

Technology Workshops for Business from:

ask mrs watson

Microsoft Outlook

ask



## Half-day Workshop Outline – 3 hours

### The Aim of the Workshop.

This workshop is designed to give you the skills to work with Outlook to benefit your business and give you a foundation to continue with further workshops should you decide that they would be of value to you.

### Benefits of attending this workshop:

- ✓ **Learning** techniques and **shortcuts** that will **reduce the time** taken to work with emails calendars and tasks.
- ✓ **Enhanced** navigation and search skills to **get you to the information you need** quickly and efficiently.
- ✓ **Faster** and more accurate organising of inbound and outbound mail, **saving time** and resources.
- ✓ **Introduction to** Outlook templates to help you **quickly produce and distribute** messages
- ✓ **Ability to work with Outlook individual and group contacts** for efficient and productive contact management
- ✓ **Mastering calendars and tasks** to get revenue generating tasks completed and manage your time profitably
- ✓ **Sorting the money earners** from the **time wasters** using Outlook Journal

### Contents of session.

#### Overview – Communication management

- The 4 D's
- Shortcuts
- Message rules
- Outlook templates
- Views, groups, flags and categories

#### Time management with tasks

- Flags
- Recurring tasks
- Tasking calendar and mail items

#### Searching for Outlook items – tips and tools

- Search folders
- Search filters and custom views

#### Calendar management

- Calendar views and settings
- Organising and tracking calendar events
- Searching for calendar items

#### Working with contacts

- Data protection considerations
- E-mail personalisation with merge
- Individual and group contacts

#### Overview of Outlook Journal

- Tracking items and activities

### What do I need to bring?

A laptop will be provided for you however we recommend you bring your own if you have one.

### How do I book?

Available dates and booking information have been advised in the email accompanying this outline, places are limited to 8 per session although we are of course happy to schedule further dates as courses fill up.