



## WorkingSm@rt<sup>®</sup> MICROSOFT + Outlook

### Who Should Attend:

Workgroups and teams including managers, technical and sales professionals, supervisors, administrators and project leaders who currently use MS Outlook, and are not optimising this powerful software.

### Format:

- Two 3.5 hour web based virtual classroom sessions or
- 1-day instructor-led session using Outlook
- Coaching session to reinforce learning

### Tools Provided:

- Comprehensive Learning Guide and Resource Manual
- Enrolment in our monthly LearningLink e-newsletter

### Related Training:

- WorkingSm@rt<sup>®</sup> 365
- WorkingSm@rt<sup>®</sup> in Meetings
- Priority Planning Workshop

## Take control of your workload and competing priorities

Receive practical hands-on skills instruction to help you absorb proven techniques for a total time-management solution.

Integrate communications, tasks, activities, planning and apply the WorkingSm@rt<sup>®</sup> method using Microsoft Outlook.

### This course will help you:

- Create a consistent focus on priorities
- Gain control of your inbox and email
- Improve your communications
- Manage your time, tasks, and activities
- Use Outlook with a 'business planning' approach

A Better Way To Work

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# Detailed Synopsis:

## WorkingSm@rt® using Microsoft Outlook

The Priority Management WorkingSm@rt® using Microsoft Outlook Workshop has been developed to empower you to take control of your work. Priority Management teaches you how to change behaviours and optimise the use of technology to take control of your time, productivity, collaboration and work results.

### Unit 1: Being Productive

This unit will introduce you to the key elements to help you refine your organisational toolkit with an increased understanding of working on those areas that add greatest value and the need to prioritise. With this productivity platform in place, you will be in a better position to recognise and manage distractions and interruptions.

### Unit 2: Setting Yourself Up to Work Sm@rt

You will gain a deeper understanding of what's available in the Outlook "toolbox" and set up the main components to enable you to work smart with enhanced focus. Learn how to increase your productivity and eliminate unhelpful habits.

### Unit 3: Manage Your Emails Effectively

We will show you how to manage your emails. You will learn ways to manage emails you can't act on immediately and learn how to deal with low priority emails. We will show you effective ways to file and find your mail and stay with your priorities regardless of the volume of email traffic.

### Unit 4: Managing Commitments to Enable a Sense of Achievement

You will learn the importance of the Outlook Calendar and how to avoid becoming a victim of "planning fallacy". The exercises will help you become a more proficient time manager and begin the process that ensures a sense of achievement.

### Unit 5: Achieve Better Results Through Effective Communication & Delegation

Learn how to plan, capture and follow up effectively on important communications and delegations.

### Unit 6: Priority Planning For Results

You will discover how the planning process works for you. The planning cycle will help you become more strategic in your daily choices. Through consistent on time delivery you will be able to have a greater sense of accomplishment individually and as a team member.



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