

the Google software flags, along with "actually", "sorry", "apologise", "I think", "I'm no expert" and "does that make sense".

You can see the logic behind these words. "I think" is unnecessary:

I think we can overcome this situation

Prefacing the statement in this way implies hesitancy. Better to show confidence and say: We can overcome this situation.

The word "actually" may be used to emphasise that something really is true, even though there may have been an expectation otherwise:

I didn't bring your books, actually

i.e. You expected me to bring your books but I haven't (sorry!). And so on.

The seven words and phrases listed above are the only ones tested for by the current version of the software. Can we think of some additional words for the "sorry" list? What about that phrase so beloved of the British, "to be honest":

To be honest, I think you have made the wrong decision

Oops – two apologies in that one! It is better to be clear and say: You have made the wrong decision.

Another suspect mode of speech is to phrase something as a question:

Have you made the wrong decision?

Or even a negative question:

Haven't you made the wrong decision?

When what you mean is: "You have made the wrong decision".

Some other words Google could add to the software are "maybe", "possibly", "would you" and "could you". These are useful words for people who need to tone down their emails, but when used by people who are already defensive they only further undermine the writer's message.

The new software only works with Gmail. It would be interesting to have something similar for more general use that checks the emotional content of emails and suggests improvements. Microsoft?

Other stuff

No New Year resolutions this year, but I have signed up with an Internet cycling coach – [Flamme Rouge](#) of Jersey in the Channel Islands. It requires a certain discipline to follow the training routines, even when you don't feel like it. And some of them are also quite painful, not least being a daily [plank](#) for a constantly increasing duration (two minutes and counting, so far).

As a nice example of brain plasticity, the discipline of maintaining the cycling training routines seems to have flowed over into more general activities. For example, I went up on the roof over Christmas to wash a year's worth of grime from the skylights. Having cleaned the skylights I noticed some of the gutters were becoming blocked with leaves – so I cleaned them. Back on ground level I noticed all the muck I had thrown down from the gutters – so I cleaned that up. Having a brush in my hand I could not help but notice all the other debris on the paving – so I brushed that into a pile, grabbed a shovel, bagged it for the tip, and then looked around for something else to clean up. Crikey! – how long will that last?

With warm regards

Nigel Davies
Director, NDA

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Time Management

If your New Year resolutions extend to keeping on top of work and maintaining a clear desk then you might be interested in NDA's [Time Management](#) course. We have just re-written this popular course with new material on how to use computers and communications more effectively. Be quick, though - the course runs next Tuesday in both **Hobart** and **Launceston**:

Tuesday 19 Jan: [Time Management](#), \$285 per person

Call Janelle on 6334 4910 to enrol.

What's up at NDA

Registered Training Organisations (RTOs) have been in the news for all the wrong reasons recently, as some RTOs made tens of millions of dollars by selling government-funded qualifications to disadvantaged and disabled people who were never likely to graduate. Other RTOs have been criticised for certifying people as competent in potentially critical disciplines such as fork-lift operation or aged care, without offering any training.

So we are happy to announce that NDA's accreditation as an RTO was recently extended for another seven years through to 2023. Unlike the fly-by-nights, NDA has been an RTO since 2001 and around seventy percent of our clients successfully complete qualifications - nearly three times the national average. Clients studying for qualifications are also able to attend any relevant NDA short course free of charge.

In 2016 NDA offers the following qualifications:

Business Services qualifications BSB

- » [BSB20115 - Certificate II in Business](#)
- » [BSB30115 - Certificate III in Business](#)
- » [BSB30415 - Certificate III in Business Administration](#)
- » [BSB40215 - Certificate IV in Business](#)
- » [BSB40515 - Certificate IV in Business Administration](#)
- » [BSB41015 - Certificate IV in Human Resources](#)
- » [BSB41515 - Certificate IV in Project Management Practice](#)
- » [BSB42015 - Certificate IV in Leadership and Management](#)
- » [BSB50215 - Diploma of Business](#)
- » [BSB50415 - Diploma of Business Administration](#)
- » [BSB50615 - Diploma of Human Resources Management](#)
- » [BSB51415 - Diploma of Project Management](#)
- » [BSB51915 - Diploma of Leadership and Management](#)

