Outlook and Time Management

Target Audience

This one day course is for people who receive more than 30 email messages a day, spend a large proportion of each day using Outlook to send and receive messages, manage their own and other diaries, use tasks to manage their workload and need quick access to contact details of individuals and teams.

PART 1: Time Management

- Basic principles of good time management
- The 4D decision making model to keep an Inbox clear
- Managing interruptions and setting Notifications
- Organising mailboxes with colour categories, flags and other Outlook tools
- Creating and applying automated Rules
- Deleted Items Folder settings
- Working with Folders / Sub Folders
- Create and apply Quick Steps
- Daily Review routines to manage time and tasks
- Working with Tasks to manage workload and workload of others
- Keyboard Shortcuts
- Effective use of the To-Do Bar
- Best working layouts and views in Outlook for efficient workflow
- Create custom views
- Effective Searching
- Search Folders and customising search folders
- Basic Rules for writing great emails

Part 2 : Time Savers

- Quick Tables
- Quick Parts and AutoText
- AutoCorrect
- Email Templates
- Standard emails using Quick Steps
- Standard emails using the Draft folder
- Find all Mail from a Sender
- Quick Access Toolbar and Customising the Ribbon
- Switching off interruptions

- Colour Coding with Conditional Formatting

Part 3 : Calendars

- Creating new Calendars for Project work
- When and how to Share Calendars
- Working with Shared Calendars
- Working with Group Calendars
- Overlaying Calendars to schedule and create meeting invitations
- Meetings from calendar groups
- Room Finder for meeting scheduling
- Copying calendar entries
- Ending recurring appointments
- Emailing calendar snapshots
- Using Outlook tasks to prepare for Meetings – agenda items, message collections

Part 4 : Tasks and Notes

- Working with Task Details
- Assigning tasks
- Accepting Tasks
- Tracking and monitoring Tasks
- Viewing Tasks
- Creating Notes
- Dragging Notes to the To Do Bar
- Dragging Notes to the Calendar

Part 5 : Contacts

- Contact Groups – when to use, how to create and use
- Redirecting emails
- Using Bcc field correctly
- Replying to contact groups
- Removing self from contact groups
- Sharing Calendars
- When to and why create contact from global address book

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