



“I thought it was an excellent course - Good location and a really good vibe overall. The trainer made the course interesting, all the staff were really lovely and helpful, and the ice cream on a very hot day — nice touch!”

Helen McNeill | July 2019
MS Visio 2013/16 Essentials



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Transforming your productivity



Hello and welcome to our IT skills and development course programme for Autumn and Winter 2019!

We believe that a workplace, be that remote or office-based, should be based on giving staff ownership over their job roles. When your people feel happy and in control of their work, they are more productive. Remote working has become more popular in the last few years as part of this movement, giving staff a **better work/life balance** and reducing costs for organisations.

With that in mind, we have created new courses with ways to modernise and energise your remote working systems and create a happier environment where your staff can thrive.

In **Interactive Meetings with Skype for Business** you will know how to use the tools in Skype For Business to facilitate interactive meetings. With **Leading Engaging Remote Meetings**, you will learn techniques to make your remote meetings fun and engage distant participants, and will have **tons of tips to share** with others.

You can read more about these new workshops and the other new additions to the programme on [page six](#).

If you haven't been to one of our learning events before, be prepared for an interactive and enjoyable day — you won't sit and listen to a PowerPoint presentation all day with Happy.

When learning new IT skills with us, you start using the software straight away. Our facilitators guide you through the software with a combination of questions and **activities to guide you** and embed what you've learned.

If you don't see a programme that meets your needs, do get in touch — our experienced facilitators can create a customised course just for you.

“ The tutor made the course very eventful and deciphered on every level. It is difficult to walk into a room not knowing anyone, along with learning a new skill. If you have a tutor that can make you laugh and has the ability to make strangers become friends, even if it's only 7 or 8 hours of the day? I say it's well worth it.

Gerri McCarthy | May 2019

Excel 2013/2016 Core Level 1



About Happy

Happy creates joy at work by igniting possibilities within people and organisations.

“ I really enjoyed the training I had at Happy. It was easy to follow and the trainer was very professional, warm and helpful.

Alvarey Burke | June 2019
Excel 2007/2010 Core Level 1

Originally set up as Happy Computers by founder Henry Stewart in 1987, Happy was established to make learning new IT software an enjoyable experience and to discover how to create a truly great place to work.

Since then our goal hasn't changed. We now offer consultancy services, spending time with your people to find out what you're getting right and ways that your organisation can improve. We can facilitate staff surveys and team events, and will work closely with you to create the culture you envisage. Our conferences held throughout the year have been **designed to energise you** with the latest ideas.

In addition, we offer various learning solutions, covering the creation of eLearning, Management and Leadership programmes, Personal Development workshops, IT skills training and Apprenticeships.

Whether we are helping people to create **a culture of trust and empowerment**, or enabling people to be more efficient with their IT software, all of our services are designed to enable happiness at work.

Happy has won many awards over the years, recognising our **values-focused culture** as well as the quality of our services.

Happy has received the prestigious **Gold Accreditation by the Learning and Performance Institute (LPI)**. We are the only learning provider in the UK to have achieved that standard **for 22 straight years**. In July 2019, Happy was recognised in the LPI's list of Top 20 Highest Performing Learning Providers for the second year running.

Most recently, Happy was honoured with the **Employer Brand and Values award**, at the Business Culture Awards 2019.

In addition, Happy has an average score of 4.8 out of 5 from over 400 reviews on Feefo, an independent review website. Happy has won the **Feefo Gold Service Award for both 2018 and 2019**, an independent seal of excellence that recognises businesses for delivering exceptional experiences.



Our Solutions

Happy offers consultancy services and a range of learning solutions to ignite change in organisations and create joy at work.

We first start with your people – we spend time with your staff, understanding their work and their challenges. We then explore what success would look like for the project and what your organisation's goal is, and look at how to achieve that in the most efficient way. For us, the software is the tool, not the aim.

Our solutions can include creating [bespoke eLearning](#), [floor-walking](#) and [IT surgeries](#), [remote learning](#) through webinars and videos, as well as [classroom training](#).

If this involves training in your in-house software, our team will spend time learning the software, so that we can create training materials and develop effective training courses specially designed to meet your needs.

See [page 11](#) for details of our remote learning solutions, or [page 4](#) for details of our classroom training options.

We can combine IT skills training with Personal Development and Leadership programmes, to ensure that your staff have both the support they need to [deal with rapid change](#) as well as the tools to succeed in their roles.

“ The atmosphere was really convivial at the offices. All the staff were really helpful and the lunch and refreshment provisions were great. Pat was an excellent teacher — very attentive and warm and very quick to offer individual help when needed. A lot of the time, training days can be tiring and laborious, but this one was anything but.

