

## Microsoft Outlook – Time management

**Description:** The main goal of the course is to increase personal work productivity by better planning, time management, teamwork management and diagnosing individual obstacles in productive use of time. The benefit is not only saving time, but also increased satisfaction and motivation of employees.

**Duration:** 8 hours

**Initial requirements:** Basic knowledge regarding use of Microsoft Outlook program.

**For whom:** The course is addressed to those responsible for planning, determining goals of the company and efficient execution of these goals in practice

### Module: Time management system (MSOL01)

#### 1) Introduction to time management

- a. ALPEN method
- b. Planning administrative actions

- ⇒ *Using calendar – defining non-standard views*
- ⇒ *Calendar personalisation: working hours, days off, etc.*

#### 2) Determining goals and list of tasks

- a. Determining goals – SMART method
- b. Determining tasks resulting from goals
- c. Dividing into portions

- ⇒ *Planning time for tasks in the Calendar Creating single and cyclical tasks*
- ⇒ *Execution of tasks*
- ⇒ *Organization of tasks*
- ⇒ *Grouping tasks by various criteria*
- ⇒ *Searching tasks*
- ⇒ *Completed and outstanding tasks on tasks list*
- ⇒ *Marking task as completed*

#### 3) Assessment of duration of an action and reserving time

- a. Long-term and short-term goals
- b. Basic principles and analysis of duration of an action
- c. Reserving time for unexpected actions - 40/60 principle
- d. Time thieves – recognizing factors causing time losses

- ⇒ *Reviewing tasks – views*
- ⇒ *Principles and alerts of messages*
- ⇒ *Reminding – alarms*
- ⇒ *Cleansing mailbox*

#### 4) Setting priorities

- a. Significance of prioritisation
- b. Eisenhower analysis – importance versus urgency
- c. Four quadrants method

- ⇒ *Organising notes – categories and colours*
- ⇒ *Flags and categorising messages*

- ⇒ *Message priorities*
- ⇒ *Using categories when searching*
- 5) Quality management**
  - a. Deming cycle
  - b. Optimisation of work results ABC principles (Pareto 20/80)
  - c. Control system – using task lists
- ⇒ *Registering actions*
- ⇒ *Configuration of automated registration*
- ⇒ *Manual entry of registry items*
- ⇒ *Opening, modifying and removing Registry items*
- ⇒ *Management of Registry items*
- ⇒ *Control of time of execution of various actions*

## Module: Delegating (MSOL02)

- 1) Principles of delegating**
  - ⇒ *Assigning task to another person*
  - ⇒ *Accepting and rejecting tasks*
  - ⇒ *Sending report on the task status*
- 2) Difficulties and barriers in delegating – why is delegating difficult**
  - ⇒ *Delegating mailbox*
  - ⇒ *Sharing calendar and organising calendar for others*
  - ⇒ *Control of tasks during their execution*
  - ⇒ *Sending reports on tasks*

## Module: Principles of dealing with telephone, documents, notes and correspondence (MSOL03)

- ⇒ **Correspondence – staying in touch**
  - ⇒ *Contacts*
  - ⇒ *Serial contact saving*
  - ⇒ *Linking existing elements with a contact*
  - ⇒ *Serial correspondence*
  - ⇒ *Public folders*
- 3) Telephones**
  - ⇒ *Searching contacts*
  - ⇒ *Making phone calls using Outlook program*
  - ⇒ *Creating list of frequently dialled numbers*
- 4) Storing documents**
  - ⇒ *Archiving*
  - ⇒ *Advances searching of elements*
- 5) Methods of nothing**
  - ⇒ *Organising notes*
  - ⇒ *Categories*
  - ⇒ *Colours*
  - ⇒ *Ordering notes*
  - ⇒ *Sorting and filtering*

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## Module: Method of efficient planning and running meetings (MSOL04)

- 1) Rule number one: plan a meeting**
  - *Transforming a date into a meeting*
  - *Cyclical meetings*
  - *Finding meetings with a specific participant*
  - *Finding dates and meetings with a specific starting date*
  - *Free time of participants*
  - *Location of meetings*
- 2) Rule number two: inform the participants**
  - *Creating distribution list*
  - *Sending messages and invites for meetings to groups of contacts*
  - *Sharing contacts with co-workers*
  - *Responses to invites for meetings*
- 3) Rule number three: prepare yourself**
  - *Reviewing state of participants of the meeting*
  - *Attachments to invites for meetings*
  - *Informing participants of the meeting on changes*
- 4) Rule number four: maintain order**
- 5) Rule number five: summary**

## Module: Adapting time management to individual possibilities: assertiveness, stress, most productive hours (MSOL05)

- 1) Performance and interference – most productive hours**
- 2) Breaks**
  - *Marking private time*
- 3) Disturbances and assertiveness**
- 4) Stress**