POWER OBJECTS

CRM UNIVERSITY

2015 Course Catalog

Contents

About CRM University

CRM University is designed to be foundational training for those who are responsible for implementing and supporting CRM within your organization. It is frequently utilized at the beginning of a CRM rollout, but may also be given later in the rollout or after deployment to enhance the knowledge of your teams.

Target Audience

CRM University training content is framed in the context of how the out-of-the-box application works. Participants get an understanding of how the CRM processes and architecture can be used as the "raw materials" to be leveraged and customized to support your unique organizational processes. People who should attend CRM University training include those involved in the following tasks:

- Analyzing business processes
- Gathering requirements
- Matching requirements with CRM functionality
- Architecting CRM solutions
- Configuring CRM
- Extending CRM with custom code
- Integrating with CRM
- Testing CRM
- Developing training materials
- Training end-users
- Supporting CRM Infrastructure
- Supporting CRM Users

CRM University training is NOT recommended for end-users because it is out-of-the-box training. End-users should be provided more process-focused, role-based training that does not require them to make mental leaps into how they would use the application.

Delivery Options

You can either attend a pre-scheduled training or bring a CRM University trainer to you. Upcoming CRM University trainings are listed on the PowerObjects website. If you prefer to bring a trainer onsite, you may choose a predefined training or build your own training using the individual courses listed in this catalog.

What's included?

The fixed price for CRM University training includes participant workbooks and instructor PowerPoints. Each participant is provided their own training environment for the labs; however, they must bring their own laptops. Class sizes are up to 20 people. All CRM University courses are based on CRM 2015; however they will be easily applicable to CRM 2013 users, and the instructor will point out whenever a feature is only available in CRM 2015.

Certificates

Certificates provide recommended learning paths for various roles in your organization, and they also offer achievements to pursue for completing multiple trainings from CRM University.

CRM Administrator Certificate   9 Days

Targeted towards those who will initially architect CRM and/or be responsible for maintaining the CRM systems ongoing alignment with business processes. CRM Administrators are often required to customize the CRM user-interface to make it and keep it simple and intuitive for the end-users. CRM Administrators may also configure basic reports using the out-of-the-box toolset and deploy reports to managers and end-users. Lastly CRM Administrators may create and maintain automated processes such as workflows, dialogs, and process flows to support business needs. These skills are all included in the CRM Administrator Certificate.

In order to earn the CRM Administrator Certificate, complete the following CRM University Trainings

- CRM Boot Camp (5 days)
- Becoming a Business Intelligence Wizard (2 days)
- Advanced CRM Processes (2 days)

CRM Trainer Certificate   8 Days

CRM trainers may be responsible for conducting train-the-trainer within an organization or they may be training end-users directly. Either way, trainers need a foundational knowledge of everything CRM can do. Even if the trainers are not customizing CRM, it is helpful to have a broad view of the sales, marketing, and service capabilities, as well as the administration (behind the scenes) in order to teach CRM in context and answer end-user questions about what is possible. CRM trainers may also be a feedback channel facilitating a bi-directional communication to the CRM Administrators. However, CRM trainers focus more on end-user processes and "day in the life" of the end-users than on technical design of the application. It's critical that CRM trainers are able to connect the CRM functionality with the value it is providing users and convey both the organizational goals for using CRM, as well as the "What's in it for me" for end users. All of these things are covered in the CRM Trainer Certificate.

In order to earn the CRM Trainer Certificate, complete the following CRM University Trainings

- CRM Boot Camp (5 days)
- Effective Training and User Adoption
  Note: *This training consists of the individual courses UA Workshop (2 days) and Training Effectively (1 day)*

CRM Developer Certificate   5-8 Days

Although CRM developer primarily focus on technical work, they need a foundational understanding of the raw materials they are working with—this is the CRM platform. That is why the CRM developer starts with a broad-strokes walk-through of the out-of-the-box capability. CRM developers then build on top of that foundation using the Software Development Kit (SDK) and supported methods for extending CRM beyond what the built-in toolset can do. CRM developers focus on automation and scripts that can be built on the client side and server side. They also focus on how to integrate with CRM through database web service calls. All of these things are covered in the CRM Developer Certificate.