Alex Weston | April 2019
Introduction to Adobe InDesign

Classroom Training Solutions

Interactive, learner-focused classroom training to equip people with the tools to transform the way they work.

“ Enthusiastic training and highly knowledgeable, I use Visio regularly but the trainer unlocked intuitive ways to use it. Happy has great facilities and were....well a very happy bunch. Thank you to the team at Happy.

M. Ahmed | August 2019
MS Visio 2013/2016 Essentials

Our classroom training solutions cover a wide range of IT software. We cover the full Microsoft Office and Adobe suites, as well as digital marketing, accounting software and project management. We also have courses that will help you to train to be an IT trainer or to create your own eLearning experiences in Articulate Storyline.

Our most popular courses are for Microsoft Excel, with courses ranging from [total beginner to advanced user](#).

Please see [page 12](#) for details of our learning solutions for private groups. However, we also offer a range of public classroom courses at Happy's HQ in London – please see [page 8](#) for our full list of courses and pricing.

power to motivate and inspire.
your enthusiasm shine.
JD Crichton



Why Choose Happy for Your Classroom Training?

Here are just a few reasons to choose Happy for your classroom training needs...

Small, personal group sizes

All of our IT courses are kept to eight people maximum. This small class size allows the facilitator to give 1-to-1 attention, maximising learning potential and ensuring a truly engaging and interactive experience for each learner.

Learn practical skills to apply straight away

We equip learners with the skills they need to achieve their best at work. We aim to inspire learners, leaving them excited about their new skills. Our learning is interactive, interesting and practical, as well as fun.

At the start of each day, each person is asked to share their learning objectives. Our facilitators note these down and refer to them throughout the day to ensure all objectives have been covered. Even if some are slightly outside of the course outline, our facilitators will try to cover them so everyone gets what they need from the day.

Our method really works! Our learners gave our IT courses an average work relevance score of 92% between January and December 2018.

Support after your course

Each IT course at Happy includes two years of post-course support through our IT Helpline. Staffed by our experienced trainers, learners can call or email our team as often as they like for help on anything covered by their course.

No quibble, money-back guarantee

We want everyone to leave our courses feeling like they have learned practical skills they can use straight away. We also understand that booking training is a big commitment, particularly if you have never tried us before.

We therefore offer a full, no quibble, money-back guarantee on all of our learning. If you don't love your course and don't get what you need from it, you can get in touch with our team within 30 days.

We will be happy to offer you additional support and training free of charge to help you gain the skills you need, or, if you'd prefer, a full refund – no questions asked.

“ The tutor was excellent and explained everything clearly. Although the group was all from PHE we have different requirements and abilities, and Kevin paced the session correctly for us.

Shirley Cole | March 2019
Access 2019 Essentials

New Courses

More than two-thirds of knowledge workers around the world work away from the office at least once a week. In our new courses, we've focused on how you can improve engagement and foster creativity in remote teams. We will give you both the tools to make remote meetings interactive and the techniques to improve engagement and connect with distant participants.

Excel Without Maths

Do you find Excel daunting and worry about mathematical formulas that it often involves? This is the course for you! In this one-day course, you will explore several cool Excel features that will help make Excel better and more efficient for you — without having to use formulas!

Interactive Meetings with Skype for Business

By the end of this 90-minute session, you will know how to use the tools in Skype for Business to facilitate more effective, interactive meetings, presentations and webinars. You will be able to confidently share your screen and use the Whiteboard to allow attendees to participate in your session.

Leading Engaging Remote Meetings

This workshop takes place over video conference (Zoom) in two half-day sessions, over two separate days. Your active participation is expected: everyone will be heard and seen throughout, just as they would be if we were meeting in a room together.

In the two sessions you will learn how to create engaging and interactive online meetings that are just as engaging and involved as your face-to-face meetings. You will remove rigid agendas and command-style chairmanship and will go away with tons of tips to share with your colleagues.



Excel Classroom Training Courses

Happy's range of classroom Excel training courses have been designed for all users, from complete beginners all the way up to super users on our Level 4 and 5 courses.

Our Excel Core Level 2 course is our most popular Excel course. This intermediate level course is for anyone who needs to create more advanced calculations. It also covers how to create a basic Pivot Table to summarise large sets of data quickly and easily.

In addition to our standard courses, we have two, one-day intensive Excel courses that go at a faster pace than our standard courses.

These focus on specific skills that you can use in the workplace to analyse data and get the information you need to make decisions quickly and easily.

