

## Microsoft Outlook®: Taking Control of Your Time, Tasks and E-mail - 1 Day

*Course 1310 Overview*

- You Will Learn How To**
- Leverage the extensive features in Microsoft Outlook to increase productivity
  - Customise the Outlook interface with the Ribbon, Quick Steps, Quick Access Toolbar and Backstage view
  - Maximise productivity by configuring Calendar Events, Appointments and Meetings
  - Prioritise and accomplish critical business goals by implementing Outlook Tasks
  - Apply realistic workflow techniques and optimise your work day by linking Mail, Calendar and Tasks
  - Quickly identify important e-mail using Rules and Alerts, Categories and Search Folders

**Course Benefits** Organisations depend on highly skilled employees to accomplish their business goals effectively and efficiently. This course offers the skills to improve your productivity by maximising the innovative features and techniques of Microsoft Outlook. You gain the knowledge to configure the Outlook user interface, control and prioritise your schedule using Calendar and Tasks, and effectively manage a high volume of e-mail.

**Who Should Attend** Anyone who wants to boost their productivity with time-saving strategies that leverage e-mail, tasks and the business calendar in Microsoft Outlook.

**Hands-On Training** In this one-day course, you learn how to apply Outlook features to maximise your productivity. Hands-on exercises include:

- Customising the Ribbon and configuring Quick Steps
- Adding events and maximising calendar views
- Managing and prioritising your Task list
- Configuring custom Task list views
- Processing your inbox by efficiently converting e-mails to Calendar and Task items
- Quickly finding information with Search Folders and Categories

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## Course 1310 Outline

### Introduction

- Identifying roadblocks to personal productivity
- How Outlook can streamline workflow

### Leveraging the User Interface for Improved Productivity

#### Examining the Ribbon

- Navigating the Ribbon and identifying new Outlook 2010 features
- Customising the Ribbon to fit your work needs

### Discovering Quick Steps and the Quick Access Toolbar (QAT)

- Assigning multiple actions to one-click buttons
- Modifying the Quick Access Toolbar (QAT) to add your most commonly used commands for easy reach

### Accessing multiple Outlook management features with Backstage view

- Managing Outlook configuration options including start and exit
- Reviewing account information
- Accessing advanced Outlook options
- Running the Mailbox Cleanup

### Controlling Your Schedule with the Calendar

#### Constructing a dynamic schedule to adapt to the changing business environment

- Defining your schedule parameters with fixed items for realistic planning
- Effectively managing schedules with recurring events

#### Establishing direct control over calendar items

- Differentiating between Appointments, Events and Meetings
- Employing Categories to optimise time usage

### Implementing Productivity Techniques with the Calendar

#### Analysing your individual schedule

- Managing your time on a daily and weekly basis
- Identifying problem patterns and opportunities to maximise your available time

#### Working with others

- Collaborating with the Schedule View

- Refining your Schedule View with the Time Scale feature

### Enhancing the Task System for Increased Effectiveness

#### Defining tasks

- Keeping things simple: establishing a central point for all your responsibilities
- Breaking down projects into self-contained, achievable tasks
- Prioritising tasks by establishing an Importance Level to achieve project goals

#### Sustaining the Task System

- Reassessing your task priorities and identifying "must do" items
- Building custom views to stay on top of your tasks

### Integrating E-mail into Your Workflow

#### Establishing productive habits

- Managing e-mail to stay focused and minimise distractions
- Adjusting settings to control the flow of e-mail

#### Efficiently processing e-mail

- Creating automatic e-mail filtering rules to save time
- Processing your inbox with the four Ds: Delete, Do, Delegate or Defer
- Converting e-mails to Calendar and Task items

### Managing High Volumes of E-mail Effectively handling e-mail by choosing the right filing system

- Adapting folder structures to fit the work environment
- Creating and saving virtual Search Folders to quickly locate information
- Simplifying e-mail storage with Categories

### Extending productivity with sophisticated e-mail features

- Applying the Conversation view to filter e-mail noise
- Preventing common e-mail mistakes with Mail Tips