In order to earn the CRM Developer Certificate, complete the following CRM University Trainings

- CRM Boot Camp (5 days) OR Key User Training (2 days)
- CRM Developer Fast Track (3 days)
  ***Note:** This training consists of individual courses Extending CRM Overview (1 day), Scripting and Web Resources (1 day), Extending CRM with Plugins (.5 days), Integration Options (.25 days), What's Different about CRM Reports (.25 days)*

Trainings

Trainings are bundles of individual courses thoughtfully combined into multi-day offerings. CRM University trainings are offered in-person and can be seen on PowerObjects Events page, but they can also be brought onsite to your location.

Training	Description	Topics Covered	Duration
CRM Boot Camp	*With a focus on the business use of Microsoft Dynamics CRM, the boot camp covers the entire application in detail. Using hands-on labs in a training environment with fictional data, participants gain a broad overview of everything Microsoft Dynamics CRM can do out-of-the -box. This includes the sales, marketing, and service processes, as well as the reports and dashboards, system administrator functions, and system customizer functions.* ***Audience:*** *Intermediate technical recommended. Understanding of data and relational databases helpful. Since the CRM Boot Camp is focused on the application and not on processes, this training is not recommended for end-users, but rather is more appropriate for those who will be customizing or supporting the application.*	• CRM Overview and Navigation • Sales, Marketing, Service, and Service Scheduling • Advanced Find, Charts, Dashboards, and Report Wizard • Users, Teams, Security Roles, and Security Structure • Data Management and Duplicate Detection • Processes: Workflows, Dialogs, and Process Flows • Configuration: Forms, Fields, System Views and Charts	**5 Days**
Key User Training	*New to Microsoft Dynamics CRM? This "mini boot camp" will take you through the entire application in two days. With only a few hands-on labs, the trainer will demonstrate the built-in features of Microsoft Dynamics CRM and discuss their business use. From there, you'll take a look under the hood to see how CRM can be customized to support unique business processes. Students will be given access to a demo environment. Laptops are highly recommended, but not required.* ***Audience:*** *Intermediate technical to advanced technical understanding and previous experience with similar CRM systems will be necessary to follow the CRM walk-through with few hands-on exercises.*	• CRM Overview and Navigation • Sales, Marketing, Service, and Service Scheduling • Advanced Find, Charts, Dashboards, and Report Wizard • Users, Teams, Security Roles, and Security Structure • Data Management and Duplicate Detection • Processes: Workflows, Dialogs, and Process Flows • Configuration: Forms, Fields, System Views and Charts	**2 Days**

Upgrading to CRM 2013/2015	*As you prepare to train end users for the changes in 2013/2015, you also need to understand how to configure the new features for business use. This three-day training assumes prior knowledge of CRM 2011 basics and offers both a view of the new features of CRM 2013 and CRM 2015 from the end-user view, but also covers how an administrator would use the new features to support the end-user processes.* ***Audience:** Intermediate with CRM 2011 administration experience required.*	• New navigation and command bar • Mobile enhancements • Process Flows • Relationship Charts • Social Collaboration • QuickCreate Forms • QuickView Forms • Editable Grids • SLAs and Entitlements • Product Enhancements • Access Teams • Real time Workflows • Quick View Forms • Business Rules • Understanding Server-side Sync	**3 Days**
Effective CRM Training and User Adoption	*Successful CRM rollout and training involves so much more than just great technology. This course bundles all of the NON-TECHNICAL success factors into 3 days of training and rollout best practices. First you will start with the strategy PowerObjects brings with our years of experience in rolling out and training users on CRM. The user adoption workshop focuses on 10 ingredients to successful user adoption using the User Adoption Planning Guide and Playbook. Then you'll concentrate more specifically on training skill development and how to provide users the best training experience. Participants will practice training and have the opportunity to receive positive and constructive feedback on training techniques.* ***Audience:** Beginner or Intermediate. Knowledge of Microsoft Dynamics CRM basic functionality recommended but not required.*	• CRM's value to the organization • CRM's value to the individual (WIIFM) • Building an effective communication (OCM) plan • CRM ownership and support • End-user motivation and accountability • Training planning and resources • Tips for training success • Trainer delivery techniques • Measuring training effectiveness	**3 Days**