Below is the pricing and details of our public Excel training courses that take place at HQ in Aldgate, central London.

See [page 12](#) for details of Happy's learning solutions for private groups that can be tailored to your organisation's needs.

“ This was a really informative day and it has really helped me. It has helped me become more confident in using Excel. I now understand what all the formulas mean, when before I did not. The tutor helped me understand when I got a bit confused also.

Sharan Chana | August 2019
Excel 2013/2016 CoreLevel 1

Excel Training	Days	Charity	Public Sector	Standard Price
Excel Core Level 1	1	£200	£250	£300
Excel Without Maths new	1	£200	£250	£300
Excel Core Level 2	1	£200	£250	£300
Excel Level 2: Excel Databases	1	Private groups only - Ask for details		
Excel Level 2: Charts in Detail	1	£200	£250	£300
Excel Core Level 3	1	£200	£250	£300
Analysing Excel Data for Better Business Decisions intensive	1	£230	£290	£345
Excel Pivot Tables: From Data to Dashboard intensive	1	£230	£290	£345
Excel Core Level 4	1	£200	£250	£300
Introduction to Excel Macros and Visual Basic	1	£200	£250	£300
Advanced Excel Formulas and Functions intensive	1	Private groups only - Ask for details		
Using Visual Basic in Excel	3			

These public course prices are per person, per course and do not include VAT. All public courses train in the latest Excel software version, while private courses can be trained in the Excel version you use. All of our courses are trained on Windows PC – if you require training on Macs, then please get in touch to discuss. All displayed prices are valid until 30th March 2020.

Other IT Software Classroom Training Courses

Happy's learning solutions cover the full Microsoft Office suite, Adobe Photoshop and InDesign, as well as accounting software such as Sage and QuickBooks. We also offer training in related skills, such as project management, touch-typing and presentation skills.

All Happy's public classroom courses are held at our HQ in Aldgate, Central London. Please see [page 12](#) for details of our learning solutions for private groups for your team and for customised course options

Accounting Software	Days	Charity	Public Sector	Standard Price
Sage Line 50 Essentials	1	Private groups only - Ask for details		
Quickbooks FT Essentials (Desktop and online versions)	1			
Adobe	Days	Charity	Public Sector	Standard Price
Introduction to Adobe InDesign intensive	1	£230	£290	£345
Introduction to Adobe Photoshop	1	£200	£250	£300
Adobe Photoshop Elements Essentials	1	Private groups only – Ask for details		
Google and G Suite	Days	Charity	Public Sector	Standard Price
G Suite Conversion	1	Private groups only - Ask for details		
Google Sheets Core Level 1	1			
Google Sheets Core Level 2	1			
Google Sheets Core Level 3	1			
Digital Marketing	Days	Charity	Public Sector	Standard Price
Introduction to Social Media Marketing intensive	1	£230	£290	£345
Working with a Self-Hosted WordPress Website	1	Private groups only - Ask for details		
Training Skills	Days	Charity	Public Sector	Standard Price
Creating eLearning with Articulate Storyline	2	Private groups only – Ask for details		
Enabling Social and Collective Learning	1			
Kickstart your eLearning Project	1			
Train the IT Trainer Essentials	2	£490-£890*	£890	£1,090
Train the Trainer Essentials	2	£490-£890*	£890	£1,090
TPMA Trainer Certification Essentials (LPI Accreditation)	4	£1,250	£1,250	£1,950
TPMA Refresher and Renewal (LPI Accreditation)	2	£625	£625	£950
Essential IT Skills	Days	Charity	Public Sector	Standard Price
IT Essentials: Using Windows 10 and Outlook	1	£200	£250	£300
Learn to Touch Type in a Day	1	£200	£250	£300
Windows 10 Essentials	1	Private groups only - Ask for details		
Project Management	Days	Charity	Public Sector	Standard Price
MS Project Fast Track Essentials	1	£200	£250	£300
Introduction to Project Management	2	£490-£890*	£890	£1,090
Project Management in a Day intensive	1	£245-£445*	£445	£545
Agile in a Day	1	£195-£395*	£395	£545
Continuous Improvement intensive	1	£245-£445	£445	£545

