

Advanced Outlook for Email and File Management

- > **To switch from being overwhelmed to being in control of your email**
- > **To send documents efficiently and professionally**
- > **To empty your inbox by the end of every workday**
- > **To sort emails upon receiving according to your specific needs**

Manage your emails, don't let them manage you! We live in an era of communication, as proven by the increasing number of daily exchanges and the speed of information flow. Everyone wants answers immediately!

In this state of affairs, Outlook can rapidly become time consuming rather than time saving, as it is intended to be. Unfortunately, this is happening in an increasing number of enterprises, where Outlook is not used efficiently. This is why we have created a training course which will help you transform Outlook into a powerful communications management tool.

Length: 1 day

Teaching method:

- > Training offered as public courses in many locations across the province of Quebec
- > Also in corporate environments, customized for the specific needs of the enterprise
- > Also available online either as public course or customized

Training course objectives

- > Eliminating excessive handling of emails
- > Taking control of the Inbox
- > Avoiding interruptions and waste of time
- > Reducing the time spent on emails
- > Creating rules to manage unread emails in order to save time
- > Doing efficient follow-ups
- > Efficiently sorting emails and having an empty mailbox at the end of the working day
- > Becoming an efficient Outlook user both as a receiver and as a sender
- > Developing a good archiving system for long term
- > Organizing your contact file
- > Exporting and importing contacts
- > Using the Merge tool for sending documents

Qualitemps' Approach

The strength of this course is that it is designed for optimizing electronic communication management rather than just as a software course. The course focusses on the lifecycle of an email. Participants will learn all the functions and tools offered by Outlook to master this lifecycle and to best use Outlook. This course is also considered as an advanced software class, so in the end you will get the best of both worlds.

Detailed training course contents

- > Emails ; what, how and when to use them
- > Messaging rules for pre-sorting unread emails
- > Minimizing interruptions
- > Using Cc (Carbon copy) Bcc (Blind carbon copy) wisely
- > Categories of contacts
- > Suppliers and clients lists
- > Efficiently cataloguing emails (organisation methods)
- > A good email system for short term, medium term and long term
- > The link between tasks and emails
- > Creating daily follow ups for each client
- > 13 good email management guidelines
- > The method for categorizing contacts
- > Using Contact views for rapid selection
- > Sending emails to distribution lists
- > Sending personalised letters or emails with performing contact lists of all sizes
- > Fusion principles for letters, labels or envelopes with Outlook
- > Merge advantages with Outlook, Word and Excel

Who is this training course for?

Everyone

Pedagogical approach

- > Theoretical presentation
- > Guided practical exercises achieved independently on individual computer stations

Training course material

- > Detailed reference guide with illustrations

Technical Support

(offered for public courses as well as online courses)

- > 60 minutes of individual technical support for participants (online or in classroom), available 4 months following the course
- > This technical support can be broken into sessions or used at once, to the benefit of the students
- > Technical support offered by phone and with Webex
- > We will help you find solutions to all relevant aspects related to the course content

Our Mobile classroom

15 computers are available for classroom courses, each computer is programmed so that every functionality can be displayed full screen. This way, participants work in an environment which is similar to their own. Our mobile classroom gives us the possibility to offer training sessions in enterprises, onsite.