demand
July			On demand
August			On demand
September	4th September		On demand
October		29th October	On demand
November			On demand
December	10th December		On demand

Meetings and Minutes

For anyone who organizes and takes minutes at meetings and those who would like to do this role to a professional standard.

What you will learn:

- The difference between formal and informal meetings.
- How to set out an agenda.
- Tips and techniques for note taking.
- The role of the minute taker
- What minutes are and the different styles of minutes.
- How to use appropriate language for minutes
- To learn how to produce appropriate minutes of a meeting.

Upcoming Courses:

2024 Schedule	**Edinburgh Dates**	**Glasgow Dates**	**Virtual Classroom Dates**
January	11th January		31st January
February		16th February	29th February
March	5th March	22nd March	
April		12th April	26th April
May	15th May		
June	13th June	12th June	
July		18th July	3rd July
August	28th August		
September		27th September	
October			
November	19th November		27th November
December		3rd December	

Presentation Skills – 2-day workshop

This 2-day course will help you hone your skills and give you the tools and space to practice delivering your message in a creative and confident manner. Classes are small and mainly experimental, allowing the trainer to focus and coach whilst reflecting on your particular challenges and requirements.

What you will learn:

- To overcome the natural fear of speaking to an audience and use nervousness to your advantage.
- To design a presentation that people remember.
- To understand and gain the non-verbal skills all good speakers need.
- To develop presence and confidence when speaking to a group.
- To connect with your audience and make them listen.
- To use pace to influence and impact listeners.
- To deliver engaging and memorable presentations.

Upcoming Courses:

2024 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January			On demand
February	13th and 14th February		On demand
March		18th and 19th March	On demand
April	23rd and 24th April		On demand
May			On demand
June		24th and 25th June	On demand
July			On demand
August	14th and 15th August		On demand
September		11th and 12th September	On demand
October	15th and 16th October		On demand
November			On demand
December		11th and 12th December	On demand

Professional Receptionist

This course is ideal for any staff who are representing the company in a front-line reception position or those who are asked to deputize in this important role from time to time. It is designed to address the importance challenges that receptionists face, in addition to learning effective verbal and visual communication skills; participants will learn how to interact successfully with even the most demanding individuals and situations.

What you will learn:

- To adopt appropriate telephone techniques
- To receive visitors professionally
- To direct calls correctly
- To deal with difficult people and situations
- To improve personal effectiveness

Upcoming Courses:

2023 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January			On demand
February			On demand
March		4th March	On demand
April	2nd April		On demand
May			On demand
June		11th June	On demand
July	8th July		On demand
August			On demand
September		19th September	On demand
October	1st October		On demand
November			On demand
December		10th December	On demand

Project Management Principles

This 2-day course is aimed at individuals who manage small projects, along with their other everyday tasks and need a broad understanding of the principles of project management. The course provides an overview of project management and introduces areas where other, more specific training may be beneficial.

What you will learn:

- Identify the various stages of the Project Lifecycle
- Understand how projects start – the business case.
- Set objectives.
- Write a 'term of reference' for a project.
- Recognize the roles and responsibilities within a project.
- Understand the role of the project manager when managing individuals and teams.
- Understand the importance of a communication plan for a project.
- Plan a project using project management techniques, work breakdown, structures, estimating, resource loading and budgeting.
- Identify the critical path through a project.
- Understand basic elements of risk analysis and management as well as change management.
- Understand the importance of tracking project progress and project review.

Upcoming Courses:

2024 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January		23rd and 24th January	
February			
March	6th and 7th March		
April		29th and 30th April	
May			
June	25th and 26th June		
July			
August		26th and 27th August	
September	17th and 18th September		
October			
November		20th and 21st November	
December	17th and 18th December		

Report Writing

This 1-day workshop will help you choose the correct style and tone for a report and clearly define your purpose. It will revisit the key principles of grammar, punctuation and spelling and is aimed at anyone involved in writing on behalf of their employer, and those for whom reports are or will be integral to their job role.

What you will learn:

- Understand the different types of reports you can write.
- Clearly define the purpose of your report
- Identify the key areas of a report, assess what should or should not be included in your report.
- Develop your report outline quickly and efficiently.
- Understand the key principles of grammar, punctuation, and spelling for use in your report.
- Express yourself effectively using plain English.
- Identify ways of writing with more impact
- Revise and correct your reports effectively.

Upcoming Courses:

2024 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January			On demand
February		14th February	On demand
March			On demand
April		17th April	On demand
May	8th May		On demand
June			On demand
July		10th July	On demand
August	7th August		On demand
September			On demand
October			On demand
November	6th November	13th November	On demand
December			On demand

Speedwriting

This course is ideal for anyone involved in taking notes at all levels in both work and personal life. The course is particularly beneficial to those for whom taking minutes or dictation is an integral part of their role. You will learn how to write in a reduced and efficient way to help you save time taking dictation, writing notes, recording minutes, or taking lecture notes.