Microsoft				
Access	Days	Charity	Public Sector	Standard Price
Access Fast Track Essentials	1	Private groups only - Ask for details		
Access Core Level 1	2			
Access Level 2: Queries and Reports	1			
Outlook	Days	Charity	Public Sector	Standard Price
MS Outlook Core Level 1	1	Private groups only - Ask for details		
MS Outlook Core Level 2	1	£200	£250	£300
How to Manage Your Email Inbox	0.5	£150	£187.50	£225
PowerPoint	Days	Charity	Public Sector	Standard Price
PowerPoint Core Level 1	1	£200	£250	£300
PowerPoint Core Level 2	1	£200	£250	£300
Advanced PowerPoint in a Day intensive	1	£230	£290	£345
Presentation Skills	Days	Charity	Public Sector	Standard Price
Engaging PowerPoint Presentations	1	£345	£495	£495
Expert Presentation Skills	1	£190 - £360*	£590	£590
Word	Days	Charity	Public Sector	Standard Price
Word Core Level 1	1	£200	£250	£300
Word Core Level 2: Long Documents and Reports	1	£200	£250	£300
Word Core Level 2: Communication Tools	1	£200	£250	£300
Other Microsoft Applications	Days	Charity	Public Sector	Standard Price
Microsoft Publisher Essentials	1	Private groups only - Ask for details		
Microsoft Visio Essentials	1			
Office 2016 Conversion	1			
Office 365	Days	Charity	Public Sector	Standard Price
Office 365 (Online) Conversion	1	Private groups only - Ask for details		
PowerPoint vs Sway for Presentations	1			
Data Analysis Tools	Days	Charity	Public Sector	Standard Price
Introduction to Power Query	1	£200	£250	£300
Introduction to Power Pivot	1	£200	£250	£300
Power BI Desktop Core Level 1	1	£200	£250	£300
Power BI Desktop Core Level 2	1	£200	£250	£300
Collaboration Tools	Days	Charity	Public Sector	Standard Price
Collaborating with OneDrive and OneNote	0.5	Private groups only - Ask for details		
How to use Skype for Business	0.3			
Interactive Meetings with Skype for Business	0.3			
Introduction to Microsoft Teams	0.5	£150	£187	£225
Introduction to OneNote	1	Private groups only - Ask for details		
Introduction to SharePoint	2			
Voice and Video Meetings in Skype for Business	0.3			

The public course prices are per person, per course and do not include VAT. All public courses train in the latest Excel software version, while private courses can be trained in the Excel version you use. All of our courses are trained on Windows PC – if you require training on Macs, then please get in touch to discuss. All displayed prices are valid until 30th March 2020. * Pricing varies depending on the number of paid staff at your charity. Contact us for specific pricing or visit our website for details.



Intensive Classroom Training Courses

Happy's intensive IT skills classroom training courses have been designed for people who are able to learn at a much faster pace. Each of our intensive courses are focused on developing substantial expertise in just one day.

Our intensive courses are faster and a slightly longer day than our standard classroom courses – but if you can keep up, the rewards of gaining that quick expertise are worthwhile. Here is the current range of intensive courses...

Analysing Excel Data for Better Business Decisions

This Excel course is for learners who need to use Excel to **quickly and effectively analyse data**. The techniques range from those for speedy analysis to setting up complex automated dashboards.

Excel Pivot Tables: From Data to Dashboard

You will discover how to use Excel's powerful **Pivot Table and Pivot Chart tools** to summarise and display useful and relevant information. This will help your decision makers use all of this data, and get reports confidently and efficiently.

Advanced PowerPoint in a Day

In this course, you will learn to master PowerPoint capabilities, how to quickly and easily **create stylish presentations** that fit your branding and use video and animation.

Introduction to Adobe InDesign

You can use InDesign to **create professional publications** such as posters, brochures and magazines.

By the end of the course you will be able to use the essential features so you can start creating your own documents.

Introduction to Social Media Marketing

By the end of this course you will understand the potential of social media and will know how to make the most of these opportunities – and how to help your organisation to stand out from the crowd.

Intensive courses	Days	Charity	Public Sector	Standard Price
Public Course (per person)	1	£230	£290	£345
Private Course (per group of up to 8 delegates)	1	£1,100	£1,380	£1,650

The public course prices are per person, per course and do not include VAT. All public courses train in the latest Excel software version, while private courses can be trained in the Excel version you use. All of our courses are trained on Windows PC – if you require training on Macs, then please get in touch to discuss. All displayed prices are valid until 30th March 2020.

Remote Learning Solutions

Happy has a range of online learning solutions that allow your teams to learn at their desk – a more affordable and flexible option for large groups of learners and entire organisations.

Many of our learners now prefer to learn online at their desk rather than in the classroom. We currently offer two options, [Live Online Interactive Learning](#), interactive webinars with a trainer, and the [Happy Video Library](#), a series of two-minute videos created by our experienced facilitators that are available on an annual subscription.

