



THE PRIORITY MANAGER PROGRAMME

Working Sm@rt with Microsoft Outlook

Phase One: Priority Manager Working Sm@rt Workshop 09.00-17.00

The initial workshop takes a full day, and introduces processes, tools and techniques for total effectiveness using Outlook. The workshop is individually focussed to allow for different job roles, skills levels and styles of working. The skills covered include:

- ◆ The Priority Management Process
 - ◆ The theory and practical application of work process control techniques, and how to apply them in your day to day life
- ◆ Prioritising 'To Do' Lists
 - ◆ Using the Task function to control incoming work in a way that gives you a manageable workload. Customising the Task Pad and Task Folder to individual requirements
- ◆ Planning and Organising
 - ◆ Linking Outlook to 'outside' documents, taking an holistic approach to planning in general, controlling via Contacts and Task categories
- ◆ ,Calendar and Time Management
 - ◆ Integrating Project work, team calendar management, meetings scheduling. Using and integrating the views options to give a more proactive approach to the planning cycle.
- ◆ Stress Management
 - ◆ Work/life balance issues, Exerting greater control during the working day, to get your work done when you are fresh, and to buy time outside work without feeling guilty
- ◆ Effective Communication and Delegation
 - ◆ Using Contacts to manage communications, and tied into Tasks for follow up
- ◆ Information and File Management
 - ◆ Managing paper and electronic files, to save space, and speed up retrieval with the aim of achieving a clear desk and empty in-box at the end of each day. How to touch an e-mail once, and make it work for you.
- ◆ Integrating Outlook into your way of working
 - ◆ How not to duplicate, but integrate you systems.

The workshop is carefully structured to make the most efficient use of time. Individuals are given the opportunity to learn the principles and processes, and to put those new skills into practice.

Phase Two: The Personal Consultation

Within three weeks of the initial Priority Manager Workshop, one of our coaches will visit each client in their own workplace.

The objective of this One to One Personal Consultation is to reinforce the skills and techniques introduced during the workshop and to customise their use to the specific needs and job requirements.

During this session which lasts in the region of an hour and a half we will tackle issues such as:

- ◆ How to make your Priority Manager processes work for you
 - ◆ Integrating Outlook with paper, other software and your working environment. See what works best for you.
- ◆ Working on one thing at a time
 - ◆ Keeping focussed, having a structured plan to achieve your goals
- ◆ Managing and reducing interruptions
 - ◆ Silent and noisy interruptions are major thieves of time, how can we help to reduce them
- ◆ Keeping track of every commitment without forgetting any
 - ◆ Don't try to remember it, Task it
- ◆ How to work from a clear desk and in-box
 - ◆ Manage your information flow

Phase Three: Focus on Results/ Priority Planning 09.00-15.00

Shortly after the Personal Consultation you will attend the second extended half day workshop – “Focus on Results”. This workshop will help you to build on your recently acquired skills using results driven processes and tools. This workshop gets people to share experiences, and work as teams to enhance the learning experience.

Areas covered within this workshop include:

- ◆ Planning and achieving Key Results
 - ◆ Do we really understand our job role? Who are our customers? What do they want from us? How do they want it delivering? Answering or knowing how to answer these questions is the key to true focus and effectiveness. You don't have time to work on anything that falls outside these areas if you want to make a difference, have an impact, and become truly effective.
- ◆ What are your Goals and how can you most effectively reach them
 - ◆ Using SMART criteria to focus our goals, beginning with the end in mind, and tying into our Key Result Areas
- ◆ Mindmapping into Project Planning
 - ◆ Introducing people to using a mindmap to explode a goal, before pulling it back together in our small project planning process
- ◆ Process improvement (how to work **on**, as opposed to **in**, the business)
 - ◆ A key area that people ignore at their peril. People claim to be overworked, and yet put up with out of date, cumbersome and overly bureaucratic processes. A simple but effective model is worked through in small teams to show the power and simplicity of process improvement work, and the huge gains available from doing it.
- ◆ Meetings management
 - ◆ A simple structure to address issues around the planning and execution of effective meetings management
- ◆ Continuous Learning
 - ◆ Learning styles model (Honey and Mumford) and it's application to you and your teams development