Organizing communications and emails with Outlook

Duration: 0,5 day
Audience: Pour tous

Who is this training for?

This course is for anyone, manager or employee, who receives several emails on a daily basis and wants to find concrete methods and techniques to save time

Training objectives

- Help to act on two axes: as a sender and as a receiver
- Send in a more thoughtful way by questioning more about the way you use emails. Why? When? How?
- Manage the receipt of emails using effective means that can help decrease the time spent handling emails

Summary

To improve your use of email and the way you communicate. Emails take up a lot of space. We are even talking more and more about Infobesity and managing emails can eat up to 20% of the working week in some organizations. Perfecting our use of email and the way we communicate is no longer a luxury, but a necessity to improve our efficiency.

Course outline

- Identify things that can help or hinder time management
- Define when, how, and why to use email
- Manage wasted time due to email interruptions
- Use To, CC, and BCC fields more wisely
- Use folders wisely in Outlook
- Search efficiently
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Create email rules to reduce the number of emails in the inbox and sort them more easily and efficiently

- Automate Some repetitive actions using quick actions
- Create email templates and QuickParts
- Learn the email lifecycle and best practices for following up and not forgetting anything
- For Microsoft 365 users
- How Microsoft Teams can help improve communications management, decrease CCs, and foster collaboration while being more efficient

Approach and methodology

Lectures - Demonstrations - Guided and individual exercises

Prerequisites

This training takes place on the desktop application. Does not cover the particularities of the web versions, for Mac and the new Outlook for Windows

Recommendations

Knowledge of the Microsoft 365 environment (including OneDrive and Teams) is highly recommended.

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