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

Typing speed is essential for productivity. I have used a software package called Typing Quest to help improve my typing speed when creating documents. This package teaches you the placing of keys on the key board and goes through exercises that allow you to practice the keys and identify any weak areas. The ability to type at 80 words per minute means that you are able to create documents at a much faster rate than someone who can only type at 20 words per minute.

Keyboard shortcuts help me to improve productivity as it reduces the number of steps required to carry out the task. For example

* **Cntrl and F helps me to quickly search a document for text**
* **Cntrl and S helps me to save a document quickly**
* **F12 opens the Save As window when I want to save a document**
* **Cntrl and C quickly copies selected text**
* **Cntrl and P can be used to quickly print**

Templates help me to save time as I am able to use formatted documents that meet my needs and can be edited accordingly. For example I could use a letter template in Microsoft Word that will include the spacing, styling and alignment required for my letter and therefore the document will need minimal editing.

Filing is important in regards to efficiency and productivity. I ensure that my files are saved in folders with names that relate directly to the subject matter and if necessary by date and/or location. Each individual file is also given an appropriate name that relates to the content of the document. This makes it easier to search files when needing to refer back to them and I am able to locate them in a timely manner.