



WorkingSm@rt®

MICROSOFT
+ Outlook

Who Should Attend:

Workgroups and teams including managers, technical and sales professionals, supervisors, administrators and project leaders who currently use MS Outlook, and are not optimizing this powerful software.

Format:

- 1-day instructor-led session using Outlook or
- Two 2-hour web-based virtual classroom sessions
- Coaching session to reinforce learning

Tools Provided:

- Comprehensive Learning Guide and Resource Manual
- Enrollment in our monthly LearningLink e-newsletter

Related Training:

- WorkingSm@rt® 365
- WorkingSm@rt® in Meetings
- Priority Planning Workshop

Take control of your workload and competing priorities

Receive practical hands-on skills instruction to help you absorb proven techniques for a total time-management solution.

Integrate communications, tasks, activities, planning and apply the WorkingSm@rt® method using Microsoft Outlook.

This course will help you:

- Create a consistent focus on priorities
- Gain control of your inbox and email
- Improve your communications
- Manage your time, tasks, and activities
- Use Outlook with a 'business planning' approach

A Better Way To Work
Priority Management Ottawa/Toronto/Montreal
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(613)729-2111

A four stage pre and post course evaluation process showed the following results from the training:

- 65.6% increase in staff's Outlook skills
- 41.3% increase in managing communications
- 55.4% increase in information management
- 43.9% increase in prioritizing and time management

Each person also regained an average of 49 mins of productive time per day. (a 10% productivity gain).

Additional, anecdotal feedback indicates an approximate 10% drop in the volume of email sent and received internally and a great improvement in the quality and structure of emails sent.

Case Study:

EMI Working Smarter in 2012

Background

EMI Music is one of the world's leading music companies, home to some of the most successful and best known recording artists. EMI traces its history back to the very beginnings of recorded sound and music as one of their original companies was founded by the inventor of the gramophone.

Since then EMI has always been at the forefront of technology and change. EMI scientists invented stereo recording and were closely involved in the development of magnetic tape. They were also behind the birth of electrical television and radar.

EMI streamed the first complete album over the internet and was the first company to release a digital album download. EMI also launched the first internet video single in 2001 and was the first major music company to make its music available without digital rights management (DRM) software.

Challenge to Priority Management

Due to their high profile clients and 24/7 global business, staff at EMI tend to work in a reactive, short deadline driven environment. The management team especially were working long hours, attending nonstop meetings and hopping from one deadline to another. Email traffic at EMI is higher than average and often includes large music and video files meaning mail box limits were reached quickly. With a move to new premises, EMI wanted to provide their staff with the following:

- effective processes to better manage workload
- better work/life balance
- more time to focus on high priority items
- a reduction in email traffic
- a more proactive vs reactive environment

They also wanted to achieve these results without changing their energetic and creative culture.

The WorkingSm@rt using Outlook course is likely to prove the most useful one day course that I have ever taken part in. I could not wait to get back to my desk next day to implement the strategies that I learnt from the course and have found them helpful right from the outset. Of course, I still have some work to do in planning but am working on changing my actions. The strategies for capturing information to be retrieved at a later date are invaluable.

*DW.
Administration Assistant
Chevron Australia*

“Thank you, for an excellent workshop. “WorkingSm@rt using Microsoft Outlook” has been one of the most popular classes we’ve offered at the Association. It always fills up immediately and feedback from participants is overwhelmingly positive. Having taken the course myself, I can vouch for its ability to help move from using Outlook as simply a tool for answering e-mail, to a vehicle for managing time and priorities. It’s a great program and we’re looking forward to continuing to offer it to our staff in 2009.”

*J. A.C.
Director, Training and Development,
BCBSA*

Priority Management Solution

A tailored version of Priority Management’s WorkingSm@rt using Outlook program was chosen as the best solution to the challenges faced by EMI staff. We began by running one-on-one sessions with the executive team, helping them gain better focus on their main objectives and filtering unnecessary diversions and interruptions. In discussions with the Management team, we then designed and implemented a roll out of the WorkingSm@rt program across all levels of the organization. By collating feedback from these sessions, an email and communications charter was then developed (in conjunction with the executive team) and presented to the whole organization. Each member of the executive team took turns to present a section of the charter to staff. The charter included:

- work/life balance expectations,
- email communication guidelines,
- meeting do’s and don’ts,
- expected email response times.

Following the training EMI implemented a daily “no interruption” hour where staff can work on high priority tasks and items.

Detailed Synopsis:

WorkingSm@rt[®] using Microsoft Outlook

The Priority Management WorkingSm@rt[®] using Microsoft Outlook Workshop has been developed to empower you to take control of your work. Priority Management teaches you how to change behaviors and optimize the use of technology to take control of your time, productivity, collaboration and work results.

Unit 1 Being Productive:

This unit will introduce you to the key elements to help you refine your organizational toolkit with an increased understanding of working on those areas that add greatest value and the need to prioritize. With this productivity platform in place, you will be in a better position to recognize and manage distractions and interruptions.

Unit 2 Setting Yourself Up to Work Sm@rt

You will gain a deeper understanding of what's available in the Outlook "toolbox" and set up the main components to enable you to work smart with enhanced focus. Learn how to increase your productivity and eliminate unhelpful habits.

Unit 3 Manage Your Emails Effectively:

We will show you how to manage your emails. You will learn ways to manage emails you can't act on immediately and learn how to deal with low priority emails. We will show you effective ways to file and find your mail and stay with your priorities regardless of the volume of email traffic.

Unit 4 Managing Commitments to Enable a Sense of Achievement:

You will learn the importance of the Outlook Calendar and how to avoid becoming a victim of "planning fallacy". The exercises will help you become a more proficient time manager and begin the process that ensures a sense of achievement.

