



# Managing Outlook™ and Your Inbox®

## Professional Development Seminar

### LEARNING OUTCOMES

- LEARN MANY OF THE HIDDEN SECRETS OF USING MS OUTLOOK
- DISCOVER THE SINGLE MOST IMPORTANT SKILL IN MANAGING AN EVER-GROWING IN-BOX
- LEARN HOW TO SUCCESSFULLY SORT, FOLDER AND FILE ALL TYPES OF EMAIL
- USE THE LATEST EMAIL WRITING TECHNIQUES AND NETIQUETTE TO WRITE EMAILS

Email has become the most popular mode of business communication in Australia today. The conundrum that we all face is that in addition to making communication easier, the sheer volume and immediacy of email has made it a source of stress for many managers and staff. Are you or your people constantly facing growing inboxes of email that leaves you overwhelmed? *Why was I sent this? Do I need to read that now? Am I to action this email now or later?* Also, with the growing popularity of email-enabled mobile devices like the Blackberry, these frustrations only follow people home.... after hours!

Today, 97% of knowledge workers in Australia use email on a daily basis.

What's ironic is that actual training programs on how to use email properly are quite rare. To make matters worse, many organisations don't even offer their people printed information, training or instructions in approved email practices. And those that do have a set of simple guidelines often won't explain the best methods for successful email management and email writing skills.

The one-day ***Managing Outlook and Your Inbox!***® seminar is designed to introduce managers and staff at all levels to the important aspects of skillful email management (using MS Outlook™), as well as learning the art of effectively writing and responding to email. It's important to remember that writing email doesn't cancel the old rules of good writing etiquette.

In ***Managing Outlook and Your Inbox!***® seminar, we focus on what matters most in organising, sorting, writing and using email so that this ever-demanding and increasing communication medium works better for you and your organisation every day. Through real-world e-mail writing exercises and a live demonstration of Outlook™, participants learn how to control their email more effectively and efficiently, while writing email that gets read and actioned.

- ✓ Save time and trouble by knowing when to use email—and when not to.
- ✓ Improve email filing and finding by following our Outlook™ strategies.
- ✓ How to action email for the many people who don't read well off a screen.
- ✓ Manage your in-box efficiently by using the power of Outlook™.



# Seminar Overview

# What's Included

## SESSION OUTLINE

(One-Day Program 8:30 – 5:00pm)

### SESSION 1

- E-mail characteristics
- Writing online versus on paper
- Understanding the advantages and disadvantages of e-mail
- Using an e-mail program to send e-mail
- When to use e-mail
- Communicating by e-mail

### SESSION 2

- Exploring Outlook's components
- Sending, receiving and acting on emails
- Using message handling options and signatures
- Organising personal folders
- Editing and categorising appointments
- Sending and managing meeting requests
- Editing and assigning tasks and contacts

### SESSION 3

- Understanding when to avoid using e-mail
- Avoiding improper e-mail messages
- Following formatting guidelines
- Language and punctuation
- Using proper tone
- Improving online writing style
- Using punctuation correctly
- Message headers
- Using headers
- Including proper greeting
- Structuring an e-mail message
- Closing an e-mail message

### SESSION 4

- Using priority labels and signature files
- Discussing e-mail program options
- Netiquette style
- Using emoticons and electronic abbreviations
- Composing online correspondence



## EACH PARTICIPANT RECEIVES

Each participant receives a professionally produced, training manual and reference material. In addition, participants receive a password to online e-learning and reference material (where they can access audio coaching files, white papers, posters, and other training materials).

## ON-LINE COACHING AFTER THE TRAINING

To help participants implement all they have learnt at this powerful seminar, they'll also receive access to complimentary e-Coaching.

This unique coaching program can be undertaken 14 days after the initial training.



At the comfort of their desk and at a time which suits them, participants enjoy this coaching session which reinforces all that has been learnt at this development program.

## CERTIFICATE OF ACCOMPLISHMENT

Each participant also receives a customised "Certificate of Accomplishment", to be framed and displayed at their office or home.



## CONTACTING US

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