



A Better Way To Work



“This class was well worth the time! It is the only class that I have taken that has had a direct and measurable impact on work efforts. I have already recommended this class to personnel who work for, and with me.”

Working Sm@rt[®] WITH Microsoft Outlook

Take control of your inbox and make Outlook work harder for you

This powerful software is often under-utilized. Receive hands-on skills instruction to help you absorb proven techniques for a total time-management solution that integrates communications, tasks, activities, and planning.

This course will help you:

- Create a consistent focus on priorities
- Gain control of your inbox and e-mail
- Improve your communications
- Manage your time, tasks, and activities
- Use Outlook with a ‘business planning’ approach.

Who should attend:

Workgroups and teams including managers, technical and sales professionals, supervisors, administrators and project leaders who currently use MS Outlook, and are not optimizing this powerful software.

Format:

- 1-day instructor-led session using Outlook

OR

- Two 2-hour web-based virtual classroom sessions
- Optional coaching session to reinforce learning

Tools provided:

- Comprehensive Learning Guide
- Optional Priority Manager Organizer

Related training:

- Priority Planning Workshop

Case Study:

Working Sm@rt® at NAVSEA

Background

Headquartered at the historic Washington (DC) Navy Yard, the Naval Sea Systems Command (NAVSEA) is comprised of about 53,000 civilian and military personnel across the United States and Asia. Together, they engineer, build, buy, and maintain ships, submarines, and combat systems for the United States Navy which is currently comprised of 283 ships, with a 2020 target of 313 ships with the latest technologies.

With a budget of nearly \$30 billion, NAVSEA accounts for one-quarter of the Navy's entire budget and manages more than 150 acquisition programs. The 2300 personnel at NAVSEA headquarters provide policy, guidance, oversight and support to the remaining 95% of their employees at four shipyards, eight "warfare centers" (two undersea and six surface), and four major shipbuilding locations.

NAVSEA is focused on developing a Competency Aligned Organization that recognizes the need for responding to work demand signals generated by their customers in a disciplined and cost effective manner.

Challenge to Priority Management

Starting from an inquiry through its web site, Priority Management found that many NAVSEA employees were struggling to manage high volumes of e-mail while under very tight network space limitations. In addition, they also needed help to improve personal / team productivity, to focus on priorities, and to become more proactive.

The main challenge presented to Priority Management was to find significant interest within NAVSEA's complex organizational structure to initiate Working Sm@rt training in order to demonstrate the results that are possible. Two other challenges were the lack of a NAVSEA computer laboratory at the Navy Yard that is connected to their network, and the lack of a central entity within NAVSEA that focuses on training course promotion and evaluation.

Post program evaluations, conducted 45 to 70 days after completion of the class, displayed the following results:

- 64 minutes per day: average productivity gain experienced by program graduates.
- 1.1 days: average time required to recover the initial cost of training (payback period).
- \$8,600 per graduate: annualized Return on Investment experienced by NAVSEA
- 78% improvement: average improvement in tracking communications reported by program graduates
- 74% improvement in planning and organization
- 65% improvement in managing e-mail
- 58% improvement in managing information

Additional requirements included:

- A course curriculum must align with the US Department of Defense's National Security Personnel System (NSPS) related to creating SMART job objectives.
- No additional investment by NAVSEA or any individual for new "tools" after training was completed.
- Classroom sessions preferred since most employees work in workstations with little privacy to take interactive online training with sound.

Priority Management Solution

Using post-course survey results from several Working Sm@rt client organizations, Priority Management recommended that the facilitator-delivered Working Sm@rt with Microsoft Outlook® program with onsite follow-up personal coaching could address all the NAVSEA challenges except for the computer / network access issue and the internal course promotion. The NAVSEA civilian employee who made the original inquiry partnered with Priority Management to overcome the two remaining major obstacles:

- locating a computer lab at the Navy Yard controlled by a non-NAVSEA Command and reserving several class dates
- working with his NAVSEA Training Coordinator to enter the information into NAVSEA's Washington Area online training registration system and disseminate it to other Training Coordinators.