Unit 5 Achieve Better Results Through Effective Communication & Delegation:

Learn how to plan, capture and follow up effectively on important communications and delegations.

Unit 6 Priority Planning For Results:

You will discover how the planning process works for you. The planning cycle will help you become more strategic in your daily choices. Through consistent on time delivery you will be able to have a greater sense of accomplishment individually and as a team member.



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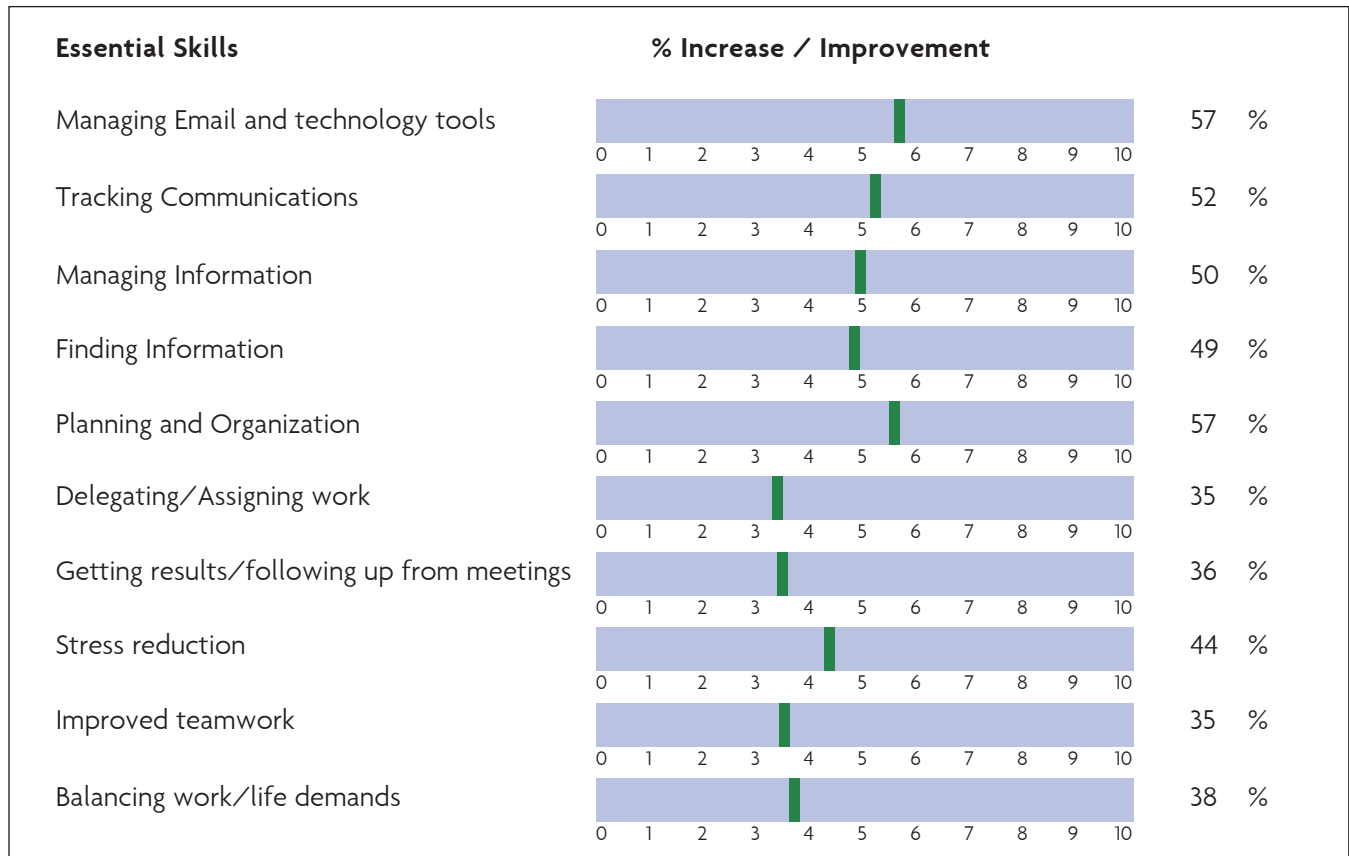


A Better Way To Work

WorkingSm@rt® using Microsoft Outlook Workshop Evaluation Summary 2018

Over 2,300 companies and 30,000 individuals from around the world have completed our workshop effectiveness questionnaire since it was launched almost 12 years ago. In the last year more than 190 new companies and 2,200 individuals completed the questionnaire. When asked “How much time have you gained each day as a result of the program?” The average of all the respondents, for all companies was **+53 Minutes per day per person.**

When asked “In what areas and by how much have you increased your effectiveness in the following areas?” – the average improvement identified by respondents was:



The following are a few of the companies and organizations that have participated in the evaluation since it was launched in 2007:

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|-----------------|-------------------------|-------------------|-------------------------|
| Air Canada | Citigroup | Jaguar Land Rover | Siemens |
| Alcatel Lucent | Dell | KPMG | Standard Chartered Bank |
| ARCO | Del Monte | Lloyds | Teck Cominco Ltd. |
| AstraZeneca | EMC | Michelin | The Boeing Company |
| Autodesk | Enbridge Pipelines | Microsoft | Thyssen Krupp |
| Baker Petrolite | FMC | Nestlé | Verizon |
| Bechtel | Frito Lay | Oracle | VISA Europe |
| Bell | Home Depot | Qualcomm | VMware |
| BMW | Honeywell / Luscombe | Pfizer | Webex |
| Chevron | Intercontinental Hotels | Salesforce.com | Xerox Corp. |