Live Online Interactive Learning

Our Live Online Interactive Learning events are online training sessions that are available through software such as GoToMeeting or Skype for Business. Just like in the classroom, [there's a facilitator and other learners](#) – and you can communicate, ask questions, practice and engage with the material.

We have [off-the-shelf 90-minute Live Online Learning sessions](#) to cover some of the more common issues with software, such as how to do a Mail Merge in Word and create a Pivot Table in Excel, that we can deliver to your teams. Our experienced facilitators can also create a bespoke learning solution for you.

About each session...

- 90 minutes in length
- 10 people maximum to ensure the trainer can give one-to-one attention where necessary
- Focus on a specific topic to provide the skills needed to succeed in the workplace.

The Happy Video Library

We guarantee that [you will save at least 15 minutes](#) a day when you subscribe to and watch our two-minute videos.

The Happy Video Library has over 170 two-minute videos covering Excel, Outlook, PowerPoint and Word. Each video covers a time-saving feature to boost your productivity at work straight away.

[Individual memberships](#) are just £40 per year with discounts for [bulk purchases](#), and can be uploaded to your existing Learning Management System (LMS).

“ I really enjoyed my intermediate Excel course at Happy and it has already saved hours of my life. I deliberately went to Happy because I did an InDesign course there ten years ago and I was really impressed. The experience was exactly the same this time round. Amazing customer service and hospitality, lovely environment, expert level tuition at just the right pace. The instructor even ensured that everyone's individual requests were covered. My first port of call for any training needs.

Julia Toppin | May 2019

Excel 2013/2016 Core Level 2



Private Classroom Training Courses

If you have a group of three or more learners, or need a bespoke solution, we can help.

“ The trainer was very supportive and the session itself was very enjoyable. The atmosphere in the happy facility was also very nice. All members of staff were very helpful and had a good attitude.

Feefo Review | May 2019
Excel 2013/2016 Core Level 2

We can deliver classroom training at your site anywhere across the UK, or we can source a suitable venue; all we need is a room with a computer or laptop for each person, and a whiteboard or flipchart.

Happy is experienced in creating complete **bespoke learning solutions**, training staff on your own in-house software and helping them transition to cloud-based working. We deliver the full solution including consultation, training and learning materials.

We can combine IT skills training with our Leadership and Personal Development programmes, to ensure that your staff have both the support they need to deal with rapid change as well as the tools to succeed in their roles. All of our classroom courses can be tailored to your needs and delivered through Live Online Interactive Learning sessions or in the classroom.

If you don't see what you need on our classroom course programme, please do get in touch – our **experienced facilitators** can create a customised learning solution just for you.

All other standard IT courses	Charity	Public Sector	Standard Price
Up to 4 delegates	£560	£700	£840
Up to 8 delegates	£960	£1,200	£1,440

Prices for groups are priced per course day for up to eight learners. Prices do not include VAT. All public courses train in the latest Excel software version, while private courses can be trained in the Excel version you use. All of our courses are trained on Windows PC – if you require training on Macs, then please get in touch to discuss. All displayed prices are valid until 30th March 2020.

Course Programme **Autumn / Winter 2019**

Bespoke eLearning Solutions

With over 18 years of experience in creating learning, we can offer services across the full eLearning project life cycle and across any subject or specialism.

“ Happy was a good experience for me, the classes are small and very relaxed. The staff are very welcoming, I felt very comfortable. I came away from Happy knowing a lot more about Outlook. My experience with Happy was very successful.

Georgia George | February 2019
Outlook 2013/2016 Core Level 2

In addition to our classroom, digital and private courses, we have a proven reputation in creating bespoke eLearning solutions. Whether you need an internal training course covering your anti-bribery or Health and Safety policies, Happy can work with you to develop a high quality, bespoke eLearning solution to suit your needs.

If you have content that has already been created, we can bring this to life — or if you don't have the content and need us to help create it, we can manage that too.

Like our award-winning classroom training, our eLearning programmes aim to excite and challenge your learners to create a lasting impact. The learning material will be tailored not only to the needs of your organisation, but the needs of your learners too, with a mix of engaging activities and resources.

Our eLearning programmes can be stand-alone, or they can integrate with your existing eLearning portal or Learning Management System (LMS).

Please contact us to discuss your needs further with our experienced eLearning team.





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“ An excellent day. Hard work but well balanced with breaks. Not a miracle cure but realistic and an achievable result with practice on the ongoing home work provided. Lovely food and refreshments!

Feefo Review | March 2019

Learn to Touch Type in a Day

