The Manager & EA Productivity Program

A four step process to ensure Managers and EAs are working together as productively 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 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 – have 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 2-3 hour session at the desk with the EA on how to make the most of Outlook in their role. If there are a number of EAs we can run this as a workshop in a computer room.
- Step 2 – Depending on the level of knowledge the manager wants, 1-2 hour session at the desk with the Manager on how to make the most of Outlook in their role.
- Step 3 - There is a follow up session with the Acorn consultant, the Manager and the EA together to ensure things are running smoothly.
- Step 3 - 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 session and the follow up including:

- *What effective Time Managers do and how to do it with Outlook*
- *How an EA managers her's and her Manager's diary concurrently*
- *How to focus on priorities not reacting to incoming mail*
- *How to delegate and track Tasks effectively*
- *How to set up meetings for the team*
- *Using the power of Categories in Tasks, Contacts & Emails*
- *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*
- *Quick methods for analysing and reporting on work in progress*
- *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

Send this form to Acorn: Fax (02) 6162 2077 or e-mail to bookings@acorntraining.com.au

We will ring you to organise a time to run the session.

Manager	Email	Phone Number
EA/PA		

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

Payment Details

Total price $965 per team of 1 manager and 1 Executive Assistant

If you have a group we will provide a proposal for you

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

Name _____ Card No_____

Expiry date _____

2. Invoice

Signed off by _____ Name_____

Email invoice to: _____

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