Becoming a Business Intelligence Wizard	*Microsoft Dynamics CRM online offers powerful reporting and analytics. This class will review all the unique CRM reporting capabilities of Advanced Find views and charts, reports using the built-in report wizard, custom CRM reports with FetchXML and the Report Authoring Add-in. We will also do a deep dive into the Power BI suite leveraging Power View and Power Map and using Power Query and PowerPivot to query and transform your CRM data. You will leave with all the necessary knowledge and resources to create powerful analytics from your CRM system. Laptops are required. Note: some content in this class applies exclusively to CRM Online and On-premise. The instructor will indicate those differences in class.* **Audience:** *Intermediate or advanced technical. Knowledge of Microsoft Dynamics CRM basic functionality is recommended. Experience with Microsoft SQL Database is helpful but not required.*	• Advanced Find Views • Charts and Dashboards • Report Wizard Reports • Power BI Suite including • PowerView • PowerMap • PowerQuery • PowerPivot • Report Authoring with SSRS	**2 Days**
CRM Developer Fast Track	For technical people who say "just show me how to extend CRM", this is the whirlwind introduction is what you need. First, this course will discuss when and why you extend CRM with custom code, and what various custom code options are support through the Software Development Kit (SDK). Then then hands-on portion because where you will learn how to create and deploy web resources, as well as create and deploy plugins within your CRM environment. Finally, this course will go over the nuances of creating CRM reports and the integration options with CRM. **Audience:** Advanced technical. Experience with relational databases, SQL, SSRS, and light programming required. Understanding of basic CRM functionality and CRM customization knowledge required.	• Extending CRM Overview • Scripting and Web Resources • Extending CRM with Plugins • Integration Options • What's Different about CRM Reports	**3 Days**

Advanced Processes	After a quick review of the processes basics, this course goes into depth with numerous hands-on exercises that enable students to master the workflows, dialogues, and process flows. This class will start with a simple workflow and move into working on advanced workflows with child workflows, and real-time workflows. Although no coding will be done in class, this course will briefly touch on how workflows can be extended with code. In the same fashion Dialogs will be covered from basics to using workflow and child dialogs within a process. Lastly, you will leave understanding how to create and update process flow stages, categories, and steps and create processes that go across entities or branch at various stages. **Audience:** Intermediate or advanced technical. Basic understanding of Microsoft Dynamics CRM functionality required. Strong understanding of relational databases required.	- Understanding workflows basics - Wait conditions, Child workflows, Real-time workflows - Extending workflows with code - Dialog basics - Leveraging workflow in dialogs - Child dialogs - Process Flow Stages, Categories, and Steps - Switching Processes - Cross-entity processes - Branching processes	**2 Days**

Individual Courses

When bringing CRM University onsite to your location, individual courses may be selected from this a-la-cart menu to form a custom training. Training is priced into "days of training" by adding up the durations into full days.

Course	Description	Days
100 Introduction to Microsoft Dynamics CRM	*For those who have never worked with Microsoft Dynamics CRM before, this course helps users understand the built-in functionality. First users learn how to access CRM and the differences in the interfaces from CRM via the web, outlook, and mobile. After surveying the sales, marketing, and service processes in the application, students will learn the basic navigation of the application, including how to search and view records, add activities and notes, and how set personal options.* ***Audience:*** *Beginner*	**4 Hours**
101 Sales Lead to Opportunity Processes	*Understand how Microsoft Dynamics CRM supports the sales process from Lead through the close of an Opportunity. Students will learn the business rules built into Microsoft Dynamics CRM and how the sales process is often automated. In this course, sales analytics will be briefly discussed in the context of what sales, including reporting on the opportunity pipeline and goal management.* ***Audience:*** *Beginner*	**4 Hours**
102 Sales Quote to Order Processes	*Advanced use of the sales features in Microsoft Dynamics CRM involves setting up the product catalog and utilizing it for the forecasting of opportunities, creating quotes, orders, and invoices. This involves the discussion of product pricelists and discount rules as well as the common functions of the integration with ERP.* ***Audience:*** *Beginner*	**4 Hours**
103 Marketing	*Learn how to use the marketing functionality in Microsoft Dynamics CRM which includes marketing lists, quick campaigns, campaigns, campaign responses, email templates and importing leads. You will examine the benefits of closed loop marketing and learn how to track the success and effectiveness of your marketing campaigns.* ***Audience:*** *Intermediate*	**4 Hours**

