**3.2 I can describe ways to improve productivity and efficiency**

There are a number of ways to improve my productivity and efficiency. If I wanted to improve my productivity with a certain application then I could perform research on that application, produce more things with it or get some training on it.

With IT skills more generally I could increase my typing speed from experience or from doing the various online courses which could help. I could also increase my use of keyboard shortcuts, or create my own shortcuts or possibly produce some macros.

If I often accessed a certain number of pages I might have my computer retain login details, or have the browser start with them open in their own window or tab. Similarly if I always use an application like Word or Outlook, I could add it to my computer’s start up folder so it was launched whenever I turned the computer on. Various bits of information like favourites and login information can be shared across many devices making it much easier and more efficient to get started on a new system. Google allows you to do this when using Chrome, which is very convenient.

If I was producing the same content regularly, such as answering frequently asked questions, then I could improve my efficiency a lot with the use of email or word-based templates. Often requiring little adjustment it can reduce the time taken to create an email by a large margin.

One way to record the contact details for a large number of people may be to keep them stored on a database. This is a lot more efficient than writing or recalling them out individually and could save a lot of time if say emailing out a document to many people, as many database programs have a mail-merge-like feature.