Program graduates then receive additional ongoing support and reinforcement with access to Priority Management Working Sm@rt Expert Coaches via e-mail and phone.

Working Sm@rt® Results at NAVSEA Headquarters
NAVSEA has initiated regular Working Sm@rt® with BlackBerry training classes as add-on training for graduates of the Outlook training.

"The best one-day course I've taken in my 27 years of government service."

"I had been looking for training like this for over 5 years! Well worth the investment of time and cost. I would definitely recommend this training to everyone at NAVSEA!"

Other Client Testimonials:

"Thank you, for an excellent workshop. "Working Smart with Microsoft Outlook" has been one of the most popular classes we've offered at the Association. It always fills up immediately and feedback from participants is overwhelmingly positive. Having taken the course myself, I can vouch for its ability to help move from using Outlook as simply a tool for answering e-mail, to a vehicle for managing time and priorities. It's a great program and we're looking forward to continuing to offer it to our staff in 2009."

J. AC.

Director, Training and Development,
BCBSA

Detailed Synopsis:

Working Sm@rt® with Microsoft Outlook

The Priority Manager Working Sm@rt™ with Microsoft Outlook Workshop is an essential management skills program and has been designed to provide you with the knowledge, skills and competencies to effectively use Outlook as your organizational system. This course will help enhance personal and team productivity and performance, while giving you more control over activities and information. By providing immediate access to key business information, you will improve your decision-making. You will become more balanced and reduce stress when you put these essential skills into practice.

Unit 1 The Productivity Process:

In the first unit you will start your Campaign for Working Sm@rt and learn about what is meant by workload management. You will learn about the Invisible Assembly Line and Productivity Formula, as well as strategies for dealing with Productivity Pirates.

Unit 2 The Outlook Business Solution:

You will gain a deeper understanding of what's available in the Outlook "toolbox" and configure the main components of Outlook. In the office or on the move, we will show you how to consolidate personal, team, corporate and external information.

Unit 3 The Digital Deluge:

We will show you how to manage your Inbox and stay with your priorities, regardless of the volume of e-mail traffic. You will learn how to empty your Inbox daily by converting e-mails to tasks or appointments, and how to use rules in Outlook to

automatically sort and prioritize your e-mail. You will also learn strategies for filing and organizing information you need to keep.

Unit 4 Managing Commitments:

You will learn the importance of the Outlook Calendar and how to avoid becoming a victim of the "planning fallacy". The exercises will help you become a more proficient time manager and begin the process of regaining control over your life and demanding schedule.

Unit 5 Managing Communication:

You will learn the Priority communicating process and how to apply it with Outlook tools. You will practice planning conversations, responding to people, delegating actions and following up on commitments. We will demonstrate that by applying the communication process, it is possible to have total recall! You will also learn best practice influencing and voicemail behaviors.

Unit 6 Managing Activities:

We will show you how to become a master at prioritizing and planning your activities. You will learn how to stay on top of important and urgent activities, and how to solve the "decision dilemma" when managing a myriad of activities.

Unit 7 Priority Planning:

You will discover how the planning process works for you. The planning process will help you become more strategic in your daily choice of activities and restore a feeling of achievement at the end of every day.

Unit 8 TeamTools:

You will expand your understanding of how teams work and create a Communications Charter for your team/organization.

Unit 9 Eliminating DeskStress:

In this unit we will demonstrate how to manage the digital desktop as well as control the clutter on your hardtop too! You will learn important techniques to control both silent and noisy interruptions. You will set up files to help you retrieve sent mail.

Unit 10 Putting Outlook to Work:

Summarizes all the key ideas and provides you with a recipe for learning transfer. You will review the Quick Guide and Outlook Configuration so that you can deploy the new techniques learned today as soon as you return to the job.

For more information and to see how Priority Management can help you work smarter, call your local Priority Management office or contact us at:

www.prioritymanagement.com/contact_us/index.php



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