About Dragon training

Preparing for Dragon training

To make the most of your training, please redirect telephone calls to a colleague or to voice mail during the session.

How long will it take to learn to work by voice?

For most people, learning to work by voice involves considerable adjustment. It is more than likely that you will be up and running, and able to do some computing tasks by voice, after the first session. However, it will be some time before you can use Dragon for the bulk of your work. For most people, it takes several months to learn to use Dragon confidently.

Training will be most effective if you can dedicate some time to Dragon each working day—even if it is only for 15 minutes or so. Try to find time away from the pressure of deadlines to focus on customising Dragon and reading through the training documents. This is very important in the first few months of learning to work with Dragon.

To keep Dragon software running well, you will need to put in some regular time for maintenance and customisations—for example by adding new words and phrases to the vocabulary and correcting recognition errors.

How much training is required?

The amount of training required varies from person to person and will depend on:

- existing knowledge and skills
- which applications are used
- the nature and complexity of computing tasks
- whether you need to do as much as possible by voice, or are able to do a significant proportion of work by hand
- whether training in creating custom commands (macros) is required
- how much time you are able to devote to learning on your own (for example, by reading through the training documents)

For new users who wish to do as much as possible by voice, the average number of training hours is 10.

Training sessions

Most training sessions are 1.5 to two hours long, with a minimum session length of 1.5 hours. Generally, training is delivered over 5 or 6 sessions, which are spaced between two and four weeks apart. This gives you time to practice and consolidate between sessions. Depending on individual needs, it may take several months to complete your Dragon training.

Training content

Training is tailored to your specific needs, and can include:

- dictating, formatting and editing text in Microsoft Word
- working with e-mails by voice
- customising Dragon to minimise use of keyboard and mouse
- accessing documents and applications by voice
- using Internet Explorer
- working with any other applications you use (eg: Microsoft Excel, PowerPoint)

Please discuss your specific needs with the trainer, including which applications Dragon is most needed for.

What to expect when using Dragon

Speech recognition software is a useful tool, allowing you to minimise use of keyboard and mouse, and to do a substantial proportion of your computing tasks by voice.

However, it is not possible to do all tasks by voice. Some computing work simply cannot be done by voice; and some tasks that can be done by voice on a technical level, are much faster and easier to do by hand.

What level of recognition accuracy can I expect?

If Dragon is familiar with your speech and vocabulary, if your speaking voice is clear and background noise levels are not excessive, you can expect a recognition accuracy level of at least 95%. That is, for every 100 words or so that you dictate, Dragon should not misrecognise more than five words.

To optimise recognition accuracy it is important to:

- use a high-quality, corded, noise-cancelling headset microphone and sound card. We recommend that you use a USB microphone, or an analogue microphone paired with the USB pod. A USB pod is an external soundcard that plugs into a USB port. Generally, performance is better with a corded, rather than a wireless microphone.
- speak very clearly, like a newsreader, rather than using a conversational speaking style
- customise Dragon by correcting recognition errors and adding words and phrases to the vocabulary on an ongoing basis.

It is possible to use Dragon successfully in an open plan office if noise levels are low to moderate. However, if background noise levels are high, this will affect Dragon's speed and level of recognition accuracy.

Which applications does Dragon work in?

Dragon is not designed to work in all applications. It works best in Microsoft Word, Excel, Outlook and Internet Explorer. Dragon will also work in PowerPoint, although its functionality is limited.

However, if you have the Professional edition, Dragon's functionality can be enhanced in all applications— including those it is not specifically designed to work in—by creating custom commands (macros).

Overall, Dragon works best in applications that have a high degree of keyboard accessibility, and tends to be limited in applications that are very mouse driven.

Cancellation policy

I understand that there may be occasions when you are not able to attend training due to unforeseen circumstances. However, I request your consideration in giving as much notice as possible, at least three working days whenever possible.

A one hour fee will be charged for training sessions cancelled with less than two hours notice.

If Dragon software is being installed prior to the training session, please ensure that the software has been installed, activated, and can be opened, prior to the training session. A 1.5 hour fee will be charged if the session cannot proceed because Dragon software has not been correctly installed or activated.

Contact details

If you do need to cancel a session, please contact me on 0434 877 637 to ensure that I get your message. I suggest that you keep a record of this number at home in case you need to call while on leave.

A contact numbers for Viva Voce is on the website at www.vivavocesrs.com on the *Contact* page. Alternatively, your OH&S case manager will often have my contact details.

I look forward to meeting you for Dragon training. If you have any questions, please feel free to contact me at:

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