

## 7 Things TRAINING SYSTEMS, INC. Learned in 2009

1. Patience (every year we say that this will be a thing we learn and so we list it for 2009 as a way to create Cognitive Dissonance for 2010!)
2. Moving to a paperless office is harder than it first appeared (we've been working on just the financial part of this for 2 years now - it's amazing that there are businesses that still want to wait for us to send them a check).
3. In this year of so-called financial turmoil, it's really emotional turmoil - if your business service/product has an ROI that business people understand you will have business. If the service/product makes them more profitable you will have so much business you will not be able to sleep.
4. Never believe what it says in an email (if it's something that's coming to an end - like an SSL certificate) without making a phone call to a real person. We made one of our client's customers suffer through 3 months of seeing "not a secure site" only to discover that we were current all along and it was a software error!
5. The longer you look at a project on your desk, the longer it's going to be there.
6. How to password protect a Excel spreadsheet (may seem like no big deal to you but it was huge to our ability to get sensitive numbers sent by email - see #2 above)
7. How to design and facilitate training by video for clients who didn't have an internet connection and who didn't have the money to fly a trainer in (this was so fun - way too long to describe so email us and we'll send you an example [tsi@trainingsys.com](mailto:tsi@trainingsys.com))