



المركز العالمي للتدريب والتطوير
International Centre For Training & Development



OFFICE ORGANIZATION Using MS Outlook



INTERNATIONAL ASSOCIATION FOR
HEALTH AND OCCUPATIONAL
SAFETY AND THE ENVIRONMENT



Course Introduction:

Learn to effectively manage and organize e-mail, utilize the calendar, manage contacts, and work with tasks and notes using Outlook in Microsoft Office.

Course Objectives:

By the end of the program, participants will be able to:

- Understand and develop the competencies needed to run present and future offices.
- Enhance their business writing skills and organize their emails using MS Outlook 2010.
- Organize their office time using the MS Outlook 2010 calendar.
- Manage and coordinate their relationship with their manager using soft skills and computer- based methods.
- Develop and apply document management strategies.

Who Should Attend?

Office professionals, office administrators, supervisors of clerical and administrative staff, and executive/ personal assistants.

Course Outline:

Developing the Modern Administrator Competencies

- Identifying Competencies Needed for Success
- Being an "Action" Person
- Setting Up, Measuring and Achieving Your Objectives
- Interacting with Others and Networking for Success
- Personal Productivity
- How MS Outlook 2010 Can Aid Productivity
- Overview of MS Outlook 2010 Ribbon, Toolbar, Navigation Pane

Office Communication

- Choosing the Right Communication Medium
- Essentials of Business Writing and Form Design
- Using MS Outlook 2010 to Write Emails and Manage Contacts
- Organizing and Categorizing your Email Folders and Creating Rules
- Eliminating Email Overload
- Applying Design Themes to your Emails
- Creating Professional Signatures
- Working with Personal Stationery

- Creating your Own Address Book and Organization of Contacts

Time Organization

- Proactive versus Reactive Styles
- Organizational Concepts, To-Do Lists, Reminders
- Using MS Outlook 2010 Calendar to Schedule Appointments, Events, Meetings, etc
- Prioritizing Concepts and How to Apply them Electronically
- Creating and Working with Notes
- Creating and Organizing your Tasks through MS Outlook 2010
- Organizing Professional Meetings
- Writing Agendas for Effective Meetings
- Preparing Professional Minutes of Meetings

Managing your Relationship with your Manager

- Knowing your Manager and Organizing the Relationship
- Knowing your Managerial Expectations
- Communicating with your Manager
- Planning and Scheduling Tasks
- Delegation Concepts and Applications Using MS Outlook 2010 Tasks
- Sharing the MS Outlook 2010 Calendar with your Manager

E-Filing and Document Management

- Organizing your Computer Files
- Essentials of a Good Filing System
- E-Filing versus Paper Filing
- Office Organization Strategies
- Data File Management

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Fees:

To be advised as per the course location. This rate includes participant's manual, hand-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work
- Discussion
- Presentation

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session

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