

SHARON GORDON IT CONSULTANT AND MICROSOFT 365 SPECIALIST



Empowering people with technology, training and transformation and helping teams and businesses to unlock skills, boost productivity and adapt to change – fast!

I have over 35 years of experience designing high-impact learning sessions and digital strategies. I help organisations transform the way their teams work by building bespoke e-learning courses and upskilling on new software, company-wide.

What I offer:



Custom online course design

End-to-end e-learning creation for internal staff or commercial use and including scripts, video, voice over and guides.

Microsoft 365 micro learning series

Short and targeted lessons of between 2 and 10 minutes in length training applications such as Excel, Teams, Word or SharePoint.

Corporate upskilling program

Tailored training sessions for your internal software roll outs to train your team on the digital tools and new workflows during a change of software.

Course content refresh or revamp

Update your existing e-learning and guides to reflect the new UI, features and branding or create new material.



Website audit and strategy

Get a review of your current website with an audit of what you currently have and what you want next. We will have a strategy building session to identify what needs to be done and the steps to take.

Website owner training

I build your website, then train you to confidently own and update it yourself with a hands-on, one-to-one or group training session for website owners and/or administrators on how to update website content using your chosen package. Includes recordings and one follow-up check-in session.



Website revamp

A redesign of your existing site.

New website design

A custom designed site for entrepreneurs and small businesses.

Ongoing support

A monthly retainer for any updates to your website.

Branded merchandise for sale

Cups and bags on sale

Visit [website](#)



Microsoft 365 workshops

Hands-on, tailored and application-based team training to quickly upskill you and your team.

Digital Confidence Training

Helping you to embrace digital tools.

Conference, panelist or keynote speaker

Speaking about Digital transformation, women in tech and entrepreneurship and inspirational talks on workplace learning and change.

Voice over and Video Narration

Professional voice over recordings for internal and external training (can include script writing).

A case study: Empowering staff with Microsoft 365 training

Solving numbering issues in Microsoft Word

Overview

In today's fast-paced business environment, productivity depends on seamless collaboration and accurate document management.

So, when employees lack proper Microsoft 365 training, they often develop inconsistent practices that lead to inefficiencies, costly errors, and reduced client confidence.

This case study highlights how a structured training program solved persistent paragraph numbering issues, improved document quality, and enhanced staff productivity.

Background

Our client, a mid-sized law firm, relies heavily on Microsoft 365 for day-to-day operations, including:

- Outlook for emails**
- Teams for meetings**
- SharePoint for document storage**
- OneNote for collaboration**
- Word for legal documentation**
- Excel for billing**
- PowerPoint for client pitches**

With documents frequently shared across departments, accurate formatting is essential.

However, without structured training, employees relied on trial and error, Google searches, AI, and colleagues' tips. Over time, this self-taught approach caused inconsistent formatting, frequent version conflicts, and recurring numbering errors—especially when multiple users worked on the same document.

A case study, continued...

The problem

Many staff members manually typed paragraph numbers rather than using Word's automatic numbering tools. This created several issues:

Numbering became inconsistent when new paragraphs were added. Long documents required time-consuming manual corrections. Incorrectly numbered sections confused teams and undermined client trust.

Review and approval cycles slowed down, impacting overall productivity and the lack of standardisation frustrated employees, delayed deliverables, and increased operational costs.

The solution

We introduced a tailored and structured Microsoft 365 training program focused on improving document production and standardising formatting practices.

Training approach

Hands-on learning – Interactive, in-person sessions using real company documents.

Demonstrations – Showcasing how automatic numbering, multilevel lists, and styles work together.

Error correction – Teaching staff how to identify and fix manually numbered sections.

Steps to Fix Existing Documents

- Remove manually entered paragraph numbers.
- Apply built-in multilevel list styles from the Home tab.
- Link heading styles to specific numbering levels.
- Insert new paragraphs to confirm automatic updates.
- Save company-standard templates with pre-configured numbering.

A case study, continued...

This clear, repeatable process equipped staff with the skills to manage documents efficiently and avoid future formatting issues.

Results & Benefits

The training program delivered measurable improvements:

- **50% faster editing of large documents.**
- **Consistent formatting across reports, pitches, and legal documents.**
- **Improved collaboration between departments working on shared files.**
- **Increased employee confidence in using both basic and advanced Word features.**
- **Enhanced client perception through more professional, accurate deliverables.**

Senior leaders reported a significant reduction in document-related frustrations and faster turnaround times for client work.

Key Takeaways

Training prevents errors – Avoid mistakes caused by self-taught methods.

Use built-in tools – Automatic numbering saves time, reduces costs, and improves accuracy.

Standardisation matters – Consistent formatting boosts professionalism and client confidence.

Up-skilled employees drive productivity – Confident staff deliver higher-quality work, faster.

Conclusion

Investing in structured Microsoft 365 training delivers long-term value. By equipping employees with the right skills, organisations can:

- Eliminate recurring errors
- Improve operational efficiency
- Enhance document quality
- Strengthen client relationships

Microsoft Word 365 already provides the tools for success—the key is teaching staff how to use them effectively.

Why clients choose me

- Over 30 completed training projects across varying industries
- Blending learning design expertise
- Hands-on, practical, actionable, and results-focused delivery
- A flexible approach that suits your individual business needs

Let's work together to drive change, grow skills and empower people.

To request a **personalised** quote, scan the QR code on the next page and I'll respond with ideas and next steps within hours!



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