104 Service	Gain an understanding of the service management capabilities of Microsoft Dynamics CRM. Learn how to track customer issues, complaints, questions or requests in the cases entity. Understand how using the subject tree and articles can help with organizing and resolving cases. This course will cover advanced uses of service such as SLAs, entitlements and queues. *Audience: Beginner*	**4 Hours**
105 Implementing Service Scheduling	In this course you will learn the main service scheduling concepts. You will learn about the process of setting up the service scheduling engine and how to set up a work schedule for users, facilities or equipment. It will cover how to schedule, close, cancel or reschedule service activities will be covered. *Audience: Intermediate*	**2 Hours**
200 Searching and Reporting	This course will show you how to use and optimize the quick find, and how to pull advanced find queries. In addition, you will learn how to save advanced find queries as personal views and export advanced find results to excel. You'll gain an understanding of out-of-the-box reports and how to use the report wizard to create custom Microsoft Dynamics CRM reports. Note: this course will not cover more advanced topics such as custom reporting using SQL, SSRS or Fetch XML. *Audience: Intermediate*	**4 Hours**
201 Templates	This course will cover the basics of how and when to use templates. You'll learn how to set up and use email templates, mail merge templates, article templates and contract templates. *Audience: Intermediate*	**2 Hours**
202 Data Management	From this course you will learn how to set up and use duplicate detection; including duplicate detection rules, duplicate detection settings and duplicate detection jobs. The Microsoft Dynamics CRM import wizard will also be covered. Note: this training will not cover other importing tools, such as Scribe. *Audience: Advanced users; specifically system customizers or system administrators.*	**2 Hours**

300 Workflows	Learn about the benefits of using workflows. Discover how to create on demand, real-time and child workflows. Gain an understanding of the required steps in order to perform a successful business process analysis. This course will also include some common scenarios when workflows are useful to use. It will bridge into advanced workflow scenarios to give you the breadth of what workflows can do. **Audience:** Intermediate to advanced users; specifically CRM power users, system customizers or system administrators.	**4 Hours**
301 Dialogs	A common misperception is that dialogs are only useful in call center scenarios. While they can be helpful in call centers there are many other uses as well! Learn how to standardize procedures and utilize dialogs. This course will show you how to create dialogs and will cover specific examples of when they are helpful. It will take you from basic use of dialogs into how to incorporate workflows into dialogs and create child dialogs. **Audience:** Intermediate to advanced users; specifically CRM power users, system customizers or system administrators.	**4 Hours**
302 Process Flows	Understand how Business Process flows work, best practices for creating process flows, and how to create process flows for your organization. This course will discuss how to modify existing process flows, deactivate unused process flows, associate process flows with security roles, and how to roll out and implement process flows. Advanced processes such as branching processes and processes that go across entities will also be discussed. **Audience:** Intermediate users; specifically CRM power users, system customizers or system administrators.	**4 Hours**
400 Administration	Learn about Microsoft Dynamics CRM administration. This course will give you an understanding of the different duties of a CRM Administrator such as adding users, setting up teams and using security roles. It'll also cover system settings. **Audience:** Advanced users; specifically system customizers or system administrators.	**4 Hours**

401 Customization	Advance your knowledge on how to customize in Microsoft Dynamics CRM using out-of-the-box customization tools. This course will teach how you to customize views, fields, forms and entities. Discover how to impact the way the user's experience CRM with role-based forms, sub-grids, business rules, quick view forms, quick create forms. Note: this course does not cover topics such as plugins, web resources or JavaScript. **Audience:** Advanced users; specifically system customizers or system administrators.	**1 Day**
500 User Adoption Workshop	You want CRM success? Take some time away from your daily demands to focus on how your organization can achieve user adoption. The truth is, there are a number of 'ingredients' in the recipe for CRM success. In this workshop, you will build a plan for your organization that ensures all of these ingredients are present. Hearing from other participants as well as the course materials, you will take away hundreds of ideas for promoting a healthy CRM system in your organization. No laptops required. **Audience:** Business power-users or managers. Knowledge of Microsoft Dynamics CRM basic functionality is recommended.	**2 Days**
501 Training Effectively	You will learn how to develop and facilitate a technical training for CRM. You will learn about the ADDIE model: analyze, design, develop and evaluate. Training best practices will be covered. This course is highly interactive and involves discussion. You will have the opportunity to practice facilitating a brief practice training session to the rest of the class and will receive feedback on you training. **Audience:** This course is intended for individuals that want to enhance their training skills. We course will spend almost no time on CRM. Attendees must be okay to public speaking, discussion and interaction.	**8 hours**
520 Modern Marketing	Modern Marketing Best Practices with CRM. This course will cover lead scoring, lead management, and demand generation. We will discuss Marketing analytics and KPIs. It will also cover topics around planning and campaign management. This course is system agnostic, but marketing tools such as Microsoft Dynamics CRM, Microsoft Dynamics Marketing and the PowerPacks will be discussed. **Prerequisites:** BC100, BC103, BC200, BC201 (or Boot Camp)	**8 hours**

