COURSE OUTLINE

PRIORITISE TO WORK EFFECTIVELY

WorkingSm@rt with Microsoft Classic Outlook

Gain 50–60 minutes of productive time a day
by changing how you work, not by adding more tools.

OVERVIEW

Modern work is overloaded with information, interruptions, and constant demands on attention. Even experienced Outlook users feel busy but reactive, not because they lack tools, but because they lack consistent ways of working.

WorkingSm@rt® with Outlook is an instructor-led productivity course that helps people:
- Prioritise continuously
- Manage work proactively
- Reduce stress

by integrating practical behaviours with Outlook, Calendar, and Tasks into a trusted daily system.

LEARN HOW TO OVERCOME THESE CHALLENGES

- Email overload
- Unclear priorities
- Missed actions and follow-ups
- Constant interruptions
- No realistic daily plan
- Inbox backlogs
- Difficulty delegating
- Reluctance to say "No, not now"
- Hybrid working complexity

TRAINING THAT CHANGES BEHAVIOURS

Participants learn to:
1. Prioritise continuously, doing the right work at the right time
2. Plan realistically using a daily plan
3. Allocate time to objectives, not just meetings
4. Control the inbox to focus on actions
5. Organise information to find emails quickly
6. Manage expectations and interruptions
7. Follow up reliably without chasing
8. Track conversations and commitments

WHO THIS COURSE IS FOR

Anyone who needs to decide priorities daily and reduce work-related stress

+ Organisations investing in Microsoft 365 who want real productivity gains.

PRODUCTIVITY RESULTS (SOURCE: MEDTRONIC CASE STUDY)

REDUCED STRESS FROM CLEARER PRIORITIES AND FEWER DECISIONS

50-60 MIN SAVED PER DAY THROUGH BETTER FOCUS AND PLANNING

MORE PROACTIVE WORKING WITH WORK-IN-PROGRESS UNDER CONTROL

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WorkingSm@rt®
Microsoft Classic
+Outlook

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WHAT PARTICIPANTS LEARN

New Ways of Working with Email
- Process messages once
- Capture actions immediately
- Use email as a decision gateway, not a to-do list

Calendar & Tasks That Reflect Real Priorities
- Protect focus time
- Plan commitments realistically
- Balance incoming work with objectives

Delegation & Follow-up
- Track commitments clearly
- Reduce chasing
- Maintain ownership and accountability

INSTRUCTOR-LED FORMAT
- Live, instructor-led delivery (virtual or in-person)
- Half-day 'Deep Practice' courses
- Interactive discussion and guided application
- Real work examples, not theory
- Focus on habits that stick
- Optional follow-up online coaching

Reducing Stress Through Consistency
- Fewer repeated decisions
- Clear visibility of work
- Confidence nothing is missed

Using Copilot Effectively
- Copilot as an accelerator
- Enhances focus and follow-through so people stay in control

WHAT MAKES WORKINGSM@RT® DIFFERENT
- Focuses on behaviour change, not features
- Integrates tools into one coherent system
- Proven, globally trusted methodology
- Designed to reduce stress and improve results

PARTICIPANTS LEAVE SAYING

"My workload is under control."

"I'm proactive, not reactive."

"I have time to focus on my real priorities."

"I feel calm with my work-in-progress under control."

WorkingSm@rt® with Outlook is part of a complete suite of productivity courses
To explore how this course fits your organisation's goals, speak to Priority Management.

FIND OUT MORE