



On Time, In Control Microsoft Outlook

Course Overview



Harness technology.
Boost productivity.

Introduction ○

New Technology. Same Old Issues.

How we work and communicate has changed dramatically as newer, faster, better technologies have been developed. But for all this technology, we are still struggling with the same old issues!

- » How do we prioritise?
- » How do we control the deluge of incoming work?
- » How do we get it all done and have a life?

Simply learning how to use tools like MS Outlook does little to harness their potential. To be more productive a worker must first intrinsically adopt effective workload and time management practices and then harness the technology to support those efforts.

Adapt Training Solutions has developed a powerful method for training people to be more productive. It blends tested productivity enhancing principles with the power and functionality of MS Outlook. We focus on creating behavioural change rather than just delivering more information.

Behavioural Change. Long Term Results.

Our *On Time, In Control: Outlook* workshops deliver tangible results in the short, medium and long term. In a survey of past participants who attended the training up to 2 years before, the results showed:

85% were able to plan their day better

76% achieved greater focus on important work

71% were more effectively managing and completing tasks

66% cleared their inbox on a regular basis

"This was an excellent course and one of the most useful I have ever attended. I will be ensuring that all my sales team attend this course over the next 6 months."

Participant, Perpetual Australia

Workshop Overview

Quick Facts

- » 1 day workshop, typically 9:00am – 4:30pm
- » Up to 15 participants per workshop
- » Delivered onsite, in a computer lab or training room with laptops
- » Participants log onto their own Outlook mailbox throughout the training
- » Optional post-training support available to enhance behavioural change
- » Outlook 2003 and Outlook 2007 versions
- » Tailored services for professional and financial services firms
- » Comprehensive workbook and set-up guide provided

Workshop Outcomes

- » Filter & prioritise all forms of incoming work, including e-mail
- » Create a daily action plan to focus on priorities and commitments
- » Manage all activity from one central planning tool
- » Balance meeting and task workload
- » Clear the Inbox to zero – every day!
- » Work proactively on key priorities and respond to urgent issues
- » Harness the full power of Microsoft Outlook
- » Maintain focus in an interruption-driven environment
- » Be on time, and in control of deadlines

Target Audience

On Time, In Control: Outlook will benefit anyone managing a busy workload and using MS Outlook. This workshop is particularly beneficial for people with deadline driven or collaborative roles such as: managers, supervisors, professional staff, sales teams, support staff, project managers and teams, executive assistants, administrators.

Real Time Learning

Participants are logged onto their own Outlook mailbox for the duration of the workshop. This enables us to achieve “real time” learning and system set-up. Through a range of activities participants gain hands-on practice, making changes to Outlook and processing work. This is one of the key points of differentiation between this and other time management approaches. It results in immediate productivity improvements and is an essential ingredient for behavioural change.

Workshop in Detail

There are 7 units within the workshop addressing system set-up, productivity principles and practical techniques to deliver lasting improvement in personal performance.

01 Introduction

- » Participant expectations
- » The MS Outlook planning system
- » Types of work and activities
- » Workload centralisation and funneling

02 MS Outlook Set-up

- » Effective toolbar set-up
- » Creating a daily plan view
- » Setting up category lists
- » Optimising Outlook alerts and notifications

03 Task Management

- » Establishing your daily action plan
- » Managing mind clutter
- » Managing meeting actions
- » Creating Outlook tasks
- » Task scheduling and prioritisation
- » Managing the in-tray and desk

04 E-mail Management

- » Eliminating low value e-mail
- » Setting up e-mail rules
- » Clearing the inbox to zero
- » Quick e-mail filing & retrieval

- » Writing effective e-mails
- » Establishing appropriate e-mail protocols

05 Calendar Management

- » Effective calendar management strategies
- » Configuring Outlook calendar views
- » Scheduling appointments and meetings
- » Sharing your calendar with others

06 Contact Management

- » Managing discussion items
- » Creating and searching contacts
- » Setting up distribution lists
- » Using Notes in Outlook

07 Daily & Weekly Planning

- » Daily plan maintenance
- » Weekly planning process
- » Making time for the big rocks
- » Implementing the system – next step action plan

“Thank you. For someone who has been feeling completely out of control, this time has been crucial for me to re-focus.”

Participant - DLA Phillips Fox



About Adapt Training Solutions

Adapt Training Solutions is a Sydney-based training company founded by Dermot Crowley in 2002. Prior to starting the business, Dermot spent 8 years in the productivity training industry. During that period he observed the rapid emergence of productivity technology and the failure of traditional time management techniques to keep pace. Adapt Training Solutions was founded to address the gap.

Adapt has a team of highly experienced and passionate coaches and trainers who run programs for the corporate sector around Australia as well as globally in London, New York, Asia and New Zealand. Our clients return to us each year because of the extremely high quality of our programs and the consistent results we achieve.

Our unique combination of productivity and technology training has enabled us to gain the respect and loyalty of some of Australia's most recognisable organisations, including:

Commonwealth Bank, DLA Phillips Fox, Harvey Norman, Allens Arthur Robinson, Mercer, BNP Paribas, Fairfax Media, Reserve Bank, Citigroup, Pfizer Australia, NAB.

Booking

When you are ready to get your team on time and in control we invite you to contact us on the phone number or email below. We will then meet with you to get a more detailed brief and provided a fixed price proposal for the workshop and any follow-up services you may require.

Phone: 02 9797 9792

E-mail: info@adapttraining.com.au

Web: www.adapttraining.com.au



I have used the services of Adapt Training Solutions since 2003, initially when I was with Rothschild Australia and, since 2005, in my role as Learning & Development Manager with BNP Paribas. I have found Adapt Training to be one of the most professional and effective training organisations with whom I have worked, and many of my colleagues in the finance industry share this view.

Denise Hartman, BNP Paribas