521 Marketing PowerPacks	*Learn how you can enhance the out-of-the-box marketing functionality of your Microsoft Dynamics CRM system with the PowerPack Marketing add-ons. Dive into how PowerMailChimp, PowerEmail, PowerWebForm, PowerWebTraffic, PowerSurvey, PowerSocial, PowerScore, and PowerSMS work. Hands-on labs will give students firsthand experience implementing these solutions while learning about the robust functionality that these solutions have to offer.* ***Prerequisites:*** *BC100, BC103, BC200, BC201 (or Boot Camp) and MA100* ***Audience:*** *Intermediate*	**1 day**
530 Service Deep Dive	*In 2014, Microsoft released significant enhancements to the Service area of Microsoft Dynamics CRM. In this course we will do a deep dive into the features for customer service including advanced features on cases, hierarchies, parent-child relationships, case merging, and auto-case creation. This course will also cover how to implement Entitlements & SLAs, Queues, and Routing Rules. You will get a brief overview of how other customer service solutions such as Microsoft Parature and Unified Service Desk (USD) augment or integrate with the built-in services features of Microsoft Dynamics CRM.* ***Audience:*** *Intermediate technical. Understanding of Microsoft Dynamics CRM navigation required. Understanding of customer service teams and processes required.*	**1 day**
550 CRM 2013/2015 Trainer	*The past couple of year have brought incredible enhancements to end-user experience, but along with enhancements come change! Through hands-on exercises with CRM 2015, you will discover all of the new features of CRM 2013 and CRM 2015 that will impact your users. Participants will also have the opportunity to discuss how to handle change management and training of users when rolling out the update. This course assumes basic knowledge of CRM 2011 functionality and will bring you up-to-date with the latest release of Microsoft Dynamics CRM in the frame of "What's New."* ***Audience:*** *Beginner to intermediate with CRM 2011 experience required.*	**2 Days**

551 CRM 2013/2015 Administrator	For administrators of Microsoft Dynamics CRM, there are several new features to understand before updating your system to CRM 2015. This course will take you through hands-on exercises on CRM 2015 to learn the new features that were released since 2011. Participants will also be able to discuss thoughts on how to best utilize the new features in the initial rollout or whether to introduce features in a phased approach to users. **Audience:** Intermediate with CRM 2011 administration experience required.	**1 Days**
600 Excel and CRM	Many organizations have users with extensive Microsoft Excel skills. That knowledge can be leveraged to create powerful analytics and stunning visualizations. In this course full of labs and examples we will explore how to feed not only CRM data to Excel but a plethora of other data sources to mash up for deep insights into your environment. This course covers Power View, PowerPivot, Power Query and Power Maps with Microsoft Dynamics CRM. Some functionality of these tools is only available to customers using Microsoft Dynamics CRM Online. **Audience:** Intermediate technical. Knowledge of Microsoft Dynamics CRM basic functionality is recommended. Experience with Microsoft Excel is helpful but not required.	**4 Hours**
610 What's Different about CRM Reports?	The course covers the nuances of reporting with Microsoft Dynamics CRM for experienced report writers. CRM reporting has several unique and robust features that enable a rich report-consumer experience. In this class we will explore those hidden gems and how to leverage within your organization. **Audience:** Intermediate or advanced technical. Knowledge of Microsoft Dynamics CRM basic functionality is recommended. Experience with Microsoft SQL Database is helpful but not required.	**2 Hours**
611 Introduction to SSRS	Introduction to SSRS with Microsoft Dynamics CRM New to SQL Server Reporting Services? Or need a deep dive into CRM reporting? This course is full of hands-on-labs, demonstrations, and sample reports to get you started and confident in your CRM SRS report writing. **Audience:** Beginner or intermediate technical. Knowledge of Microsoft Dynamics CRM basic functionality is recommended. Experience with Microsoft SQL Database is helpful but not required.	**4 Hours**

