

WORKING @SMART WITH OUTLOOK

MAXIMINZING YOUR USE OF MS OUTLOOK

This course focuses on the user who's working with Outlook but could use tips and tricks to work smarter in Outlook.

COURSE CONTENT

Setting up Outlook

The Layout

- Creating a view
- Resetting a view
- Adding Columns to a view
- Opening the Advanced View Settings Dialog
- Managing Views
- Applying a View to Other Folders

Managing Folders

- Creating Folders
- Renaming Folders
- Moving Folders
- Deleting Folders
- Moving Messages to Folders

Using Rules and Cleanup Tools

- Creating a simple rule
- Modifying Rules
- Using the Rules and Alerts Wizard
- Marking a Message for Follow-Up
- Cleaning up a Folder or Conversation

Increase Focus and Productivity

Using the Outlook Panes

- Using Outlook Today
- Using the Navigation Pane

- Using the Reading Pane
- Using the To-Do Bar

Changing Message Options

- Setting Message Priority
- Marking a Message for Follow Up
- Using Quick Click Flags
- Showing and Hiding Fields
- Working with Multiple E-Mail Accounts
- Requesting Delivery and Read Receipts

Setting Advanced Message Options

- Adding Voting Options
- Changing the Reply-To Address
- Delaying Delivery
- Saving Your Message outside Sent Items

Configuring Categories

- Setting up Categories
- Assigning a Category to an Item
- About Quick Click
- Upgrading Categories
- Using Categories in a View
- Creating Category Search Folders

Using Quick Steps

- Using Quick Steps
- Creating Quick Steps
- Managing Quick Steps
- Resetting Quick Steps

Apply Strategies to Effectively Manage Email

Tame Your Inbox with the Four Ds

- Delete it
- Do It: The 2-minute drill
- Delegate it
- Defer it
- How to defer a message: Flag it
- Just file it



Stay on Top of Every Single Follow-Up Task

Daily Review: Managing Your Time and Tasks

- Saying No
- Calendar Management
- Ways to create tasks
- Ways to manage tasks
- Use your calendar: Create appointments for managing your time
- Set Aside Time

Prioritize Your Email Time with "Important" vs The "Urgent"

Tasks: Doing Your Work

- Weekly review
- Where to do your work
- Bulk process your tasks

Find Emails and Information Quickly and Effectively

How to Find a Message from a Particular Person

- Creating Default Search Folders
- Creating Custom Search Folders
- Using Search Folders
- Modifying Search Folders
- Using the Search Box
- About the Search Tools Tab
- Setting Search Options
- Searching for Contacts
- Filtering Email

Write Great Email Messages

- Basic rules of great messages: The dos
- Follow up: Flagging on send
- Basic rules of great messages: The don'ts
- How to redirect people
- How to be removed from a Contact Group
- When to use BCC

Calendar and Meetings



- Opening the Calendar
- Understanding the Home Tab
- Understanding the Calendar Tools Tab
- Creating and Editing Appointments
- Using the Daily Task List
- Using the Calendar Navigation Pane
- Customizing Calendar Views
- Managing Your Calendar
- Sharing a Calendar
- Responding to a Calendar Sharing Request
- Viewing Another User's Calendar
- Using Schedule View
- Skill Sharpener
- Scheduling a Meeting
- Using the Scheduling Assistant
- Responding to a Meeting Request
- Tracking Responses
- Adding and Removing Attendees
- Contacting Attendees
- Cancelling a Meeting

The Contacts Folder

- Opening the Contacts Folder
- Understanding the Home Tab
- Creating a New Contact
- Editing Contacts
- Using the Contacts Navigation Pane
- Customizing Contacts Views
- Advanced Contact Management Options
- Showing Additional Fields
- Marking a Contact as Private
- Using the Communicate Group
- Changing the Contact Options
- Creating a New Contact Group



Eliminate Interruptions and create a constant focus on priorities

- Know your schedule and structure your day
- Be Firm, Friendly and Make Eye Contact with Visitors
- Reference What You're Already Doing
- Keep Up On Your Communication

