Microsoft Innovation Center
Productivity Center

Training in Efficent Use of Email

Organizations can reduce the time spent on managing email by more than 30%

Email is currently the most used communication tool in business. That which in its day was a tool of sporadic use, has today become a mission-critical application through which employees receive a large number of messages per day.

While email is certainly one of the leading productivity tools of the so called "Information Worker," its misuse negatively impacts their productivity.

Improving the use of email and knowing the best ways to manage it, significantly increases the productivity of your employees and therefore, the productivity of your business.

Details

Title
Training in Efficient Use of Email

Methodology
Firsthand, because it is the most personalized and dynamic method, more effective than online training

Totally practical training including applying real examples to your company or administration.

Using one's own computer permits the individual to practice and apply the materials immediatelly after it is learned

Performed in the form of "concentrated pills" of 3 hours, because we value the time ofyour employees

Duration
3h per group

Maximum number of attendees per group
20

Version of software
Outlook 2007 or Outlook 2010

Agenda
Email as a communication tool

Managing email

Managing tasks

Working with calendar

Best practices in the use of these tools

Recommendations and change management

Objective
Maximize the use and management of email, tasks, and calendar for increasing productivity in our daily activities

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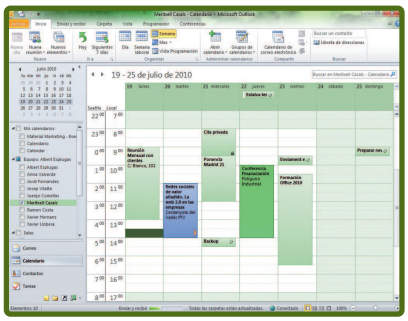
Effective management of email and time directly impacts our increase of productivity



This training, designed by the Productivity Innovation Center, uses the application of set best practices and the use of certain advanced features in Outlook to allow one to:

* Reduce the number of emails received by your employees by minimizing internal spam
* Reduce the time needed to understand what is referred to in the message and what we need to do
* Optimize the communication within the organization
* Understand the advanced functions of the tool which help you better manage your email
* Apply Time Management techniques to Outlook
* Improve the management of your tasks
* Improve the management of your calendar and shared calendars in your company
* The training is of practical nature and is organized into groups of a maximum of 20 people, each person with his or her own computer in order to be able to immediatelly put in pratice the knowledge acquired.

The personal face-to-face sessions, which are practical and interactive,permit the resolution of doubts about the use of Outlook and lead to and efficient management of email, tasks, and the calendar

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