612 Advanced SSRS	*Advanced SSRS with Microsoft Dynamics CRM* *Need to take your Microsoft SQL Reporting Services report authoring skills to the next level? This class will be a deep dive into SQL and FetchXML reporting required to support your report consumers.* *Audience: Intermediate or advanced technical. Knowledge of Microsoft Dynamics CRM basic functionality is required. Experience with Microsoft SQL Database is helpful but not required.*	**4 Hours**
700 Infrastructure and Installation	*Understand the core components of the CRM installation including the CRM Server, Email Routing and Server-side Sync, and Outlook client. Discuss at a high-level the server infrastructure administration, such as capacity planning, benchmark tests, performance monitoring, and maintenance.* *Audience: Advanced technical knowledge required in the area of server administration.*	**8 Hours**
701 Administration of CRM Online	*CRM Online Administration continues to be more complex as the suite of products becomes more robust and integrated. In this course we will dig into the options and features of CRM Online administration leveraging the sandbox functionality for training and testing. This class will demystify the setup and delivery of the Power BI suite not only from admin perspective but also how these powerful reports are deployed to your CRM and SharePoint environments. Other topics will include options for Data Replication and integration to local resources for further analysis, SharePoint integration, and Onedrive.* *Audience: Intermediate or advanced technical. Knowledge of Microsoft Dynamics CRM basic functionality is required.*	**8 hours**
800 Integration Options	*This course gives a high-level overview of the integration options with Microsoft Dynamics CRM including External System to CRM, CRM to External System, event-driven integrations, and workflow-driven integrations.* *Audience: Advanced technical helpful.*	**2 Hours**

801 Introduction to SSIS	By attending this course, students will understand the basic concepts of integration, how SSIS can be used to do data migrations and build integrations. This course is designed for students that have no experience with SSIS. It is aimed at helping students get the basics of SSIS and to see something in action. Students will get hands on experience with labs. *Audience: Intermediate or advanced technical. Knowledge of Microsoft Dynamics CRM basic functionality is required.*	**16 hours**
802 Introduction to Scribe	By attending this course, students will understand the basic concepts of integration, how Scribe can be used to do data migrations and build integrations. Also discuss when Scribe can be used as a solution when there are other ways to build integrations. *Audience: Intermediate or advanced technical. Knowledge of Microsoft Dynamics CRM basic functionality is required.*	**8 hours**
900 Extending CRM Overview	Understand the xRM application framework, the platform layers, security model and business logic. Learn common platform operations such as WCF, discovery service, and classes. Understand authentication, authorization, querying data and executing operations. *Audience: Advanced technical ability required. Experience with custom development is needed.*	**8 Hours**
901 Extending CRM with Plugins	After an overview of plug-ins, this course covers the event framework, plug-in isolation, trusts and statistics, how to develop plugins, impersonation with plugins, and entity classes. Learners will complete a lab where they create, register, deploy and debug a plugin. Learn how to create custom workflow activities. *Audience: Advanced technical ability required. Experience with custom development is needed.*	**4 Hours**
902 Scripting and Web Resources	Understand application event programming using JavaScript libraries, form, and field events. Complete labs on controlling tab visibility, modifying the sitemap, and customizing the ribbon. Learn how to create and deploy web resources, including JavaScript, Silverlight, and JQuery. *Audience: Advanced technical ability required. Experience with custom development is needed.*	**8 Hours**

Attend a Training versus Build a Training

If your organization needs training in Microsoft Dynamics CRM, there are two options. You can attend a CRM University training provided by PowerObjects, or you can bring a trainer onsite at your location. This matrix is designed to help you decide which option is right for you.

Considerations	Attend a Training	Build a Training
Cost of 1 Day of training	$500 plus travel	$2500
➢ **For 3 people**	$1500 plus travel for 3	$2500 plus travel for 1
➢ **For 5 people**	$2500 plus travel for 5	$2500 plus travel for 1
➢ **For 10 people**	$5000 plus travel for 10	$2500 plus travel for 1
Refreshments and lunches provided	Yes	No *Generally your organization brings food and drink or specifies location of these.*
Control the Agenda	No	Custom Agenda *In addition to selecting the courses you want delivered, you may work with your trainer to emphasize or deemphasize some content, and you also control start, end, and break times.*
Vary the participants per topic	No	Yes *Agenda may specify times so some team members can participate in certain parts of the training.*
Discuss your own business cases	Minimal	Yes
Get out of office	Yes	No