What you will learn:

- The basic principles and theory of speedwriting using the BakerWrite system.
- Silent letters and vowels, phonetics and prefixes, exercises, and dictation practice.
- More prefixes, use of subscript and superscript, exercises, and dictation practice.
- Suffixes, exercises, and dictation practice

Upcoming Courses:

2024 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January	19th January		On demand
February		28th February	On demand
March			On demand
April			On demand
May			On demand
June			On demand
July	16th July		On demand
August		30th August	On demand
September			On demand
October	9th October		On demand
November		11th November	On demand
December			On demand

PITMAN TRAINING

Supervisory Skills – 2- day workshop

This course is designed for new supervisors/team leaders/managers or those in these roles who have not received any formal supervisory skills training. The aim of this 2-day workshop is to provide participants with a range of skills, methodologies, and techniques to enhance their ability to supervise people, tasks and change effectively.

What you will learn:

- How to become a credible supervisor
- How to communicate successfully, using verbal and non-verbal communication, asking specific questions and active listening.
- How to prioritize tasks and manage their time more effectively.
- How to delegate appropriate tasks productively.
- How to make well informed decisions
- How to motivate team members to deliver desired results
- How to build a positive working environment
- How to deal with challenging team members and work situations

Upcoming Courses:

2024 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January		30th and 31st January	On demand
February			On demand
March	12th and 13th March		On demand
April		15th and 16th April	On demand
May			21st, 22nd, 23rd and 24th May – 1.30 pm – 4.30 pm
June	4th and 5th June		On demand
July		15th and 16th July	On demand
August			On demand
September	24th and 25th September		On demand
October		8th and 9th October	On demand
November			On demand
December	4th and 5th December		On demand

Telephone Techniques

This 1-day workshop has been developed for people who would like to improve their telephone communication skills. It is particularly aimed at those who use the telephone as an important part of their job role.

What you will learn:

- Improved communication skills
- The importance of voice and attitude
- Listening skills and questioning techniques.
- To sound confident and helpful
- To understand the caller's needs
- To handle awkward calls
- To take messages
- To hand over and re-route a call.

Upcoming Courses:

2024 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January			On demand
February	1st February		On demand
March		1st March	On demand
April			On demand
May	23rd May		On demand
June		13th June	On demand
July			On demand
August	6th August		On demand
September		23rd September	On demand
October			On demand
November	18th November		On demand
December		17th December	On demand

Time Management

This workshop is ideal for anyone who wishes to improve their self-managing techniques, achieve more in their working day and gain more balance in their lives. Spending 1-day learning how to manage your time – will save you hours!

What you will learn:

- To take an objective look at how you spend your time at work.
- To prioritize effectively
- How to establish short- and long-term goals and to achieve results.
- To be aware of your own style in dealing with work and how this helps to manage yourself more effectively.

"Well – arranged time is the surest mark of a well-arranged mind" – Sir Isaac Pitman

Upcoming Courses:

2024 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January	12th January		
February		6th February	
March	11th March		
April		26th April	11th and 12th April
May	7th May	16th May	
June		21st June	
July	2nd July		
August	27th August	13th August	28th and 29th August
September			
October		10th October	24th and 25th October
November	22nd November		
December		18th December	

Train the Trainer – 3- day workshop

This course will introduce participants to the issues, methodologies and techniques of training design and delivery. Each day consists of practical experience as well as hundreds of useful tips and techniques. The first part of the course concentrates on the design and structure of training as a learning tool; it then moves on to presentation, delivery, and facilitation so each day builds up to complete a full training methodology. Attendees will be presenting their own short training on the final day, to put into practice everything they learn throughout the sessions.

What you will learn:

- Identify training needs.
- Define and create aims and objectives that fit within an organizational perspective.
- Design training sessions
- Deliver training sessions that incorporate the trainer's personality – metaphors, stories and humor.
- Evaluate training interventions.
- Dealing with difficult delegates.

Upcoming Courses:

2024 Schedule	Edinburgh Dates	Glasgow Dates	Virtual Classroom Dates
January	23rd, 24th and 25th January		On demand
February		20th, 21st and 22nd February	On demand
March			On demand
April	8th, 9th and 10th April		On demand
May		28th, 29th and 30th May	On demand
June			On demand
July	9th, 10th and 11th July		On demand
August		20th, 21st and 22nd August	On demand
September			On demand
October	21st, 22nd and 23rd October		On demand
November		26th, 27th and 28th November	On demand
December			On demand

How to Book

To book your place on courses in either Edinburgh, Glasgow, or our virtual classrooms, call our centers or visit our website today:

- Edinburgh – 0131 556 5650
- Email: helen.mccanney@pitman-training.com
- Glasgow – 0141 223 0090
- Email: caroline.meikle@pitman-training.com
- Website: https://pitmantrainingscotland.co.uk/

Don't forget to follow us on social media for course and company updates!