

Manager & EA Productivity Program

A five step process to ensure Managers and EAs are working together as optimally as possible.

Technology has given us some great tools to make our working life easier – in particular the Office suite from Microsoft – but are you and your Manager/EA/Team working together as effectively as possible? Do you each know good time management techniques and the features of Outlook 2003/7 which can assist you in your day to day activities? This question is especially true for new EA/Manager teams.

Acorn Training and Consulting – the Productivity Specialists - has a new program which can assist you both to be on the same page;

It's called - **Manager & EA Productivity Program** and it consists of;

- **Step 1** - An initial meeting with an Acorn consultant to assess the needs of the Manager and the EA (no charge to you)
- **Step 2** - The EA attends Acorn's Productiv_IT with Outlook for Executive Assistant's workshop.
- **Step 3** - The Manager has a two hour at the desk session on Outlook with the EA and the Acorn consultant.
- **Step 4** - There is a follow up session with the Acorn consultant, the Manager and the EA together to ensure things are running smoothly.
- **Step 5** - Unlimited phone support after the final session.

The benefits are;

1. Better understanding the roles of the Manager and EA in productively working together
2. Better understanding the role of good time management in planning your day/week/month
3. Better understanding of the functionality of Outlook and how it can assist in working together
4. Better use of emails, messages, contacts etc.
5. Maximises the benefit the EA can be to the manager
6. Maximises the benefit the EA can be to the rest of the team
7. Time savings of many hours a week each
8. Less stress for both as you can focus on your own work

Overview

We cover a number of areas in the workshops and the follow ups including;

- *What effective **Time Managers** do and how to do it with Outlook*
- *Quick methods for **analysing and reporting** on work in progress*
- *Using Outlook to focus on your **priorities** not incoming mail*
- *How to delegate and track **Tasks** effectively*
- *How to get the most from the **Calendar***
- *Using the power of **Categories** in Tasks, Contacts & Emails*
- *How and why to expire an **Email***
- *Helpful **Email management techniques** such as how your Manager can send an email and have replies go to you*
- *How to set up a **resubmit system** in Outlook*
- *Use **Tasks** to plan, prioritise and schedule your work*
- *Managing **information** on your PC and desk*
- *Managing **interruptions** for yourself and your manager*
- *Reducing **procrastination** and other time hungry habits*
- *Using the **Contacts** functions to manage communications and mail merge*
- *Many **hints and tips** to make Outlook work for you*

Testimonials:

What a fantastic course. I am so thrilled I got to come along. What I've learnt today is really going to help me a lot. - Anna Gibson, Walter Turnbull.

The teacher was brilliant. I learnt heaps and the venue is brilliant and well run. Thank you. – Filly Thijssens, Comcare.

Having attended the Outlook course, I know it will save me time! The Manual is comprehensive and will allow me to continue my learning. Thank you to the Acorn team for their hospitality and great lunch spread. – Marina Adams, DEEWR.

I really value the tips & tricks to finding those useful hidden functions. – Elvira Ferguson, DEWHA.

I'm really getting into the power of Outlook now. Thank you for the very well run, useful course. – Anthony Ferry, DEEWR.

Everything about this workshop was excellent. Quite a few 'light bulb' moments. – Rebecca Rousell, DEEWR

Now I can burn my post it notes. There are many functions of Outlook I never knew existed. I can not wait to use them at work. – Toni Latta, Land & Water Australia.

Topics Covered in Outlook workshops

Outlook Settings & Views

- Understanding Outlook
- Outlook Screens
- The Navigation Pane
- Viewing the Folder List
- Adding Files to the Outlook Shortcut Bar
- Settings for Reminders and Alarms
- Reminders in your Calendar
- Task Options Settings
- Selecting your Start Up Folder
- Reading Pane Settings
- Turning off Default E-mail Alarms
- Setting up your TaskPad

Calendar

- Make a Meeting from an E-mail
- Using Group Schedules
- Setting Permissions
- Opening Another Calendar
- Inviting People to a Meeting
- Tracking Acceptances
- Proposing a New Time for a Meeting
- Automatically Process Meeting Requests
- Adding an Extra Person to the Meeting After the Invitations have been sent out
- Booking Resources for a Meeting
- Changing Labels on the Calendar
- Printing the Calendar
- Shared Calendars for Team Collaboration

Manipulating Data in Outlook

- Making Categories
- Using the Field Chooser and Group By Box
- Arrange By Function
- Sorting Outlook Data
- Applying these skills across Outlook

Tasks

- Action your In Tray Using DATT and a Pending System
- Assigning Tasks
- Inserting Files, Hyperlinks, Items and Objects
- Defining New Views

Advanced E-Mail Options

- Setting Priority
- Send Replies to Someone Else
- Delay Delivery
- Expiring an E-mail
- Voting Buttons
- Categorising

Notes & Journal

- Setting up Journal
- Manually Creating Journal Entries
- Viewing and Sorting Journal Entries
- What to store in Notes
- Sending Notes as Emails
- Converting Notes to Tasks

Contacts

- Creating New Contacts
- Viewing Contact Availability/ Presence
- Scheduling Activities from the Contacts View
- Drag and Drop Function
- The Contact Lookup Window
- Creating and Viewing Activities Connected to a Contact
- Sorting Contacts
- Adding Fields of your Own
- Email Merging

Mailbox Management

- Understanding the Mailbox Full Message
- Creating New Folders
- Systematic Approach to filing
- Archiving and Auto-archiving
- Setting the Age at which Items in each Folder are Archived
- Rules and Alerts
- Run Rules Now

Further Information

- Other Useful Keystrokes
- Other Tips and Tricks
- Date Navigator
- Choosing Dates for Appointments and Tasks
- Outlook Screen Views
- Changing Item Options by Dragging into a Different Group

Enrolment Form –Manager & EA Productivity Program

ABN: 34 073 999 185

Fax this form to Acorn: Fax (02) 6217 7001 or e-mail to courses@acorntraining.com.au

Please see our website for dates of the Productiv_IT with Outlook for EA's workshop

Manager	Email	Preferred dates/times
EA/PA		

Organisation:	
Branch/Division:	
Address:	
Phone number:	
Fax number:	

Payment Details

Total price \$965

1. Credit Card (Amex, Diners, Visa, MasterCard)

Name _____ Card No _____

Expiry date _____

2. Invoice

Email invoice to: _____

Terms: Payment is due on or before the day of the final session.