Course Overview

Managing Action teaches Microsoft ® Outlook ® users how to create a seamless and practical system for handling a constant stream of incoming email, voice mail, communications, next actions and projects.

Managing Action teaches your staff how to focus effectively on-the-job without being hindered by the non-stop flood of required, but not necessarily urgent, input, decisions and actions. Learning a five-phase workflow method, participants immediately apply the concepts taught to current work at hand. The system is flexible to adapt to each participant's work style and workload.

> "I'm getting at least an hour a day of extra time for quality activities I just couldn't do before!"
> - Recent program graduate

By the end of the one-day seminar, participants will experience a sense of relaxed, focused control, with all projects, action steps, and information organized in Outlook. Key issues are addressed such as email overwhelm, email protocol, personal vs. professional, effective communication, filing, reading material, interruptions, and project support.

The seminar can be done in on-line in a computer lab or classroom with laptops, or as a combination of lecture and exercise time back at the participant desks.

Course Outline

Introduction
Seminar overview
The five phases of action management:
· Collecting
· Processing
· Organizing
· Reviewing
· Doing

Collecting
Downloading commitments and agreements
Reviewing/streamlining collection tools
Clearing the mind - the "Mind Sweep"

Processing
Email, paper, voice mail, notes, meetings
Applying the Managing Action Workflow Model
The Four D's:
· Dump It
· Do It
· Delegate It

· Defer It
Defining Projects
Creating Outcomes and Plans
Linking Outcomes with next actions

Organizing
Effective use of the Outlook Calendar and Task list
Organizing email and voice mail
Prioritizing action lists
Creating a Total Life To Do list
Storing information for quick retrieval
Integrating personal and professional
Handling interruptions

Reviewing
Establishing a review process
Prioritizing the Total Life To Do List

Doing
Eliminating procrastination
Criteria for choosing action