Information Technology qualifications ICT

- » [ICT20115 Certificate II in Information, Digital Media and Technology](#)
- » [ICT30115 Certificate III in Information, Digital Media and Technology](#)
- » [ICT40115 Certificate IV in Information Technology](#)
- » [ICT40215 Certificate IV in Information Technology Support](#)
- » [ICT40415 Certificate IV in Information Technology Networking](#)
- » [ICT50315 Diploma of Information Technology Systems Administration](#)
- » [ICT50415 Diploma of Information Technology Networking](#)

Training and Assessment qualification

[» TAE40110 - Certificate IV in Training & Assessment](#)

Call Chris on 6334 4910 for more information on any of the above.

The Latte Macchiato

Years ago my son and his friends were into roller blading. In a doomed attempt to be one of the boys I would drop into the conversation some of the cult terminology of blading tricks - *topside porn star, backside royal, blind-side faky* and so on. As it turns out, the last one is a complete nonsense – which makes me think of Starbucks. This organisation, which is to coffee what Jamie Briggs is to a quiet night out, has just announced a new drink, the Latte Macchiato. Now I don't know about you, but in my book a Latte is a milky coffee and a Macchiato is 100% espresso with just a few drops of milk added. A Latte Macchiato – que?



Forthcoming training courses

The following courses will shortly be presented by NDA - some at significant discounts on standard rates. To obtain the discount, please phone Janelle on 1300 765 736 and mention this email when making bookings. Clients with existing bookings for discounted courses may not change them, but additional people may be added at the discounted rate.

Hobart IT Courses

[PowerPoint](#) 18 Jan - \$240 **two for the price of one**

[Word Intermediate](#) 22/25 Jan - \$480 **two for the price of one**

[Word Advanced](#) 25/27 Jan - \$480 **two for the price of one**

[Project](#) 28/29 Jan - \$480

[Excel Introductory](#) 1/3 Feb - \$480

[Excel Intermediate](#) 3/4 Feb - \$480

[MYOB Advanced](#) 9 Feb - \$285

[Access Introductory](#) 11/12 Feb - \$480

[MYOB Setup and Operation](#) 23/24 Feb - \$480

[Excel Introductory](#) 29 Feb/2 Mar - \$480

[Excel Intermediate](#) 2/3 Mar - \$480

[Excel Advanced](#) 3/4 Mar - \$480

Hobart Business Skills Courses

[Time Management](#) 19 Jan - \$285

[Learning Design](#) 27/28 Jan - \$570
[Budgetting](#) 2 Feb - \$285
[WH&S in the Workplace](#) 2 Feb - \$285
[Business Writing Skills \(Basics\)](#) 18 Feb - \$285
[Training Delivery](#) 23/24 Feb - \$570

Launceston IT Courses

[Word Intermediate](#) 27/28 Jan - \$480
[In Design](#) 29 Jan - \$285
[Excel Introductory](#) 2/3 Feb - \$480
[Excel Intermediate](#) 3/4 Feb - \$480
[MYOB Advanced](#) 9 Feb - \$285
[Project](#) 18/19 Feb - \$480
[MYOB Setup and Operation](#) 25/26 Feb - \$570

Launceston Business Skills Courses

[Time Management](#) 19 Jan - \$285
[WH&S in the Workplace](#) 2 Feb - \$285
[Learning Design](#) 9/10 Feb - \$570

Devonport IT Courses

[Word Intermediate](#) 20 Jan - \$480 **two for the price of one**
[Excel Intermediate](#) 3/4 Feb - \$480 **two for the price of one**
[MYOB Advanced](#) 9 Feb - \$480
[Access Introductory](#) 11/12 Feb - \$480
[Project](#) 17/18 Feb - \$480
[MYOB Setup and Operation](#) 25/26 Feb - \$570
[Publisher](#) 26 Feb - \$240

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