

**Microsoft Outlook: Overcoming Inbox Overwhelm**

**Course Number:** OFC-115  
**Duration:** 0.5 days

**Overview**

Is a cluttered inbox causing frustration? This Microsoft Outlook training teaches attendees how to manage their emails by streamlining processes with rules, templates, search folders, standardized subject lines, and more.

**Prerequisites**

All students must have familiarity with Outlook.

**Materials**

All MS Outlook training attendees receive a short reference handout covering the topics in the class.

**Software Needed on Each Student PC**

All attendees need a full installation of Microsoft Office 365, including Outlook

**Objectives**

* Gain strategies for reaching and maintaining Inbox Zero
* Understand the principles of Getting Things Done
* Master techniques for cleaning and organizing an inbox
* Develop a workflow to manage and prioritize tasks
* Increase productivity with effective email management techniques
* Use tools in Outlook to streamline processes and reduce repetitive tasks

**Outline**

* Introduction
* Achieving Inbox Zero
  + Strategies for reaching and maintaining Inbox Zero
  + Tips for email triage and quick decision-making
* Understanding the Principles of Getting Things Done
  + Key concepts of the GTD methodology
  + Implementing GTD in your email management
* Mastering Techniques for Cleaning and Organizing Your Inbox
  + Email categorization and folder structure
  + Archiving and deleting messages effectively
* Developing a Workflow to Manage and Prioritize Tasks
  + Creating and managing task lists in Outlook
  + Prioritizing tasks based on urgency and importance
* Increasing Productivity with Effective Email Management Techniques
  + Tips for writing clear and concise emails
  + Time management and scheduling email processing
* Using Tools in Outlook to Streamline Processes and Reduce Repetitive Tasks
  + Setting up rules, templates, and search folders
  + Standardizing subject lines and using quick steps
* Conclusion
  + Recap of key points
  + Q&A and troubleshooting