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TRAINING  
THE WAY  
YOU WANT IT!

AT YOUR SITE  
FOR  
YOUR CONVENIENCE!

ANSWER QUEST TECHNOLOGIES, INC.

**YOUR TOTAL SOLUTIONS PROVIDER:**

- ✓ ON-SITE SOFTWARE TRAINING
- ✓ PROJECT MANAGEMENT
- ✓ WEB DESIGN & DEVELOPMENT
- ✓ TECHNICAL WRITING
- ✓ PROGRAMMING
- ✓ HARDWARE/SOFTWARE
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**ANSWER QUEST  
TECHNOLOGIES, INC.**

WE ANSWER YOUR  
TECHNOLOGY QUESTIONS™

[WWW.ANSWERQUEST.COM](http://WWW.ANSWERQUEST.COM)

[GETINFO@ANSWERQUEST.COM](mailto:GETINFO@ANSWERQUEST.COM)

(410) 538-3698

P.O. Box 43494  
BALTIMORE, MD 21236

**IF YOU DON'T HAVE ON-SITE TRAINERS, YOU DO NOW.**

**IF YOU HAVE ON-SITE TRAINERS, YOU NOW HAVE THE BACKUP YOU NEED.**

### **ANSWER QUEST TECHNOLOGIES.**

#### **YOUR ON-SITE TRAINING SOLUTION.**

In today's busy world, sending employees off-site for training can be time consuming and costly. An employee enrolled into a generalized class may not learn the skills necessary to provide efficient day-to-day use of your software or learn effective soft skills techniques.

Technology is moving at a fast pace, and changes within your company make it important that sound decisions are made. Maximum dollar value for your learning investment is crucial.

#### **THAT'S WHERE ANSWER QUEST COMES IN.**

Whether you have a classroom facility on-site, or would like one-on-one training, **Answer Quest** is there to support you. To respond to the growing needs of customers, **Answer Quest** offers a unique training partnership by tailoring the training to meet the specific needs of your company and its environment.

Customized training means class time is spent on acquiring the skills needed. This means less time in the classroom and more time on the job putting these new skills to work for you.

In-house software? **Answer Quest** can help. Our project managers will work with you to learn your software, develop a training roll-out plan and deliver it to meet all of your requirements.

Our trainers use proven training methods to provide a professional, intensive environment. Your trainer will be highly qualified, experienced, and specially chosen to best fit your needs.

Even if you have permanent on-site trainers, **Answer Quest** can be your personalized backup. We can help to fill in for an absent trainer or as an extra set of training hands when projects are larger than anticipated.

**Answer Quest** can also assist by teaching your trainers to keep them up to speed on the latest software technology and soft skills.

#### **CLASSES OFFERED.**

We offer a wide variety of training for software and soft skills classes. The following is only a **partial** list of courses offered by **Answer Quest**. For full list, please visit [answerquest.com](http://answerquest.com) or call 410.538.3698.

#### **TECHNICAL TRAINING**

##### **Microsoft Office:**

Access, Excel, Outlook, PowerPoint, Publisher, Word

##### **Adobe:**

Acrobat, Illustrator, InDesign, Photoshop

##### **Database:**

Microsoft Access, FileMaker Pro, Relational Database

##### **Web Design & Development:**

HTML, Dreamweaver, Flash

##### **Project Management:**

Fundamentals of Project Management, MS Project

##### **Email:**

Outlook, GroupWise

##### **Windows:**

Windows XP, Vista

##### **Miscellaneous:**

Visio

SharePoint

Searching the Web, Introduction to Computers

#### **SOFT SKILLS TRAINING**

Change Management for Employees

Change Management for Managers

Coaching Essentials

Communication Skills

Creating and Maintaining Life Balance

Customer Service Skills

Effective Business Writing

Effective Facilitation Skills

Effective Management

Effective Presentations

Effective Time Management

Emotional Intelligence for Managers

Excellence in Technical Customer Service

Financial Essentials

Fundamentals of Customer Service

Fundamentals of Selling

Getting the Results Without the Authority

Grammar Essentials

Interviewing Skills for Managers

Managing Conflict

Managing Innovation and Creativity

Managing Organizational Goals

Managing Project Teams

Motivating your Employees

Negotiating Skills

Performance Management

Practical Leadership

Problem-Solving Skills

Project Management Skills for Non-Project Managers

Sexual Harassment Awareness

Strategic Planning Skills

Using Data to Communicate

What Good Managers Do: The First 100 Days

Writing for a Global Audience

**CONTACT US TODAY -- 410.538.3698 OR [GETINFO@ANSWERQUEST.COM](mailto:GETINFO@ANSWERQUEST.COM)**